Analysis Of The Level Of Satisfaction And Quality Of Excellent Service Clearance In Out At Pt. Adira Shipping Management

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Abstract

Excellent service is an attempt to serve the needs of others by providing the best service. This study aims to test the hypothesis that there is an influence on the level of satisfaction and quality on excellent service, whether it affects the trust obtained, the effect of the level of satisfaction obtained on excellent service and agent quality on excellent service, and the effect of satisfaction level and quality on excellent service clearance in/out. This research is a survey research. The population in this study were all ships that had been agented by PT. Adira Shipping Management. The sampling technique used purposive sampling with a total sample of 60 crew members. The data analysis technique used is multiple regression. The results showed that there was a positive influence on the level of satisfaction with excellent service clearance in/out as evidenced by the tcount of 2.189, a significance value of 0.033>0.05 and a regression coefficient of 0.266. There is a positive effect of quality on excellent service clearance in/out as evidenced by the tcount of 3.932, a significance value of 0.000> 0.05 and a regression coefficient of 0.374; and finally there is the influence of the level of satisfaction and quality on clearance in/out excellent service with a Fcount of 56.731 and a significance of 0.000 <0.05.

Keywords: Satisfaction, Quality, Excellent Service, Clearance In/out

Introduction

In this era of globalization, competition in the business world is getting tighter (Berger, 2005). Each competing effort maximizes profits following the desired ability. This is due to the increasing number of companies that stand and develop in Indonesia in accordance with increasing economic activities characterized by increasing market needs (Tambunan, 2008). It is undeniable, that the system of this world is changing more and more. So there is no other

hope than adapting to the changes that exist in increasingly advanced business competition. In general, business competition is a feud or rivalry between business people who independently try to get consumers by offering good prices with good quality goods or services (Nordås, 2010). A business is considered to never be separated from the element of competition. Because whatever the innovation, there can be no business that purely enjoys sales and profits, Not for a long time but to enjoy a business because there will be competitors who want to enjoy it (Porter & Heppelmann, 2014). Good competition points to customers to provide feedback to the company on what services are provided, during that time satisfaction is now the main requirement that must be met by all companies throughout Indonesia, especially shipping agencies (Chen, 2015).

Every sailing ocean freight will definitely dock at the port to carry out the loading or unloading of goods, as well as the embarkation and debarkation of passengers (Forwarding, 2021). These activities are supported by other parties who assist in every ship management. These service activities are called ship agency services(Karahalios, 2014). In this case, shipping company services are also very important needed by ship owners (principals) to support loading and unloading activities at the port. Lack of service such as the lack of effectiveness of employee performance in managing the management time of the In/Out Clearance Process is the main factor that hinders inadequate service (Fattah et al., 2022). Even though satisfying the Ship Crew is one of the goals of the agency company to achieve profitability. But it is undeniable that in providing good service, quality human resources that meet the criteria are needed. Not only from the number of human resources, but also human resource skills in serving service users (Muslim et al., 2022). If the service provided is in favor of the crew of the ship, the crew will feel that their interests are very important. If the crew does not like or dislike the service provided by the company. Then the owner can switch to another company that suits the wishes and satisfaction obtained according to the expectations of the crew (Talley et al., 2014). With this, the company must see the expectations of the ship crew so that the crew feels satisfied so that they do not switch to another company. Therefore, excellent service is needed in providing satisfaction to service users and quality of employees in serving ship crews well. Excellent service is good service and satisfies customers or the community or other stakeholders; efforts to meet needs or requests; Prepare, take care of what is needed excellently, so that customers get something that exceeds their expectations (Schellinck & Brooks, 2016).

In the Regulation of the Minister of Transportation of the Republic of Indonesia Number 59 of 2021 concerning "Ship Agency Business is a service business activity to take care of the interests of ships of foreign sea transportation companies and / or ships of national sea transportation companies while in Indonesia". The ship agency business in question is a business activity to take care of the interests of ships of foreign sea transportation companies and / or ships of national sea transportation companies while in Indonesia (Merika et al., 2015). In terms of supporting loading / unloading activities at the port, agent services play an role. Agency activities themselves are regulated in the Regulation of the Minister of Transportation No. 11 of 2016 concerning the Implementation and Exploitation of Ship Agency, in Article 2 it is explained that ship agency activities are services carried out to represent foreign sea transportation companies and / or ships of national sea transportation

companies while in Indonesia. Therefore, agent companies cooperate with other companies for the movement of goods from one place to another. PT. Adira Shipping Management is a company established by individuals with various kinds of services provided. The business world of agency companies also participates in competing in establishing cooperation with many shipping companies. That way the more cooperation is done, the more profit will be obtained.

