

## **ABSTRACT**

*The purpose of this study was to determine the procedures for handling complaints at the ticketing section of passengers at PT. PELNI Surabaya branch. The formulation of the problem in this study is how the procedure for handling complaints at the passenger ticketing section of PT. PELNI Surabaya branch. The type of research in this writing is descriptive research, namely research that is intended to provide data and image information as accurately as possible. The sources of data in this study were direct interviews with the Head of Passenger Service Affairs, as well as observations where the author made direct observations by looking at the activities carried out by the passenger ticketing officer and conducting documentation and literature study where the author. From this research, it can be concluded that the procedure for handling complaints on ticketing passengers at PT. PELNI Surabaya branch is not in accordance with the procedure according to Putri (2016), but the procedure for handling complaints in the ticketing section is not fully in accordance with the company's SOP, there are still several obstacles faced in the procedure for handling passenger complaints.*

*Keywords: procedure, handling, ticketing, passengers.*

## **ABSTRAKSI**

Tujuan dilakukan penelitian ini untuk mengetahui prosedur penanganan complain pada bagian ticketing penumpang PT. PELNI cabang Surabaya. Adapun rumusan masalah dalam penelitian ini bagaimana prosedur penanganan complain pada bagian ticketing penumpang PT. PELNI cabang Surabaya. Jenis penelitian dalam penulisan ini adalah penelitian deskriptif, yaitu penelitian yang dimaksudkan untuk memberikan informasi data dan gambar seteliti mungkin. Sumber data dalam penelitian ini adalah wawancara secara langsung dengan Kepala Urusan pelayanan penumpang, serta observasi dimana penulis melakukan pengamatan secara langsung dengan melihat aktivitas yang dilakukan oleh bagian petugas ticketing penumpang dan melakukan dokumentasi serta studi pustaka dimana penulis. Dari penelitian ini ditarik kesimpulan bahwa Prosedur penanganan complain pada ticketing penumpang PT. PELNI cabang Surabaya belum sesuai dengan prosedur menurut Putri (2016) namun prosedur penanganan complain pada bagian ticketing belum sepenuhnya sesuai dengan SOP perusahaan, masih terdapat beberapa kendala yang di hadapi pada prosedur penanganan complain penumpang.

Kata kunci : prosedur, penanganan, ticketing, penumpang.