



The Process of Handling Ship Arrivals in the Inapornet System at PT. Gemalindo Sukses Bahari Dumai

Rico Rivaldi Siregar¹, Eka Fransiska²

^{1,2} Politeknik Adiguna Maritim Indonesia Medan, Indonesia

Author's correspondence: ricorivaldisiregar@gmail.com

Abstract. *The purpose of this study is to find out how the process of ship arrival at PT. Gemlindo Sukses Bahari in the inapornet system in order to be able to carry out unloading/loading activities at Dumai port. In conclusion, in the activity of handling the arrival of the ship of PT. Gemalindo Sukses Bahari is required to carry out appropriate and efficient activities so that the ship service agency process can run smoothly. All activities have been organized to reduce errors when carrying out ship arrival handling activities. PT. Gemalindo Sukses Bahari is a company engaged in ship agency services. The process of ship agency services at PT. Gemalindo Sukses Bahari starts from the beginning of the arrival of the ship, unloading activities until the ship departs to the next destination port. Ship agency service procedures at PT. Gemalindo Sukses Bahari includes the arrival and departure of ships. The ship service agency system starts from the arrival of the ship, then makes permits that are submitted to Syahbandar, Pelindo and the Port Health Quarantine Office, seat applications to Syahbandar and Pelindo, the last ship service is the making of exit permits submitted to Syahbandar, for ship departure services, ship agencies in the form of managing ship documents while docked at the port. In this paper research, the author uses field research and library research. The results of the research on the process of handling ship arrivals in the Inaportnet system often have obstacles, namely, delays in ships entering or leaving the port due to delays in documents prepared by ship agents, therefore in docking ships, must be handled by professional workers.*

Keywords: System, Document, Clearance in

1. BACKGROUND

Ships are the most popular means of sea transportation that has long been used by the people of Indonesia, especially those in the archipelago. Ships are a link between people and goods (logistics) from one region to another, because they are more effective and efficient when compared to other transportation. The company as a ship operator from one port to another, must take care of the ship operated when the ship arrives at the port it stops. Activities to take care of the ship start from the beginning of arrival, at the port until the time of departure to the next port (Ike Purnama Sari, 2016).

In response to the above, the Directorate General of Transportation has made various regulations, namely the Regulation of the Minister of Transportation Number 192 of 2015 concerning the handling of inaportnet for ship and cargo services at the port. One example of the implementation of Electronic port services, namely Inaportnet, Indonesia's logistics performance is currently a serious concern for the government and the private sector. Basically, the inaportnet system is a system based on the internet/web service related to arrival services and then ship departures and loading and unloading activities of the system so that service users (shipping companies and loading and unloading companies) can apply for services or Clearance in and Clearance out.

To carry out ship arrival and departure activities or related to loading and unloading plans for ship activities, they must come to government agencies to carry out clearance or in other words minimize face-to-face service users with authorized government officials, this is in line with the government's commitment in terms of eradicating illegal levies in the transportation sector.

With this determination, it is hoped that inaportnet can ensure the realization of a globally competitive national service system. One of the efforts that is considered to be able quickly and cheaply to improve performance, namely the improvement of soft infrastructure is also carried out by developed and developing countries.

2. THEORETICAL STUDIES

In this study, there are several underlying and relevant theories.

1. Process Definition

The Definition of Process found by Fernando Jeni (2016) says that Process is a sequence and implementation or activity of change from an event, the development of something that is done continuously.

2. Handling

According to the Great Dictionary of the Indonesian Language (KBBI), handling has a handling, namely handling that comes from the root word hand. Handling has a meaning that states an action taken in doing something. Handling can also mean the process, method, act of handling something that is being experienced.

3. Coming

Arrival is the process of leaving a place to go to a destination. According to the Decree of the Minister of Transportation No. KM 21 of 2007 Article 4 paragraph 1 states that the departure of the ship is when the ship has finished carrying out activities at the port and left the port.

4. Ship

According to Law Number 17 of 2008 concerning shipping, ships are water vehicles of certain shapes and types, which are driven by wind power, mechanical vehicles, other energy, pulled or delayed, including vehicles with dynamic carrying capacity, vehicles below the water surface, as well as floating devices or floating buildings that

move around. Thus, ships are not just a storage device, but all types of equipment function as a vehicle for transporting goods.

5. System

According to C.W. Churchman (1968) a system is a set of parts that are coordinated in harmony and harmony to carry out a set of goals. According to Murdick (2020), a system is a set of elements or management in the form of activities and procedures to find the same goal in running data with a specified time so as to produce information, energy or goods.

