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Original Article

Evaluation of Sailing Approval Letter Issuance Services (Case Study at the Kotabaru-Batulicin Class II Port Authority Office)

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Abstract - *The safety of shipping can be proven by the issuance of a SAL by the Port Authority Office (PAO) responsible for supervising maritime transport safety within its jurisdiction. In this case study, it is the Class II Kotabaru-Batulicin PAO. The issue is the inefficiency of the SAL issuance process, which has a negative effect on shipping companies in terms of ship departure delays, financing, and safety risks. The research question is how the performance of SAL issuance services is viewed from the aspects of the Inaport digital application, the administrative document process, and the technical seaworthiness of ships. This study uses an integration of the IPA Analysis with regression methods to evaluate the important indicator factors that form the basis for consideration in the issuance process that require attention in the SAL issuance process. The survey was conducted on 78% of the population, namely 68 active shipping agents who are always involved in SAL issuance. The results of the study show that digitization can accelerate the SAL issuance process, although it is still constrained by the digital skills of human resources, administrative factors that increase the transparency of document validation, and technical aspects that require intervention in the handling of dangerous cargo. There is a positive relationship between service performance and expectations of Interest in digital, administrative, and technical indicator factors, and user satisfaction. It is recommended to improve technical support for digital systems, simplify administrative procedures, and strengthen technical supervision to ensure shipping safety.*

Keywords - *Inaportnet, Administration, Technical, Shipping Companies, PAO.*

1. Introduction

The issuance of a Sailing Approval Letter (SAL) is one of the legal requirements for shipping safety and is an important document for verifying a ship's seaworthiness before sailing. The SPB contains information about the ship, cargo, and voyage route, and serves to ensure compliance with shipping safety standards issued by the Port Authority Office (PAO). The sailing approval service cycle in the maritime shipping industry encompasses administrative, technical, and shipping safety aspects and involves various stakeholders [1, 2]. There are three main indicators in the SAL issuance process: digitalization of Inaportnet, administrative documents, and the ship's technical seaworthiness.

In Indonesia, the implementation of digitalization of the maritime transportation sector has been realized through the use of the Inaportnet system, including in the management of SAL. The digital port system functions to simplify and accelerate ship clearance services through electronic integration between related agencies. The adoption of Information and Communication Technology (ICT) is important for shipping companies to remain competitive and innovative [3, 4]. The industrial revolution 4.0 demands the digitalization of public services as a solution to replace manual systems with more modern and quality digital systems [5, 6]. Digitalization can create stronger competitiveness and operational resilience of ports by coordinating human resources, information, and technology in an integrated manner [7]. Digital services in the maritime shipping sector are expected to provide fast, accurate, easily accessible, safe, effective and efficient services [8-10].

From a technical perspective, SAL services involve verifying the seaworthiness of ships in accordance with national and international safety standards. The maritime shipping industry faces numerous safety-related issues at sea, such as workplace accidents or natural disasters resulting from criminal acts such as piracy [11]. Employee competence, the use of safety equipment, and training are all factors that significantly determine safety performance [12]. Therefore, verification of the seaworthiness of each ship should be carried out strictly to ensure that each ship meets the required

safety standards. Non-compliance with safety regulations is a major cause of injury and death in this sector [13]. The seaworthiness of ships must be carefully checked to ensure that ships sailing truly meet applicable safety standards.

The administrative dimension includes the process of filling in, verifying and approving ship documents, cargo, and the completeness of technical requirements that must be met by the operator or shipping agent.

Services related to ships in ports influence service users' choices regarding competitiveness between ports [14]. Service quality is central to the satisfaction of shipping company customers [15-17]. Service quality at ports provides a better experience for customers and also has a positive economic impact on the Port itself [18]. Therefore, port services, including PAO targets, need to focus on increasing capacity and service quality in supporting global trade economic growth through service performance in the SAL issuance process.

In the process of obtaining a SAL, stakeholders in the maritime shipping industry often face complex problems, such as slow bureaucratic service processes and a mismatch between the expectations and interests of shipping companies and the services provided by the Port Authority Office (PAO), a government agency responsible for navigational safety through vessel traffic monitoring, the issuance of sailing permits, and the enforcement of maritime law. These problems cause operational inefficiencies for ship owners, which affect the quality and financing of logistics delivery.

Shipping companies frequently complain about delays, administrative inefficiencies, and suboptimal use of information technology in the SAL issuance process, which impacts the smooth operation of the maritime logistics distribution system. This also occurs at the Class II Kotabaru-Batulicin at Authority Port Office, where service users frequently complain about the speed and quality of service, complicated procedures, and limited use of information technology.

The research question is how the performance of the SAL issuance service is seen from the aspects of the Inaportnet digital application, the administrative document process and the ship's seaworthiness at the Class II PAO of Kotabaru-Batulicin, which includes the digital dimensions (use of Inaportnet), administrative (document efficiency), and technical (ship seaworthiness and safety). From these dimensions, important indicators will be identified, and they must be improved and maintained in the SAL issuance process.

