

Indonesia National Single  
Window (INSW) in the  
Clearance in/out Process of MV.  
Blue Star at KSOP Class I  
Tanjung Emas by PT. Kalandara  
Indah Lautindo Semarang

*by Ema Sonia Berutu*

---

**Submission date:** 21-Sep-2024 11:41AM (UTC+0700)

**Submission ID:** 2460745574

**File name:** ass\_I\_Tanjung\_Emas\_By\_PT.\_Kalandara\_Indah\_Lautindo\_Semarang.docx (1.08M)

**Word count:** 2759

**Character count:** 14880

# Indonesia National Single Window (INSW) in the Clearance in/out Process of MV. Blue Star at KSOP Class I Tanjung Emas by PT. Kalandara Indah Lautindo Semarang

Ema Sonia Berutu<sup>1\*</sup>, Syarifur Ridho<sup>2</sup>, Eka Fransiska<sup>3</sup>  
<sup>1,2,3</sup>Politeknik Adiguna Maritim Indonesia Medan

Korespondensi penulis: [emasonia99@gmail.com](mailto:emasonia99@gmail.com)\*

**Abstract.** This research aims to gain a closer understanding of how the Indonesia National Single Window (INSW) operates in the Clearance In/Out process MV. Blue Star at KSOP Class I Tanjung Emas by PT. Kalandara Indah Lautindo Semarang. The Indonesia National Single Window (INSW) is a nationally integrated electronic system that can be accessed via the internet (public network) and is also automatically integrated directly with Inaportnet. The methods used to obtain data are field research and library research. (library research). In the process of clearance in/out for the MV. Blue Star, PT. Kalandara Indah Lautindo Semarang has been authorized by the owner to manage all the needs of the ship and crew while at Tanjung Emas Port. The clearance in/out process utilizes the INSW system, which is integrated with Inaportnet, and must be coordinated with several agencies such as: the Port Authority, the Port Management Agency Pelindo, Quarantine, Immigration, and Customs. The results obtained from this research indicate that the Indonesia National Single Window (INSW) is already very efficient, particularly in expediting the processing of ship documents to the relevant agencies and does not take much time. However, it still faces obstacles due to the lack of understanding among employees of PT. Kalandara Indah Lautindo Semarang in using INSW. Therefore, it is necessary to participate in socialization efforts to provide input and understanding so that services in the future can improve.

**Keywords:** Indonesia National Single Window (INSW), Process, Clearance in/out MV. Blue Star

## 1. INTRODUCTION

The Indonesia National Single Window (INSW) is regulated by Presidential Regulation Number 44 of 2018, which is a national system integration that allows for the submission of data and information in a single manner, the processing of data and information in a unified and synchronized way, and the delivery of decisions in a single format for customs permits and the release of goods in accordance with the provisions of the legislation.

PT. Kalandara Indah Lautindo Semarang has begun implementing an integrated transportation system, namely the Indonesia National Single Window (INSW), which is directly integrated with Inaportnet due to export-import activities that support the application of INSW at the Class I Port Authority of Tanjung Emas. This has resulted in a more straightforward and efficient document processing procedure. PT. Kalandara Indah Lautindo Semarang is a shipping company engaged in agency services located at the Tanjung Emas Port in Semarang. In carrying out the activities of managing licensing documents or the clearance process for ships operating in the KSOP Class I Tanjung Emas Semarang area, it certainly utilizes the systems that are in place at that KSOP.

## 2. LITERATURE REVIEW

### Definition of Indonesia National Single Window (INSW)

Regulated by Presidential Regulation Number 44 of 2018, it involves a national system integration that allows for the single delivery of data and information, the unified and synchronized processing of data and information, and the singular presentation of decisions for customs permits and the release of goods in accordance with the provisions of the legislation.

### Definition Process

According to the Great Dictionary of the Indonesian Language (KBBI), the definition of a process is a series of actions, manufacturing, or processing that produces a product.

### Definition Clearance In

According to the Regulation of the Minister of Transportation of the Republic of Indonesia Number PM 154 of 2015 concerning the Ship Entry Approval Letter (clearance-in), here in after abbreviated as SPM, it is a letter of approval issued by the Port Authority in the form of an electronic document stating that the ship has technically and administratively met the seaworthiness requirements and other obligations to enter the Port.

### Definition Clearance Out

According to the Regulation of the Minister of Transportation of the Republic of Indonesia Number PM 154 of 2015 concerning the Sailing Approval Letter (clearance out), hereinafter abbreviated as SPB, it is a letter of approval issued by the Port Authority in the form of an electronic document stating that the ship has technically and administratively met the seaworthiness requirements and other obligations to sail out of the port.