6. Inaportnet

Inaportnet (Indonesia port network) is an online service application system that technically sends data from the port of loading to the ship leaving the port, so that the understanding can be concluded that Inaportnet ships and goods is a single electronic service information system based on the internet to integrate applications in the field of ports that are standard in serving ships and goods from all related agencies or stakeholders in ports (including the service system of port business entities/BUP, PBM movements, JPT, and terminal operators (Wisnu Handoko, 2020).

3. RESEARCH METHODS

1. Field Observation

Through this method, the author obtained qualitative information or information which was carried out by participating in activities directly for 6 months at PT. Gemalindo Sukses Bahari Dumai. Ship visits to check ships and crew also add insight and help writers to get new experiences.

2. Library Research

The author obtains data by reading books, notes, and archives related to the problem being researched, for example by searching for books in the library of the AMI Polytechnic.

4. RESULTS AND DISCUSSION

The Process Of Handling Ship Arrivals In The Inaportnet System At PT. Gemalindo Sukses Bahari Dumai

1. Shipping Agency

Shipping Agency is a legally binding relationship between two parties who agree to enter into an agreement, especially one party called the agent committed to represent the other party is called a fiduciary on the condition that the ship owner has the right to supervise his agent regarding what authority is entrusted to him. Every ship that docks at the port certainly needs services and has needs that must be met. So, for this need, every company that does not have a branch will appoint another shipping company at the port to do this.

2. Port

Ports according to Law No. 17 article 1 paragraph 14 of 2008 are everything related to the implementation of port functions to support the smoothness, security, and order of ship, passenger and cargo traffic flows, safety and security of sailing, intra and intermodal transfer places and encourage the national and regional economy while still paying attention to regional spatial planning. The types of ports that have been regulated in article 6 of Government Regulation Number 61 of 2009 are:

- a. The main port with the main function is to provide services related to all sea transportation activities, domestic and foreign. This main seaport can serve as a large amount of domestic and international transportation transshipment.
- b. A collection port whose main function is to serve domestic sea transportation activities. Here there are also other activities such as the transshipment of domestic transportation with a medium amount so that the capacity is much less when compared to the first type of port.
- c. A feeder port with a function to serve all domestic sea transportation activities, starting from the transshipment of domestic sea transportation with a limited number.

3. Legal Basis for the Implementation of Inaportnet

According to PM 157 of 2015, the implementation of inaportnet for ship and cargo services at the port is carried out in accordance with the duties, functions, authorities and responsibilities of each Surveillance Agency and related stakeholders at the port

based on the provisions of laws and regulations. The implementation of Inaportnet will accelerate the implementation of NSW (National Single Window) in Indonesia and encourage the smooth flow of goods and the performance of export/import services further in the future, this system is one of the preparations towards the Asean Single Window (ASW) because global trade can no longer be held or avoided.

4. Ship Arrival Handling Process

In the process of handling ship arrivals, service users or agents will request a service request if the ship is about to enter the port and carry out the process of unloading/loading activities. The agent must submit a request online to process the application for incoming ship services until the service request sent has been received so that the agent ship can enter the port and carry out the process of unloading/loading activities, therefore the service user must submit an online application for an incoming ship. In the process of inbound ship services, it will involve several relevant agencies, namely: Shipping Agents, Port Authorities, Unloading/Loading Companies, PT. Pelindo and Syahbandar, as well as the KKP (Port Health Office). The following is the flow of submitting the handling of ship arrivals which is carried out online with the inaportnet system:

- a. AP (Shipping Agent) is a business entity engaged in ship arrival and departure service activities. PT. Gemalindo Sukses Bahari has an agency that serves the arrival and departure of ships.
- b. RPK (Ship Operation Plan) is a letter of signiture for the placement of Indonesian-flagged ships in a port to support domestic sea transportation activities. The flow of making RPK is:
 - a) Retrieve the RPK (Ship Operation Plan) number from the data center system through SIMLALA (Sea Transportation Traffic Management Information System).
 - b) Write the RPK number of the incoming kapail data.
- c. PKK (Ship Arrival Notification) is a report on the ship's arrival plan submitted by a national marine company. The flow of making PKK is:
 - a) Opening Inaportnet
 - b) Selecting ship arrival notifications

