



# Evaluation of Crossing Port Services at Jepara Crossing Port, Central Java Province

Kumila Hanik<sup>1</sup>, Andri Yulianto<sup>2\*</sup>, Siti Nurlaili Triwahyuni<sup>2</sup>, Azira Salsabila<sup>2</sup>

<sup>1</sup>Politeknik Bumi Akpelni

<sup>2</sup>Politeknik Transportasi Sungai, Danau dan Penyeberangan Palembang

Email : andriblp@gmail.com

**Abstract.** The ferry port functions as a place for the operation of ferry transportation activities, in the operational system, ferry transportation must not be hampered or disrupted in its service. Therefore, good facilities and infrastructure are needed to support service activities at ferry ports. This research aims to achieve good service and as basic capital for the development of a port. It is necessary to make efforts to improve adequate services, in order to provide maximum service. The government has established Ferry Port Services through Regulation of the Directorate General of Land Transportation Number: KP.5062/AP 005/DRJD/2020.

Based on the results of the analysis of the level of suitability and weighting at the Jepara Ferry Port, a score of 39.95 was obtained. The results show that the service at the Jepara Ferry Port is in classification D, meaning that the service at the Ferry Port is in the poor category. Therefore, to create optimal service at the Jepara Ferry Port, it is necessary to improve passenger services, ship services and vehicle services at the Jepara Ferry Port in accordance with regulations.

**Keywords:** *Evaluation, Service, Ferry Port*

## 1 Introduction

In essence, the progress and development of a region cannot be separated from the economic and social development of that region. Apart from that, facilities and infrastructure also have a big influence, especially transportation which plays a role in connecting one place to another. Considering that most of Indonesia's territory is water, of course port facilities are needed for crossings between regions. The port is the place where ships stop after sailing. In this port ships carry out various activities (Triadmodjo, 2010).

The ferry port which functions as a place for ferry transportation activities to operate must not be hampered or disturbed in its operation, security and safety, therefore good facilities and infrastructure are needed to support crossing activities. One of the ferry transportation is located in Jepara Regency, Jepara Regency is located in the northern part of Central Java province. It borders the Java Sea to the north and west, Pati and Kudus Regencies to the east, and Demak Regency to the south. The Jepara Regency area also consists of the Karimunjawa islands which are located in the Java Sea.

Jepara Ferry Port is a port that connects Java Island and the Karimunjawa Islands. The Jepara ferry port is the main crossing access for people who want to cross Jepara-Karimunjawa and vice versa. The Jepara Ferry Port is managed by the Jepara Regency Transportation Service and the Technical Organizing Unit is managed by PT. ASDP Indonesia Ferry (Persero) Jepara Branch. The Jepara Ferry Port serves 1 (one) crossing and is served by the Siginjai Passenger Motor Ship (KMP), the Express Bahari 8F Fast Motor Ship (KMC) and the Express Bahari 1C Fast Motor Ship (KMC).

In order to achieve good service and as basic capital for the development of a port. There is a need for efforts to improve adequate services, in order to provide maximum services for service users. The government has established Ferry Transport Services through the Director General of Land Transportation Regulation Number: Kp.5062/AP 005/DRJD/2020.

Based on researchers' observations in the field, the Jepara ferry port does not comply with the Director General of Land Transportation Regulation Number: Kp.5062/AP 005/DRJD/2020. For example, fire extinguishers that are not suitable for use, unavailability of evacuation routes and evacuation gathering points, health facilities such as first aid kits that are not suitable, unavailability of health posts/clinics, unavailability of wheelchairs, unavailability of temperature control facilities, passenger lanes and vehicles that are in one lane. , unavailability of information

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on onward transport, unavailability of facilities for passengers with special needs, unavailability of space for breastfeeding mothers, unavailability of vehicle weighing equipment, unavailability of vehicle counters, and inadequate ship berthing facilities.

