

ANALYSIS OF CLEARANCE OUT SHIP DOCUMENT SERVICES BY PT. ANDROMEDA SENTRAL PASIFIK PONTIANAK BRANCH

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Abstract

The purpose of this study was to determine the process of document service clearance out of the ship by PT. Andromeda Pacific Central Pontianak Branch. The lack of documents submitted can hinder the departure of the ship so that the process of clearance out of the ship is problematic which results in losses for the owner of the goods, the ship and can increase the cost of the ship while in port and delays in delivery of cargo which results in losses for the owner of the goods. In this study, the authors apply qualitative research methods. As stated in article 219 paragraph 1 of Law No. 17 of 2008 concerning Shipping, port clearance (sailing approval letter) is one of the important and mandatory documents issued by the syahbandar and must be owned by every ship making a voyage leaving the port and a letter of approval sail. In carrying out ship arrival and departure service activities, not all activities carried out run smoothly. There are always obstacles and obstacles that interfere with the handling of documents handled by PT. Andromeda Pacific Central Pontianak Branch.

Keywords: Analysis, Document Services, Clearance out Ship

INTRODUCTION

A general agent is a national sea transportation company or a national company specifically established to carry out ship agency business, appointed by a foreign sea transportation company to take care of the interests of the ship while in Indonesia (Law no. 17 of 2008). The appointment as a general agent is carried out through an Appointment Letter after the negotiation phase of the two parties. The appointment of an agent usually depends on the route of the ship. In liner service agents, the appointment of a general agent is valid for a certain period and can be extended, if necessary, in the form of an agency agreement. Meanwhile, to serve tramp service, the appointment of a general agent can occur ship by ship, and the appointment is sufficient with an agency appointment letter.

The general agent will appoint a port agent as a branch executor in carrying out agency duties. If a port does not have branches, the general agent will appoint a branch from another shipping company as a subagent. Implementing the agent's duties begins with the appointment of a shipping company as an agent by a foreign ship owner or operator. Before the ship arrives, the principal notifies the arrival of the ship and the amount of cargo that needs to be handled. As the general agent, the agency unit at the head office will appoint branches as port agents and cargo from the principalship. Generally, the services provided by agents include operational services for principalships, monitoring cargo development, and services for ships and their cargo. The agency has the function of compiling agency operational programs based on company policy, both for liner and tramp shipping, monitoring the implementation of agency handling or shipping which is a physical cargo activity, as well as ship departure schedule

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In the case of departure of the ship (clearance out) is an official permit issued by the harbor master for the departure of the ship when all fees have been paid, and all formalities have been fulfilled, Widiyati and Ridwan (2014). the agent must prepare several documents before the departure of the ship at the port, the documents to be prepared such as application for approval to sail, crew list, manifest, bill of lading (B/L), report on the arrival of ship departure (LK3), shipping instructions, approval letter motion (SPOG) and health sailing approval letter. All ship departure documents will be processed 6 hours before ship departure at the harbor authority harbor office (KSOP) and all agencies related to shipping departure activities at the port. However, although all processes have been passed, there are still problems in managing the clearance out, namely the ship's delay in submitting the documents needed for the clearance out process.

PT. Andromeda Sentral Pasifik Pontianak Branch is a shipping company engaged in a shipping agency that is essential in providing services to ships visiting the Port of Pontianak. In ship clearance out service activities, PT. Andromeda Sentral Pasifik found problems in activities such as the route operation plan document (RPT) submitted by the ship needed to be completed so that during the document service process at the relevant agency, there was a delay for the ship to leave (clearance out).

The lack of documents submitted can hinder the departure of the ship so that the process of clearance out of the ship is problematic, which results in losses for the owner of the goods, and the ship and can increase the cost of the ship. In contrast, in port and delays in the delivery of cargo result in losses for the owner of the goods.

Based on the problems above, the writer is interested in researching the problem and chooses the title "Analysis of off Ship Clearance Document Services by Pt. Andromeda Pacific Central Pontianak Branch.

The formulation of the problem of this research is how PT handles the service process for ship clearance documents. Andromeda Sentral Pasifik, Pontianak Branch. What are the obstacles encountered in servicing ship clearance out documents by PT. Andromeda Sentral Pasifik Pontianak Branch and the efforts made by PT. Andromeda Sentral Pasifik Pontianak Branch in overcoming obstacles in servicing ship clearance out documents?

This research aims to find the process of document clearance out of the shipping service by PT. Andromeda Sentral Pasifik, Pontianak Branch, to find the obstacles in the process of document clearance out service by PT. Andromeda Sentral Pasifik Pontianak Branch and to find out the efforts made by PT. Andromeda Sentral Pasifik Pontianak Branch in overcoming obstacles in servicing ship clearance out documents.

In compiling this research, the writer hopes it can benefit anyone and the readers. The author also hopes it can be used as an addition so that everything runs smoothly regarding the process of document service clearance out of the ship by PT. Andromeda Sentral Pasifik Pontianak Branch and as a guideline for solving problems in the process of ship clearance out document services and as input and perspective for relevant agencies in handling ship clearance out document services.

LITERATURE REVIEW

Theoretical Basis

Understanding analysis

Spradley (in Sugiyono, 2014) says that analysis is an activity to look for a pattern. Besides, analysis is a way of thinking related to systematic testing of something to determine parts, relationships between parts, and their relationship to the whole. The analysis attempts to break down a problem or focus of study into parts so that the structure or arrangement of the described form is visible. Therefore the meaning can be more clearly understood, or the problem is more clearly understood (Satori & Komariah, 2014, p. 200).