Previous studies have highlighted aspects of ship technical compliance and the development of digitalization in PAO services, including the use of the Inaportnet system, which can accelerate the licensing process. [19], noted that the process of issuing SAL at the Palembang Class II PAO is quite complex, requiring effective coordination to ensure that everything runs smoothly. Other findings show the challenges of implementing Inaportnet in issuing SAL at the Port, such as regulations from various institutions causing procedural inconsistencies, system interoperability hindering document verification, digital infrastructure gaps, and low digital literacy of system users. Recommends regulatory harmonization, increasing system interoperability, investment in digital infrastructure, and providing ongoing technical training for stakeholders [20].

Previous research has fully analyzed and integrated factors ranging from digitalization, administration, to technical aspects. This type of study has not addressed the fundamental components of SAL issuance or focused on technology without fully analyzing the service performance interface, customer preferences, and the integration of the three dimensions of in-port digitalization, administration, and technical aspects to assess SAL service performance indicators and identify key areas for improvement to meet the needs of shipping business stakeholders.

This study simultaneously integrates the dimensions of digitalization, administration, and technical services, a relatively limited area of research. Previous research tends to address these three aspects partially without examining the interaction and influence of integration on satisfaction, a key concern for smooth SAL processing by shipping service users. Therefore, the results of this study fill this gap by combining the IPA method and regression analysis to obtain comprehensive clarity regarding the performance of SAL services at the Class II Authority Port Office of Kotabaru-Batulicin, from the aspects of in-port digitalization, administration, and ship seaworthiness.

The SAL issuance process is often complained about by shipping companies due to delays, administrative inefficiencies, and suboptimal use of information technology, which impacts the smooth running of the maritime transport logistics distribution system. The research question related to this issue is how clear the indicator factors are that are important and must be improved and maintained in the SAL issuance process. This study integrates the dimensions of digitization, administration, and technical services simultaneously, which is still relatively limited. Previous studies tend to discuss these three aspects partially without examining the interaction and influence of integration on satisfaction, which is a concern in the smooth processing of SAL by shipping service users. This study fills this gap by combining the IPA method and regression analysis to obtain a comprehensive understanding of the performance of SAL services at the Kotabaru-Batulicin Class II Authority Port Office from the aspects of Inaportnet digitalization, administration, and ship seaworthiness.

2. Methods

2.1. Type of Research

This research is qualitative and quantitative; the use of both methods is to provide clear insight into the overall operational aspects that influence user satisfaction.

2.2. Data Collection

Data collection by conducting interviews with PAO officers, shipping agents, expeditions, and SPB service users to determine operational constraints that arise, such as network disruptions, inter-agency coordination, and the length of time for document verification. In addition, a survey using a questionnaire with a likert scale to measure the level of importance and performance of Authority Port Office services. The observed indicator variables consist of the utilization of Inaportnet digital technology 16 Indicators, administrative data regarding document processing efficiency 12 indicators and compliance with bureaucratic requirements, as well as technical aspects related to compliance with ship worthiness standards and shipping safety 12 indicators. The survey was conducted using a structured questionnaire with a likert scale of 1–5 (1 = very unsatisfactory, 2 = unsatisfactory, 3 = neutral, 4 = satisfactory, and 5 = very satisfactory).

2.3. IPA and Regression Analysis Methods

2.3.1. IPA Analysis

This research uses IPA Analysis and regression to assess how the indicators that form the basis for issuing SAL are: i). digitalization of Inaportnet, ii. document administration, and iii) technical feasibility of ships and navigation. The IPA method is widely used to evaluate the quality of public services (such as ports and logistics system services).

This method helps map service attributes based on their level of importance and performance, and identifies areas that need to be prioritized. Another advantage is that it can present quadrant visualizations that are easy for policymakers to understand [21], as well as its application in port services [1] to facilitate decision-making by public sector stakeholders. The use of the IPA method can increase efficiency and user satisfaction in maritime services [19, 22].

IPA analysis is carried out by mapping the average importance score on the (Y) axis and performance on the (X) axis to form four quadrants, namely quadrants I to IV, then mapping each indicator factor coordinate into the IPA quadrant, as in Figure 1.

