

# Effectiveness of Organizing Crossing Transport Services in the Maritime Area of Riau Islands Province

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**Abstract:-** Researchers took the research theme: **Effectiveness of Organizing Crossing Transport Services in the Maritime Areas of Riau Islands Province.** Ferry transportation is a mode of sea transportation available in the Riau Islands sea area as public transportation of goods by motorized vehicles. The purpose of this research is to find out the effectiveness of public crossing transportation and all its limitations, as well as to find out the scheduling patterns that occur in pioneer transportation services and commercial transportation. Meanwhile, the theoretical basis used to measure effectiveness is Duncan's theory (in Richard M. Steers, 1985:53) which measures the effectiveness of a program in an organization into 4 (four) aspects of achievement as indicators. Namely: (1) organizational characteristics; (2) adaptation characteristics (environment); (3) worker characteristics and (4) management characteristics. Meanwhile, the method used is a qualitative descriptive approach through fact finding, which studies problems in society in certain situations. The results of the short-term research are that there is an increase in accessibility on the pioneering trajectory and long-term local economic growth and improving the welfare of border communities.

**Keywords:-** Effectiveness, Accessibility, Crossing Transportation, ASDP.

## I. INTRODUCTION

### A. Background

The Riau Islands Province, which is also known as the country of 'Segantang Lada', is the 32nd province and is also the northern province of Indonesia in Indonesia. This province was formed through Law Number 25 of 2002 with the territorial boundaries of the Riau Islands Province based on this law, this province borders the South China Sea in the North, with the State of Malaysia and West Kalimantan Province in the East, with the Province of Sumatra South and Jambi Province to the South, and Singapore, Malaysia and Riau Province to the West.

The Riau Islands Province also has a geographically very strategic cluster. It is based on this island that state boundaries are determined. These islands should receive serious attention

and supervision so as not to cause problems that could disrupt Indonesia's territorial integrity, especially islands located in border areas with countries that do not or have not had agreements with Indonesia.

Decree of the President of the Republic of Indonesia No. 6 of 2017 concerning the Determination of Outermost Small Islands by determining that the Riau Archipelago Province has 22 small islands, 7 (seven) outermost small islands are in Natuna Regency, 5 (five) outermost small islands are in Anambas Regency and 10 The outermost small islands in Karimun Regency, Bintan Regency and Batam City, have geographic coordinate base points that connect the archipelagic sea baselines in accordance with international and national law.

Paying attention to the number of small outer islands in Natuna and Anambas requires this area to receive more serious attention through easy access to fast, easy and cheap transportation that is connected to economic centers.

The total area of the Riau Islands Province is 425,214.69 km<sup>2</sup> and has a total of 2,408 islands as a result of National Team Verification, 1,795 islands that have been named plus 1 Berhala island in Lingga Regency which borders Jambi Province, bringing the number of inhabited islands in the Riau Islands Province to 1,796, the remaining 394 islands not yet inhabited, the distribution of the number of islands from the background above, the most inhabited are in Lingga Regency.

Meanwhile, the determination of sea area area through the Minister of Home Affairs Regulation obtained details of the sea area area distribution of the number of regencies/cities in the Riau Islands Province based on calculations by the Bakosurtanal Geomatics Study Center in 2007 which has a sea area area of 417,012.97 km<sup>2</sup> (98.07%) and the area land area 8,201.72 km<sup>2</sup> (1.93%) (RPJMD Riau Islands 2021-2026).

The large number of islands spread across the Riau Islands sea area with distances ranging from 9 miles / 1 hour to 574 miles / 64 hours using ferry boats to reach the Natuna Anambas area, this makes it a challenge for the Riau Islands province to provide facilities and infrastructure services through development. Port infrastructure through cooperation

and foreign financing to support inter-island connectivity as an effort to create a unified, prosperous and dignified maritime force.

Services providing reliable modes of transportation, followed by providing infrastructure that is safe (security), safe (safety), comfortable (comfortable), punctuality (punctuality), maintained, sufficient for needs, reaches all corners of the country and is able to support national development.

