

PENINGKATAN PELAYANAN PEMANDUAN KAPAL GUNA TERCIPTANYA PELAYANAN JASA KAPAL YANG OPTIMAL DI PT. *SUBHOLDING* PELINDO JASA MARITIM CABANG DUMAI

Nama Mahasiswa : Anggie Catur Diputra

NIT : 8303211241

Dosen Pembimbing : Nur Rahmani,S.E.,M.Si

Abstrak

Permasalahan dalam penelitian tugas akhir adalah terkait tentang peningkatan pelayanan pemanduan kapal guna terciptanya pelayanan jasa kapal yang optimal di PT. Subholding Pelindo Jasa Maritim Cabang Dumai, adapun penelitian ini bertujuan untuk mengetahui pelayanan pemanduan kapal, untuk mengetahui kendala dalam pelayanan pemanduan kapal, dan untuk mengetahui upaya peningkatan pelayanan pemanduan kapal guna terciptanya pelayanan jasa kapal yang optimal di PT. *Subholding* Pelindo Jasa Maritim cabang Dumai. Adapun Metode penelitian yang peneliti gunakan mencakup analisis data kualitatif melalui observasi, wawancara dan studi dokumentasi, yang dilakukan di PT. *Subholding* Pelindo Jasa Maritim cabang Dumai dan beberapa pengguna jasanya. Adapun Hasil yang didapat ialah, pelayanan jasa pemanduan dan penundaan kapal di PT. *Subholding* Pelindo Jasa Maritim cabang Dumai menurut beberapa perusahaan keagenan kapal/pengguna jasa sudah sangat baik dengan kendala ialah faktor alam seperti angin kencang, hujan, dan ombak kencang. Kemudian gangguan pada sistem yang digunakan yaitu PHINISI. Adapun upaya yang dilakukan ialah melakukan perbaikan dan pemeliharaan sistem PHINISI, memberikan pengarahan kepada operator radio dan meningkatkan komunikasi antara operator radio dan pengguna jasa.

Kata kunci : Pemanduan kapal, kualitas layanan.

**IMPROVEMENT SHIP GUIDING SERVICES TO
CREATE OPTIMAL SHIP SERVICES AT PT.
SUBHOLDING PELINDO JASA MARITIM DUMAI
BRANCH**

Cadet Name : Anggie Catur Diputra

NIT : 8303211241

Supervisor : Nur Rahmani, S.E.,M.Si

Abstract

The problem in the final assignment research is related to improving ship piloting services in order to create optimal ship services at PT. Subholding Pelindo Maritime Services Dumai Branch, this research aims to determine ship pilotage services, to find out obstacles in ship pilotage services and to find out efforts to improve ship pilotage services in order to create optimal ship services at PT. Dumai branch of Pelindo Maritime Services Subholding. The research methods used by researchers include qualitative data analysis through observation, interviews and documentation studies, which were carried out at PT. Subholding Pelindo Maritime Services Dumai Branch and several service users. The results obtained are, Guide services and ship delays at PT. According to several agency companies/service users, Pelindo Maritime Services Dumai Branch Subholding is very good with obstacles including natural factors such as strong winds, rain and strong waves. Then there is a disturbance in the system used, namely PHINISI. The efforts made are to repair and maintain the PHINISI system, provide direction to radio operators and improve communication between radio operators and service users.

Keywords: *Pilotage, quality of service.*