



The Indonesian National Single Window (INSW) System On Import Goods Handling Of Mt. Asia Aspara By Pt. Samudra Shipping Agency Dumai

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Abstract. This study aims to analyze the flow of use of the Indonesia National Single Window (INSW) for handling imported goods at PT. Samudra Shipping Agency, and analyze the effectiveness of the implementation of the INSW system at PT. Samudra Shipping Agency. This study explains the differences experienced before and after the INSW system is implemented. The research method used is qualitative descriptive research. The results of the study indicate that the Indonesia National Single Window (INSW) system is effective in helping the process of handling imported goods at PT. Samudra Shipping Agency. This is because the Indonesia National Single Window (INSW) system has a significant influence and overall its implementation at PT. Samudra Shipping Agency is in accordance with the objectives of the INSW system, namely to increase the speed of service and effectiveness of supervision, as well as the performance of all activities related to the flow of export and import goods and minimize the time and costs required in all handling activities for the flow of export and import goods, especially those related to the licensing process for the release of goods. This impact is felt by the acceleration of time and reduction of costs in the process of handling imported goods at PT. Samudra Shipping Agency which is illustrated through the statements of the parties who have been interviewed.

Keywords: INSW, System, Handling.

1. INRODUCTION

Indonesia National Single Window (INSW) is a solution that can make things easier for exporters and importers because document and licensing processing is done online. The Indonesia National Single Window is a liaison between relevant agencies in the implementation of exports and imports. National single window is a system that allows the submission of data and information in a single manner, as well as single and synchronous decision making, and single decision making to grant customs permits and release goods

The advantages of the INSW system in dealing with problems and imports have encouraged countries in ASEAN to implement it. This was proven by the holding of a meeting among the heads of ASEAN member states and resulting in The Declaration of ASEAN Concorat. The results of this meeting agreed to create a system that handles export activities, namely the ASEAN Single Window (ASW) system. This causes each ASEAN member country to have a NSW system before the ASW system is implemented, therefore Indonesia also implements the system through the Indonesia National Single Window system. (INSW).

The Indonesian National Single Window (INSW) was formed by Presidential Regulation Number 10 of 2008 which is an Indonesian national system that allows for single and synchronous submission of data and information as well as single decision making to grant customs permits and release goods. The implementation of the Indonesia National Single Window (INSW) system is expected to improve service, speed and provide certainty for users with the aim of expediting export and import licensing activities involving various entities so that it is necessary to integrate information between the entities involved, in order to expedite export-import activities.

2. THEORETICAL FRAMEWORK

A. Understanding Systems

Based on scholarly definitions, a system can be conceptualized as an interconnected collection of elements that collaboratively process inputs to generate desired outputs. Researchers like Kristanto (2018) and Heriyanto (2018) describe a system as an intricate network of interconnected procedures designed to accomplish specific activities or achieve predetermined targets. Fundamentally, a system represents an integrated entity comprising two or more components or subsystems that interact synergistically to pursue a common objective. Modern systems play a crucial role in simplifying and streamlining computer-based and online work processes.

B. Understanding Indonesia National Single Window (INSW)

Established through Presidential Regulation Number 10 of 2008, the Indonesia National Single Window (INSW) is a sophisticated systemic approach enabling unified and synchronized data and information processing. The primary purpose of this system is to facilitate a singular, integrated decision-making mechanism for expediting customs clearance and cargo release procedures.

C. Understanding Handling

Handling represents a systematic process of action involving strategic management, comprehensive coordination, and effective resolution of specific cases. This process is typically executed by authorized personnel with the primary objective of controlling and successfully addressing the challenges at hand.