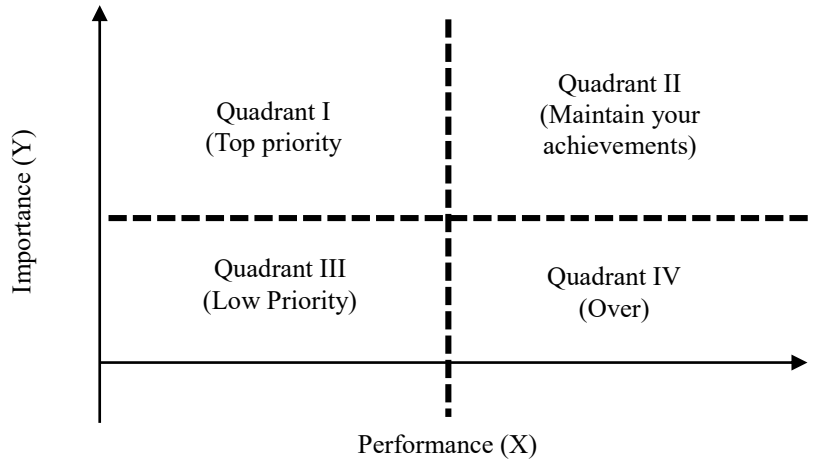

Fig. 1 IPA diagram

2.3.2. Regression Analysis Methods

Regression analysis was conducted to examine how service performance affects interests, namely Y = f(X), as experienced by shipping company agents. This analysis aims to reveal how PAO service performance improves the satisfaction of shipping industry stakeholders in the SAL issuance process.

2.4. Population and Samples

The research population included all active sea transportation service agents in the jurisdiction of PAO Class II Kotabaru-Batulicin, totaling 68 shipping companies registered in 2024. A sample of 53 (78%) shipping company agents who had renewed their licenses in 2025 was taken in order to obtain respondents who were experienced or had undergone the SAL service management process.

3. Results and Discussion

Public services in the maritime shipping industry play an important role in determining logistics efficiency and shipping safety. The Sailing Approval Letter (SAL) is an essential document that ensures that a ship has met technical and administrative standards before departure [23]. The results of performance and importance assessments based on sample responses in the Kotabaru-Batulicin Class II Port Authority area are presented in the IPA and Regression analysis in Appendix Table 1. Furthermore, Appendix Table 1 is summarized as shown in Figure 2.

Table 1. Summary of IPA and Regression

Code	Indicators	Quadrant IPA				Regression	
		I	II	III	IV	Model: Y = f (X)	Correlation
A	Digitization of *Inaportnet* (Ip)	Ip5	Ip1, Ip4 & Ip6	Ip 2 & Ip 3	-	Y = 0,7 + 0,87 X	0,869
B	Administrative Documents (Ad)	-	Ad1, Ad2, Ad3, Ad4, Ad5, Ad7, Ad8	Ad 6, Ad9, Ad10, Ad11, Ad 12	-	Y = 0,29 + 0,94 X	0,892
C	Technical Suitability (Tk)	-	Tk1, Tk2, Tk4, Tk8, Tk12	Tk3, Tk5, Tk9, Tk10, Tk11	Tk 6 & Tk7	Y = 0,04 + 1,03 X	0,849
D	Cumulative Regression (A, B, C, D)					Y = 0,12 + 0,99 X	0,938

Note:
Quadrant I is Interest (I) higher than Performance (P)
Quadrant II is Interest (I) and Performance (P) high
Quadrant III is Interest (I) and Performance (P) low
Quadrant IV is Interest (I) lower than Performance (P)

