

ABSTRACT

Novianto Sanjaya, 2017, 50135097.K, "Identification of Ship Service Constraints Through Application Portal Anjungan PT. PELINDO III (Persero) Gresik Branch ", port and shipping department, Diploma Program IV, Semarang, Merchant Marine Polytechnic, Advisor I: Laksmi Setyorini, S.Pd., M.Si Advisor II: Dr. Capt. H. Wisnu Handoko, M.Sc

In Gresik Port, the operational implementation of ship service is carried out by PT. PELINDO III (Persero) Gresik Branch with new system through Portal Anjungan application. The purpose of this research is to find out why ship service through Portal Anjungan application has constraints.

The method used by researcher in this research is qualitative method. This research is written descriptively containing description from resource and documentation. Data collection techniques used are primary data collection and secondary data. The process of collecting data through approach to the object under study using observation, interview, and literature study. The research also uses direct and indirect observation.

There are some obstacles that experienced users of PT. PELINDO III (Persero) Gresik Branch during ship service activity through Portal Anjungan application. First is the factor of service users do not understand Portal Anjungan. In addition, the lack of updates to computer devices. The use of Portal Anjungan application is often an error system. Efforts that can be done is to carry out the training and socialization about charging the Portal Anjungan, update the computer and evaluate and upgrade the application Portal Anjungan.

Keywords: *Identification of constraints, Service Ship, Portal Anjungan.*