

ABSTRACT

Fitria Novitasari, 51145538 K, 2018, *“The Efforts To Increase PNBP Payment Service with using E-billing Method In Order to Press Postpone Time of Vessel Departure in 1st Class Port Authority of Banten”*, Diploma IV Mini Thesis, Port and Shipping Department, Merchant Marine Polytechnic Semarang, 1st Supervisor : H. Suharso, S.H., S.Pd., S.E., M.M. 2nd Supervisor : Capt. Firdaus Sitepu, M.Si., M.Mar.

E-billing payment system is one of the implementations of using information technology for PNBP payment service to the public. KSOP Class 1 Banten has been applied to this payment system since in the early of 2016 but the service has not been maximal.

The purpose of this research is to know what are the hampers of PNBP payment in KSOP Class 1 Banten and to know what are the efforts to optimize the implementation of the service of PNBP payment in KSOP Class 1 Banten.

This research uses the descriptive qualitative method, which means, the data accumulation by interview and direct observation. Other than it, this research also uses literature study and documentation. Therefore, this methods can complete one another to finish the research.

Result of the research shows that KSOP Class 1 Banten still facing several obstacles in order to serve PNBP payment with e-billing methods, such as, the lack of human resource to handle the method of PNBP payment in KSOP Class 1 Banten, fixing data input that takes a long time, lack of ATM machine to support payment progress, and system damage that often happened. The efforts that KSOP Class 1 Banten could do in order to optimize the serve of PNBP method with using e-billing method are with recruiting employer or cadets that doing internship in KSOP Class 1 Banten, accelerating the fixing of data input, increasing the facility such like ATM machines with various banks and also develop the KSOP website system so it could be easier and faster to be accessed.

Keywords : PNBP, E-Billing, postpone the time of vessel departure.