J-SH: Journal of Social Sciences and Humanities
https://ejurnal.itbm.ac.id/j-sh/index
e-ISSN: 3164-6670
Volume 1, Issue 2, 2026, Pages 79-86

Analysis of Fishers' Compliance With and Perceptions of Licensing Documents at The Marine and Fisheries Resources Surveillance Office (PSDKP), Takalar Station

Sutrisno Faifsan[1], Sri Wulandari[1*]
[1]Aquatic Resources Utilization Study Program, Institut Teknologi dan Bisnis Maritim Balik Diwa, Makassar City, Indonesia
*Email**: ririsriwulandari@itbm.ac.id

ARTICLEINFO

Received: 25 October 2026
Revised: 30 October 2026
Accepted: 10 November 2026
Published: 21 November 2026

Keywords:
fishers' compliance; fishers' perception; licensing documents; PSDKP; Takalar

ABSTRACT

This study analyzes fishers' compliance with and perceptions of licensing documents at the Marine and Fisheries Resources Surveillance Office (PSDKP), Takalar Station, which operates within the working area of PSDKP Bitung. The objectives were: (1) to describe fishers' compliance with the procedures for issuing licensing documents and (2) to describe fishers' perceptions of licensing documents through an assessment of service quality. The study employed a descriptive design with a survey approach. A purposive sample of 30 adult fishers (aged 18–59 years) who were applying for or had previously applied for licenses was selected. The instrument was a four-point Likert-scale questionnaire. Compliance was measured using 20 statements representing 10 indicators of public service compliance assessment based on Ombudsman Regulation of the Republic of Indonesia Number 22 of 2016. Perceived service quality was measured using 16 statements representing the eight elements of the Service Quality Perception Survey (SPKP) (Constitutional Court of the Republic of Indonesia, 2023). Data were analyzed descriptively through frequency and percentage tabulation. The results show that fishers' compliance is very high; variation appeared only in the habit of reading written information on notice boards or service media (27 always; 3 rarely). Fishers' perceptions were also predominantly positive: information was easy to understand, requirements and procedures were clear, the service flow was easy to follow, completion time matched the estimate and was relatively short, facilities were comfortable and adequate, and officers were responsive in consultations and complaint handling. Regarding costs, all respondents considered the fees to be in accordance with regulations, yet seven respondents sometimes felt that the cost of processing was quite burdensome. It is concluded that licensing services at PSDKP Takalar are effective in fostering compliance and positive perceptions, with recommendations to strengthen the dissemination of written information and to mitigate indirect cost burdens so that services become more inclusive. These findings are relevant to improving licensing governance.

This is an open access article uses Open Journal Systems 3.3.0.15
Published by https://ejurnal.itbm.ac.id/j-sh/index

INTRODUCTION

Capture fisheries management in Indonesia increasingly emphasizes a balance between resource utilization and administrative compliance. In this context, licensing documents (e.g., business licenses/fishing licenses and operational documents such as the Operational Worthiness Certificate [SLO]) are not merely formal requirements but governance instruments to ensure that fishing activities are orderly, monitored, and aligned with management policies. Regulatory reform has also promoted more standardized and system-based licensing, making the quality of licensing services an important factor influencing fishers' willingness to comply and to complete their documents on an ongoing basis (Republic

of Indonesia, 2021; Ministry of Marine Affairs and Fisheries of the Republic of Indonesia, 2021).

Recent developments show that policy is moving toward the simplification and integration of licensing through a risk-based business licensing approach, while strengthening control over resource utilization through the quota-based fishing policy and its implementing regulations (Republic of Indonesia, 2021; Republic of Indonesia, 2023; Ministry of Marine Affairs and Fisheries of the Republic of Indonesia, 2023). Within this framework, PSDKP as a surveillance unit plays a strategic role because the service and document inspection process (including operational worthiness and vessel monitoring) is the meeting point between policy on paper and practice in the field (Ministry of Marine Affairs and Fisheries of the Republic of Indonesia, 2021). When procedures are understood, access to information is adequate, and services are delivered consistently, service users' compliance tends to increase because administrative costs, such as time, effort, and the risk of errors, become more manageable (Herd & Moynihan, 2018).

