

Analysis Of Service Quality Authority Of Ship Creater In Issuance Of Sailing Approval Letter At Utama Services Tanjung Perak Surabaya

¹ Eko Wibowo

Master of Public Administration, Faculty of Social and Political Sciences
Hang Tuah University, Surabaya, Indonesia
ekowibowo.s2fisip@hangtuah.ac.id

² Sri Umiyati

Master of Public Administration, Faculty of Social and Political Sciences
Hang Tuah University, Surabaya, Indonesia
umiyati.uht@gmail.com

³ Budi Rianto

Master of Public Administration, Faculty of Social and Political Sciences
Hang Tuah University, Surabaya, Indonesia
budi.rianto@hangtuah.ac.id

Abstract—Sea transportation, especially people's shipping transportation, is very influential on regional economic growth. The government has the responsibility to foster the people's shipping sector, in order to maximize the existing potential in order to support a sustainable national transportation system. The main port of Tanjung Perak Surabaya provides services to the community in the form of administrative management of fishing vessels, making letters and documents for fishing vessels, supervision of security and safety in port waters to facilitate sea transportation. The thing that becomes a benchmark for the success of a service can be seen from the satisfaction of service users with the services provided by the harbormaster. This study aims to describe and analyze the service quality of Vessel Authorization in Issuing Sailing Approval Letters at the Tanjung Perak Main Harbormaster Surabaya. This research method is descriptive research with a qualitative approach, and data collection is done by using interview, observation, and documentation techniques. The results obtained are then collected, reduced, presented, and conclusions are drawn.

The results of this study indicate that the service quality of Authorization of Ship Crews in Issuing Sailing Approval Letters at the Tanjung Perak Surabaya Main Harbormaster is still not running optimally. This is because there are indicators that are not in line with the expectations of service users, including : very limited waiting room seats, the absence of information related to several regulations that are not known by the shipping company, the absence of information or socialization related to service standards that have been certified, and there is no some officers who do not give a smile in the service process.

Keywords—Quality, Service, Transportation, Harbormaster, Surabaya

INTRODUCTION

Sea transportation, especially people's shipping transportation, is very influential on regional economic growth. With the vital role of the transportation sector as a pillar of island-based economic development, it is hoped that public shipping services can be carried out optimally. The government has the responsibility to foster the people's shipping sector, in order to maximize the existing potential in order to support a sustainable national transportation system. This was stated because currently the transportation sector services on people's shipping are still not optimal. The harbormaster office provides services to the community in the form of administrative management of fishing vessels, making letters and documents for fishing vessels, supervision of the safety of shipping lanes, and so on. Some of the things mentioned above are one of the important factors for the port user community and become something that supports the smooth operation of shipping activities. The thing that becomes a benchmark for the success of a service can be seen from the satisfaction of service users with the services provided by the harbormaster. In the East Java region, there are several harbor and port authority offices, including the Port Authority and Port Authority offices in Gresik, Kalianget, Menteng/Tanjung Wangi, Probolinggo, Port Management Units for Branta, Brondong, Sangkapura/Bawean, Sapeken, and Telaga Biru. Researchers conducted research in Surabaya because the main port office is located in Tanjung Perak Surabaya which is the coordinator of the harbor port office in other areas. In carrying out the operational/technical duties of shipping and maritime affairs, it is guided by the provisions of existing regulations, namely Law no. 17 of 2008 concerning Shipping. In addition to the guidelines for Law no. 17 of 2008 mentioned above, in carrying out the government's duties, the Tanjung Perak Main Harbormaster Office is also guided by the implementing regulations/stipulations of Law no. 25 of

2009. In carrying out this task, the Tanjung Perak Main Harbormaster Office provides services to the community, especially the maritime community.

The practice of providing public services is one of the manifestations of the function of the state apparatus as a public servant as well as a servant of the state. The function of this service is directed at meeting the needs of the community as well as creating social justice in the community, so that the government will be able to realize a better life for its people (Kurniawan, 2005). As part of a government organization that serves the public or private shipping agents, the Tanjung Perak Surabaya Main Port Office is required to continue to improve the quality of its services so that the service users, including Private Sea Transportation Companies (Agents) are satisfied with the services provided so that the Agent will be more comfortable. in utilizing the services at the Tanjung Perak Surabaya Main Harbormaster Office.

