

PUNCTUALITY DELIVERY OF EXPORT CARGO VIA SEA TRANSPORT TO PERFORMANCE OF EMPLOYEE AT LOGISTICS AND FREIGHT FORWARDING COMPANY

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ABSTRACT

The purpose of this study was to determine the cause of delay cargo and its effect on employee performance. Some business owners in Indonesia, conduct export and import that aims to expand its business branch or to obtain raw materials that are not available in the country to obtain higher quality products. Transportation is the transfer of people or goods from one place to another by using a vehicle driven by man or machine. Sea transport has been chosen by the business owners to send raw materials and finished goods belong to them. Nowadays, demand of export cargo by sea is increase, because shipping cargo using sea transport gives an affordable cost and has a greater capacity than other transport. The writer analyzes the influence of punctuality delivery of export cargo to the level of employee performance in PT Schenker Petrolog Utama, Surabaya branch. The writer used a simple linear regression method with quantitative approach to see the influence and between variables. The result of this research is by 43,4% delay cargo affected the performance of employees, and by 56,7% affected by other factors.

Keywords: sea transportation; export cargo; performance

INTRODUCTION

Indonesia is located in the geographical position between Asia and Continental Europe, and the Pacific Ocean and the Indian Ocean, a strategic position within the commercial shipping lanes between continents. Marine transportation becomes one transport needed by society for having trade relations. Due to a high demand for cargo via sea transportation service, the harmony among the working system of the shippers, regulated agents, cargo officers and freight forwarders working system is needed order to improve service and increase satisfaction for customers. However,

there is a number of factors that may cause delays in the delivery of goods and can also affect the punctuality of goods delivery. Then it is necessary to reduce or even eliminate the factors that cause delays in the delivery of goods that could have a negative impact for the parties concerned. Therefore, the writer decided to focus on discussing about the analysis of the influence of punctuality delivery of export cargo via sea transport to performance of employee of PT Schenker PU Surabaya branch as a third-party company and what PT Schenker PU Surabaya branch would do to reduce delays in delivery of goods.

Based on the case, the writer decided to analyze and examine more deeply about the effects of punctuality delivery of goods to the employee's performance. From the problems, we will see the research purposes. They are:

- a. To know the causes of delay that can affect the punctuality of delivery goods in the PT. Schenker Petrolog Utama Surabaya branch.
- b. To determine the performance of employees of PT. Schenker Petrolog Utama Surabaya branch in addressing delays in delivery of goods.
- c. To determine the relationship between punctuality delivery of goods and performance of employees at PT. Schenker Petrolog Utama Surabaya branch.

LITERATURE REVIEW

Indonesia is one of the archipelagic countries around the world that has 17508 islands, and some of them are Greece, Japan, Norway, Philippines, and USA. Indonesia is a country with long shorelines or navigable rivers, or in countries consisting of multiple islands, big and small islands. Water transportation may play a significant role not only for international but also in domestic trades. (Christiansen & Christiansen, 2004). Sea transport is used as a mean of trading which is the cheapest, most effective and efficient from all modes of transportation (Muhammadiyah & Majid, n.d.). Marine modes of transportation more efficient to transport goods in bulk, speed and cost per ton-mile freight is relatively low and very profitable for long distance freight transport on the archipelago (Jinca 2011). Export is selling goods from domestic to external circulation of the Republic of Indonesia and the goods sold must be reported to the Directorate General of Customs and Excise. It is also said that the benefits of doing micro exports is to expand and develop marketing, increase sales and revenue, expanding the company's activities,

