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Effectiveness of the Implementation of Communication in Ship Operational Activities

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Abstract: *Communication is very important for the company's operational needs during maintenance activities, preventing ship accidents, loading/unloading, and guard duty. The use of communication aims to reduce the risk or failure of transportation activities and have an impact on the quality of customer cargo services, this is done routinely and ensures that the communication is carried out in accordance with shipping safety standards. This research uses a theoretical and practical approach sourced from previous research, namely journals and the results of findings during work, so that the research concludes that communication effectiveness can be produced by all components on board the ship with different backgrounds, with the aim that the results of crew communication can provide better performance on ship activities and productivity*

INTRODUCTION

The sea is a very important area for the integrity and unification of a country because the sea is a means for national unity, a means of defense and security, as a means of diplomacy, and most importantly as a means of prosperity and welfare of the state and society because of the abundance of potential resources. the sea (Nugraha & Irman, 2014). The welfare referred to is the balance of prices of goods in the city and inland areas which may be difficult to reach. Difficulties in the distribution of goods delivery are certainly something that the government must pay attention to in order to reduce the problem of inequality in its region. The problem of inequality often occurs in several regions in Indonesia, especially Indonesia's outermost islands. Sea transportation is certainly a basic consideration in improving national logistics to support economic equality.

Sea transportation is a means of sea transportation managed by the government or non-government which is used for national needs or business activities. In this case, ship management is carried out by company management which is supported by several resources within the organization.The resources within the organization such as the crew who work on the ship so that the quality of services provided to customers can provide value in the long term. The quality of transportation services can be achieved through intense communication between the crew and other crew so that the resulting communication can have an impact on the productivity of the ship's operational activities. Ship maintenance is a routine activity carried out by the ship's crew so that condition and quality can be maintained. Failure to communicate according to (Achmad &

Kamaludin 2023) lack of communication between crews when carrying out maritime guard duty, and delays in ship crews when handing over guard duties at KM. Main Bintan. According to (Najeminur & Eka, 2023) several obstacles in carrying out accident handling on ships include difficulties in communicating, lack of adequate facilities to provide first aid to crew who experience accidents. Material losses and casualties are the impact of accidents on ships. Ship operator errors (Achmad & Kamaludin 2023) are very likely to occur due to language errors in communication.

LITERATURE REVIEW

Communication skills to be able to concentrate on the most important part of a message. The large amount of incoming information tends to result in ignoring some messages, delaying responding to messages that are considered less important, only responding to part of the message, or reacting inappropriately to the entire message. This failure can lead to misunderstandings in communication. (Achmad & Kamaludin 2023) In order to deal with the abundance of information, as a message sender you should focus and realize that some information is not very important and give some meaning to the existing information. (Anton et al 2016) further stated that the contribution of communication must of course be increased by company management in order to produce quality personal customer service. Communication is very important in all aspects of life, including education in the educational process or actions apart from activities because communication is a tool in transferring knowledge from a communicator to a communicant, so to make the transfer of knowledge run well you must have excellent communication skills or skills (Novita et al, 2022). According to (Aulia, 2011) shipping communications must comply with IMO and SOLAS regulatory standards. Communication can increase shipping efficiency and safety and the implementation of communication must comply with ship, cargo and human safety regulations (Abdul et al, 2023). In communication, message recipients should prioritize the flow of incoming information. Too much information can be confusing in terms of what information to use or use. In this case, the pilot must be able to reduce information that is less important or that the information is not needed to reduce the amount of information and must be able to summarize it so that it is not specific in conveying the information (Achmad & Kamaludin 2023).

According to (Najeminur & Eka, 2023) it is important to maintain effective communication and coordination between the ships involved. This will facilitate the exchange of important information, provide necessary guidance, and ensure appropriate assistance arrives at the scene as quickly as possible. Navigation and communication systems for mobile activities ideally use wireless tools or devices with a radio frequency spectrum as the medium (Najeminur & Eka, 2023). According to (Achmad & Kamaludin 2023) Limited communication means that accidents at sea often occur in areas that have limited or weak communication coverage. Sometimes, ships sailing in remote areas may have difficulty sending emergency signals or communicating with rescue agents or agencies. This can hinder timely coordination and assistance processes.

