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Determination of User Satisfaction of Seafarer's Book Service: Analysis of Service Quality, Facilities, and Standard Operating Procedures at KSOP Class II Marunda

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Abstract: Determination of Seafarer's Book Service User Satisfaction: Analysis of Service Quality, Facilities, and Standards Operating Procedure at Ksop Class II Marunda is a scientific literature review article. The purpose of this article is to develop a hypothesis of the influence of variables that will be used in further research. The objects of this research are online libraries, Google Scholar, Mendeley, and other academic online media. The research method uses library research sourced from e-books and open-access e-journals. The results of this article are: 1) the effect of service quality on service user satisfaction; 2) the effect of facilities on service user satisfaction; 3) the effect of SOP on service user satisfaction.

Keywords: Service Quality, Facilities, Standard Operating Procedure, Service User Satisfaction.

INTRODUCTION

Quality public service is a key indicator of increasing public trust and satisfaction with government agencies. In the maritime transportation sector, the Harbormaster and Port Authority Office (KSOP) plays a strategic role in providing administrative services to seafarers, including through the issuance and management of Seafarers' Handbooks. Seafarers' Handbooks serve as official seafarer identification documents, crucial for ensuring smooth onboard work and meeting legal requirements in the shipping industry. As an agency responsible for publishing Seafarers' Books, the Marunda Class II KSOP is required to provide fast, accurate, and transparent service, supported by adequate facilities. However, in practice, various obstacles remain, such as relatively long service times, limited supporting facilities, and the need for improved service area comfort. These conditions can impact user satisfaction, particularly among seafarers who rely heavily on punctuality and easy access to services.

User satisfaction is an important factor that reflects the success of a public service organization. The level of satisfaction is influenced by various factors, including service quality, which includes reliability, responsiveness, assurance, empathy, and physical evidence, as well as facilities available in the service environment. Therefore, a comprehensive study is needed to understand the extent to which service quality, facilities, and SOPs play a role in determining user satisfaction with the Seafarer's Book service at KSOP Class II Marunda. Based on this background, this study aims to analyze hypotheses for further research on the following problems: 1) Does service quality affect user satisfaction? 2) Do facilities affect user satisfaction? 3) Does SOP affect user satisfaction?

METODE

The method for writing a literature review article is carried out through library research and a systematic literature review (SLR). This analysis is qualitative, using sources from online applications such as Google Scholar, Mendeley, and other academic applications. A systematic literature review (SLR) is defined as a series of steps to detect, evaluate, and interpret all available research evidence, to provide answers to specific research questions (Resnawita & Karmanita, 2024).

In qualitative studies, library research must be applied consistently with existing methodological principles. One reason for conducting qualitative analysis is the exploratory nature of this research (Safarudin et al., 2023).

RESULTS AND DISCUSSION

Results

Based on the background, objectives, and methods, the results of this article are as follows:

User Satisfaction

User satisfaction is an important indicator for assessing the success of implementing a service system (Syahfitri et al., 2022). Service user satisfaction is a customer's response to an assessment of the discrepancy or dissatisfaction experienced between prior expectations (or other performance standards) and the actual performance of the product as perceived after use (Affan, 2020). User satisfaction is influenced by various aspects, one of which is service quality, where consumer satisfaction is directly related to competition (Djaelani & Darmawan, 2021). The level of user satisfaction with shipping agency services at Teluk Adang Port, Tanah Paser, is influenced by the quality of service, which is considered adequate, but still faces challenges in human resources, facilities, and field procedures. This situation requires continuous improvement to ensure agency services are more effective in meeting the needs of shipping companies (Erfianto & Turnip, 2025).

User satisfaction is the main factor in preventing undesirable events for all parties, both ports and shipping agents, such as ship buildup or waiting time, because optimal service is able to meet customer needs effectively (Wijaya, 2022). User satisfaction includes the overall feelings of customers after they receive and use a product or service, where this satisfaction will only be felt after making a transaction and enjoying the service provided (Suryantoro, 2021). The level of user satisfaction with sea transportation services in Indonesia has increased when real-time access to travel information is available through digital applications, but previous research has focused more on aspects of efficiency and cost reduction, so the direct relationship between digitalization and user satisfaction has not been discussed thoroughly (Setiono & Purwiyanto, 2025). Consumer satisfaction is achieved when the quality of service provided meets or even exceeds the expectations of consumers with the following operational aspects: 1) Operational Service Efficiency, 2) Effective and Responsive Communication, 3) Understanding of Cargo Ship Needs, 4) Service Innovation, 5) Staff Professionalism, 6)

Sustainable Customer Relations, 6) Compliance with Industry Standards (Wulan et al., 2025).

