



The Performance of The Guiding Service is Supported by The Skills of The Guiding Officer Case Study: Mandatory Waters for Guiding Class 1 Surabaya

Trio Ahmat Bacthiar¹, Rizqi Aini Rakhman², Prima Yudha Yudianto³, Muh Dahri⁴

^{1,2,3,4}Politeknik Pelayaran Surabaya, Indonesia

E-mail: triobacthiar24@gmail.com, rizqi.aini@poltekpel-sby.ac.id, prima.yudha.17@gmail.com, mdahri0161@gmail.com

Article Info	Abstract
Article History Received: 2025-05-13 Revised: 2025-06-23 Published: 2025-07-08 Keywords: <i>Guiding Services; Guiding Skills; Quality of Service.</i>	This study aims to analyze the performance of guidance services supported by the skills of guide officers in class I mandatory waters of Surabaya, focusing on a case study of Gresik Port managed by BUP PT. Maspion of the Port of Indonesia. The analysis was carried out using five dimensions of SERVQUAL, namely Tangibles, Reliability, Responsiveness, Assurance, and Empathy. The results showed that all dimensions obtained an average score of 90%, which is very good. The Tangibles dimension shows that the availability of procedural information and supporting facilities such as VTS (Vessel Traffic Service) is in excellent condition, but cleanliness and neatness can still be improved. In the Reliability dimension, the accuracy of the information from the guide is highly assessed, although the stability of the system and the availability of supporting equipment still have room for improvement. The Responsive Dimension indicates that the officer's problem-solving abilities are excellent, but the speed of response can be improved. In the Assurance dimension, the guide officer is considered to be able to explain procedures well and maintain the confidentiality of service user information, although compliance with operational standards can still be optimized. The Empathy dimension shows a high level of empathy of the officers, although the understanding of the needs of service users can still be improved. With a total actual score of 2,519 out of an ideal score of 2,800, this study concluded that the performance of guidance services at Gresik Port has gone very well.

Artikel Info	Abstrak
Sejarah Artikel Diterima: 2025-05-13 Direvisi: 2025-06-23 Dipublikasi: 2025-07-08 Kata kunci: <i>Layanan Panduan; Keterampilan Panduan; Kualitas Layanan.</i>	Penelitian ini bertujuan untuk menganalisis kinerja layanan bimbingan yang didukung oleh keterampilan petugas pemandu di perairan wajib kelas I Surabaya, dengan fokus pada studi kasus Pelabuhan Gresik yang dikelola oleh BUP PT. Maspion Pelabuhan Indonesia. Analisis dilakukan dengan menggunakan lima dimensi SERVQUAL, yaitu Tangibles, Reliability, Responsiveness, Assurance, dan Empathy. Hasil penelitian menunjukkan bahwa semua dimensi memperoleh skor rata-rata 90%, yang tergolong sangat baik. Dimensi Tangibles menunjukkan bahwa ketersediaan informasi prosedural dan fasilitas pendukung seperti VTS (Vessel Traffic Service) dalam kondisi prima, namun kebersihan dan kerapian masih dapat ditingkatkan. Dalam dimensi Keandalan, keakuratan informasi dari panduan sangat dinilai, meskipun stabilitas sistem dan ketersediaan peralatan pendukung masih memiliki ruang untuk perbaikan. Dimensi Responsif menunjukkan bahwa kemampuan pemecahan masalah petugas sangat baik, tetapi kecepatan respons dapat ditingkatkan. Pada dimensi Assurance, petugas pemandu dinilai mampu menjelaskan prosedur dengan baik dan menjaga kerahasiaan informasi pengguna layanan, meskipun kepatuhan terhadap standar operasional tetap dapat dioptimalkan. Dimensi Empati menunjukkan tingkat empati petugas yang tinggi, meskipun pemahaman kebutuhan pengguna layanan masih dapat ditingkatkan. Dengan total skor aktual 2.519 dari skor ideal 2.800, penelitian ini menyimpulkan bahwa kinerja layanan bimbingan di Pelabuhan Gresik telah berjalan dengan sangat baik.

I. INTRODUCTION

Indonesia is a maritime country with a land area of 1,905 million km² and waters of 3,257 million km² based on data from the Geospatial Information Agency. According to Law Number 17 of 2008, Chapter I Article 1 Paragraph 1, in general provisions it is stated that Shipping is a unit of systems consisting of transportation in

waters, ports, safety, and security, as well as the protection of the maritime environment (Mursidi, 2023).

