

EVALUATION OF PASSENGER SERVICES AT THE PORT OF GALALA

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ABSTRACT

Galala Ferry Port is a port that serves the Galala-Namlea commercial route with a distance of 8.5 miles in 8.5 hours that connects Ambon Island with Buru Island in Maluku Province. Galala Ferry Port is a ferry port that has an important role in supporting economic development in the Ambon area. Based on the results of observations in the field, there are still services to passengers that are not in accordance with the provisions. In this case, it is necessary to improve passenger services by fulfilling and providing service facilities by the manager at the Galala Ferry Port. The method used to analyze the existing problems is an analysis of the calculation of the level of suitability of passenger services based on the Regulation of the Director General of Land Transportation Number: KP.5062/AP005/DRJD/2020. Based on this analysis, it can be concluded that at the Galala Ferry Port, several passenger services were found that were not in accordance with the provisions regarding passenger services, such as passenger services in the form of safety facilities (no fire extinguishers, evacuation routes, and no stretcher available), security facilities (no available fire extinguishers, evacuation routes, and no stretcher), information on security disturbances such as emergency telephone numbers, comfort facilities (inadequate waiting room and unavailability of temperature control), facilities of convenience and affordability (not available port layout plans), reliability and regularity facilities (no visual information available, not available baggage service for passengers and parking attendants) and equality facilities (no facilities available for disabled or disabled passengers).

Keywords: Port, Service, Suitability, Passengers, Upgrades, and Facilitie