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The Role Of Agency Services In Serving Clearance In And Out Of Ship With Manual System at PT. Bama Putra Sukses Bogor

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Abstract. *Shipping companies have an important role in providing services to ships visiting a port. Shipping companies appointed as agents are the parties that will be responsible for taking care of everything so that the ships they represent can dock properly, on time, and smoothly in carrying out their activities at the port. Ship agency services are needed to assist the process of clearance in and out of ships at a port in order to create conducive ship activities. This study was conducted to determine the role of agencies in serving the clearance in and out process and the factors that hinder the ship clearance process using a manual system at PT. Bama Putra Sukses Bogor. This study uses a qualitative approach with a descriptive type. Data collection for this study was carried out using observation, interview, and documentation techniques. The results of this study showed that the role of agencies in serving ship clearance in and out with a manual system at PT. Bama Putra Sukses Bogor is a series of ship clearance processes from ship entry to ship exit. Agents play a role in providing their services to ship owners in ship clearance services that are oriented towards managing ship documents in order to facilitate the loading and unloading process. Factors that hinder the clearance in and out process at PT. Bama Putra Sukses consist of expired documents and problems waiting for the destination port or called waiting next port.*

Keywords*: Shipping, Agents, Clearance, Port*

1. INTRODUCTION

Ship agency is a service provided to represent foreign shipping companies and/or national shipping companies in order to manage the interests of foreign shipping company ships and/or national shipping company ships while in Indonesia. Therefore, adequate facilities and infrastructure are needed both in terms of facilities and shipping systems at the port in order to facilitate the movement of activities in it.

Shipping companies have an important role in supporting the smooth running of activities at the port. The shipping company appointed as an agent is the party that will be responsible for taking care of everything so that the ship it represents can dock properly, on time, and smoothly in carrying out its activities at the port. All ship needs will be taken care of by the shipping company agent, both regarding the needs before the ship arrives and while the ship is at the port until the ship leaves the port. One of the roles of the ship agency at the port is to serve ship clearance. Clearance is the management of various documents required by the ship to obtain permits for the safety of the ship and passengers and goods and crew being transported. This is in line with the understanding of ship clearance according to Sandy et al., (2021), namely a permit issued by a port official or by the Harbor Master officially to grant permission for the arrival and departure of a ship.

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This clearance consists of two, namely clearance in and clearance out. In the current industrial revolution era, where shipping companies in Indonesia have implemented an online system, PT Bama Putra Sukses Bogor still uses a manual system.

The manual system is a ship agency service that is manually controlled and carried out by humans acting as operators. In this case, the use of a manual system is emphasized on the use of human power in operating a series of agency activities, so that agents not only supervise the progress of ship clearance activities but also check and process documents manually without using a programmed system or website. Ship agency services using this manual system cannot be separated from a hardfile. This means that the clearance in and out process at PT Bama Putra Sukses Bogor uses printed documents in every document processing process. Even though it uses a manual system, PT Bama Putra Sukses Bogor can provide good and precise service quality, and can minimize the obstacles of delays in processing documents that cause expired documents.

2. LITERATURE REVIEW

a. Understanding the Role of Services

Role according to Tindangen et al., (2020:82) Role is the basic word for role which can generally be interpreted as a dynamic aspect of a position that is influenced by social conditions, both internal and external.

b. Definition of Agency

According to Hotmaria Situmorang and Yusnidah (2021), an agent in the shipping scope is referred to as someone who acts for one or more interested parties in the rental. Agency is a legally binding relationship between two parties through an agreement, one of which is called the shipowner (acting as the principal) with the agreed condition that the principal remains entitled to supervise the agent who acts to manage his ship within the scope of authority planned in the future (Putri and Rahayu, 2022). Agency activities have also been regulated in the Regulation of the Minister of Transportation of the Republic of Indonesia No. PM 65 of 2019 concerning the Implementation and Business of Ship Agencies (hereinafter referred to as Permenhub No. PM 65 of 2019) in article 2 states that "ship agency is a service provided to represent the National Sea Transportation Company and/or Foreign Sea Transportation Company in order to manage the interests of the National Sea Transportation Company's ships and/or Foreign Sea Transportation Company's ships while in Indonesia." Based on the several definitions above, it can be seen that agency

is a relationship that occurs between an agent and a ship owner that has legal force and agrees to make an agreement in accordance with existing regulations. This agency operates at the port to serve and manage the interests of the ship.

c. Definition of Serving

According to the Big Indonesian Dictionary (KBBI), serving is a process of overcoming a problem within a group or company.

d. Clearance In and Out Ships

The decision is that shipping companies have an important role to take care of everything the ship needs and serve the entire process of ship clearance from the port of call, both by ships from the company itself and ships from foreign companies. Clearance according to Wirayuda et al., (2022) is a permit for the arrival and departure of ships officially issued by port officials or harbor masters. Clearance consists of two, namely Clearance in and Clearance out

3. METHODS

Field Research

a. Observation

Direct observation of the object of the problem being studied where on this occasion the author conducted direct observation in the field at PT. Bama Putra Sukses Bogor.

b. Interview

Data collection by conducting a question and answer session with the company's Director regarding the Role of Agency Services in serving clearance in and out with a manual system.

