The Influence Of Manual System Port Services To Inapornet On Users Of Belawan Port Services At PT. Adhigana Pratama Mulya Belawan

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Abstract. The aim of this research is to find out the port service process and what obstacles occur during the port service process. There are several obstacles experienced by service users in ship service activities via Inaportnet. The first is that PNBP payments (VTS, signs and dangerous goods) are still manual, the reason being that service users don't understand Inaportnet. Apart from that, updates to computer devices. When using Inaportnet, system errors often occur. Efforts that can be made are to carry out updates so that PNBP payments can also be made online, carry out training and socialization about Inaportnet filling, update computer equipment and evaluate and upgrade the Inaportnet application.

Keywords: Manual System, Inaportnet

BACKGROUND

Inaportnet is an open and neutral electronic portal to facilitate the exchange of data and information on port services quickly, safely, neutrally and easily which is integrated with relevant government agencies, port business entities and logistics industry players to improve port competitiveness better globally. Inaportnet users are government agencies and port business entities as well as logistics industry players in Indonesia who use port services as well as agents who use Inapornet as a place to collect data on ship entry and exit.

Inaportnet was developed in stages both in terms of range and type of service. In 2016, services started from Tanjung Priok with services including ship permit services, container issuing and receiving services, domestic manifest services and electronic payments. Indonesia's logistics performance is currently a serious concern for the government and private sector. This is often measured from several statistical benchmarks such as dwelling time, logistics cost contribution and logistics performance index (LPI). According to "Putu Franciska Fajarini, S.Log. M.S.M, Supply Chain Indonesia 2023" Logistics Performances Index (LPI) is an interactive comparison tool that shows the value of a country's logistics performance in general, and aims to provide an overview of the challenges and opportunities that may be faced in a country's trade logistics performance. LPI is measured based on six indicators, namely:

1. Efficiency of the customs and excise clearance process (speed, convenience and formally measurable)
2. Condition of trade and transportation infrastructure (ports)
3. Ease of finding ships carrying goods
4. Competition and quality of logistics services
5. Ease of the process of tracking and tracing goods
6. Speed of time

One effort that can quickly and cheaply improve the quality of port services is improving the soft infrastructure, namely providing an IT platform for service users to exchange data and information in an integrated manner. This is what countries with advanced logistics processes also do. This idea is not new, one form of it that is already underway and often mentioned is INSW (Indonesian National Single Window) which can be said to have two pillars, namely Tradenet and Portnet.

The implementation of Inaportnet for ship and goods services at ports is carried out in accordance with the duties, functions, authority and responsibilities of each government agency and related stakeholders at the port based on the provisions of statutory regulations. Government agencies and related stakeholders in ports include; Harbor Master's Office and Port Authority, Customs Office, Port Health Office, Immigration Office, Port Business Entity, National Sea Transport Company at the Port and Loading and Unloading Company at the Port.

In practice, ship and goods services use Inaportnet online using the domain address http://inaportnet.dephub.go.id. Inaportnet is integrated with the Indonesian National Single Window (INSW) system and systems owned by the Directorate General of Sea Transportation, Directorate General of Customs and Excise, Directorate General of Disease Control and Environmental Health, Directorate General of Immigration, Port Business Entities and other relevant stakeholders in ports.

In the regulation of the Minister of Transportation of the Republic of Indonesia Number PM 157 of 2015 concerning the implementation of the inaportnet system for ship and goods services at ports, as amended in PM no. 51 of 2015 concerning the operation of sea ports. The implementation of inaportnet online is carried out in stages. The initial stage of implementing inaportnet was carried out at six ports, namely Belawan Port, Tanjung Priok Port, Tanjung Perak Port, Makasar Port, Tanjung Emas Port and Bitung Port. The implementation of

Inaportnet at ports other than the six ports will be regulated by government regulations, and at Belawan Port the Inaportnet system will be implemented in 2016.

THEORETICAL FRAMEWORK

a) Understanding Influence

According to the Big Indonesian Dictionary (KBBI), influence is the power that exists or arises from something (person, object) which helps shape a person's character, beliefs or actions.

b) Definition of Service

According to Haqim (2019) service is a form of tangible (invisible) activity or activity that involves human efforts and using equipment with the aim of providing satisfaction to the second party for the services that have been provided.

c) Definition of Services

According to the Big Indonesian Dictionary, ervices are good or useful and valuable actions for other people, the country, agencies and so on.

d) Definition of Port

According to Abbas Salim (2020:40) it is stated that "a port is a place (water and land areas) where ships anchor safely and can carry out loading and unloading of goods and boarding and disembarking of passengers."

e) Understanding Systems

According to Mulyadi (2017: 5), it is stated that a system is a network of procedures created according to an integrated pattern to carry out the company's main activities.

f) Understanding Manual

According to the Big Indonesian Dictionary (KBBI), the definition of manual is done by hand. Another meaning of manual is a book of practical instructions about a type of work or about how a particular tool or device works.

g) Understanding Inapornet

According to the Regulation of the Minister of Transportation of the Republic of Indonesia Number PM 157 of 2015 Chapter 1 Article 1 paragraph (1) Inaportnet is a single electronic service system based on the internet/web to integrate standard port information systems in physically serving ships and goods from all relevant agencies and stakeholders. at the port.

