Evaluasi perizinan spektrum frekuensi radio dinas maritim menggunakan metode gap analysis dan kano model = Evaluation on radio spectrum frequency for maritime licensing using gap analysis and kano model methods

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Abstrak

Direktorat Operasi Sumber Daya - Ditjen SDPPI telah meluncurkan spectraweb maritim, yakni aplikasi pelayanan bagi masyarakat untuk melakukan proses perizinan izin stasiun radio/ISR dinas maritim secara elektronik e-licensing . Masih sedikitnya masyarakat yang memanfaatkan aplikasi ini mengakibatkan menumpuknya berkas permohonan yang masuk melalui loket pusat pelayanan terpadu yang berdampak pada penerbitan ISR lebih dari 7 tujuh hari kerja.
Penelitian ini bertujuan untuk merumuskan rekomendasi perbaikan kinerja perizinan ISR dinas maritim. Metode yang digunakan pada penelitian ini adalah gap analysis dan Kano Model. Dari hasil evaluasi gap analysis, Direktorat Operasi Sumber Daya harus menerapkan perizinan e-licensing ISR dinas maritim secara penuh dengan persyaratan perizinan yang lebih sederhana dan tidak menerima permohonan melalui loket pusat pelayanan terpadu.
Hasil analisis Kano Model spectraweb maritim menunjukkan data entry yang aman merupakan keharusan dan jika atribut entry data lebih cepat, tipe dan kelas kapal pencarian dan pemilihan perangkat radio yang lebih mudah dipahami, serta download ISR dapat berfungsi dengan baik maka kepuasan masyarakat dan jumlah pengguna spectraweb maritim akan semakin meningkat.
.....Directorate of Spectrum Licensing Directorate General of Resources Management and Equipment Standard of Posts and Information Technology DG SDPPI has launched a web based application called Spectraweb aiming to facilitate their clients obtaining maritime license online from the comfort of their own home as their commitment to improve radio spectrum frequency licensing process. Unfortunately, at present there are a lack of knowledge on this new e licensing process amongst their clients, thus the old way of manual applications submission via postal service or office counters are still the most popular method. This condition caused applications processed more slowly, even exceeds its standard processing time.
This research aims at establishing recommendation to improve the performance of maritime e licensing. The method used in this research is Gap Analysis and Kano Model. This research conclude that Directorate of Spectrum Licensing, must enforce a full e licensing system to all their clients with simpler requirements and cease all manual applications submissions.
The results of analysis based on Kano Model indicates a secured data entry process is necessary. Furthermore, an e licensing process with faster data entry, more simple type and class vessel searching process and more reliable license downloading system are needed to increase their clients rsquo satisfaction which later gain more interest from their clients to take benefit from maritime e licensing system.