Nasution in Sugiyono (2010:244) states that analysis is complex and requires hard work. There is no specific way that can be followed to conduct an analysis, so each researcher must find a method that he feels is suitable for the nature of his research. The same material can be classified differently. The analysis is a systematic breakdown of a subject in determining parts, relationships between parts, and their overall relationship to obtain a proper understanding and understanding.

The definition of process

In the Big Indonesian Dictionary (KBBI) is said to be a process as a sequence of changes (events) in the development of a series of actions, manufacturing, or processing that results in a product of a court case.

According to Soewarno (1981:2), a process requires a change from an event to something done continuously. Every running process always produces something. The results can be in the form of desired or unwanted results.

Definition of Service

The Big Indonesian Dictionary (KBBI) says that service is an effort to serve the needs of others, while serving is helping to prepare (take care of) what someone needs.

Meanwhile, Gronroos (1990) said that service is an activity or series of invisible activities (cannot be touched) that occur as a result of interactions between consumers and employees or other things provided by companies that provide consumer or customer problems. PT. Andromeda Sentral Pasifik has several types of business services in the form of shipping and chartering, ship agency, stevedoring and warehousing, customs brokerage, and clearance.

Understanding Documents

According to (Amin & Siahaan, 2016), documents are written sources of historical information instead of oral testimonies and artifacts. Documents are intended for official letters and state papers such as agreements, laws, grants, and concessions.

Definition of Clearance out

According to Purwosutjipto (2003), clearance is the management of various kinds of documents needed for ships. It is significant for the safety of ships, goods transported, passengers, and crew. In the agency, there are two terms of clearance, namely

Clearance In or a process to obtain permission from the party port agencies to carry out activities in the area of these ports, and Clearance Out, is a process to obtain permission to leave the port to continue the following port shipping activities to the port agency after completing its activities at the port.

Understanding Ship

According to Law number 17 of 2008 concerning shipping, the definition of a ship is a water vehicle of a specific shape and type, propelled by wind power, mechanical power, and other energy, towed or delayed, including vehicles with dynamic support, vehicles under the surface of the water, as well as floating devices and floating buildings that can move around. Therefore ships used for transportation between islands and to exploit marine products must meet the requirements of seaworthiness. As for the seaworthiness of ships, they are ship vehicles that meet ship safety requirements for the prevention of water pollution from ships, manning, load lines, loading, crew welfare, and passenger health, the legal status of ships. So the ship is an essential means of transportation, especially for maritime countries, especially Indonesia.

Definition of Agency

The general agent is a national sea transportation company or company specifically established to carry out ship agency business, appointed by a foreign sea transportation company to take care of the interests of the ship while in Indonesia (Law no.17 of 2008). So shipping companies can appoint agents to service their ships' needs.

According to Budi Santosa (2015), an agency is an attachment between two parties where one is often called an agent, namely a party authorized to perform actions for and on behalf of and under the supervision of another party, namely the principal. The principal is the party that authorizes the agent to take specific actions and supervises the agent's actions, while the party that transacts with the agent. In contrast, the party who transacts with the agent is called a third party.

Relevant Research Studies the basis

Previous research is used to support supporting data and as a comparison in the research being carried out. Layout problems that often arise have been raised in several studies. The results obtained from previous studies use three previous research results that can be used as references for current research. Following are the results of previous research related to layout based on

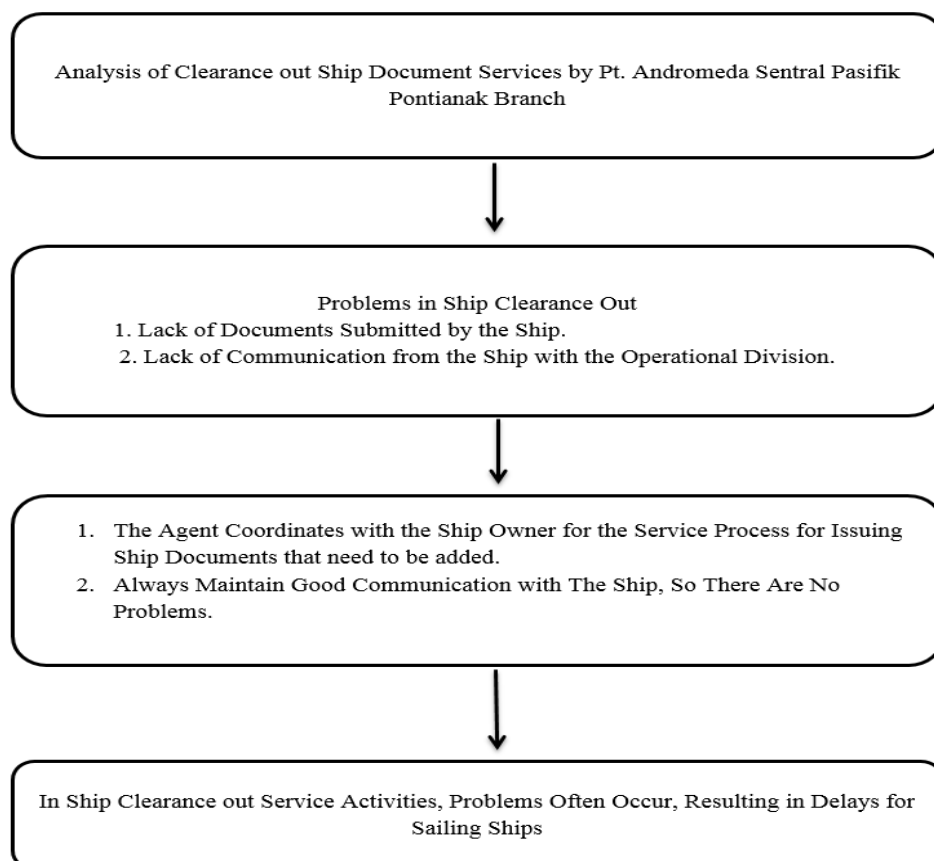
the tools and methods of analysis.