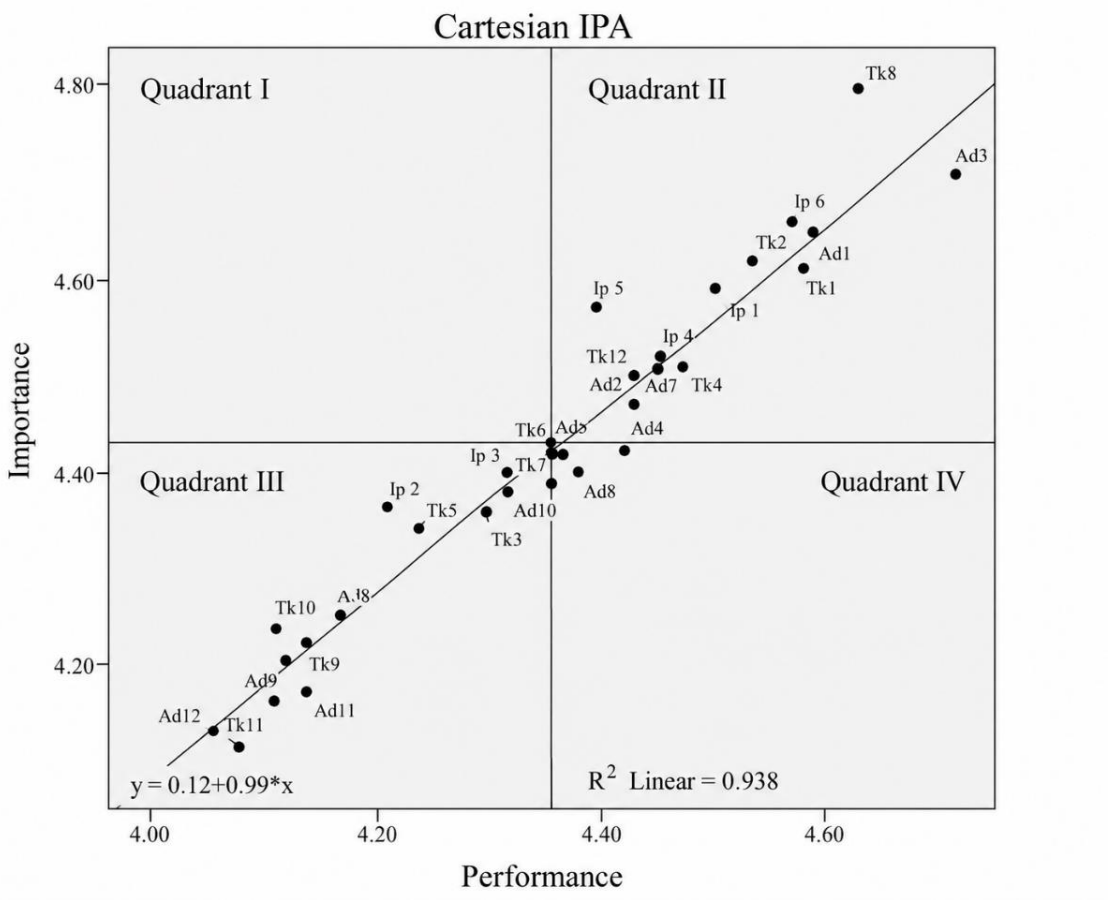

Fig. 2 Cartesian of IPA, and regression

The obstacles in the SAL issuance process are complicated bureaucracy and convoluted completion times, which hinder the smooth operation of shipping [24]. The digitization of services by PAO at ports is a transformation of the SAL service policy to overcome the obstacles and barriers in the SAL issuance process. However, there are obstacles such as a lack of infrastructure and limited digital literacy among users, and implementation depends on technical readiness and available human resources [25]. Inaportnet was introduced as a digital platform aimed at simplifying and accelerating the ship permit issuance process [4]. Digitalization of port administration is the implementation of a management system based on information technology, automation, and integration with global logistics networks [26].

3.1. Digitization of Inaportnet (Ip)

3.1.1. IPA Quadrant Inaportnet

The implementation of Inaportnet is expected to facilitate communication and coordination between shipping agents and IPA organizers, including in the issuance of Sailing Approval Letters (SAL). The challenge of implementing Inaportnet in digital transformation is the comprehensive adoption and integration of technology within the port network [25]. Digitalization at ports makes a significant contribution to increasing service efficiency and accelerating access to information for various parties involved in port management. The use of Inaportnet is very important to ensure that the digitalization process is not only a formality, but also effective and consistent in daily operations. In its implementation, technical analysis is carried out by considering the following:

- The Inaportnet system must be able to guarantee the accuracy of the data entered.
- Ensuring seamless integration with the internal systems of PAO, port operators, and service users.
- Data entry errors, synchronization failures, or delays in updating application status cause obstacles that impact the speed of the SAL issuance process.

The Cartesian IPA diagram in Figure 3 shows an average performance of 4.41 on the X axis and an average importance value of 4.52 on the Y axis. Based on the mapping of the coordinates of the indicator factors of Inaportnet service users in the process of issuing the SAL, it can be explained that the distribution of the indicator factor map in the Cartesian quadrant is as follows;

