

Analysis of the Supervision of Siwa Class III Port Operator Unit Office Employees in an Effort to Realize Passenger Safety and Security at the Siwa Sea Port

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Abstract. This study aims to determine the supervisory performance of the Siwa Class III port management unit office employees in Realizing the Safety and Security of Passengers at the Siwa Sea Port. This study uses qualitative research methods with 5 (five) people, namely the leadership, office employees and ship crew. This research was conducted at the Siwa Class III Port Operator Unit Office. Data collection techniques by means of observation, interviews, and documentation. The data obtained from the research results are processed using data analysis techniques, namely data collection, data reduction, data presentation, conclusion/verification. The results of the study indicate that the analysis of the supervision of the port management unit class III office employees in realizing the safety and security of passengers proves that the performance of employee supervision still needs to be improved, seen from the indicators, namely the supervision procedure is not stable, the supervision standard is not good and the supervision accuracy is quite good.

Keywords: Analysis, supervision, safety, security, employees.

1. Introduction

Indonesia has a sea area of 3,257,483 km² or 2/3 of the total area of Indonesia. This region causes sea transportation (ships) to become one of the main transportations in this era of globalization. The development of sea transportation to date has experienced ups and downs along with the influence caused by changes in policy by the government and also stakeholders in the provision of sea transportation at the port, in this case the officer of the harbormaster's office. Syahbandar is a government official at the port who is appointed by the Minister and has the highest authority to carry out and supervise the fulfillment of the provisions of laws and regulations to ensure the safety and security of shipping (Undang-Undang Republik Indonesia Nomor 17 Tahun 2008 Tentang Pelayaran). Syahbandar is the holder of the highest authority in the port. The harbormaster carries out the function of shipping safety and security which includes the implementation, supervision and law enforcement in the field of water transportation, ports, and protection of the maritime environment in ports. The thing that is very influential in shipping is the safety and security of shipping (Malisan, 2013).

Safety is an integral part of the management of shipping companies in general to support better working conditions on board. Shipping safety and security, including the safety and security of maritime transportation as stipulated by the shipping law, needs to be carried out carefully through related structures as the elaboration of the shipping law through the shipping law (Peraturan Menteri Perhubungan Republik Indonesia Nomor PM 115 Tahun 2018). Shipping safety and security is a very important factor to support the smoothness of sea transportation and prevent accidents where the determination of shipping lanes through the provision of corridors for ships sailing across the waters followed by marking for navigational hazards.

Even though there are regulations that regulate the harbormaster's employees in issuing sailing approvals, it is not uncommon to find sea transportation accidents caused by the negligence of a portmaster in carrying out the port's duties, namely by giving a shipping permit or seaworthiness certificate for ships that are not suitable for sailing and ships that are not suitable for sailing. passed the test by the Indonesian classification

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bureau (Aguw, 2013). The importance of security and safety as well as overall activities in shipping is the biggest problem in ship accidents is the importance of the expertise and ability of the harbormaster's employees in carrying out their syahbandar duties.

In order for sea transportation activities to be carried out properly, it is necessary to supervise the port office employees at the port. Bearing in mind that the harbormaster office is the ruler at the port, it must play an active role in maximizing the authority it has, especially on the security and safety of passengers at the port. However, in reality there are still some passengers who do not fully feel comfortable when they want to travel by ship. Convenience in traveling using sea transportation is something that is highly desired by ship passengers.

Of course, matters regarding safety and security in shipping do not escape the supervision of a porter, the definition of supervision is basically a supervisory activity carried out to find out immediately related to abuse, irregularities, and other problems then corrections and improvements are made according to these problems.

Therefore, the harbormaster's employees must carry out their portership duties well and understand the standard operating procedures for crossing transportation which directly affects the safety and security of shipping. Standard Operating Procedure is a software that regulates the stages of work processes and certain work procedures (Burton, 2021; Hasyim, Sofyang, Syurkati, & Sumarni, 2021; Sakawati, Ahmira, & Widyawati, 2022)

Based on the results of observations made by researchers when carrying out office practice for two months, namely July to August in 2020 at the Siwa Class III Port Operator Unit Office, it was seen that there were still employees who had not carried out the tasks that had been given, for example, late employees who came to the office. in the morning, there are employees who do not carry out direct supervision in the field when the ship will depart or dock, there are still employees who do not come to work without any information.

This study aims to determine how the supervisory performance of porters' employees and the supporting factors and inhibiting factors for the supervision of the Siwa Class III Port Operator Unit office employees in an effort to realize the safety and security of passengers at the Siwa Seaport.

2. Method

This study uses a qualitative approach and the type of descriptive research. Qualitative methods are used to obtain in-depth data, a data that contains meaning (Sugiyono, 2019) with the aim that this study seeks to produce new findings through data collection methods, namely, observation, interviews, and documentation. In this case the data sources used are primary data and secondary data. Data collection techniques are the most important step in research because the main purpose of a study is to collect data (Sugiyono, 2010). Therefore, the research techniques used to collect data are observation, interviews, and documentation.

The informants in this study were 3 employees from one of each division of the position group and 2 ship crews. To collect data and information, interview guides, cameras, recorders, voices, notes, and others are needed.

To increase the credibility of the data (trust) to the research results, it is used to increase persistence, triangulation, and member checks. In accordance with the qualitative research method in this study, the appropriate data analysis technique used is interactive data analysis with a model consisting of data collection, data reduction, data presentation, and drawing conclusions (Miles, Huberman, & Saldana, 2014).