and increase production to take advantage of idle capacity. (Hamdani and Arimbhi 2014). Meanwhile, the benefits of doing export macro is to increase national economic growth, empower economic resources potential in the country, expanding employment and generate foreign exchange, encourage the development of science and technology and human resources, and the last is to develop the nation's social and cultural. Based on this, the performance or work performance is the result of someone achieves applies to size, within a certain time, in respect of employment and the behavior and action (in Suwatno and Priansa 2011: 196). Amstron and Baron (in Fahmi 2011: 2) said the performance was the result of work that has a strong relationship with the organization's strategic objectives, customer satisfaction and contribute to the economy. Ferial and Osman Arofat in Journal of On Time Performance Analysis at Eithad Airways Station of Jakarta (Vol. 9, No. 2, 2008: 117) explain that on time performance is one of many elements that will support the quality of service or product. So, according to the theory above, the authors conclude that on time performance is a measurement tool timeliness which used to calculate or measure the level of punctuality. On time performance shows that if a delivery run as planned or not. To keep on time performance controlled, it is necessary to create a standardization or key performance indicator (KPI) to ensure the effectiveness and efficiency as well as productivity. Service is related to efforts or measures to meet the needs of people or organizations. According Moenir (in Majid 2011:34) the service is a series of activities to meet the needs of customers, the service they get from a company. According to Davis (in Yamit 2010:8) quality is a dynamic condition associated with products, services, people, processes, and environments that meet or exceed expectations. According to Baharudin (2015:38), Transportation management services (freight forwarding) is

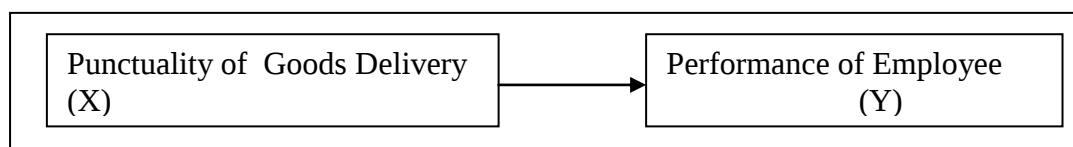
the efforts aimed at represent the interests of the owner of the goods to take care of all the activities necessary for the attainment of the delivery or receipt of goods by land, sea and air which can include receiving, storing, sorting, packing, marking, measuring, weighing, processing of settlement documents, the issuance of transport documents, calculation of costs, freight claims, insurance on shipments of goods as well as the settlement of claims and other costs in respect of the delivery of such goods until receipt of goods by those who deserve it.

RESEARCH METHOD

This study was conducted during a three-month high of September 2016 to December 2016. The study was conducted at PT. Schenker Petrolog Utama Surabaya branch Wisma Halim. In conducting this study, the researcher used a quantitative method. The measuring process is a central part in quantitative research because it provides the fundamental connection between empirical observation and mathematical expression of quantitative relationships. In this thesis there are two variables, as follows:

1. Independent variable (X) in this regard is the Punctuality of Goods Delivery.
2. The dependent variable (Y) in this case is the Performance of Employee.

The correlation between the variables X (Punctuality of Goods Delivery) with a variable Y (Performance of Employee) proficiency level can be seen in the following picture:



Dependent Variable X = Punctuality of Goods Delivery Independent
Variable Y = Performance of Employee

In this study, each point statement qualitative respondent will be transformed into quantitative. The writer distinguishes the negative statements and positive statements by using circles in every number of negative statements. Answer statement given weight value is based on a scale of 5 (five), where the variable X (Punctuality of Goods Delivery) and Y (Performance of Employee) each answer has a value statement as follows: The population in this study were all employees of PT. Schenker Petrolog Utama Surabaya branch. The number of employees of PT. Schenker Petrolog Utama Surabaya branch are 30 persons. Total population which determined the author of 30 people so

samples used by the author is also numbered 30 people. Data source that writer used on this research is primary data and secondary data. As for the meaning of primary data and secondary data. For data analysis technique, the writer uses linear regression. According (Kurniawan, 2008). Linear regression is a statistical method used to form the model the relationship between the dependent variable (Y) with one or more independent variables (X). If the number of independent variables is only one, referred to as simple linear regression. In this case the independent variable is X (Punctuality of Goods Delivery) and the dependent variable is Y (Performance of Employee). Hypothesis testing is done by

comparing the amount of *thitung* according to Sugiyono (2010) is given by:

The formulation of hypotheses using ρ (rho) is the actual value of the correlation coefficient.

Ho: $\rho = 0$, meaning there is no relationship between the variables X and Y (not significant).

