

# Analysis of Publishing Services Seafarers Identity Document (SID) At the One-Stop Service Center at the Harbormaster's Office and Tanjung Perak Main Port Authority

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**Abstract:** This research discusses the Analysis of Seafarers Identity Document (SID) Issuance Services at the One-Stop Service Center at the Tanjung Perak Main Port Authority Office. SID is an official identity document for seafarers who work on foreign-flagged vessels and serves to ensure access and legal protection for them. SID issuance services are carried out online through the e-SID website which is designed to increase efficiency and ease of service for seafarers. To evaluate the quality of these services, this research uses a quantitative method with a descriptive approach. Data were collected through questionnaires involving service users and then analyzed based on five dimensions of service quality: Tangibles, Empathy, Assurance, Responsiveness, and Reliability. The results show that the SID issuance service at KSOP Utama Tanjung Perak with an average satisfaction score of 76.32% is classified as good. The Empathy dimension obtained the highest score (80%), followed by Assurance (76.83%), Responsiveness (75.75%), Reliability (75%), and Tangibles (73.12%). Some aspects that require improvement include information availability, friendly attitude of officers, time efficiency, and consistent application of SOPs. As an effort to improve service quality, researchers recommend developing a real-time application status tracking feature, socializing online procedures through educational media, periodic training for officers, and improving information technology infrastructure. With these steps, it is expected that SID issuance services will become more efficient, transparent, and responsive to seafarers' needs.

**Keywords:** e-SID; KSOP Utama Tanjung Perak; Public service; Seafarers Identity Document (SID); Service quality

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## 1. Introduction

The maritime sector is one of the main pillars in supporting the global economy, including the Indonesian archipelago. So many Indonesian workers work in the maritime sector. It is important for the Indonesian government to provide protection to these sailors. In its implementation, seafarers are faced with the risk of competition with foreign seafarers from various parts of the world, which can create mobility and security threats to seafarers' safety.

**Table 1.** Overall Mariner Data

Year	Amount	Man	Woman
2020	1.170.618	1.146.678	23.940
2021	1.210.210	1.184.844	25.366
2023	1.396.692	1.359.606	37.086
2024	1.530.837	1.484.340	46.497

Source: <https://pelaut.dephub.go.id/>

In Table 1, data on the total number of seafarers, which in the table shows the number of seafarers from 2020 to 2024 based on gender category. The number of sailors continues to increase from 1,170,618 in 2020 to 1,530,837 in 2024, with the dominance of male sailors and a significant increase in the number of female sailors. Along with this growth, it is important to ensure protection and convenience for seafarers carrying out their profession in the maritime sector.

In protecting seafaring workers, especially Indonesian seafarers who work on foreign-flagged ships operating abroad, Indonesian seafarers must have a seafarer's identity card in accordance with international standards, namely *Seafarers Identity Documents* which is abbreviated as SID. This document not only functions as a seafarer's identity document but also as a document that allows seafarers access to international ports and guarantees their rights as maritime workers. If there are sailors who do not have SID documents, the sailors do not get permission to go ashore.

*International Labor Organization Convention* which is called ILO No. 185 concerning Amendments to the Convention on Seafarers' Identity Documents, 1958 is an international instrument which aims to provide protection and make it easier for seafarers to carry out their profession by using personal identification that complies with global standards. *Seafarers Identity Document* is a seafarer's identity document that adopts the ILO SID 002 biometric fingerprint-based technology standard, with *template barcode* 417. This standard was approved by the ILO on 19 June 2003 in Geneva, Switzerland and came into force internationally on 9 February 2005. Based on the provisions of this convention, each ILO member country is required to issue seafarer identity documents for its citizens who work as seafarers and submit SID applications in accordance with the regulations stipulated in the convention [1].

Indonesia as a member of the ILO has ratified various conventions including ILO Convention no. 185 concerning Changes to Seafarers' Identity Documents as ratified through Law Number 1 of 2008. In line with this, based on the Circular Letter of the Directorate General of Sea Transportation Number SE-DK 7 of 2023, the issuance service *Seafarers Identity Document* (SID) is carried out automatically *online* via the website <https://e-sid.dephub.go.id> and located at the Directorate of Shipping and Maritime Affairs, KSOP Class II Benoa, and KSOP Utama Tanjung Perak. The SID issuance service at KSOP Utama Tanjung Perak has been implemented through the One-Stop Service Center (PPSA) since July 2023, with the aim of speeding up, simplifying and integrating services for shipping and maritime service users effectively and comfortably.