### Definition of Ship

According to Article 309 of the Commercial Code, Book Two on Rights and Obligations Arising from Navigation, a ship is defined as any sailing vessel, regardless of its name or nature.

According to Herman Budi Sasono et al. (2014: 152), a ship is a water vehicle with a specific shape and type, powered by wind energy, mechanical energy, or other forms of energy, towed or pushed, including vehicles with dynamic support, underwater vehicles, as well as floating devices and structures that do not move.

### Definition of a bulk cargo ship

According to Meyti Hanna Ester Kalangi (2020:34), a bulk cargo ship is designed to transport bulk cargo that is shipped in large quantities at once. Examples of cargo such as rice, wheat, coal, iron ore, and so on.

### **3. METHODS**

#### **1) Field Research**

In collecting field data, the author uses two writing methods:

- a. **Observation:** is a data collection technique carried out through observation, accompanied by recording the conditions or behaviors of the target object. The research was conducted at PT. Kalandara Indah Lautindo Semarang, and involved direct fieldwork by participating in the clearance in/out activities, documenting them as notes related to the research.
- b. **Interview:** An interview is a data collection technique through a one-way oral question-and-answer process. In this method, the author conducts a question-and-answer session regarding the Indonesia National Single Window (INSW) clearance process for ships in and out, which is carried out among employees at PT. Kalandara Indah Lautindo Semarang and also with relevant agencies

#### **2) Library Research**

Data collection is carried out by searching for or obtaining material sourced from supporting books read in the Politeknik AMI Medan campus library, which is related to the discussion in the paper.

### **4. RESULTS AND DISCUSSIONS**

#### **Indonesia National Single Window (INSW) in the Clearance Process In/Out of MV. Blue Star at KSOP Class I Tanjung Emas by PT. Kalandara Indah Lautindo Semarang**

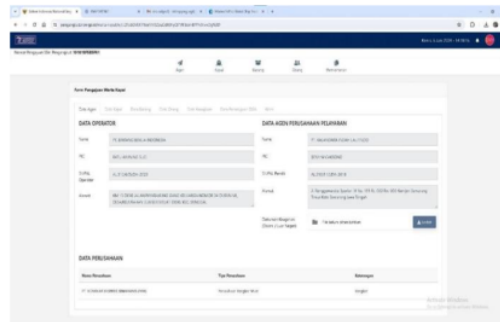
##### **a. Indonesia National Single Window (INSW) In The Clearance In Process For MV. Blue Star**

###### **a) Arrival of the Ship**

Long before the ship arrives at the port, PT. Kalandara Indah Lautindo Semarang has already received a Letter of Appointment/Surat Penunjukan Keagenan (SPK) via telephone and email from the owner/principal, who has provided information regarding the ship's planned arrival to the designated shipping company. The shipping company then directly communicates with the ship or the captain to obtain the latest information and to be informed of any changes in the Estimated Time of Arrival (ETA), as well as to understand the needs of the ship that must be reported promptly by the captain. Subsequently, here are some essential documents needed during the clearance process for the ship as follows:

- I. Letter of Appointment
- II. Notification of Foreign Ship Agency
- III. Crew List
- IV. Bill of Lading
- V. Cargo Manifest
- VI. Ship Particulars / Ship Data
- VII. Health Book
- VIII. Last Port of Call

So before the ship arrives at the Port of PT. Kalandara Indah Lautindo Semarang, it must prepare the arrival plan no later than one day in advance (H-1) to the following agencies: Harbor Master Office, Port Management Agency/Peilindo, Customs Office, Port Health Quarantine Office, Immigration Office. (if it is a ship from abroad). Next, the party must log into the portal <https://peingangkut.insw.go.id/> to enter the PKKA number. After successfully logging into the portal, they need to complete the required data on the vessel's supervision, cargo supervision, personnel supervision, and application supervision, and then send the arrival information of the vessel, the Transportation Arrival Plan (RKSP), the inward manifest, and the Certificate of Practice in the application data.



**Figure 1.** INSW Dataset of PT. KIL Arrivals

The screenshot shows a table of arrival data for PT. KIL. The table has columns for 'No.', 'No. Kapal', 'No. PKKA', 'No. PKKA Baru', 'No. PKKA Lama', 'No. PKKA Baru', 'No. PKKA Lama', 'No. PKKA Baru', 'No. PKKA Lama', 'No. PKKA Baru', 'No. PKKA Lama'. The data rows show various arrival records with status indicators like 'OK' or 'Gagal'.

