

OPTIMIZATION OF CONTAINER SERVICES THROUGH DWELLING TIME CONTROL AT TANJUNG PRIUK PORT

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Abstract: In researching about container dwelling time, researchers examine every stage in the dwelling time process, starting from unloading containers, placing containers in the field, distribution and even the administrative process. Researchers study the factors that cause dwelling time and solutions to these problems. This research was conducted using a qualitative method, namely research that uses open interviews and is equipped with in-depth observations to understand the attitudes, views, feelings and behavior of a person or group of people about a particular thing or case, as well as research that produces data that does not use statistical analysis procedures or other quantification procedures to process the findings. Based on the results of data collection through interviews with the questions given, a discussion can be made, namely that the effectiveness and efficiency of dwelling time is something relative, but the key in determining how long Dwelling Time can occur is influenced by the relationship between Consignee/Freight Forwarder, Customs and Excise, and Terminal Dwelling Time. It doesn't need to happen if all the parties involved can resolve all matters quickly. Document settlement activities are carried out by Customs and Excise with the consignee/freight forwarder through pre-clearance, custom clearance, and post-clearance processes. The effectiveness and efficiency of dwelling time can be seen from the relationship between the parties who play a role in dwelling time itself.

Keyword: Service Optimization, Containers, Dwelling Time

Introduction

“Service is an appearance performance, intangible, quickly lost, more can be felt than owned, and consumers are more able to participate actively in the process of consuming the service. The superiority of a service depends on the uniqueness and quality shown by the service. Quality is a word for service providers or service is something that must be done well” (Supranto, 2011).

According to (Rangkuti, 2002), "Consumers have criteria that are basically identical to several types of services that provide satisfaction to customers, as follows:

1) Reliability

That is the company's ability to provide services appropriately, accurately and reliably as promised.

2) Responsiveness,

Namely the ability of employees to help consumers provide services quickly in accordance with consumer expectations.

3) Insurance,

Namely the ability, courtesy and trustworthy nature of the knowledge possessed by employees to serve consumers with confidence.

4) Empathy,

Employees must pay individual attention to consumers and understand consumer needs.

5) Tangible,

Namely the appearance of physical facilities, equipment, personnel and communication tools”.

"The services provided by the port are generally services related to the operation of the facility, so that in the end it can meet the needs of port users" (Murdiyanto, 2003).

"Dwelling Time is the time calculated from the time a container is unloaded from the ship until the container leaves the port terminal through the main door" (Bank, 2011).

Dwelling time has 3 stages that have been classified by the terminal, namely pre-clearance, custom clearance, and post-clearance. Dwelling Time has an impact on revenue in a terminal.

The parties who play an important role during the Dwelling Time include the port management who play a role in the process of unloading goods from ships to the accumulation at Temporary Storage Places (TPS). Then, continued by the Customs and Excise in the process of settling customs obligations consisting of Pre-Custom Clearance, Custom Clearance, Post Custom Clearance. After the process is complete, the importer must complete the obligation to manage goods/containers up to the payment of stockpiling costs. After all obligations are fulfilled, the goods can be removed from the port area which is the end of the Dwelling Time period. When viewed from the sequence of activities, coordination between parties who play a role in the Dwelling Time process is very important in order not to cause additional time that should not occur which can later cause losses to both the port and the importer themselves.

Dwelling Time is a very important factor that meets the needs of CY (Container Yard). Containerization creates an expectation that commodities will pass through ports more quickly and efficiently than in the break bulk form. Even though imported goods are slow in their movement, and handled in small shipments, containers will pass through the transit area of the port from one mode of transportation to another. However,

experience shows that containers often spend a lot of time at the port such as break bulk goods, why does this happen, and what are the reasons?.

“Dwelling Time is the total time since a container is unloaded from the ship until it leaves the terminal through the main port door. The shorter the Dwelling Time, the more efficient the port's operational performance” (Narindra, 2016). “Measurement of this efficiency will lead to the magnitude of the cost (including the cost of Dwelling Time) and its tendency to increase the flow of goods” (Teteng, 2009). “Improvements in time efficiency always lead to a decrease in trade costs and an increase in the flow of trade in goods” (Sarwar, 2013). According to (Ginting et al., 2015), “Efforts to improve the efficiency of Tanjung Priok Port through port expansion policies and policies to reduce Dwelling Time will have a significant impact on the economy at large. This means that port efficiency will have an impact on aspects of international trade, including import tax revenues.”

