

ABSTRACT
INNOVATION OF SERVICE QUALITY IMPROVEMENT AT PT. PELINDO
CONTAINER TERMINAL MAKASSAR NEW PORT

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Drivers will essentially be able to pass through the Container Terminal Gate using the newest technology, known as Auto Gate, without any delays or manual inspections. In order to receive and distribute containers, Auto Gate especially needs handlers. The objective of this study was to increase the standard of container services provided by the Makassar New Port Container Terminal using the Auto Gate System. This study applied a qualitative descriptive approach. The descriptive method is a technique for describing a phenomenon related to an issue. Because the author wishes to explore the issue with the gate queue in raising the acceleration of the gate queue through the Auto Gate System at PT. Pelindo Makassar New Port Container Terminal, this study adopts a qualitative methodology. It is impossible to foresee what issues will arise based solely on the circumstances at the gate queue. According to the survey's findings, users provide information to Makassar Container Terminal when receiving a container via autogate, prepare an order form with the application, give it to truck drivers, and then convey the container to the gate. New Port Container Terminal PT. Pelindo Makassar has an Auto Gate function and can be a handle for the perpetrators of the container acceptance process. Other challenges when picking up containers at automatic gates include queues when using the gate, a lack of staff at the gate when manually checking container numbers, as well as the lack of socialization. Having CCTV and programming that uses OCR to automatically scan container numbers are two solutions to the issue of receiving containers with Auto Gate.

Keywords: Auto Gate System, Service, Gate