Therefore, to create optimal service at the Jepara Ferry Port, the port must provide adequate service facilities. Therefore, there is still a need to improve services in accordance with the Director General of Land Transportation Regulation Number: KP.5062/AP 005/DRJD/2020. Based on this background, in writing this research proposal the author took the title "Evaluation of Ferry Port Services at the Jepara Ferry Port, Central Java Province.

## 2 Method

The type of research used in this research is descriptive qualitative. Descriptive quantitative research according to Sugiyono (2013) is a method used to determine the value of independent variables, either one or more variables (independent) without making comparisons, or connecting them with other variables. Quantitative research is also a way to solve researched problems using data in the form of numbers and statistical programs. This research uses analysis in the form of evaluation and analysis of Service Standards at Ferry Ports.

Meanwhile, the data used in this research is primary data in the form of field observations and documentation. Meanwhile, secondary data is taken from literature and collects data from various related agencies.

## 3 Results and Discussion

Researchers carried out practical field work at the Jepara Ferry Port for 1 month starting from May 1 2023 to May 30 2023. Observations were carried out to obtain data regarding the services available at the Jepara ferry port.

### 3.1 Data Analysis

Based on the results of the author's observations in the port service field, it is necessary to solve problems so that the level of suitability and weighting at the Jepara Ferry Port is in accordance with Director General Regulation No. KP.5062/AP 005/DRDJ/2020, based on the analysis obtained on the ferry port services that are needed and must be improved. These services are as follows.

1. Passenger service at the arrival and departure terminals
  - a. the condition of the APAR that has expired
  - b. There are no evacuation route instructions available
  - c. There is no evacuation gathering point available
  - d. P3K conditions that do not meet the requirements
  - e. no wheelchairs available
  - f. no security breach information available
  - g. the lighting is not up to standard which should be 200-300lux
  - h. The port plan/layout is not yet available
  - i. unavailability of information on port entry fees
  - j. Park 2-wheeled and 4-wheeled vehicles in one place
  - k. There is no vehicle entry and exit route available
  - l. There are no facilities available for disabled passengers
2. Passenger service in the waiting room
  - a. no fire extinguisher available
  - b. there is no evacuation route available
  - c. There are no first aid equipment facilities available

- d. There are no clinics/health posts available
  - e. There are no security guards available in the waiting room
  - f. The size of the waiting room at the Jepara ferry port is not yet up to the standard it should be
  - g. There are no temperature control facilities available
  - h. The lighting does not comply with the standard which should be 200-300lux
  - i. There is no visual information available regarding ship travel disruptions
  - j. There are no facilities available for disabled passengers in the passenger waiting room
  - k. There are no nursing mother room facilities available
3. Passenger service on the gangway
- a. The lighting on the gangway only has 1 lamp used, and it is not in accordance with the standard which should be 200-300lux
  - b. There are no facilities available for disabled passengers
4. ship services at the ferry port
- a. There are no directions for evacuation routes available
  - b. The condition of the ship's berthing facilities does not comply with government regulations, namely in the form of damaged fenders
5. There is no weighbridge available
6. There are no vehicle counters available
7. vehicle service in the waiting parking lot
- a. There is no lane separating vehicles (2 wheelers, 4 wheelers and buses/trucks)
8. vehicle service in the parking lot ready to load
- a. The queuing time to be ready to load vehicles is more than five minutes because the entry lane for vehicles and passengers is in one lane, and vehicles wishing to board the ship must wait for the loading and unloading process.

