

SERVICE QUALITY OF THE HARBOR OFFICE AND PORT AUTHORITY OF CLASS IV BENGKALIS IN ISSUING SALLING APPROVALS

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My final project research is related to the service quality of the Bengkalis class IV KSOP Office in Issuing Sailing Approval, while the purpose of my final project research is to find out how the quality of service at the Bengkalis class IV KSOP Office in Issuing Sailing Approval and to find out what are the obstacles in naturally in Issuing Sailing Approval at the Bengkalis KSOP Class IV Office. This study uses observation, interviews, and documentation data collection methods, the method used in this study is data analysis by means of questionnaires or questionnaires to the Bengkalis island agent company. From the results of the sum of the questionnaires and data analysis using descriptive methods, the service quality of the Bengkalis KSOP Class IV Office in Issuing Sailing Approval shows a result of 77.35% which can be concluded that most of the respondents stated that they were good or were satisfied, as for the obstacles experienced in the issuance of sailing approval letters (SPB) at the KSOP Class IV Bengkalis Office in the form of Internet Network Quality which is still limited, Documents provided by agents in managing the issuance of sailing approval letters (SPB) are often incomplete, Ship documents whose validity period has expired but the agent does not update so that it slows down the issuance process sailing approval letter (SPB), the existence of arrears of administrative problems that have not been resolved and the lack of awareness of agents to carry out clearing out of the ship on time.

Keywords: *Service, Quality, Sailing Approval Letter (SPB).*