

PROSES PENANGANAN BONGKAR MUAT PETI KEMAS DALAM MENUNJANG KINERJA DI TUKS BUATAN PORT PT. RIAU ANDALAN PULP AND PAPER

Nama : Setyorani Rachma Sukmaningrum
NIT : 8303230032
Dosen Pembimbing 1 : Bobi Satria, S.S.T.Pel., M.M.Tr
Dosen Pembimbing 2 : Handro Okta Prianus, S.S.T.Pel., M.M

ABSTRAK

Penelitian ini bertujuan untuk menganalisis proses dan penanganan bongkar muat peti kemas dalam menunjang kinerja operasional di Terminal Untuk Kepentingan Sendiri (TUKS) Buatan Port PT. Riau Andalan Pulp and Paper (PT. RAPP). Penelitian menggunakan metode deskriptif dengan pendekatan kualitatif. Pengumpulan data dilakukan melalui observasi lapangan, wawancara dengan pihak operasional pelabuhan, dan dokumentasi, kemudian dianalisis secara deskriptif untuk menggambarkan pelaksanaan kegiatan bongkar muat, faktor-faktor penghambat, serta upaya peningkatan efektivitas operasional. Hasil penelitian menunjukkan bahwa proses bongkar muat peti kemas telah dilaksanakan sesuai prosedur operasional yang meliputi kedatangan dan sandar kapal, kegiatan *stevedoring*, *cargodoring*, penumpukan peti kemas di *Container Yard* (CY), serta proses *receiving* dan *delivery*. Kelancaran kegiatan tersebut didukung oleh ketersediaan fasilitas seperti dermaga peti kemas, *reach stacker*, *head truck*, dan *Container Yard*, namun masih ditemukan beberapa kendala, antara lain keterlambatan suplai barang, keterbatasan kapasitas area penumpukan, gangguan peralatan bongkar muat, kondisi cuaca, dan peningkatan *volume* peti kemas pada periode tertentu yang memengaruhi produktivitas operasional. Upaya yang dilakukan perusahaan meliputi pemeliharaan peralatan secara berkala, pengaturan area penumpukan, peningkatan koordinasi antarunit kerja, serta penyesuaian jadwal operasional. Berdasarkan hasil penelitian dapat disimpulkan bahwa proses dan penanganan bongkar muat peti kemas di TUKS Buatan Port PT. RAPP telah mampu menunjang kinerja operasional pelabuhan, namun peningkatan pada aspek pengelolaan fasilitas, kesiapan peralatan, dan koordinasi operasional masih diperlukan untuk meningkatkan efisiensi pelayanan secara berkelanjutan.

Kata kunci: Bongkar Muat, Peti Kemas, Container Yard, Kinerja Operasional, TUKS Buatan Port.

**PROCESS HANDLING OF CONTAINER LOADING AND
UNLOADING OPERATIONS IN SUPPORTING
PERFORMANCE AT TUKS BUATAN PORT OF
PT RIAU ANDALAN PULP AND PAPER**

Cadet Name : Setyorani Rachma Sukmaningrum
NIT : 8303230032
Advisor 1 : Bobi Satria, S.S.T.Pel., M.M.Tr
Advisor 2 : Handro Okta Prianus, S.S.T.Pel., M.M

ABSTRACT

This study aims to analyze the process and handling of container loading and unloading operations in supporting operational performance at the Private Terminal (Terminal Untuk Kepentingan Sendiri—TUKS) of Buatan Port, PT Riau Andalan Pulp and Paper (PT RAPP). This study employed a descriptive qualitative approach. Data were collected through field observations, interviews with port operational personnel, and documentation, and were analyzed descriptively to describe container handling activities, identify operational constraints, and evaluate efforts to improve operational effectiveness. The results indicate that the container loading and unloading process has been carried out in accordance with established operational procedures, including vessel arrival and berthing, stevedoring, cargodoring, container stacking in the Container Yard (CY), and receiving and delivery activities. These operations are supported by adequate facilities, including container berths, reach stackers, head trucks, and the Container Yard. However, several operational constraints remain, such as delays in cargo supply, limited container yard capacity, equipment breakdowns, adverse weather conditions, and increased container volumes during peak periods, all of which affect operational productivity. The company has addressed these issues through regular equipment maintenance, improved container yard management, enhanced interdepartmental coordination, and operational schedule adjustments. It can therefore be concluded that the container loading and unloading process at TUKS Buatan Port PT RAPP has supported port operational performance, although continuous improvements in facility management, equipment readiness, and operational coordination are still required to enhance service efficiency and productivity.

Keywords: Mechanism, Ship Manning, Operations, Container Yard.