



Gather Input from Service Users, Pelindo Maritime Services Realise Best Services

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Makassar, 22 July 2024 - Pelindo Jasa Maritim, one of the subholdings of Pelindo Group, held a Customer Hearing in 2024 to provide the best service and improve from year to year and develop services for service users. This is a manifestation of SPJM's vision as a leader in integrated and world-class maritime services.

Subholding Pelindo Jasa Maritim (SPJM) is one of Pelindo Group's subholding companies, which provides marine services, port equipment, port utilities services, as well as shipyard services and dredging solutions.

SPJM conducted a service evaluation through the PT Pelindo Jasa Maritim Year 2024 Customer Hearing held in Bali, 10-12 July. The company collects various inputs, suggestions, and even complaints from service users and brings these experiences to realise the best service and create satisfaction. This is also expected to help the Company in developing its

services so that the vision of becoming a world-class maritime services leader can be realised.

This activity was attended in full by the SPJM Board of Directors, namely Arief Prabowo (President Director), Yossianis Marciano (Director of Strategy and Commercial), Edward D. P. Napitupulu (Director of Operations and Engineering), Choirul Anwar (Director of Finance and Risk Management), and Rachmat Prayogi (Director of HR and General) along with management directly related to service delivery to service users. This activity was also more complete because it was attended directly by the Managing Director of PT Pelabuhan Indonesia (Persero), Putut Sri Muljanto. Pelindo Executive Directors in the Medan, Jakarta, Surabaya and Makassar Regions were also present to listen to service users.

Service users consisting of major customers or those who contribute greatly to the Company, attended this event and had the opportunity to convey their experiences while using the services of the Company, both in the form of complaints and input. These service users are companies that are spread throughout Indonesia.

SPJM Corporate Secretary, Tubagus Patrick quoted the remarks of the Managing Director of PT Pelabuhan Indonesia (Persero), Putut Sri Muljanto, saying, 'We express our highest appreciation and gratitude for the trust of all customers in us, and take the time to attend because customers are the best consultants for Pelindo to improve and develop services.'

On this occasion, the Management of SPJM and Pelindo Group also said that any deficiencies submitted by customers or service users will be immediately corrected and improved. Pelindo Group has also now developed service integration, one of which is through the phinnisi application to optimise marine services. Thus, customers will always get notifications about the service time provided and integration with the NLE (National Logistics Ecosystem).

The company has learnt many valuable insights and lessons from its customers. This is very important because SPJM is an integral part of Pelindo.

'The company would like to thank all service users who have conveyed valuable things to us so that we can evaluate and execute quickly and create improved services,' Patrick said.

The customer representatives who were asked for their opinions said that the services provided by SPJM were indeed increasing. Among others, representatives of PT Pertamina Trans Kontinental who were also present said that service times were getting faster.

At the event, SPJM also launched a call centre number dedicated to service users, especially in the marine sector.

'If there is anything to be conveyed in the form of complaints or suggestions from service users, please contact us directly through this call centre number 081153507878,' Patrick said.

'This contact centre is part of the management's efforts to improve services to service users, and hopefully it can provide benefits so that together we can realise a national logistics chain that is getting better from year to year,' Patrick added.