

*OPTIMIZING DOCK SERVICES IN CARRYING OUT LOADING
AND UNLOADING ACTIVITIES AT DUMAI*

Cadet : Muhammad Rafli
NIT : 8103221155
Advisor 1 : Bobi Satria, S.S.T.Pel., M.M.TR.
Advisor 2 : Venty Dwi Putri, S.E., M.M.

ABSTRACT

Loading and unloading activities can be optimized to improve the quality of dock services by identifying the challenges encountered during the process. This study was conducted at Pelindo Dumai Port, specifically focusing on the services at Dock B. It is a qualitative descriptive study that explores the loading and unloading operations at Dumai Port. The research employed data collection techniques such as observation, documentation, and interviews. The findings of the study are as follows: 1) The services at Dock B still face various issues, including limited facilities and equipment, suboptimal coordination among related stakeholders, and technical problems such as equipment breakdowns and a lack of routine maintenance. These obstacles contribute to delays and inefficiencies in the loading and unloading process. 2) The loading and unloading process at Dock B still requires optimization. Through improved management, strategies can be implemented, such as enhancing the quality of human resources, ensuring regular procurement and maintenance of equipment, and strengthening coordination among stakeholders. With these efforts, dock services at Dumai Port can become more efficient and support smoother loading and unloading activities.

Keywords : Service, Port, Loading and Unloading, Ship.