No.	No. Kapal	No. PKKA	No. PKKA Baru	No. PKKA Lama	No. PKKA Baru	No. PKKA Lama	No. PKKA Baru	No. PKKA Lama	No. PKKA Baru	No. PKKA Lama
1	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000
2	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000
3	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000
4	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000
5	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000
6	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000
7	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000
8	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000
9	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000
10	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000	0000000000000000

**Figure 2.** Inaportnet News of the Arrival of the Ship PT. KIL



The inspection will be carried out by the relevant authorities, who will also bring all the ship's documents for examination and create a memorandum. Subsequently, the representatives from the Stevedoring Company (PBM) will board the ship to conduct licensing with the ship's crew regarding the planned loading/unloading activities. After that, the ship will be able to immediately carry out its operations, and at the same time, the authorities will prepare an arrival report and progress report to the owner via email.

**b. Indonesia National Single Window (INSW) in the clearance out process for MV. Blue Star**

Once the ship has completed loading/unloading activities at the port, it is declared ready to leave the port upon the owner's instructions. The shipping company or agent PT. Kalandara Indah Lautindo Semarang will immediately take care of all necessary permits for the ship's departure. Before the ship leaves the port heading to the next port, PT. Kalandara Indah Lautindo Semarang, as the agent, must carry out the ship's clearance process in **the Indonesian National Single Window (INSW)** system, which **is integrated** with Inaportnet. This must be submitted no later than 5 hours before the ship departs. In the clearance process, the shipping company processes the ship's departure with the relevant authorities. The relevant authorities are as follows:

a) Port Authority of Pelindo

Before a ship departs from the port to sail to the next port, all forms of docking and anchoring fees must be settled.

b) Immigration

A day before the ship departs, the owner will inform the shipping company about the ship's departure schedule. Once the company receives this information, they will promptly prepare the necessary arrangements to obtain the stamp out in the passport from the immigration authorities.

c) Quarantine

Before a ship leaves the port to sail to the next port, it cannot be granted permission if it does not meet the applicable health requirements. The party of PT. Kalandara Indah Lautindo Semarang must submit a request for the departure of the ship to the Health Quarantine System (SINKARKEIS) for the issuance of the Port Health Quarantine Certificate (PHQC).



d) Customs

After the loading/unloading activities at the port are completed, the agents will accompany Customs and Excise officials aboard the ship to inspect the cargo to ensure that the quantity matches the outward manifest. If it aligns with the outward manifest, Customs and Excise will grant permission for the ship to sail to the next port.

e) Port Authority and Harbor Office

The harbor master will check all the requirements and the completeness of the documents and payment for the anchorage by the agent. If everything is in order, the harbor master will approve and issue the Sailing Approval Letter (SPB). The agent will then immediately print the SPB from the Inaportnet portal and subsequently deliver all the documents to the ship. At that moment, the ship will be declared ready to proceed to the next port.



TANJUNG EMAS,  
SEMARANG  
SPB.IDSRG.0624.0000059

REPUBLIK INDONESIA  
THE REPUBLIC OF INDONESIA

**SURAT PERSETUJUAN BERLAYAR**  
PORT CLEARANCE

No. : SPB.IDSRG.0624.0000059  
Berdasarkan UU No 17 Tahun 2008 Pasal 219 ayat 1  
*Under This Shipping Act No.17, 2008 Article 219 (1)*

Nama Kapal <i>Ship Name</i>	MV. BLUE STAR	Tonnase Kotor <i>Gross Tonnage</i>	14851
Bendera Kebangsaan <i>Nationality Flag</i>	VIET NAM	Nakhoda <i>Master</i>	CHU XUAN TRUONG
Nomor IMO <i>IMO Number</i>	9543304	Tanda Panggilan <i>Call Sign</i>	3WZR

Sesuai dengan Surat Pernyataan Keberangkatan Kapal yang dibuat oleh Nakhoda kapal tanggal 06 Jun 2024 Pukul 08:49:26 WS.  
*In accordance with Sailing Declaration issued by Master on dated 06 Jun 2024 Time 08:49:26 LT.*

Bahwa kapal telah memenuhi seluruh ketentuan pada pasal 219 (3) UUU No. 17 Tahun 2008  
*That ship has fully comply with the provision of article 219 (3) Shipping Act. 17, 2008*

Dengan ini kapal tersebut di atas disetujui untuk  
*The above mentioned vessel is hereby granted for*