RESEARCH METHODS

1. *Field Research*

    The author's field method (Field Research) directly observes and follows direct interviews with PT employees. Adhigana Pratama Mulya Belawan Branch and then looked at the process of influencing port services from the manual system to the Inaportnet system at PT. Adhigana Pratama Mulya Belawan Branch.

2. (*Library Research*)

    The data collection method is carried out by reading books, notes, archives and documents related to the problem being studied, for example by looking for books in the Medan Adiguna Maritime Indonesia Polytechnic campus library, bookstores, guidebooks from the campus and also via the internet to support the author's research in completing this paper.

RESULT AND DISCUSSION

1. Ship Service Activities Before the Inaportnet System

To carry out these activities, the port function must be implemented so that handling services for ships entering and leaving the port are running, for this reason the port must have facilities that support the creation of services provided by shipping companies.

Handling incoming vessels is an activity carried out by a shipping company/branch/agent to carry out tasks that have been instructed by the owner's or charterer. Based on observations made during practice at PT. Adhigana Pratama Mulya Belawan Branch, in this case the handling of incoming ships at a port, is divided by the author into 4 stages, namely:

1. Before the Ship Arrives

    Before the ship arrives at port waters, the National Company will obtain an Agency Appointment or Letter of Appointment, namely a Letter/Statement of agency appointment from the ship owner (Owner's). After the Agency Appointment or Letter of Appointment is received, ship data such as Ship Particular, Ship Registry Copy, Certificate Tonnage Copy, Bill of Loading Copy, Cargo Manifest Copy and other ship data will be sent via E-mail to the designated Company as Agent. Based on the ship's data and documents, the Company/Agent will submit notifications to the relevant agencies:

a) PKK (Notice of Ship Arrival) to PT. Pelindo 1, in this case PPSA (One-Stop Service Center) via Online at least 1 x 24 hours before the ship arrives.

b) Notification of Ship Arrival and Departure to the Immigration Agency, at least 1 x 24 hours before the ship arrives.

c) Notification of Ship Arrival to the Quarantine Agency at least 1 x 24 hours before the ship arrives.

d) RKSP (Carriage Arrival Plan) and Inward Manifest to Customs and Excise Agencies which are submitted using the EDI (Electronic Data Interchange) system using the Ship Master module.

e) LK3 (Ship Arrival and Departure Report) to the Port Authority Agency. If the ship is unloading, the LK3 is accompanied by a manifest from the previous port and PKKA (Foreign Ship Agency Notification), if the ship is loading, the LK3 is accompanied by Shipping Instructions and PKKA.

f) Application for permission to unload/load dangerous/bulk goods to the port harbormaster, this is done so that the loading/unloading activities of bulk cargo are supervised.

The next activity carried out is Check the Pier to find out the condition of the pier and the positions of ships docked at the pier, to find out the most up to date information regarding the estimated departure of ships docked at the pier. After that, the PBM (Loading and Unloading Company) will submit the RPKOP (Ship Mooring Plan and Operation Planning) via Online to Pelindo 1, in this case the PPSA office and will issue the OP (Operation Planning) and Cost Estimates.

The company must submit an Application for Ship and Goods Services (PPKB) to obtain appropriate boarding facilities for the ship by attending a Port Meeting / Kade Meeting. After complying with the provisions, the shipping company will take part in the Port Meeting, which is a forum from Pelindo 1 PPSA in which to determine and determine ship berthing schedules at the pier. Ships that have been docked at Port Meeting, the company will request Pilot and Tug Services, namely PPKB Mooring Services which will be determined at the PPSA office.

2. Before the Ship Arrives

Every ship arriving at Lego Anchor / Lampu 1 Waters must immediately report to the Pilot Station regarding the time of arrival and the position of the ship. In the International Sanitary Regulations of 1925, updated in 1965, it was stated that every ship entering a port must undergo a health inspection before entering port waters in

order to prevent infectious diseases. However, in order to improve performance, the Belawan Port Authority has the policy of carrying out health checks on ships after the ship docks.

3. After the ship docks

After the ship has docked and the ladder or gangway has been lowered, the shipping agent must pay close attention to the ship to see whether the Yellow Flag (Quarantine Flag) and November Flag (Immigration Flag) have been raised. If not, the Shipping Agent has the authority to order the ship's crew to immediately raise the flag.