- c) The type of ship that will enter, for example the type of Trampler cruise (irregular),
 - d) Entering the RPK number into the Inaportnet system,
 - e) Checking the data of the ship that will enter,
 - f) Fill in the ship data according to the Ship Particulars,
 - g) Check the ship documents contained in the ship document menu in the Inaportnet system,
 - h) Entering crew data taken from previous ports that have been listed in the Inaportnet system,
 - i) Make manifests and stowage plans for unloading from the data that have been attached by the ship crew in accordance with the cargo to be unloaded and the type,
 - j) Entering the manifest document and the stowage plan for dismantling,
 - k) Make how many items will be unloaded/loaded,
 - l) Entering ship arrival data to guide the ship to tow the ship.
- d. SPM (Entry Approval Letter) is an approval letter issued by the syahbandar in the form of an electronic document that the ship has met the requirements for ship eligibility and other mandatory entry into the port.
- e. PPKB (Cargo Ship Service Request) is a request for services at the port (guide docks, towers, tows, moorings and signs). AIlur makes PPKB:
- a) Making a PNBP billing application for guides, towers, towing, mooring and signs must be filled in with data according to the ship that is entering through the inaportnet system at the end of the time when the ship departs.
 - b) Make payments through the Pelindo system.
- f. RKBM (Loading and Unloading Activity Plan) is a report submitted by a loading and unloading company to the port operator that contains a loading and unloading activity plan. In making this RKBM, you must ask for approval for unloading/loading from Pelindo Dumai.
- g. RPK-RO (Ship Mooring Plan and Operation Plan) is a document on the location of ship mooring and loading and unloading of goods proposed by the Port Business Entity (BUP) to the port operator to obtain a determination.

- h. PPK (Determination of Ship Docking) is a document of ship mooring locations and loading and unloading of goods determined by the main authority office and the office of the Ksyahbandaran and Port Authority.
- i. SPK (Work Order Letter) is a document that contains orders to carry out ship services issued by the Port Business Entity (BUP) which includes ship guidance, delay and mooring activities. In making this SPK, it is necessary to call in guides and tow to help lean on ships that have docked.
- j. SPOG (Motion Approval Letter) is an approval letter issued by Syahbandar in the form of an electronic document that the ship has technically and administratively met the requirements for shipping safety and security to carry out movement at the port. Documents related to the handling of ship arrivals are as follows:
 - a) Agency Appointment Letter
 - b) Request letter for memo in/out, Crewlist, VTS (Vessel Traffic System), movement.
 - c) Statement of document submission
 - d) SPB (Sailing Approval Letter)
 - e) SPM (Admission Approval Letter)
 - f) Crewlist
 - g) Stowage Plan
 - h) Manifest Unloading/Loading.

Related Agencies in the Process of Handling Ship Arrivals

In carrying out ship arrival and departure service activities carried out by shipping company agents through the Inaportnet system, it does not only concern one agency but there are several related to the completion of ship arrival handling activities, while the authorized agencies in the interests of the port as referred to include:

1. Municipal Office

It is a technical implementing unit under the Directorate General of Sea Transportation, Ministry of Transportation which has duties in accordance with the Regulation of the Minister of Transportation Number PM 34 of 2012 concerning the organization and work procedures of the Municipal Affairs Office has the task of carrying out supervision and law enforcement in the field of

shipping safety and security, as well as coordinating government activities at the port. Implementation of ship accident inspection, fire prevention and extinguishing in port waters, handling disasters at sea, implementation of maritime environmental protection and law enforcement in the field of shipping safety and security.

- a. The implementation of coordination of government activities at ports related to the implementation of supervision and law enforcement in the field of shipping safety and security.
 - b. Implementation of the preparation of the port master plan, work environment area and port interest environmental area, as well as supervision of its use, tariff proposal to be determined by the Minister.
2. Port Authority
- The Port Authority is a government institution (regulator) in the port that regulates, controls and supervises commercially pursued port activities that aim to improve the healthy competence and efficiency of the performance of all ports in the country.
3. The Port Health Office (KKP) has the following duties:
- a. Performing health services.
 - b. Checking and researching health books.
 - c. Checking the cleanliness of the ship and its crew.
 - d. Supervise the plants and animals brought in and out of the port.
4. Navigation Office, according to the Regulation of the Minister of Transportation Number KM 30 of 2006:
- a. Implementation of marine observation and hydrographic surveys, as well as monitoring of channels and crossings.
 - b. Implementation of analysis and evaluation of operation, manning and maintenance of navigational aids, shipping telecommunications, navigation state ships, base facilities, workshops, marine observations, hydrographic surveys, as well as monitoring of channels and crossings.
5. PT. Pelindo (Persero) Dumai branch is a State-Owned Enterprise (BUMN) engaged in port services in Indonesia.