METHOD

This research method discusses articles using library studies and literature reviews. According to (Sulthan et al, 2021) library study is a method used to collect information and data with the help of various materials in the library, such as documents, books, magazines, historical stories, and so on. Data collection techniques are by analyzing several articles or journals and include them in the researcher's observations. The research was carried out while working at a

shipping company, so that findings during work could be managed and compared with the results of previous research.

RESULT AND DISCUSSION

The implementation of communication on board a ship is the main thing in improving ship performance. To achieve more productive performance, communications must meet appropriate safety standards such as cargo handling, crew work safety and ship maintenance. International safety management (ISM Code) is a shipping safety standard that is recognized worldwide. Achieving ISM Code safety standards involves several parties involved in supporting ship operational activities, such as the Designated Person Ashore or the person appointed to manage and at the same time act as an intermediary for the company and ship crew, especially regarding safety management (Johny 2013). Apart from Designated Person Ashore, communication is the main routine carried out by the crew during operational activities. The communications carried out on board the ship are as follows :

1) Communication and maintenance

Safety equipment is the main requirement to ensure the safety of all passengers and crew when the ship is operating. Safety equipment must always be in perfect condition and ready to use in times of unexpected emergencies so that all passengers and crew members can save themselves. For this reason, it is necessary to have a system that regulates the care and maintenance of safety equipment on the ship. Apart from that, a maintenance system that is carried out in a planned and regular manner can also extend the useful life of a ship, thereby increasing the ship's productivity. The availability of safety equipment to support ship care and maintenance requires human resources working on board the ship.

According to (Mulyono & Priyo, 2020) Maintenance is important because the meaning of maintenance itself is maintaining and managing it routinely, periodically and sustainably in order to make the tool itself usable at any time if it is to be used. According to (Robil 2020) Apart from that, for smooth ship operations, good communication is needed between the ship and the company, where communication is one of the important things to support the smooth operation of the ship. Sometimes to be able to build good communication, an intermediary is needed who can bridge the ship with the management, so that what happens on the ship can always be known by the company. Good communication includes:

a) Downward communication
b) Upward communication
c) Horizontal communication

A good communication system can be built through a superintendent who actively bridges the ship with management, so that what happens on the ship can always be known by the company.

2) Communication and accidents

Shipping accidents easily occur when the communication carried out by the ship's crew does not meet IMO standards (Aulia, 2011). Misunderstandings in managing cargo piping systems and exchanging information via communications often occur on ships due to the crew's ability to consult with ship officers so that these weaknesses can reduce the ship's operational performance. Expressing (Anak & Dian 2021) The importance of communication is seen from the crew's skills and understanding the components or facilities on board the ship which still uses

English as the international language of shipping. It is important to examine occupational health and safety (K3) issues arising from geographic mobility related to the work of seafarers in the navigation and communications section of ships. Based on previous research, technological changes in ship communication and navigation have undergone many changes, this requires adaptation to use by sailors or navigation operators.

The emergence of failure to use language also has an impact on operational activities in determining the objectives of ship operations such as loading and unloading goods, such as instructions from ship captains using English which often tends to be a problem for new crew. But most of this is due to the lack of application and basic language training in the world of education. According to (Rahindra, 2024) four main components are based on communication standards studied from the IMO Standard Marine Communication Phrases (SMCP), namely component A "maritime English communication skills when maneuvering and controlling a ship", component B "basic communicative feature capabilities", component C "ability of the Glossary in maritime English", and component D "ability to understand emergency situations and safety on board in English". Smooth sea transportation is a medium of interaction between islands which acts as a "connecting bridge", which is effective and efficient in realizing the archipelago insight. Such a shipping system can only be achieved if shipping and port safety requirements that affect shipping safety can be met. The factor causing ship collisions is lack of communication (Ismail, 2020). Communication efficiency (speaking) is the most important skill compared to other skills (Ahmmed, 2020). According to (Abdul et al, 2023) the use of a good communication system that can send and receive information in real time allows ships to communicate quickly and easily with control centers and other ships, thereby minimizing waiting times and increasing operational efficiency.

