

ANALISA PENINGKATAN KUALITAS LAYANAN JASA REPARASI KAPAL DI GALANGAN KAPAL JAWA TIMUR

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ABSTRAK

Jawa Timur adalah daerah dengan banyak perusahaan galangan kapal dimana layanan jasa reparasi kapal menjadi salah satu jasa utama yang ditawarkan kepada pemilik kapal/perusahaan pelayaran. Kualitas layanan jasa reparasi dan tingkat kepuasan penggunaannya sangat mempengaruhi keberlangsungan galangan kapal tersebut. Tujuan dari tugas akhir ini adalah untuk meningkatkan kualitas layanan jasa reparasi kapal berdasarkan penilaian pemilik kapal/perusahaan pelayaran yang pernah melakukan reparasi kapal di galangan kapal yang ada di daerah Jawa Timur. Pertama, dilakukan analisis kepuasan dan penilaian pemilik kapal/perusahaan pelayaran terhadap layanan jasa reparasi kapal di galangan kapal Jawa Timur yang mencakup empat variabel yaitu biaya reparasi, mutu pekerjaan, waktu reparasi, serta pelayanan dan fasilitas. Kedua, dilakukan analisis komponen galangan kapal yang mempengaruhi layanan jasa reparasi sehingga diketahui komponen yang memberikan kontribusi terhadap kepuasan dan penilaian pemilik kapal/perusahaan pelayaran. Ketiga, dihitung besarnya fasilitas yang perlu ditingkatkan berdasarkan keterlambatan dari pekerjaan reparasi. Analisis dilakukan dengan menggunakan metode statistika deskriptif dan pembobotan dari setiap variabel yang dinilai. Hasil analisis menunjukkan bahwa kedelapan galangan kapal di Jawa Timur yang dibagi kedalam tiga kategori berdasarkan kapasitasnya menunjukkan perlu dilakukan peningkatan komponen penunjang layanan jasa reparasi kapal. Galangan kapal kategori A perlu meningkatkan fasilitas konstruksi sebesar 97% dan fasilitas bengkel outfitting sebesar 89%. Galangan kapal kategori B perlu meningkatkan fasilitas konstruksi sebesar 85,4%, fasilitas bengkel mesin sebesar 76,92%, fasilitas bengkel outfitting pipa sebesar 42,11%, fasilitas bengkel kayu sebesar 94,74%, fasilitas bengkel listrik sebesar 57,14%, dan fasilitas bengkel fashar sebesar 100%. Sedangkan galangan kapal kategori C, fasilitas dengan peningkatan sebesar 100% yaitu fasilitas docking, fasilitas lifting, dan fasilitas workshop, untuk fasilitas pendukung perlu ditingkatkan sebesar 60%.

Kata kunci: Peningkatan Layanan, Reparasi Kapal, Galangan Kapal, Jawa Timur.

ANALYSIS OF IMPROVING THE SHIP REPAIR SERVICE QUALITY IN EAST JAVA SHIPYARD

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ABSTRACT

East Java is an area with many shipyard companies where the ship repair services become one of the main services offered to the shipowner/shipping company. Quality repair services and user satisfaction are greatly affect the sustainability of the shipyard. The main objective of this final project is to improve the quality of services based on an assessment of ship owners/shipping company. Firstly, analyzing and assessment of the shipowner/shipping company satisfaction of ship repair services which including four variables: the cost of repair, job quality, repair time, as well as services and facilities. Secondly, analyzing component that affects shipyard repair services that are known components that contribute to satisfaction and assessment of ship owners/shipping companies. Thirdly, calculating the amount of facilities that need to be improved based on the delay of repair work. Analyses were performed using descriptive statistical methods and weighting of each of the variables that assessed. The results of analysis showed that the eight shipyards in East Java, which is divided into three categories based on their capacity show the necessity to improve the supporting component of ship repair services. Shipyard category A need to increase by 97% for the facility construction and 89% for outfitting workshop facilities. Shipyard category B needs to increase by 85.4% for construction facility, 76.92% for machine shop facilities, 42.11% for outfitting workshop facilities, 94.74% for wood workshop facilities, 57.14% for electrical workshop facilities, and 100% for fashar workshop facilities. Shipyard category C needs to increase 100% for docking undocking facilities, lifting facilities and workshop facilities, but for supporting facilities needs to be increased by 60%.

Keywords: Service Improvement, Ship Repair, Shipyard, East Java.