

The Challenges of Officers Crew at PT. Arjuna Samudera Indonesia

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Abstract— Indonesia, as a maritime country, contributes significantly to the global supply of seafarers. However, traditional seafaring nations have seen a decline in the number of officers. This research employs a qualitative methodology, using data collection methods such as document analysis, in-depth interviews, and focus group discussions. The changing preferences and habits of Generation Z in European, American, Japan and Korean show a shift toward employment on land or in ports. The harsh and dangerous conditions of life at sea have led Generation Z to seek work onshore instead. PT. Arjuna Samudera Indonesia, as one of the key players in outsourced crew management, focuses on addressing the existing gaps in the recruitment process, skill development, and the factors influencing the supply and promotion of seafarers. Additionally, the shortage of seafarer officers, as highlighted in the MLC 2006, and the impact of the COVID-19 pandemic present further challenges for the organization. This research aims to assess the role and crew management model employed by PT Arjuna Samudera Indonesia, along with current industry practices, while proposing solutions to improve the recruitment model for sustained growth in the maritime sector.

Keywords— *mlc 2006, pt arjuna samudera indonesia, epsilon hellas, shortage seafarers*

I. INTRODUCTION

The need of having a competent crew is becoming more and more important in the constantly expanding maritime industry, especially for manning agencies that specialize in maritime labor, such as PT. Arjuna Samudera Indonesia. This company works together with Epsilon Hellas, a Greece or based company that supports Charterwell Maritime S.A., the primary vessel owner, who operates bulk carrier or dry bulk carrier networks throughout the world. With a large operational capacity and high operational efficiency, PT. Arjuna Samudera Indonesia is based on the need to provide crew that not only meets base competency standards but also has the skills and experience necessary to ensure vessel operational efficiency and safety. However, the facts in the field indicate that this company frequently employs crew members who are not very capable of carrying out their tasks, either because they lack the technical skills, professional knowledge, or discipline needed to work in a harsh maritime environment [1].

This phenomenon is not only a problem for PT. Arjuna Samudera Indonesia, but it also highlights the global labor crisis in the maritime industry. One significant contributing

factor is the existence of cultural and cultural changes from traditional seafarers in countries such as European, American, Japan and Korean. In contrast to their career at sea, many people from these countries now prefer working as port officers or in other administrative positions that offer stability and better working conditions [2]. This is caused by a variety of factors, such as a more optimistic outlook on life, a more secure work environment, and a desire to have better living and working conditions. As a result of this interest, many manning agency companies, such as Epsilon Hellas, have expanded to Southeast Asian countries like Indonesia in order to find potential marine workers. As a country with a long history of maritime exploration, Indonesia is known for having a human capital that is reflected in its language. However, a problem arises when many of the available seafarers lack the qualifications necessary to meet the required international standards.

Along with changes in labor preferences from developing nations [3], the Maritime Labour Convention (MLC) of 2006 also provides significant guidance for businesses like PT. Arjuna Samudera Indonesia on how to hire and support competent crew. A number of international standards for labor, such as those related to maritime labor, are established by MLC 2006 and are currently being debated as ranging from six months to eighth months. The purpose of this study is to increase the level of seafarer welfare by giving them a more shorter contract or sea work period at sea, followed by a more long rest period at sea [4]. On the other hand, this also gives businesses a competitive edge in terms of staff rotation, which is more efficient and requires constant attention, as well as training new employees to anticipate crews that arrive late. This condition supports PT. Arjuna Samudera Indonesia's efforts to ensure crew stability and competence in the vessel operations run by Charterwell Maritime S.A.

Labor Crisis in maritime sector is also mentioned in a study by Stephen Cahoon [5] that states that the number of seafarer in the sea that are older than a few decades is getting smaller. In a journal article titled "Human Resources Practice in Seafaring: Opportunities for Improving Retention," Cahoon explains that there are only a few sailors who remain at sea until they reach old age, and those who do work there are insufficiently qualified to fulfill the requirements of an officer or master vessel position. According to Cahoon, this phenomenon is caused by the intensity and duration of training as well as the perseverance required to reach senior positions at the top of the vessel [5]. As a result, many people

believe that the career in the sea is always hard and long time. As a result, the crisis of work-related stress among kapal officers is becoming more severe, and employment agencies around the world are facing difficulties in fulfilling the requests for these positions. This situation is very relevant to PT. Arjuna Samudera Indonesia, which frequently faces challenges when dealing with crew members that lack the necessary skills to do their jobs effectively.

Given the complexity of this issue, PT. Arjuna Samudera Indonesia is currently in a very precarious position. As a company that is dedicated to providing high-quality maritime labor, this company needs to develop more effective strategies to attract, train, and support a highly qualified and competent crew [7]. This strategy's development must take into account a number of factors, such as a more comprehensive training program to increase the technical and soft skills of the crew and new research methods that can identify and train crew members who have the potential to become highly qualified officers. In addition, businesses must also adhere to internal policies in order to comply with MLC 2006 standards, as well as provide incentives that can increase the number of career days in the sea for Indonesian young generations [8].