Ha: $\rho \neq 0$, meaning that there is a relationship between variables X and Y (significant).

Conclusion: If $t_{hitung} < t_{tabel}$ then Ho is accepted and Ha rejected, meaning that the relationship of X and Y is not significant. If $t_{hitung} > t_{tabel}$ then Ho is rejected and Ha accepted meaning that X and Y significant relationship. The following table will shown some indicator that later will be used for creating statement Punctuality of Goods Delivery variable and Performance of Employee in the questionnaire. Indicator for punctuality of goods delivery are manpower, machine, method, motivation, material.

RESULTS AND DISCUSSION

In conducting the study, researchers used a questionnaire which was distributed to all employees of PT. Schenker Petrolog Utama Surabaya branch. The questionnaire included 30 writers spread questionnaire. Here is the data that is processed in the form of a questionnaire, which contained the identity of respondents in the form of sex, age of respondents, years of respondents education and the duration of respondent education. From the table above it can be seen that the male respondents was 23 people that is equal to 76,67% and female were seven people in the amount of 23,33%. From this table, it can be seen that the majority of respondents aged 21-30 years were 18 people that is equal to 60%, while respondents aged 31-40 years were seven people in the amount of 23,33%, and respondents aged > 40 years were five

people that is equal to 16,67%. Based on the data contained in the table above, it can be seen that the tenure of respondents aged 1-2 years with the number three at 10%, of respondents whose tenure aged 3-4 years with a total of 25 people that is equal to 83.33%, and while the tenure of respondents aged 5-6 years with the number two person in the amount of 6.67%. According to the table above, the largest educational level contained in S1 education for respondents with a total of 11 people that is equal to 36.67%, while respondents D3 of nine persons, namely by 30%, while respondents with a high school education that is equal to about 10 people 33.33%.

A. Analysis Of Results Variable Punctuality of Goods Delivery (X)

Based on data from the recapitulation of the above, it can be seen that the cause of the punctuality of goods delivery is bridged PT. Schenker Main Petrolog Surabaya branch in 2016 is more focused on a statement which reads "The inspection process and document that goes well and truly influence the delivery process are bridged PT Schenker Petrolog Utama Surabaya branch", seen from the weight calculation result by 145. This study shows that the accuracy in the examination of the documents required is very important to shorten the time required in the delivery process. Therefore employees at PT Schenker Petrolog Utama Surabaya branch are encouraged to be more thorough and meticulous in checking the documents required in the process of delivery of goods exports, especially to the use of sea transport. There is a statement that has seen the lowest point weighting calculation results of research by 126, with a statement that reads "Lack of basic skills that employees have an effect on time delivery of goods are bridged PT Schenker Petrolog

Utama Surabaya branch ". It is good for PT Schenker Petrolog Utama Surabaya branch and should be maintained, because of lack of basic skills that employees not much affect the time of delivery of goods. From the overall results of the variable X, namely the punctuality of goods delivery, most states strongly agree that the number of 281 a percentage of 58,54%, and for the respondents agreed that the number of 157 a percentage of 32,71%, subsequent to the respondents who stated to bad doubt that the number of 39 percentage of 8,12%, while respondents who disagree that the amount of 3 percentage 0,6%.

B. Analysis Of Results Of Employee Performance Variable (Y)

Based on research, it can be seen that the performance of employees of PT Schenker Petrolog Utama Surabaya branch in 2016 there is a statement that has the highest weight of 144, namely "The quality of the work can be measured employee perceptions PT Schenker Petrolog Utama on the quality of the results is done" And "Employees Utama PT Schenker Petrolog operates under a work commitment". The statement of the employees of PT Schenker Petrolog Utama Surabaya branch agreed with the statement that the quality of the work can be measured from the employees' perception of the results of all that they do and the employee agrees has been carrying out its functions in accordance with the work commitment. This is good for improving the performance of employees of PT Schenker Petrolog Utama Surabaya branch, so employees can maintain or improve the performance of existing ones. Based on research, the performance of employees of PT Schenker Petrolog Utama Surabaya branch in 2016 there is a statement