The process of managing clearance in / out also requires good service by cooperating with related parties. such as, Syahbandar (KSOP), Customs, Immigration Office, Port health quarantine office (Widyanto & Astriawati, 2023). Lack of accuracy of employees to online-based services without having to go in and out of the agency so that the clearance process in / out takes place more easily. The hampering factor of excellent service could be due to delays in filling in data in online-based applications in the form of Innaportnet. Minister of Transportation Number 157 of 2015 concerning the Application of Indonesia Indonesia Port Net (Inaportnet) for Ship and Goods Services at Ports. Inaportnet is a single internet/web-based electronic service system to integrate information systems and stakeholders at ports (Iswanto et al., 2023). One of the factors for delays in filling data in Innaportnet is entering wrong data and documents. this is a barrier in the process of managing clearance in / out, also a cause of service users, namely the owner is not satisfied in the services provided by PT. Adira Shipping Management. PT. Adira Shipping Management (PT. ASM) was established in 2021 located in Banjarmasin, South Kalimantan. is an Agency company that recognizes commercial vessels that enter the territorial waters in Indonesia. Currently, 26 branches have been opened owned by PT. ASM namely, Taboneo, Banjarmasin, Sungai Puting, RanggaIlung/Kelanis, Kapuas, Pulang Pisau, Jorong, Kintap/Asam-asam, Satui, Bunati, Batulicin, Kotabaru, Stagen, Tg. Pemancingan, Kumai, Pare-Pare, Palembang, Morosi, Bahodopi, Sampit, Semarang, Kendawangan, Makassar, Balikpapan, Samarinda, Lampung. PT. ASM also cooperates with Asian countries such as Malaysia and Singapore with coal cargo commodities and others.

PT. Adira Shipping Management has employees who are in charge of the clearance process in / out called Agents. Agent is a national sea transportation company or a national company specifically established to conduct ship agency business, appointed by foreign sea transportation companies to take care of the interests of their ships while in Indonesia (Shipping Law No. 17, Year 2008). The agent is tasked with assisting with licensing arrangements to related parties, completing the ship's needs, and reporting every incident that occurs when the ship arrives, until the ship departs to the port. Other duties of the Agency Company are serving ships, managing the ups and downs of crew members, checking the validity period of ship documents, providing ship spare parts, submitting ship documents for proof when the ship has docked and left the port area. It is also possible for Agency companies to seek cargo for ship operations, extend ship certificates and obtain berthing permits and loading and unloading permits at ports, observe and supervise activities. However, another factor that hinders the agent's task is the late issuance of SPB (Sailing Approval Letter) due to weather factors that are not favorable for ships departing to the destination port. Currently, there are many Agency Companies in charge of managing ship Clearance In / Out, so many competitors have established these companies to compete for profit and productifity that supports cooperation

with Ship Owners. Clearance In is a document check on ships arriving or arriving at the port. Long before the ship arrives, the shipping company or agent, in this case the operational department (Chief of Operations) receives an e-mail or facsimile from the ship's master in the form of a notification of the ship's estimated time of arrival or Estimate Time Arrival (ETA). After receiving the report, the shipping company or agent forwards the report to the parties involved in the clearance arrangement. Mayssara A. Abo Hassanin Supervised in Brachnata & Wening (2021) while clearance out is an inspection of ships that will sail leaving the port that the ship has met the requirements of Shipping Safety and Security in other obligations. After everything is done, the representative of the shipping company or agent takes care of Clearance Out (Mayssara A. Abo Hassanin Supervised, 2014).

PT. Adira Shipping Management is a company that handles loading and unloading activities not only at the port, but also ships anchored in the middle of the sea. In its implementation, the ship agent in charge of serving the ship comes until the ship departs from the ship checking process until the loading / unloading activity process is complete. Agents are also required to perform good service to ship crews in order to achieve good service quality and also be able to provide reliable good service. In this case, what is needed is not only good service, but also the atmosphere that needs to be applied in each agent. It can give an impression and be a tremendous plus. Therefore, researchers can find out the response from the ship's crew about the satisfaction obtained from the services provided by the agent. From there researchers can find out, whether good service can have a positive impact on the company to develop the company PT. Adira Shipping Management is a company that is in great demand to work with ship owners. Based on this background, the researcher conducted a study on the analysis of the level of satisfaction obtained by the ship crew and what kind of service quality the Company Agent of PT. Adira Shipping Management so that it can implement a good excellent service system and excel in the competition of agency service providers, and can also provide its satisfaction for ship crews to continue to strive to improve the quality of service provided by PT. ASM. So the purpose of this study is to analyze the Level of Satisfaction and Quality of Excellent Service Clearance In / Out at PT. Adira Shipping Management".

