

**PROSEDUR PENANGANAN KEGIATAN *DELIVERY AND RECEIVING* PETIKEMAS DI PT.PELINDO MULTI
TERMINAL BRANCH TANJUNGPINANG**

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ABSTRAK

Tugas akhir ini merupakan tahapan untuk melaksanakan penelitian yang bertujuan untuk mengetahui prosedur penanganan kegiatan *delivery and receiving* petikemas di PT.Pelindo Multi Terminal Branch Tanjung pinang. Adapun rumusan masalah pada penelitian ini adalah bagaimana prosedur penanganan kegiatan *delivery and receiving* petikemas di PT.Pelindo Multi Terminal Branch Tanjung pinang dan apa saja hambatan-hambatan dalam prosedur penanganan kegiatan *delivery and receiving* petikemas di PT.Pelindo Multi Terminal Branch Tanjung pinang. Adapun teknik pengumpulan data dalam penelitian ini, menggunakan metode observasi yang dilakukan secara langsung kelapangan metode wawancara untuk pihak yang tertuju dan terkait serta menggunakan metode dokumentasi dan untuk teknik analisis datanya penulis ini menggunakan metode kualitatif yang selanjutnya dijabarkan secara deskriptif. Hasil penelitian menunjukkan bahwa prosedur kegiatan *delivery* dan *receiving* petikemas telah mengikuti SOP yang berlaku, namun masih ditemukan hambatan dalam pelaksanaannya, seperti gangguan sistem , kerusakan alat, dan kemacetan akibat antrian kendaraan (*truck waiting time*). untuk mengatasi hambatan tersebut, perusahaan melakukan optimalisasi sistem teknologi, pemeliharaan alat, serta peningkatan pelayanan administrasi. Penelitian ini diharapkan dapat memberikan kontribusi bagi peningkatan efektivitas operasional dan mutu pelayanan petikemas di lingkungan pelabuhan.

Kata Kunci : Prosedur, Penanganan, *Delivery, Receiving*, Petikemas

**PROSEDUR FOR HANDLING COUNTAINTER DELIVERY AND
RECEIVING ACTIVITIES BY PT.PELINDO
MULTI TERMINAL BRANCH TANJUNGPINANG**

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ABSTRACT

This final project represents a research stage aimed at identifying the procedures for handling container delivery and receiving activities at PT. Pelindo Multi Terminal Branch Tanjungpinang. The formulation of the problem in this study includes: how the handling procedures for container delivery and receiving activities are implemented at PT. Pelindo Multi Terminal Branch Tanjungpinang, and what obstacles are encountered in the process. Data collection techniques used in this research include direct field observations, interviews with relevant parties, and documentation. For data analysis, a qualitative method was applied and further described in a descriptive manner. The research findings indicate that the procedures for container delivery and receiving activities have been carried out in accordance with the established Standard Operating Procedures (SOP), but several obstacles were identified in its implementation, such as system disruptions, equipment malfunctions, and traffic congestion due to truck waiting time. To address these challenges, the company has implemented technological system optimization, equipment maintenance, and administrative service improvements. This study is expected to contribute to enhancing operational effectiveness and the quality of container services in the port environment.

Keywords : Procedure, Handling, Delivery, Receiving ,Countainer.