Service Quality

Service quality has a significant influence on determining user satisfaction, which is the primary measure used to evaluate service quality **(**Ikhsan, 2025). In maritime transportation, this includes punctuality, staff courtesy, comfort of facilities, and attention to passenger needs. Service quality refers to the desired degree of excellence and the regulation of that degree of excellence to meet consumer expectations (Setiono & Melinda, 2022). Service quality can be defined as the extent of the difference between reality and customer expectations regarding the service they receive or obtain (Prihatma,2020). Service quality is a very crucial factor in the shipping agency sector, because satisfactory service can increase the level of customer satisfaction, which ultimately supports the company's positive image (Wulan et al., 2025).

Service quality refers to the degree of skill expected and the management of that degree of skill to meet consumer expectations (Azizul et al., 2024). Service quality starts from consumer desires and ends with satisfaction, or the consumer's views and attitudes towards a company's goods are in accordance with expectations (Jabir et al., 2022). Service quality is a view of the overall quality revolution that must be thought about and made into an idea that needs to be formulated so that the implementation process can be re-tested, to make it a living, sustainable and continuous process in fulfilling customer satisfaction, with the following indicators: 1) T*angibles,* 2) *reliability*, 3) *responsiveness,* 4) *assurance*, 5) *empathy* (Dekanawati et al., 2023). Service quality can be measured by analyzing consumers' views regarding the services they actually receive compared to the services they actually expect in relation to various aspects of a company's services (Pahlawansah et al., 2022). Service quality refers to the capacity of a company or service provider to routinely meet customer expectations, with important aspects that need to be considered in service quality, including timeliness in providing services, the skills of the staff, the friendly attitude of officers when providing services, and also the condition of the physical facilities available (Darmawan, 2024).

Facilities

Facilities are anything that plays a role in facilitating the more effective marketing of a product. The existence of facilities is a crucial factor in supporting a company's success in marketing its products to consumers, both users of goods and services (Putri & Surianto, 2024). Facilities can also be understood as a type of purchase of benefits from a company to consumers who use it, which is given based on payment of a certain amount of money (Kabbani & Santoso, 2023). Facilities are means and equipment that have an important role in increasing satisfaction by providing convenience, fulfilling needs, and creating a sense of comfort for consumers (Pasaribu, 2024). Facilities include various means, equipment, and forms of services that are used to support the implementation of tasks, both individually and in a social context, which are related to the needs of the organization and users in general (Melda et al., 2025). Well-maintained and efficiently managed facilities and infrastructure ensure continued functionality and provide consistent support for teaching and learning activities (Putra, 2025).

Port facilities refer to the equipment provided by port management to support all activities and activities that provide a sense of security and comfort for port service users and passengers when carrying out departure and arrival activities using sea vessels (Sugihandika, 2024). Facilities emerge as one of the important factors for service users in making decisions (Syafri et al., 2023). Facilities are all kinds of tools and resources provided by the institution to support a good experience for service users (Aningsi, 2025). The indicators of the facilities are: 1) Adapting to needs, 2) Capable of improving performance, 3) Practical to use, 4) Speeding up the workflow, 5) Arrangement is carried out well (Yandi & Trimerani, 2023).

Standard Operating Procedure

Standard Operating Procedures (SOPs) in a company are prepared from the ground up to simplify and increase the effectiveness of employee performance, which in turn will have an impact on the company's work results and performance (Halik et al., 2024). Standard Operating Procedures (SOPs) are the main guidelines that regulate the steps related to work activities in a company, which aim to bind and limit employees in their work (Nabilla & Hasin, 2022). Standard Operating Procedures (SOPs) are a guide or reference for carrying out work in line with the functions and performance measurement tools for government and private institutions, both business-oriented and non-business-oriented, based on technical, administrative, and procedural indicators in accordance with the procedures, work processes, and systems applicable in the relevant unit (Marsel, 2024). Standard Operating Procedures (SOPs) are a mechanism developed to facilitate and better organize work execution. (Muhammad, 2024).