Theoretically, compliance and service perceptions can be understood through two complementary pathways. First, public service standards require the fulfillment of elements ranging from procedures, information, and facilities to complaint management; providers' compliance with these standards is systematically assessed by the Ombudsman as part of public service quality control (Ombudsman of the Republic of Indonesia, 2016). Second, from the users' side, perceived service quality is commonly measured through satisfaction or service assessment instruments that emphasize clarity of information, ease of procedures, timeliness, fairness of costs, and officer responsiveness (Ministry of Administrative and Bureaucratic Reform of the Republic of Indonesia, 2017; Constitutional Court of the Republic of Indonesia, 2023). The literature also confirms that fair and comprehensible procedural experiences are associated with willingness to cooperate and comply with rules (Bolger & Walters, 2019), while intentions to behave compliantly are influenced by attitudes, norms, and perceived behavioral control (Ajzen, 2020). At the governance level, the quality of everyday service interactions also shapes trust in institutions (OECD, 2017; OECD, 2024).

Studies of fisheries licensing at ports show that document compliance can vary and is often influenced by administrative readiness and the complexity of requirements. At Sadeng Coastal Fishing Port, for example, compliance with several operational documents and the continuity of document applications still faced obstacles, particularly when administrative requirements were not ready or when document validity periods were short (Ariyantono et al., 2020). However, studies that specifically examine fishers' compliance and perceptions at the level of surveillance service units such as PSDKP, particularly at Takalar Station, remain relatively limited. Yet such local portraits are important for assessing whether policies and service standards genuinely reach service users with diverse social characteristics.

Based on the foregoing, this study aims to: (1) analyze fishers' compliance with the procedures for issuing licensing documents at PSDKP Takalar Station, and (2) analyze fishers' perceptions of licensing documents through an assessment of service quality at PSDKP Takalar Station.

METHOD

This study was conducted in Tamasaju Village, North Galesong Subdistrict, Takalar Regency, and at the PSDKP Takalar Station Office, which operates within the working area of PSDKP Bitung, from November to December 2025. The study used a descriptive survey design to describe the level of fishers' compliance with and perceptions of the procedures and service quality for issuing licensing documents. The survey approach was chosen because it enables the structured measurement of attitudes/perceptions and compliance behavior through a questionnaire instrument (Creswell & Creswell, 2018).

The study population consisted of fishers who had applied for or were applying for

licensing documents and who interacted directly with licensing services at PSDKP Takalar Station during the study period. Samples were drawn using *purposive sampling*, namely the deliberate selection of respondents based on criteria relevant to the research objectives (Etikan et al., 2016). The inclusion criteria were fishers aged 18–59 years (adult category); having applied for or currently applying for licensing documents at PSDKP Takalar Station; and willingness to participate as respondents. The number of respondents who met the criteria and were successfully interviewed was 30.

The research tools and materials included a Likert-scale questionnaire, stationery, field documentation equipment, and a laptop for data processing.

The research variables consisted of fishers' compliance and fishers' perceptions.

1. Fishers' compliance was measured with reference to Ombudsman Regulation of the Republic of Indonesia Number 22 of 2016 concerning the assessment of compliance with public service standards. This variable was operationalized into 10 indicators, each represented by 2 items, yielding a total of 20 statements (Ombudsman of the Republic of Indonesia, 2016).
2. Fishers' perceptions (perceived service quality) were measured using the eight elements of service quality perception adopted from the Bureau of Human Resources and Organization of the Constitutional Court of the Republic of Indonesia (2023). Each element was represented by 2 items, yielding a total of 16 statements (Constitutional Court of the Republic of Indonesia, 2023).

Each statement was answered using a four-point Likert scale: Always (4), Sometimes (3), Rarely (2), and Never (1). Higher scores indicate better compliance/perceptions.

Data Collection Procedure

Data were collected through the following steps:

1. Coordination with and research permission from relevant parties at the research site.
2. Screening of respondents according to the criteria (*purposive*).
3. Explanation of the research objectives and obtaining respondents' consent.
4. Direct completion of the questionnaire (guided by the researcher when respondents needed clarification) to ensure that all items were understood consistently.
5. Checking the completeness of responses before data processing.

Data were analyzed descriptively through frequency and percentage tabulation for each item and a recapitulation of total scores. To strengthen interpretation, results can also be presented as mean scores per indicator/element, revealing the most dominant aspects as well as those requiring improvement. The principles of feedback and the management of service complaints/input refer to the importance of continuous evaluation mechanisms in public services (Ministry of Administrative and Bureaucratic Reform of the Republic of Indonesia, 2017; ISO, 2018). This study emphasized the confidentiality of respondents' identities, the use of data solely for scientific purposes, and respondents' consent prior to completing the questionnaire. Respondents had the right to decline or discontinue participation at any time without consequences.