**Figure 1.** Number of SID Makers in 2024

Source: KSOP Utama Tanjung Perak

Figure 1 explains the number of SID makers at the Tanjung Perak Main KSOP office, Surabaya in 2024. The number of applicants was at a low number from January to May, then there was a significant spike in June. Despite the decline, application numbers remained stable until October before falling again in November to December. This increase reflects the high demand and need for service improvements, as well as showing that the service system implemented is starting to run effectively, efficiently and adaptively to seafarers' needs.

Research [2] explains that the service time for issuing SIDs that are not in accordance with the rules and applications is still not optimal, often experiencing poor internet networks and falsification of documents, namely screen time and certificates[3]. So it is suggested that it is necessary *maintenance* network and *update* application and if there is falsification of data or documents, the SID team immediately reports it to the department in charge.

In the researchers' findings, the implementation of the SID issuance service system cannot be separated from various challenges such as dependence on technological infrastructure and user readiness in operating the system. Apart from that, there are several factors such as network problems, varying digital skills among seafarers, incompatibility of files brought during file verification[4]. However, on the other hand, there are obstacles that can hinder smooth operations, such as card printing failures caused by the printing machine and failures in the card registration process which causes the card to be unreadable. So these challenges affect the effectiveness of services in processing SID issuance[5].

One indicator of the success of public services is the level of satisfaction of service users which includes time efficiency, clarity of procedures, responsiveness of officers and availability of facilities[6]. Dissatisfaction can arise if these aspects are not met, while good service encourages positive assessments and user loyalty. This research aims to analyze the quality of publishing services *Seafarers Identity Document* (SID) at the One-Stop Service Center (PPSA) Harbor Master's Office and Tanjung Perak Main Port Authority, as well as identifying efforts to improve services to make them more effective, responsive and

satisfying[7]. Based on this background, researchers are interested in studying further in the form of a thesis entitled Analysis of Publishing Services *Seafarers Identity Document* (SID) At the One-Stop Service Center at the Harbormaster's Office and Tanjung Perak Main Port Authority.

## 2. Research Method

This research uses quantitative methods with a descriptive approach which aims to evaluate the quality of publishing services *Seafarers Identity Document* (SID). The research location is at the Tanjung Perak Main Harbormaster and Port Authority (KSOP) Office, Surabaya during the period February to July 2024, coinciding with the implementation of the researcher's Land Practice (Prada). The sample in this study was determined using the Slovin formula from an average population of 68 service users, resulting in 40 respondents. The main instrument used is a Likert scale questionnaire, which covers five dimensions of service quality, namely *Tangibles*, *Empathy*, *Assurance*, *Responsiveness*, dan *Reliability*.

Data was collected through three main techniques: direct observation of the service process, distribution of questionnaires to seafarers using the service, and documentation of related documents and regulations. The data obtained was tested for validity and reliability with the help of SPSS software, then analyzed descriptively using statistical methods to obtain averages, score intervals and percentage indices. The assessment criteria are determined on a five-point scale ranging from "very poor" to "very good". This approach allows researchers to measure and describe the level of user satisfaction and provide recommendations for service improvement in a systematic and data-based manner[8].

## 3. Results and Discussion

### 3.1 Results

#### a. Validity Test

Validity tests are carried out to ensure the accuracy of research instruments in measuring the variables studied. Analysis using SPSS by comparing values *r count* And *r table* namely 0.312 items are declared valid if *r count* > *r table*, and invalid otherwise. The test results are presented in the table.

**Table 2.** Validity Test Results

Dimensions	Item	r count	r table	Information
<i>Tangibles</i>	X1	0,612	0,312	Valid
	X2	0,791	0,312	Valid
	X3	0,519	0,312	Valid
	X4	0,652	0,312	Valid
<i>Empathy</i>	X1	0,521	0,312	Valid
	X2	0,461	0,312	Valid
	X3	0,738	0,312	Valid
	X4	0,515	0,312	Valid
	X5	0,766	0,312	Valid

<i>Assurance</i>	X1	0,637	0,312	Valid
	X2	0,601	0,312	Valid
	X3	0,525	0,312	Valid
	X4	0,518	0,312	Valid
	X5	0,545	0,312	Valid
	X6	0,624	0,312	Valid
<i>Responsivennes</i>	X1	0,573	0,312	Valid
	X2	0,652	0,312	Valid
	X3	0,743	0,312	Valid
	X4	0,715	0,312	Valid
	X5	0,715	0,312	Valid
	X6	0,576	0,312	Valid
<i>Reliability</i>	X1	0,620	0,312	Valid
	X2	0,656	0,312	Valid
	X3	0,782	0,312	Valid
	X4	0,744	0,312	Valid

Based on Table 1, it shows that the results of determining the validity of each statement in the questionnaire are valid. It can be seen that the calculated  $r$  is greater ( $>$ ) than the  $r$  table of 0.312. The results show that each statement item can be used in the entire test model.

