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Efforts To Reduce Gaps In System And Procedure Irregularities At Ports

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Abstract

The mass of services at ports requires a long bureaucracy that is more like a monopoly or almost dominated by certain parties, which can trigger divergence because users/customers need fast service to avoid a high costing economy, causing loopholes in system and procedure deviations at the Port. This study aims to determine the efforts made to reduce gaps in system and procedure irregularities at the Port. The data collection method is divided into 2 parts, namely: Observation Method and the literature study. The results of the study stated that the efforts that must be made in reducing the gaps in the system and procedure deviations at the Port do the following (1) Equalize the perception of existing systems and procedures, (2) Maximize the National Single Window at ports (3) Monopolies take refuge under bureaucracy, (4) Port Privatization, (5) Five strategies to change bureaucratic behaviour.

Keywords: Irregularities, Procedures, Ports, Reduce Gaps, Systems

INTRODUCTION

Ports have a strategic role to support the transportation system because they are nodes of relations between regions/countries. The port as a gateway, interface and link for the exit and entry of regional and international goods has a very high and crowded flow of services that include handling the arrival and departure of ships, goods out and in and out as well as the use of port facilities (Ducruet, 2016; Fattah et al., 2022). A port is a facility at the end of a land, river, or lake to receive ships and move cargo and passengers into it (Weigend, 1958). Ports usually have specially designed tools for loading and unloading cargo of docked ships (Muñuzuri et al., 2020). According to Boile et al., (2016) cranes and refrigerated warehouses are also

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provided by the management and interested private parties. Often around it are built supporting facilities such as canning and processing of goods. The word seaport is used for a port that handles marine vessels. Service activities at the port carried out include ship services, goods services, and various services(Pettit & Beresford, 2009).

Indonesia has many ports with status gateways such as Tanjung Priok Port, Tanjung Emas, Tanjung Perak, Belawan Port Medan and many more which number thousands of ports because Indonesia is known as a maritime country because its water area is wider than land(Dick, 1977). The area of Indonesia's waters is around 5.8 million square kilometres (km²) consisting of 3.25 million km² of oceans and 2.55 million km² of Exclusive Economic Zones (EEZ)(Harto et al., 2019). This then makes Indonesia have many ports. Based on data from the Ministry of Transportation, there are 3,227 ports in Indonesia in 2021. Of these, there are 1,152 ports managed by special terminals(Davies & Principal, 2009). A total of 930 ports are managed terminals for their benefit. Then, there are 70 ports managed by PT Pelabuhan Indonesia (Pelindo). Meanwhile, as many as 1,075 ports are managed by technical implementation units. Looking at the trend in the last five years, the number of ports in Indonesia is the most at 3,515 units in 2020. That number then slumped 8.19% this year. The number of ports that can directly ship abroad (export) this means that there are many conveniences to ship at the port, which means that port activities are not focused on large ports only but the market is not the same, some are dense, some are loose(Supartini et al., 2022). A port whose activities are congested and central will struggle for opportunities in shipping, this kind of thing that later opens up opportunities for irregularities in procedures in its service. On the other hand, ports that do not have much activity will create a high-cost economy because maintenance costs and others are very high, not including human resources(Muslim et al., 2022).

Loose service is a factor inhibiting the function of ports so services need to be found a way out so that in the future the function of ports in Indonesia is more advanced and can drive economic activities nationally(Artanti et al., 2022). The level of port services in Indonesia is currently still generally low, it can be known that the freight-carrying costs carried out by ships to enter and exit Indonesia are expensive, citing logistic cost data in ASEAN, Indonesia is ranked quite high, namely 23.5% or equivalent to Rp 3,560 trillion of Gross Domestic Product (Secretariat & Kenkyūjo, 1987). This is due to the slow loading and unloading activities and labour factors as well as old tools that often jam, break ropes, or other factors that can hinder them. For this reason, the national strategy for Corruption Prevention is currently carrying out five actions in 14 ports that are piloting projects in the territory of Indonesia. First, resolving regulatory overlaps, second, improving loading and unloading governance, third, implementing the National Logistic Ecosystem, fourth, implementing the same

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service system, fifth, improving bureaucracy and service providers. It is also influenced by overlapping regulations. This study aims to determine the efforts made to reduce gaps in system and procedure irregularities at the Port.

