

**OPTIMIZING THE LEVEL OF PILOT BOAT SERVICE AT
PT.PELINDO MARINE SERVICE TANJUNG PINANG**

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Abstract

This research aims to increase efficiency, optimize resource use, and improve the quality of pilot boat services at PT.Pelindo Marine Service. The formulation of this problem includes how to improve the efficiency of piloted ship services, optimize the use of piloted ship resources, and improve the quality of piloted ship services to increase service satisfaction. This research is limited to optimizing the level of pilot boat service at PT.Pelindo Marine Service. The research method used in this study is qualitative. This research will be conducted from February to July. The efficiency of pilot boat services is one of the key aspects in ensuring smooth vessel traffic flow at the port, as well as minimizing vessel waiting time, which can have a direct impact on operational costs and customer satisfaction. The optimization of resources, particularly in terms of pilot boat units and the human resources involved, is a determining factor in improving the productivity and effectiveness of services at PT Pelindo Marine Service. Based on internal surveys and interviews with service users at the Port of Tanjung Pinang, it was found that several service aspects—such as response speed, the professionalism of personnel, and clarity of information—still require improvement.

Keywords: Optimization, Service, Pilot Ship, PT.PMS