



## Work Effectiveness of Human Resources in The Management of Ship Extension and Issuance of Ship Documents at PT Sumberbumi Global Niaga

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**Abstract:** Ship certificates and documents are important documents that must be pocketed by every company or individual who wants to operate his ship. Certificates and documents are a form of legal evidence owned by each ship to obtain permits and fishing eligibility under government laws and regulations. These letters are intended as a guarantee for the security and safety of humans, ships and various forms of cargo in them. As is known, there are so many types of accidents that occur in various waters caused by the negligence of the crew. They ignore the licensing and feasibility of fishing through certification that has been regulated in the regulations. This is what causes all forms of loss during the voyage to be very difficult to avoid. To get these important certificates and documents, of course, there are several requirements and conditions that must be met. After all the requirements are met, then all files for submitting a ship certificate will be processed. Before sailing, a ship must complete the completeness of the ship's documents first. This is done so that shipping activities become legal and avoid being ticketed. Not only to avoid ticketing, the completeness of documents can also make it easier for ships to enter the port area. Documents for the completeness of the ship are also evidence that the ship is fit for sailing and has completed the bureaucracy in accordance with the law. The approach method used is qualitative, while the data collection techniques use observation, documentation, and interviews.

**Keywords:** Ship Documents, Employee Performance

### INTRODUCTION

In operating the ship, the company must pay attention to the documents of the ship being operated whether the documents are complete and whether the documents are still alive so that they do not interfere with the ship's operations. For this reason, companies must have competent human resources so that work can be carried out correctly and on time, but in

practice the management of ship certificate extensions by employees at PT Sumberbumi Global Niaga is still not optimal, it still often occurs, besides the ship document monitoring system at PT Sumberbumi Global Commerce is not perfect, which causes the work of employees in the certification division to be less than optimal, for that the company needs to improve the quality of employees to be more disciplined and responsible in completing their respective tasks, complete and alive ship documents are needed because they will help ship operations run smoothly, as well as having professional employees in their work so that the work can be completed correctly according to the expected target.

## **METHOD**

### **Data Description**

M.T.E. Hariandja (2002:2) Human Resources is one of the most important factors in a company in addition to other factors such as capital. Therefore, HR must be managed properly to increase the effectiveness and efficiency of the organization.

According to Drs. H. Sadili Samsudin, M.M., M.Pd in his book Human Resource Management "Third Printing, September, 2010", Effectiveness is a condition in choosing the right methods and equipment so that the desired goals can be achieved with satisfactory results. Then effectiveness according to McLeod quoted by Azhar Susanto in his book entitled Management Information Systems said that: "Effectiveness means that information must be in accordance with the needs of users in supporting a business process, including it must be presented in a timely manner so that it can be understood, consistent with the previous format, the contents are in accordance with current needs and complete or in accordance with the needs and provisions.

Work is something that is issued by someone as a profession, deliberately done to earn income. Work can also be interpreted as energy expenditure for activities needed by a person to achieve certain goals. According to Dr. Franz Von Magnis in Anogara (2009:11), work is a "planned activity". While Hegel in Anogara (2009:12) adds that "the core of work is human consciousness". The definition of delay according to Casey (2004:65) is one of the most persistent performance problems and one of the most difficult to change.

Ship certificate/ship document is a requirement or safety management system that aims to ensure the safe operation of the ship and the legality of the ship that will sail and work on a project.

### **Research time**

The time of the research was carried out in semesters V and VI, namely at the time of writing carrying out Land Practice which is one of the requirements in fulfilling the D-IV program taken by the author starting from August 8, 2020 to August 21, 2021 at PT Sumber Bumi Global Niaga (SBGN).

### **Research Place**

This research will be conducted at PT Sumber Bumi Global Niaga (SBGN) which is located at Jalan Sector Rawa Buntu 1.4 Blok H-1 No.1 Kel. Rawabuntu Kec. Serpong, Tangerang Selatan 15318.

### **Approach Method**

In this case the author uses a qualitative descriptive research method. According to Prof. Lexy (2010:9), qualitative research, using qualitative descriptive methods, namely observations, interviews or reviewing documents. This qualitative descriptive method serves to understand the social context more broadly and deeply and by using descriptive development, meaning that the author tries to describe a portrait of the problems that exist in the field and what can be done at PT Sumberbumi Global Niaga to increase company productivity.

### **Data collection technique**

Writing for a thesis determines a particular research and data collection technique so that later a real truth can be obtained which also refers to the problems to be discussed and can be proven, so that the research can be useful for solving problems that arise. In the preparation of this thesis, the author uses several methods of data collection, including:

1. Observation

Observation is an activity to find data that can be used to provide a conclusion or diagnosis. The essence of observation is the existence of behavior and the existence of goals to be achieved, visible behavior can be in the form of behavior that can be seen directly by the eyes, can be heard, can be counted and can be measured.

