ABSTRACT

Pelabuhan Indonesia (Pelindo) is a State-Owned Enterprise engaged in port services, which is a integrated company of four state-owned ports, namely PT Pelindo I (Persero), PT Pelindo II (Persero), PT Pelindo III (Persero), and PT Pelindo IV (Persero). As a business entity, there must be problems and discrepancies between the company and the consumer, in this case usually called an agent. Submission of the agent's complaint must go through a process called an official report if there is a change in the agent's complaint. Minutes in a company are legal evidence that contains endorsements and statements in an event, occasion, handover, incident, transaction, or sale. Methods when delivering this important information should be a consideration for a company for the effectiveness of the company. However, submitting agent complaints and making minutes to PT. Pelabuhan Indonesia II (Persero) Tanjung Priok Branch is still done manually, starting from the agent must come to the office for submitting a complaint to customer service. Customer service continues the complaint to related parties so that it can be approved and then an official report is issued according to the agent's complaint, which the news is legal evidence and becomes a guide in the complaint process from the agency. For this reason, design and development of applications to replace these manual activities and storage of event reports are expected to increase the effectiveness and accuracy of delivering information. In this study, the method applied is a qualitative research method, with data collection methods through field study observations and interviews. In its development, it will use the agile Extreme Programming method and the test will use the black box testing method. This study aims to provide benefits in improving the efficiency of the business processes of PT. Pelabuhan Indonesia II (Persero) Tanjung Priok Branch.

Keywords: Agent Complaint, Minutes, Agile Extreme Programming, Black box Testing