RESULT AND DISCUSSION

Results

Respondent Characteristics

All respondents (n = 30) were within the productive age range (18–59 years). Variations in fishing experience and educational attainment indicate heterogeneity in respondents' administrative capacity, which may influence how they access service information and assess the licensing process.

Table 1. Respondent characteristics

Characteristic	Category	f	%
Fishing experience	7–10 years	8	26.7
	11–20 years	10	33.3
	21–30 years	9	30.0
	31–40 years	3	10.0
Highest education	Elementary school	14	46.7
	Junior high school	8	26.7
	Senior high school	8	26.7

Fishers' Compliance with Licensing Document Issuance Procedures

Overall, respondents' compliance was very high. Of the 20 compliance items, nearly all aspects were answered "always" by all respondents. The only indicator with non-uniform responses was access to written information on notice boards/information media: 27 respondents "always" read the information, while three respondents "rarely" did so.

Table 2. Summary of compliance results

Compliance indicator	Main finding
Compliance with service rules and stages	30 respondents consistently "always" followed the rules and stages
Understanding of rules (reading/listening to officers' explanations)	30 respondents "always"
Use of facilities and orderliness at the office	30 respondents "always" used and maintained the facilities
Special services and complaint mechanisms	30 respondents "always" followed the provisions
Written information system	27 "always"; 3 "rarely" read the notice boards/information media

Perceived Quality of Licensing Services

All perception variables showed very positive assessments (predominantly "always"). The most nuanced findings emerged in the cost aspect: although all respondents considered the fees to be in accordance with regulations, seven respondents (23.3%) "sometimes" felt that the processing cost was burdensome given their economic conditions.

Table 3. Summary of perceived service quality

Perception dimension (summary)	Main finding
Information and requirements	30 respondents "always" felt that information was clear and requirements were easy to understand
Procedures and service time	30 respondents "always" considered the procedures not confusing and the time consistent with the estimate
Tariffs/costs	30 "always" considered the fees in accordance with regulations; 7 "sometimes" felt the cost was burdensome (23 "always" not burdensome)
Facilities and infrastructure	30 respondents "always" considered the premises comfortable and the facilities adequate
Response speed and consultation/complaints	30 respondents "always" considered officers prompt and easy to contact

Discussion

The results reveal two important points. First, the near-perfect level of compliance indicates that service procedures are understood as clear and followable "rules of the game." In the context of fisheries licensing governance, such compliance is aligned with the purpose of surveillance, namely ensuring that fishing activities are orderly and documented in accordance with operational worthiness standards and fishing vessel monitoring (Ministry of Marine Affairs and Fisheries of the Republic of Indonesia, 2021). From an organizational perspective, this level of compliance can also be read as a signal that the guidance and supervision functions of the service are working quite effectively, consistent with the direction of strengthening surveillance and service performance that is generally the focus of the Ministry's surveillance units (Directorate General of Marine and Fisheries Resources Surveillance, 2024).

Second, the predominance of "always" responses in perceived service quality indicates a relatively positive service experience: information is easy to understand, procedures are not confusing, service time feels efficient, and officers are considered responsive. This finding is consistent with research on fisheries document services in other PSDKP contexts, which showed high service performance, although certain aspects usually remained priorities for improvement (e.g., the reliability dimension or the complexity of requirements) (Irliyani et al., 2017). In other words, structured services tend to produce consistently positive perceptions, as is also frequently observed in the management of one-stop integrated services that emphasize simple flows, clear service points, and more streamlined coordination (Megananda & Karamy, 2023).

However, two critical notes should be emphasized. First, 10% of respondents still rarely access notice boards/information media. This suggests that some fishers are likely more dependent on verbal explanations or previous experience. In the public administration literature, this phenomenon can be understood through the concept of *administrative burden*: when the *learning costs* of understanding service information are not fully addressed by written information channels, service users will seek the cognitively "cheapest" route, such as asking directly or imitating previous practices (Halling & Bækgaard, 2024). Empirical studies also show that *learning costs* and *psychological costs* can reduce satisfaction, especially when information on the location or scope of services is not easy to find or understand (Sun et al., 2025). Therefore, consistent dissemination of concise and easily understood written information remains important, not because compliance is low, but to keep services inclusive of varying levels of administrative literacy.

