

**PERFORMANCE OF AGENT ON THE SHIP IN HANDLING THE ARRIVAL AND
DEPARTURE PROCESS OF THE SHIP
PT. TIRTA PERMAI BAHARI DUMAI BRANCH**

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ABSTRACT

This final project aims for the agent's performance that has not been maximized in the process of handling ship arrivals and departures, while the research objectives are to determine the agent's performance on the ship, inhibiting factors, and understanding of foreign languages, so that this research is more focused, focused and avoids the discussion being too confusing. large. The limitation of the problem in this study is the effect of the agent's performance on the ship at PT. Tirta Permai Bahari on the process of handling ship arrivals and departures, the author's systematics in order to simplify and provide an overview of the final project proposal preparation method with direct observation research methods (observation), documentation (documentation), document data collection, books and photos while in activities on the ship . The results of this study are the performance of agents on board ships in handling ship arrivals and departures at PT. Tirta Permai Bahari Dumai Branch lack of competence in checking ship documents and certificates when agents are on board and lack of communication due to lack of understanding in foreign languages or English. In improving the performance of agents, a training program is needed. There needs to be special training on how to make good and correct documents for PT. Tirta Permai Bahari. When conditions in the field are also operational staff or agents of PT. Tirta Permai Bahari is required to be more active and thorough in studying checking ship documents and ship clearance systems.

Keywords: Performance, Agent, Ship