SOP (Standard Operating Procedure) is a guideline or reference for carrying out work tasks in accordance with its functions and responsibilities based on technical, administrative and procedural parameters that are in line with the work system, work methods and procedures in the related work unit which has the aim of building commitment regarding the work carried out by the agency's work units (Khotami et al., 2021). Standard Operating Procedures are a set of standardized written guidelines related to the various stages in carrying out an organization's activities, and explain how and when they are carried out, where and by whom they are carried out (Pratiwi et al., 2021).

Standard Operating Procedure (SOP) explains the roles and duties of each employee, including who is responsible and who carries them out, the time of activity implementation, the flow or stages of the work process, the required documents, and the party providing approval (Subandi & Rahmawati, 2024). SOP's can be categorized as good if they can increase performance efficiency, guarantee consistency, simplify the monitoring process, and serve as a guideline for employees in carrying out their duties (Nabilla & Hasin, 2022).

By implementing effective SOPs, companies can ensure that every employee action is carried out according to predetermined standards, minimizing the potential for errors and improving the quality of the results achieved (Rahmawati & Suryana, 2024). A set of written guidelines that systematically regulate the stages, responsibilities, document requirements, and standards for implementing the process of recording the entry (sign on) and exit (sign off) of seafarers in the seafarer's book (Nababan et al., 2024).

Review Relevant Articles

Review relevant articles as a basis for determining research hypotheses by presenting findings from previous investigations, outlining similarities and differences compared to the research plan, and relevant previous studies, as shown in Table 1 below.

Table 1. Relevant Research Results

No	Author (Tahun)	Hasil Riset Terdahulu	Persamaan Dengan Artikel Ini	Perbedaan Dengan Artikel Ini	H
1	(Melani et al. 2025).	The results of the study show that the quality of seafarers' book management services at the Dumai Class I Harbormaster and Port Authority office is classified as good, with a percentage of 85.07%	Service Quality Influences the Management of Seafarers' Books	The influence of service quality and facilities on customer satisfaction	H1

2	(Firlana et al. 2024).	The results of this study indicate that the variables of port facilities, service quality, and service performance have a positive and significant effect, both partially and simultaneously, on service user satisfaction at PT. Pelindo Terminal Petikemas Belitung	Service quality influences satisfaction.	The Influence of Service Quality and Service Facilities on Public Satisfaction in Passport Applications	H1
3	(Poma, S. 2024).	The results of this study indicate that service quality, price, and facilities simultaneously significantly influence customer satisfaction at PT. ASDP Indonesia Ferry, Kupang Branch. However, partially, service quality and price do not significantly influence customer satisfaction.	Service Quality on User Satisfaction	The Influence of Service Quality on Decision Making at PT. ASDP Indonesia Ferry, Kupang Branch	H1
4	(Rijal et al. 2023).	The results of this study state that Facilities, Service Quality, and Human Resource Competence have a positive and significant influence, both simultaneously and partially, on service user satisfaction at PT. Pelabuhan Indonesia (Persero).	The Influence of Facilities and Service Quality on User Satisfaction	The Influence of Human Resource Competence on User Satisfaction of PT. Pelabuhan Indonesia (Persero) Services	H2
5	(Maulidiah et al .2023).	The results of this study indicate that service quality has a positive and significant effect on facilities towards customer satisfaction, and the indirect relationship between the independent and dependent variables that are mediated has a positive and significant effect.	The Influence of Facilities on the Quality of Service for Service Users	The Influence of Facilities on Implications for Customer Satisfaction	H2
6	(Dedy, A., & Alfandi, Y. 2022).	The Sari Ater Hot Springs Resort hotel facilities generated a positive response because most respondents felt that the Sari Ater Hot Springs Resort hotel facilities were quite good.	The Influence of Facilities on Service User Satisfaction	The Influence of Facilities on Customer Satisfaction at Sari Ater Hot Springs Resort Hotel	H2
7	(Pratiwi et al., 2021)	The results of this study simultaneously show that Standard Operating Procedures, Job Descriptions, and Organizational Culture have a significant influence on employee performance at the Class II TPI Tanjung Uban Immigration Office.	The Influence of Standard Operating Procedures on Service Users	Job Descriptions and Organizational Culture on Employee Performance at the Immigration Office	H3