Eka Mulyawan (2019). Clearance In and Clearance Out Procedures for Tankers Owned by PT. Pertamina (Persero) By PT. Pertamina Trans Continental Merak Banten Branch at Tanjung Gerem Port Merak Banten. This study aimed to identify and explain the clearance In and Clearance Out procedures for tankers at the Port of Tanjung Gerem Merak Banten and to find out the relevant agencies in the operation of the shipping agency at the Port of Tanjung Gerem Merak Banten. The method used for data collection is the method of observation or observation, interviews or interviews, literature study, and documentation. As a shipping agent, you must know the procedures for Clearance In and Clearance out of Ships because these activities are the core activities of shipping company operations engaged in the agency. The duties of a shipping company, PT. Pertamina Trans Kontinental Merak Banten Branch, namely taking care of Clearance In and Clearance Out documents for ships that will dock and unload or load goods at Tanjung Gerem Port.

Misbahul Irsyad (2020), analysis of clearance in and clearance out services for the MT ship. Dione by PT. Serasi Shipping Indonesia Merak Banten Branch. This research is a qualitative descriptive study. Data were collected through observation, interviews, literature study, and documentation. The data were then analyzed qualitatively to answer the formulation of the problems raised in this study. From the research results, the factors that cause delays in the docking of tankers include internal factors, namely human resources in companies that are not good enough, and coordination between office employees and field workers is not optimal. As for the external factor, there needs to be more coordination with relevant agencies, so the process of checking ship documents and docking could be faster. Efforts should be made to prevent delays and optimize ship berthing at Merak Port, Banten, by increasing coordination between office employees and establishing good cooperation with relevant agencies. In addition, for the process to run well, it must be supported by careful planning. Conducting job training for new human resources to improve communication quality is very influential for the smooth process of ship docking services.

Ridwan (2021), Implementation of clearance in and clearance out of ships within a portnet system at the port of Banjarmasin. This study aims to determine the clearance in and clearance out services for ships with the Inaportnet system at the Port of Banjarmasin and to find out the obstacles and solutions when there are problems in the clearance in and clearance out services with the Inaportnet system. The data collection method obtained in the preparation of this research was taken through direct observation in the field, carried out from February 2021 to April 2021. Then interviews were also held with shipping company operational officers in the field and library research by searching relevant books as a basis for analysis and problem-solving that researchers will put forward. The study results concluded that the Inaportnet system had been implemented at the Port of Banjarmasin to speed up the service of Clearance In and Clearance Out of ships. However, sometimes there are problems from a technical point of view, but they can be appropriately handled.

Research Framework



RESEARCH METHODS

In this study, the authors apply qualitative research methods. This research was conducted at PT. Andromeda Sentral Pasifik Pontianak Branch is a land practice company located in Pontianak West Kalimantan, Jl. Cashew Nut No. 6 B, Sungai Jawi Luar, Kec. Pontianak Bar., Pontianak City, West Kalimantan 78244.

The problems in this study are based on observations and the direct involvement of researchers when carrying out data collection at PT. Andromeda Central Pacific Pontianak Branch, from 14 February 2021 to 17 July 2021.

Source of Data

Primary data in this study, researchers made direct observations at PT. Andromeda Sentral Pasifik Pontianak Branch and also through interviews, researchers chose certain people or specific figures who were related. They knew about the ship clearance out document service activities at PT. Andromeda Sentral Pasifik Pontianak Branch, as well as officials, superiors, and those responsible for the scope of work. In preparing this research, the researchers took

secondary data about the systematics or procedures for ship clearance out document services at PT. Andromeda Pacific Central Pontianak Branch. These data are expected to provide information in solving the problems contained in this study. In this preparation, researchers also have to obtain data about documents related to the problems being analyzed by researchers, as well as information about the ship clearance out document service at PT. Andromeda Pacific Central Pontianak Branch.

Data Collection Technique

Data collection technique through field observations (observations), researchers collect rich data and obtain personal impressions and feel the atmosphere of the social situation being studied. Researchers conducted interviews with the Head of Operations because they were considered to know and understand more about ship clearance out document services and could obtain more helpful information for researchers. Researchers carry out field documentation, such as when servicing ship clearance out documents at the port.

Data Analysis Technique

Theory formation in this study can be done by verifying an existing theory or theory that has just emerged from the data. The anticipation of data reduction is evident when the researcher decides (often without being fully aware of it) the conceptual framework of the research area, the research problem, and which approach to data collection to choose. As long as the data collection takes place, further reduction steps occur (making summaries, coding, tracing themes, making clusters, making partitions, making memos). This data reduction/transformation continues after the field research until a final report is prepared. Presentation of data as an analysis process to assemble data findings in the field in tables or descriptive presentations in a particular material category.