Literature Review

According to Kotler and Keller in Wantara & Tambrin (2019) satisfaction is a person's feelings of pleasure or disappointment that arise from comparing the perceived performance of the product or results against their expectations. If the Agent fails to meet expectations, the customer is dissatisfied. Customers will feel satisfied if they get good service and as expected. Especially for the crew. Service is the process of meeting needs through the activities of others directly which later the service can achieve customer satisfaction (Mahaputra & Saputra, 2021). Measuring the level of customer satisfaction, there are several important aspects that are interrelated. However, in the midst of various ways to measure customer satisfaction. According to Arli & Tjiptono (2014) there are six core concepts that must be measured from customer satisfaction, namely: a. Customer Satisfaction The simplest way to measure customer satisfaction is to directly ask customers how satisfied they are with a particular product or service. b. Customer Satisfaction Dimension That is, research sorts customer satisfaction into

its components. Generally, such a process consists of four steps. In the form of, identifying key dimensions of customer satisfaction, asking customers to rate the product or service. Companies based on specific items such as speed of service or friendliness of customer service staff, ask customers to rate competitors' products or services based on the same specific items and ask them to be most important in assessing overall customer satisfaction. c. Confirmation of Expectations In this concept, satisfaction is not measured directly, but is inferred based on the conformity or mismatch between customer expectations and the actual performance of the company's products. d. Repurchase intent, namely customer satisfaction is measured behaviorally by asking whether the customer will shop or use the company's services again. e. Willingness to recommend. A customer's willingness to recommend a product to friends or family becomes an important measure to analyze and follow up. f. Customer Dissatisfaction.

Judging from several aspects that are often examined to determine customer dissatisfaction, including complaints, product returns or returns, warranty costs, recall, word of mount and defections (consumers who switch to competitors). The quality of service referred to in this study is a measure of how well the level of service provided by the Agent is able to meet the wishes or expectations of the Ship Crew (Banjarmasin Area Study). Service quality in this study was measured using 5 indicators from Kotler in Dekanawati et al., (2023) which include: tangibles, reliability, responsiveness, assurance, empathy. The measurement scale used is the Likert scale. Measurement of service quality using 5 question items. Explanation of the dimensions of service quality as follows: a. Tangible is the ability of a company to show its existence to the external. b. Reliability is the company's ability to provide services as promised accurately and reliably. c. Responsiveness is a willingness to help and provide fast and appropriate service to customers through the delivery of clear information and supported by the desire of staff to help customers. d. Assurance is the knowledge, courtesy and ability of company employees to foster customer trust in the company which includes: knowledge, courtesy, and trustworthy nature possessed by staff, free from danger, risk and doubt. e. Empathy is a company or company staff in giving sincere personal attention to customers by trying to understand customer desires, which include: ease of contact, good communication and understanding consumer needs.

Research Method

The method used in this study is a correlational research method with a correlational approach. The quantitative approach is a study in which there are such numbers, numerical data, and the results of research processed using statistical data, to test a hypothesis so that the significance between the two variables under study can be known (Quick & Hall, 2015). The correlational research method used in this study aims to determine the relationship of one variable with other variables. The sample used was 60 respondents with a sampling technique with saturated sampling. The type of data used is primary and secondary data, where primary data is obtained from questionnaires while secondary from literature and books. The place in this research was carried out at the Head Office of PT. Adira Shipping Management located on Jl. Perdagangan Komp. Anugerah Persada Permai Jlr. 4 No. C12 RT. 23/RW. 02 Banjarmasin,

South Kalimantan. The object of this study is the level of satisfaction of the ship crew and the quality of agent service to the excellent service of clearance in/out of ships at PT. Adira Shipping Management. The variables used by researchers in this study are as follows: 1. Free Variable (Independent), according to Sugiyono (2011) independent variables or independent variables are variables that affect or become the cause of changes or the emergence of dependent variables (bound). There are two independent variables in this study, namely Satisfaction (X1) and Service Quality (X2). 2. Dependent Variable, Dependent variable (Y) is a dependent variable which means that the variable is influenced or becomes a result due to the existence of an independent variable. In this study, the dependent variable is Service (Y). The data collection methods used in this study are: 1.Observation, observation is a data collection method where researchers record information as they witness during the study. 2. Questionnaire A questionnaire or questionnaire is a data collection technique carried out by giving a set of questions or written statements to respondents to answer. A questionnaire that has an understanding of efficient data collection techniques if researchers know for sure the variables to be measured and know what can be expected from respondents.

