

**SURVEY TINGKAT KEPUASAN KERJA SERTA MOTIVASI DAN PEMBERDAYAAN
KARYAWAN PT. JAKARTA INTERNATIONAL CONTAINER TERMINAL**

***Survey of Job Satisfaction, Motivation & Empowerment
for PT. Jakarta International Container Terminal***

Hanya untuk kepentingan tabulasi (mohon diisi):

Nomor responden : (kosongkan)

Tanggal diisi :

Identitas Responden:

Jenis Kelamin : Laki-laki/Perempuan * (coret yang tidak perlu)

Masa Kerja :

Pendidikan :

Usia :

Kelas Jabatan :

Departemen/Unit :

Cara Pengisian

Berikanlah tanda silang (X) pada salah satu jawaban yang saudara pilih, untuk setiap pertanyaan dibawah ini:

No. 1 (Sangat tidak puas), berarti saudara sangat tidak puas pada aspek ini dalam pekerjaan

No. 2 (Tidak puas), berarti saudara tidak puas pada aspek ini dalam pekerjaan saudara

No. 3 (Cukup puas), berarti saudara cukup puas pada aspek ini dalam pekerjaan saudara

No. 4 (Puas), berarti saudara puas pada aspek ini dalam pekerjaan saudara

No. 5 (Sangat puas), berarti saudara sangat puas pada aspek ini dalam pekerjaan saudara

No.	PERTANYAAN	1	2	3	4	5	total
1.	Pengetahuan tentang tugas pokok saudara <i>The understanding of your main job</i>						
2.	Pengetahuan tentang cara melakukan tugas dengan baik <i>The understanding of doing job right</i>						
3.	Selalu sibuk sepanjang waktu <i>Always busy all the time</i>						
4.	Kesempatan melakukan sesuatu yang baru dari waktu ke waktu <i>The opportunity to do something new from time to time</i>						
5.	Kesempatan untuk memberitahu rekan kerja apa yang seharusnya dilakukan <i>The opportunity to acknowledge your colleagues what suppose to do</i>						
6.	Melakukan pekerjaan yang tidak sesuai dengan batin saudara <i>Doing work not suitable with your own intention</i>						
7.	Perasaan puas yang saudara peroleh dalam menyelesaikan pekerjaan <i>Feel satisfy after finalizing your work</i>						
8.	Kesempatan bekerja sendiri dalam menyelesaikan pekerjaan <i>The chance to work individually in finalizing your work</i>						
9.	Kesempatan menjadi bagian penting dalam kelompok kerja <i>The opportunity to be an important part in work group</i>						
10.	Kesempatan membantu menyelesaikan pekerjaan rekan saudara <i>The opportunity to assist your colleagues in finalizing their work</i>						
11.	Kesempatan melakukan pekerjaan dengan menggunakan kemampuan yang saudara miliki						

	<i>The chance to do work with your skill</i>						
12.	Kesempatan untuk dapat berkembang pada pekerjaan saudara saat ini. <i>The opportunity to develop yourself in your current job</i>						
13.	Kesempatan untuk meningkatkan pengetahuan melalui pelatihan <i>The chance to enhance your knowledge through training</i>						
14.	Kesempatan menduduki jabatan yang lebih tinggi (promosi) <i>The opportunity to get promotion</i>						
15.	Kebebasan untuk menggunakan penilaian saudara sendiri <i>The freedom to use your own judgment</i>						
16.	Kesempatan untuk mencoba menggunakan cara/metode saudara sendiri untuk menyelesaikan pekerjaan <i>The opportunity to try your own method in finalizing your work</i>						
17.	Cara atasan saudara dalam membina bawahan <i>The way your superior coach the staff</i>						
18.	Kemampuan atasan saudara dalam mengambil keputusan <i>Your superior ability in making decision</i>						
19.	Kebijakan, keterbukaan, dan perhatian atasan terhadap bawahan <i>The wisdom, open mind and caring of your superior to the staff</i>						
20.	Penerapan Kebijakan unit kerja saudara dalam kegiatan sehari-hari <i>The application of your unit policy in the daily activities</i>						
21.	Pekerjaan saudara saat ini dapat memberikan jaminan kehidupan saudara nantinya <i>Your current job can guarantee your future life</i>						
22.	Imbalan yang saudara terima dikaitkan dengan beban pekerjaan yang saudara lakukan <i>Your remuneration compare to your workload</i>						