The shipping agent must ensure that no one gets on/off the ship before it is inspected or checked by the relevant agency. The shipping agent will contact the agency, namely:

A. Port Helath Agency / Quarantine

During ship inspection or Checking, the Shipping Agent acts as a mediator between the Checking officer and the Master to ensure the inspection process runs smoothly. Port Health Officers will inspect ship documents such as:

a. *Crew List is a list of ship's crew*

b. *Last Port / Voyage Memo is a list of ports visited by the ship and the last port visited.*

c. *Health Book, which is a book issued by the Port/Quarantine Health Service which states that the ship's crew is free from infectious disease outbreaks. A Health Book is only owned by ships that have stopped at an Indonesian port. If the ship does not have a Health Book, the local Quarantine officer will issue it.*

d. *Maritime Declaration, which is a document that explains maritime health and the state of health on board the ship*

e. *Deratting Certificate / SSCEC (Ship Sanitation Control Exemption Certificate) is a document that explains that the ship is free from rat pests,*

f. *Vacination List, which is a document that explains that all crew members have received vaccinations and are free from infectious disease outbreaks.*

After the inspection, the Quarantine officer will hand over the Free Pratique, namely a document stating that the ship is in good health.

B. Immigration Agency

The immigration authorities will check the ship's documents such as:

1. Crew List, list of ship's crew.

2. Passport, given an entry permit/Chop In stamp by the immigration authorities.

Immigration officers can provide Shore Passes for crew members who wish to disembark or travel ashore.

C. Customs and Excise Agency

When carrying out an inspection, Customs and Excise must be equipped with an RKSP (Carriage Arrival Plan), Checking Order, Ship Data Sheet, Inspection Minutes, as well as an Announcement stating that the Master of the ship has been inspected. After checking is carried out, the ship can carry out its activities, and the next action taken by the shipping company is: Making an Arrival Report, Progress Report which will be sent to the Head Office and the Owner.

4. Company Activities in Handling Outbound Ships

After the ship has completed its activities, the shipping company/branch/agent must obtain a departure permit, namely a Sailing Approval Letter from the Harbormaster before the ship leaves the port to sail to the next port. The steps for obtaining permission to depart a ship are by contacting the following agencies, namely:

1. Port Health / Quarantine

The shipping agent will take back the Health Book which has been signed by the officer and the Clearance stating that the ship is in good health and can sail again.

2. Immigration

The shipping agent submits the Crew Out list and Passport to be stamped out / Chop Out and get Clearance from Immigration.

3. Harbormaster

Before the ship departs, the ship that will sail must check all the completeness of the ship's certificate.

a) Memorandum, examination of ship certificates. All ship certificates are submitted to the harbormaster's officer for inspection of the ship's certificate.

b) To obtain an SPB (Sailing Approval Letter), the shipping agent must show proof of PUK payment. (Payment of Navigation Fee).

After the SPB is received from the harbormaster, the next step is to submit the Sailing Approval Letter to the Master and the ship's certificates and crew members' passports. The shipping agent will contact Pandu (Pilot Services) and state that the ship is ready to sail, then the guide will board the ship and take the ship out of the port waters.

4. Customs and Excise

Before the ship departs, an Outward manifest must be made online through the Customs system. And delivered to KPPBC one sheet.

5. PT. (Persero) Indonesian Harbor I Belawan Branch

Before the ship departs, notification and a request for a Guide and Tug are required to help the ship exit the port waters. At the port of Belawan, it is mandatory for ships both entering and leaving to use the services of a guide and tugboat. To obtain departure service, operational officers make a departure PPKB at PPSA no later than 3 hours before departure service.

2. Ship Service Activities After the Inaportnet System

Not all ships can be served using the Inaportnet system or in other words services that are used manually, while ships are not served using the Inaportnet system in accordance with the Directorate General of Sea Transportation regulations Number: HK.103/3/II/DJPL-15 regarding how to ship and goods services using Inaportnet at ports, namely:

3. People's Service Ship
4. Ships measuring 35 GT and under
5. Ships that operate permanently in certain service areas with a sailing time of less than 6 (six) hours
6. Fishing Ship

The regulation above also (article 17) explains that in the event of damage/interruption to Inaportnet so that it cannot function as it should, users via the electronic system are temporarily replaced manually and the Level Agreement (SLA) system does not apply until Inaportnet can function. return.

Before we continue discussing the procedures for the Inaportnet service first, to be able to use the service the service user must have direct access rights to the Inaportnet system, to be able to get the service, the service user must submit a request for user access via the Inaportnet system, by going to the Inaportnet portal website to users of shipping agent services, Loading and Unloading Companies to request services on Inaportnet. Meanwhile, for requests for ship services and goods, service users go to Pelindo I's PPKB Online website.