RESEARCH RESULTS AND DISCUSSION

Overview of PT. Andromeda Pacific Central Pontianak Branch

PT. Andromeda Sentral Pasifik Group was founded in 2001 by Mr. Agus Sulistya, S.Tr. and Mr. Wahyu Setyono, ST, based on the company's establishment deed issued by Notary Aristyo. SH in Semarang – Central Java, on August 27, 2001. As the company grows, PT. Andromeda Sentral Pasifik is expanding its network in several essential areas in Indonesia, including Jakarta, Surabaya, Gresik, Sampit, Pulau Pisau, Samalanntak, Makassar, Bontang, Kotabaru, Samarinda, Kep. Babel, Banjarmasin, Pontianak-Kijing, Ketapang, Kendawangan, Dumai, Lampung and Cilacap.

PT. Andromeda Sentral Pasifik, Pontianak Branch, as the place for researchers to carry out the land practice, is located at Jl. Cashew Nut No. 6 B, Sungai Jawi Luar, Kec. West Pontianak., Pontianak City, West Kalimantan 78244. Telephone: +62812-5621-8613 / +62822-5066-7030.

PT. Andromeda Sentral Pasifik – Private Company Group engaged in Shipping and Construction services. This company is a private company with its head office in Semarang – Central Java. Our company concentrates on transportation services with its fleet, including

Shipping, Tracking, and all its management, including shipping agencies.

PT. The Andromeda Sentral Pasifik Group has expanded its network throughout the archipelago, establishing branches in essential places and ports in Indonesia. In January 2017, PT. Andromeda Sentral Pasifik opens a branch in the city of Pontianak. There are several forms of services provided by PT. Andromeda Sentral Pasifik Pontianak Branch, namely shipping and chartering, agency, stevedoring and warehousing, clearance, and customs brokerage.

Process of clearance out ship document service by PT. Andromeda Pacific Central Pontianak Branch

As stated in article 219, paragraph 1 of Law No. 17 of 2008 concerning shipping, port clearance (sailing approval letter) is one of the essential and mandatory documents issued by the syahbandar. It must be owned by every ship making a voyage leaving the port, and an approval letter sailing is authentic proof that:

- 1) The ship has been inspected.
- 2) Meet the ship's seaworthiness requirements.
- 3) Has fulfilled obligations in other shipping sectors.

In addition to the ship having to be seaworthy, other ship obligations that must be fulfilled in order to obtain a sailing approval letter are the obligation to pay for:

- 1) Proof of payment for port services.
- 2) Proof of payment for navigation services.
- 3) Shipping receipt payment.
- 4) Approval (clearance) of customs and excise.
- 5) Approval (clearance) from immigration.
- 6) Approval (clearance) from quarantine.

1. Clearance Document

In handling the ship clearance out the process by PT. Andromeda Sentral Pasifik Pontianak Branch requires several documents for ship departure. Following are some essential documents that must be on board the ship when wanting to leave the port or departure (clearance out) of the ship:

1.1. Sailing Approval

Letter Sailing Approval Letter (SPB) is a state document issued by the harbor master to every ship that will sail. Every ship that will leave the port of call must have a sailing approval letter issued by the harbor master, ensuring that the ship, crew, and cargo technically and administratively meet the shipping safety and security requirements. What is meant by a sailing approval letter is a state document issued by the syahbandar to every ship that will sail. From this understanding, the syahbandar can issue a sailing approval letter.

Issuance of a sailing approval letter (port clearance) is a supervisory activity carried out by the harbor master on a ship that will sail based on a master sailing declaration. Before the ship sails, a captain's statement is required explaining that the ship, cargo, and crew have met the requirements for shipping safety and security and marine environmental protection to sail to the destination port.

1.2. Bill of Lading

A Bill of Lading (B/L) is a bill of lading as a receipt for goods to state that the goods have been loaded on board as a contract of carriage and a document for the owner of the goods. The Bill of Lading is the most critical document because the B/L includes two interests, namely the interests of commerce and the interests of the transportation of goods referred to in the relevant B/L.

1.3. Manifest

Manifest is a document that contains all information relating to commercial goods (cargo) transported through the carrier (ship) upon arrival and departure. Thus, all export and import goods carried through transport will be recorded in the cargo manifest.

1.4. Crew List

A crew list is a report of a national ship agency company or a national transport company appointed as a general agent. In writing regarding the planned arrival of the foreign ship, it is an agent for the minister in the form of a list of ship crews. The crew list is only valid for one-time use when the ship enters the port. The captain's crew list is made, signed, and approved by the harbor syahbandar officer.

Crew list is the notification of sea transportation companies through ship agency companies or national sea transportation companies appointed by them as general agents in writing. Every planned activity of foreign ships to be operated and actual activities of ships that have been operated irregularly and regularly (notification of foreign ship agencies) to the Director General of Sea Transportation is in the form of a crew list. In contrast to the ship's crew certificate, the crew list or certificate is a book that lists the names and positions of the ship's crew, namely those who carry out tasks on the ship that must be known and approved by the harbor master. The ship's crew certificate is valid as long as there is no reason to abort it.