In Indonesia, shipping plays a vital role in logistics delivery, which is one of the most critical aspects of maritime activities. Success in supporting smooth logistics delivery is influenced by several factors. One of them is low

human resource management, including: education, competence, working conditions, working hours and process management, resulting in increased economic costs and medical costs, inefficient energy use, and pollution. (Suryani, dkk., 2018).



Figure 1. Number of Ship Visits
Source : KSOP Gresik ship visit

With the visit data in Graph 1, it can be seen that the number of ship visits has increased from 2021 to 2024. The increase in the number of ship visits shows the high shipping activity in the Gresik Port area. However, this increase in activities also has the potential to cause various obstacles in logistics delivery if it is not supported by optimal shipping traffic management and guidance services. Therefore, efforts are needed to improve the quality of guidance services and periodic evaluation of operational procedures at ports to support smooth logistics and support government policies in improving the national sea transportation system.

Obstacles in logistics delivery in the sea transportation sector still occur frequently, resulting in hampered economic activities in a region. This is due to the weakness of sectors that have a major contribution to shipping safety, namely service users, regulations and laws as well as workers in the field (Wiji Santoso, et al., 2013). The risk of logistics delays can be reduced if the smooth flow of shipping traffic is improved through better guidance services.

The waters in the port of Gresik have the same groove for ships to pass in and out of the port of Tanjung Perak Surabaya. The shipping flow to Gresik Port is part of the APBS (West Shipping Channel Surabaya), where the shipping channel has narrow characteristics but is often passed by ships because it has 2 destinations, namely Gresik Port and Tanjung Perak, therefore a mandatory guide policy was issued for ships passing through this channel to support the smooth flow of logistics shipments.

This mandatory guide policy encourages the holding of guidance service activities. Guidance is

a guiding activity in helping, providing advice and information to the captain about the state of local waters that are important so that shipping navigation can be carried out safely, orderly, and smoothly for the safety of ships and the environment (Regulation of the Minister of Transportation Number PM 57 of 2015).

Ship guidance (Ministry of Transportation, 2015) is one of the port business segments in the Ship Service Division by prioritizing very strategic services, namely serving ships and companies from the time the ship arrives or vice versa for docking activities, docking in the port area, and it requires technical and nautical guidance from the guide officer in order to achieve the smooth delivery of goods from inside to outside the mandatory area of the guide.

Based on the results of observations and observations in the field during land practice (PRADA), ship guidance at the port of Gresik is included in the category of mandatory waters for class I guides. So it is necessary to have human resources (sources who have skills and proficiency in the field of guidance, in this case a guide, where according to Bambang Wahyudi (2008:33), "skills are skills or proficiency to do what is only obtained from practice, either through practice or through experience".

A scout must have skills according to the standards that have been determined, such as experience that can be proven by certificates. In this case, the skills of the guide officers at the port of PT. Maspion has been included in the skilled category because all of its scouts have the specified certificates. Pandu himself is a sailor who has expertise in the nautical field who has met the requirements to carry out ship guidance (Regulation of the Minister of Transportation Number PM 57 of 2015).

BUP PT. Pelabuhan Indonesia Maspion yang memiliki akses untuk melaksanakan kegiatan pelayanan pemanduan dan berorientasi pada profit yang diawasi oleh Syahbandar sebagai wakil dari pemerintah. Hal ini di dukung dengan surat pelimpahan oleh KSOP Kelas II Gresik kepada BUP PT. Pelabuhan Indonesia Maspion.

Pandu as an extension of the syahbandar in the field of shipping safety has the main task, namely maintaining shipping safety. In this case, to improve the performance of guidance services, it is necessary to have technical skill support, detailed mastery of water characteristics, communication skills as well as compliance of guide officers with procedures and performance standards of ship guidance services.

Based on a review of previous research entitled "Analysis of Training to Improve and Maintain the Expertise and Skills of Guide/Delay Officers of PT. Pelabuhan Indonesia II (PERSERO), (Bagaskoro et al., 2019). Stated that Optimization of training can improve and maintain the expertise and skills of guide/delay officers. This is in line with the research that will be researched and will be developed again on the performance of guidance services to support the smooth delivery of goods activities.