Service quality is a description of the implementation of services running according to the set. For example, the use of time is relatively fast, the rate of completion of work is relatively fast and the quality of work. This shows that service quality means that there is effectiveness and efficiency created in a service activity. Quality has a close relationship with customer satisfaction (Tjiptono, 2006). Service quality is also defined as something related to the fulfillment of expectations/needs. Customers (society), where service is said to be of high quality if it can provide goods and services in accordance with the needs of customers (community) (Ibrahim, 2008). Another source reveals the definition of service quality is the standard level of service provided to parties who need services based on predetermined provisions and those served are satisfied and provide a positive response (Mangkunegara, 2007). According to the above understanding, that the quality of service is a form of service that meets the standards set. For example, the quality of service for the Syahbandar office, means that the size is the size of the ratio between output and input, the relatively low number of working hours used, but the results are as planned and the speed of completing the work is as targeted, but the results meet the requirements, while the standard measure of service quality for the community, means that the community is satisfied with the services provided or received and also the level of public trust in the employees of the Tanjung Perak Surabaya Main Harbormaster Office.

The importance of safety and security issues as well as overall activities in sea transportation shipping is the responsibility in the port, because one of the biggest problems in ship accidents in shipping is the issue of a person's ability and expertise to carry out his syahbandar duties both in carrying out all duties in the port and in conducting cooperation or relationships. with other business entities in charge of supervising the shipping and shipping itself. The duties and responsibilities of a porter are very important in providing seaworthiness of ships, sailing permits,

safety and security, as well as all sea transportation shipping activities. Even though there are regulations governing the role of a harbormaster in issuing a sailing approval letter, it is not uncommon to find several sea transportation accidents caused by the negligence of a portmaster in carrying out his harbormaster duties, namely by giving shipping permits and seaworthiness letters to ships that are not worthy. To sail, of course, this cannot be separated from the scope of service of the harbormaster itself.

At the Tanjung Perak Main Harbormaster office for ship departure services, a Sailing Approval Letter is issued in accordance with the Minister of Transportation Regulation Number 34 of 2014 concerning the Organizational Work Procedure of the Main Harbormaster office which is carried out online through the Inaportnet application. Digitization through Inaportnet services includes, among others, digitizing approval of ship arrivals, approval of ships entering ports, approval of loading and unloading work plans, approval of loading and unloading of dangerous goods, determination of ship services, approval letters for ship movement, approval of crew lists, ship departure reports, arrival reports ships, ship arrival and departure reports as well as shipping company freight reports and others. With the integrated Inaportnet system, and through the QR Code, users can independently print the approval letters and the validity of the results of ship and goods services at the Port. In the Inaportnet application, so that a sailing approval letter can be issued, it must be approved for a ship departure report carried out by the Surabaya Tanjung Perak Port Authority office, ratification of ship crews carried out by the marine safety section of the sailing safety section of the Tanjung Perak Surabaya Main Harbormaster office, verification of the fulfillment of scouting services provided done by PT. Pelindo, attaching proof of payment for Vessel Traffic System navigation services carried out by the Surabaya Class I navigation district office by paying the billing code that has been given, attaching proof of payment of shipping service levies that can be done at PT. Pelindo, and attaching health approvals carried out in health quarantine.

In this case the approval of the crew is part of the issuance of the sailing approval letter in the Inaportnet application, the approval of the crew is carried out by the marine section in the field of sailing safety at the Tanjung Perak Surabaya Main Port Office in accordance with the mandate of the Minister of Transportation Regulation Number 34 of 2014 concerning the organization and the work procedures of the Main Kesyahbandaran office. To ratify the crew, there are several requirements starting from the recruitment of crew members by selecting the experience and certificates of expertise and skills from seafarers, if the seafarer is accepted by the shipping company, a sea work agreement can be immediately signed between the shipping company as the first party and the seafarer. as the second party, it is then ratified by the employees of the Main

Kesyahbandaran office, in this case the task of the maritime section. After the sea work agreement between the seafarer and the shipping company is made, the next step is to make the certificate up to the seaman's book and the crew's certificate book which is done by writing starting from the most important position of captain to the most recent position. This must be done sequentially so that all requirements are met, but there are some shipping companies that still do not understand the procedures for recruiting ship crews, starting with what to do when receiving applications from seafarers who want to work on ships, how to prepare sea work agreements, preparing certificates. go up on the seaman's book and the crew's certificate, how to determine the certificate of expertise and certificate of skill that must be owned by seafarers to comply with predetermined requirements then what if there is a dispute between the crew and the shipping company.

