

PROSES PERMINTAAN PELAYANAN PENUNDAAN KAPAL DI PT *SUBHOLDING* PELINDO JASA MARITIM CABANG DUMAI

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Abstrak

Penelitian ini bertujuan untuk menemukan pelaksanaan proses pelayanan permintaan kapal tunda di PT *Subholding* Pelindo Jasa Maritim cabang Dumai. Adapun rumusan masalah yang akan di bahas dalam penyelesaian tugas akhir ini adalah bagaimana proses permintaan pelayanan penundaan kapal, apa saja kendala yang di hadapi dalam proses permintaan pelayanan penundaan kapal di PT *Subholding* Pelindo Jasa Maritim cabang Dumai, Dan apa saja upaya yang dilakukan untuk menangani kendala dalam proses permintaan pelayanan penundaan di PT *Subholding* Pelindo Jasa Maritim cabang Dumai. Penelitian ini dilaksanakan terhitung dari bulan Mei sampai dengan Agustus 2024 dan tempat pelaksanaan penelitian ini di PT *Subholding* Pelindo Jasa Maritim cabang Dumai. Penelitian ini menggunakan metode kualitatif yang bersifat deskriptif. Adapun hasil yang didapat adalah proses permintaan pelayanan kapal tunda dinilai baik dikarenakan melibatkan langkah-langkah yang dirancang untuk memastikan bahwa layanan kapal tunda diberikan sesuai kebutuhan operasional kapal di pelabuhan, terminal, atau area offshore, kendala dalam proses pelayanan kapal tunda ada beberapa faktor yang menyebabkan sehingga dapat mempengaruhi efektivitas dan kelancaran proses penundaan kapal, dan upaya dalam mengatasi hambatan proses penundaan kapal di PT *Subholding* Pelindo Jasa Maritim cabang Dumai yaitu dengan meningkatkan fungsi sistem pada PHINNISI, melakukan pengecekan secara berkala pada kapal *tugboat*.

Kata kunci : Proses, Permintaan, Pelayanan, Kapal Tunda

PROCESS OF ORDER SHIP
DELAYING SERVICES AT PT SUBHOLDING
PELINDO JASA MARITIM DUMAI BRANCH

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Abstract

This research aims to find out the implementation of the tugboat request service process at PT Subholding Pelindo Jasa Maritim Dumai branch. The problem formulation that will be discussed in completing this final assignment is how to process requests for ship delay services, what obstacles are faced in the process of requesting ship delay services at PT Subholding Pelindo Jasa Maritim Dumai branch, and what efforts are made to deal with obstacles in the process of requesting delay services at PT Subholding Pelindo Jasa Maritim Dumai branch. This research was carried out from May to August 2024 and the location of this research was at PT Subholding Pelindo Jasa Maritim Dumai branch. This research uses descriptive qualitative methods. The results obtained are that the process of requesting tugboat services is considered good because it involves steps designed to ensure that tugboat services are provided according to the operational needs of ships in ports, terminals or offshore areas. There are several factors that cause problems in the tugboat service process. so that it can influence the effectiveness and smoothness of the ship delay process, and efforts to overcome obstacles to the ship delay process at PT Subholding Pelindo Jasa Maritim Dumai branch, namely by improving the system function at PHINNISI, carrying out regular checks on tugboats.

Keywords: Process, Request, Ship, Service, Tugboat