

***IMPLEMENTATION OF THE SS_m INSW SYSTEM IN THE SHIP
ARRIVAL AND DEPARTURE PROCESSES AT PT. GEMALINDO
SUKSES BAHARI***

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ABSTRACT

This study aimed to examine the implementation of the INSW SS_m carriers system in the process of ship arrivals and departures, identify the challenges faced in its implementation, and understand the impact of the system on optimizing the smoothness of ship arrival and departure processes. The research was conducted at PT. Gemalindo Sukses Bahari Dumai. This study was a qualitative descriptive research using data collection methods such as observation, interviews, and documentation. The findings of this study showed that: 1) The implementation of the INSW SS_m carriers system proved to enhance the efficiency of ship operations, particularly by accelerating administrative processes, reducing waiting time, and improving accuracy and resource utilization. 2) In practice, the system faced challenges such as limited human resource understanding, resistance to change, technical issues, and infrastructure limitations that could affect the smoothness of operations. 3) The INSW SS_m carriers system had a positive impact on optimizing the smoothness of ship arrival and departure processes through data integration, transparency, and real-time monitoring, which improved coordination, schedule certainty, and documentation accountability.

Keywords: *System, Ship Arrival Process, Ship Departure Process, INSW, SS_m Carrier.*