

ABSTRACT

Nenio Dede Yoliansyah, 49124694, 2017: "Optimizing Truck Operator's Performance In Supporting Smooth Flow of Goods At PT. Indobaruna Bulk Transport Cilacap "KALK Study Program, Diploma IV Program, Polytechnic of Semarang Sailing, First Advisor: Poernomo Dwiatmojo, S.H, M.H, Advisor II: Henny Wahyu Wardhani, M.Pd.

Truck operators are an important factor in the process of transporting goods, it is necessary to be given a serious review, because of the often inhibited smooth transportation due to human resources in this case is the truck operator that is not in accordance with the qualifications. In general, this study aims to find out how the relationship of transportation with the selection of human resources transportation and to know the efforts undertaken. Truck operators who have the ability and skill in accordance with the business state of the company of course is expected by the company.

In this study the authors use qualitative methods to better understand the performance situation of the truck operator in depth. Data collection techniques are conducted in interviews, documentation, literature and observation. Data analysis method used is qualitative descriptive method. In the theoretical basis, the authors describe matters relating to the concepts underlying the research title, operational definitions and the research mindset. The process and method of the thesis contained in the research methodology contains the writer's exposure of the general description of the research object, the cause factor is not maximal its performance truck operator, truck operator selection system, the losses incurred and the process of overcoming the obstacle.

The results show that there are problems in the recruitment system in the company, such problems include the acceptance of prospective truck operators are not in accordance with company criteria and requirements, vehicle maintenance is also not running properly, irregular maintenance can disrupt the smooth delivery of goods to be not maximal operator performance truck .

Keywords: Optimization, Performance, Truck operator.