23.	Penghargaan atau sanksi yang saudara terima jika menyelesaikan pekerjaan dengan baik atau buruk <i>Reward or penalty that you get if doing job right or bad.</i>						
24.	Pelimpahan tugas dan wewenang dari atasan sesuai dengan uraian tugas <i>The job delegation from superior is already fit with the job description</i>						
25.	Kenyamanan tempat kerja/ruang kerja saudara saat ini <i>The comfort of your current work station</i>						
26.	Kelengkapan kerja saudara saat ini <i>Your work utilities already sufficient</i>						
27.	Keharmonisan kerja sesama rekan kerja saudara saat ini <i>The current work relationship with your colleagues</i>						

Pilih salah satu jawaban dengan memberi tanda (X) yang menurut saudara paling sesuai dengan yang saudara rasakan/alami:

28. Berkenaan dengan tugas-tugas saudara, apakah saudara pernah mengajukan saran, baik lisan maupun tulisan kepada perusahaan?

Relating to your main job, do you ever put a suggestion whether in verbal or written to the company?

1. Pernah 2. Tidak pernah

29. Apakah saran saudara tersebut mendapat tanggapan dari perusahaan?

Do you get a respond from the company on your suggestion?

1. Pernah 2. Tidak pernah

30. Apakah cara penanganan saran tersebut sudah tepat?

Does the company follow up your suggestion properly?

1. Tepat 2. Tidak tepat

31. Apakah saudara mengetahui visi dan misi perusahaan?

Do you know the company vision and mission?

1. Mengetahui 2. Tidak mengetahui

32. Bagaimana penilaian saudara terhadap tingkat ketersediaan informasi yang dibutuhkan?

How you rate the level of information required, being provided?

1. Sangat tidak baik 2. Tidak baik 3. Cukup baik
4. Baik 5. Baik sekali

33. Bagaimana penilaian saudara terhadap tingkat keakuratan informasi yang tersedia?

How do you rate the accuracy of available information?

1. Sangat tidak akurat 2. Tidak akurat 3. Cukup akurat
4. Akurat 5. Akurat sekali

34. Bagaimana penilaian saudara terhadap waktu yang diperlukan untuk mendapatkan informasi yang dibutuhkan tersebut?

How do you rate the time required to receive the needed information?

1. Lama sekali 2. Lama 3. Cukup cepat
4. Cepat 5. Cepat sekali

Terima Kasih



CUSTOMER SATISFACTION SURVEY
ON SERVICE DELIVERY OF PT. JAKARTA INTERNATIONAL CONTAINER
TERMINAL

For tabulation purpose (Please Fill in):

Respondent Number :

Date :

Name :

Company :

Position :

Guidance:

Following is your evaluation on Service Quality Delivery of PT. Jakarta International Container Terminal (JICT) comparing between your PERCEPTION and your EXPECTATION.

Give cross sign (X) on one of the answer that you choose for each of the question in the following:

A. JICT Facilities

1. How is your evaluation on the facility of JICT equipment for loading - unloading in the quay side? - Your current perception:

1. Very unsatisfied	2. Not satisfied	3. Quite satisfied	4. satisfied	5. Very satisfied
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 - Your expectation:

1. Very unsatisfied	2. Not satisfied	3. Quite satisfied	4. satisfied	5. Very satisfied
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2. How is your evaluation on the facility of container yard at JICT?

- Your current perception:				
1. Very unsatisfied	2. Not satisfied	3. Quite satisfied	4. satisfied	5. Very satisfied
- Your expectation:				
1. Very unsatisfied	2. Not satisfied	3. Quite satisfied	4. satisfied	5. Very satisfied

3. How is your evaluation on the facility of equipment in the Gate House of JICT?

- Your current perception:				
1. Very unsatisfied	2. Not satisfied	3. Quite satisfied	4. satisfied	5. Very satisfied
- Your expectation:				
1. Very unsatisfied	2. Not satisfied	3. Quite satisfied	4. satisfied	5. Very satisfied

4. How is your evaluation regarding the Customer Care Room facility at JICT?
- Your current perception:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
- Your expectation:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
5. How is your evaluation regarding the utilization of computerized system at JICT?
- Your current perception:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
- Your expectation:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied

B. Quality of Performance

1. How do you rate on the performance of JICT in the loading –unloading of containers in the vessel?
- Your current perception:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
- Your expectation:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
2. How do you rate the performance of JICT regarding its service on the container yard handling?
- Your current perception:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
- Your expectation:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
3. How do you rate the service of Billing activity at JICT?
- Your current perception:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
- Your expectation:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
4. How do you rate the service of JICT regarding its activity at the Gate House?
- Your current perception:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
- Your expectation:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
5. How do you rate the security aspect at JICT?
- Your current perception:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
- Your expectation:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
6. How do you rate the claim settlement process at JICT?
- Your current perception:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied

- Your expectation:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied

C. JICT Employee

1. How do you rate JICT Employee performance in their appearance?
 - Your current perception:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
 - Your expectation:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
2. How do you rate the employee ability (way) in solving your problem or complain?
 - Your current perception:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
 - Your expectation:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
3. How do you rate JICT staff professionalism and skill?
 - Your current perception:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
 - Your expectation:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
4. How do you rate the employee ability in convincing the customer?
 - Your current perception:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
 - Your expectation:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
5. How do you rate the level of responsiveness of JICT employee in settling the problems?
 - Your current perception:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
 - Your expectation:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied

D. JICT System and Procedure

1. How do you rate the system and procedure that applies at JICT?
 - Your current perception:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
 - Your expectation:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
2. How do you rate the quality of information at JICT?
 - Your current perception:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
 - Your expectation:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied

3. Do you rate JICT staff in serving the customer already in timely manner?
- Your current perception:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
 - Your expectation:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
4. How do you rate the whole operational activities at JICT?
- Your current perception:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
 - Your expectation:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
- E. JICT Innovation
1. How do you rate the EDI exchange of JICT and your company?
- Your current perception:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
 - Your expectation:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
2. How do you rate the information of vessel schedule at JICT Website?
- Your current perception:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
 - Your expectation:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
3. How do you rate the application of SMS tracking for container checking?
- Your current perception:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
 - Your expectation:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
4. How do you rate the 24 hrs service at Customer Care?
- Your current perception:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied
 - Your expectation:
1. Very unsatisfied 2. Not satisfied 3. Quite satisfied 4. satisfied 5. Very satisfied

- Thank You -

**THE CALCULATION OF SCORE, SCORE WEIGHT AND RANGE OF SCALE
THE INDICATOR FOR MEASUREMENT RESULT**

THE AVERAGE OF SCORE VALUE FOR MEASUREMENT INDICATOR:

$$Y = \frac{(1 \times a_1) + (2 \times a_2) + (3 \times a_3) + (4 \times a_4) + (5 \times a_5)}{(a_1 + a_2 + a_3 + a_4 + a_5)}$$

Whereas:

- Y = The average of score value
 1 to 5 = Score
 a₁...a₅ = The total respondent that choose score 1 to 5
 a₁+a₂+a₃+a₄+a₅ = The total respondent

1. The perspective of Learning & Growth

a. Job Satisfaction Level

Staff Level

$$= \frac{(1 \times 11) + (2 \times 122) + (3 \times 440) + (4 \times 465) + (5 \times 109)}{88}$$

88

$$= \frac{3980}{88} = 45.3$$

88

Managerial Level

$$= \frac{(1 \times 1) + (2 \times 9) + (3 \times 22) + (4 \times 49) + (5 \times 3)}{6}$$

6

$$= \frac{296}{6} = 49.3$$

6

The average score for staff and managerial level = $(45.3 + 49.3)/2 = 47.6$
 (Good)

b. Motivation & Empowerment

Staff Level

$$= \frac{(1 \times 5) + (2 \times 41) + (3 \times 579) + (4 \times 420) + (5 \times 21)}{88}$$

88

$$= \frac{3609}{88} = 41$$

88

Managerial Level

$$= \frac{(1 \times 0) + (2 \times 6) + (3 \times 19) + (4 \times 48) + (5 \times 6)}{6}$$

6

$$= \frac{291}{6} = 48.5$$

6

The average score for staff and managerial level = $(44 + 48.5)/2 = 46.26$
(Good)

THE RANGE OF SCORE FOR MEASUREMENT INDICATOR

$$RS = \frac{(Rt - Rr) \times \text{total of survey}}{N}$$

Whereas:

