

ABSTRACT

Today, organizations use the information technology infrastructure capable of coordinating the activities of entire Organizations. PAS is considered as the organization that is very concerned about the technology in the organization. At the same time it faces a lot of problems in connection with the process of receiving information from its customers about the booking information and others about the customer survey. As a result, a website will be designed to support this kind of action.

The proposed website will be mainly for receiving the information from the customer and some of the information received will be used to support with the current system used in container clearance call SWSS (Single Window Service System). Meanwhile, the development of this project have to go through the analysis of the current problem of the port, marketing analysis, SWOT analysis, break-even point analysis in order to find the payback period of the project.

By building the website, the organization expects to boost up the number of customers and the number of visitors, which is the main point of improving the service and also the benefits to the organization.