The purpose of this study is to identify the main challenges faced by PT. Arjuna Samudera Indonesia in providing competent crew, assessing their operational impact on the company, and developing strategies that can address the aforementioned issue. Accordingly, it is anticipated that the results of this study will make a significant contribution to improving human resource management practices in the maritime industry, particularly in Indonesia [3]. It is also anticipated that this study would provide practical recommendations that are beneficial not only to PT. Arjuna Samudera Indonesia but also to other staffing agencies who face challenges.

II. LITERATURE

In the global maritime sector, efficient communication is essential for guaranteeing safety, compliance, and operational efficacy aboard international vessels. English serves as the lingua franca for maritime operations, crucial for communication among multinational crews and adherence to international regulations [3]. Research indicates that Indonesian seafarers frequently encounter difficulties in acquiring maritime-specific English, which may hinder their career advancement and adaptability in multinational work settings [5].

This challenge is particularly pertinent for PT. Arjuna Samudera Indonesia, which collaborates with Epsilon Hellas, a Greek maritime firm that operates bulk carriers globally. PT. Arjuna Samudera, a crew manning agency supplying Indonesian seafarers to Epsilon Hellas, acknowledges that inadequate English proficiency among its crew may impede effective onboard communication, create safety hazards, and diminish overall operational efficiency.

Research indicates that seafarers with inadequate English proficiency may encounter difficulties in reading navigation charts, comprehending safety instructions, and actively engaging in emergency drills, all of which are essential for crew coordination and safety [9]. The problem encompasses not only fundamental language proficiency but also

maritime-specific terminology and the capacity to communicate effectively under high-pressure circumstances.

PT. Arjuna Samudera could implement specialized language training programs concentrating on maritime English, potentially in partnership with Epsilon Hellas. PT. Arjuna Samudera can augment the linguistic proficiency of Indonesian crew members by providing English language courses that encompass both general and maritime-specific English, thereby facilitating their compliance with international standards and enhancing their employability on global vessels.

III. FINDING DISCUSSION

The findings and discussion in "The Challenges of Officers Crew at PT. Arjuna Samudera Indonesia" focus on several critical areas, including recruitment, training, retention, and operational requirements. PT. Arjuna Samudera Indonesia, in collaboration with Epsilon Hellas, seeks to improve the proficiency and reliability of its crew to comply with international standards necessary for operations in a global maritime context [10]. Presented herein is a comprehensive analysis based on the topics you provided.

A. Enhancing Recruitment Procedures:

PT. Arjuna Samudera Indonesia encounters a competitive labor market, making the recruitment of qualified seafarers for officer positions difficult. This challenge is exacerbated by a change in career preferences in conventional maritime nations, where many individuals now choose shore-based positions. In response, PT. Arjuna Samudera Indonesia has executed focused recruitment strategies by collaborating with maritime academies in Indonesia, providing campus recruitment and internship programs to draw in young talent. This strategy cultivates a dedicated talent reservoir while simultaneously addressing the enduring demand for proficient officers [11]. Furthermore, PT. Arjuna Samudera has expanded its candidate pool to encompass additional regions in South and Southeast Asia, where enthusiasm for maritime careers persists strongly.

B. Competency Screening:

Establishing a stringent, competency-oriented screening procedure enables the organization to verify that crew members possess the requisite technical and interpersonal skills for optimal performance. Screening assists in selecting candidates who fulfill the international standards mandated by their client, Epsilon Hellas.

C. Executing Comprehensive Training and Development Initiatives:

PT. Arjuna Samudera Indonesia's collaboration with Epsilon Hellas facilitates the alignment of its training programs with international maritime standards. Advanced training modules prioritize technical competencies, including navigation and equipment management, alongside interpersonal skills such as collaboration and cross-cultural communication, essential for functioning within diverse, multinational teams. These customized training programs specifically target the competency deficiencies frequently identified in Indonesian seafarers, equipping them with the essential skills to function in international contexts.

D. MLC 2006 Compliance Training:

The MLC 2006 standards mandate that crews possess a comprehensive understanding of contractual rights and safety protocols. The incorporation of this training guarantees that crews are adequately equipped for their contractual responsibilities and supports their well-being during prolonged maritime journeys. This training enhances adherence to international maritime labor standards, thereby bolstering PT. Arjuna Samudera's reputation as a compliant and responsible manning agency.

E. Career Development Pathways:

Implementing structured career development programs provides crew members with a definitive trajectory from entry-level to senior roles [13]. PT. Arjuna Samudera facilitates ongoing development through the provision of milestones and certifications, thereby mitigating the issues of motivation and clarity that frequently result in elevated turnover rates.

