

AGENCY SERVICES IN HANDLING FOREIGN SHIP ARRIVAL PT. RADJA ARMADA NUSANTARA

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Abstract

This final project report aims to find problems in the process of arrival of foreign ships at PT. Radja Armada Nusantara. To find out what processes need to be prepared, obstacles that occur at the time of arrival and documents prepared upon arrival of the ship. The method used for data collection is the method of observation carried out in the field directly, the method of interviews or interviews addressed to related parties in the service process for the arrival of foreign ships, as well as literature studies used by researchers to collect data from various sources. The place of this research was carried out at PT. Radja Armada Nusantara which I carried out from April to August 2021. The result of this research is the ship arrival service at PT. Radja Armada Nusantara has not run well because there are several obstacles, such as the lack of employee performance in handling ship arrivals, bad weather upon arrival, and poor internet network when on board.

Keywords: Agency, Ship, Foreign.