

ABSTRACT

Anggar Wismana, 2017, NIT : 50135045. K, "Optimalization Of Officers Administration Seafarer Agreement Against Service Quality On Board Crew In PT. Pertamina Shipping", Mini Thesis Port and Shipping Department, Program Diploma IV, Politkenik Ilmi Pelayaran Semarang, Advisor I: Daryanto,SH. M.M, Advisor II: Capt. Dwi Antoro, M.M,M. Mar.

One of the requirements of crew departure is Seafarer Agreement (PKL). The process of seafarer agreement consists of several stages including data collection, data filling, sign on seaman book, contract signing by crew and vice president own fleet. For that the process of seafarer agreement should be done appropriately and quickly in terms of service. Service must be done quickly because it can affect the timeliness of the crew departure process. However, in fact the quality of service is less than optimal. Frequent delays of crew departure due to delays in publication of seafarere agreement. The existence of such delays into its own value for the company in terms of service. In do the duties, the administrative staff of the seafarer agreement are having difficulties in terms of the publication of seafarer agreement. Based on the results of research obstacles experienced by administrative personnel is the use of facilities together, seriously crew to join process sign on. The purpose of this study is to determine the obstacles experienced by clerical administrative officials in carrying out their duties and steps undertaken by the company PT. Pertamina Shipping to optimize administrative staff.

Technical analysis of data used is triangulation (data collection techniques are various). Data collection techniques based on primary and secondary data taken by the author. Primary data obtained by the author with observation and research with the system of interviews with resource persons. Secondary data writer got from book of book which can be petrified in this final exam.

Based on the results of research, to handling this problem PT. Pertamina Shipping does reschedule to avoid delay of departure. Reschedule is mean to reschedule for signing of seafarer agreement. Originally on Thursday, replaced on Friday for both deck and machine officers, ratings are set for Thursday. But rescheduling is not yet optimal because of the many urgent seafarer agreement who do not look at the time of signing.

Keywords: seafarer agreement, service, human resource management.