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Impact of Schedule Uncertainty on Freight Train Services at PT. KAI

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Abstract: Transportation by land, sea, and air is one of the extensive ways to ship goods. Trains are one of the popular ways of land transportation. Goods sent by train are included in the category of retail or containers. Jakarta Gudang Station Gudang handles the delivery of Parcel Ons, and there are ten dispatchers who have signed contracts for this service. A series of goods are sent through the train fleet by the Freight Transportation division of PT. Indonesian Railways (Persero). Customers will not use our services again if they are not satisfied. We are confident that our customers are not satisfied with a particular problem. One way to find out if customers are satisfied with the service is to fill out a survey. The study aims to determine how effective rail transportation services are in transporting business-to-business (B2B) and customer-to-business (B2C) goods. The goal is to ensure that the goods reach their intended destination. . Observations, interviews, and analysis of documents are used to collect data. To compare the volume of cargo transported by two types of business services, the ANOVA test is used. Freight transportation services by rail are divided into container freight transportation and retail freight transportation (small package ounces). Jakarta Gudang Station carries out package delivery and collaborates with 10 expeditions. PT KAI (Persero) provides railways for the transportation of goods and, has found that the services provided have an impact on customer satisfaction. Service failures can lead to customer dissatisfaction, which can be measured using surveys. So far, customers are happy with the service provided. Due to the very limited capacity of highways in some countries, such as Trans Java traffic, certain routes require capacity building and the construction of new lines gradually. This affects travel time, especially for rail transportation. Purpose of this study is to find the ideal rail transportation infrastructure capacity for the distribution of goods, especially for companies operated by PT. In addition, another problem is the relationship between government functions and freight demand. The author uses a phenomenological research approach using various available data. This approach is based on qualitative analysis techniques and interpretive paradigms in discussions. The expected results will be beneficial for increasing knowledge about the requirements of rail transportation for the distribution of goods on the island of Java. This research will be published in a scientific journal.

Keywords: Transportation, Freight Transportation, PT KAI (Persero).

INTRODUCTION

One of the most important ways to drive the economy is through land transportation. Although expeditions still often use fleets of trucks to transport goods, trains are now trying to transport goods better. Due to the increasingly tight business competition among transportation service providers, each company is trying to provide the best with the main goal of satisfying customers. How satisfied your customers are will determine your victory in this competition. The only company that has a train fleet that can transport goods in the form of parcels is PT. Kereta Api Indonesia (Persero) Operational Area, which connects Jakarta Gudang Station with Surabaya Pasar Turi Station.

One of the many advantages of rail transport is the ability to transport large loads; up to 20 tonnes can be carried in each Parcel ONS wagon. Rail is not capable of delivering goods door to door like trucks. Instead it is from station to station, where goods are simply sent to the nearest station, which is then transported back to the forwarder's warehouse by truck. It would require a fleet of trucks to transport people to and from the stations. The forwarder sends a transport letter to PT. Kereta Api Indonesia (Persero) to show that the goods have been picked up at the intended station. Shipping goods by train requires several routes and stops.

Uncertainty in operational schedules is one of the biggest challenges faced by the transportation sector, including freight train services provided by PT Kereta Api Indonesia (KAI). Accurate delivery schedules are essential for the sustainability of logistics and distribution of goods. However, schedule uncertainty can be caused by many things, such as technical constraints, weather, infrastructure limitations, and other disruptions. Uncertainty in freight train schedules has a significant impact on operational efficiency and business sustainability. Companies that rely on freight train services to deliver their products may experience delivery delays, which can lead to loss of customer trust and decreased service levels. In addition, schedule uncertainty can also increase operational costs due to the need to store additional or more inventory.

In this situation, it is important to identify the factors that cause schedule uncertainty and explore solutions that can be done to reduce its negative impacts. As a result, PT KAI and other stakeholders can work together to improve the reliability and efficiency of freight train services and drive economic growth through a better logistics system.

Indonesia's LPI (Logistics Performance Index) ranked 53rd in the world in 2014, with a score of 3.08, according to the World Bank. However, data shows that logistics costs are still high in Indonesia: 12.04% for transportation costs, 9.47% for inventory costs, and 4.52% for administrative costs, respectively. Overall logistics costs still exceed 25% of GDP, compared to Singapore (8%), Malaysia (13%), and Thailand (20%). It is essential to develop new ways to deliver goods, especially by improving the quality of delivery to increase Indonesia's LPI score and reduce logistics costs to speed up the distribution of goods. Air transportation networks and mass transportation between cities and out of town can support the national logistics system.

The railway line is 4,861.10 meters long and is equipped with 486 locomotives, 1,716 trains, 920 KRDK/KRL, and 6,249 carriages.

