

OPTIMALISASI JASA KEAGENAN KAPAL DALAM PENGURUSAN PERPANJANGAN SERTIFIKAT KAPAL DI PT. SOLID PELAYARAN INDONESIA

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ABSTRAK

Tugas akhir ini bertujuan untuk mengetahui optimalisasi jasa keagenan kapal dalam pengurusan perpanjangan sertifikat kapal sangat berperan penting dalam memastikan bahwa kapal dapat beroperasi secara baik dan memenuhi persyaratan hukum dan peraturan yang berlaku. Agen dapat membantu mengelola proses pengurusan perpanjangan sertifikat dengan efisien, sehingga meningkatkan kelancaran dan keamanan kapal. Penelitian ini dilaksanakan di PT. Solid Pelayaran Indonesia, Penelitian ini menggunakan metode kualitatif dan dijabarkan secara deskriptif. Adapun hasil penelitian mengenai kualitas layanan dinilai baik oleh mayoritas responden, Namun ditemukan beberapa kendala seperti kurangnya komunikasi antara agen dan pihak kapal, gangguan jaringan pada sistem inaportnet/SIMKAPEL, serta tidak adanya nota dinas yang menyebabkan keterlambatan proses administrasi. Dengan upaya yang diberikan seperti meningkatkan komunikasi antara agen dan pihak kapal, mengatasi gangguan jaringan, dan segera menerbitkan nota dinas yang menjadi dasar administrasi. Dengan dilaksanakannya upaya-upaya tersebut, diharapkan proses pengurusan perpanjangan sertifikat kapal dapat berjalan dengan efisien dan minim kendala.

Kata kunci : Keagenan , kapal, pengurusan, perpanjangan, sertifikat.

***OPTIMIZING SHIP AGENCY SERVICE IN PROCESSING SHIP
CERTIFICATES EXTENSIONS AT PT. SOLID PELAYARAN
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ABSTRACT

This final project aims to determine the optimization of ship agency services in managing ship certificate extensions, which play a crucial role in ensuring that ships can operate properly and meet applicable legal and regulatory requirements. Agents can help manage the certificate extension process efficiently, thereby improving the smoothness and safety of ships. This research was conducted at PT. Solid Pelayaran Indonesia. This research used qualitative methods and was described descriptively. The results of the study regarding service quality were assessed as good by the majority of respondents. However, several obstacles were found, such as lack of communication between agents and ships, network disruptions in the inaportnet/SIMKAPEL system, and the absence of official notes that caused delays in the administrative process. With efforts provided, such as improving communication between agents and ships, overcoming network disruptions, and immediately issuing official notes that serve as the basis for administration. With the implementation of these efforts, it is hoped that the process of managing ship certificate extensions can run efficiently and with minimal obstacles.

Keywords : Agency, ship, management, extension, certificate.