

**LIMITED HUMAN RESOURCES IN SERVING SCOUTING
ACTIVITIES AT PT PELIDO (PERSERO) REGIONAL I
CABANG BATAM**

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Abstrack

This final project aims to determine the limitations of human resource guides in scouting activities at PT. Pelindo Persero regional I Batam branch. The formulation of the problem is whether scientific guidance is adequate in order to improve services at PT. Pelindo Persero regional I batam branch, and what causes scouting activities to experience a shortage of human resources at PT. Pelindo Persero regional batam branch, how are the efforts provided by scout services to improve services at PT. Pelindo Persero regional I batam branch where this research was conducted at the company PT. Samudra shipping agency conducted from March to July 2022. The method used is a qualitative method, in this case the author collects data using data collection methods including observation, documentation and interviews. The result of this research is the lack of personnel at Pt. Pelindo persero I batam branch so that it can hamper the performance of scouts and with the addition of scout personnel the pilotage process can run smoothly, the lack of infrastructure at Pt pelindo persero Batam branch also hampers the scouting activities of ships while the addition of infrastructure facilities for assistive devices can make the process of scouting activities run smoothly. smooth and lack of experience of scout personnel in overcoming the shortage of service activities at PT Pelindo, it is better if the application of the zero waiting time system is used as an increase in the satisfaction of service activities for guiding activities

Keywords: Human resources, guidance, ships