In addition, the questionnaire is usually in the form of closed or open-ended questions and statements, which can be given to respondents directly or entrusted to the agent on duty during On Board/Checking. This questionnaire is addressed to the Ship Crew under the auspices of PT. Adira Shipping Management. The questionnaire score was given to each answer with the Likert Scale, where the answers of the Respondents Weight Values Very Satisfied = 5, Satisfied = 4, Neutral = 3, Dissatisfied = 2 and Very Dissatisfied = 1. In this study, the population will be Service Users, namely Ship Crew from each ship Owner / Ship Charterer in collaboration with PT. Adira Shipping Management. a total of 60 ships with 25 ship owners/charterers. However, not all populations are studied but only a portion of the population studied and it is expected that results can produce the nature of the population concerned.

Result/Findings

The respondents in this study were ship crews who had appointed PT. Adira Shipping Management as a service provider. Through the list of questions asked by researchers, it can be known about the condition or information about respondents. The submitted statement consists of respondents' data such as gender, age, and position on board. The classification carried out on respondents in this study aims to find out clearly about the description of respondents as research objects. Based on Gender Following the results of the questionnaire tabulation, respondent data based on gender were obtained as follows:

Table 1. Characteristics of respondents by gender

Gender

		Frequency	Per cent	Valid Percent	Cumulative Percent
Valid	Male	57	95,0	95,0	95,0
	Women	3	5,0	5,0	100,0
	Total	60	100,0	100,0	

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Based on table 1 above, it can be seen that the number of male respondents in this study was 95% and female as much as 5%. It can be said that the number of male respondents is more than the number of women. General Overview of Respondents by Age Following the results of the questionnaire tabulation, respondent data based on age are obtained as follows: Table 2. Characteristics of respondents by age

Age

		Frequency	Per cent	Valid Percent	Cumulative Percent
Valid	<25	1	1,7	1,7	1,7
	26-35	12	20,0	20,0	21,7
	36-45	17	28,3	28,3	50,0
	46-55	14	23,3	23,3	73,3
	>56	16	26,7	26,7	100,0
	Total	60	100,0	100,0	

Based on table 2 above, it can be seen that the number of respondents based on age in this study who were less than 25 years old was 1 respondent.

General description of respondents based on position. In accordance with the results of the questionnaire tabulation, respondent data was obtained based on position on board the ship. as follows :

Table 3. Characteristics of respondents by job title

Job Title

		Frequency	Per cent	Valid Percent	Cumulative Percent
Valid	CAPTAIN	36	60,0	60,0	60,0
	CHIEF OFFICER	24	40,0	40,0	100,0
	Total	60	100,0	100,0	

Based on table 3 above, it can be seen that the number of respondents with positions as Captain is 60% and Chief Officer is 40%. It can be said that the percentage of respondents who hold the position of Captain is more than the number who fill out the questionnaire with the position of Chief Officer. That's because we aim this questionnaire for a Capten because he holds the highest position on board. However, due to the conditions and situation at the time of conducting the questionnaire, the person appointed to represent the filling of this questionnaire, the researcher took a sample so that the Chief Officer had an opinion about the services of PT Agents. Adira Shipping Management. This study used a research instrument test, namely by distributing questionnaires of 60 respondents to ship crews on each ship. In the statement items will be tested with validity tests and reliability tests.

Validity Test

The validity test serves to measure or test whether each item of the statement instrument has revealed the factors or indicators studied. The technique used for this test is the Pearson Product Moment correlation technique, using IBM SPSS program version 26.