#### b. Reliability Test

Reliability tests are carried out to ensure that the measurement results. Reliability tests aim to ensure the consistency of measurement results and assess the reliability of the instrument based on its accuracy and stability. Reliable statements are definitely valid, but valid statements are not necessarily reliable. This research uses the Cronbach's Alpha method, with a reliability limit if the value is  $> 0.6$ .

**Table 3.** Reliability Test Results

Variable	Cronbach's Alpha	Information
<i>Tangibles</i>	0.702	<i>Reliable</i>
<i>Empathy</i>	0,779	<i>Reliable</i>
<i>Assurance</i>	0,744	<i>Reliable</i>
<i>Responsivennes</i>	0,831	<i>Reliable</i>
<i>Reliability</i>	0,764	<i>Reliable</i>

The reliability test results in Table 2 above show that all dimensions of SID issuance services have value *Cronbach's alpha*  $> 0.6$ , which indicates that the research instrument has a good level of accuracy and consistency. So the instruments used in this research can be considered *reliable* in measuring the quality of SID issuance services.

#### c. Descriptive Statistics

Descriptive statistics are used to present summary information in research variables. Research variable data was obtained from questionnaires and analyzed using SPSS to determine the minimum, maximum, average and standard deviation values for each component in publishing services *Seafarers Identity Document* (SID).

The following table is the result of descriptive statistical analysis carried out with the help of SPSS software.

**Table 4.** Dimensional Statistical Processing Results *Tangibles*

<b>Descriptive Statistics</b>					
	N	Minimum	Maximum	Mean	Std. Deviation
X1.1	40	2.00	5.00	3.8000	.79097
X1.2	40	3.00	5.00	3.9750	.76753
X1.3	40	2.00	5.00	3.4000	.70892
X1.4	40	2.00	5.00	3.4500	.71432
X.TOT	40	10.00	19.00	14.6250	2.16839
Valid N (listwise)	40				

The statistical test results in Figure 2 show that aspects *tangible* In the SID issuance service there are 4 indicators that get a minimum score of 2, a maximum of 5, with an overall average of 3.65. The majority of respondents gave a fairly good assessment of tangible aspects such as the waiting room with an average of 3.80 and the appearance of the officers at 3.975. Meanwhile, the availability of information facilities and clarity of procedures each received an average of 3.40 and 3.45. In general, service from aspects *tangible* considered good, but improvements are still needed in the provision of information and clarity of procedures so that services are more optimal and in accordance with user needs.

**Table 5.** Dimensional Statistical Processing Results *Empathy*

<b>Descriptive Statistics</b>					
	N	Minimum	Maximum	Mean	Std. Deviation
X2.1	40	3.00	5.00	4.2250	.65974
X2.2	40	3.00	5.00	4.0000	.71611
X2.3	40	3.00	5.00	3.8500	.69982
X2.4	40	3.00	5.00	4.1000	.67178
X2.5	40	3.00	5.00	3.8250	.71208
X.TOT	40	16.00	25.00	20.0000	2.72688
Valid N (listwise)	40				

The statistical test results in Figure 3 show that aspects *empathy* In the SID issuance service there are 5 indicators that get a minimum score of 3, a maximum of 5, with an overall average of 4.00. The majority of respondents gave a good assessment of the aspects *empathy* including officers' willingness to listen to complaints with an average of 4,225 and officers' response to complaints of 4,000. Meanwhile, suitability of service to customer needs was 4,100, understanding of customer needs was 3,850, and staff response to service was 3,825. In general, service from aspects *empathy* considered good, but there is still a need to improve customer understanding and officer response to the service so that the SID issuance service is more optimal and able to increase user satisfaction.