1.5. Port Health Quarantine Clearance

Port Health Quarantine Clearance is a quarantine sailing approval letter given to the captain after completing the health quarantine documents and upon inspection by the health quarantine officials whether or not indications of public health risk factors were found prior to the ship's departure. Following Article 25 of Law Number 6 of 2018 concerning Health Quarantine, three paragraphs regulate the issuance of port health quarantine clearance:

- 1) Paragraph 1, before the ship's departure, the skipper must complete a valid health quarantine document.
- 2) Paragraph 2, after the health quarantine documents, as referred to in paragraph (1), are declared complete, and the inspection by the health quarantine official does not find indications of public health risk factors, the captain may be given a port health quarantine clearance.
- 3) Paragraph 3, if the ship to depart is not equipped with a port health quarantine clearance permit, as referred to in paragraph (2), the harbor master is prohibited from issuing a sailing approval letter. The author can conclude that each clearance-out document is related to all document definitions above. These documents are essential, so the ship can voyage or leave the local port for the next port.

2. Relevant agencies are in the process of clearing out

Related Agencies in Ship Clearance Process handling the ship clearance out the process by PT. Andromeda Sentral Pasifik Pontianak Branch requires another party or agency authorized to take care of ship departures, which is, of course, very much needed by the company for the smooth running of the activities carried out by the company. The following are agencies directly related to PT. Andromeda Central Pacific in the process of handling ship departures:

2.1. Port Authority and Port Authority Office (KSOP)

According to Article 1 Paragraph 56 of the Shipping Law No. 17 of 2008, a syahbandar is a government official at a port appointed by the minister and has the highest authority to carry out and supervise the fulfillment of statutory provisions to ensure the safety and security of shipping. Kesyahbandaran and Port Authority Office is a technical implementation unit within the Ministry of Transportation which is under and responsible to the Director General of Sea Transportation. According to article 3 of the Regulation of the Minister of Transportation Number PM 36 of 2012 concerning the Organization and Work Procedures of the Harbor Masters and Port Authority Offices, the functions of the Harbor Masters and Port Authority Offices are:

- 1) Implementation of supervision and compliance with ship seaworthiness, ship certification, prevention of pollution from ships, and determination of the legal status of ships.
- 2) Implementation of ship safety management inspection.
- 3) Implementation of shipping safety and security supervision related to the activities of loading and unloading of dangerous goods, particular goods, waste of dangerous and toxic goods, refueling, the order in the embarkation and disembarkation of passengers, construction of port facilities, dredging and reclamation, seaworthiness and seaworthiness, orderly traffic passage in harbor waters and shipping lanes, guiding and delaying ships, as well as the issuance of Sailing Approval Letters.

- 4) Execution of inspection of ship accidents, prevention, and suppression of fires in port waters, handling of disasters at sea, implementation of marine environmental protection, and law enforcement in the field of shipping safety and security.
- 5) Implementation of coordination of government activities at ports related to the implementation of supervision and law enforcement in shipping safety and security.
- 6) Implementation of the preparation of the port master plan, work environment area, and port interest area, as well as monitoring of its use, proposing tariffs to be determined by the minister.
- 7) Implement the provision, regulation, and supervision of land and port waters, maintenance of wave breakers, shipping channel port pools, networks, and shipping navigation aids.
- 8) Implementation of regulation of ship traffic in and out of ports through ship pilotage, provision and/or port services, and granting of concessions or other forms to Port Business Entities.

2.2. Port Health Office (KKP)

Port health office as a Technical Implementation Unit (UPT) of the Ministry of Health, which is under and responsible to the Director General of Disease Control and Environmental Health by the Minister of Health of the Republic of Indonesia Number 365/MENKES/PER/2008 April 14, 2008, concerning Office Organization and Work Procedure Harbor Health. The Port Health Office has the main tasks, namely:

- 1) Carry out prevention of entry and exit of disease, potential disease outbreaks, epidemiological surveillance, quarantine and control of environmental health impacts, and health services.
- 2) Oversight of drugs, food, cosmetics, and medical devices (OMKA) and security against new diseases and diseases that reappear.
- 3) Bioterrorism, biological, chemical and radiation protection in the working area of airports, seaports, and national land crossings.

The Port Health Office (KKP) is a technical implementing unit within the Ministry of Health which is under and responsible to the Directorate General of Communicable Disease Eradication and Environmental Health. KKP has the task of preventing entry and exit of quarantine diseases and potentially infectious diseases outbreaks, quarantine, and limited health services in the working area of the port. The Ministry of Maritime Affairs and Fisheries has the right to refuse the entry of means of transportation and recommends rejecting goods and people at the entrance to the country that can harm the nation's health and affect the safety of the country. The port health office also implements the International Health Regulation (IHR-2005) to prevent the occurrence of a public health emergency of international concern (PHEIC) due to biological, chemical, or physical agents at the entrance to the State.

