

TABLE OF CONTENTS

ENDORSEMENT PAGE	ii
STATEMENT OF AUTHENTICITY	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v
LIST OF FIGURES	vii
LIST OF TABLES	viii
LIST OF APPENDICES	ix
LIST OF ABBREVIATIONS	x
ABSTRACT	xi
CHAPTER I INTRODUCTION	1
1.1 Research Background	1
1.2 Research Problem	6
1.3 Research Questions	7
1.4 Research Objectives	7
1.5 Research Significance	8
1.6 Research Scope and Limitations	8
1.7 Research Systematics	10
CHAPTER II THEORETICAL BACKGROUND	12
2.1 Theoretical Background	12
2.2 Literature Review	19
CHAPTER III RESEARCH METHODOLOGY	23
3.1 Research Design	23
3.2 Data Collection	24
3.3 Research Quality	26
3.4 Data Analysis	27
CHAPTER IV RESULTS AND DISCUSSIONS	29
4.1 Logistics Processes in Tanjung Priok Port and Stakeholder Identification	29
4.2 The Causes of NLE Implementation Not Meeting Its Efficiency Targets from Stakeholders' Perspectives	31
4.3 The Cause and Effect Diagram of NLE's Not Meeting Its Efficiency Target	44
4.4 Recommendations for Indonesian Customs to Improve NLE's Efficiency	45
CHAPTER V CONCLUSION	52

5.1	Conclusion	52
5.2	Limitations and Further Research Opportunities	53
REFERENCES.....		55
APPENDICES		60
Appendix 1: Interview Guidelines		60
Appendix 2: Interview Transcript		62
Appendix 3: Interview Analysis		116