

ABSTRACT

Toby Timmyko, NIT. 51145550.K, 2018 "*Optimizing Ship Agency Services PT. Bias Delta Pratama Through the Implementation of Standard Operational Procedures (SOP) in Galang Island's Batam*" Diploma IV Program, Port and Shipping Department, Merchant Marine Polytechnic of Semarang, Supervisor I: Poernomo Dwiatmojo, S.H., M.H.dan Supervisor II: Capt. Agus Hadi Purwantomo, M.Mar

Ship agency procedure is one of the elements always done during the clearance process in the port area. In the clearance activity in Galang Island, Batam often occurs delays in the process of clearing document input to the CIQP officer causing delay in ship service agency. One of the causes of the delay in ship service agency is the performance of operational agents that are less than the maximum. The purpose of this study is to determine the cause of operational agents work is not optimal and improve the performance of operational agents through the Standard Operational Procedure (SOP) method of ship agency.

In this thesis the research method used is a qualitative research method that regulates a research method by using several aspects such as data collection through literature study, interview and documentation.

From the research results can be seen the factors that cause operational agents work is not optimal, among others, weather factors, operational agents who do not know the applicable SOP, and lack of care and self awareness in using safety tools. Based on research results should PT. Bias Delta Pratama makes an effort with weather checks, providing the latest CIQP SOP procedures against the operational agents. Check the completeness of safety equipment should be held regular and periodic maintenance and supervision of operational agents on board. Thus PT. Bias Delta Pratama can improve ship agency performance to reduce delays.

Keywords : Performance, Ship Agency, Late.