3. Results and Discussion

The results of the research obtained at the Siwa Class III port operator unit office in the form of direct interviews with informants namely Mr. Hasir, as deputy head of the office, Mr. Hj. Irhas as Sea Transport Traffic Officer and Service Officer, Mr. Rudi, SE as the Harbormaster Officer, Mr. Muhammad Rusdi as the Fiber Ship Captain, and Mr. Kidal as the ship's crew.

To find out the supervisory performance and the supporting factors as well as the inhibiting factors for the supervision of employees in the class III port operating unit office, students based on supervision indicators measured by 3 (three) indicators can be described through the responses of informants who are considered good. For more details can be described in detail based on the results of interviews of each indicator.

3.1 Supervision Procedure

Supervision procedure is an action that is carried out under supervision with pre-determined steps that are appropriate in the implementation of supervision. The procedure aims to provide convenience in carrying out a given responsibility and the results of its implementation will be clear.

Based on the results of observations, the researcher confirmed that in supervising employees, they must follow the procedures that have been determined. The procedures for carrying out the supervision of porters at the Siwa Seaport are preparing seaworthiness sheets, checking ships, checking documents from ship companies, and checking ship security supporting facilities.

Based on the results of the interview, it can be understood that the supervisory procedures carried out at the Siwa Class III Port Operator Unit Office are already well staffed. This shows that the employee supervision procedures are in accordance with the work they get. In addition, it can also affect the safety and security of passengers at the Siwa Seaport.

3.2 Supervision Standard

The implementation of supervisory standards is carried out to minimize or prevent accidents and errors or omissions in an office work program. Standard is a benchmark in supervision that will be a reference for implementing a work program. In determining the standard, the syahbandar's employees pay attention to physical standards, monetary standards, and time standards.

Based on the results of observations made at the Office of the Class III Port Operator Unit, Siwa, the researcher confirmed that the physical standards carried out by employees were still not going well, the monetary/value standards were running well, and the time standards had not gone well because there was no time match between the sailing approval letters. is made with the time the ship sailed.

From various interviews, it can be concluded that the standard of supervision is not good, it can be seen that the physical standard has an error, namely the discrepancy between the manifest list and the number of passengers on the ship.

3.3 Supervision Accuracy

Accuracy is the accuracy or ability of a person in doing something about what he observes. In supervising the ship requires careful supervision. In order to achieve the desired goal, it is necessary to measure the suitability of the same data repeatedly.

Based on the results of observations made at the Office of the Class III Port Operator Unit, Siwa, the researcher confirmed that the same data measurements were carried out repeatedly by employees, including checking ship documents before issuing a sailing approval letter, checking onboard/on-board, supervising the rise and fall of

passengers. carefully, paying attention to the loading and unloading of goods at the port, and good communication between the ship and the harbormaster's employees.

From various interviews, it can be concluded that at the Office of the Siwa Class III Port Operator Unit, everything is going well. The harbormaster employees are very attentive to those around the port and cooperate well with fellow employees so that unwanted mistakes do not occur.

Discussion

3.1 Supervision Procedure

In carrying out the duties and responsibilities, the harbormaster has operational standards in the implementation of supervisory procedures. Procedures are sequences of clerical work involving several people which are arranged to ensure the same treatment for the handling of repeated corporate transactions (Wijaya & Irawan, 2018) (FN, 2018) (Mulyadi, 2017) While the supervision procedure is an activity carried out with predetermined steps that are in accordance with the implementation of supervision.

Based on the results of observations, the researcher confirmed that the supervisory procedures at the Siwa Class III Port Operator Unit Office had been going well, seen from the supervision of employees who made direct observations and observations at the port, made records and reports such as ship documents, and money bills are made by the ship company in accordance with the supervisory procedures.

3.2 Supervision Standard

Standards are requirements made by an authorized institution that are recognized by many parties and are used as a benchmark in carrying out an activity, according to the definition of standards according to standards (Peraturan Pemerintah Republik Indonesia Nomor 102 Tahun 2000 Tentang Standardisasi Nasional). Determination of implementation standards means as a unit of measurement that is used as a benchmark for the assessment of results, objectives, targets, quotas and implementation targets can be used as standards (Siagian, 2014). More specific standard forms include sales targets, budgets, market share, profit margins, work safety and production targets.

Based on the results of observations, the researchers confirmed that the standard of supervision was not stable, seen from some passengers who did not buy tickets and did not report to the officers and the suitability of the time the ship sailed sometimes did not match the specified time.

3.3 Supervision Accuracy

Accuracy is the accuracy or ability of a person in doing something about what he observes. Accuracy is also needed by all humans to carry out daily activities, a decrease in accuracy can result in what is done will get unfavorable results. A conscientious person is shown to be careful, full of interest, and careful in carrying out something so that there are no mistakes, and get good results (Arhas et al., 2022; Niswaty, Seha, Nasrullah, & Darwis, 2020)

Based on the results of observations, the researchers confirmed that the accuracy of the supervision was going well, seen between the employees and the ship's party, that they established very good communication so that if there were problems or obstacles, they could be resolved easily and quickly.

4. Conclusion

Based on the results of the study, it can be concluded that the Analysis of Employee Supervision of the Office of the Siwa Port Operator Unit Class III in Realizing the Safety and Security of Passengers at the Siwa Sea Port can be said to have an effect on employee supervision, this can be seen from each research result of each indicator, namely the procedure supervision, supervision standards, and scrutiny of supervision.

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