Competitive transportation services are indicated by the provision of efficient transportation, at prices affordable to all levels of society, environmentally friendly, sustainable, served by professional, independent and productive human resources. These are all visions of reliable transportation services as stated in the Vision of the Ministry of Transportation of the Republic of Indonesia as guidelines or foundations for transportation services.

Based on a number of definitions, it was identified that the general characteristics of services are that they are invisible and involve human effort or other supporting equipment provided by the service providing institution.

Linear empirical data as an indicator of the effectiveness of ferry transportation services in the waters of the Riau Islands Province is considered relevant to the research findings of Easterlin (2013), that long-term economic growth has no further effect on the progressivity of happiness. Comparison of research findings by Bella Febriantikaningrum (2020).

Based on the description above, this research has a title, namely: Effectiveness of Organizing Crossing Transport Services in the Maritime Areas of Riau Islands Province.

#### B. *The Problem Formulation*

The problem formulation in this research is:

- What is the effectiveness of the implementation of ferry transportation services in the Riau Islands maritime area based on limited accessibility and scheduling?
- What are the main obstacles in realizing effective performance in the implementation of ferry transportation services in the Riau Islands maritime area based on limited accessibility and scheduling??

#### C. *Research purposes*

Based on the background and research problems that have been stated previously, to direct the research it is necessary to have a research objective. So the aim of this research is:

- Identify and analyze the effectiveness of the implementation of ferry transportation services in the waters of the Riau Islands based on accessibility and scheduling limitations

- Identify and analyze the main obstacles when implementing ferry transportation services in the waters of the Riau Islands based on limited accessibility and scheduling

#### D. *Benefits of research*

The uses in this research are:

- Academically: It is hoped that it can make scientific contributions in the field of study of the Master of Public Administration and serve as material for consideration for reading or reference for all parties. Especially for the Master of Public Administration in Public Policy, the effectiveness of the implementation of ferry transportation services in the Riau Islands is focused on accessibility and scheduling limitations.
- Theoretically: as information and reference material regarding the importance of this research, it is hoped that it can provide significant benefits as knowledge input or scientific literature which can be used as study material for academic people who are studying Masters in Public Administration, especially regarding Public Policy.

## II. THEORETICAL FOUNDATION

### A. *Effectiveness Concept*

Effectiveness is often used as an idea of the degree to which an organization's targets have been achieved. Effectiveness criteria are also measured based on satisfaction in achieving organizational goals, satisfying ambitions, growing resources and aspirations of parties involved in the organization and influencing and having benefits for society at large in increasing organizational effectiveness.

Effectiveness is a consequence of making choices to guide subordinate personnel, often known as management. The link between output and the goals or targets to be achieved is defined as effectiveness (Gafar, 2021:1952).

Organizational success in general is measured by the concept of effectiveness. According to Steers 1985:208-209 (in Sutrisno 2011:123). Effectiveness is usually only associated with organizational goals, namely profit, which tends to ignore the most important aspect of the entire process, namely human resources.

However, in order for organizational effectiveness to be achieved effectively, both in the short term, medium term and long term, the criteria must be considered and used as a measure of organizational effectiveness (Gibson 1997:32).

Meanwhile, Duncan (in Richard M. Steers, 1985:53) in his book *Organizational Effectiveness* said that regarding measuring effectiveness, it must be viewed from 4 (four) aspects of achievement as indicators. Namely: organizational characteristics; adaptation characteristics (environment), worker characteristics, and management characteristics.

### B. Service Quality

In order to measure customer perceptions of service quality, it can be categorized into 5 (five) dimensions, namely: (1) tangible; is the physical appearance of facilities, members and communications. (2) reliability; is the ability to fulfill promises (3) responsiveness; is the desire to help customers and provide optimal service. (4) guarantee; is employee knowledge and ability to provide assurance and trust, (5) empathy; is a different kind of attention and concern for its customers (in Wayan, 2012).

### C. Measuring Service Quality

In this regard, there are a number of aspects of consumer dissatisfaction due to 5 (five) gaps, namely: (1) the gap between consumer expectations and company perceptions. Companies do not always understand customer complaints precisely; (2) the gap between company perceptions and service quality specifications. A company may understand precisely what customers want but not set specific performance standards. (3) the gap between service quality specifications and the services provided; This gap occurs because employees may not be given or lack training or are unable to meet standardized standards. (4) gap between service provision and external communication: Occurs due to inconsistency or lack of information provided, and (5) gap between perceived or received service and expected service; This condition occurs because there is a mismatch between what consumers expect and the service they experience.