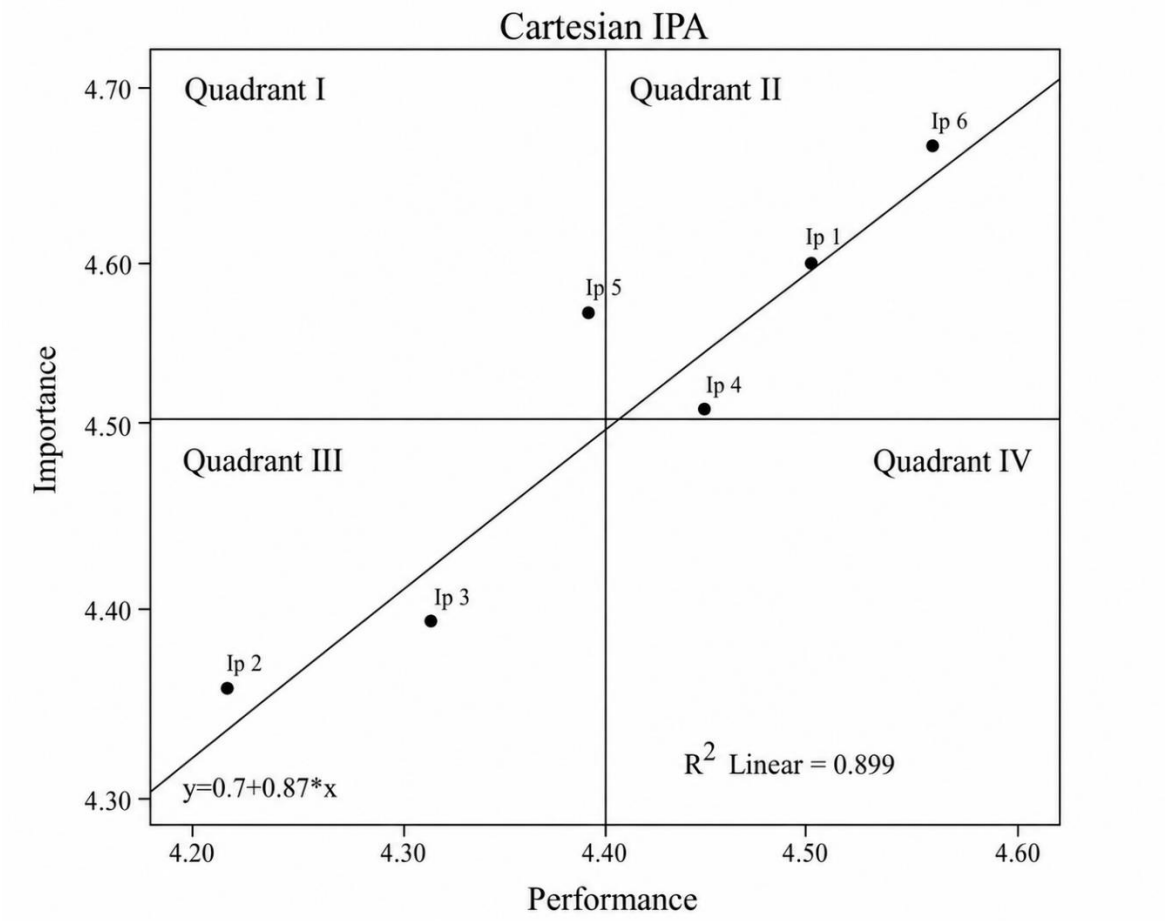

Fig. 3 Cartesian of IPA, and regression (Inaportnet)

The indicator factor in Quadrant I that requires priority handling is the availability of technical assistance (Ip5). Indicators that need to be maintained are high-interest and high-performance indicators as found in Quadrant II, namely service processes, speed and transparency of SAL issuance (Ip1), and compliance with the Inaportnet system (Ip6). Indicators that are low priority and require review are data and reliability of the Inaportnet system (Ip2) and Authority Port officer services (Ip3). Indicators that are excessive and inefficient are information on the reliability of Inaportnet (Ip4), the existence of which needs to be reviewed in the criteria for the SAL issuance process.

3.1.2. Relationship between Interest (Y) and Performance (X) Inaportnet Indicators

The relationship between Performance (X) and Importance (Y) can be seen in the Inaportnet regression model, namely (Y = 0.7 + 0.87X). The intercept value of 0.7 indicates that even though the hypothetical service performance is zero, users still give a basic importance rating of 0.7 units, meaning that there is a minimum expectation attached to the service. The slope coefficient of 0.87 shows a positive relationship between performance and importance; every one-unit increase in service performance is directly proportional to a 0.87-unit increase in user importance. The correlation coefficient R^2 = 0.869 indicates that 86.9% of the user importance variable can be explained by the service performance variable. This significantly strengthens the predictive power of the system performance improvement model.

The analysis results show that the Inaportnet system plays a significant role in accelerating and simplifying the SAL service process at the Kotabaru-Batulicin PAO. The implementation of Inaportnet has contributed to increased operational efficiency and serves as a concrete example of digital public service implementation that supports the principles of transparency, speed, and accountability. However, there are still shortcomings that need to be addressed, such as limited internet access in some areas, technical disruptions to the system, and the need for further training for operators who are not yet fully familiar with the use of digital platforms. Therefore, strengthening technological infrastructure, improving digital literacy among users, and providing ongoing technical assistance are still necessary to maintain and improve service quality in the future.

3.2. Administrative Dimension (Ad)

3.2.1. IPA Quadrant Administrative Documents

Administrative inspection is part of the process of issuing a Sailing Approval Letter (SAL). A ship's administrative requirements must be met before it is declared seaworthy [27, 28]. Efficient and accurate administrative management is key to the smooth issuance of an SPB. The legal aspects related to the SPB emphasize the importance of systems and procedures that must be adhered to so that the issuance of this document is legally valid and in accordance with applicable regulations [22].

