

**OPTIMIZATION OF HUMAN RESOURCES COMPETENCE IN
THE AGENCY SECTOR
PT. RADJA ARMADA NUSANTARA TOWARDS THE SHIP
DEPARTURE SERVICE PROCESS**

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Abstract

This final project research aims to limit the limitations of human resources at PT. Radja Armada Nusantara, procedures for handling ship departures by PT. Radja Armada Nusantara, and find ways to optimize the competence of human resources at PT. Radja Armada Nusantara on ship departure services. The method used is the observation method and the interview or interview method. This research was conducted from April to August 2021. The results of this study are the performance of human resources at PT. Radja Armada Nusantara, which is still experiencing limitations, is not ready to face problems such as the ability to speak foreign languages and the lack of ability to operate the inaportnet system. In the procedure for handling ship departures by PT. Radja Armada Nusantara there are still shortcomings or negligence of employees so that it has an unfavorable impact on the handling of ship departures, such as lack of documents at the time of ship departure. In optimizing human resources, there is still a need for a continuous training program for employees, both newly accepted and those who have worked in the company for a long time. Programs provided by PT. Radja Armada Nusantara in the form of seminars or training on the use of the inaportnet system and education in the use of foreign languages.

Keywords: Human Resources, Agency, Ship Departure