### D. Public Service Concept

Law of the Republic of Indonesia (RI) no. 25 of 2009 concerning Public Services explains that public services are a series of treatments carried out in order to meet the needs of citizens and residents. Services may be in the form of goods, services or administrative services provided by public service providers.

Furthermore, the Decree of the Minister for Administrative Reform No/KEP/25/M.PAN/2/2014, explains the meaning of Public Services more firmly. Namely, all service activities carried out by organizers in an effort to meet

public service needs with the aim of being part of law enforcement efforts and applicable laws and regulations (Ristiani, 2020: 166).

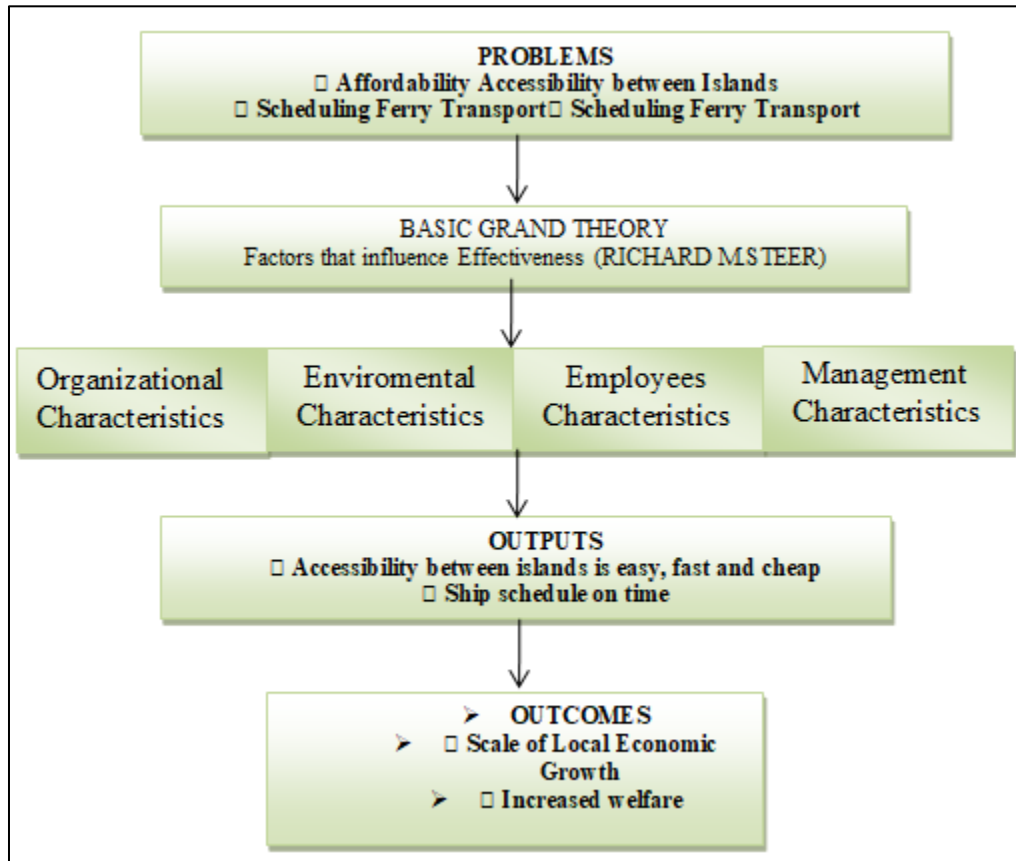
Meanwhile, for public service providers who are considered to have poor performance, which is interpreted as not being as linear as expected by the public, it is necessary to carry out progressivity in competency. It is concluded that in carrying out performance evaluations of public service employees, clear indicators and a linear structure of the provisions that have been determined must be used. (Komarudin, 2014, 88).

