

ABSTRAK

Nelayan adalah orang yang secara aktif melakukan pekerjaan dalam operasi penangkapan ikan. Dalam pengoprasiaannya perlu mengutamakan pemenuhan kepuasan masyarakat nelayan yang memanfaatkan TPI melalui fasilitas dan pelayanan yang baik. Mendasar pada hal tersebut maka tujuan penelitian adalah (1) Bagaimana karakteristik Nelayan di TPI Kecamatan Puger Kabupaten Jember. (2) Bagaimana tingkat kepuasan nelayan terhadap pelayanan TPI di Kecamatan Puger Kabupaten Jember. Penelitian menggunakan metode analisis deskriptif Analitis. Sampel ditentukan dengan menggunakan metode *quota sampling*, Sebanyak 50 orang, terdiri dari 25 nelayan BerBK dan 25 Nelayan nonABK. Data dianalisis menentukan tingkat kepuasan pengguna skala angka 1 sebagai nilai terendah dan angka 5. Hasil penelitian menunjukkan bahwa : (1) karakteristik Nelayan berABK diTPI Puger rata-rata usia 34,24 tahun dan nelayan nonABK usia 32,8 tahun tergolong dalam tenaga kerja produktiif. Pendidikan formal tingkat pendidikan nelayan berABK memiliki rata-rata sebesar 7,8 setara SMP dan nelayan nonABK memiliki rata-rata 7,32 setara SMP. Rata-rata pengalaman melaut nelayan berABK sebesar 16,64 tahun, sedangkan pengalaman melaut nelayan nonABK yaitu 14,84 Tahun, sehingga dapat dikatakan sangat berpengalaman dan sudah mengetahui apa yang harus dilakukan dalam melaut. (2) tingkat kepuasan nelayan berABK yaitu dengan rata-rata nilai 2,20 dan nelayan nonABK sebesar 2,12 Hal ini disimpulkan bahwa secara keseluruhan nelayan berABK dan nonABK merasa tidak puas terhadap pelayanan TPI karena nilai tersebut dalam kategori tidak puas.

Kata Kunci : Anak buah kapal, Kepuasan, Nelayan.

ABSTRACT

Fishermen are people who actively work in fishing operations. In its operation, it is necessary to prioritize fulfilling the satisfaction of fishing communities who use TPI through good facilities and services. Based on this, the research objectives are (1) What are the characteristics of fishermen in TPI, Puger District, Jember Regency. (2) What is the level of satisfaction of fishermen with TPI services in Puger District, Jember Regency. The research uses analytical descriptive analysis methods. The sample was determined using the quota sampling method, a total of 50 people, consisting of 25 ABK fishermen and 25 non-ABK fishermen. The data was analyzed to determine the level of user satisfaction on a scale of number 1 as the lowest value and number 5. The results of the study showed that: (1) the characteristics of fishermen with crew members at TPI Puger were an average age of 34.24 years and non-ABK fishermen aged 32.8 years were classified as productive workers. . The formal education level of fishermen with crew members has an average of 7.8, equivalent to junior high school, and non-ABK fishermen have an average of 7.32, equivalent to junior high school. The average sea experience of fishermen with crew members is 16.64 years, while the sea experience of non-ABK fishermen is 14.84 years, so it can be said that they are very experienced and already know what to do when going to sea. (2) the level of satisfaction of fishermen with crew members is 2.20 and non-ABK fishermen is 2.12. It can be concluded that overall fishermen with crew members and non-ABK fishermen are dissatisfied with TPI's services because the score is in the dissatisfied category.

Keywords : Ship crew, Satisfaction, Fishermen.