Berolak dari <i>Departure from</i>	: DERMAGA SAMUDERA	Pada tanggal / jam <i>on date/time</i>	: 06 JUN 2024 23:30:00	Pelabuhan tujuan <i>Port of destination</i>	: Molawe
Jumlah awak kapal <i>Number Of Ship Crews</i>	: 22 ORANG TERMASUK NAKHODA	Dengan Muatan <i>With cargoes</i>			: NIIL
Tempat diterbitkan <i>Place of Issued</i>	: TANJUNG EMAS, SEMARANG				
Pada Tanggal <i>Date</i>	: 06 JUN 2024				
Jam <i>Time</i>	: 15:51:29				

**SYAHBANDAR**  
HARBOR MASTER

Perhatian :

1. Surat Persetujuan Berlayar ini berlaku paling lama 24 jam sejak di terbitkan dan kapal wajib meninggalkan pelabuhan.  
*This Port Clearance expired 24 hour due to date of issued and ship should leave of port.*
2. Apabila dalam 24 jam Pemilik, agen atau Nakhoda Kapal tidak menyatakan kapalnya sejak Surat Persetujuan Berlayar diterbitkan, agar dikembalikan ke Syahbandar untuk penerbitan kembali, apabila perlu mengajukan permohonan Surat Persetujuan Berlayar yang baru.  
*Within 24 hours after issued the port clearance, the owner, agent or master of any vessel which fails to sails, Port Clearance shall be returned to the Harbour Master for the re-issued, and if so required, obtain a new port clearance.*
3. Surat Persetujuan Berlayar ini tidak berlaku apabila terdapat coretan-coretan atau perubahan-perubahan.  
*This Port Clearance expired if any corrections or deletions.*

Figure 4. Sailing Approval Letter (SPB) MV. Blue Star PT. KIL



## The obstacles faced by <sup>2</sup> the Indonesia National Single Window (INSW) in the clearance process for the MV Blue Star

The obstacles faced are:

- a. The occurrence of miscommunication between the ship owner and the ship's crew, as well as the agent, has resulted in misinformation that can delay the clearance process in and out, which could be detrimental.
- b. The lack of employee understanding in using the Indonesia National Single Window (INSW) sometimes leads to incorrect data input and the need for revisions, both in the submission of inward manifest/outward manifest, which in turn affects the customs and excise processes.
- c. Unable to extract data automatically because not all ports are using the Indonesia National Single Window. (INSW).

The solutions implemented when facing those obstacles are:

1. The ship owner, the ship's party, and the agent must quickly inform each other about the latest information.
2. The parties involved must participate in the socialization regarding the Indonesia National Single Window. (INSW).
3. The agency takes data from Inaportnet if the ship has previously been registered; if not, then the data is entered one by one.

## 4. CONCLUSION

Based on the research and discussions conducted by the author, it is concluded that <sup>2</sup> the Indonesia National Single Window (INSW) in the clearance process in/out of MV. Blue Star at KSOP Keilas I Tanjung Emas by PT. Kalandara Indah Lautindo Semarang is already efficient in handling ship documents due to its automatic integration with the Inaportnet system. This has an impact on expediting the licensing process for documents to each relevant agency such as: Port Authority, Port Management Agency Pelindo, Quarantine, Immigration, and Customs. However, there are still several obstacles such as: miscommunication among the owner, the ship, and the agent, as well as data input errors due to a lack of understanding in using the Indonesia National Single Window. (INSW).

Referring to the above conclusions, to improve efficiency in document management that affects the clearance process of ships in and out, and to avoid obstacles such as miscommunication between ship owners, vessels, and agents, as well as data input errors on the INSW, it is advisable for agents to stay updated with the latest information and participate

in socialization regarding the Indonesia National Single Window (INSW). This will provide input and understanding to the employees of PT. Kalandara Indah Lautindo Semarang, ensuring that services in the future will be even better.