8	(Halik et al., 2024)	This study shows that the implementation of SOP for recruitment and selection of ship crew at PT. Atlantik Pratama Indonesia still faces various obstacles in achieving the company's predetermined targets.	Evaluation of Standard Operating Procedures for Service Users (Ship Crew)	Implementation, Constraints, Recruitment, and Selection of Ship Crew in Meeting Performance Targets	H3
9	(Khotami et al., 2021)	The results of this study indicate that the existence of SOPs can support smooth implementation, facilitate the control process, clarify responsibilities, and increase effectiveness, as well as provide proportional information related to task implementation.	The Influence of Standard Operating Procedures	Serving Ship Agencies	H3

Source: Processed by the Author

DISCUSSION

Based on theoretical analysis, this literature review article reviews relevant articles, evaluates the influence of variables, and develops a conceptual research design.

Based on the research findings, this article reviews relevant articles: Determination of User Satisfaction of Seafarer's Book Service: Analysis of Service Quality, Facilities, and Standard Operating Procedures.

The Influence of Service Quality on User Satisfaction with the Seafarer's Book Service

Service quality is one of the main determinants in shaping the level of satisfaction of public service users, including in the publication service of Seafarers' Books at KSOP Class II Marunda. Service quality is not formed spontaneously, but is influenced by various internal organizational factors, officer competence, service systems, and service user perceptions. The results of theoretical and empirical studies in various literatures show that the better the quality of service provided, the higher the level of user satisfaction tends to be. In the Seafarer's Book service, service quality is reflected through the accuracy of procedures, clarity of information, speed of administrative processes, friendly and professional attitudes of officers, and the ability of officers to provide solutions to obstacles faced by users. Responsive, transparent, and bureaucracy-free services will provide a positive perception for users, thereby increasing their level of trust and satisfaction with the performance of KSOP. In general, factors that influence service quality include: 1) Human Resources (Service Officers), 2) Service Procedures and Mechanisms, 3) Facilities and Infrastructure, 4) Service Systems and Management, 5) Responsiveness and Speed of Service, 6) Clarity of Information, 7) Organizational Culture and Leadership Commitment, 8) Supervision, Evaluation.

Service Quality has an impact on User Satisfaction of Seafarer's Book Services, which is in line with research conducted by (Aristi, 2024), (Nauval, 2024), (Komariyah et al., 2023), (Firman et al., 2023) , (Jabir et al., 2022), (Pahlawansah et al., 2022), (Prihatma & Sulaiman, 2020), (Dekanawati et al., 2023), and (Cassany, 2018).

The Influence of Facilities on User Satisfaction with Seafarers' Book Service

Facilities are a crucial component in the provision of public services, directly influencing user perceptions, comfort, and satisfaction. In the context of the Seafarer's Book service at the Class II Marunda KSOP, facilities are understood not only as physical infrastructure but also include complete equipment, easy access, supporting technology, and a

service environment that supports smooth administrative processes. Adequate facilities will facilitate user access to services, minimize obstacles, and increase the effectiveness of the service process. Theoretically, good facilities can increase user satisfaction by providing comfort, convenience, and certainty in the service process. The availability of comfortable waiting rooms, clean and well-organized areas, adequate seating, clear information facilities, and technology-based service systems are important indicators of service quality. When supporting facilities are adequately provided, users tend to feel valued, cared for, and receive services that meet their expectations. In addition to physical facilities and technology, accessibility also influences user satisfaction. Convenient location, parking availability, service layout, and clear informational instructions all impact user comfort during their time in the service environment. A comfortable and conducive service environment will reduce stress, complaints, and user boredom while waiting for service, thereby increasing overall satisfaction.

Facilities influence the satisfaction of users of the Seafarer's Book service, which is in line with research conducted by (Wulang, 2021), (Pasaribu, 2024), (Melda et al., 2025), (Putra, 2025), (Sugihandika, 2024), (Syafri et al., 2023), (Yandi et al., 2023), and (Aningsi, 2025).

