Abstract

PT Pelabuhan Indonesia II (Persero) is one of the State Owned Enterprises (SOEs), which manages harbour services in Indonesia. Based on business process of PT. Pelindo II, major assets are the harbor and docks. Both of them are the facility of PT. Pelindo II in carrying out main activities, loading items. Waiting time can affect ship in the harbor until it rests on the dock. So that the performance of personnel have an important role on the timeliness of the ship to be able to rely on the dock. Therefore, it is important to monitor and evaluate the performance of harbour tugboats personnel monitor from waiting time of ship to get the service.

To measure the performance of harbour tugboats personnel, it is needed data presentation tool that can convey information about the service of harbour tugboats personnel effectively, so user can understand information and make decision quickly. One of tools that can be used is the Dashboard.

Dashboard facilitates the executive manager of PT Pelindo II in view, monitor and evaluate the performance of harbour tugboats personnel. So the executive manager can make a decision (Decision Support System) to optimize the harbour tugboats personnel performance.