Apart from guard officers, assistants and staff, there are also officers on guard for the validation of the crew, namely employees who are given an assignment order to certify the crew. This crew approval officer is in charge of checking the crew when the shipping company enters the ship's data into the Inaportnet application in order to issue a sailing approval letter. In the service of the Tanjung Perak Surabaya Main Harbormaster office, there are several important requirements, namely the shipping company cannot print a sailing approval letter if the crew's approval has not been carried out. In the ratification of the crew there are several requirements such as the ratification of the sea work agreement which is carried out manually between the shipping company as the first party and the sailor as the second party, after both parties agree, the sea work agreement is brought to the harbormaster's office to be signed as well as the certificate book crew and seaman's book must also be signed. Lack of understanding from shipping company employees regarding the standard operational procedure provided by the Tanjung Perak Surabaya Main Harbormaster office can result in additional time in the issuance of the Sailing Approval Letter because the issuance of the Sailing Approval Letter must first be approved by the crew.

Based on the conditions that occurred at the Tanjung Perak Surabaya Main Harbormaster office, this is in accordance with the theory put forward by Fandy Tjiptono (2000) regarding service quality related to customer satisfaction which is determined by five dimensions, namely: Tangible (direct evidence), Reliability (Reliability), Responsiveness (Responsiveness), Assurance (Assurance), Empathy (Empathy). Of the five elements, Tangible elements (physical evidence) are interesting to study because they are in accordance with current conditions in the field. Tangible is physical evidence, meaning that the form of physical service is in the form of the ability to use and utilize all facilities, tools and equipment in providing services and the ability to demonstrate integrity, skill, authority, and work dedication. Besides,

the physical form of the service also shows the ability to master work technology. From the things presented above, it is also supported by previous research conducted by Nancy Damayanti (2016) with her research entitled Analysis of the Quality of Sea Transportation Passenger Services at the Liem Hie Djung Marine Transboundary Post Technical Implementation Unit, Nunukan Regency regarding the definition of public service as well. must be followed by changes, perspectives, and implementation as stated by Hardiansyah (2011) that the paradigm of public policy in the era of regional autonomy that is oriented to customer satisfaction, will provide direction for changes in the mindset of local government officials, in responding to changes and/or a paradigm shift in the administration of local government that is more service-oriented. The limitation in this study is the quality of service for the validation of the crew at the Tanjung Perak Main Harbormaster Office, Surabaya.

RESEARCH METHOD

This study uses a qualitative approach with the type or type of descriptive research. The definition that suggests qualitative research as according to Sugiyono (2010) in Zamronidkk (2019), Qualitative research is a research method based on post-positivism philosophy, used to examine the condition of natural objects, where the researcher is the key instrument, data collection techniques are carried out triangulation (combined), data analysis is inductive or qualitative, and qualitative research results emphasize meaning rather than generalization.

Broadly speaking, according to Miles and Huberman in Prasetyo Isbandono (2019), activities in qualitative data analysis are carried out interactively and take place continuously until complete, so that the data is saturated. Activities in data analysis such as data reduction, data presentation, and conclusions. From this theory, it can be concluded that the data analysis technique in this study uses four methods, namely data collection, data reduction, data presentation and conclusions. Thus, conclusions in qualitative research may be able to answer the formulation of the problem that was formulated from the beginning but may also not, because as stated that the problem and problem formulation in qualitative research are still temporary and will continue to develop after the researcher is in the field. The following is an image of an interactive model data analysis technique according to Miles, Huberman and Saldana (2014):

RESULTS AND DISCUSSION

In this study, the measurement of the quality of Ship Crew Authorization in Issuing Sailing Approval Letters using the instruments contained in the 5 dimensions of service quality from Fandy Tjiptono's (2000) theory which includes the dimensions of direct evidence (Tangible), dimensions of reliability (Reliability), dimensions of responsiveness (

Responsiveness), dimensions of assurance (Assurance), and dimensions of empathy (Empathy).