Documents in Ship Arrival Management

The following are the documents that must be prepared in the process of ship arrival service before docking the ship at a port, namely:

1. Sea Letter is the national letter of the ship
2. A Survey Letter is a ship letter that contains the size and tonnage of the ship based on the measurement results.
3. A Ship Radio Certificate is one part of a ship's feasibility or safety certification.
4. SMC (Safety Management Certificate) is a certificate issued for ships that proves that the company and management on board the ship are working/maintained in accordance with the safety management system has been approved.
5. Ship Manning Safety (Minimum Safe Manning) is one of the certificates that ships must have in order to obtain an operational permit.
6. DOC (Document Of Compliance) is a document issued to companies that have met the requirements of this regulation.
7. A Hull Certificate is a certificate that states that the hull can be embossed according to the minimum and maximum rules
8. An engine certificate is this type of certificate that gives the ability to perform its special actions on a ship's engine.
9. SSCEC (Ship Sanitation Control Exemption Certificate) is a ship that has undergone a sanitary inspection that has been declared free of sanitary measures by the staff of the Health Quarantine Center.
10. The Ship Frame Certificate is that the ship has met the requirements of construction, machinery, and electricity, arrangement and equipment including radio, ship electronics based on the results of testing and inspection.
11. The National Certificate of Pollution Prevention is a ship that has met marine pollution prevention standards and is fit for sailing.
12. The Cargo Ship Equipment Safety Certificate is one that is used to show the feasibility of a cargo ship to make a voyage.
13. A Cargo Ship Construction Certificate is a ship that is declared complete when it is built.
14. An Anti-Barnacle Certificate is a document in which the ship is free from barnacles.

15. Load Line Certificate is a certificate issued by the Directorate General of Sea Transportation for ships that have met the requirements regarding the calculation of the vertical distance measured in the middle of the ship from the upper side of the hull deck line raised downwards to the upper side of the loading line.
16. Certificate Fire Extinguishers (PMK) is a certificate used for firefighters to help ensure that the equipment meets safety and performance standards.
17. The Life Raft Certificate is one of the ship's safety tools that functions to save the crew in an emergency situation.
18. The Ballast Water Management National Certificate is a certificate that states that ballast water management meets the requirements.
19. An Oil Pollution Compensation Guarantee Certificate is a fund guaranteed by insurance that is responsible for pollution by oil sourced from cargo or fuel.
20. A Port Clearance Letter is a document issued by Syahbandar to every ship that will sail and leave the port.

Fees Charged in the Ship Arrival Handling Process

The process in handling the arrival of ships and meeting the needs of ships has many costs incurred and must be incurred by the company. The costs incurred while handling the arrival of the ship and the needs of the ship are:

1. PPKB fees include the payment of Guides, Towing and Mooring which is calculated the amount of costs incurred based on the amount of GT (Gross Tonnage) of the ship that is entering using the Inaportnet system.
2. The VTS (Vessel Traffic System) fee is paid through the Inaportnet system.
3. The KKP (Port Health Office) fee is paid through the Sinkarkes system.
4. The cost is borne by the shipping company which is given the responsibility to handle ship agency services. Of all the costs incurred, the agent will be charged first with the company's money that has been provided by the company to the agent, and after that the agent will make an invoice as proof of the bill to the ship owner.

Obstacles that Occur When Handling Ship Arrivals with the Inaportnet System

Due to the transition from manual to the inaportnet system, agents had to experience confusion which made agents have to re-understand the inaportnet system which was created to handle ship arrival and departure services. There are several

obstacles that often occur when handling the arrival of ships with the inaportnet system, namely:

1. Network Disruption

Frequent network disruptions can affect the service process of handling ship arrivals in the inaportnet system. Network disruptions are often caused by weak tissue originating from the inaportnet system. Because network disruptions can hamper the performance of employees who are carrying out their duties to serve ship arrivals through an online system. This is an obstacle that often occurs in serving the inaportnet system. In addition to being able to hinder the work of employees, it can also cause the company, especially in the process of serving ship arrival activities and resulting in delays in the process.

2. Lack of Labor

The lack of manpower in a company, especially in serving ship agencies, can be an obstacle for companies in serving ship agency services.

3. Lack of Availability of Electronic Devices

The limited availability of electronic devices provided by companies is inadequate, such as computers and printers. Computers play a very important role in the application of the inaportnet system in serving the arrival of ships, if the computer provided is not feasible, it will be an obstacle for agency services in carrying out their duties. The same is true for printers which are also very useful for agency services to print other documents needed.