To apply for ship arrival services and loading and unloading operations, shipping agents are given no later than 1 x 24 hours to submit an agency appointment to be verified by the port operator. After all data has been filled in and is correct, the arrival notice can be submitted, then wait until the PKK number comes out. . Next, the information is sent to the Port Authority in the form of a Ship Arrival Notification to the Harbormaster in the form of an Entry Approval Letter (SPM). Please remember that the PKK and SPM are submitted when the ship arrives at the destination port.

After the Ship Arrival Notification (PKK) and Entry Approval Letter (SPM) have been approved, the Loading and Unloading Company (PBM) can then submit a Loading and Unloading Activity Plan (RKBM) from the PKK data that has been verified by the port operator for further verification of the Activity Plan. Loading and Unloading (RKBM) as data used to supervise loading and unloading activities and withdrawal of Non-Tax State Revenue (PNBP) supervision of loading and unloading 1% according to the type of goods that have been determined, then the Port Business Entity (BUP) sends data on the Ship Mooring Plan and Operation Plan (RPK-RO) to the port operator from the Ship and Goods Service Request (PPKB) submitted by the shipping agent, some of the data from the Ship Arrival Notification (PKK) which has been verified. The data that goes to the port operator is in the form of the Ship Berthing Determination service for berthing the ship. And the issuance of a Pandu Work Order (SPK) from the Port Business Entity if the PKK is determined by the Port Authority and a Work Order Approval Letter (SPOG) can be issued no later than 1 (one) hour after the Pandu Work Order (SPK) is issued.

To apply for ship departure services, in the procedures for cargo ship services using the Inaportnet system at the port the agent is given a maximum of 6 (six) hours before the ship leaves the shipping agent to make a departure notice on Inaportnet. After the departure notice has been sent, the agent must check the monitoring of incoming data to the Port Authority in the form of a Ship Departure Report (LKK) and Ship Arrival and Departure Report (LK3), and to the port harbormaster in the form of a Sailing Approval Letter (SPB),

Departure Report Vessels (LKK) that have been verified by the port operator will automatically be responded to by the Online Payment System (SIMPONI) for the issuance of a Billing Code, after which the shipping agent will make payment of the Non-Tax State Revenue (PNBP) at Harbor from the Billing Code that is obtained, if the party If the agent has paid, the Ship Arrival and Departure Report (LK3) can automatically be verified and the data can be entered into the harbormaster so that he can verify the data so that the Sailing Approval Letter (SPB) is issued.

Issuance of a Pandu Work Order (SPK) for outbound vessels no later than 1 (one) hour from the issuance of the Sailing Approval Letter (SPB). And the issuance of a Work Order Approval Letter (SPOG) is no later than 1 (one) hour after the Pandu Work Order (SPK) is issued.

1. **Obstacles in Using Manual Systems and Inaportnet Systems**
   A. **Manual System**
      a. The clearance process is often hampered due to the large number of activities at KSOP so it takes longer.
      b. The lack of discipline by the parties or officials of the relevant agencies affects the length of the clearance process.
      c. The late issuance of the COP or PHQC slows down the clearance of ships in and out.
      d. The delay in issuing the SPOG (Letter of Approval for Movement) means it takes quite a long time.
      e. Waiting too long for officers resulted in long clearance times.

   B. *Inaportnet System*
      a. The lack of network/signal means that errors often occur in the system.
      b. The owner is slow in providing documents so they cannot be directly input into the system.
      c. Inaportnet still cannot accommodate modules such as LAB (Goods Transport Report) optimally.
      d. Types of On Deck ship cargo that do not comply with the RPK (Ship Mooring Plan).
      e. The goods manifest is not yet fully integrated with Customs and Excise for ocean-going services.

f. When applying for the port clearance process using the inaportnet system, sometimes there is interference with the internet connection at the company so that the system does not function or is disrupted which will result in delays in the process of applying for clearance in or out of the ship.

CONCLUSION AND SUGGESTION
CONCLUSION

The conclusion of "The Influence of Manual System Port Services to Inapornet on Belawan Port Service Users at PT. Adhigana Pratama Mulya Belawan Branch" namely:

The service is running as it should and you can find several advantages when using the Inapornet system, such as not requiring a long time for the service process and lower costs. However, several obstacles were still found, such as a system that often had errors, an internet connection that could not accommodate modules optimally, and so on.

SUGGESTION

From the conclusion above, suggestions can be given to overcome problems in the Inapornet system, if the Inapornet system has an error, immediately coordinate with the Harbormaster of Belawan regarding the problem and look for someone who really understands how to use the apornet error system. Activities can still be done manually, even though it takes a lot of time. a huge amount.

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