

ABSTRACT

Gatot Prabo Utomo, 50135089, 2017 : “*Analysis of problems in the use of Electronic Data Interchange Manifest (EDI) on the process of applying for export/import license in PT. Equator Marindo Merak Banten*”, Mini Thesis Port and Shipping Departement, Diploma IV Program, Semarang Merchant Marine Polytecnic, Advisor I: Laksmi Setyorini, S.Pd., M.Si, Advisor II: Henny Wahyu Wardhani, M.Pd

Electronic Data Interchange (EDI) is an information technology-based service system declared by the Directorate General of Customs and Excise in order to fulfill its duties and functions in the field of customs. The use of EDI itself aims to make customs document service easier and faster so as to reduce operational cost. But in the implementation, at the time of charging EDI in PT. Equator Marindo still encountered obstacles that impact on the activities and operational costs so as detrimental to the company.

In this research the researcher use qualitative methods and the results of this research written descriptively, in this paper there are descriptions 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. Researchers also use direct observation conducted at PT. Equator Marindo as well as indirect observation by looking at previous journals or research.

There are several factors that become problems in the use of EDI in the process of applying for export/import license in PT. Equator Marindo. The problematic factor is the absence of training on EDI operators. There is no update to the computer equipment used to operate EDI so that the computer is often error, besides not yet ready Customs HR is also a problem because it make slowly the duration of response in the data communication process. It is certainly very detrimental to the company both in terms of time and terms of operational costs, therefore PT. Equator Marindo made efforts to solve problems such as training EDI operators, update computer peripherals used, and provide input and evaluation in accordance with the procedures through customer complain

Keyword : *Electronic Data Interchange, Permission Process, Export, Import*