Based on a number of opinions about public services, it can be concluded that public services are a series of works that must be carried out professionally by an organization or public institution. This means that the service displayed will appear good based on the aspects of excellent service, fun and meeting the needs of customer recipients. In this way, the institution or organization can be categorized as professional.

### E. Research Framework

The framework for thinking in this research starts from the stages of data presentation, data reduction, analysis and discussion to the findings and implications of focused research related to the effectiveness of ferry transportation services which are focused on the perspective of accessibility and scheduling limitations as well as the obstacles faced when implementing ferry transportation services in the waters of the Islands Province Riau.

The research framework provides a brief description of the stages and methodological implementation on the basis of empirical studies and is compared with relevant comparative research and identifies research that is currently being carried out regarding the effectiveness of ferry transportation services which is focused on the perspective of accessibility and scheduling limitations as well as obstacles faced when implementing ferry transportation services. in the territorial waters of the Islands Province.



**Fig 1 Thought Framework Chart**  
Source: Author's Process, 2024

**III. THE METHODS OF RESEARCH**

*A. The Research Types*

This research uses a qualitative descriptive approach, with a series of research stages that are systematically focused, planned and structured from the data collection stage, data analysis, interpretation to the research discussion stage.

Preliminary research findings are formulated based on the basic problems to be researched and become a reference for methodological and systematic linear stages based on empirical theory when interpreting and analyzing actual data obtained on ferry transportation services in the waters of the Riau Islands Province.

*B. Research Location and Time*

The location of the research is at the Lake River and Ferry Transport Company PT ASDP Indonesia Ferry (Persero) of Batam Branch, which is located on Fatimura

Street, Telaga Punggur Ferry Port, Batam City, a generalization effort to reveal and identify the initial conditions of the location where the observations were made.

This research was carried out from February to June 2024 and empirical scientific development was based on archival data documents related to the effectiveness of ferry transportation services which focused on accessibility and scheduling limitations as well as obstacles faced when implementing ferry transportation services in the waters of the Islands Province.

**IV. THE RESULTS AND DISCUSSION**

The following are the results of a discussion of research on the effectiveness of organizing ferry transportation services in the Riau Islands which focuses on accessibility and scheduling limitations, as follows:

*A. Ferry Transport Production*

Table 1 Average Number of Passengers on the Pioneer Crossing 2021-2023

No	Average	Real 2021	Real 2022	Real 2023
1.	Trips	8828	11.262	11.457
2.	Passengers	241.692	460.567	429.472
3.	2 and 3 Wheeled Vehicles	173.128	262.505	273.052
4.	4 Wheeled Vehicles	144.923	204.553	201.786

Source: PT ASDP Indonesia Ferry (Persero) Batam Branch, 2024

From the table above, it can be seen that the average number of passengers on the Pioneer Crossing is experiencing an upward trend. Judging from the trip sector in 2021, the number of trips was recorded at 2,897 and experienced a spike to 3,976 in 2022 or around (37.24%) and experienced another increase in 2023 to 4,007 trips or an increase of around (0.77%) from the previous year.

Likewise, the upward trend in the passenger sector. In 2021, the total number of passengers using pioneer crossing services was recorded at 103,440 people, increasing to

143,261 people in 2022 or an increase of around (38.49%). However, in 2023 there will be a slight decrease to 141,793 or down (1.02%).

The annual growth of transportation of people and goods is in a ring that is not yet normal/unstable, so strategic steps are needed so that pioneer ship services are right on target so that the existence of pioneer transportation is in accordance with what is outlined in the guidelines for the implementation of public services.

Table 2 Average Number of Commercial Transport Passengers 2021-2023

No	Average	Real 2021	Real 2022	Real 2023
1.	Trips	8828	11.262	11.457
2.	Passengers	241.692	460.567	429.472
3.	2 and 3 Wheeled Vehicles	173.128	262.505	273.052

Source: ASDP, 2024

Table 3 Average Ferry Transport Production of Riau Archipelago Sea Region 2021-2023

No	Average	Real 2021	Real 2022	Real 2023
1.	Trips	11.725	15.238	15.464
2.	Passengers	345.132	603.828	571.265
3.	2 and 3 Wheeled Vehicles	205.695	304.702	316.466
4.	4 Wheeled Vehicles	156.065	217.180	211.260

Source: ASDP, 2024

*B. Crossing Track Network*

Ferry transport routes in the territorial waters of the Riau archipelago continue to develop every year in a wide range of sea areas connecting the Riau Archipelago with the islands of Sumatra and the island of Kalimantan. The development of the transportation network cannot be separated from the interests of local economic and regional development.