1. Dimensions of Direct Evidence (Tangible)

The dimensions of direct evidence relate to physical evidence of services and places of service, namely the appearance of employees, comfort of the place, ease of service processes, employee discipline, and the use of service aids. Based on the results of research carried out in an effort to determine the quality of public services in Tanjung Perak Surabaya Main Port, it shows that the quality of service in this dimension does not yet have good quality. a) . Appearance of Employees / Officers. The appearance of the crew attestation officer is one of the indicators that is assessed directly by the shipping company in assessing the quality of service. The appearance of the officer is related to the use of uniforms or attributes. Cleanliness and tidiness of uniforms is something that service providers should pay attention to. According to the researcher, the officers were clean and tidy and wore uniforms in accordance with the regulations set by the Ministry of Transportation, the Directorate General of Transportation and the Head of the Harbormaster Office. Based on the results of the researcher's interview with the Head of the Harbormaster Office, which stated that: This is in line with the results of the observation that all officers of the Ship Crew Authorization Service in Issuing Sailing Approval Letters, look clean and neat and wear uniforms that comply with the regulations set by the Head of the Harbor Masters Office. and the Directorate General of Transportation. Together with a statement from the shipping company, employees from PT. Bintang Timur as the user of the Vessel Crew Authorization service in Issuing Sailing Approval Letters at the Tanjung Perak Main Port, Surabaya. Appearance is able to affect the service process, if the appearance of the officer is good it can give a good impression on service users and vice versa. Employees are expected to be able to maintain their appearance in order to provide quality service. b). Convenience Place of Service, Convenience of place of service greatly affects the assessment of the user on the quality of service provided. Therefore, Tanjung Perak Surabaya Main Port as a place for public service providers must provide a comfortable place for service users. The Main Kesyabanadaran Office needs to provide sufficient space so that service users do not exceed the room capacity. In addition to a sufficient place, the use of air conditioning (AC) to increase the comfort of service users and employees

has become a necessity where the location of the Kesyabandaran Office has a strategic location, which is near the sea, so the air is quite hot during the day so that the condition of the room will feel hot when not air conditioned, and still have to maintain the cleanliness of the service area. There are also supporting facilities, namely Mandiri and BCA debit which are often also used by providers and users. Tanjung Perak Surabaya Main Port also provides parking for service users. The comfort of the place of service also affects the quality of service. Therefore, service providers should pay more attention to the convenience of the service place. If the service area is comfortable to live in, the service user will feel comfortable. c). Ease of Service Process, In this indicator ease of service is needed in order to facilitate shipping companies as service users. Based on the results of the research conducted, the Tanjung Perak Surabaya Main Port Office has made it easy for service users / shipping companies who will take care of the Vessel Crew Authorization service in Issuing Sailing Approval Letters at the Tanjung Perak Surabaya main port. Ease of service process is very much needed for service users, so that service users do not feel confused in carrying out the service process. In addition to the service process, the place of service must also be easily accessible by service users to make it easier to get to the location of the service. d). Discipline of Officers in Serving Service Users, In carrying out their duties, officers need work discipline so that the service process can run smoothly. Discipline will form the discipline of officers who are full of responsibility at work, so that it will create a conducive work atmosphere and support efforts to achieve goals, especially in the service process. Officers must prioritize service interests above personal interests, because service work is a job that prioritizes the public interest or service users, in other words the interests of shipping companies as service users must always be a priority by service officers. Based on the results of observations made, it shows that the officers are disciplined enough in providing services. This discipline is shown by the officers who never arrive late because they always arrive before 8.00 am and there are still additional duties to guard or picket on work holidays. In terms of serving, discipline is the basic capital that should be owned by officers, especially in the service department to show good performance. Discipline is carried out so that shipping companies are satisfied with the services provided by officers.

Table 1
Analysis of the Dimensions of Physical Evidence (Tangible) of Public Services
Authorization of Crew in Issuing Sailing Approval Letter

No	Sub Indicator	Finding	Data analysis
1	Appearance of Employee/Officer	Officers have a neat and clean appearance and wear uniforms in accordance with the rules set by the Head of the Harbormaster Office and the Directorate General of Transportation.	The results of observations in the field prove that all officers are clean and tidy, and wear uniforms that comply with the rules that have been set.
2	Service Place Convenience	The Tanjung Perak Surabaya Main Harbormaster Office has provided a comfortable place to wait for service users, but the number of seats still not enough	The results of the study prove that the service area and waiting room have provided comfort for service users. However, the number of seats available is still lacking or limited
3	Ease of Service Process	The Tanjung Perak Surabaya Main Harbormaster Office has made it easy for service users, but there are some rules or regulations that shipping companies still don't understand.	The results showed that service users easily access existing services, but still need information or socialization related to several regulations that are not understood by shipping companies.
4	Officer Discipline in Serving Service Users	The officer has shown his discipline	The results of observations in the field showed that the officers had arrived on time before 08.00 am.