Library Research

To complete the data for this research, the author took references from books in the Poltek AMI Medan library related to the role of agency services in serving ship clearance in and out with a manual system at PT. Bama Putra Sukses Bogor as well as previous research journals

4. RESULTS AND DISCUSSIONS

The Role of Agency Services in Serving Ship Clearance In and Out with a Manual System at PT. Bama Putra Sukses Bogor

The role of agency services in serving ship clearance in and out with a manual system at PT. Bama Putra Sukses Bogor is as follows:

a. Ship Arrival Process (Clearance In)
   1) At the time of 1x24 hours before the ship arrives at the Port (mooring), the agent provides a notification of the ship's arrival (PKK) to the Port authority, related government agencies and Pelindo II online.
   2) At the latest 12 hours before the ship arrives, the agent company provides a ship arrival report (LKK) to the Port authority and related government agencies, after which a request for ship and goods services (PPKB) for mooring, online towing guides to the Port authority and related government agencies.
   3) At the latest 5 hours when the ship's arrival report as referred to in letter B is received, the Port Authority and related government agencies process and respond by issuing a synchronous proof/approval using their respective benefits.
   4) At the latest 1 hour of verification/approval as referred to in letter C issued by the related government agency, the Port authority and BUP decide on the mooring, guiding and towing services.
   5) At the latest 12 hours since the determination of the service as referred to in letter D, the harbor master issues a Letter of Supervision of Maneuvering (SPOG).
   6) At the latest half an hour since the Letter of Supervision of Maneuvering (SPOG) as referred to in letter E is issued by the harbor master, Pelindo II issues a Work Order (SPK) for the ship's guidance, towing, and mooring devices using a ransom submitted to the Port authority.

b. Ship Departure Process (Clearance Out)
   1) At the latest 6 hours before the ship leaves, the agent company submits a request / report on the ship's departure to the Port authority, related government agencies and Pelabuhan Indonesia II.
   2) One hour at the latest when the request / report as referred to in letter A is received, the Port authority, related government agencies process and respond by issuing what will be an agreement in sync with the tasks and functions of each.

3) Within a maximum of 1 hour since the verification/approval results as referred to in letter B are issued by each relevant government agency, the harbor master issues a Sailing Approval Letter (SPB).
4) Within a maximum of 1 hour when the Sailing Approval Letter (SPB) as referred to in letter C is issued by the harbor master, the Port Authority such as Pelindo determines the time for guiding services and ship delays.
5) Within a maximum of half an hour since the determination of the time for guiding and delaying as referred to in letter D, Pelindo II issues a Work Order (SPK) for the application for guiding and delaying using a copy to the port authority.
6) Based on the conditions above, if a government agency as referred to in letter B does not provide approval within the specified time period, then the temporary service process cannot be continued until the issuance of approval from the relevant agency and the resolution of the problem is facilitated by the port authority as the guarantor of the smooth flow of goods at the port.
7) If the agency mentioned in letter B does not provide a response / does not issue its approval, then the government agency concerned is said to have provided its approval.

Clearance In Process at PT. Bama Putra Sukses Bogor at the Port

The mechanism of entry permit and permit to exit the goods ship at PT. Bama Putra Sukses Bogor at the Port. The entry permit process means the process of obtaining a ship permit that arrives at the port from the relevant agencies.

Long before the ship arrived, the ship owner called and sent an email, the issue of the ship's arrival plan and sent an attachment to the relevant Instation to submit the PKK (Request for the arrival notification) as follows:

a. Ship agency appointment letter
b. National Marine / Display Certificate (Copy) Based on the letter, the ship has the right to fly the State flag where the certificate is submitted and has the right to legal protection, because it contains the statement of the nationality of the ship.
c. International Tonnage Certificate (COPY) contains a certificate that shows the subject, basic size such as the length and width of the ship, and a clearer ship documentation illustrates the dirty tonnage and tonnage of ship sanitation.
d. Specifically the ship is, a letter containing ship data.
e. PKKA (Foreign Ship Notification).

f. Copy Manifest (Copy) Namely, a letter containing a list of all details of the cargo on the ship.
g. Bill of Lading (B/L) is proof of charge that functions as proof of the validity of the charge, transport contract, and ownership of the charge.