A deep understanding of the interactions between regional developments is a fundamental thing that is of concern in transportation plans. The waters of the Riau Islands already have 19 crossing routes consisting of 12 pioneer routes connecting Bintan Island with the islands of Anambas, Natuna and West Kalimantan.

Seven commercial routes connecting the islands of Batam, Bintan and Sumatra. There are many pioneer routes available but only have one voyage with seven ports of call during the six day journey. Lingga Regency is also served by a pioneer route connecting Bintan Island with Dabo Singkep and Tanjung Balai Karimun.

Providing crossing network infrastructure that connects islands could possibly have an impact on fundamental changes in regional economic growth and be able to bring change in the region towards a new balance point.

From the data above, it can be seen that the imbalance relationship between regions shows that effectiveness may not occur on services on remote outer islands which are still served by pioneer crossing vessels with a subsidy pattern.



Based on survey results at the ferry port location, it indicates that there is a queue density on the Tanjung Uban - Batam commercial route which experiences continuous congestion and normal effectiveness. A different view occurs on the crossing transportation service between the provinces of Tanjung Uban – Anambas – Natuna.

The following is an excerpt from the author's interview with Informant III (To the Head of Class II BPTD Riau Islands Province): That, despite the conditions of limited access and convenience, the existence of crossing transportation that has been provided by the government has really helped people who want to travel, the mobilization of people and goods has become better. optimally, opening up economic access to isolated areas and being able to open up business opportunities.

*"... this ferry transportation agency is a public service agency that has characteristics of public accountability. What is very difficult to assess the quality of ferry transportation services is when the assessment does not take into account the role of the community as recipients of the service and the apparatus as implementers of the service."* (Results of Interview with Informant III).

According to Informant III, one of the most important factors in transportation with regional development is accessibility which is defined as the ability or condition of a region, region, space to be accessible to outside parties, either directly or indirectly.

From the explanation above, the author tries to ask questions to the informants regarding the determination of commercial crossing routes in an effort to increase connectivity between regions, as well as the efforts of the Riau Islands Class II BPTD to increase access to special facilities and infrastructure for rural areas so that the crossing network can be faster.

*"Currently there are still many problems in providing transportation services that need to be addressed, the distribution of transportation development and development is still concentrated in only a few areas, limited funding, physical conditions of facilities and infrastructure and the lack of regulator, owner and operator functions in implementing transportation services."* (Results of Interview with Informant III).

Based on data from the Indonesian Ministry of Transportation, the need for ferry vessels has been determined at 225 crossing vessels throughout Indonesia. Meanwhile, referring to the Regulation of the Minister of Transportation of the Republic of Indonesia Number 104 of 2017 concerning the Implementation of Ferry Transport, that ship operation approval is given to 1 (one) ship only to serve 1 (one) crossing and for pioneer transport shipping it can be given for more than 1 (one) crossing .

The following is an excerpt from an interview with Informant VIII (Service User Community at Tanjunguban Port) who will be traveling to Batam City. Questions regarding the use of ferry services and speedboat services.

*"... in my opinion it depends on my needs, if I am traveling alone then it is more effective to use a SpeedBoard ship, the situation is different if I am traveling with my family, it will be more effective and efficient to use a ferry boat."* (Interview with Informant VIII).

From the information above, it can be seen that each ship has its own level of needs.

### C. Ferry Port Data

According to Government Regulation Number 61 of 2009 concerning Ports, ports are divided into sea ports, and river and lake ports. Sea ports can be located on the sea or on rivers and are used to serve sea transportation, and/or ferry transportation.

The aspect of effectiveness that is possible in the use of sea ports which function as ferry ports is that there will be a process of loading and unloading goods using this mode of transportation, this happens at a number of sea ports in Natuna Regency.