METHOD

This research uses a qualitative descriptive approach method. Descriptive research is to collect data based on factors that support the object of study and then analyze these factors to find their role (Xu & Storr, 2012). Ivanovich Agusta in Subekti et al., (2022); Wibowo & Astriawati, (2021) explained that the qualitative descriptive approach method is a data processing method by analyzing factors related to the research object by presenting data in more depth to the research object. The data collection method is divided into 2 parts, namely: (1) Observation Method, this method is an effort to collect data by directly observing an object while recording everything that has been observed as clearly as possible (Ciesielska et al., 2018). Observations were carried out at ports in Semarang and Surabaya (2) Literature Study, according to Melfianora in Audi et al., (2021) literature technique is a way of collecting data on various materials contained in the literature room, such as newspapers, books, magazines, manuscripts, documents and as relevant to the research

RESULT AND DISCUSSION

Activities in serving the arrival of a ship will take a lot of energy and time and the use of large enough facilities and the management procedures involve many agencies, especially if the management of this ship reaches a large number of times all the time, so in terms of time for human resources, it is indeed very tiring. The high traffic of transportation, service activities, the length of the sequence of activities, the limited resources both in number and capability, and the existing system of procedures will trigger deviations that can be carried out by all less responsible lines of activity, as well as levies that are not by applicable regulations.

The problem now is that the wrong (not commendable) behaviour is carried out by human resources (officials) who are supposed to negate or distance themselves from the act, for example, various agencies dealing in the field of shipping and port are transformed into a place full of manipulations that indicate the existence of bribery. As a result, the reputation of national shipping has fallen to the nadir as well as the danger of accidents that always threaten national shipping at all times. However, the wrong activity is triggered by service users who feel that the service is not fast enough and even tends to be slow and contrived, so the thinking of service users is better to lose money but better service so that they can avoid too high economic costs, problems like this also come from the exporter of stone carvings from Imogiri Bantul.

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To discuss further, the following indicators of the problem and its solution can be done in the following ways:

1. Efforts to reduce the economy of high costs by equating the perception of existing systems and procedures

The term Pungli still always rings in our ears, especially for those who are always in contact with the path of activity, this has been going on for many years. The port as a gateway for imported goods with several services that must be passed from the time the ship enters, loading and unloading and delivery activities to the owner of the goods, does not rule out the possibility of unofficial levies for the smooth flow of his goods. This additional fee will be accumulated and will be charged to consumers, this is for imported goods, in addition to export goods with the presence of many unofficial levies will make domestic producers if they are going to export their goods must increase the price of their goods to cover unofficial costs with the consequence that their products may not be able to compete with foreign products. The existence of unofficial levies will hurt the outside world, especially international trade. In other words, there is an assumption that the procedural system in Indonesia can be purchased, and this will affect various policies such as a. Decreased productivity for domestic entrepreneurs that can spur bankruptcy, b. The distrust of service users in the process of implementing security and order in the Port is increasingly far from expectations, c. Development in the form of investment in these fields will also be hampered.

