

Conference Paper

Sea Transportation Services for Panjang Island

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Abstract

The problem of sea transportation on Pulau Panjang, Batam City, is that it is inadequate for marine transportation owing to the lack of safety buoys, excessive passenger loads, and the absence of passenger safety insurance. The purpose of this study is to assess the marine transportation services in Pulau Panjang and their adherence to the framework of governance, and to determine the characteristics of good governance in sea transportation services. This type of qualitative research is descriptive, and analysed using qualitative techniques (data reduction analysis techniques, data presentation, and drawing conclusions (verification)). There were nine research informants and one person as the key informant. The theory used in this study was the theory of good governance, namely the public government and the private sector. The results of this study indicate that sea transportation services on Panjang Island needs improving and will benefit from the involvement of three key stakeholders: the government (in the form of the Department of Transportation and the Education Office); the owner of the ferries; and the people of Panjang Island as passengers. When viewed from the principle of good governance, the responsiveness of the government already exists but is not sustainable and there is no supervision from the government and community participation is still very low so that their aspirations are not conveyed to the government and the means of transportation owned by the private sector are also not effective and efficient for used as a means of public transportation.

Keywords: Public; Service; Transportation.

1. Introduction

Realizing the welfare of citizens is the goal of establishing a government, in this case to realize the welfare of citizens, it requires cooperation and interaction from the government, society, and the private sector or governance principles. Governance is a system of values, policies and institutions in which economic, social and political affairs are managed through interactions between the public, government and the private sector.

One form of public service that must be implemented by the government is meeting the transportation needs of the community. This requires transportation service providers, government and society to improve the quality of services better so as to provide satisfaction, comfort, and safety guarantees for users of these transportation

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services. In general, transportation is the movement of people or goods from one place to another using a vehicle driven by humans or machines. Transportation is used to make it easier for humans to carry out their daily activities. Transportation itself is divided into three, namely, land, sea and air transportation.

Panjang Island is an island located in Batam City, Sijantung Subdistrict, Galang District, Panjang Island has a population of 278 families with the majority of the population being fishermen. The island is a small island in the city of Batam, sea transportation is very supportive of the activities of the people of Pulau Panjang, such as in the field of economy and education.

Sea transportation on Pulau Panjang is provided by a private party, namely one of the residents of Pulau Panjang in the form of a wooden ship with a size of 12m x 2m and costs Rp. 5,000/student and Rp. 8,000 for general passengers. Every day the ferry transports students who go to school because students are more dominant passengers, in addition to transporting students, the ferry also transports general passengers and food and clothing items that are transported from Batam City. The destination of the ferry is to the island which is one mainland with the city, namely Galang Island, with a distance of 30 minutes if the weather is good. The size of this ferry should only be able to accommodate 25 passengers, while the rest of Panjang Island is around 50 students plus general passengers.

Sea transportation services on Panjang Island also have interaction from the government, namely the Batam City transportation service which provides safety equipment in the form of safety buoys, because the transportation passengers are students who go to school across the board, the Batam City Education Office also provides assistance to hinterland students in Batam City including students from Pulau Panjang. However, sea transportation in Panjang Island is categorized as inadequate because the size and condition of the pompong are not proportional to the number of passengers so that there is always a fullness of passengers, lack of safety equipment or safety buoys and the absence of passenger safety insurance.

This limitation and scarcity of means of transportation has caused uneasiness for passengers and parents whose children go to the opposite school, plus there is no life insurance from the government to ensure the safety of students crossing. There are high winds season that passengers must face, namely:

1. North wind, January and February
2. South wind, June, August and September
3. West wind, October, November, and December

Sea transportation on Panjang Island is categorized as inadequate for the following reasons:

1. The size and condition of the ship are not proportional to the large number of passengers, so that it is always overloaded.
2. Lack of safety equipment or buoys
3. The absence of passenger safety insurance

In achieving the objectives of service and good governance that are expected by the community, the government should respond to this problem, because transportation is one of the fields that exist in public services. Moreover, transportation related to education is also one of the areas of public service that the government must serve according to the needs and aspirations of the community.