In this regard, Informant VII (Capt. KMP Bahtera Nusantara Ship 01 Lintasan Matak – Midai) when asked for his response regarding the obstacles faced during the process of berthing the ship at the sea port used by ferry ships, especially during the process of loading and unloading people and goods.

*"Standards and procedures for ferry ships are that the ship will dock at the port with the Moveable Bridge (MB) standard, but if conditions do not allow the ship to dock at the side door, this will not be effective because it will not be possible to get in and out of the vehicle and ask for access. people and bulk goods."* (Interview Results with Informant VII).

The same explanation was given by Informant I (Head of the Port Division of the Rian Islands Province Transportation Service, Mr. Azis Kasim Djou, ST, MH) who said that sea transportation is able to be one solution to disparities between archipelagic regions which makes sea transportation an added value part of regional integration efforts so that it supports growth rate of the region.

A problem could occur considering the vast sea area of the Riau Islands and there are many islands that have to be stopped by ships or ferryboats.

*"...one of the strategic policies and missions of the Riau Islands Provincial Transportation Service is to accelerate inter-island connectivity and regional infrastructure*

*development, namely improving/developing sea transportation between priority districts/cities/islands. From this we can see that the national transportation system is an important factor in supporting regional trade activities and must be integrated with services in the port sector so that transportation services are fulfilled."* (Results of Interview with Informant I).

#### *D. Factors that Influence Effectiveness*

In reviewing the effectiveness of ferry transportation services, researchers used an open systems perspective model, namely one of the models for measuring effectiveness proposed by Richar M. Steers. This open systems approach model focuses attention on the relationships between components both inside and outside the organization.

This approach includes four aspects. Namely aspects of organizational character, aspects of environmental character, aspects of worker character and aspects of management character. These four aspects will be analyzed based on the results of observations and interviews in the field as described further below:

##### ➤ *The Organizational Character*

Mahsun (2009) believes that based on their character, public organizations can be divided into two, namely organizations that are purely not seeking profit, and quasi non-profit organizations. Mahsun (2009) explains that pure non-profit organizations are public organizations that provide or sell goods and/or services. Intended to serve and improve the welfare of the community.

Meanwhile, quasi non-profit organizations are public organizations that provide or sell goods and/or services with the aim of serving the community and making a profit (surplus).

ASDP Indonesia Ferry Company (Persero) is one of the state-owned companies (BUMN) for the public transportation sector which aims to fulfill the welfare of the community, while the aim of private sector organizations is to seek profit Bastian (2010).

The following is an excerpt from an interview with Informant II (Head of the Water Transport Division of the Riau Islands Province Transportation Service, Mr. Ferry Gustiawan, SE, Msi).

*"In practice, ferry transportation services involve three important organizations that play a role in the service process, first the central government, namely BPTD Riau Islands, the Regional Government, namely the Department of Transportation, and ASDP Batam Branch. According to you, what is the relationship between stakeholders in organizing ferry transportation services? in the sea area of the Riau Islands."* (Results of Interview with Informant II)

The Riau Islands Provincial Transportation Service is an implementing element in the transportation sector, as a regulator able to ensure public services run, one of which is by internalizing cross-sector strategic issues such as border, sovereignty and maritime issues.

This is important to build stakeholder relationships and create policies that side with the community. The importance of the role of local government which has direct contact with the community.

The following is an excerpt from an interview with Informant IV (General Manager of ASDP Batam Branch Mr Nana Sutisna) on Wednesday 5 June 2024.

*"As a company operator, we are obliged to comply with regulations, ASDP Batam Branch under the coordination of the Transportation Department and the Riau Islands BPTD can provide input in improving inter-island accessibility, this can be done by placing Roro Water Bus Ships which have smaller specifications through an operational cooperation pattern with the company. This is important to do considering the limited access between islands that connect high economic areas with low economic areas. Efforts to shorten the span of control between small islands have a big influence on economic growth."* (Interview with Informant IV)

##### ➤ *The Environmental Character*

According to Steers (1985) factors that influence organizational effectiveness include the environmental character which include the external and internal environment. The external of the environment is the first aspect that is outside the boundaries of the organization and greatly influences the organization, especially in decision making and taking action. The internal of the environment in organizing ferry transportation is the organization that is involved in organizing ferry transportation services.