3) Communication and loading/unloading

Selecting a strategy is a crucial effort that requires careful handling in communication planning, because if the strategy selection is wrong then the results obtained can be fatal, especially losses in terms of time, material and energy. In this case, the concept of communication strategy is placed as part of communication planning in achieving the goals you want to achieve, while strategic planning is nothing more than communication policy at the macro level for long-term programs (Adrian, 2024).

The various impacts listed above occur due to negligence in guard duty. Communication is a very important part of the success of operational work on a ship. It means that speaking is a process for producing, receiving information between speaker and listener (Muhammad et al 2022). When loading and unloading activities were to be carried out, the operator and the guard crew did not communicate properly when changing loading places. So, without communication between the crew on duty and the operator, errors occur in loading which results in the implementation not being in accordance with the loading sequence. The crew on guard duty and the operator must communicate with each other when they want to request a load transfer, so that loading errors do not occur. According to (Muhamad, et Al 2023) When the floating crane operator does not pay attention to the direction from the officer on duty to stop loading in the hold, coal builds up in excess of the planned amount of coal to be loaded in the hold, which can affect the stability of the ship. When that happens, the chief officer must check every hatch that has empty space in order to restore the stability of the ship, therefore the chief officer must carefully recalculate the loading squance and stability of the ship on the computer, if everything feels safe and there are several hatches. where there is still empty space, then the operator must

then fill the space according to the instructions.

4) Communication and guard service

Human error for the ship's crew can occur when there is a misunderstanding of communication during ship operational activities, one of which is a collision between ships (Guritno, 2017). The meaning of shipping communication can provide benefits for smooth operations through radio communication specifically for exchanging information on work, activities and other problems related to activities. ship operations. (Achmad & Kamaludin 2023) Communication channels are very important in all shipping and when choosing communication, it must be appropriate to what is being communicated so that you do not receive wrong news or information, both on the ship and on other ships, so in this case the captain plays an important role. In connection with this, the actions taken by the pilot must be right on target so that they do not cause danger or other undesirable things. According to (Achmad & Kamaludin 2023) exchanging information and communicating activities during the implementation of the watch are:

a) Delay in communication when ships passed each other, which almost caused a collision
a) Lack of Clarity When Communicating Remotely
b) Guard duty activities cannot be carried out properly by guard officers and crew
c) Limited visibility during bad weather

The implementation of guard duty is one of the supporting factors in the safety of ship navigation. Therefore, it is necessary to conduct safety meetings on board the ship on a scheduled basis. This is intended to discuss what duty officers should do and what they should not do in carrying out watch duty, so that the watch duty can run optimally.

CONCLUSION

Achieving the ISM Code safety standards involves several parties involved in supporting ship operational activities such as the Designated Person Ashore or the person appointed to manage and at the same time act as an intermediary for the company and the ship's crew, especially regarding safety management (Johny 2013). Regarding the care and maintenance of safety equipment on the ship. Apart from that, a maintenance system that is carried out in a planned and regular manner can also extend the useful life of a ship, thereby increasing the ship's productivity. The availability of safety equipment to support ship care and maintenance requires human resources working on board the ship. Misunderstandings in managing cargo piping systems and exchanging information via communication often occur on board ships due to the crew's ability to consult with ship officers, resulting in these weaknesses can reduce the operational performance of the ship. without communication between the crew on duty and the operator, an error occurred in loading which resulted in the implementation not being in accordance with the loading sequence. The crew on guard duty and the operator must communicate with each other when they want to request a load transfer, so that loading errors do not occur. The implementation of guard duty is one of the supporting factors in the safety of ship navigation. Therefore, it is necessary to conduct safety meetings on board the ship on a scheduled basis. This is intended to discuss what duty officers should do and what they should not do in carrying out watch duty, so that the watch duty can run optimally.

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