

SHIPPING COMPANY OPERATION PROBLEM IN INDONESIA REMOTE AREA

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Abstract

Indonesia is the world's most extensive archipelago. The shipping industry is a crucial sector that is vital to the nation's economy. Castbay Marine is a national shipping company that operates in Eastern Indonesia, particularly in Halmahera, North Maluku, to ship mining commodities using tugboats and barges. Compared to areas in western Indonesia such as Java Island, Halmahera is one of the regions that is difficult to access and has limited infrastructure to assist shipping company operations. Lack of support, such as maintenance facilities, sales of replacement parts, and limited communication, frequently impedes the operations of shipping company in the region. To identify the main problems, this research use the DMAIC (Define, Measure, Analyze, Improve, Control) method and only reaches the analyze stage because this research only focuses on identifying problems faced by Castbay Marine. According to the results of this analysis, the two most significant challenges faced by shipping companies operating in the Halmahera region are the difficulty of performing ship maintenance in a timely manner due to the limited number of repair sites in the Halmahera region and the difficulty of gaining remote access to repair sites that are of high quality and reasonable cost. The second issue is the difficulty in handling ship administration as a result of restricted communication and regulation variations resulting from different classes of Ports and Harbor Masters in comparison to Java or large cities.

Keywords: Shipping, Shipping Operation, DMAIC Method.