Nevertheless, railways have a lot of market potential, especially in terms of the benefits of railways compared to other methods. additional transportation, such as capacity, punctuality, and transportation costs. The development of other public transportation, especially in cities and rural areas, especially at ports, airports, and bus terminals, supports the development of multimodal transportation.

Road transport still accounts for around 80% of travel on Java. Due to factors such as freight, schedules and accessibility, trucks are the preferred choice for businesses over trains. The largest logistics cost consists of freight costs, which account for around 47.2% of the total (Simatupang, 2015).

Therefore, the logistics system in Indonesia is getting more expensive, and this situation is quite surprising. The national logistics business will face greater challenges because ASEAN single market, also known as the ASEAN Economic Community (AEC) or The Asean Economic Community (AEC) will be established in 2016. LPI (in Greece, 2014) stated that the lowest components in Indonesia consist of infrastructure, international shipping, and customs administration. When compared to Thailand, Land transportation, port and airport infrastructure in Indonesia is still very poor.

Singapore and Malaysia are in third place because they have the most advanced railway systems. far superior. Distribution and supply must run smoothly in the real sector to control inflation. Distribution inefficiencies increase product prices due to failures in the logistics and infrastructure systems.

To maintain national, provincial, district, and city food stocks, the government must accelerate the construction of roads and bridges, as well as Regional Distribution Centers. In addition, the Presidential Regulation It is very important that Law Number 26/2012 on the Blueprint for the Development of Sislognas be implemented immediately and accelerated.

integration with various different transportation methods (rail, truck, and sea). Given the bus accident in Comal, which caused an increase in demand for rail transportation. But, This increase cannot be fully met, impacting the quality of train services. Trains are more environmentally friendly (no unnecessary additional costs) and more efficient for long-distance and large-volume shipments.

It is not flexible just because it can send people from one station to another. Because logistics activities are not limited to stations, rail transportation still requires other integrated modes. Currently, logistics activities such as picking, dooring, lo/lo, warehousing, and so on that support the railway backbone are still carried out partially. As a result, logistics costs based on trains continue to increase, but are still ineffective (Greece, 2014).

The container shipping business allows the delivery of goods and logistics from small ports in Java and Sumatra via old railway lines. The planning of the railway route will reduce travel time and costs due to the large industrial areas around Bekasi and Karawang.

As a result, the railway carriage facilities or cooperation between the logistics industry and railway companies must be improved. On the other hand, the focus of this article is how the government can monitor the optimization of freight transport infrastructure and its limitations.

METHOD

This study describes events in a qualitative descriptive manner or phenomena that occur in the field. The data obtained from this approach consists of people's written or spoken words and observable behavior. Paradigms and perspectives influence qualitative methods. In addition, qualitative research focuses on the process to be studied and has a clear explanation so that its meaning can be easily understood.

RESULTS AND DISCUSSION

PT Kereta Api Logistik explores various opportunities and prepares comprehensive strategy to drive long-lasting operations. strengthening its position in the logistics sector. The Express Logistics Railway has been committed for ten years to ensuring the country's logistics system runs smoothly. This includes connecting container trains to Tanjung Priok, which is located in Jakarta, Karawang Industrial Area, Tanjung Emas is located in Semarang, and Tanjung Perak is located in Surabaya, and another Tanjung Emas is in Surabaya. I try to help. Page ten, Clary In fact, Kereta Api Logistik Express is a pioneer in sending waste by train.

This is the only service in this category in Indonesia. Many efforts have been made by Kereta Api Logistik Express to improve its capacity and capabilities in terms of infrastructure, facilities, workforce, business processes, and innovation. Kereta Api Logistik ensures that the implementation of its initiatives is in accordance with the objectives of PT Kereta Api Indonesia (Persero) and with government initiatives, especially the Ministry of Transportation, to increase freight transportation by rail. The company ensures that the programs created are in accordance with the needs of its parent company during the preparation of its business development.

Keeping up with new styles, ways of thinking, and resources is necessary for the creative process amidst such rapid change. I will rely on innovation and creativity to ensure that the company's products and services are successful, market dominance, technological advancement, and maximize the potential of its employees.

Therefore, innovation is now an essential part of social and economic growth. Innovation improves the standard of living and quality of life, and enables businesses to grow and succeed. In addition, new ways of doing things, better use of products, and more efficient systems and services are all the result of innovation.

The goods and services industry is not aware of the many advantages offered by rail container transportation. In addition, the demand for goods on the island of Java is not uniform from west to east and vice versa. By increasing pre- and post-transportation for door-to-door services in collaboration with third parties, the logistics train plan has shown benefits in terms of service. Logistics train services are becoming more popular among businesses and other industries as the number of products produced continues to increase. There are many opportunities to cooperate with well-known airlines, businesses, and logistics companies such as Garuda Cargo. To meet the demand for freight transportation, container terminals in Tanjung Mas (SRG), Tanjung Perak (SUB), Belawan, and Kuala Tanjung, North Sumatra have been opened.

