

***ANALYSIS OF THE QUALITY OF HUMAN RESOURCES
AND AGENCY SERVICES AT PT WASAKA INDONESIA
JAYA DUMAI***

Cadet Name : M. Taufik
NIT : 8303201155
Advisor : Nur Rahmani, S.E., M.Si

Abstract

In my final task research is to analyze the quality of human resources (SDM) and ship agency services PT Wasaka Indonesia Jaya . The purpose of this research is to analyze the quality of human resources (SDM) and ship agency services at PT Wasaka Indonesia Jaya. The formulation of the problem includes how the quality of human resources in the field of agency services at PT Wasaka Indonesia Jaya, how is the quality of agency services owned by PT Wasaka Indonesia Jaya, and what are the obstacles faced to improve the quality of agency services at PT Wasaka Indonesia Jaya. The research methodology used is descriptive qualitative, by means of observation, interviews and documentation. The implementation time starts from February to August which is located at PT Wasaka Indonesia Jaya. From the results of this study, the quality of PT Wasaka Indonesia Jaya's human resources in serving customers is very important for the formation of good quality performance for the company. Human resources play a very important role, especially the agent's ability to work in serving ship agency services, while the rest is influenced by other factors outside of this study. The quality of agency services by users shows and supports agency activities that have been carried out optimally by employees of PT Wasaka Indonesia Jaya. Agency service constraints on the system, namely the existence of disturbances and instability of the online management network system (INSW and Inaportnet) and ship documents that are not completely completed by the captain or ship's mate.

Keywords: *quality of human resources, agency services, PT Wasaka Indoneia Jaya.*