

**A STUDY OF SHIPPING OPERATION AND PROCEDURE  
IN MISC AGENCIES ( PORT KLANG )**

**SHAHRUM BIN IBRAHIM**

**BACHELOR OF BUSINESS ADMINISTRATION  
( TRANSPORT )**

**INSTITUT TEKNOLOGI MARA**

**40450 SHAH ALAM**

**SELANGOR D.E.**

## **ACKNOWLEDGEMENTS**

First of all, to **Allah** for making this thesis completedly.

I would like to express my thankful to **Mara Institute of Technology** for the practical training in this course.

Appreciation to my advisor, **Pn. Norminsham b. Abdul Karim** for her kindness and advice in reviewing the draft that has been given.

My appreciation also goes to my supervisor, **En. Abd. Latiff Yahaya**, Assistant Manager of Operations Department and Ship Husbandry section, for his invaluable guidance.

Acknowledgement to the staff, **En. Jasmi**, **En. Selvaraj** and **En. Kamaruddin** for the information.

Lastly, to my family for their support and encouragement during the many hours of thesis.

**May Allah** bless you all.

## **ABSTRACT**

There is two purpose of this research, firstly, is to to examine the shipping operation and procedures in MISC ( Agencies ), Port Kelang. Second, is to study the problems that exist.

In this study, data were collected from Primary and Secondary Data. Primary Data is from MISC ( Agencies ) and the Secondary is from Reference Books, articles, journals and brochures.

The shipping operation and procedures is important. It is including the location of Port Kelang, labour and equipment and also the Shipping operation and procedures itself. The research is also to study the problems in Port Authority and MISC ( Agencies ) itself.

To overcome the problem, fully computerised system and a well-developed labour management must be presented and recognized.

# TABLE OF CONTENTS

	Page
Acknowledgements	i
Abstract	ii
Table of Contents	iii
List of Figures	vi
<b><u>CHAPTER ONE: PROPOSAL</u></b>	
1.1 BACKGROUND	1
1.2 OBJECTIVES OF THE RESEARCH	4
1.3 METHODOLOGY	5
1.4 LITERATURE REVIEW	6
1.5 HYPOTHESIS	7
1.6 STATEMENT OF THE PROBLEM	7
1.7 SCOPE AND LIMITATION	8
<b><u>CHAPTER TWO: SHIPPING OPERATION</u></b>	
2.1 MISC'S POSITION IN MALAYSIA	11
2.2 LOCATION AND APPROACHES TO PORT KLANG	15
2.3 FACILITIES	17
2.4 TYPES OF OPERATION	25
2.5 SHIPPING OPERATION AND PROCEDURE	27

### **CHAPTER 3: DOCUMENTATION**

3.1	INTRODUCTION	32
3.2	TYPES OF DOCUMENT INVOLVE	32

### **CHAPTER 4: FINDINGS**

4.1	LABOUR AND EQUIPMENT	43
4.2	SHIP PLANNING	44
4.3	WORKING SYSTEM	44
4.4	CONTROL DEPARTMENT	45
4.5	LABOUR MANAGEMENT	45
4.6	LOADING AND DISCHARGE OPERATION	47
4.7	LOADING AND DISCHARGE PORT ORGANISATION	47
4.8	SHIP'S PERSONNEL	48
4.9	TERMINAL OPERATIONS	53
4.10	QUESTIONNAIRE	54
4.11	PROBLEMS	55