2.3. PT. Port of Indonesia (PERSERO)

The purpose and objective of establishing PELINDO are to conduct business in organizing and operating port services. Pelabuhan Indonesia (PELINDO), as a State-Owned Enterprise (BUMN), is his duties. It carries out port service entrepreneurs in order to support the smooth flow of ships, goods, passengers, and animals, including:

- 1) Provision and operation of expansive harbor ponds, deep waters for shipping traffic, and safe berths for ships.
- 2) Entrepreneurs of services related to shipping pilotage and provision of tug-of-war services (pilot and tug).
- 3) Provision and operation of wharves for mooring ships, loading and unloading goods and animals, and passengers' safe boarding and disembarkation.
- 4) Provision and operation of warehouses/yards for stockpiling goods unloaded from ships, including provision and operation of Container Yards and Container Depots.
- 5) Provision and operation of port transportation (barges) for rede transport ports.
- 6) Provision and operation of loading and unloading equipment for freshwater, electricity materials, and telephones.
- 7) Provision and exploitation of land for various buildings in connection with the interests of the smooth running of the sea and industrial transportation.
- 8) Provision of road and bridge networks, water channels, electricity, fire fighting, and others.
- 9) Various terminal business services.

2.4. Navigational District (VTS)

Based on the International Maritime Organization (IMO), Vessel Traffic Service (VTS) or ship traffic service is a shoreside system that ranges from providing simple information messages to ships, such as traffic warning positions or other meteorological hazards, to the management of extensive traffic within a port or waterway.

A vessel traffic system is a shipping traffic monitoring system implemented by the port or a shipping fleet management. The principle used is the same as in the world of aviation. In simple terms, the VTS system uses radar, closed circuit television (CCTV), VHF radio frequency, and automatic identification system (AIS) to determine ship movements and provide navigational or weather information within a specific and limited shipping area. The use of VTS internationally is regulated based on recommendations SOLAS Chapter V Reg.12 and IMO Resolution A.857 (20) concerning Vessel Traffic Service, which was adopted in 1997. The importance of this system encourages the application of international rules for the use of Automatic Identification Systems (AIS) for almost all types of ships, both domestically and abroad.

2.5. PT. Indonesian Classification Bureau (BKI)

Based on Government Regulation No. 1 of 1977, the Indonesian Classification Bureau (BKI) changed to (the company), a transition from the State Company Indonesian Classification Bureau established on July 1, 1964. PT. The Indonesian Classification Bureau implements and supports government policies and programs in economics and national development, particularly in classification, certification, and consulting. Supervised services in the marine sector and the service industry to ensure the safety of life and property by applying the principles of an independent Limited Liability Company (PT). In its activities in the classification field, BKI carries out the mandate of Law Number 17 of 2008 concerning Shipping Article 129 and Regulation of the Minister of Transportation Number 61 of 2014 concerning the Obligation of Classification for Indonesian-flagged Ships at Classification Bodies.

BKI's operational activities are divided into two types of services: classification services and non-classification services, also known as commercial services. The classification service sector is divided into single classes and cooperation with partner classification agencies (mutual representatives and dual-class). Each includes conducting surveys, drawing approval, issuing classification certificates, and activities related to surveys and statutory certificates. The Indonesian Classification Bureau (BKI) plays a role in ship clearance activities to provide services for the extension of ship documents, such as ship load line documents.

2.6. Immigration

Based on the Regulation of the Minister of Law and Human Rights of the Republic of Indonesia Number 19 of 2018 concerning the Organization and Work Procedure of the Immigration Office, the immigration office, from now on referred to as *kanim*, is a technical implementation unit under the Directorate General of Immigration that carries out the immigration function in district areas, city, or district. *Kanim* has the task of carrying out some of the duties of the Directorate General of Immigration in his working area. The *kanim* classification is divided into four parts: particular class I *kanim*, class I *kanim*, class II *kanim*, and class III *kanim*. *Kanim* carries out the function of preparing plans and programs in the field of immigration and implementing immigration tasks in the field of travel document services.

According to the Law of the Republic of Indonesia Number 6 of 2011 concerning Immigration, the immigration office is a technical implementation unit that carries out the immigration function in a regency, city, or sub-district area. Immigration checkpoints are at seaports, airports, border crossing posts, or other places as entry and exit points to Indonesian territory. The Pontianak Port Immigration Post is an implementing unit under the first-class Pontianak Immigration Office which has the following tasks:

- 1) Examine crews of foreign ships entering Indonesian territorial waters and whether all administrations are complete. Such as passports and seamen's books.
- 2) As an agency authorized to certify the crew list of foreign ships.
- 3) They are issuing port clearance for foreign ships.

2.7. Customs

Based on Law Number 17 of 2006 concerning Amendments to Law Number 10 of 1995 concerning Customs and Law Number 39 of 2007 concerning Amendments to Law No. 11 of 1995 concerning Excise states that the primary function of Customs (Custom) are as follows:

2.7.1 Revenue Collector (Collecting State Revenue in the Context)

- 1) We are optimizing state revenue through revenue from import duties, export duties, Import Tax (PDRI), excise, and Income Tax (PPH) on tobacco products.
- 2) Prevent leakage of state revenue.
- 3) Community Protector (as an apparatus for controlling the traffic of goods in the context of protecting the interests of the community through efforts):
- 4) Prevention of the entry of goods that endanger national security.
- 5) Prevention of goods that damage health and disturb the community.
- 6) Public protection against the entry of goods that do not meet the standards.

2.7.2 Trade Facilitator (providing trade facilities through various strategic efforts, with the aim of)

- 1) Improving the smooth flow of goods and trade.
- 2) Pressing the high-cost economy.
- 3) Creating a conducive trading climate.
- 4) Prevent illegal trade.
- 5) Industrial Assistance (capable of providing support to domestic industries in order) to
- 6) protect domestic industries from the entry of goods illegally.
- 7) Assisting in increasing the competitiveness of the domestic industry
- 8) Supporting increasing the competitiveness of export products.

