

***PROCEDURES IN THE SERVICE OF ISSUING SAILING  
APPROVAL LETTERS AT THE OFFICE TO THE  
HARBORMASTER AND PORT AUTHORITY CLASS IV  
SELATPANJANG***

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***Abstract***

This final project research proposal aims to determine the procedure for issuing a sailing approval letter and to find out the obstacles in the issuance of a sailing approval letter at the harbor and port authority offices in the Meranti Islands district. The place of this research is in the Class IV harbor and port authority office in Selatpanjang. This research will be conducted from February to July 2022. This research uses a qualitative descriptive method with interviews, observations, and documentation in the issuance of sailing approval letters. The expected result in this research is to be able to find out the complete procedure in issuing sailing approvals in the Meranti Islands district and the obstacles faced in the process of issuing this letter. The results of this study are that the issuance of sailing approval letters at KSOP Selat Panjang has not been running well because there are several obstacles, such as bad weather which results in slow document retrieval, incomplete documents during checking, lack of office facilities that hinder the SPB issuance process, and the number of cargo or crew lists that do not comply with the manifest.

Keywords: Procedure, service , Sailing Approval Letter Procedure

**KATA PENGANTAR**