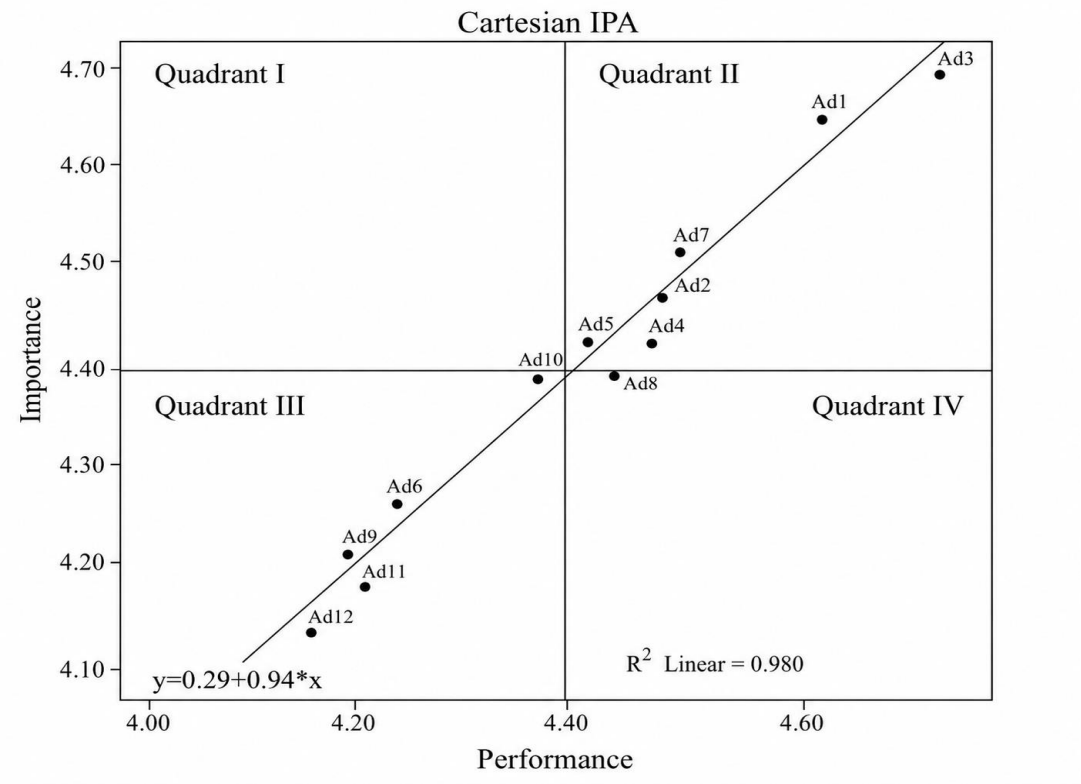

Fig. 4 Cartesian of IPA, and regression (Administrative dimension)

Results of the administrative dimension analysis of performance and importance in SAL issuance using the Importance-Performance Analysis approach at the Kotabaru-Batulicin Class II Port Authority. The Cartesian of IPA analysis in Figure 3 consists of four quadrants based on the average value for performance of 4.31 on the X-axis and importance of 4.35 on the Y-axis.

Based on the mapping of indicator factor coordinates in the administrative dimension of the SAL service at the Kotabaru-Batulicin Authority Port office, the IPA quadrant diagram provides an overview of the position of each attribute in Figure 4.

The distribution of indicator factors is only found in Quadrant II and Quadrant III. The most important indicator is the arrival and departure report (Ad1), and the best performance is the ship's document (Ad3), and the indicator of lowest importance and performance is related to the Shipping Company ID Ad12). Other indicators with high importance and high performance are Radio communication equipment (Ad2), Master sailing declaration (Ad4), Inspection memorandum (Ad5), arrival SAL (Ad7), and arrival and departure Crew list (Ad8). Meanwhile, indicators with low importance and performance are customs clearance, immigration and quarantine (Ad6), pilotage request (Ad9), PNBP Rambu (Ad10), and loading and unloading work statement (Ad11). No excessive indicators were found. These variables need to be reviewed in the criteria for the SAL issuance process.

3.2.2. Relationship between Interest (Y) and Performance (X) of Administrative Indicators

The regression model for the Administration dimension is given by the equation (Y = 0.29 + 0.94 X) with a correlation coefficient of R62 = 0.892, indicating a strong and statistically significant positive relationship between the service performance variable (X) and the level of importance perceived by users (Y).

The value of the dependent variable indicates that hypothetically, even if service performance is zero, users still assign a basic level of importance of 0.29, which is an inherent expectation of the importance of maritime services. The slope coefficient indicates that every one-unit increase in service performance will increase users' perception of importance by 0.94 units. This shows a proportional increase in the priority given by stakeholders as service quality improves.

In general, stakeholders consider that the administrative process in issuing the Sailing Approval Letter (SPB) is an aspect that has a high level of importance and is currently running relatively well, although there are still several things that require improvement, such as verification delays due to long queues, shortages of staff, and document revisions caused by data input errors. Therefore, improvements in the quality of administrative procedures, including faster document validation, confirmation of standard operating procedures (SOPs), and transparency of information, are expected to have a direct positive impact on user confidence in SAL services.

3.3. Technical Feasibility Dimensions

3.3.1. Technical Feasibility Quadrant IPA

The issuance of a SAL ensures that the ship, crew, and cargo meet all technical seaworthiness requirements before sailing, guaranteeing the safety and security of shipping.