2. Documentation

Documentation study is one way that can be done in qualitative research to get a picture from the object's point of view, through a written media and other documents written or directly by the subject concerned.

3. Interview

According to Moleong (2005) an interview is a conversation with a specific purpose, carried out by two parties, namely the interviewer (interviewer) who asks questions and the interviewee (interviewee) who provides answers to these questions.

### **Research subject**

According to Zuriah (2009: 116), population is all data that is of concern to researchers within a predetermined scope and time. In this case, the author uses the population for the extension and issuance of company ship certificates starting from 2019 until the end of 2021.

According to Nana Sudjana and Ibrahim (2004:85), the sample is part of the population that can be reached and has the same characteristics as the population from which the sample was taken. The sample that I use is the extension and issuance of company ship certificates in August 2020 to August 2021 at PT Sumberbumi Global Niaga.

## **RESULTS AND DISCUSSION**

### **Data Description**

The population is a generalization area consisting of objects/subjects that have certa

At PT Sumberbumi Global Niaga, there are still many expired ship certificates that hamper the company's ship operations. Therefore, all activities in the company must follow existing procedures, but usually in a management there will be an obstacle that results in loss of time in its management. When the land practice activity, the writer found and felt that in the process of this management there was a problem that the writer had never heard of or studied, the writer was interested in knowing the problem and finding a way out.

### **Data analysis**

#### **Ineffective performance of human resources in the certification division of PT Sumberbumi Global Niaga in managing the extension and issuance of ship documents**

Employee delays in managing or applying for renewal and issuance at this company are caused by the lack of employees in the certification division, which so far there is only one employee, and the absence of strict sanctions from the company against employees who are responsible for delays in the extension and issuance of ship documents so as not to cause delays. deterrent effect for employees who make mistakes.

#### **Factors that affect the delay in processing ship documents at PT Sumberbumi Global Niaga.**

These factors include, among others, the company's document monitoring system is less effective in providing information about documents that are about to expire and there are still

many expired ship documents which should be a requirement for attachments in submitting new or extended documents.

### **Alternative Troubleshooting**

1. Addition of employees in the certification division
2. Giving sanctions as a guideline for all employees in behaving, acting and behaving when carrying out their duties
3. Ship document monitoring system is less effective
4. There are still many ship documents that have expired

### **Solution to problem**

1. Adding employees in the certification division

When an employee is felt to be overwhelmed with the list of jobs that are their responsibility, which leads to a decrease in the quality of work, it is necessary to add new employees to ease the workload of old employees in the company's certification division. By getting quality new employees, it will be helped in the process of managing company ship documents which so far have only been done by one employee.

2. Giving sanctions to employees

So far, employees in the certification division feel safe because there are no sanctions given by the company when the employee makes negligence in his work. The provision of sanctions that can provide a deterrent effect to the employee so that the person concerned does not continue to repeat the same problem, this determines the work results of each employee's work. For example, giving a warning letter to an employee who is negligent in his work.

3. Ship document monitoring system is less effective

If there is a ship's certificate that will expire in the next month, the color document monitoring system should change the color to yellow, indicating that the certificate must be extended immediately and red when the certificate has expired. However, in reality the system is still not effective, this is evidenced in the document monitoring system owned by the company, sometimes there is no color change in the certificate which should have expired so that employees consider the certificate to be safe or not yet time to be extended.

4. There are still many ship documents that have expired

At PT Sumberbumi Global Niaga, there are still many expired ship documents, it becomes an obstacle for employees in submitting extensions and issuing ship documents because the validity period has expired which should be one of the document requirements that are attached to the ship certificate to be submitted.

### **CONCLUSION**

At PT Sumberbumi Global Niaga, for some time there were often delays in processing ship documents. The lack of human resources is one of the causes of ineffective performance and automatically affects the smooth management of the ship's documents. Based on the results of data processing, this problem can be overcome by adding human resources to the certification division where previously there was only one employee so that it was not optimal in managing ship documents in a timely manner. By increasing the number of competent human resources in their field, it is expected to be one of the right steps in overcoming the ineffective performance of Human Resources in the certification division of PT Sumber Bumi Global Niaga.

There are factors that affect the delay in the process of extension and issuance of ship documents at PT Sumberbumi Global Niaga which is the cause of HR performance being less effective in managing the extension and issuance of ship documents in a timely manner. Based

on the results of data processing these factors, namely, firstly, the ship document monitoring system owned by the company is still not effective, this makes employees in the certification division often missed in monitoring documents that should be processed immediately because there is no color change in documents that are approaching expiration in the system. and the second factor, namely at PT Sumberbumi Global Niaga, there are still many ship documents that have expired so that it becomes an obstacle for employees in extending and issuing ship documents, because these expired documents are a requirement for attachments to extensions and issuances. new ship documents.

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