that has the lowest weighting of 129, which is "Employees Utama PT Schenker Petrolog maximize the use of organizational resources (manpower, money, technology, raw materials) with the intention of raising the results of each unit". This shows that the employees of PT Schenker Petrolog Utama less maximizing existing resources with the intention of raising the work. then it is advisable for employees to be able to maximize the available resources with the aim of improving the work. From the results of the overall variable Y is the performance of employees of PT Schenker Petrolog Utama Surabaya branch, stating strongly agree that the number of 273 respondents a percentage of 60,67%, and for the respondents agreed that the number of 147 a percentage of 32,67%, hereinafter for respondents who expressed hesitation that the number of 28 respondents percentage of 6.22%, while for respondents who disagree is with the number 2 respondents percentage of 0.44%.

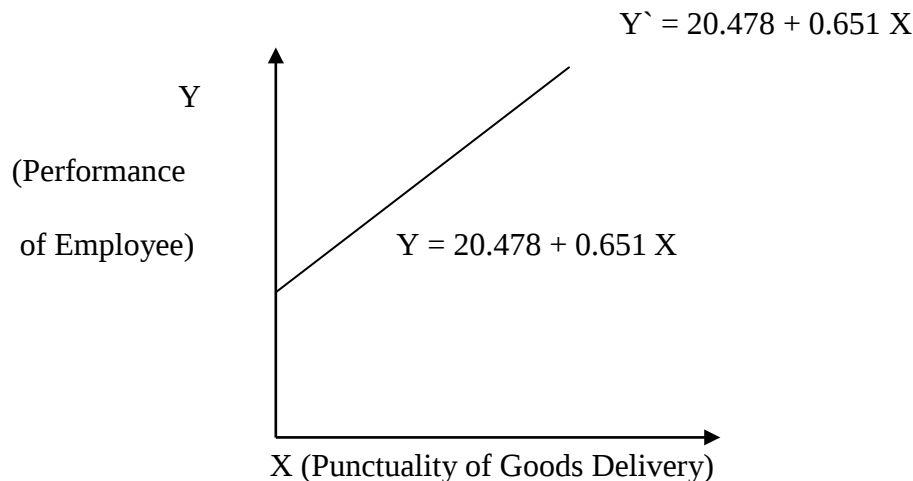
C. Analysis of Effect the Punctuality of Goods Delivery on Employee Performance

To determine whether or not the influence of variables X (the punctuality of goods delivery) to variable Y (the employee's performance), then used a quantitative analysis using a statistical calculation method of simple linear regression, correlation coefficient, coefficient of determination, or determinants, and hypothesis testing. Where data into calculations obtained from a questionnaire distributed to employees of PT Schenker Petrolog Utama Surabaya branch and processed writers in the form of calculations to be written in the following table:

Based on research can be calculated a simple linear regression, correlation coefficient

analysis, determination coefficient analysis or determinants, hypothesis testing.

To find the value of a and b, the authors use the system SPSS version 24.0, and the results are as follows: a = 20,478 and b= 0,651. The result of simple linear regression equation as follows:



Gambar 1 Grafik Regresi Linier

Regression coefficient value or simple regression equation that shows a positive figure of 0,651 which means that every the punctuality of goods delivery (X) which will determine the occurrence of employee performance (Y). Thus, if the punctuality of goods delivery has increase so performance of employee will increase too.

Used to look for the presence or absence, as well as the strength of the positive or negative relationship between Variable X (the punctuality of goods delivery) and the variable Y (Performance of Employee) can be calculated a simple linear regression, correlation coefficient analysis, determination coefficient analysis or determinants, hypothesis testing. Based on the calculation of correlation can be obtained $r = 0.659$ means that the relationship between variables X and Y variable positive and strong. The conclusion that the punctuality of goods delivery has a positive and strong relationship to employees performance in PT Schenker Petrolog Utama, the relationship is quite good. The above table is used to determine the level of significance or

linearity of regression. The criteria may be defined by F test or test of significance (Sig.). The easiest way to test Sig., with the provision, if the value Sig. < 0,05, then the model is a linear regression. Based on the above table, the value of Sig. = 0.00 which means <significant criterion (0,05), thus the regression model based on research data is a significant meaning, the linear regression model meets the linearity criteria.

