

## CHAPTER IV

### CONCLUSION AND SUGGESTION

#### 4.1 Conclusion

Based on the previous chapters, it can be concluded that:

1. The administration procedures of ship arrival at PT (Persero) Pelabuhan Indonesia III Semarang uses the following procedures: Firstly, the ship owner sends the agent who has already been chosen to register the ship one day before the ship arrival plan. Secondly, the agent makes a meeting schedule with PPSA which has already been determined by PPSA. Then the agent comes and brings the documents which are needed. Finally, after receiving the whole documents from the agent, PPSA makes official report.
2. The document system at PT (Persero) Pelabuhan Indonesia III Semarang includes explaining the documents and using them. They consists of 5 attached documents, namely: List of Ship Moorings Document, Notification of Ship Arrival, Operation Planning, PPKB (*Permintaan Pelayanan Kapal dan Barang*), and Official Report.

#### 4.2 Suggestion

From the above conclusion, the writer can give some suggestions to increase the service and smoothness of administration procedures of ship arrival at PT (Persero) Pelabuhan Indonesia III Semarang as follows:

1. Pelindo, as the service corporation of ship staff should ensure that administration procedures of ship arrival can work as smoothly as possible so that, a mistake and delay of administration procedure can be avoided.
2. It is necessary to avoid double duties causing the function of each department becomes less affective if one person holds two departments. Therefore, it would be better if there is a better and more perfect organizational structure in which one person holds one department.
3. The administration service at PT (Persero) Pelabuhan Indonesia III Semarang is very good; however it should be more increased, to keep the customer's satisfaction.