So the authors are encouraged to conduct research on the provision of sea transportation in Pulau Panjang Batam City because of the ineffective transportation owned by the Panjang island community for crossings, therefore the author takes the title: "Sea Transportation Services on Pulau Panjang, Batam City in the Framework of Good Governance"

Governance is a system of values, policies, and institutions in which economic, social and political affairs are managed through interactions between the public, government and the private sector. This paradigm prioritizes mechanisms and processes by which citizens and groups can articulate their interests, mediate their differences, and exercise their rights and obligations. The government is expected to play its role in creating a conducive political and legal environment, while the private sector plays its role in creating jobs and income, while civil society organizes healthy social interactions in politics. In short,

Good Governance actors according to the World Conference on Governance, UNDP (1999) include:

1. State/government: the concept of governance is basically the activities of the state, but further than that it also involves the private sector and community institutions civilian. The role of the government, through its public policy, is very important. The state as an element of governance includes political institutions and public sector institutions. The role of government through its public policies is very important in facilitating the correct market mechanism so that deviations that occur in the market can be avoided.

2. Private sector: private sector actors include private companies that are active in interactions in the market system, such as: trade management industry, banking, cooperatives including informal sector activities.
3. Civil society: community groups in the context of the state are basically between or in the middle between the government and individuals, which includes both individuals and groups of people who interact socially, politically and economically.

Good Governance allows for parallel roles between the three actors above. As in the development of the capacity of Good Governance, there is what is called a change in the distribution of authority, that is, there has been a distribution of authority that previously accumulated at the center to be decentralized to regions, communities, associations and various institutions in the community. This means that currently the government is not the only actor in decision making, the community and also the private sector have the opportunity to be involved in decision making.

Good governance according to UNDP (1997) identifies five characteristics, namely:

1. Interaction, involving three major partners: government, private sector, and civil society to carry out the management of economic, social and political resources.
2. Communication, consisting of a network system in the management process and contributing to the quality of results.
3. Self-reinforcement process. Independent management systems are key to the existence and continuity of order from various chaotic situations caused by environmental dynamics and changes, contribute to participation and promote community independence, and provide opportunities for creativity and stability in various aspects of good governance.
4. A dynamic, complex balance of power elements that results in unity, harmony and cooperation for sustainable development growth, peace and justice, and equitable opportunity for all sectors of civil society.
5. Dynamic interdependence between government, market forces and civil society.

The five characteristics of good governance reflect the occurrence of a decision-making process that involves stakeholders by applying the principles of good governance, namely participation, transparency, agreement-oriented, equality, effectiveness and efficiency, accountability, and vision and mission. Meanwhile, the State Administration Institute (LAN) (2003) reveals the principles of good governance, including

accountability, transparency, equality, rule of law, justice, participation, decentralization, togetherness, professionalism, responsiveness, effectiveness and efficiency, and competitiveness.

Nowadays, governance has received great attention from various countries through UNDP's invitation to use the term "good governance". The characteristics of good governance from UNDP include:

1. Participation, namely that all people must be given the opportunity to have a say in making decisions either directly or through intermediary institutions that represent their interests.
2. Rule of law, namely that the rule of law must be fair and enforced without discrimination, including laws that regulate human rights.
3. Transparency, namely that openness must be built on the free flow of information. Processes, institutions and information must be accessible to all interested people.
4. Responsiveness, namely that the existing institutions and processes must be directed to serve stakeholders.
5. Consensus orientation, namely that there must be a mediation process to arrive at a general consensus based on group interests, and as far as possible based on policies and procedures.
6. Equity, namely that all people (both men and women) have the same opportunity to improve and maintain their welfare.
7. Effectiveness and efficiency, namely that the existing processes and institutions meet the community's needs as much as possible through the best use of existing resources.
8. Accountability, namely that decision makers in government agencies, the public sector and civil society organizations must be able to be accountable for what they do and decide to the public as well as to stakeholders.
9. Strategic vision, namely that leaders and the public must have a broad and long-term perspective on human development, taking into account historical backgrounds, and social and cultural complexities.

2. Research Methods

The type of research in this research is descriptive with a qualitative approach, namely research that only describes the results of scientific interviews and a symptom that is present as it is at present. According to Sugiyono that “qualitative data is data that is expressed in the form of words, sentences and descriptions.” From the data that has been collected in accordance with the problem indicators, the researcher processes and analyzes the collected data into systematic, orderly and structured data so that it has meaning according to problems related to Marine Transportation Services on Pulau Panjang.