RS = Rentang Skor (Range of Score)

Rt = Rentang Tertinggi (The highest score)

Rr = Rentang Terendah (The lowest score)

N = total of score alternatives

1. The perspective of Learning & Growth

a. Job Satisfaction Level

$$= \frac{(5-1) \times 14}{5}$$

$$= \frac{56}{5} = 11.20$$

5

Score Range:

1. 14 – 25.20 = Not Very Good
2. 25.21 – 36.41 = Not Good
3. 36.42 – 47.62 = Quite Good
4. 47.63 – 58.83 = Good
5. 58.84 – 70.04 = Very Good

a. Motivation and Empowerment

$$= \frac{(5-1) \times 13}{5}$$

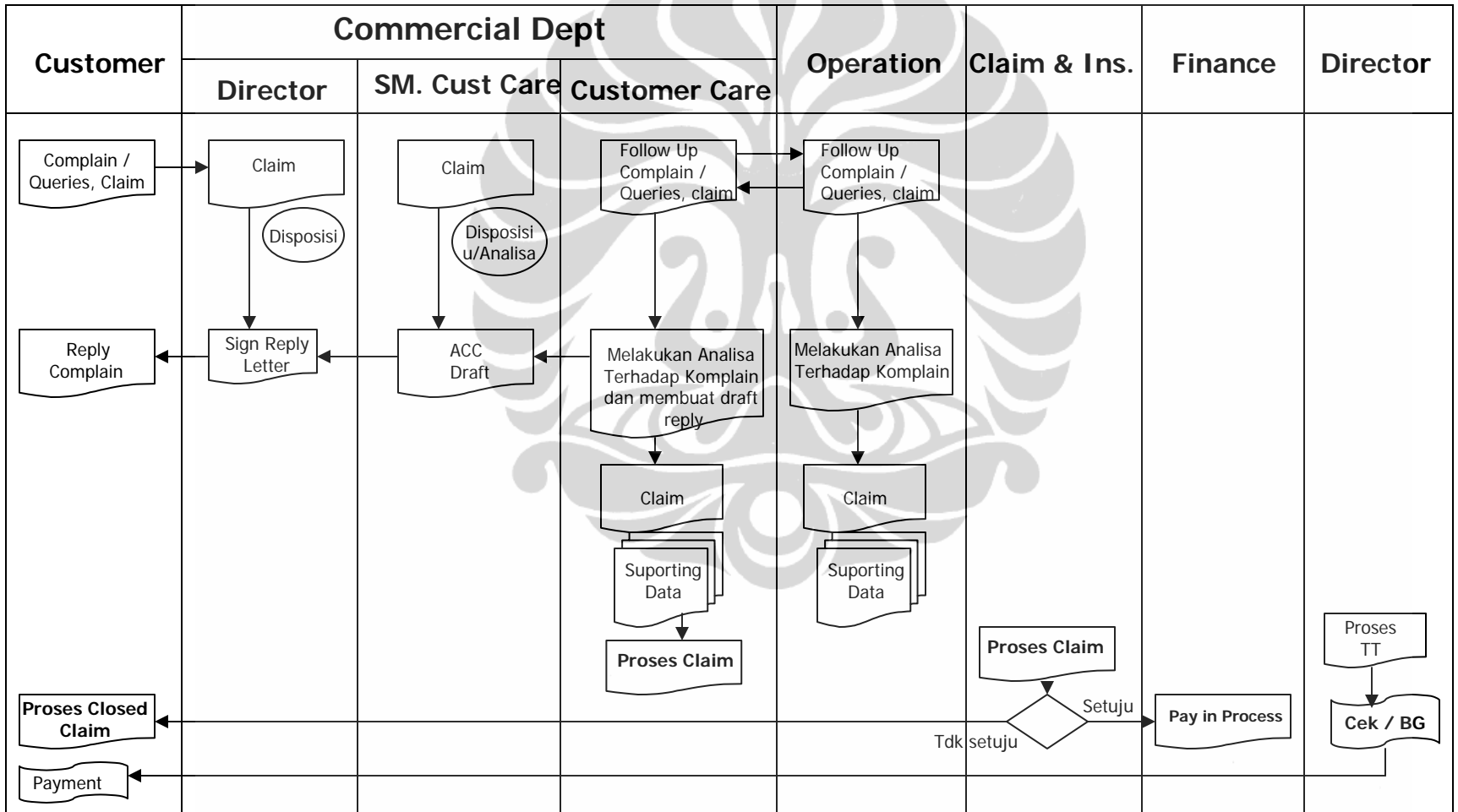
$$= \frac{42}{5} = 8.40$$

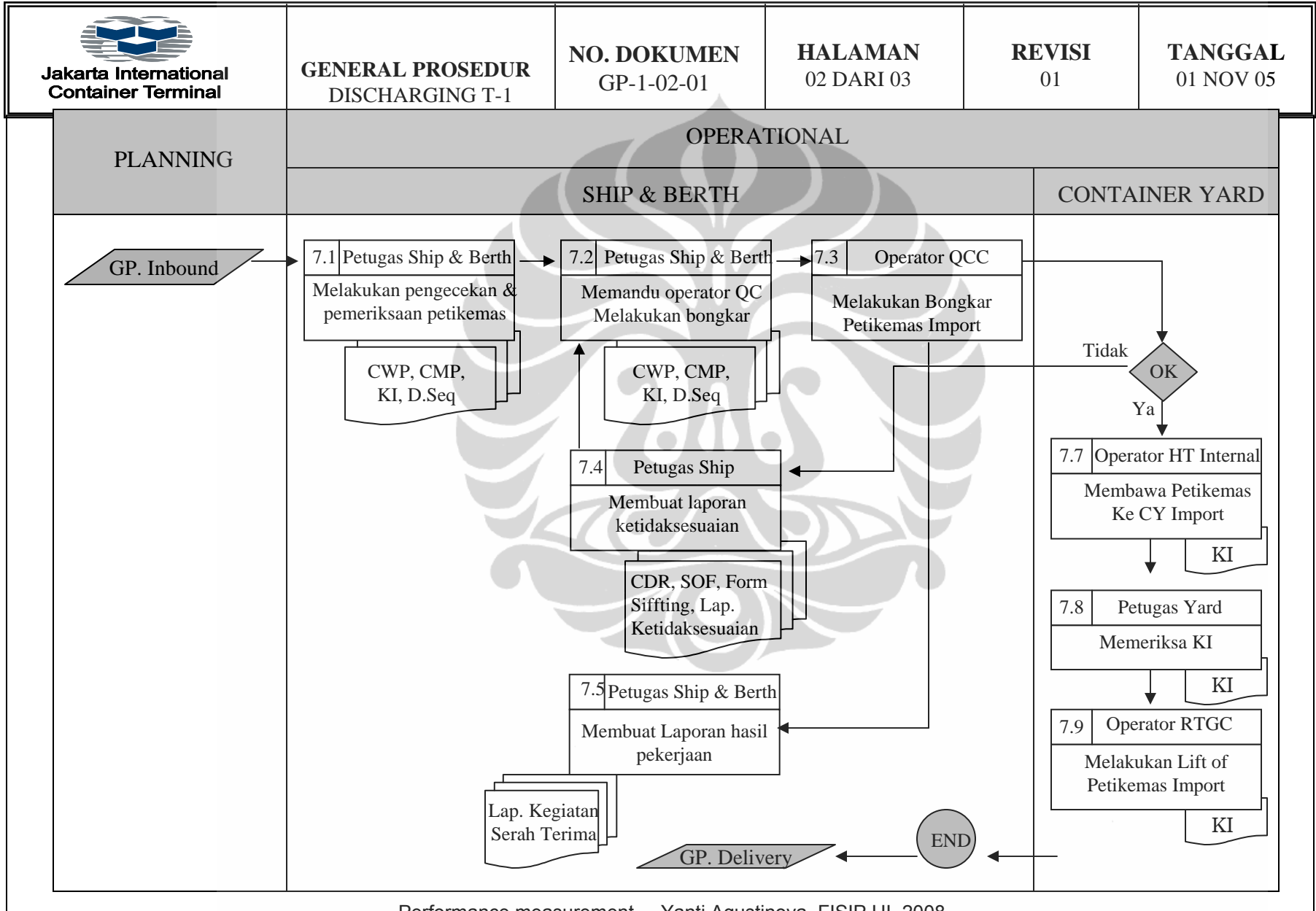
5

Score Range:

1. 13 - 21.40 = Not Very Good
2. 21.41 – 29.81 = Not Good
3. 29.82 – 38.22 = Quite Good
4. 38.23 – 46.63 = Good
5. 46.64 – 65 = Very Good

 <p>Jakarta International Container Terminal</p>	<p>GENERAL PROSEDUR COMPLAIN</p>	<p>NO. DOKUMEN GP-2-01-01</p>	<p>HALAMAN 3 DARI 4</p>	<p>REVISI 00</p>	<p>TANGGAL 21 APRIL 03</p>
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GENERAL PROSEDUR
IN BOUND T-1

NO. DOKUMEN
GP-1-01-01

HALAMAN
02 DARI 05

REVISI
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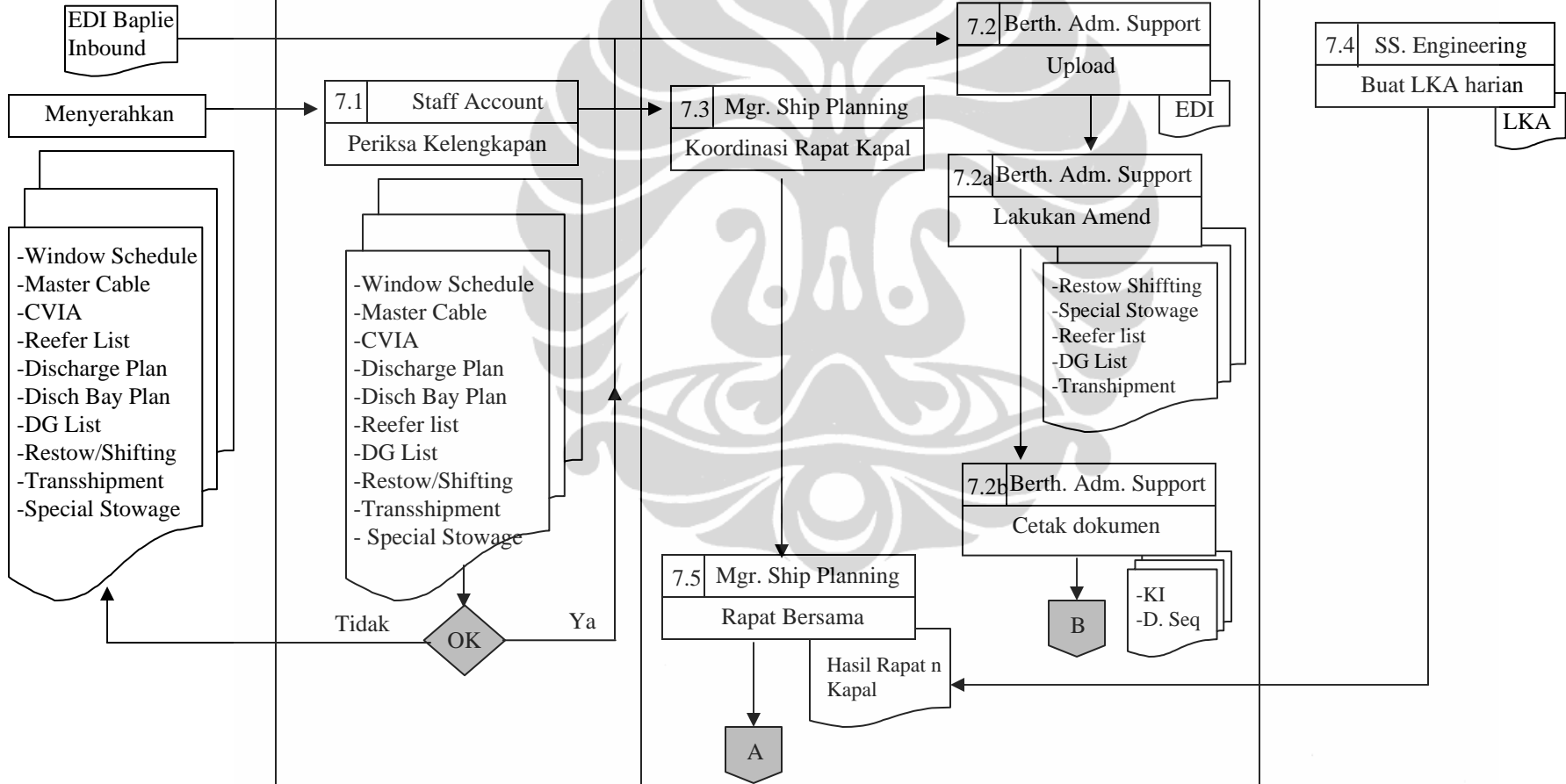
TANGGAL
31 MARET 03