**Table 6.** Dimensional Statistical Processing Results *Assurance*

<b>Descriptive Statistics</b>					
	N	Minimum	Maximum	Mean	Std. Deviation
X3.1	40	2.00	5.00	3.7250	.78406
X3.2	40	2.00	5.00	3.7500	.83972
X3.3	40	3.00	5.00	3.8750	.72280
X3.4	40	2.00	5.00	3.9750	.76753
X3.5	40	2.00	5.00	3.6500	.80224
X3.6	40	3.00	5.00	4.0750	.65584
X.TOT	40	17.00	30.00	23.0500	3.24985
Valid N (listwise)	40				

The statistical test results in Figure 4 show that aspects *assurance* In the SID issuance service there are 6 indicators that get a minimum score of 2, a maximum of 5, with an overall average of 3.84. The majority of respondents gave a good assessment of the aspects *assurance* including officers' skills in service with an average of 4.075, accuracy and trustworthiness of information of 3.975, confidence in services of 3.875, clarity of officers' explanations of 3.750, knowledge of procedures of 3.725, and confidence in officers' abilities of 3.650. In general, the service from the assurance aspect is considered good, but competency is still needed so that the service is more optimal and able to increase user trust.

**Table 7.** Dimensional Statistical Processing Results *Responsiveness*

<b>Descriptive Statistics</b>					
	N	Minimum	Maximum	Mean	Std. Deviation
X4.1	40	2.00	5.00	3.8000	.79097
X4.2	40	2.00	5.00	3.4500	.71432
X4.3	40	3.00	5.00	3.9750	.76753
X4.4	40	2.00	5.00	4.0000	.78446
X4.5	40	2.00	5.00	3.6000	.81019
X4.6	40	2.00	5.00	3.9000	.84124
X.TOT	40	16.00	30.00	22.7250	3.53726
Valid N (listwise)	40				

The statistical test results in Figure 5 show that aspects *responsiveness* In the SID issuance service there are 6 indicators that get a minimum score of 2, a maximum of 5, with an overall average of 3.79. The majority of respondents gave a good assessment of the aspects *responsiveness* which includes the speed of SID issuance services with an average of 3,800, appropriateness of issuance time of 3,450, clarity of issuance information of 3,975, provision of delay information of 4,000, speed and response of officers of 3,600, and the ability of officers to respond to questions or complaints of 3,900. In general, service from aspects *responsiveness* considered good, but efforts are still needed to improve the process of issuing services so that services are more optimal and able to increase user satisfaction.

**Table 8.** Dimensional Statistical Processing Results *Reliability*

<b>Descriptive Statistics</b>					
	N	Minimum	Maximum	Mean	Std. Deviation
X5.1	40	2.00	5.00	3.6500	.80224
X5.2	40	2.00	5.00	3.7250	.84694
X5.3	40	2.00	5.00	3.7000	.75786
X5.4	40	3.00	5.00	3.9250	.65584
X.TOT	40	10.00	20.00	15.0000	2.35339
Valid N (listwise)	40				

The statistical test results in Figure 6 show that aspects *reliability* In the SID issuance service there are 4 indicators that get a minimum score of 2, a maximum of 5, with an overall average of 3.75. The majority of respondents gave a good assessment of the aspects *reliability*, which includes compliance of the publishing process with SOPs with an average of 3.650, consistency of service received of 3.725, publishing time according to procedures of 3.700, and an assessment of the timeliness of publishing of 3.925. In general, service aspects *reliability* assessed as good, but efforts are still needed to optimize the efficiency of procedures so that the SID issuance service can be more professional, timely and meet user expectations.

d. Answer Score Percentage

**Table 9.** Percentage of SID Publishing Service Quality Dimension Scores

No	Dimensions	Actual Score	Almost ideal	% Actual Score	Criteria
1	<i>Tangibles</i>	585	800	73,12%	Good
2	<i>Empathy</i>	800	1000	80%	Very good
3	<i>Assurance</i>	922	1200	76,83%	Good
4	<i>Responsiveness</i>	909	1200	75.75%	Good
5	<i>Reliability</i>	600	800	75%	Good
	Rate rate	763,2	1000	76,32%	Good

### 3.2 Discussion

a. The quality of SID issuance services at KSOP Utama Tanjung Perak was analyzed based on five dimensions of service quality, namely:

- 1) On dimensions *tangible* in the SID issuance service at KSOP Utama Tanjung Perak, it received a score of 73.12% and was included in the Good category. The highest assessment is in the aspect of the officer's appearance which is considered neat and professional[9]. However, the availability of information received the lowest score compared to other aspects even though it remained in the good category, indicating the need to improve the provision of information boards and brochures to make them more optimal and easily accessible. Other aspects, such as waiting room facilities and clarity of issuance procedures, were also rated Good[10]. Overall, dimensions *tangible* has been going well, although improvements are still needed in the provision of information to improve service quality