3. Results and Discussion

3.1. Data Analysis of Sea Transportation Services in Pulau Panjang, Batam City in the Framework of Governance

Public sector good governance is good governance, involving stakeholders, various economic, socio-political activities and the use of various resources such as natural, financial, and human resources for the interests of the people which are carried out by adhering to the principles Government responsiveness, community participation, effectiveness and efficiency of sea transportation on Pulau Panjang, Batam City. Good governance is driven by three domains, namely state (state/government), private sector (private sector/business world), and society.

1. Government (dishub and disdik Batam City)

Sea transportation on Pulau Panjang is available due to the difficulty of the community regarding transportation facilities that make it easier for them to travel, so that a simple transportation is formed which is managed by one of the residents of Pulau Panjang (private sector). This transportation is actually not yet suitable to be called transportation to carry people, in addition to the condition of the old ferry, the transportation also has a small size so that it is not suitable for the number of passengers who have activities every day. Therefore, the role and response of the government are highly expected because transportation is one of the areas of public services that should be provided by the government.

The Department of Transportation is one of the governments involved in sea transportation services on Pulau Panjang, since 2011 the Department of Transportation has provided assistance in the form of safety equipment, namely 38 buoys. In

addition to the Transportation Agency, the Batam City education office is also involved in sea transportation services on Pulau Panjang because the passengers taking the sea transportation are students so that the Batam City Education Office provides assistance in the form of transportation costs for students who cross.

In good governance, the government needs to apply the principle of responsiveness or responsiveness to community needs. The following is the principle of government responsiveness in responding to sea transportation problems in Pulau Panjang, Batam City.

Sea transportation services on Pulau Panjang, Batam City's transportation agency play a role in providing safety equipment such as safety buoys. According to the results of interviews with the Head of the Batam City Transportation Agency, they every year provide safety equipment assistance to the owners of inter-island community transportation services, but in fact according to the owners of sea transportation on Pulau Panjang they only received safety equipment assistance in the form of a safety hull after 10 years of moving sea transportation. In 2011, there were 38 buoys.

The education office also plays a role in sea transportation services on Panjang Island, this is due to the large number of student passengers studying in Galang, so the Batam City Education Office provides assistance in the form of sea transportation costs for hinterland students including students from Panjang Island. The assistance fund is given to the school to be given to the owner of the sea transportation, the cost given by the transportation office is around Rp. 3,000/student.

Based on the results of interviews with the parties involved regarding the assistance for transportation costs for Panjang island students crossing, Batam city government has indeed received a response from the Batam city government, but in reality this assistance is often constrained when the funds are disbursed so that the school often arrears to the transportation owner until the cost is released.. In this case, this assistance should help people whose children go to school across the board, but in reality it makes it difficult for transportation owners, the government should distribute the aid/month so that it does not make it difficult for the parties involved, such as students and owners of sea transportation.

2. Community (Sea transportation passengers on Panjang Island)

Building Good Governance, is not only a matter of improving the condition of government institutions, the condition of actors in society must also receive attention.

In achieving good governance, interaction from the community is also needed because everything that is included in strategic planning basically leads to the community, which aims to improve the welfare of the community through government that is oriented towards the interests of the community. therefore, the principle of community participation is indispensable in good governance.

According to Panjang island community leaders, so far the community has never submitted a formal request for assistance to the government because many parties do not want it because they are afraid that their livelihood will be disturbed even though the expectations of the community really want a more proper sea transportation so that the trip they are safe and comfortable. In fact, the hopes of the community really hope for the availability of more proper sea transportation so as to guarantee their safety when traveling.

3. Private Parties (Owners of sea transportation)

Panjang island community transportation is managed by the private sector, the formation of this transportation originated from the desire of the community to travel and fulfill their economic and educational activities. In this study, researchers looked at the principles of effectiveness and efficiency of transportation facilities owned by the private sector so that they could see the interaction of the 3 domains (frameworks) that interacted in good governance.

The size of the ferry owned by the private sector is 12 meters x 2 meters with a cost of IDR 5,000 per student and IDR 8,000 for public passengers, on the boat they have to sit tight and narrow because the size of the pompong does not match the number of passengers. The size of the boat (pompong) should only be able to accommodate 25 passengers, while the students from Panjang Island were 54 students plus general passengers. Often times, passengers crossing are wet because of the waves. If the weather is very bad they are forced not to go to school because the ferry cannot force it to cross.