Source: Processed data (2022)

2. Dimensions of Reliability (Reliability)

The reliability dimension is the ability to carry out the promised services correctly and the suitability of the service. To measure the dimension of reliability in an effort to understand the quality of service in Tanjung Perak Surabaya Main Kesyabanadaran, it can be measured through several indicators. The results of the study prove that the Quality of Service for Authorization of Ship Crews in Issuing Sailing Approval Letters at the Tanjung Perak Surabaya Main Port in this dimension does not yet have good quality.

a). Accuracy of Officers in Serving Service Users, Accuracy of officers in the service process is very important for service users to minimize errors that occur. If officers are not careful in their work, mistakes can occur which will lead to new jobs. For example, the accuracy of officers in entering data. Therefore, officers are required to be careful in carrying out their duties and responsibilities so as to create good service and can give pleasure to service users. Based on the research conducted, the Tanjung Perak Surabaya Main Port officers have been careful in serving shipping companies.

b). Having Clear Service

Standards, Tanjung Perak Surabaya Main Port already has clear service standards. From the research conducted, there are shipping companies that do not know the standards in these services. The main port of Tanjung Perak Surabaya already has an ISO 9001:2015 certified service standard. Providing services that facilitate shipping companies, with the motto of working with conscience and serving in a professional and accountable manner.

c). The ability of employees to use service aids, the ability of employees to use tools is very decisive in the process of providing services. If all officers are able to use assistive devices in the service process, the service will be faster because they do not rely on officers who can only use assistive devices. In the research conducted, all officers were able to use assistive devices in the service process. All officers have the ability to use the tools provided for the service process such as computers, printers, scanners. Because previously officers have been trained to be able to use the tools that have been provided for the service process.

Table .2
Analysis of the Dimensions of Public Service Reliability
Authorization of Crew in Issuing Sailing Approval Letter

No.	Sub-Indicators	Findings	Data analysis
1	Accuracy of Officers in Serving Service Users	The officers at the Tanjung Perak Surabaya Main Harbormaster are quite careful in serving service users	The results showed that the officers were very careful and thorough in carrying out their duties, so that there were no mistakes when providing services.
2	Have Clear Service Standards	The main port of Tanjung Perak Surabaya already has an ISO 9001:2015 certified service standard, but shipping companies still don't know about it	The results showed that the main port of Tanjung Perak Surabaya already has an ISO 9001:2015 certified service standard, but there is no information or socialization about this to shipping companies.
3	Officer's Ability to Use Service Aids	Officers are capable and skilled in using tools for the service process	The results showed that the officers were capable and skilled in using assistive devices such as computers, printers, and scanners.

Source: Processed processed (2022)

3. Dimensions of Responsiveness

The aspect of responsiveness that needs to be provided by a port agency that serves shipping companies is by providing a good, fast and responsive response in responding to every complaint from a shipping company and providing maximum service in every Crew Authorization service. This can lead to a sense of satisfaction for shipping companies as service users. The results of the study prove that the quality of service on this dimension already has good quality. a). Responding to every customer, shipping companies will feel appreciated if the officers can provide a good response. Responding well to shipping companies will have a positive impact on the quality of public services at the Tanjung Perak Surabaya Main Port. Officers respond and respond to shipping companies that will get service by greeting and asking users' needs. b). Fast and Precise Service, Services that are run at the Tanjung Perak Surabaya Main Port is expected to be able to do it quickly and precisely. If the service is done quickly, the service user will feel happy. In addition to speed, users will also feel happy if the service is carried out correctly. The right service is a match between the services provided and the interests of the users so that the required interests

can be resolved properly. The provision of fast and appropriate services is an important thing that needs to be done as a form of responsiveness to users, so that users are satisfied with the services provided at the Tanjung Perak Main Port Surabaya. c). Officers Perform Services at the Right Time, Accuracy here is not only related to the service product produced, but also relates to the exact completion time in accordance with the promised time. Tanjung Perak Surabaya Main Port in providing services takes approximately 5 - 10 minutes in providing Crew Validation services. However, after the crew list and minimum crew safety documents have been matched, the crew approval officer can approve the request. d). Response to Service User Complaints, Tanjung Perak Surabaya Main Hospitality Officer in receiving complaints from service users, namely through Customer Service and the consultation room that has been provided not through the suggestion box, so that service users can directly submit their complaints. The response of the Tanjung Perak Surabaya Main Kesyabandaran officers to service user complaints is good, the officers respond directly so that service users immediately receive responses to these complaints.