Errors in the SAL issuance process also increases risks to ship safety and security. Delays in SAL issuance impact operations. If technical and administrative inspections are not conducted according to applicable standards, the ship will be less prepared.

This can increase the risk of shipping accidents, cargo damage, and violations of national and international maritime safety regulations. Inefficiency also affects the reputation and competitiveness of ports and national and global logistics services. Ports with slow service and complex bureaucracy are less popular with international shipping companies, ultimately reducing the number of ship calls and hampering economic development opportunities at both the local and national levels.

The results of the technical dimension analysis of performance and importance in issuing SPB using Importance-Performance Analysis at the Class II Kotabaru-Batulicin Harbormaster and Port Authority Office (PAO) obtained the coordinates of the indicator factor X = 4.36 and Y = 4.43. The IPA quadrant map shows how the indicator factors are located in quadrants II, III, and IV. No indicator factor variables were found in quadrant I. The following is a description of the IPA quadrant diagram showing the position of each attribute, as in Figure 5.

The indicator that needs to be maintained is quadrant II, namely navigation and radio communication equipment (Tk1), firefighting equipment (Tk2), ship machinery and electrical systems (Tk4), ship crew, captain, officers, and crew members (Tk8), and hazardous cargo placement issues (Tk12). Low priority indicators in quadrant IV are technical factors of door openings (Tk3), Oil Water Separator and discharge monitoring (Tk5), maximum number of passengers (Tk9), maximum number of vehicles (Tk10) and vehicle cargo placement and lashing system (Tk11).

In this case, inefficient indicator factors were found, namely, high performance with low importance levels that require review of their existence in the SAL issuance process criteria. These are the maximum load line and stability limits factor (Tk6) and cargo stowage and lashing factor (Tk7).

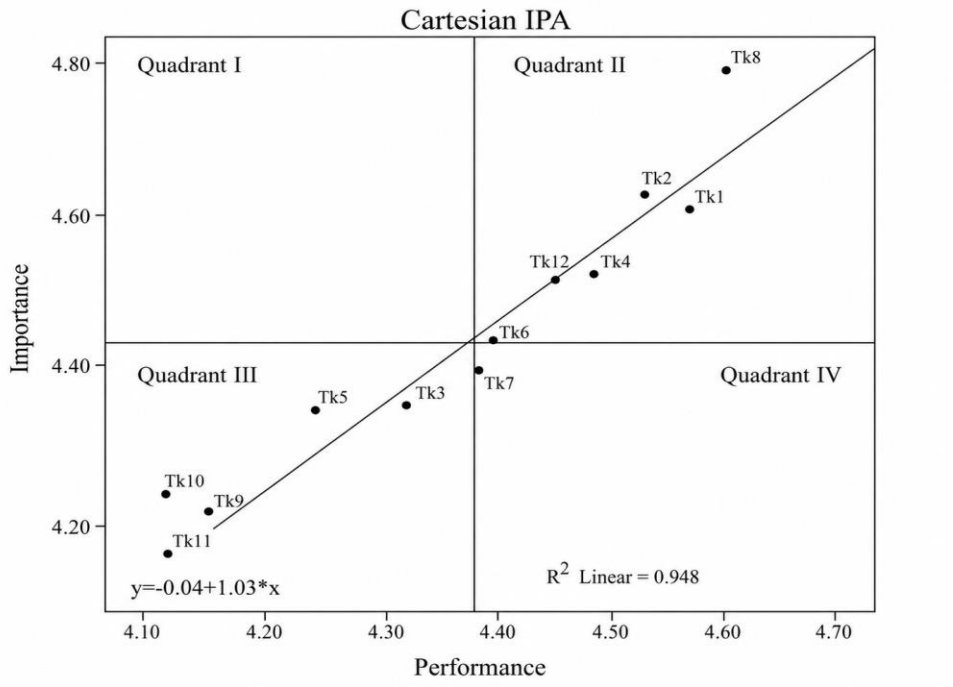

Fig. 5 Cartesian of IPA, and regression (Feasibility dimensions)

3.3.2. Relationship between Interest (Y) and Performance (X) Technical Feasibility Indicators

The regression model for technical aspects is (Y = 0.04 + 1.03X) and has a positive correlation (R^2 = 0.849) between service performance (X) and perceived importance by users (Y). The value of the independent variable (a = 0.04) indicates that even without measurable performance (X = 0), users associate an initial importance of 0.04 with important maritime services, reflecting expectations inherent in regulatory compliance and safety.

Several indicators in the technical aspect were identified as requiring special attention, particularly those related to the management of dangerous cargo, verification of ship safety equipment, and technical response to emergency situations. These findings indicate that although the level of compliance with technical standards is quite high, there is still a need to improve the effectiveness of implementation in the field.