According to (Gurning, 2007), "Port is a place consisting of land and waters and their surroundings with certain boundaries as a place for government activities and service activities". Mainly a port is a place for ships to dock, board and disembark passengers and/or load and unload goods equipped with shipping safety facilities and port support activities as well as a place for intra and intermodal transportation.

Meanwhile (Suranto, 2004), stated that “A port is a place consisting of land and surrounding waters with certain boundaries as a place for government activities and economic activities that are used as a place for ships to dock, board and disembark passengers, and/or load and unload goods equipped with shipping safety facilities and port support activities and as a place for intra and intermodal transportation”.

Meanwhile (M.Yamin Jinca, 2019), stated that "Sea port is an area of water that is protected against storms, waves and currents, so that ships can carry out maneuvers, lean back, drop anchors in such a way that loading and unloading of goods and passenger movements can be carried out properly". The main function of the sea port is the function of cargo transfer and industrial functions from the point of view of the port entrepreneur completing the facilities for the needs of ship activities at the port, including shipping lanes to enter and exit ships from and to the port, mooring equipment, dock loading and unloading activities, checking goods, warehousing, and provision of local transportation networks in the port area.

In researching about container Dwelling time, researchers examined every stage in the Dwelling time process, starting from unloading containers, placing containers in the field, distribution and even the administrative process. Researchers studied the factors that cause Dwelling time and solutions to these problems.

Method

This research was conducted with a qualitative method, namely "Research that utilizes open interviews and is equipped with in-depth observations to understand the attitudes, views, feelings and behavior of a person or group of people about a particular thing or case and Research that produces data that does not use statistical analysis procedures or other quantification procedures to process data" (Tobing et al., 2016).

In data collection techniques, researchers used data collection method by collecting information and references from books, journals, and other sources. Questions were given to resource persons who could provide information and knowledge insights that assisted the researchers in completing research on optimizing service improvement at the port of Tanjung Priuk through controlling Dwelling Time.

The sources of data in this paper were subjects who had the ability and information expertise in accordance with the needs of this research (purposive). Interviews were conducted from July 24 to July 25, 2021, and were delivered to 2 respondents, namely Mr. David Pandapotan Sirait as Director of Commercial & Business Development as well as Acting Director of Operations & Engineering and Bpk. Tjetjep Karsafman as a lecturer in the Department of Marine Transportation Management, ITL Trisakti. The questions given are as follows:

1. Is Dwelling Time at Tanjung Priuk Port effective and efficient?
2. Who is involved in controlling Dwelling Time?
3. In the Dwelling Time process, what activities requirements and bureaucratic obstacles were encountered?
4. How long will it take to overcome these bureaucratic obstacles?
5. Why did it take so long to overcome these bureaucratic obstacles?
6. What are the steps to solve the problem?
7. Is there a time target until when the problem of the length of Dwelling Time can be resolved?

The author discussed the research results of the research problem studied from the source of information obtained related to port optimization by controlling Dwelling Time. The author also studied and took information from previous studies related to Dwelling Time which were carried out using the same method by:

1. (Ruwantono & Nugroho, 2016), entitled Analysis of Causes of Not Achieving Dwelling Time Target Using Fault Tree Analysis Method, Case Study: Tanjung Priok Port (Pelindo II). This study resulted in a discussion containing the problems that arise that cannot be separated from all storage and document creation activities that have been stalled for days. The main factors causing these obstacles are the readiness and activeness of importers to immediately release goods and the lack of readiness of TPS (Temporary Storage Places) and other parties to facilitate the release of goods that have SPPB (Letter of Goods Release Approval) during working hours and outside working hours.
2. (Hilal & Lisna, 2019), Effect of Dwelling Time on Import Tax Revenue in Indonesia. Based on the results of the study, it can be concluded that a lower dwelling time will increase the value of imports.
3. (Ricardianto et al., 2018), Integration between Dwelling Time and Loading-Unloading at Tanjung Priok Port Integration Between Dwelling Time and Loading-Unloading at Tanjung Priok Port. This research results in a discussion that contains about how Dwelling Time can be integrated with loading and unloading containers not affecting each other because dwelling time is the waiting time for goods from the dock until the goods are out (Gate Out) which means the length of the loading and unloading process for containers is not due to dwelling time. Dwelling time depends on the administrative process that applies at the Tanjung Priok port (the duration is due to the administrative process).
4. (De Wibowo Muhammad Sidik et al., 2020), Modeling and Optimization of Dwell-Time Containers in Tanjung Perak Port Indonesia. The result of this study is that the waiting time for containers at the Tanjung Priok port can reach 3 days. Container waiting times are modeled in Discrete Event Systems. The results of the simulation can be compared the current waiting time and the waiting time after optimization. The result of this research is the result of the best dwelling time in Tanjung Priok port.