The Kampung Bandan Integrated Warehouse Area in Jakarta has better infrastructure and facilities in terms of service quality. In addition, due to inefficient logistics chains and systems, logistics costs are very high. Logistics basically do not change with the addition of double tracks if not followed by preparing stations for loading and unloading.

The problem is on both sides of the station and between the station and the warehouse. The train service faces logistical problems because the service is not door-to-door. Therefore, the price continues to increase. For example, the logistics cost of a truck from Jakarta to Surabaya is IDR 4 million-IDR 5 million for a three-day trip, while the train requires IDR 2.5 million for a one-day trip. However, the loading and unloading costs per station can reach up to IDR 2.5 million for two days.

The warehouse may cost \$1.5 million. If the infrastructure of the railway station and the warehouse is far away, the installation of this double track will not work. The surge in food prices and inflation is often caused by high transportation costs and the complexity of the distribution chain. Logistics costs increase rapidly as a result of the failure of the logistics system and chain. Since KAP transports 1.5 million TEU of goods annually with a cargo share of at least 5%, the market share of railways is very low. Interview results show that railway logistics services are not as popular as other transportation options, such as air or sea vessels. This is due to unattractive infrastructure and customer service, such as logistics agents and factories in industrial areas.

19,149,000 tonnes of goods were transported in 2010, with new goods accounting for 0.6 percent of the total. national product. The table for 2030 shows that the largest share of freight transport remains freight travel.

The movement of goods on the islands of Sumatra and Java each reaches 937 million tons each year, or 40.56% and 53.6% of the total national movement of goods. The construction

of land routes that will connect ports such as Kuala Tanjung, Belawan, Tanjung Priok, Tanjung Perak, Tanjung Emas, and the Merak-Bakauheni Highway. But by word of mouth with the mines to the mother ship or mid-sea transportation, integrated logistics services are required.

CONCLUSION

The results of the analysis show that the quality of PT Kereta Api Logistik's service is based on real aspects, reliability, responsiveness, empathy, and assurance. Because PT Kereta Api Logistik can be categorized as a quality of service that satisfies the community, the results of PT KAI's services are an innovative addition and the ability to meet various local social logistics needs. The improvement process is still hampered by budget and human resource problems because facilities and infrastructure are very important for service quality. Localization of PT Kereta Api Logistik Indonesia.

Since PT Kereta Api is a state-owned business, this service innovation encourages human resources, which are directly supported by the government. In addition, local communities support PT Kereta Api because the presence of the service provides many benefits to the local community. PT Kereta Api became a state-owned company because of the shortage of manpower for services and supporting equipment.

There are times when it is difficult to divide the work, and one person must handle two jobs at once. In three steps, PT Kereta Api Logistik seeks to improve the quality and quality of service: adding new services; purchasing service offices in all sub-districts and improving facilities to make services more accessible to the general public; and improving human resources and quality.

The parcel ons freight train station found several reasons for customer dissatisfaction. Some of the reasons for dissatisfaction included the punctuality of train arrivals and departures, which were sometimes considered a hindrance, and fares that were considered inappropriate.

In addition, PT.KAI has reduced its time delays so that travel and arrival are on time. However, from January to February 2018, unpredictable weather caused disruptions due to natural events. In addition, the forwarder is sometimes responsible for departure delays; the train series must wait for goods that have not arrived at the warehouse. The first train departs late, causing other trains to arrive late because they have to wait for a change.

PT. KAI is squeezed because of this delay. This means that the forwarder or customer is responsible if the train arrives late. However, if the train departs late because the forwarder is waiting for PT. KAI's goods, they are not allowed to depart the train. Although the departure time is clearly stated in the contract and standard operating procedures (SOP) to avoid disrupting the next train schedule, the forwarder does not seem to know about it.

PT. Kereta Api Indonesia (Persero) tariffs are based on demand elasticity, competition, and cost structure. PT. KAI also takes into account various factors that affect tariffs, such as the use of transportation facilities, transportation volume, operating patterns, distance traveled, fuel, maintenance costs, and spare parts.

Customers can view shipping rates, track shipments, and location information for KAI Logistik Express outlets in the KAI Logistics menu. As of November 2021, 5,758,294 people have used the KAI Access App, which was released in 2014. It can be downloaded from the App Store and Google Play.

PTKAI has just launched KAIPay, an electronic money service that makes payments easier on the KAI Access application, and since its launch, 38,232 people have used it. In addition, this application has superior features such as e-boarding passes, online cancellation and rescheduling, and various other services from the KAI Group. Emphasis on user experience and use of digital technology.

PT KAI must adapt to the ever-changing pandemic conditions. This may include seeking new markets or business opportunities, creating recovery plans, and investing in advertising to attract passengers.

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