4. Lack of Understanding of Inaportnet Implementation

The lack of technological knowledge is also considered an obstacle for employees in serving the handling of ship arrivals. Science and technology play a very important role in the use of the inaportnet system. Agents who lack understanding of technology and lack of understanding of the implementation of the inaportnet system can have a bad impact on handling ship arrivals using an online system and it will be difficult to carry out the service process with the inaportnet system, because at the time of data input not only one system will be used but there are several in handling ship arrivals online and will be connected to each other and also join the existing system on a computer. In the use of the inaportnet application, which starts from the notification of the arrival of the ship to the

issuance of the Sailing Approval Letter (SPB), a ship will be connected to internet technology and computers.

5. CONCLUSIONS AND SUGGESTIONS

The process of handling ship arrivals in the *inaportnet* system at PT. Gemalindo Sukses Bahari Dumai which can help and facilitate the performance of a company in serving ships, starting from making arrival news by entering the RPT (Route Operation Plan) number, after which ship data that has been registered in the *inaportnet* system is checked for completeness. If it is complete, the process of making SPOG (Movement Approval Letter) can be done so that the leaning process will be carried out quickly.

To overcome the obstacles that occurred, the author suggested that the company procure equipment such as generator engines to minimize network disruptions, increase human resources (Human Resources), provide electronic device facilities such as printers to support smooth operations and provide special human resource training for officers and port users to be more productive.

6. REFERENCE LIST

- Berutu, R., & Sabila, F. H. (2024). System for management of sign on ship crew sealing books at the Batam KSOP office at PT. Putra Anambas Shipping Batam. *Jurnal Ilmiah Ekonomi, Akuntansi, dan Pajak*, 1(2), 256-261.
- Decree of the Minister of Transportation No KM. 21 of 2007 Article (4) paragraph (1) concerning the arrival of Jakarta ships: Directorate General of Sea Transportation.
- Great Dictionary of Indonesian Language (KBBI). (2016).
- Handoko, W. (2020). *Maritime law and management of sea transport and port traffic*. Semarang: Gramedia.
- Jeni, F. (2016). *Ship activity process*. Surabaya: Brilliant International.
- Law Number 17 of 2008 concerning shipping.
- Pasaribu, L. U. R. E., Dirhamsyah, D., & Sabila, F. H. (2023). Process clearance in & clearance out Millennium 806 using the application B-SIM by PT. Putra Samudera Inti in the area Free Trade Zone Batam. *Wawasan: Jurnal Ilmu Manajemen, Ekonomi dan Kewirausahaan*, 1(4), 403-410.
- Rahmanprehanto, D. (2020). *Textbook on information system concepts*. Surabaya: Scopindo Media Pustaka.

Regulation of the Minister of Transportation Number PM 157 of 2015, concerning the implementation of Inaportnet. (Accessed 06 August 2024). <https://jdih.dephub.go.id/peraturan/detail?data>.

Sabila, F. H., & Cahyadi, W. D. Y. (2024). Analysis of existing constraints during loading and unloading of goods at Belawan Port by PT. Gelora Perkasa. *Applied Business and Administration Journal*, 3(03), 15-22.

Sianturi, P. S., & Sabila, F. H. (2024). The influence of manual system port services to Inaportnet on users of Belawan Port services at PT. Adhigana Pratama Mulya Belawan. *Jurnal Pajak dan Analisis Ekonomi Syariah*, 1(1), 17-28.

Sinaga, I. D., Nst, M. M., & Sabila, F. H. (2024). Procedure for using the customs manifest application in the inward manifest issuance process at PT. Naval Global Trans Belawan. *Kalao's Maritime Journal*, 5(1), 72-83.

Sitanggang, P. Y. B., Ridho, S., Dirhamsyah, D., & Sabila, F. H. (2023). Optimization of making Dabsukim permits for foreign employees working on lay up ships at PT. Trans Shipping Agency Batam. *Ocean Engineering: Jurnal Ilmu Teknik dan Teknologi Maritim*, 2(2), 150-159.

Sitinjak, A., Ginting, S., & Sabila, F. H. (2023). Efficiency factors affecting metal box loading operations at PT. Gelora Perkasa Belawan. *Jurnal Ilmu Sosial Mamangan*, 12(03), 528-537.

Varezi, R., & Sabila, F. H. (2024). Process of receiving and disputing empty containers at PT. Evergreen Shipping Agency Indonesia Medan. *Jurnal Manuhara: Pusat Penelitian Ilmu Manajemen dan Bisnis*, 2(2), 347-353.