Table .3

Analysis of Responsiveness Dimensions of Public Services Authorization of Ship Crews in Issuing Sailing Approval Letters

No.	Sub-Indicators	Findings	Data analysis
1	Responding to Every Customer	The officer responds and is responsive to service users who will get service by greeting and asking the needs of service users	The results showed that the officers of the Tanjung Perak Surabaya Main Harbormaster gave a good response to service users.
2	Fast and Precise Service	The services at the Tanjung Perak Surabaya Main Harbormaster have been carried out quickly and precisely	Service users feel happy because the service provided is very fast, with a time of 5-10 minutes. Services are also carried out appropriately, service users are directed by officers according to their needs.
3	Officers Perform Services With The Right Time	The main port of Tanjung Perak Surabaya in providing services can ensure that the service time for the Authorization of the Crew is 10-15 minutes	The results showed that the main port of Tanjung Perak Surabaya provided the right service, with an estimated time of 10-15 minutes.
4	Service User Complaint Response	Tanjung Perak Surabaya Main Harbormaster officers receive complaints directly from service users through Customer Service, not through the suggestion box	The response of the Tanjung Perak Surabaya Main Harbormaster officers to the complaints of service users is good, because the officers respond directly so that service users can immediately receive responses to their complaints.

Source: Processed data (2022)

4. Dimensions of Assurance

The assurance dimension relates to officer knowledge, officer ability, and trustworthy character possessed by officers, free from danger, risk and doubt. The results of the study prove that services on this dimension already have good quality. a). Timely Guarantee of Service, Tanjung Perak Surabaya Main Kesayabanaadaran Officer has provided a guarantee on time in service. The officer provides 5-10 minutes of service in filling out the Crew Authorization data. After filling in the data on the Authorization of the Crew, then a sea work agreement (PKL), a seaman's book, a signed Crew Certificate Book as evidence has been ratified for service on board. b). Guarantee of

Cost Assurance in Service, for the management of Authorization of Ship Crews in Issuance of Sailing Letters is free of charge, except if you do an extension of the seafarer's book which has expired and can be extended for two years at a fee of 10,000 rupiah, the payment is made through a billing code, and mobile banking. With information on cost guarantees from service personnel, service users do not need to worry if they have to pay for the processing of the Authorization of Ship Crews in Issuing Sailing Approval Letters because there are indeed no fees to be paid by service users, except for the extension of the sailor's book which has expired. enactment.

Table .4

Analysis of the Dimensions of Assurance (Assurance) for Public Services Authorization of Crews in Issuance of Sailing Approval Letter

No.	Sub-Indicators	Findings	Data analysis
1	Timely Service Guarantee	The officer has provided information regarding the guarantee on time to service users, which is 10-15 minutes for the service process	The results showed that shipping companies as service users, get 10-15 minutes for the service process.
2	Cost Assurance Guarantee in Service	The officer has provided a guarantee of fees for the service process, and has also provided information about the additional costs for the renewal of the seafarer's book	The results of the study indicate that the shipping company in managing the Sailing Approval Letter is free of charge at all, except for the extension of the seafarer's book whose validity period has expired is subject to a fee of 10,000 rupiah.