The importance of this technical dimension is further reinforced by the strategic function of the SAL as a legal document that ensures that ships are fit for operation and comply with all applicable safety standards. Failure to meet technical aspects can have serious consequences, including the risk of maritime accidents, violations of international regulations, and significant disruption to the smooth running of national logistics.

4. Conclusion and Recommendations

4.1. Conclusion

System reliability depends on the availability of digital services or networks. Slow server response can cause delays in service processing and reduce user confidence. In general, the level of satisfaction with SAL issuance services for the three aspects of service, namely digitalization of Inaportnet, administrative documents, and technical feasibility, which form the basis for SAL determination, is very satisfactory.

There are still several indicator factors that need to be improved, especially those related to the Inaportnet digital service indicator, namely the reliability of continuous availability of the digital information system network access. Administrative indicator factors related to ship reporting documents, crew lists, navigation equipment, and arrival SALs. The technical feasibility aspect of ships is related to indicators of navigation and radio communication equipment, oil separator and fire extinguisher monitoring and manning, and loading systems, including dangerous cargo, maximum cargo limits, and vehicle cargo lashing.

Field actions found to be low priority indicators are those in quadrant III of low importance and performance to be reviewed in the SAL issuance process, namely, data preparation and availability of technical assistance from human resources for the smooth digitalization of Inaportnet. Inefficient services in the variable of technical feasibility of ships are stability and loading systems, which require priority improvement.

4.2. Recommendation

Regular monitoring, preventive maintenance, and readiness of supporting technology are mandatory to ensure that Inaportnet can always be used optimally. Available features need to be evaluated periodically and adjusted to

operational needs to remain relevant. Data security management, including protection against information leaks, unauthorized access, and cyber-attacks, must be a top priority to maintain service integrity and protect sensitive information belonging to users and related agencies.

For future research, it is recommended that further exploration be conducted on the barriers to systemic change, particularly organizational, technical, and work culture factors in relevant institutions.

Another important aspect is to analyze how process barriers affect the economic aspects of logistics distribution and shipping safety, in order to design strategies for improving services, not only to increase administrative efficiency but also to strengthen shipping safety standards.

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Appendix

Table 1. Appendix of IPA Inaportnet (Ip) analysis, Administration, and Technical Feasibility

Code	Indicators	Performance (X)	Importance (Y)	CS (%)
A. Digital *Inapornett* (Ip)				
Ip 1	Process, Service, Speed, and Transparency of SAL Issuance	4.50	4.59	98.04
Ip 2	Data and convenience of the *Inapornet* System	4.21	4.36	96.56
Ip 3	Authority Port officer	4.32	4.40	98.18
Ip 4	Information, implementation, reliability *Inapornet*	4.45	4.52	98.45
Ip 5	Availability of Technical Assistance	4.40	4.57	96.28
Ip 6	*Inapornet* System Compliance	4.56	4.66	97.85
B. Administration (Ad)				
Ad1	LK2 & LK3 (Arrival & Departure Reports)	4.58	4.65	98.49
Ad2	Radio Communication Equipment	4.43	4.47	99.11
Ad3	Ship Documents	4.70	4.70	100.00
Ad4	Master Sailing Declaration	4.42	4.42	100.00
Ad5	Inspection Memorandum	4.36	4.42	98.64
Ad6	Customs, Immigration, and Quarantine Clearance	4.17	4.25	98.12
Ad7	The sailing approval letter has arrived	4.45	4.51	98.67

Ad8	Crew list of arrivals and departures	4.38	4.40	99.55
Ad9	Request for arrival and departure guides	4.12	4.20	98.10
Ad10	Non-tax State Revenue related to traffic signs	4.32	4.38	98.63
Ad11	SPKK BP, SPKBM (Work Statement Letter, B/M)	4.14	4.17	99.28
Ad12	Company ID Card	4.08	4.12	99.03
C. Technical (Tk)				
Tk1	Navigation Equipment and Radio Communication	4.57	4.61	99.13
Tk2	Firefighting Equipment	4.53	4.62	98.05
Tk3	Doors and Openings	4.30	4.36	98.62
Tk4	Ship Machinery and Electrical Systems	4.47	4.51	99.11
Tk5	Oil Water Separator (OWS), and Discharge Monitoring (ODM)	4.24	4.34	97.70
Tk6	Maximum load line, and stability limits	4.37	4.42	98.87
Tk7	Cargo stowage and lashing	4.36	4.39	99.32
Tk8	Captain, Officer, and Crew	4.61	4.79	96.24
Tk9	Maximum Number of Passengers on Board	4.14	4.22	98.10
Tk10	Maximum Number of Vehicles on Board	4.11	4.23	97.16
Tk11	Vehicle Placement and Lassing	4.11	4.16	98.80
Tk12	Placement of dangerous goods	4.43	4.50	98.44

Source: Regulation of the Minister of Transportation of the Republic of Indonesia No. PM 28 of 2022