The following is an excerpt from the interview of Informant III (Head of BPTD Class II, Riau Islands Province) regarding efforts to implement services and ease access to the community in responding to environmental characteristics which is one of the factors in determining the effectiveness of ferry transportation.

*"BPTD Class II Riau Islands in organizing ferry transportation is guided by PM.104 of 2017, environmental characteristics in the archipelagic region are fundamental when determining appropriate ship specifications for navigating the sea area of the Riau Islands. Not all ships are suitable for deployment in remote areas, the limited number of facilities currently makes BPTD focus on evaluating ship production, distance/travel time is one of the BPTD evaluation materials."* (Results of Interview with Informant III).

Distance and travel time are one of the evaluation materials to improve services to service users, this was conveyed by the Riau Islands BPTD. Everyone will calculate the time with the costs incurred.

As intended, the effectiveness of organizing crossing transportation is largely determined by the service time provided by officers. Based on Governor's Decree No. 1065 of 2022 concerning Domestic public passenger transport rates for districts/cities within the Riau Islands Province regarding the increase in fuel oil prices, the rate will be evaluated periodically every 3 (three) months.

With the stipulation of the Decree of the Governor of the Riau Islands Number 1731 of 2016 concerning tariffs for domestic public passenger transportation between regencies/cities within the Riau Islands Province. According to passengers, the cost of ferry ticket prices is in their assessment.

"...for me, ferry transportation rates are very affordable, there are several alternative transportation modes from the port of origin to the destination port, if from Punggur Port we use ferry transportation, the cost is only Rp. 21 thousand, while using SpeedBoat the cost is 50 thousand." (Results of Interview with Informant III).

#### ➤ *The Employees Character*

Employees are the factor that has the most influence on effectiveness. To meet the needs of workers placed on ferry transportation, the company classifies the characteristics of workers on ferry transportation who have the complexity of knowledge and skills required in Government Regulation Number 7 of 2000.

Below are excerpts from the author's interview with Informant V (Mr. Bahrul ST, with the position of Head of Business Manager of the ASDP Indonesia Ferry Company (Persero) Batam Branch:

*"The issue regarding the characteristics of workers in service at ASDP Batam Branch is that they meet the standard classification required in regulations regarding ship crew certification which must be met."* (Results of Interview with Informant V)

This informant emphasized that every worker must implement service standards as mandated in the Regulation of the Minister of Transportation of the Republic of Indonesia Number 62 of 2019 concerning Minimum Service Standards for Ferry Transport. There are five indicators studied, namely safety, security, comfort, convenience and equality.

#### ➤ *The Management Character*

The existence of management is part of the strategy and work mechanism designed to condition everything within the organization so that effectiveness is achieved.

Management policies and practices are tools for leaders to direct every activity to achieve organizational goals. Good management will lead to excellent service quality, the level of ferry transport service is prepared referring to the Minister of Transportation of The Republic of Indonesia Regulation Number 62 of 2019 concerning Minimum Service Standards for Ferry Transport.

There are five indicators that must be met, namely safety, security, comfort, convenience and equality. Of the five service attributes, there are a number of ferry transportation services that are still in the very good service category so that the SPM for ferry transportation provided is effective for ships sailing the Riau Islands sea area.

The following are the results of the interview with Informant IV (General Manager of PT ASDP Batam Branch, Nana Sutisna):

*"...to support the effectiveness of ferry transportation services, the company implements management practices that are oriented towards comfort, discipline, friendliness and politeness, time certainty, ease of access and security."* (Results of Interview with Informant IV).

Based on the findings of field observations, researchers identified that PT ASDP Batam Branch has met the ferry transportation service standards stated in the Ministry of Transportation Regulations. There are a number of ferry transportation services that are still in the very good service category so that the SPM for ferry transportation provided is effective for ships. which sails the sea area of the Riau Islands.

#### *E. Analysis of Accessibility Limitations, Scheduling and Main Obstacles*

The availability of accessibility is expected to provide convenience for people using crossing transportation. The analysis was carried out on the Anambas, Natuna and West Kalimantan pioneer routes sailed by KMP.Bahtera Nusantara 01:

From the results of observations in the field, KMP movements were obtained. Bahtera Nusantara 01 from the base port of Tanjung Uban to six ports of call is considered ineffective in providing services.