Second, the cost aspect reveals a socio-economic reality: although official fees are considered appropriate, some respondents still perceive a burden. This is consistent with findings among fishers in other locations that perceptions and compliance are strongly influenced by household economic conditions and cost-benefit calculations (Nababan et al., 2017). In practice, the costs borne by fishers are often not only the official tariffs but also indirect costs (transportation, lost working time, and meals while waiting). At the policy level, strengthening compliance cannot rely solely on rules and sanctions; approaches that combine efficient administration with proportional enforcement tend to be more promising for improving long-term compliance (Kuemlangan et al., 2023). In addition, meta-analytic research shows that fair procedural experiences and respectful treatment of service users can strengthen the legitimacy of authorities, and this legitimacy in turn encourages compliance and willingness to follow regulations (Chan et al., 2025). Thus, the results of this study lead to a practical conclusion: clear, fast, responsive, and communicative services not only increase satisfaction but also strengthen the social foundation of fishers' compliance with licensing.

CONCLUSION

This study concludes that fishers' compliance with the procedures for issuing licensing documents at PSDKP Takalar Station is at a very high level. Fishers consistently follow the service stages, comply with officers' directions, prepare complete administrative documents, and use the integrated service mechanism without skipping any part. This finding confirms that clear procedures and responsive service interactions can shape compliance not merely as an administrative obligation but as a work habit considered helpful for the smooth processing of licenses.

Fishers' perceptions of licensing documents and service quality also tend to be very positive. Respondents considered the information easy to understand, the requirements and procedures not confusing, and the service time consistent with the estimate and relatively efficient. Facilities and infrastructure were considered comfortable and adequate, while officers were perceived as quick to respond to questions and complaints. Nevertheless, this study found important nuances: some respondents still rarely access the written information provided, and others sometimes feel that the processing cost is quite burdensome even though the fees are considered in accordance with regulations. Accordingly, the new finding that can be affirmed from this study is that the success of licensing services is reflected not only in procedural compliance and positive perceptions but is also determined by two fragile points that are often overlooked in assessments, namely equitable access to written information and the affordability of perceived cost burdens, both of which may affect the inclusiveness of services for fishers with diverse literacy backgrounds and economic conditions.

REFERENCES

Ajzen, I. (2020). Frequently asked questions about the theory of planned behavior. *Human Behavior and Emerging Technologies, 2*(4), 314–324. https://doi.org/10.1002/hbe2.195

Ariyantono, R. Y., Lubis, E., Solihin, I., & Pane, A. B. (2020). Tingkat kepatuhan pelaku usaha penangkapan ikan terhadap regulasi dan permasalahan yang dihadapi di Pelabuhan Perikanan Pantai Sadeng [Compliance level of fishing business actors with regulations and problems faced at Sadeng Coastal Fishing Port]. *Marine Fisheries: Journal of Marine Fisheries Technology and Management, 11*(2), 169–179.

Bell, E., Wright, J. E., II, & Oh, J. (2024). Does administrative burden create racialized policy feedback? How losing access to public benefits impacts beliefs about government. *Journal of Public Administration Research and Theory, 34*(3), 432–447. https://doi.org/10.1093/jopart/muae004

Bolger, P. C., & Walters, G. D. (2019). The relationship between police procedural justice, police legitimacy, and people's willingness to cooperate with law enforcement: A meta-analysis. *Journal of Criminal Justice, 60*, 93–99. https://doi.org/10.1016/j.jcrimjus.2019.01.001

Chan, A., Bradford, B., & Stott, C. (2025). A systematic review and meta-analysis of procedural justice and legitimacy in policing: The effect of social identity and social contexts. *Journal of Experimental Criminology, 21*, 349–406. https://doi.org/10.1007/s11292-023-09595-5

Constitutional Court of the Republic of Indonesia, Bureau of Human Resources and Organization. (2023). *Survei Kepuasan Pelayanan dan Persepsi Kualitas Pelayanan (SPKP) Mahkamah Konstitusi Republik Indonesia Tahun 2023* [Service Satisfaction and Service Quality Perception Survey of the Constitutional Court of the Republic of Indonesia 2023].

Creswell, J. W., & Creswell, J. D. (2018). *Research design: Qualitative, quantitative, and mixed methods approaches* (5th ed.). SAGE.

Cundaningrum, D., Rengi, P., & Zain, J. (2022). Level of compliance and fishermen's perceptions on sustainable fishery at the Technical Implementation Unit (UPT) Fish Port,

Dumai City, Riau Province. *Journal of Coastal and Ocean Sciences, 3*(3), 215–223.

Directorate General of Marine and Fisheries Resources Surveillance, Ministry of Marine Affairs and Fisheries of the Republic of Indonesia. (2024). *Laporan kinerja Direktorat Jenderal Pengawasan Sumber Daya Kelautan dan Perikanan Triwulan I Tahun 2024* [Performance report of the Directorate General of Marine and Fisheries Resources Surveillance, First Quarter 2024].