### 3.2 Discussion

Based on the results of data presentation and analysis, a suitability score and weighting of ferry port services is obtained. The following is the calculation of the weighting and assessment of ferry port services

No	Service Description	Weight	Surveyor		
			Score	Total Score	
A.	Passenger Services at Ferry Ports				
A.1	Services at the Passenger Terminal				10.28
1	Safety	3.07%	0.63		
2	Security	3.00%	2.25		
3	Comfort	2.75%	2.25		
4	Ease of Affordability	2.98%	2.15		
5	Regularity Reliability	3.00%	3		
6	Equality	3.00%	0		
A.2	Waiting Room Service				4.82
1	Safety	3.48%	0		
2	Security	3.49%	1.74		
3	Comfort	3.52%	1.32		
4	Ease of Affordability	3.50%	1.76		
5	Regularity Reliability	3.50%	0		
6	Equality	3.52%	0		
A.3	Service in Gangway				3.51
1	Security	3.51%	3.51		
2	Comfort	3.50%	0		
3	Equality	3.50%	0		
B.	Ship Services at Ferry Ports				12.17
1	Safety	6.51%	0		
2	Comfort	6.48%	5.67		
3	Regularity Reliability	6.50%	6.5		
C.	Vehicle Services at Ferry Ports				
C.1.	Vehicles at the Weigh Bridge				0
1	Safety	2.40%	0		
2	Security	2.40%	0		
3	Comfort	2.40%	0		
4	Ease of Affordability	2.40%	0		
5	Regularity Reliability	2.40%	0		
C.2.	Vehicle at the Counter				0
1	Comfort	2.50%	0		
2	Ease of Affordability	2.51%	0		
3	Regularity Reliability	2.51%	0		
C.3.	Vehicles in Parking Wait				3.75
1	Comfort	2.49%	2.49		
2	Regularity Reliability	2.51%	1.26		
C.4.	Vehicles in Parking Ready to Load				5.42
1	Comfort	3.26%	3.26		
2	Regularity Reliability	3.24%	2.16		

No	Service Description	Weight	Surveyor		
			Score	Total Score	
Total				39.95	

#### 4 Closing

- a. The results of the analysis of the level of suitability and weighting at the Jepara Ferry Port obtained a score of 39.95. The results show that the service at the Jepara Ferry Port is in classification D, which means the service is in the poor category.
- b. Efforts to improve services at the Jepara Ferry Port by improving aspects of safety, comfort, convenience and affordability as well as equality at the arrival and departure terminals. Improving aspects of safety, security, comfort, convenience and affordability, reliability and orderliness as well as equality in waiting rooms. Increasing aspects of comfort and equality in gangways. Improving safety and security aspects of ships in port. Providing a weighbridge and vehicle counter. Improving aspects of reliability and orderliness in parking lots waiting for vehicles, improving aspects of reliability and orderliness in parking lots ready to load vehicles.

The suggestion obtained are proposed in an effort to improve the system crossing port services at Jepara Crossing Port, Central Java Province as follows:

- a. It is necessary for the government and related agencies with authority to increase supervision and provide firm action on services at Jepara port so that services can run in accordance with the benchmarks of Director General Regulation No: KP.5062/AP 005/DRJD/2020, namely, in the form of assessment results for ferry port service standards. classification D in the unfavorable category for 2 (two) consecutive years as intended in article 7 paragraph (1) letter d is subject to sanctions in the form of a reduction in port pass rates by 15% (fifteen percent).
- b. Improvement and provision of services in the passenger waiting room, namely fire extinguishers, evacuation route instructions, first aid equipment and clinics/health posts in the safety aspect, security and identity officers in the security aspect, waiting room area, temperature control facilities and lighting in the comfort aspect, visual information on ship travel disruptions on the aspects of convenience and affordability, facilities for disabled passengers and nursing mother room facilities on the equality aspect. Improving and providing services on gangways, namely lighting on the comfort aspect and lane facilities for disabled passengers on the equality aspect. Improvement and provision of ship services, namely signs indicating evacuation directions in the safety aspect and ship berthing facilities in accordance with government regulations in the comfort aspect. Provision of weigh stations and vehicle counters. Improvement and provision of vehicle services in waiting parking, namely vehicle separation lanes in the aspects of reliability and regularity. Improving and providing vehicle services in ready-to-load parking, namely queuing time for loading vehicles in the aspects of reliability and regularity.

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