To determine the contribution or influence of variable X to variable Y can be viewed using the coefficient of determination, or commonly called the coefficient determinant (KP), namely formula coefficient of determination:

$$KP = r^2 \times 100\%$$

Remarks formula:

KP = Coefficient Determinants

r = Coefficient of correlation

$$KP = r^2 \times 100\%$$

$$= 0,659^2 \times 100\%$$

$$= 0,434281 \times 100\%$$

$$\begin{aligned} &= 4,34281\% \\ &= 4,34\% \end{aligned}$$

The above table displays the value of R which is a symbol of the value of the correlation coefficient. In the table above correlation value is 0,659. This value can be interpreted that the relationship between the two variables of the study in the strong category. Through this table also obtained R-square value or the coefficient of determination (KD), which indicates how well the regression model formed by the interaction of independent variables and the dependent variable. KD value obtained was 43,4%, which can be interpreted to mean that the independent variable X (the punctuality of goods delivery) has the effect of a contribution of 43,4% to variable Y (Performance of Employee) and 56,6% are influenced by other factors outside variables X (the punctuality of goods delivery).

To determine the significance of the variable the punctuality of goods delivery with a variable performance of the employee need to be tested using the test the following hypotheses there is a positive relationship between initial hypothesis with a value correlation coefficient ρ by comparing t_{cal} and t_{tab} .

Based on the above calculation can be concluded and seen t_{hitung} amounted to 4.636 and t_{tab} is 1701. It can be said that $t_{cal} > t_{tab}$ with the results of $4,636 > 1,701$.

CONCLUSION

The results of the analysis of the punctuality of goods delivery PT Schenker Petrolog Utama Surabaya branch. Based on respondents' statements through the questionnaire, it is as much as 25 or as much as 83.33% stated strongly agree, as much as 5 or 16.67% agree. The highest expression in the variables X (the punctuality of goods delivery) is "The inspection process and document that

goes well and truly influence the delivery process are bridged PT Schenker Petrolog Utama Surabaya branch ". So the conclusion of the variable X (the punctuality of goods delivery) is PT Schenker Petrolog Utama Surabaya branch's employee agrees with the inspection process documents affecting the delivery process. The results of the analysis of the performance of employees at PT Schenker Petrolog Utama Surabaya branch based on the respondents' statements through the questionnaire is as much as 13 or as much as 43.33% stated strongly agree, as many as 13 or as much as 43.33% agree, while as many as 4 or 13.33% undecided. Lowest statement on variable Y (damaged) is "employees PT Schenker Petrolog Utama Surabaya branch maximize the use of organizational resources (manpower, money, technology, raw materials) with the intention of raising the results of each unit". So the conclusion of the variable Y (performance employees) are employees of PT Schenker Petrolog Utama Surabaya branch less to maximize the use of available resources with a view to improving the work.

From the results of simple linear regression showed positive figures, namely that any late delivery will determine the level of performance of employees of PT Schenker Petrolog Utama Surabaya branch. Thus if the punctuality of goods delivery has increases the performance of employees will increase too.

From the analysis coefficient of correlation (r) 0.659. According Sugiyono (2012) r values between 0.60 to 0.799 expresses strong. So the value of the correlation coefficient (r) is a powerful and positive. This means that there is a strong and positive influence between the punctuality of goods delivery to the employee performance.

Determinants of results coefficient (KP) that is by 43,4%, which means that the contribution of variable X (the punctuality of goods delivery) affect the rise and fall of a variable Y (performance employees) by

43,4% and the balance of 56,6% is the influence of other factors. From the results of hypothesis testing showed $t_{cal} > t_{tab}$ is (4,636 > 1,701). Then the hypotheses is accepted. This means that there is a positive influence between the punctuality of goods delivery to the employee performance.

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