Etikan, I., Musa, S. A., & Alkassim, R. S. (2016). Comparison of convenience sampling and purposive sampling. *American Journal of Theoretical and Applied Statistics, 5*(1), 1–4. https://doi.org/10.11648/j.ajtas.20160501.11

Halling, A., & Bækgaard, M. (2024). Administrative burden in citizen–state interactions: A systematic literature review. *Journal of Public Administration Research and Theory, 34*(2), 180–195. https://doi.org/10.1093/jopart/muad023

Herd, P., & Moynihan, D. P. (2018). *Administrative burden: Policymaking by other means*. Russell Sage Foundation.

International Organization for Standardization. (2018). *ISO 10002:2018 – Quality management – Customer satisfaction – Guidelines for complaints handling in organizations*. ISO.

Irliyani, N., Wibowo, B. A., & Dewi, D. A. N. N. (2017). Analisis kualitas pelayanan perizinan Surat Persetujuan Kapal Perikanan (SPKP) pada Pangkalan PSDKP di Pos Pelayanan PPS Nizam Zachman Jakarta [Analysis of the service quality of Fishing Vessel Approval Letter licensing at the PSDKP Base, Nizam Zachman Ocean Fishing Port Service Post, Jakarta]. *Journal of Fisheries Resources Utilization Management and Technology, 6*(4), 84–91.

Kuemlangan, B., Amidjogbe, E.-R., Nakamura, J., Tomassi, A., Hupperts, R., Bojang, B., & Amador, T. (2023). Enforcement approaches against illegal fishing in national fisheries legislation. *Marine Policy, 149*, 105514. https://doi.org/10.1016/j.marpol.2023.105514

Liestyanti, E., & Prawiraatmadja, W. (2021). Analysis of one-stop integrated service system in Indonesia: A study of public service innovation. *Journal of International Conference Proceedings, 4*(3), 271–279.

Ministry of Health of the Republic of Indonesia. (2025). *Kategori usia dewasa (18–59 tahun)* [Adult age category (18–59 years)]. Ministry of Health of the Republic of Indonesia.

Ministry of Marine Affairs and Fisheries of the Republic of Indonesia. (2021). *Regulation of the Minister of Marine Affairs and Fisheries of the Republic of Indonesia Number 23 of 2021 concerning Operational Worthiness Standards and Fishing Vessel Monitoring Systems*.

Nababan, B., Wiyono, E. S., & Mustaruddin. (2017). Persepsi dan kepatuhan nelayan Tanjungbalai Asahan Sumatera Utara dalam mendukung perikanan tangkap yang berkelanjutan [Perceptions and compliance of Tanjungbalai Asahan fishers, North Sumatra, in supporting sustainable capture fisheries]. *Marine Fisheries: Journal of Marine Fisheries Technology and Management, 8*(2), 163–174.

Ombudsman of the Republic of Indonesia. (2016). *Regulation of the Ombudsman of the Republic of Indonesia Number 22 of 2016 concerning the Assessment of Compliance with Public Service Standards*.

Organisation for Economic Co-operation and Development. (2017). *Trust and public policy: How better governance can help rebuild public trust*. OECD Publishing. https://doi.org/10.1787/9789264268920-en

Organisation for Economic Co-operation and Development. (2024). *OECD Trust Survey 2024: Results and insights*. OECD.

Ratmelia, N., Ruspitasari, W., & Bukhori, M. (2024). Pengaruh kualitas pelayanan publik, kompetensi aparatur, dan sarana prasarana terhadap kepuasan masyarakat pada pelayanan perizinan dan penanaman modal [The effect of public service quality, apparatus competence, and facilities on public satisfaction with licensing and investment services]. *Jurnal Ilmiah Riset Aplikasi Manajemen, 1*(1), 39–45.

Republic of Indonesia. (2021). *Government Regulation Number 5 of 2021 concerning the Implementation of Risk-Based Business Licensing*.

Republic of Indonesia. (2023). *Government Regulation Number 11 of 2023 concerning Quota-Based Fishing*.

Suhartoyo, S. (2019). Implementasi fungsi pelayanan publik dalam pelayanan terpadu satu pintu (PTSP) [Implementation of public service functions in one-stop integrated services]. *Administrative Law and Governance Journal, 2*(1), 143–154. https://doi.org/10.14710/alj.v2i1.143-154