3.2. Characteristics of Good Governance in the Provision of Sea Transportation in Pulau Panjang in the Framework of Governance

Good governance, according to UNDP (1997) identifies five characteristics:

1. Interaction, involving three major partners: the government (Batam City Disdik, Batam City Disdik), the private sector (owners of sea transportation in Panjang

Island), and civil society (Pulau Panjang people/sea transportation passengers). The three actors are involved in sea transportation services on Panjang Island, Batam City Transportation Agency provides assistance in the form of providing passenger safety equipment such as safety buoys and Batam City Education Office distributes funds from Batam City Government to provide sea transportation assistance for hinterland students including Panjang island students crossing to go to school, the private sector provides sea transportation services on Pulau Panjang due to the request of the Pulau Panjang community, and the community as an interested actor who uses these sea transportation services.

2. Communication, based on the results of interviews and observations in the communication field of the three actors involved in sea transportation on Pulau Panjang is still low because the transportation providers and the community do not convey to the government the need for more proper public transportation and lack of supervision from the government so that communication this does not work properly/lack of communication between the government, the community and the private sector that provides sea transportation on Pulau Panjang.
3. Self-reinforcement process. Sea transportation on Panjang Island was formed because of the people's need for transportation facilities that made it easier for them to travel and do activities so that one of the community members provided these transportation facilities accordingly. However, the transportation provided by the private sector has not met the eligibility standards for ferry vessels, as said by the Batam City Transportation Agency that the ferry on Panjang Island is not actually a passenger or person transport ship but a cargo ship so it does not meet the requirements of a ferry.
4. Sea transportation technology in Panjang Island has not kept up with the times because the transportation should not be for passengers but for goods transportation. Now there should be a special technology for passenger carriers in accordance with the ship's eligibility standards that ensure the comfort and safety of passengers.
5. The people of Panjang Island are very dependent on transportation service providers because if there is no sea transportation there it will greatly hamper their lives because it makes it difficult for people to travel and get education. However, in reality the private sector/owner of sea transportation there has not been able to provide safe and comfortable transportation, in this case, it really needs assistance from the government to respond more and help in the provision

of sea transportation. This causes interdependence between the government, private transportation owners, and the public as users of these transportation services.

3.3. Analysis of Sea Transportation Services in Pulau Panjang in a Governance Framework

Sea Transportation Services in Panjang Island, Batam City, is engaged due to the interaction of the community, private sector and government or based on the Good Governance framework. Following are the domains involved in sea transportation services on Panjang Island, namely as follows:

1. Government

Seeing from the results of interviews and observations the government has responded or helped provide safety equipment such as safety buoys, even though the number of buoys is less than the number of passengers, at least the government has helped in terms of safety.

The Batam City Education Office also provided assistance in the form of transportation costs to hinterland students including students from Panjang Island. Although this fee is only given to Panjang Island students, the less fortunate people are greatly helped.

2. Society

Seeing the results of the interviews, the community did not participate even though the availability of proper transportation was their hope, but their aspirations were not conveyed to the government because there were parties who were disadvantaged if the availability of transportation from the government

3. Private Party (Transportation Owner)

Private sea transportation service providers in Panjang Island are not yet capable of providing transportation facilities according to the standard of passenger transportation. However, for fear of the government taking over their livelihoods they do not care about the safety of passengers. If seen from the principles of effectiveness and efficiency of good governance, sea transportation is not effective and efficient for passenger transportation.

3.4. Characteristics of Good Governance in the Provision of Sea Transportation in Pulau Panjang in the Framework of Governance

1. Interaction, the interaction of the three actors involved has not been maximized because the role of the government, especially the Transportation Agency, is still lacking and has not yet been implemented properly sustainable and community participation is also not there.
2. Communication, seen from the not maximal interaction of the three actors involved in sea transportation services on Pulau Panjang, it can be ascertained that communication from the three actors has not been running properly because the government lacks knowledge of the conditions of sea transportation on Pulau Panjang and community participation is still low so that communication does not work according to what is meant in good governance
3. The strengthening process itself is without supervision from the government which then makes it unfit for sea transportation standards owned by the private sector.
4. The technology used in the provision of sea transportation in Panjang Island is still very simple, so that it is not in accordance with the standard of feasibility of passenger crossing vessels in general.
5. Panjang island communities are very dependent on the private sector, because the response or assistance provided by the government is not maximal, even though the community desperately needs more response from the government

4. Conclusion

The form of good governance is the implementation of a solitary, responsible, effective and efficient state government, by keeping constructive interactions between the state, the private sector, and the public domain. The interaction of the three parties has not run properly because it is seen from inadequate transportation conditions that threaten passenger safety.

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