

PROSEDUR PELAYANAN KEAGENAN DALAM MELAYANI KEDATANGAN DAN KEBERANGKATAN KAPAL ASING DI PT. PELAYARAN KENCANA GLOBAL

Nama Taruna	: Enjel Sri Novita Tarigan
NIT	: 8303221247
Dosen Pembimbing	: Bobi Satria,S.ST.PEL.,M.M.Tr

ABSTRAK

Tugas akhir ini merupakan bagian dari pelaksanaan penelitian yang bertujuan untuk mengetahui prosedur pelayanan keagenan dalam menangani kedatangan dan keberangkatan kapal asing di PT. Pelayaran Kencana Global. Penelitian ini merumuskan tiga pokok permasalahan, yaitu bagaimana prosedur pelayanan keagenan dilaksanakan, apa saja kendala yang dihadapi dalam proses tersebut, serta upaya apa yang dapat dilakukan untuk meningkatkan kualitas pelayanan keagenan. Teknik pengumpulan data yang digunakan meliputi observasi langsung di lapangan, wawancara dengan pihak terkait, serta dokumentasi, sedangkan teknik analisis data menggunakan metode kualitatif yang disajikan secara deskriptif. Hasil penelitian menunjukkan bahwa prosedur pelayanan keagenan di perusahaan ini telah berjalan sesuai dengan Standar Operasional Prosedur (SOP) yang berlaku, dengan melibatkan koordinasi antar instansi pelabuhan seperti KSOP, Imigrasi, Bea Cukai, KKP, dan BP Batam dalam memenuhi berbagai persyaratan administratif dan operasional. Meskipun demikian, masih terdapat beberapa kendala dalam pelaksanaannya, antara lain keterlambatan dokumen, kurangnya koordinasi antar instansi, kendala bahasa, serta gangguan pada sistem digital yang digunakan. Penelitian ini diharapkan dapat memberikan kontribusi bagi peningkatan efektivitas dan kualitas pelayanan keagenan dalam menunjang kelancaran kegiatan kedatangan dan keberangkatan kapal asing di PT. Pelayaran Kencana Global.

Kata Kunci : Prosedur, Pelayanan, Kapal Asing.

***THE PROCEDURE OF AGENCY SERVICES IN SERVING
THE ARRIVAL AND DEPARTURE OF SHIPS FOREIGN
AT PT. KENCANA GLOBAL CRUISE***

<i>Name Cadet</i>	: Enjel Sri Novita Tarigan
<i>Number Cadet</i>	: 8303221247
<i>Advisor</i>	: Bobi Satria, S.ST.PEL., M.M.Tr

ABSTRACT

This final project is part of the implementation of research which aims to find out the procedures for agency services in handling the arrival and departure of foreign ships at PT. Global Kencana Cruise. This research formulates three main problems, namely how agency service procedures are implemented, what obstacles are faced in the process, and what efforts can be made to improve the quality of agency services. The data collection techniques used include direct observation in the field, interviews with related parties, and documentation, while the data analysis technique uses qualitative methods that are presented descriptively. The results of the study show that the agency service procedures in this company have been running in accordance with the applicable Standard Operating Procedures (SOP), by involving coordination between port agencies such as KSOP, Immigration, Customs, KKP, and BP Batam in fulfilling various administrative and operational requirements. However, there are still several obstacles in its implementation, including delays in documents, lack of coordination between agencies, language barriers, and disruptions in the digital system used. This research is expected to contribute to improving the effectiveness and quality of agency services in supporting the smooth arrival and departure of foreign ship activities at PT. Global Kencana Cruise.

Keywords: *Procedures, Services, Foreign Ships.*