

***OPTIMIZATION OF SHIP STORAGE PROCESS SERVICES AT  
PT. PERTAMINA TRANS KONTINENTAL PORT TANJUNG  
UBAN***

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***Abstract***

This study aims to understand the process of ship berthing at Pertamina's dedicated port. The method used in this study is qualitative data analysis techniques, described descriptively at PT. Pertamina Trans Kontinental Port Tanjung Uban. This study also requires data and facts about the ship berthing process at Pertamina's dedicated port. Observation, interviews, and documentation techniques were used. The first research result is the process of ship berthing services at PT. Pertamina Trans Kontinental Tanjung Uban Port has several stages, namely before the ship berths which include the estimated time of arrival, the second stage before the ship's arrival which includes the letter of appointment of the agency, the third stage when the ship has arrived, as well as the departure of the ship, the results of the second study, namely regarding efforts to improve the process of ship berthing services, have several efforts that can be done, namely to pay attention to receiving information on incoming ships, the need for routine training and awareness for workers, more certainty in arranging ship berthing schedules, and the results of the third study regarding the obstacles faced when carrying out ship berthing process activities, namely the existence of incorrect information on the ship berthing schedule between the agent and the marine, the jetty that will be used to berth is still occupied by another ship, and the occurrence of damage to the ship or engine trouble.

***Keywords:*** *Service, Process, berth, ship*