## REFERENCES

- Aji, A. K., Hariyanti, R., et al. (2024). Process of document management for the MT Sinar Morotai ship in the Indonesian National Single Window (INSW) system at PT Samudera Energi Tangguh Cabang Banten. *Journal of PIP Semarang*, 1(1), 348.
- Kalangi, E. H. M. (2020). *Administration of commercial shipping*. Scopindo Media Pustaka.
- <sup>3</sup> Kesuma, N., Sabila, F. H., & Chrisnatalanta, C. (2022). Sistem pengurusan sign on buku pelaut crew kapal di kantor KSOP khusus Batam pada PT. Putra Anambas Shipping Batam. *Journal of Maritime and Education (JME)*, 4(2), 411-416.
- Commercial Code Article 309 regarding ships.*
- Kurniawan. (2021). *Customs expert*. Rafikatama.
- Pasaribu, L. U. R. E., Dirhamsyah, D., & Sabila, F. H. (2023). Process clearance in & clearance out Millennium 806 use the application B-SIM by PT. Putra Samudera Inti in the Area Free Trade Zone Batam. *Wawasan: Jurnal Ilmu Manajemen, Ekonomi dan Kewirausahaan*, 1(4), 403-410.
- Presidential Regulation Number 44 of 2018.*
- <sup>1</sup> *Regulation of the Minister of Transportation of the Republic of Indonesia Number PM 154 of 2015 Concerning the Approval Letter for Ships Entering the Port.*
- <sup>1</sup> *Regulation of the Minister of Transportation of the Republic of Indonesia Number PM 154 of 2015 Concerning the Sailing Approval Letter.*
- <sup>10</sup> Hidayat, R. T. (2023). The implementation of the Indonesia National Single Window (INSW) in the document clearance process by PT. Samudera Energi Tangguh at KSOP Class I Banten. *Repository PIP Semarang*.
- Sasono, B., Herman, et al. (2014). *Management of merchant ships*. ANDI.
- Sitanggang, P. Y. B., Ridho, S., Dirhamsyah, D., & Sabila, F. H. (2023). Optimization of making Dahsukim permits <sup>11</sup> foreign employees working on lay up ships at PT. Trans Shipping Agency Batam. *Ocean Engineering: Jurnal Ilmu Teknik dan Teknologi Maritim*, 2(2), 150-159.
- User manual document SSM Pengangkutan dataset kedatangan*. Retrieved July 27, 2024, from <https://api.insw.go.id/assets/upload/cms/1669011583406-cms.pdf>
- <sup>6</sup> Vazezi, R., & Sabila, F. H. (2024). Process of receiving and disputing empty containers PT. Evergreen Shipping Agency Indonesia Medan. *Jurnal Manuhara: Pusat Penelitian Ilmu Manajemen dan Bisnis*, 2(2), 347-353.

# Indonesia National Single Window (INSW) in the Clearance in/out Process of MV. Blue Star at KSOP Class I Tanjung Emas by PT. Kalandara Indah Lautindo Semarang

## ORIGINALITY REPORT

12%

SIMILARITY INDEX

7%

INTERNET SOURCES

8%

PUBLICATIONS

4%

STUDENT PAPERS

## PRIMARY SOURCES

1	<a href="http://www.researchgate.net">www.researchgate.net</a> Internet Source	2%
2	Rinitami Njatrijani, Bernika Nadia Salsabila, Bagus Rahmanda. "Institutionalizing sectoral business strategy through National Single Window to improve SMEs' export performance", Corporate and Business Strategy Review, 2022 Publication	2%
3	<a href="http://ejournal.poltek-amimedan.ac.id">ejournal.poltek-amimedan.ac.id</a> Internet Source	1%
4	A Chotib. "Electronic Architecture Planning in Indonesian Trade (Inatrade) Portal", IOP Conference Series: Materials Science and Engineering, 2019 Publication	1%
5	<a href="http://ejournal.unuja.ac.id">ejournal.unuja.ac.id</a> Internet Source	1%

6	<a href="http://journal.arimbi.or.id">journal.arimbi.or.id</a> Internet Source	1 %
7	<a href="http://ejournal.uika-bogor.ac.id">ejournal.uika-bogor.ac.id</a> Internet Source	1 %
8	<a href="http://www.iiste.org">www.iiste.org</a> Internet Source	1 %
9	Submitted to Institute of Graduate Studies, UiTM Student Paper	<1 %
10	Submitted to School of Business and Management ITB Student Paper	<1 %
11	<a href="http://ict.perbanas.ac.id">ict.perbanas.ac.id</a> Internet Source	<1 %
12	<a href="http://jurnaluniv45sby.ac.id">jurnaluniv45sby.ac.id</a> Internet Source	<1 %
13	Almahsun Misbach, Pujo Widodo, Herlina Juni Risma Saragih. "THE ROLE OF INDONESIA CUSTOMS IN THE ERADICATION OF IUU FISHING", Customs Research and Applications Journal, 2022 Publication	<1 %
14	Winarno, Antoni Arif Priadi, Retno Sawitri Wulandari. "Shipbuilding Risk Assessment: Legal Frameworks and Practical Challenges in	<1 %

# Indonesian Shipyards", International Journal of Safety and Security Engineering, 2024

Publication

15

Lilik N. Yulianti, Hasdevi A. Dradjat, Megawati Simanjuntak. "Online bike: Role of perceived technology, perceived risk, and institution-based trust on service usage via online trust", Cogent Business & Management, 2020

Publication

<1 %

Exclude quotes Off

Exclude matches Off

Exclude bibliography Off