Based on Minister of Finance Regulation Number 74/PMK.01/2009 concerning Organization and Work Procedure of Vertical Agencies of the Directorate General of Customs and Excise, regional offices of the Directorate General of Customs and Excise, from now on referred to as regional offices, are vertical agencies of the Directorate General of Customs and Excise located under and responsible to the Directorate General of Customs and Excise. Regional offices have the task of coordinating, providing technical guidance, evaluating, and implementing duties in the field of customs and exciting within their working areas based on applicable laws and regulations. From the explanation above, it can be concluded that in the ship clearance process, related agencies are needed, such as the Harbor Master and Port Authority (KSOP) Office, which has the right to issue a Sailing Approval Letter. The Port Health Office (KKP) has the right to issue Port Health Quarantine Clearance. Pelabuhan Indonesia (PELINDO), which functions to provide port services such as the Vessel Traffic Service dock, which provides

navigational or weather information. The Indonesian Classification Bureau (BKI) is entitled to provide construction, engine, and hull certification. Immigration has the right to issue immigration clearance, and Customs has the right to issue a custom clearance where the agency is needed to handle the arrival and departure of ships smoothly.

3. Procedure for servicing Ship Departure documents

Regarding procedures for Ship and Goods Services Using Inaportnet at Ports. Within a maximum of 6 (six) hours before the ship leaves, the shipping agent submits a ship-out service on Inaportnet, the data of which enters the Port Operator in the form of Ship Arrival Reports (LKK) and Ship Arrival and Departure Reports (LK3), and to Harbor Masters in the form of SPB. LKK that the Port Operator has verified will automatically be responded to for issuing the Billing Code. The shipping agent will make payment of the PNBPN at Landing from the Billing Code obtained. If the shipping agent has paid it, the LK3 can automatically be verified. The data can be entered at Syahbandar to verify the data so that the SPB can be published.

Issuance of Guide Work Orders (SPK) for outgoing ships by 1 (one) hour after the Sailing Approval Letter (SPB) is issued. Furthermore, the Movement Permit Letter (SPOG) issuance by 1 (one) hour after the Pandu SPK is issued. Before the ship leaves the port and arranges for clearance, the ship must complete the formalities with the relevant agencies so that they are given permission to leave the port and sail to the next port of registration. The agent's duties on the departure of the ship are:

- 1) Take and submit ship documents to the ship kept by the harbor master.
- 2) Take care of everything for clearance out port.
- 3) We are completing port administration for outgoing scout ships and port service administration.
- 4) Member of the final service to the ship's needs and the agent's crew.
- 5) Then the agent contacts the relevant agencies related to the ship's departure.

Document completion procedures for ship departure (clearance out) are:

3.1 The health office (quarantine) of Dwikora Port, Pontianak

Receives requests for ship departure, which are listed regarding the date, time of departure, and port of destination of the ship, as well as information on whether the ship is loaded or empty. The port health office issues the documents attached, which include:

- 1) Health book (health book)
- 2) Crew list (list of crew members)
- 3) List CO (SIB quarantine port of origin)
- 4) Syahbandar Dwikora Pontianak

The harbor syahbandar officer will carry the clearance out of the ship, which includes

- 1) Inspect board.
- 2) Examination of ship documents and other essential letters from the crew.
- 3) Double-check payment receipts.
- 4) We are examining clearance from other authorized agencies.

Suppose all clearances have been submitted to the authorized agencies and declared to have met the requirements by the harbor master. In that case, a Sailing Permit (SIB) is requested while waiting to apply to leave the port, then the agent PT. Andromeda Sentral Pasifik Pontianak Branch applies to pilot out, where this Sailing Permit is valid for 24 hours. The documents attached to obtain a Sailing Permit (SIB) include the following:

- 1) Notification of Vessel Arrival
- 2) Crew List
- 3) Memorandum
- 4) Master Sailing Declaration
- 5) Request for Freight Ship Services
- 6) Navigation
- 7) Receipt Vessel Traffic System (VMS)
- 8) Receipt Proof of PNBP Payment
- 9) Manifest
- 10) Ship Departure Report

3.2 PT. (Persero) Pelabuhan Indonesia II Pontianak

Receiving a model IA letter for the business division attached with a Sailing Permit. PT. (Persero) Pelabuhan Indonesia II Pontianak, the last of which is:

- 1) Receiving pilot guides by the provisions and instructions based on the Minister of Transportation.
- 2) Organize the ship's guidance from the mooring area to the exit of the port area.

Prior to that, the scout said an inspection regarding:

- 1) Hull.
- 2) Seaworthy.
- 3) Shipload.
- 4) Possible violations of port regulations.

Suppose you encounter things that endanger the safety of the ship, and there are violations of regulations. In that case, you are required to immediately report to the harbormaster and hand them back to the ship's master, and the pilot is also ready to guide the ship out of the port.

4. Agent Activities Prior to Ship Arrival

Activities carried out by shipping company agents when the ship arrives as follows:

- 1) the agent communicates and coordinates with the ship
- 2) through a radio operator to monitor whether entering the port area, the ship experiences problems
- 3) Observes where the ship will dock, according to the results of the meeting at TPKS and PPSA.
- 4) Control the readiness of the parties related to the inspection on board, and also with the TPKS regarding the readiness of the TKBM (Loading and Unloading Workforce) and loading and unloading equipment because the TPKS, in this case, is the PBM (Loading and Unloading Company), if loading and unloading are carried out outside the TPKS, the PBM is appointed by the shipping company.
- 5) In addition to the parties above, the agent must coordinate with the pilot to guide the ship to the port pier.