This condition encourages the author to explore the topic in-depth to provide insights into the performance of guidance services in this paper with the intention and purpose of inviting readers to know and understand more about guidance services in all fields. Therefore, the author submitted a paper entitled "Guidance Service Performance Supported by the Skills of Guidance Officers Case Study: Mandatory Waters for Class I Surabaya Guides, Especially at Gresik Port.

II. RESEARCH METHODS

The research method used in this thesis is quantitative descriptive, which is suitable for examining research variables and focusing on observable phenomena, this method is in accordance with the research variables, focuses on problems and phenomena that occur, and presents research results in the form of meaningful numerical data (Soegiyono, 2011).

This study employs a quantitative descriptive approach, which involves collecting and presenting numerical data to describe existing conditions without testing hypotheses or establishing causality (Sugiyono, 2015). As part of a survey research design, the study aims to gather responses from relevant stakeholders to evaluate the performance of guidance services at BUP PT. Pelabuhan Indonesia Maspion Gresik

III. RESULT AND DISCUSSION

A. Result

1. Validity Test

The accuracy and suitability of the measuring instrument to do its work are evaluated using validity tests. By determining the relationship between the score of each statement item and the overall score using SPSS software, the validity of the instrument used in this study was tested.

The instrument's validity was tested using SPSS by correlating each item with the total score. With an r table value of

0.374, all items were found to be valid since their r count exceeded the threshold. This indicates that the items are appropriate for measuring the intended variables.

Table 1. Validity Test Results

Item	r count	R table	Information
X1	0.535	0.374	Valid
X2	0.743	0.374	Valid
X3	0.667	0.374	Valid
X4	0.599	0.374	Valid
X5	0.558	0.374	Valid
X6	0.808	0.374	Valid
X7	0.82	0.374	Valid
X8	0.805	0.374	Valid
X9	0.653	0.374	Valid
X10	0.758	0.374	Valid
X11	0.794	0.374	Valid
X12	0.773	0.374	Valid
X13	0.591	0.374	Valid
X14	0.82	0.374	Valid
X15	0.733	0.374	Valid
X16	0.836	0.374	Valid
X17	0.687	0.374	Valid
X18	0.806	0.374	Valid
X19	0.809	0.374	Valid
X20	0.787	0.374	Valid
X21	0.805	0.374	Valid
X22	0.844	0.374	Valid
X23	0.808	0.374	Valid
X24	0.85	0.374	Valid
X25	0.867	0.374	Valid

Source : data processing of authorship validity test (2025)

Table 1 above refers to the results of determining the validity of each internal control component. showing that the r count is found > of the r Table. then it will be declared VALID and vice versa if in the Table above it is found that r count < of r Table then the result is declared INVALID. The results show that the calculation on the performance variable of the guidance service is valid. because all r values are calculated above from the r table.

2. Reliability Test

In reliability testing. the *Cronbach Alpha* method is used to test whether each question item is reliable with a value limit of 0.6. As for (Ghozali. 2018) measuring reliability with the *Cronbach Alpha* statistical test. a variable is said to be reliable if:

- It can be called reliable if the *Cronbach Alpha* number > 0.60
- And it is called unreliable if the *Cronbach Alpha* number < 0.60.

For the results of the reliability test. it can be seen in the table below with the note that the test was carried out as a whole of variables into one.

Table 2. Reliability Test Results

Dimension	Cronbach's Alpha	Information
Tangible Evidence	.813	Reliable
Reliability	.889	Reliable
Responsiveness	.808	Reliable
Jaminan (Assurance)	.913	Reliable
Empati (Empathy)	.912	Reliable

Source : data processed SPSS (2025)

Based on the reliability test using Cronbach's Alpha, all five service quality dimensions exceeded the minimum threshold of 0.60, indicating a high level of internal consistency and reliability of the instrument.

3. Statistics Descriptive

Descriptive statistics aim to present a summary of information about the research variables. Using SPSS software. the questionnaire findings were collected and then calculated and then processed.

The minimum value. maximum value. mean value. and standard deviation for each internal control component will be determined based on data that has been processed using SPSS and includes several dimensions to measure the quality of a service including: tangible dimensions (physical evidence). reliability (reliability). responsiveness (responsiveness). Assurance (guarantee). and Empathy (empathy).