5. Dimensions of Empathy (Empathy)

This dimension relates to the friendliness and concern of officers in providing services to service users. Friendly staff who communicate well can be one of the supporting aspects for service users in providing a good assessment of the services provided. If friendliness and care are given, a good relationship can be established between officers and service users. The results of the study prove that this dimension does not yet have a good quality. a). Putting the interests of service users first, the main priority in a service is none other than the satisfaction of service users. All interests of service users related to services at the Tanjung Perak Surabaya Main Port must be given top priority and in accordance with what is needed by service users. The results of the study indicate that the Tanjung Perak Surabaya Main Port in providing services has prioritized the needs of users. Prioritizing the interests of service users is indeed important because shipping companies are a top priority for employees of the Tanjung Perak Surabaya Main Port. If service users do not feel prioritized, it will cause complaints and give a bad impression for officers and agencies. b). Serving with a Friendly and Courteous Attitude, Hospitality is needed by officers in

carrying out a service process. Being friendly can mean being kind and appealing to one's language. If the officer is friendly, it can add to the good judgment of service users. However, when researchers observed in the field, not all officers provided friendliness to users because there were some officers who did not smile when serving. The hospitality provided by the officers can provide a sense of comfort for shipping companies using the service. Therefore, every officer should be friendly to all service users to give a good impression. c). No Discrimination, The service system available at the Tanjung Perak Surabaya Main Kesyabandaran actually uses a number system or queue number for users who use the service. However, service users can still queue up. d). Serving and Respecting Every Service User, Respect for service users is the same as officers seeing how important the needs of each service user are. Appreciation can be done by greeting and smiling, then asking the interests of service users, and providing explanations related to their needs, as well as trying to meet the needs of shipping companies as service users in Tanjung Perak Surabaya Main Port.

Table .5

Analysis of Empathy Dimensions (Empathy) Public Service Authorization of Crews in Issuance of Sailing Approval Letter

No.	Sub-Indicators	Finding	Data analysis
1	Putting the Interests of Service Users	The main port of Tanjung Perak Surabaya always puts the interests of service users in the service process	The results of the study indicate that service users are always considered and prioritized in the service process.
2	Serving With a Friendly and Courteous Attitude	Not all officers provide friendliness to service users, there are some officers who do not give a smile but remain polite in serving	The results showed that some officers did not smile and seemed indifferent, but remained polite in providing services.
3	No Discrimination	The main port of Tanjung Perak Surabaya already uses a queue number system for services, however, service users can still queue up	The results of the study indicate that service users do not feel discrimination in service, because the officers provide services to users who come first.
4	Serve and Value Every Service User	Officers appreciate in providing services to service users. The officer also asked the need service users and provide explanations relating to the needs of service users	The results showed that the officers of the Tanjung Perak Surabaya Main Harbormaster already had an attitude of respect for each service user.

Source: Processed data (2022)

Assessment of service quality at the Tanjung Perak Surabaya Main Port is carried out based on the theory of Fandy Tjiptono (2000), namely that service quality is determined by five dimensions, namely Tangible, Reliability, Responsiveness, Assurance, and Empathy. The results and qualitative analysis on each dimension of service quality can be described as follows:

a. Dimension of Direct Evidence (Tangible)

To be able to realize quality public services, it is necessary to make improvements that lead to the satisfaction of service users. In this study, the tangible dimension is determined from the indicators, namely

the appearance of employees in serving the community, the comfort of the place of service, the ease of the service process, and the discipline of the officers.

The quality of the services provided is not yet optimal, in this case it is not optimal, it can be explained that the Tanjung Perak Surabaya Main Port does not yet have the best service quality which is caused by several imperfect indicators, namely: the lack of seats in the service waiting room which results in service users waiting outside, and the absence of information or socialization related to several regulations that are not understood by shipping

companies. However, the Tanjung Perak Surabaya Main Port officers have given a neat appearance when serving shipping companies or service users and making it easier for service users in the process of the Vessel Crew Authorization service.

b. Dimensions of Reliability (Reliability)

Reliability is the ability of officers to provide the promised service immediately and satisfy the shipping company or service user. The reliability of the officers is very helpful for service users in receiving services quickly and easily. All officers are expected to have the ability, expertise, independence, mastery and high work professionalism so that work activities can produce a satisfactory form of service without any complaints and excessive impressions from service users.

In this study, the reliability dimension is determined by indicators, namely the accuracy of officers in serving service users, having clear service standards, and the ability to use service aids. In its implementation there are still indicators that have not been running, namely the Tanjung Perak Surabaya Main Kesyabanadaran not yet informing or providing socialization to shipping companies related to certified service standards, but Tanjung Perak Surabaya Main Kesyabanadaran officers have been careful in serving service users and the ability to use service aids is already good.

c. Dimensions of Responsiveness

The responsiveness dimension is giving a good, fast, and responsive response in receiving complaints from service users. Responsiveness to respond to service users is one of the drivers of service success. Because if the implementation of the service is based on the attitude, desire, and commitment to carry out the service well, it can create an increase in the quality of service that is getting better. The assessment of the quality of the Crew Authorization service at the Tanjung Perak Surabaya Main Port, on this dimension by using several indicators, namely responding to each shipping company or service user, speed and accuracy of officers when performing services, punctuality of officers when providing services, and response of officers when providing services. receive service user complaints.