*Covering a distance of around 574 miles (7-8) days, the journey takes quite a long time to return to the port of origin. Serving 72 trips per year, data shows an average passenger production of 18,012 people per year, considering that long distances require expensive transportation costs. So to reach the furthest distance from the city center will incur high costs.*

One thing that states whether the level of accessibility is high or low is that it can be seen from the number of components and networks that exist in an area. The more



network components there are in the area, the easier accessibility can be obtained.

The Head of the Riau Islands Provincial Transportation Service at the 2024 Pioneer Transport Monitoring and Evaluation event explained that pioneer transport in several regions was already moving on one port route of origin and destination, such as the Dompok-Dabo and Dompok Karimun pioneer routes, only for the Anambas Natuna area an evaluation was being carried out because routes that stop at six ports, there will be an evaluation in 2025 to shorten the distance, so as to reduce production costs.

The problem is that there are limited ship specifications that are suitable for navigating the upper and lower routes, currently there are only two transport vessels available that can move long distances. The Riau Islands still really need central government support in providing transportation facilities and infrastructure.

The Riau Islands BPTD said the same thing, in an effort to support regional connectivity, easy access is needed. The evaluation of pioneering transportation was carried out to listen to the aspirations of the community's needs. Natuna and Anambas are the areas with the most difficult access in the Riau Islands region. This must be of concern to the government. Evaluate to date how this crossing transportation can be utilized by the community so that there are no transportation vacancies on each trip.

The characteristics of the Riau Archipelago Province region, which has 2,408 islands with a sea area of 98.07%, creates the main means needed by people between islands is sea transportation. Apart from sea transportation, the availability of land and air modes has filled the Riau Islands through the subsidized public transportation program. air and Damri.

However, because the main need is accessibility and connectivity between islands, it is alleged that this has not been able to be addressed due to several obstacles/problems. Identification of the main factors limiting accessibility as a measure of the ease of a location to be reached via the transportation system.

However, from the results of observations at a number of ports of call there are still no ferry ports available, this is of course very difficult for service users to transport by vehicle.

In this regard, the author has interviewed Informant VI (Head of UPT Region III Natuna Regency and Anamas Regency Muhammad Fadlal ST)

*"As the Head of UPT for the outermost regional port, the lack of ferry ports in several sub-districts such as Midai, Serasan and Subi will certainly be very difficult for the community, however, the people's shipping transport/local*

*ships that are commonly used are still a solution to be used. Currently, the basic need of the community is a ship. ensure that you can move/schedule in any situation and condition to ensure that the supply of basic community needs is not interrupted."* (Results of Interview with Informant VI).

Based on observations, it was found that the accessibility of ferry transportation connecting the Riau Islands Province with Jambi Province currently has the highest transportation production compared to other regions.

## V. THE CONCLUSIONS AND RECOMMENDATIONS

### A. The Conclusions

Based on the description above, the following conclusions can be drawn:

- There are a number of factors that influence the effectiveness of ferry transportation in the maritime area of Riau Islands Province, both in terms of characteristic aspects, environmental character aspects, worker character and management character
- The character of the external environment of the Riau Islands maritime region which is separated by sea and the varying distances of each region greatly influence the effectiveness of services;
- Limited accessibility and schedules often result in queues of vehicles at ferry transport services at each port, especially holidays and religious holidays, and a buildup of passengers that exceeds transport capacity, this is due to the ticket sales system of queuing counters implemented by the ASDP Indonesia Ferry Company Batam Branch;

### B. Recommendations

- For the local government to optimize the Tanjung Uban-Tambelan route service which is sailed by KMP.Bahtera Nusantara 03 via bulk goods transportation, due to the limited number of goods transportation vehicles on Tambelan Island;
- So that the ASDP Indonesia Ferry Company, Batam Branch, accelerates the implementation of 'Ferizy' online ticket purchases to reduce vehicle queues at Telaga Punggur Harbor and Tanjung Harbor.

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