The following table shows the results of the descriptive analysis conducted using SPSS software.

Table 3. Tangibles dimension results with indicators of cleanliness and neatness. facilities and markets. and available information

Descriptive Statistik					
	N	Minimum	Maximum	Mean	Std. Deviation
X1_1	28	3	4	3.50	.509
X1_2	28	3	4	3.61	.497
X1_3	28	2	4	3.68	.548
X1_4	28	3	4	3.79	.418
X1_5	28	3	4	3.68	.476
X1 Total	28	14	20	18.25	2.448
Valid N (listwise)	28				

In Table 3 of the respondents' answer results. it shows in the tangible dimension that the availability of guidance service procedure information (X1_4) has been very good. obtaining a score of 3.79. while what still needs to be improved is in supporting facility services such as VTS that can function and are in clean and neat condition (X1_1) obtaining a score of 3.50 even though it is still in the very good category.

Table 4. Reliability dimension results with indicators of service timeliness. information accuracy. and system stability

Descriptive Statistik					
	N	Minimum	Maximum	Mean	Std. Deviation
X2_1	28	2	4	3.61	.567
X2_2	28	3	4	3.61	.497
X2_3	28	3	4	3.64	.488
X2_4	28	2	4	3.46	.576
X2_5	28	2	4	3.43	.573
X2 Total	28	12	20	17.75	2.701
Valid N (listwise)	28				

Source : data processed SPSS (2025)

In Table 4. the respondents' answers to the Reliability dimension are all in the very good category. this can be shown in the accuracy of the information provided by the guide officer according to the needs (X2_3) obtained a score of 3.64. What still needs attention is the availability of supporting equipment such as VHF communication tools. radars. and guideships that can function properly (X2_5) with a score of 3.43 in the very good category.

Table 5. Responsiveness Dimension Results With Response Speed Indicators. Problem Resolution. Complaint Handling

Descriptive Statistik					
	N	Minimum	Maximum	Mean	Std. Deviation
X5_1	28	3	4	3.61	.497
X5_2	28	2	4	3.61	.567
X5_3	28	3	4	3.68	.476
X5_4	28	3	4	3.61	.497
X5 Total	28	11	16	14.50	2.037
Valid N (listwise)	28				

Source : data processed SPSS (2025)

In Table 5. the results of the respondents' answers on the responsiveness dimension get very good overall results.

this is shown by two statements. namely the ability to provide solutions from the guide officer in handling obstacles. and the ability to solve technical problems in the guiding service process (X3_2). and (X3_3) obtained a score of 3.64. What can still be improved is the speed of response from the guide officer to service users in order to create good communication in the process of guiding services (X3_1) obtained a score of 3.57 with the very good category.

Table 6. Assurance Dimension Results

Descriptive Statistiks					
	N	Minimum	Maximum	Mean	Std. Deviation
X3_1	28	3	4	3.57	.504
X3_2	28	3	4	3.64	.488
X3_3	28	3	4	3.64	.488
X3_4	28	3	4	3.61	.497
X3 total	28	12	16	14.46	1.977
Valid N (listwise)	28				

Source : data processed SPSS (2025)

In Table 6. the respondents' answers show that the ability to provide understanding to service users (X4_7) is in the very good category by obtaining a score of 3.67. while what needs to be improved is the compliance of the guidance officer in carrying out the operational system procedures in serving service users (X4_4) obtained a score of 3.50 even though it is still in the very good category.

Table 7. Empathy Dimension Results With Indicators Understanding and Empathy

No	Dimensi	Skor Aktual	Skor Ideal	% Skor Aktual	Kriteria
1	Bukti Fisik (<i>Tangibles</i>)	511	560	91%	Sangat Baik
2	Kehandalan (<i>Reliability</i>)	497	560	89%	Sangat Baik
3	Daya Tanggap (<i>Reponsiveness</i>)	405	448	90%	Sangat Baik
4	Jaminan (<i>Assurance</i>)	700	784	89%	Sangat Baik
5	Empati (<i>Empathy</i>)	406	448	91%	Sangat Baik
	Rata-rata	2519	2800	90%	Sangat Baik

In Table 7. the respondents' answers show that the dimension of Empathy (empathy) is all in the very good category. this is evidenced by the ability of the guide officer to show concern for the comfort of service users (X5_3) with a score of 3.68. and some still need to be improved. namely the understanding that the guide officer has to service users (X5_1). showing a responsive attitude and understanding the needs of service users (X5_2). and can show an agile and sincere attitude while carrying out the Guiding Service (X5_4)

process. these three obtained the same score of 3.61 even though they are in the very good category.