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- 2) On dimensions *empathy* in the SID issuance service at KSOP Utama Tanjung Perak, it received a score of 80% and was included in the very good category. The highest assessment is in the aspect of the officers' willingness to listen to customer complaints which received the highest appreciation from service users. Meanwhile, the friendliness of the officers was the aspect with the lowest score even though it was still in the good category, indicating the need to improve friendly and polite attitudes to provide maximum comfort[11]. Other aspects, such as response to complaints, suitability of service to needs, and understanding of diverse customer needs, are also considered good. Overall dimensions *empathy* has been running very well although efforts are still needed to maintain and improve friendliness in service.
  - 3) On dimensions *assurance* in the SID issuance service at KSOP Utama Tanjung Perak obtained a score of 76.83% and was included in the good category. The highest assessment is in the aspect of accuracy and trustworthiness of the information provided by the officers which is considered accurate and convincing by service users. Meanwhile, trust in the officers' abilities was the aspect with the lowest score even though it was still in the good category, indicating the need to increase the professionalism and expertise of officers in providing services[12]. Other aspects, such as officers' knowledge of procedures, clarity of service explanations, and trust in services are also considered good and reflect users' trust in the quality of services provided. Overall dimensions *assurance* has been running well with a fairly high level of trust, although improvements are still needed in aspects of officer capabilities to strengthen the overall quality of service.
  - 4) On dimensions *assurance* in the SID issuance service at KSOP Utama Tanjung Perak obtained a score of 76.83%, and is included in the good category. The highest assessment is in the aspect of accuracy and trustworthiness of the information provided by the officers which is considered accurate and convincing by service users. Meanwhile, trust in officers' abilities is the aspect with the lowest score even though it is still in the good category, indicating the need for improvement in officers' professionalism and expertise[13]. Other aspects, such as officers' knowledge of procedures, clarity of service explanations, and trust in services, are also considered good and reflect users' trust in the quality of services provided. Overall, dimensions *assurance* has been running well with a fairly high level of trust, although improvements are still needed in aspects of officer capabilities to strengthen the overall quality of service.
  - 5) On dimensions *assurance* in the SID issuance service at KSOP Utama Tanjung Perak obtained a score of 76.83%, and is included in the good category. The highest assessment is in the aspect of accuracy and trustworthiness of information provided by officers, which is considered accurate and convincing by service users.

Meanwhile, trust in officers' abilities was the aspect with the lowest score even though it remained in the good category, thus indicating the need for improvement in officers' professionalism and expertise[14]. Other aspects, such as officers' knowledge of procedures, clarity of service explanations, and trust in services, are also considered good and reflect users' trust in the quality of services provided. Overall, dimensions *assurance* has been running well with a fairly high level of trust, although improvements are still needed in aspects of officer capabilities to strengthen the overall quality of service.

- b. Based on the results of the analysis of the five dimensions of service quality, it is important to know that the SID issuance service at KSOP Utama Tanjung Perak has generally been running well. However, there are still several aspects that require attention and improvement[15]. Efforts to improve efficiency and service quality include the following:

- 1) Improvement of information facilities and digital services

Adding and updating notice boards, providing service brochures, and optimizing digital information media to facilitate access to information for service users[16].

- 2) Regular training and improvement of service infrastructure

Holding regular training for service personnel to improve technical skills and excellent service, as well as ensuring internet network stability and optimal maintenance of SID printing equipment.

- 3) Development of Real Time Application Tracking Features

Improving the service system so that applicants can monitor application status directly via digital platforms, so that the process is more transparent and controlled.

- 4) Regular training and improvement of service infrastructure

Educate applicants regarding online registration procedures through seminars, social media, and provide digital guides to make them easier to understand and access[17].

By implementing these efforts consistently and sustainably, it is hoped that the quality and efficiency of SID issuance services at the KSOP Utama Tanjung Perak One-Stop Service Center can increase, as well as provide better satisfaction to shipping service users.

#### 4. Conclusion

Based on the results of research on the quality of SID issuance services at KSOP Utama Tanjung Perak which was analyzed using five dimensions of service quality, it can be concluded that in general the services provided have been running well. Dimensions *Tangibles*, *Assurance*, *Responsiveness*, dan *Reliability* obtained a score in the good category while the dimensions *Empathy* obtained the highest score in the very good category. These results reflect KSOP Utama Tanjung Perak's commitment to providing optimal service to service users.

However, there are still several aspects that require attention to be improved. Some of these aspects include the availability of information that is more easily accessible, increasing the friendly attitude of service personnel, strengthening the technical competence of users, efficiency in document issuance times, and consistency in the implementation of service procedures. These results indicate that even though service quality is in the good category, continuous improvement efforts are still needed to create more efficient and responsive services.

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