Standard Operating Procedures for Satisfaction of Seafarers' Book Service Users

Standard Operating Procedures (SOPs) play a crucial role in enhancing user satisfaction with the Seafarer's Book service, serving as the primary reference for structured, consistent, and compliant service delivery. Properly implemented SOPs allow for a clearer understanding of each service stage, from requirements and process flow to completion times, thus minimizing errors, delays, and uncertainty, which are often sources of user dissatisfaction.

Furthermore, the existence of SOPs also facilitates officers in carrying out their duties professionally and responsibly, thus enhancing the quality of service by making it more transparent, efficient, and accountable. Therefore, the effective implementation of SOPs will contribute to faster, more orderly, and more reliable service delivery, ultimately increasing the level of trust and satisfaction of Seafarer's Book service users.

SOPs influence Seafarers' Book service user satisfaction, as evidenced by research conducted by (Marsel, 2024), (Nabilla & Hasin, 2022), (Subandi & Rahmawati, 2024), (Rahmawati & Suryana, 2024), and (Khotami et al., 2021).

Conceptual Framework of the Research

Based on the problem formulation, relevant research, and discussion, the conceptual framework for this article is as follows:

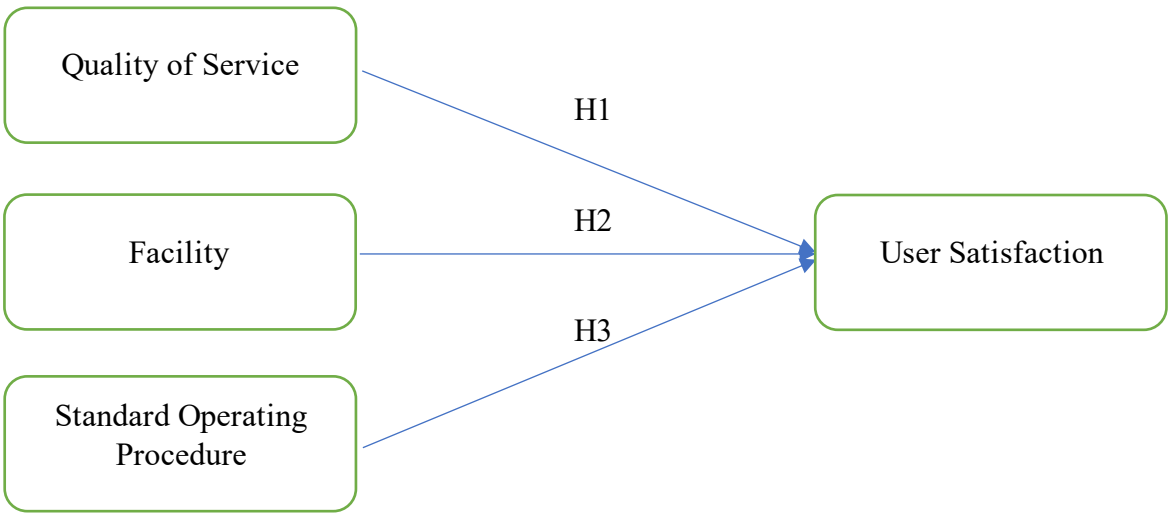

Figure1. Conceptual Framework
Source: Processed by the Author

Based on the conceptual framework above, the following results indicate that: Service Quality, Facilities, and Operating Standard Procedure influence User Satisfaction. In addition to the three exogenous variables that influence Y1, there are many other variables, including:

1) Service Procedures: (Balido & Setiono, 2023), (Muhaling et al., 2021), (Iran et al., 2023), and (Nurfadilah et al., 2025).
2) Sailor's Book: (Sutriana, 2022), (Kesuma et al., 2022), (Sari & Ginting, 2024), and (Putra, 2024).
3) Information System: (Iryanti et al., 2021), (Zebua et al., 2023), (Hiswara et al., 2021), and (Dimas & Mulyati, 2024).

CONCLUSION

Based on the objectives, results, and discussion, the conclusion of this article is to formulate hypotheses for further research, namely:

1) Service quality influences service user satisfaction;
2) Facilities influence service user satisfaction; and
3) Standard operating procedures influence service user satisfaction.

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