4. Percentage of Answer Score

The criteria for assessing the results of the answers according to (Riduwan 2016) are as follows:

Table 8. Percentage of Answer Score

Interval	Kategori
80%-100%	Kinerja Pelayanan Pemanduan Sangat Baik
60%-80%	Kinerja Pelayanan Pemanduan Baik
60%-40%	Kinerja Pelayanan Pemanduan Cukup Baik
40%-20%	Kinerja Pelayanan Pemanduan Kurang Baik
20%-0%	Kinerja Pelayanan Pemanduan Tidak Baik

Source : Ridhuwan (2016)



Figure 2. Service Performance Indicators

Source : data processed by the author (2025)

The results of the performance of the guidance service on the Tangibles dimension (physical evidence) obtained a very good score as stated in table 9. which is 91%. Based on research data. it proves that BUP PT. The Port of Indonesia Maspion has carried out proper guidance service procedures on cleanliness and neatness indicators that are always maintained by guide officers. adequate facilities and infrastructure. and the availability of information as needed by service users.

Table 9. Percentage of Answer Score

No	Dimensi	Skor Aktual	Skor Ideal	% Skor Aktual	Kriteria
1	Bukti Fisik (<i>Tangibles</i>)	511	560	91%	Sangat Baik
2	Kehandalan (<i>Reliability</i>)	497	560	89%	Sangat Baik
3	Daya Tanggap (<i>Reponsiveness</i>)	405	448	90%	Sangat Baik
4	Jaminan (<i>Assurance</i>)	700	784	89%	Sangat Baik
5	Empati (<i>Empathy</i>)	406	448	91%	Sangat Baik
	Rata-rata	2519	2800	90%	Sangat Baik

The results of the performance of the guidance service in the Reliability dimension obtained a very good score as well as as found in table 9 . which is 89%. Based on research data. it proves that BUP PT. The Port of Indonesia Maspion has carried out proper guidance service procedures. In this case. it explains the timeliness of service that is always maintained by the guide officer. the accuracy of informative information. and the availability of system stability needed by service users so as not to interfere with the flow of services.

The results of the performance of the guidance service in the Responsiveness dimension (responsiveness) obtained a very good score as stated in table 9. which is 90%. Based on research data. it proves that BUP PT. The Port of Indonesia Maspion has carried out the appropriate guidance service procedures. This indicator explains the speed of service response that is always maintained by the guide officer. good problem solving. and complaint handling that can be responded to properly and professionally by the guide officer.

The results of the performance of the guidance service in the Assurance dimension obtained a very good score as stated in table 9. which is 89%. Based on research data. it proves that BUP PT. The Port of Indonesia Maspion has carried out the appropriate guidance service procedures. This indicator explains the expertise of a guide officer. compliance with the standards that have been determined by the company. the confidentiality of information from service users must be maintained. and an explanation of procedures that can be properly delivered and accepted by the guide service users.

The results of the performance of the guidance service in the Empathy dimension obtained a very good score as stated in table 9. which was 91%. Based on research data. it proves that BUP PT. The Port of Indonesia Maspion has carried out proper guidance service procedures. In this case. it explains the understanding attitude of the guide officer. the empathetic attitude that the guide officer needs to have to have to the.

B. Discussion

The performance of guidance services at BUP PT. The Port of Indonesia Maspion is analyzed based on five dimensions of service quality. namely:

1. In the Tangibles dimension (physical evidence) obtained a score of 91%. it was in the very good category. Where in the tangible dimension with the highest assessment is the availability of procedural information that is considered complete and easy to access in providing services to service users. Meanwhile. the cleanliness and neatness indicators show that there is room for further improvement. although it is still in the very good category. This shows that supporting facilities such as VTS need to be kept clean and tidy so that they can function optimally in supporting operations. On the other hand. indicators such as the means and infrastructure used such as the VTS tool can work. are in the very good category. Overall. in the tangible dimension in the performance of guidance services at BUP PT. The Port of Indonesia Maspion has been running very well. although it can still be improved. especially in the services of supporting facilities such as VTS which can function in clean and neat conditions. Requires further optimization.
2. In the Reliability dimension. a score of 89% is in the very good category. In the reliability dimension with the highest assessment is the accuracy of the information provided by the guide officer in accordance with the navigation needs of the ship to ensure smooth sailing. Meanwhile. the system stability indicator is a part that still has room for further strengthening. although it currently remains in the very good category. This indicates the importance of ensuring that supporting equipment such as VHF communication equipment. radar. and guideship are always in excellent condition so that there are no technical obstacles that can interfere with smooth operations. Indicators such as the punctuality of the guidance service did not experience problems. being in the very good category. Overall. in the dimension of reliability in the performance of guidance services at BUP PT. The Port of Indonesia Maspion has been running very well. although there are still improvements to be made. especially in the service of the availability of supporting

equipment such as VHF communication equipment, radar, and guide ships can function properly so that there are no technical problems that interfere with operations.

3. In the Responsiveness dimension, a score of 90% is in the very good category. Where in the dimension of responsiveness with the highest assessment is problem solving, namely the ability to provide solutions from the guide officer in handling obstacles, and the ability to solve technical problems in the guide service process. Meanwhile, response speed is an indicator that still has room for improvement, although it remains in the very good category. This indicates the importance of increasing the speed of response of guide officers to service users in order to create more effective and responsive communication in the service process. On the other hand, indicators such as the handling of complaints from service users that have been responded to seriously and professionally, are in the very good category. Overall, in the dimension of responsiveness in the performance of guidance services at BUP PT. The Port of Indonesia Maspion has been running very well, although there is still room for improvement, especially in the response speed service from the guide officer to the service user in order to create good communication in the guide service process.
4. In the Assurance dimension, a score of 89% is in the very good category. Where in the assurance dimension with the highest assessment is the explanation of the procedure, namely the ability to provide understanding to service users in an effort to maintain smooth shipping. Meanwhile, indicators of compliance with standards show potential for improvement, although they are currently in the very good category. This reflects that the implementation of the procedural operational system by the guide officer has run well and correctly, but can still be optimized to support the smooth running of the service process as a whole. Indicators such as guidance skills that are shown with the ability to make appropriate decisions, and the confidentiality of information from service users are protected, are in the very good category. Overall, in the assurance dimension in the performance of guidance

services at BUP PT. The Port of Indonesia Maspion has been running very well, although there is still room for improvement, especially in the compliance services of guide officers in running the operational system of procedures to serve service users.

In the Empathy dimension, a score of 91% is in the very good category. Where in the dimension of empathy with the highest assessment is an empathetic attitude, namely the ability of the guide officer to show an attitude of concern for the comfort of service users. Meanwhile, the indicator of understanding attitude is a part that still has room to improve, even though it has been in the very good category. This shows that the understanding conveyed by the guide officer to service users can still be optimized, so that the guidance service process runs more smoothly and communicatively. Overall, the performance of guidance services on the *Empathy dimension* at BUP PT. The Port of Indonesia Maspion has been implemented very well, with opportunities for improvement, especially in the aspect of understanding that is more in-depth and easy to understand by service users, in order to support the smooth running of every stage of service.

IV. CONCLUSION AND SUGGESTION

A. Conclusions

Based on the results of the analysis and discussion of research data, the performance of guidance services is supported by the skills of guide officers at BUP PT. The Port of Indonesia Maspion has implemented guidance services categorized as excellent in accordance with the procedural system set together with the Class II Gresik KSOP with reference to PM 57 of 2015 and the decree of the DJPL (KP-DJPL 347 of 2022). This is evidenced by the average result value of the SERQUAL dimension (Tangibles, Reliability, Responsiveness, Assurance, and Empathy) that has been tested reaching an actual score of 2.519 out of an ideal score of 2.800 with an average percentage of 90% with an excellent category.

B. Suggestion

Based on the conclusions presented above, the researcher made the following suggestions that can be useful for the

company and future research. namely the performance of guidance services supported by the skills of guide officers at the port of Gresik. especially at BUP PT. The Port of Indonesia Maspion has demonstrated strong performance. However. some dimensions of the service need to be maintained and further improved to achieve more optimal results.

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