Taken from the answers of the sources, it can be concludes through a discussion that the results are expected to be useful knowledge both theoretically and managerially.

Discussion and Result

Based on the results of data collection through interviews with the questions given, a discussion can be made, namely that the effectiveness and efficiency of Dwelling Time is something relative, but the key in determining how long Dwelling Time can occur is influenced by the relationship between Consignee/Freight Forwarder, Customs and Excise, and Terminals.

On the side of the terminal that must be considered is CY (Container Yard), in CY (Container Yard) Dwelling Time occurs because CY (Container Yard) is a place for temporary storage of containers after being unloaded from the ship to carry out inspection and completion of documents and administration. For this reason, it would be better if in CY (Container Yard) there are not many buried containers, which later can meet the capacity that should be filled by newly arrived containers, notification of information regarding the arrival of goods must have been given to the Consignee/Freight Forwarder for completion documents can be completed as quickly as possible, so that the goods can be removed as quickly as possible from the CY (Container Yard).

Document settlement activities are carried out by Customs and Excise with the consignee/freight forwarder through pre-clearance, custom clearance, and post-clearance processes. Pre-clearance is the processing time when the container is unloaded from the ship until the importer submits the Notification of Import of Goods (PIB) to the Customs and Excise and inspection of goods carried out by 18 Ministries/Agencies. Custom clearance is the processing time since PIB is received, document and physical inspection, until the issuance of the Goods Release Approval Letter (SPPB) by the Directorate General of Customs and Excise. Post-Clearance is the processing time since the SPPB is made, payments are made to the port operator until the release of imported goods from the Temporary Storage (TPS). If the freight forwarder/consignee can resolve all matters, be it customs documents, shipping company regulations, and container terminal rules and there are no problems with the goods, then it is possible for the freight forwarder/consignee to pick up the goods on the side of the ship's hull

without having to stockpile them first in CY (Container Yard), if this happens then Dwelling Time does not happen.

Due to the use of CY (Container Yard) which must be effective and efficient in order to create fast Dwelling Time, Freight Forwarders/Consignees who do not immediately take care of their goods at CY (Container Yard) will be given a warning period 1, period 2, period 3 and given a threat in the form of a fine of up to $\pm 600\%$, and if it is still not immediately taken care of then the goods will be handed over to the customs.

According to the results of the interview, the International Port Corporation / Container Terminal (IPC / TPK) in handling goods / services to containers has been effective, because it has been able to meet the government's target of 3 days, and as a terminal party if there are bureaucratic obstacles it can be resolved in an average time of approximately 2 hours out of a total of 3 days of Dwelling Time. The terminal has also assisted in the digitization process, both online billing processes without having to meet face-to-face, either document approval, online Goods Release Notification (SPPB) or Online Order Delivery (DO Online), as well as online bank payments. Also the implementation of Auto gate for transactions at the gate, which was previously 3 minutes, can now be completed in just a few seconds without meeting officers at the terminal or customs.

So, the effectiveness and efficiency of Dwelling Time can be seen from the relationship between the parties who play a role in Dwelling Time itself. It could be that the terminal has been effective and efficient but the other party may not have worked well, so it can lead to Dwelling Time. And it is also possible that Dwelling Time does not need to occur if all parties involved can resolve all matters quickly.

Conclusion

Dwelling Time does not need to occur if all parties involved can resolve all matters quickly. Document settlement activities are carried out by Customs and Excise with the consignee/freight forwarder through pre-clearance, custom clearance, and post-clearance processes. On the side of the terminal that must be considered is CY (Container Yard), in CY (Container Yard) Dwelling Time occurs because CY (Container Yard) is a place for temporary storage of containers after being unloaded from the ship to carry out inspection and completion of documents and administration.

So, the effectiveness and efficiency of Dwelling Time can be seen from the relationship between the parties who play a role in Dwelling Time itself. It could be that the terminal has been effective and efficient but the other party may not have worked well, so it can lead to Dwelling Time.

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