Services at the Port from various related agencies such as Customs and Excise, Immigration, Quarantine, and Port Health as described above cause a high flow of bureaucracy that must be passed. As reported by (Logistic News October 2021) that "Currently, the cost of transporting goods from factories to export ports is quite high. Not to mention the ship that has to move cargo. All of this creates a high-cost economy for products from Indonesia in addition to the lack of professional performance of Adpel which does not yet have a good work culture. Even though the institution is the spearhead as well as an organic unit in the field of shipping safety, not to mention that other agencies also have the same opportunity, so it can have a detrimental effect on service users because all costs incurred, both official and unofficial, will be charged to consumers, so that the price of goods in the market becomes high which should not have to happen. It should be noted that export products made from imported raw materials are mostly obtained through ports as an example of manufacturing components, both automotive, metal, and electronics are quite high at around 40 to 60% (National Setandardisasi Agency on Thursday, September 28, 2017) this is all the entry of these products through ports whose import

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duties are quite high, although import duties on Import components can be requested restitution.

From conditions like this, it is necessary to have uniformity in understanding and implementing various indicators to achieve good port performance and apply equally to all ports including those involved in it such as Port operators, Adpel as the government, service user communities, and those involved in activities at ports so as not to cause differences in daily implementation in all ports in Indonesia.

2. Maximize the National Single Window at the Port

The social behaviour of the community has now faded a lot, empathy and a sense of brotherhood between us, especially if we don't know it is very visible, the difficulty of the affairs that must be done so that it needs to be planned or needs a lot of preparation, this kind of activity is seen in all lines of society, starting from the matter of taking care of the Identity Card to the most business affairs, even for this matter, legal services are needed. This shows that the law has been regarded as a means or commodity that can be traded. Nowadays there are even those who say this is cultural, although conditions like this if left unchecked will be a bad president for future generations, and we will find out who is the source that makes this very difficult / not easy because this kind of situation in economic activities often arises because some ask and some offer (supply and demand) without these two factors it is unlikely to happen. Service to the community is social, officialdom should be made to make it easier for the community, not the other way around to hinder, but what is happening now is that the bureaucracy created provides an opportunity to be perverted because the bureaucracy is long, convoluted, not based on professionalism, which is used as the main measure to achieve the effectiveness and efficiency of an affair in the organization. Conditions like this may occur or even are facts that become obstacles or obstacles to the advancement of ports in Indonesia. To take care of something, there are too many tables to go through, from taking care of the goods to be shipped to taking care of the entry of ships in the port to be able to the mooring, not to mention that among the management of intermediate services that so much must be done, this condition will affect the waiting time for ships in the port, which means that the cost of ships in the port becomes high. However, the obstacle is not only in terms of facilities, and human resources alone but not the effectiveness and efficiency of activities due to the existence of a long bureaucracy so that to enjoy good, fast, precise service requires energy, time and costs.

In my opinion (http:/news Nurita) This situation can foster anti-bureaucracy that can give rise to Collusion, Corruption and Nepotism in the Port environment. Also in the field of export-import refined into the National Single Window (NSW) is

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meaningless, if the negative behaviour of the bureaucratic apparatus involved in this system is not corrected. Although the system is good if it is seen that the implementation in the field is not good, it is necessary to improve the bureaucracy so that officials in the field and businessmen whose mindsets and behaviour are negative must be changed or replaced. According to him the implementation of NSW should also be followed by monitoring, and the system will also successfully eliminate contact between officers in the field with employers if the system is carried out consequently.

3. Monopoly takes refuge under bureaucracy

The progress of some of the State Enterprises in the form of SOEs is not due to the professionalism of employees but because of the monopoly aspect that is packaged in the bureaucracy so that it is without competition and wrapped in a bureaucracy with the protection of its union and legal aspects that protect the activities of SOEs. For example, in its activities PT (Persero) Pelindo in handling loading and unloading does not do it alone but is carried out by companies under its responsibility, which is clear in its activities will be very dependent on Pelindo which has the authority to lead, guide and delay ships at the port. In addition, there is also still manage management which is worked by loading and unloading workers controlled by the TKBM Cooperative, this is clear that everything that is done is centralized at PT (Persero) Pelindo. Activities like this add to the length of bureaucracy for shipping goods at the port, both loading and unloading.