SHIPPING LINE

COMMERCIAL

PLANNING

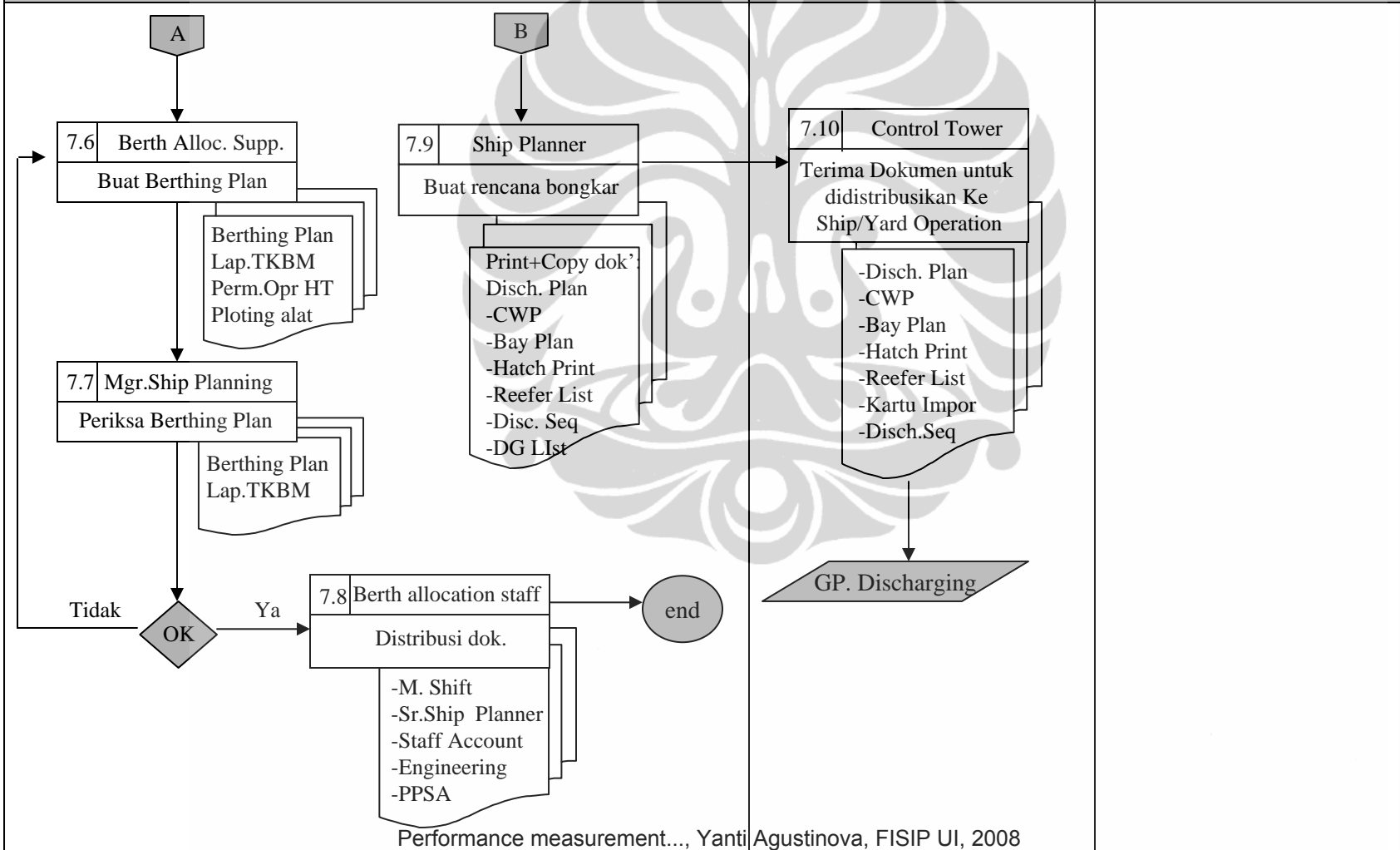
ENGINEERING



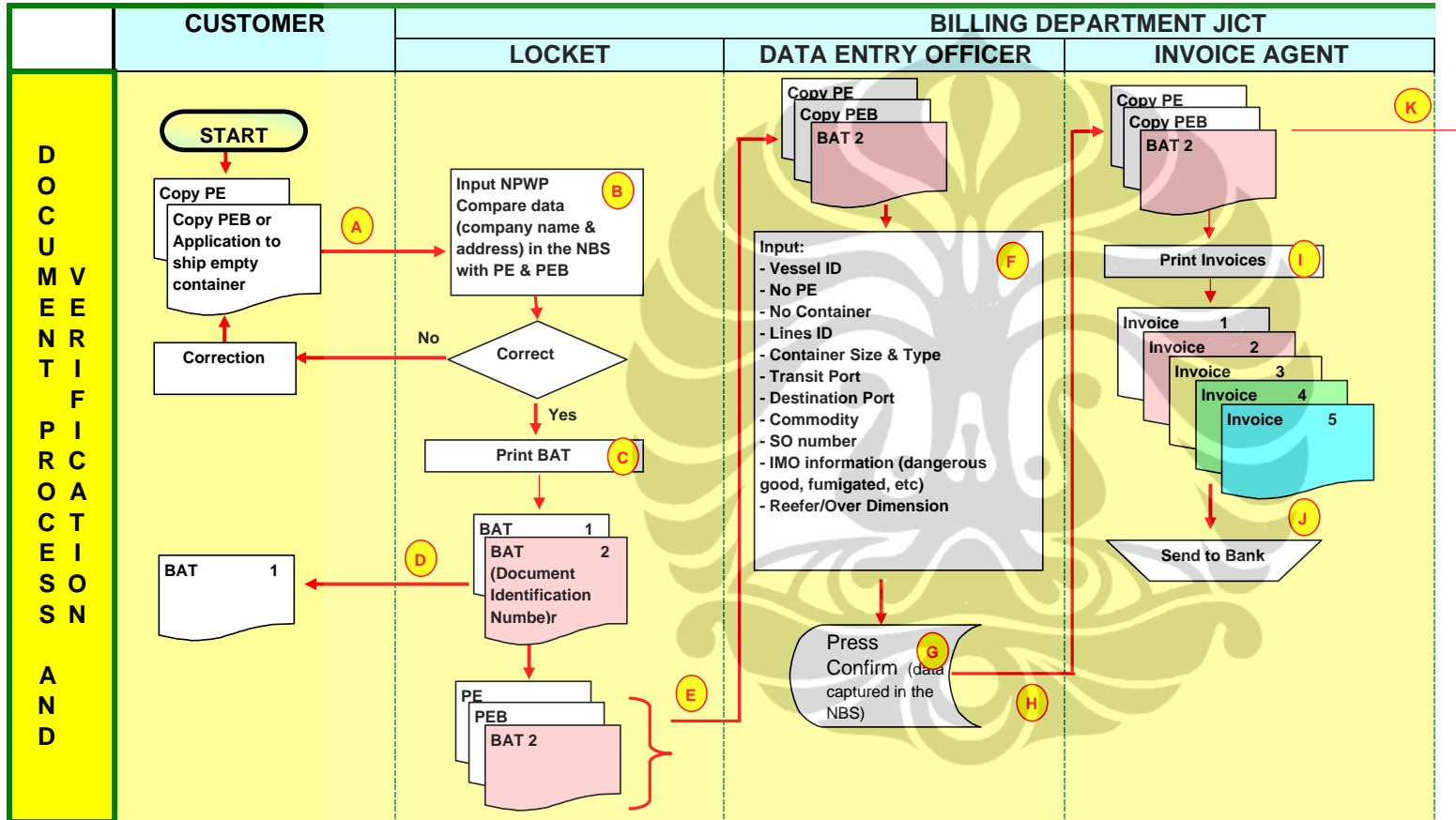


PLANNING

CONTROL TOWER



**PT JAKARTA INTERNATIONAL CONTAINER TERMINAL
BILLING ACTIVITY FLOWCHART
EXPORT CONTAINER YARD SERVICES**



Appendix 3.4