Before the agent gets confirmation of the ship's arrival, the shipping agent will prepare, among other things: Ship Arrival Notification (PKK)

Letter containing data about the ship, namely, name / sender, flag, owner, estimated arrival and departure, port / destination port of arrival / recipient, activity plan. This letter must be submitted to the relevant agency no later than 1x24 hours before the arrival of the ship, namely:

a. Workplace of the Harbormaster and Port Authority (KSOP). The purpose is to notify the arrival of the ship on behalf of the harbormaster.
b. Workplace of Class I Port Health. The purpose of this notification is so that port health automatically investigates the condition or health of the ship's crew before adding ships and releasing anchors.
c. Mooring ship services. The agent contacts the mooring boat to then deliver operational personnel to the ship for the process of collecting ship documents when the ship is at anchorage (water area that can be used by ships to anchor), and the mooring boat appointed by the shipping agent must also assist in the process of anchoring the ship, tying the ship's ropes and the crew who go up and down while the ship is in the Anchor date position or when the ship is moored at the pier.

Clearance Out Process at PT. Bama Putra Sukses Bogor at the Port

A new ship can depart (leave) the port if the ship has completed its activities at the port and has obtained clearance out from the relevant agencies at the port. To facilitate ship clearance out, before requesting permission from the Harbor Master, the agent of PT. Bama Putra Sukses Bogor must first make a report regarding ship clearance out to the port authorities, including:

a. Ship departure to PT. Pelabuhan Indonesia PPSA (One-Stop Service Center). No later than 3 hours before the ship departs, the boarding agent submits a request for ship service to the PPSA regarding the ship's departure. Payment of the upper fee must be made no later than 7 days after the ship departs.
b. Ship permit to leave quarantine and port health. In this case, the quarantine and port health authorities will issue a Port Health Clearance certificate and state it in the

Indonesian Health Book using the port health clearance record that has been known so that the deratting certificate and health book can be taken.

c. Immigration Clearance out Clearance out is issued by immigration if all crew and passengers of the ship have complete and valid citizenship documents. Clearance from immigration is stated in the ship's crew list, the submission is as follows:
   1) Submit a clearance out to immigration by attaching a crew list that has been approved and checked by immigration as many as 5 sheets.
   2) After approval, the crew list is given back to the boarding agent officer.

d. Sailing Approval Letter (SPB) / Port Clearance from the harbor master section. to process SPB, boarding agents must carry out the following procedures:
   1) Submit an SPB application to the harbor master section, by attaching:
      a) Sailing declaration / ship departure letter signed by the captain.
      b) Crew list that has been cleared out of immigration
      c) Receipt of payment of fare
      d) Health Book / Port Health Clearance
      e) Outward Manifest, if the ship is loaded
   2) Return of ship letters and documents

      After the Port Clearance application has been approved by the harbor master, an inspection of the ship's letters and documents is carried out, if all are declared still valid, then completed and returned to the boarding agent, and port clearance is prepared.
   3) Physical inspection of the ship, namely:

      Inspection of the implementation of loading and unloading of the ship whether it has been
      a) Inspection of the implementation of loading and unloading of the ship whether it has been completely completed.
      b) Crew on board (crew is already on board)
      c) Checking the ship's equipment, whether everything is functioning properly where this check is carried out by the KPLP or PSC
   4) Submission of Sailing Permit (SPB) / Port Clearance

      SIB (sailing permit) is submitted after everything is declared good and still valid including in the check carried out by the KPLP / PSC as explained in the ship inspection process before the ship docks, then the harbor master allows the ship to sail by issuing the SPB and the boarding agent submits the SPB from the

harbor master and returns the ship's letters and documents and the ship's crew to the ship.

5) Booking pilots and tugboats out

After the SIB is received and the departure time has been determined, the boarding agent books the pilots and tugboats to pull the ship out of the port with the following implementation:

a) The implementation of pilot booking is the same as explained previously in the sub-chapter on the implementation of incoming ship pilots but using the departure PPKB

b) Submission of outbound guide booking no less than 2 (two) hours before the ship leaves

6) Reporting ship activities (loading and unloading)

After the ship leaves the port, the agent must report the loading and unloading activities of the ship while in the port to the port administrator, general agent, and customs.

5. CONCLUSION

The role of agency services in serving ship clearance in and out with a manual system is a series of ship clearance processes starting from ship entry to ship exit. Agents play a role in providing their services to ship owners in ship clearance services that are oriented towards managing ship documents in order to facilitate the loading and unloading process.

Based on this research, it is better for the company PT. Bama Putra Sukses Bogor to establish better relations with shippers and provide information services to consignees, as well as improve facilities and infrastructure in operational activities in the field, so that it is more efficient in managing each ship document needed for clearance in and out.

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