

# **PERAN PELABUHAN PERIKANAN NUSANTARA PALABUHANRATU TERHADAP KEBUTUHAN OPERASI PENANGKAPAN IKAN**

**FAISAL BAHAR ARITONANG**

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## **ABSTRAK**

Pelabuhan Perikanan Nusantara (PPN) Palabuhanratu memiliki banya cakupan potensi sumberdaya perikanan, baik dari segi sumberdaya hayati, non-hayati, dan dari segi lingkungan. Penelitian ini bertujuan untuk menganalisis peran (PPN) Palabuhanratu terhadap pelayanan opsional penangkapan ikan dan menganalisis tingkat kepuasan nelayan terhadap pelayanan operasional penangkapan ikan di (PPN) Palabuhanratu. Metode yang digunakan adalah metode purposive sampling. data dilakukan analisis teknis, importance and performance analysis (IPA) dan customer satisfaction index (CSI). Hasil penelitian menunjukkan bahwa secara keseluruhan fasilitas pokok, fasilitas fungsional dan fasilitas penunjang di PPN Palabuhanratu terbilanglengkap dan kondisinya baik, diantaranya yaitu kondisi pabrk es yang dapat memenuhi kebutuhan nelayan di PPN Palabuhanratu. Selain itu terdapat pembaharuan seperti SPBN pengisian Bahan Bakar Minyak (BBM);Tingkat kepuasan nelayan terhadap pelayanan kebutuhan melaut di PPN Palabuhanratu didapatkan hasil dari perhitungan CSI masing-masing atribut pelayanan yaitu pelayanan kebutuhan solar 90 % ( sangat puas), kebutuhan SPB 94,4 % (puas), kebutuhan SHTI 96,4 % (puas), serta pelayanan fasilitas dan jasa 97,2 % (puas) nilai ini menunjukan bahwa keseluruhan nelayan merasa puas terhadap pelayanan dan fasilitas pelabuhan.

**Kata Kunci :** PPN Palabuhanratu, Tingkat Kepuasan Nelayan

# **ROLE OF PALABUHANRATU NUSANTARA FISHERY PORT TOWARDS THE NEED FOR FISH CATCHING OPERATIONS**

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## ***ABSTRACT***

The Nusantara Fishery Port (PPN) Palabuhanratu has a wide range of potential fishery resources, both in terms of biological, non-biological, and environmental resources. This study aims to analyze the role (PPN) of Palabuhanratu on operational fishing services and to analyze the satisfaction level of fishermen with fishing operational services at (PPN) Palabuhanratu. The method used is purposive sampling method. The data is analyzed by technical analysis, importance and performance analysis (IPA) and customer satisfaction index (CSI). The results showed that overall the main facilities, functional facilities and supporting facilities at PPN Palabuhanratu are fairly complete and in good condition, including the ice factory conditions that can meet the needs of fishermen at PPN Palabuhanratu. In addition, there are reforms such as SPBN for refilling fuel oil (BBM); The level of satisfaction of fishermen with services for fishing needs at PPN Palabuhanratu is obtained from the CSI calculation of each service attribute, namely the service needs of diesel fuel 90% (very satisfied), SPB needs 94.4% (satisfied), SHTI needs 96.4% (satisfied), as well as facilities and services services 97.2% (satisfied) this value shows that the overall fishermen are satisfied with port services and facilities.

***Keywords :*** *Fishery Port (PPN) Palabuhanratu, Fishermen Satisfaction Level*