

**GUIDANCE SERVICE OPERATIONAL SYSTEM FOR SHIP SAFETY AT PT PORTION
INDONESIA (PERSERO) REGIONAL I DUMAI BRANCH**

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Abstract

This final project research is related to the operational system of pilotage services for ship safety at the port pelindo, while the purpose of this research is to find out how the operational system of pilotage services is to ship safety and how users respond to pilotage services to ship safety, so that this research is more focused, focused, and avoids the discussion that be too broad. The limitations of the problem in this study are the flow of the pilotage operational system on ship safety at PT Pelabuhan Indonesia (Persero) Regional I Dumai Branch, data collection of documents, books and photos while in research. The results of this study indicate the amount of satisfaction obtained from guiding services to ship safety at the port of PT Pelabuhan Indonesia (Persero) Regional I Branch Dumai, the author's systematics in order to facilitate and provide an overview of the plan for the preparation of the final project proposal with direct observation research methods (observation), documentation (documentation in May to June 2022 experienced an increase in the level of satisfaction. In May 2022 10 respondents stated that they were satisfied, and 5 people stated that they were not satisfied, in June 2022 13 respondents stated that they were satisfied, and 2 people stated that they were not satisfied.

Keywords: System, Service, Guidance, Ship Safety and Scout Ship, PT Pelindo