5. Duties of the Agent When the Ship is Docked at the Wharf

After the ship arrives, the agent takes the ship's documents for obtaining clearance at the harbor. These documents are prepared to support clearance in and clearance out, and this is because loading and unloading activities take less than 24 hours. The intended shipping documents are as follows:

- 1) Sea Certificate
- 2) Crew List
- 3) International Tonnage Certificate
- 4) Ship Sanitation Control Exemption Certificate
- 5) Certificate Of Insurance (Bunker Oil)
- 6) Certificate Of Insurance
- 7) Document Of Complain
- 8) Cargo Ship Safety Equipment Certificate
- 9) Cargo Ship Construction Certificate
- 10) National Load Line Certificate
- 11) International Air Pollution Prevention Certificate

- 12) International Sewage Pollution Prevention Certificate
- 13) Cargo Ship Safety Construction Certificate
- 14) Cargo Ship Safety Radio Certificate
- 15) Certificate Of Classification for Machinery
- 16) Minimum Safe Manning Document
- 17) Safety Management Certificate
- 18) Inflatable Life Raft
- 19) Fire Hose Safety and Rescue Equipment
- 20) Permit to Sail

Furthermore, the shipping agent brings the crew list and ship documents to the KSOP and brings a memorandum to adjust the documents sent through the Inaportnet system.

6. Procedures and Duties of Agent After Ship Departure

After the ship has completed loading and unloading activities, carried out all clearance, and obtained SIB, the ship can immediately leave the port. Then the shipping agent makes a departure ship's condition which explains the condition of the ship when the ship departs at the destination port. Besides that, shipping agents also make reports to other parties, which include:

- 1) Departure condition for the next port (next port)
- 2) Make TDR (terminal Departure Report)
- 3) Make a report on the realization of ship activities at the port to PT. Indonesian Harbor II Pontianak.

Problem Analysis

Obstacles encountered during the Clearance In and Clearance Out process. The delay for ships entering or leaving the port is the result of delays in documents prepared by ship agents (ship owners), disconnection of inaportnet system connectivity, and ship accidents at ports due to errors from ship captains, which result in delays in ships at ports and problems with inactive ship pilots. Which ultimately causes delays for ships going in and out of the port.

A ship that wants to enter and leave the port service environment requires various services and must follow the rules where the port is used for transit. These rules apply to ships entering (clearance in) and ships wanting to leave the port (clearance out). In simple terms, ships cannot carelessly go in and out of the port. The delay for ships that will dock at particular ports is the occurrence of erratic tides and limited jetty facilities, which prevent ships from being hampered in the ship berth process.

Delays for ships leaving the port also often occur because there are ship or crew documents that have died, and it is necessary to extend or endorse the ship documents so that the ship can leave the port on time. There are no delays when services leave the port area.

- 1) The occurrence of tides in the river makes the ship unable to get out.
- 2) The length of the approval process by the party concerned with the clearance out of the ship.
- 3) Error or complicated network system.
- 4) The length of time in payment of ship service billing.
- 5) Lack of coordination with the ship.
- 6) There are ship and crew documents that have died or are approaching the endorsement period.
- 7) Inaccurate in filling out ship clearance documents.

Efforts to overcome obstacles in the service process of clearance out ship documents by PT. Andromeda Pacific Central Pontianak Branch

There are obstacles in implementing the process of document clearance out service by PT. Andromeda Sentral Pasifik Pontianak Branch requires steps to prevent/overcome obstacles in the ship clearance out document service process. In principle, every employee must correctly understand the responsibilities and coordinate with everyone involved in implementing the ship clearance out document service process. The following are the steps taken by the company, namely:

- 1) Strengthen the internet network.
- 2) It was extending or endorsing ship and crew documents that were dying.
- 3) Always coordinate with the ship's side regarding the readiness of the ship.
- 4) Prepare documents for clearance out of the ship before the ship moves out.
- 5) Pay all billing payments for shipping services.

CONCLUSION

Not all activities run smoothly in carrying out ship arrival and departure service activities. Constraints and obstacles interfere with the handling of documents handled by PT. Andromeda Sentral Pasifik, Pontianak Branch, namely, the Clearance In and Clearance out Process carried out by PT. Andromeda Sentral Pasifik Pontianak Branch requires several documents related to one another. This is due to the completion at the time of clearance of PT. Andromeda Sentral Pasifik Pontianak Branch must have the correct documents because if a discrepancy is found, it will hinder the clearance process. In the Clearance In and Clearance Out, process carried out by PT. Andromeda Sentral Pasifik Pontianak Branch is open to obstacles and problems faced by the company's employees, such as the lack of accuracy when filling out ship and crew document data. Length of approval from the relevant agencies at the time of clearance. All of which will have an impact on the slow clearance process. Procedure for inputting document data by PT. Andromeda Sentral Pasifik Pontianak Branch uses the Inaportnet system, where if

the input of crew list documents or ship documents has expired, it will hinder the clearance process. The erratic tides and limited jetty facilities resulted in delays in the ship berthing process. The existence of indiscipline by the relevant agencies' parties or officials affects the clearance process's length.

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