F. Retention Strategies and Enhanced Working Conditions:

Retention is a crucial concern, particularly for officers whose expertise and experience are essential for the safe and efficient operation of vessels. PT. Arjuna Samudera Indonesia has instituted incentive-driven retention strategies, providing performance-related bonuses, opportunities for career progression, and extended contracts to exemplary officers. Aligning retention strategies with Epsilon Hellas's strategic objectives guarantees continuity and reduces operational disruptions resulting from turnover.

G. Flexible Contracts and Wellness Initiatives:

Acknowledging the psychological and physical challenges associated with extended maritime assignments, PT. Arjuna Samudera has instituted flexible contractual arrangements and wellness support initiatives. Initiatives such as internet access, onboard counseling, and consistent communication with family members offer psychological support, addressing a crucial element in crew retention. These initiatives are essential for decreasing turnover by improving the crew's overall job satisfaction and well-being.

H. Programs for Cultural Adaptation:

Given that Indonesian crew members function in a global context, cross-cultural adaptation is imperative. PT. Arjuna Samudera's cross-cultural training programs equip Indonesian officers to collaborate efficiently within heterogeneous teams, comprehending the expectations of global partners such as Epsilon Hellas. This training mitigates friction in multicultural teams, facilitates smoother operations, and guarantees that Indonesian crew members adhere to the cultural and professional standards anticipated by Western companies.

I. Leadership Development for Senior Positions:

In response to a global deficit of senior officers, PT. Arjuna Samudera has instituted accelerated leadership programs to equip Indonesian officers for elevated roles [14]. This initiative addresses the deficiency of senior officers while also offering Indonesian seafarers opportunities for professional advancement and administrative roles.

J. Consistent Evaluation and Feedback Systems:

Ongoing evaluation and feedback are essential for sustaining the proficiency and performance of crew members. PT. Arjuna Samudera has implemented a performance monitoring system that assesses technical and interpersonal competencies. This system enables the company to detect skill deficiencies promptly and execute focused training initiatives, thereby facilitating crew development and aligning competencies with operational requirements.

K. Feedback Loop with Epsilon Hellas:

Consistent evaluations with Epsilon Hellas guarantee that PT. Arjuna Samudera's recruitment and training initiatives align with industry standards. This feedback mechanism allows both companies to adjust their strategies to changing operational requirements, enhancing their partnership and ensuring that the Indonesian crew complies with international standards. Employing Technology for Instruction and Oversight Investment in simulation technology and e-learning modules enables PT. Arjuna Samudera to provide economical, ongoing training. These tools augment crew proficiency by offering hands-on experience and diminishing dependence on conventional, expensive training programs [15]. The incorporation of data analytics enhances decision-making by providing insights into crew turnover trends, performance metrics, and training outcomes, allowing PT. Arjuna Samudera to perpetually improve its recruitment and training processes.

L. Anticipated Results and Strategic Implications. The execution of these strategies is anticipated to yield multiple beneficial effects:

Improved Crew Proficiency and Performance: Strategic recruitment and sophisticated training initiatives are expected to elevate competency levels, thereby enhancing safety and operational efficiency on vessels operated by Charterwell Maritime S.A.

M. Enhanced Retention Rates:

Wellness programs, career advancement opportunities, and performance-based contracts will aid in retaining officers, thereby decreasing turnover and ensuring continuity in vessel operations. **Adherence to International Standards:** By adhering to MLC 2006 and emphasizing cross-cultural training, PT. Arjuna Samudera establishes itself as a reputable and compliant crew provider, fulfilling the stringent expectations of international partners. **Alignment of Operations and Strategy with Epsilon Hellas:** Consistent evaluations and feedback mechanisms cultivate a robust collaboration, establishing PT. Arjuna Samudera as the preferred supplier of proficient crew in Southeast Asia.

IV. CONCLUSION

In a competitive global maritime landscape, PT. Arjuna Samudera Indonesia's strategic approach to officer recruitment, training, and retention shows forward-thinking. The company is raising crew management standards with strong recruitment, comprehensive training, and retention and wellness strategies. The collaboration with Epsilon Hellas has helped PT. Arjuna Samudera align its practices

with international standards, ensuring that its crew meets technical and soft skill requirements for vessel operations and adapts well to diverse, multinational environments.

This partnership strengthens PT. Arjuna Samudera's role in Indonesia's maritime sector and boosts the nation's reputation for skilled maritime labor. PT. Arjuna Samudera Indonesia is building a skilled workforce to meet the needs of an evolving maritime industry by improving the quality and reputation of Indonesian seafarers worldwide. These initiatives help the company succeed and support Indonesia's maritime goals in a globalized world.

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