

ABSTRACT

Anditya Yudha Eka Prabowo, 2017, NIT: 49124708. K, "*Optimization of Tanker Ship Service Service PT. Pertamina Trans Continental Surabaya branch*", Minithesys of Port and Shipping Department, Diploma IV programme, Semarang Merchant Marine Polytechnic, Advisor I: Dr, Winarno, S.S.T., M.H Advisor II: Capt. Samsul Huda, MM, M.Mar

World trade in the world oil sector is now growing rapidly, to be able to process the oil trading sector in Indonesia requires sea transport services to support it. This raises the formulation of the problem for this thesis, namely: How the system in the process of tanker tanker procedure that is handled by PT. Pertamina Trans Continental Surabaya branch, What are the obstacles faced in overcoming the problem of tanker shiploading process at PT. Pertamina Trans Continental Surabaya branch, How efforts made by PT. Pertamina Trans Continental Surabaya branch in overcoming obstacles tanker docked. So the purpose of this research are: To know the procedure of tanker tanker shipments are handled by PT. Pertamina Trans Continental Surabaya branch, To know the obstacles faced in the process of tanker tanker docked, To know the efforts made by PT. Pertamina Trans Continental Surabaya branch in the tanker tanker delivery.

In this research use qualitative methods. Data collection method used is by interview, observation, bibliography, documentation. Data analysis techniques used include data verification, data reduction, and data presentation. Handling tankers can be managed more optimally so that efforts are needed to handle these barriers. Human resource factors, lack of communication with Customs authorities and Port Authority's Authority cause the delay of shipwire to become the main obstacle. So the researchers chose the effort to overcome these obstacles by conducting training to employees as well as meetings with Customs and Ports Authority authority.

From these problems can be concluded that the procedure of berthing by PT. Pertamina Trans Continental is not good, the obstacles faced in brething is human resources and lack of communication with the related agencies, the efforts undertaken by PT. Pertamina Trans Continental Surabaya branch as an agent that is training employees and meetings with related agencies, this should be done by PT. PT. Pertamina Trans Continental Surabaya branch is conducting induction training to employees and holds informal Customs and Ports Management of Port Authority.

Keywords: optimization, docked, tanker