In the implementation of responsiveness indicators, it has shown good quality. Kesyabandaran Utama Tanjung Perak Surabaya has given a good response, providing fast and appropriate service, the officers provide services at the right time, namely 10-15 minutes, and provide a good response to every complaint from service users.

d. Dimensions of Assurance

All forms of service require certainty or guarantee for the services provided by the service provider. The form of certainty of a service is largely determined by the guarantee of the officer who provides the service, so that service users who receive the service feel satisfied and believe that all forms of service affairs provided are completed with speed, accuracy, smoothness and quality of services provided. The assessment of the service quality of Crew

Authorization is measured using indicators, namely the guarantee of timely service and guarantee of cost certainty in the service that has shown good quality. From several assessment indicators, Tanjung Perak Surabaya Main Port can meet the guarantee of service timeliness, which is 10-15 minutes in the service process of Authorization of Crews in Issuing Sailing Approval Letters. In addition, the guarantee of cost certainty in the Crew Authorization service at the Tanjung Perak Surabaya Main Port is free of charge except for the extension of the sailor's book which has expired.

e. Dimensions of Empathy (Empathy)

Every service activity requires understanding and understanding in togetherness of thoughts or needs on matters related to service. Services can run smoothly and have quality if all parties related to services have a sense of empathy in every completion or have the same principles in service. Empathy in a service is the presence of attention, seriousness, sympathy, understanding and involvement of parties related to services to develop and carry out service activities in accordance with the level of understanding and understanding of each party. Those who provide services need to have empathy to understand the problems of the parties to be served. The party who will be served should know the limitations and abilities of the serving officer, so that the integration between the serving and receiving service has the same feeling. This means that every form of service provided to the community needs empathy for every problem faced by service users who need service. Service users who need services want a sense of concern from all forms of service management, by knowing and understanding the needs of fast service demands, understanding various forms of service changes, so that the service takes place in accordance with the activities provided by service providers and those who require services. To be able to measure the dimensions of empathy, the authors base on several indicators including prioritizing the interests of service users, serving with a friendly and polite attitude, non-discriminatory officers, and officers respecting every service user. From the assessment indicators used, there are several indicators that have been implemented and have met the expectations of service users, including prioritizing the interests of shipping companies or service users, serving officers with courtesy, officers not discriminating, and officers serving and respecting service users. Indicators that have not met the expectations of service users are the officers serving unfriendly, because there are still officers who have not given a smile when serving service users. This fact is not in accordance with the existing theory that officers should give a smile when serving service users. Hospitality is one of the main aspects of success in the service process. One example is by giving a smile, so that service users can feel that they have been cared for and create a sense of comfort with the services provided by service officers.

CONCLUSION

Based on the results of research and discussions that have been carried out regarding the service quality of Authorization of Crews in Issuing Sailing Approval Letters at the Tanjung Perak Surabaya Main Port, it can be concluded that the quality of public services in the service sector at the port has a quality that is not yet optimal. It can be explained that the quality of service at the Main Port of Tanjung Perak Surabaya does not yet have the best quality, because it only meets 2 of the 5 indicators in the theory of service quality. The theory used by the author to measure service quality is the theory proposed by Fandy Tjiptono (2000). There are several indicators that have not been fulfilled, including the dimension of direct evidence (tangible) which shows that there is a limited number of seats in the waiting room and there is no information or socialization related to regulations that must be understood by shipping companies. On the dimension of reliability, it shows that Tanjung Perak Surabaya Main Kesyabanadaran already has service standards that have been certified ISO 9001: 2015, but have not been informed or socialized to shipping companies or service users in the service of Authorization of Ship Crews in Issuing Sailing Approval Letters. The dimension of empathy (Empathy) shows that there are still officers who are not friendly in serving service users, namely officers who do not give a smile when doing services. Meanwhile, the responsiveness and assurance dimensions have shown good quality.

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