D. Definition of Ship

According to legal frameworks and maritime regulations, a ship encompasses all sailing equipment, irrespective of its nomenclature or inherent characteristics. The term "sailing equipment" broadly refers to any objects capable of navigating and moving across water

surfaces, regardless of their configuration or intended purpose. The Shipping Law (Law No. 17 of 2008) provides a comprehensive definition, characterizing a ship as a water-based vehicle with distinct specifications. This includes vessels propelled by wind or mechanical power, those capable of being towed, vehicles with dynamic carrying capacities, underwater vehicles, buoyancy devices, and stationary floating structures.

3. RESEARCH METHODS

In writing this paper the author used 2 types of research methods in collecting data, namely:

A. Library Methodology (Library Research)

This is a method where data is obtained by reading books related to the problem that will be discussed in a writing and is additional material that provides information to complete a writing.

B. Field Methodology (Field Research)

The field method was carried out at PT. Samudra Shipping Agency Dumai by collecting observation data on activities received while in the field.

1) Documentation

The author also received sources in the form of data and books owned by the research site at PT. Samudra Shipping Agency Dumai

2) Observation Method

The observation method is a method of collecting data regarding direct observation and real knowledge. After making observations, the author obtained several documents contained in the National Single Window System, namely crew list, shipping instructions, bill of lading, stowage plan, ship particular

4. RESULTS AND DISCUSSION

The development and implementation of the National Single Window (NSW) system in Indonesia is primarily motivated by national interests aimed at improving goods flow efficiency and export-import service performance. This initiative also demonstrates Indonesia's commitment to regional ASEAN agreements. The background can be categorized into two primary driving factors:

A. External Factors

a. Multiple ASEAN Regional Commitments:

1) ASEAN Member States Leaders' Declaration (Bali Concord II) on October 7, 2003

- 2) ASEAN Economic Ministers' Agreement to Establish ASEAN Single Window on December 9, 2005
 - 3) ASEAN Finance Ministers' Protocol for ASEAN Single Window in April 2006
 - 4) ASEAN Leaders' Declaration on ASEAN Economic Community Blueprint on November 20, 2007
- b. Global Movement towards Single Window Systems:
- 1) Nearly all countries are developing individual or regional Single Window systems
 - 2) Implemented across regional communities like ASEAN, European Union (EU), and APEC
- c. International Organization Recommendations:
- 1) Commitments from World Customs Organization (WCO)
 - 2) World Trade Organization (WTO) guidelines
 - 3) United Nations organizational support (UN-CE/CEFACT, UN-ESCAP)
- B. Internal Factors
- a. Export-Import Service Performance Improvements:
- 1) Reducing high lead times for import and export goods
 - 2) Minimizing transaction costs
 - 3) Enhancing data validity and accuracy of export-import licensing
- b. National Interests:
- 1) Cross-border control mechanisms
 - 2) Addressing issues like terrorism, transnational crime
 - 3) Preventing trafficking, illegal trading
 - 4) Protecting intellectual property rights
 - 5) Ensuring consumer protection
- c. Service System Integration:
- 1) Developing integrated government agency systems
 - 2) Increasing export-import process efficiency
 - 3) Improving public service performance
 - 4) Applying good governance principles
 - 5) Enhancing national economic competitiveness

Regulated by Presidential Regulation Number 10 of 2008, the Indonesian National Single Window (INSW) is a comprehensive national system enabling:

- a) Single data and information submission
- b) Synchronized data processing

- c) Unified decision-making for customs clearance
- d) Streamlined cargo release procedures

5. CONCLUSIONS AND SUGGESTIONS

A. Conclusion

In the INSW system in the process of handling imported goods at PT. Samudra Shipping Agency Dumai has been running well by connecting online between entities including business actors and government agencies, however, during shipping, there is still often a lack of documents due to a lack of coordination between various government agencies involved in the import process, causing obstacles in data exchange and information

B. Suggestions

The INSW system requires data system improvements and regular data verification to ensure data accuracy. The information provided in the INSW system can be made easier to pronounce the name of the item, so that importers can easily understand the information obtained which is necessary to improve service level agreements or quicker termination of permits from government agencies involved in handling

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