4. Port Privatization

It is very easy to observe the shortcomings faced by anyone, but it becomes not easy when we have to take concrete actions to correct them. Like any other agency, its bureaucracy will still be a source of conversation for the foreseeable future. This means that both activities carried out in service to the community are closely related to bureaucratic performance. But currently, bureaucratic improvement has not become one of the priorities because of the most basic problem that has become public knowledge as the object of the bureaucracy. A good bureaucracy demands the welfare of the perpetrators which is far from perfect. So that the current bureaucrats to prosper must think seriously because the income or salary received is not enough to live a decent life for one month, not to mention for the needs of recreation, education, health, savings in old age and others. This reason is instinctively used to find additional income beyond salary.

Circumstances like this are obvious that to expect them to be professional and responsive is very difficult. It can be said that commitment to public service is a responsibility that must be carried out by a bureaucracy that does not think too much

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about rewards. But as ordinary people, how can bureaucracies be professional, if they are still haunted by a lack of salary to finance daily life? When it is realized that we need a professional bureaucracy, so we must be carefully aware of improving ourselves and together with the community to formulate strategies in improving the bureaucracy, at least improving the income system adjusted to the volume of work and the amount of manpower needed or in other words the privatization of the Port. On the other hand, it is necessary to develop a system of rules that limit/regulate properly and honestly if there are bureaucrats who do not do their job well with standards to measure whether they perform well, ordinary or bad. Furthermore, it is also necessary to create a mechanism for supervision and feedback (feedback) from the community as a service user so that the bureaucracy continues to work on predetermined systems and procedures optimally.

5. Five strategies to change bureaucratic behaviour

In eliminating bad habits due to the possibility of deviating from very complex procedures in providing public services the following opinions are expressed (David Osborne and Peter Plastrik: 44):

a. To achieve the goals that have been set in the framework of service, service users need to use a core strategy with three approaches, namely the clarity of the goals to be achieved, participation and direction so that each organization can focus on one goal, which can eventually result in the creation of new mechanisms that can be used to formulate further goals and strategies.

b. The logical consequence of the above strategy is that there is an increase in incentives where employees must obey and submit to the rules because innovation will only make it difficult, the status quo continues to bring rewards, employees are paid equally regardless of results, organizations are monopolies or approach isolated monopolies, to change it all by creating consequences for the resulting performance, where employees will depend on the customers served as rewards and the last step can be done with a contract system to create competition in the organization.

c. Customer Strategy

This strategy will focus on the accountability of the organization not only putting pressure on the organization but to improve the results of work and can manage resources well so that this strategy can give the impression that

The customer role can replace the community role.

d. Control Strategy

This strategy significantly pushes down decision-making power through hierarchy, it shifts the form of control that uses detailed rules, as well as a command to a common mission and a system that creates performance accountability.

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e. Cultural strategy

It is hoped that this cultural strategy can provide a discourse of resources in providing services to service users because with this strategy it is hoped that it can eliminate bad habits even though they cannot be total, new better habits appear that can touch the squeeze and can change the mind of the organization, which can finally strengthen new behaviours, by helping others divert emotional ties, hope, fear, dreams and also being able to build a common mission about the future, a new mental model of where the organization will go and how the organization gets to its goals.

CONCLUSION

Ports to provide optimal services to service users are expected not to open opportunities that burden service users which result in a high-cost economy, which results in low competitiveness of products that become the next link in the chain of activities, this can be overcome by updating the work system by entrepreneurship bureaucracy so that in carrying out services to the community can be carried out optimally to reduce fraud loopholes in the system and existing procedures in the port. Efforts made to reduce gaps in system and procedure irregularities at the Port include: (1) Equalizing perceptions of existing systems and procedures, (2) Maximizing the National Single Window at the Port (3) Monopolies taking refuge under the bureaucracy, (4) Port Privatization, (5) Five strategies for changing bureaucratic behaviour.

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