The stages of validity testing with the Pearson Product Moment technique are as follows: The provision of an instrument can be said to be valid if it has a correlation coefficient price greater than or equal to the r table and vice versa if the correlation coefficient is smaller than r table

then the instrument is invalid, so it must be discarded or replaced. For r values, the table is taken using the formula df = n – 2. That is df = 60 – 2 = 58, so the table r is. A questionnaire can be said to be valid if the results of the questionnaire validity test have a greater r count compared to the r value of the table. The validity test on the questionnaire items in this study is valid which is shown by the calculated r value on each item greater than the table r which is 0.254 for both X1, X2 and Y.

Reliability Test

Reliability test to determine the level of stability of a measuring instrument in measuring a symptom. To determine the stability of the questions in the questionnaire, the Cronbach's Alpha technique is used, with the basis for reliability testing as follows: If the value of Cronbach's Alpha > 0.60 then the questionnaire tested is declared reliable. If Cronbach's Alpha value < 0.60 then the tested keusioner is declared unreliable. In the testing process that will be examined variables X1, X2 and Y, for more details, the following are the results of reliability test research consisting of: reliability statistics quality test (X2) can be obtained Cronbach's Alpha value of 0.829. According to the criterion, this value is greater than 0.60, it can be concluded that the Satisfaction variable instrument (X1) is reliable. The reliability statistics quality test (X2) obtained a Cronbach's Alpha value of 0.904. According to this criterion value is greater than 0.60, it can be concluded that the quality variable instrument (X2) has been reliable. Reliability statistics Productivity (Y) obtained Cronbach's Alpha value of 0.803. According to this criterion value is greater than 0.60, it can be concluded that the variable instrument Productivity (Y) has been reliable. The conclusion for the reliability test obtained Cronbach's Alpha value for both the variables Satisfaction (X1), Quality (X2) and Excellent Service (Y) for the questionnaire statement indicator was declared reliable.

Classical Assumption

Test Multicollinearity

Test Multicollinearity tests to test between independent variables contained in regression models have perfect or near-perfect linear relationships (high correlation coefficients or even good regression models should not be perfect or near-perfect correlations between independent variables. The method in this study is to look at the tolerance value and the value Variance Inflation Factor (VIF), to find a regression model of multicollinearity, which has a VIF value of less than 10 and a tolerance number of more than 0.1.Tabel 4. Hasil Uji Multikolinearitas

Coefficients [a]

Type		Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
		B	Std. Error	Beta	t	Sig.	Tolerance	VIF
1	(Constant)	5,984	2,638		2,269	,027		
	Satisfaction	,266	,122	,304	2,189	,033	,305	3,279
	Quality	,374	,095	,545	3,932	,000	,305	3,279

a. Dependent Variable: Excellent Service (Y)

Based on table 4 above, it can be judged that the tolerance value of the two independent variables is more than 0.1, which is 0.305 for satisfaction (X1) and 0.305 for quality (X2). For

VIF < 10, it is 3.279 for satisfaction (X1) and 3.279 for quality (X2). Then it can be concluded that regression variables are free from multicollinearity.

The Normality Test

The Normality Test is used to test whether, in a regression model, confounding or residual variables have a normal distribution. In this normality test look at the spread of data on diagonal sources on the Normal P-P of the Regression Standardized residual graph. The complete results of samples from normally distributed or undistributed populations can be seen in the normality test results as follows:
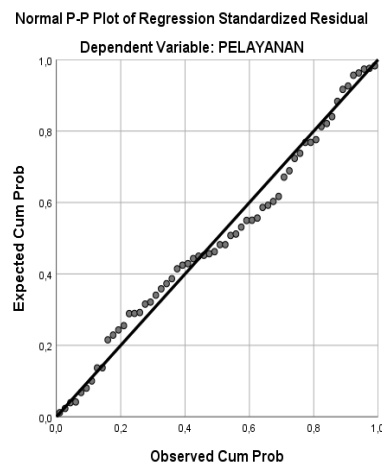

Figure 1. Normality Test

Results In figure 1, it can be seen that the Normal Probability Plot for regression tests with excellent service-dependent variables is seen at the spread points squeezed together around the diagonal line, and following the direction of the diagonal line. From the graph, it can be stated that the residual data is normally distributed.

The heteroskedisity test aims to test whether in the regression model, there is an inequality of variance from the residual of one observation to another. The test used in this study is to look at the pattern of dots on the regression graph. Based on criteria in decision making, namely: If there is a certain pattern such as existing dots forming a certain regular pattern (wavy, widened, and narrowed) then heteroscedasticity occurs. If there is no clear pattern, such as dots spreading above and below the number 0 on the Y-axis, heteroscedasticity does not occur.
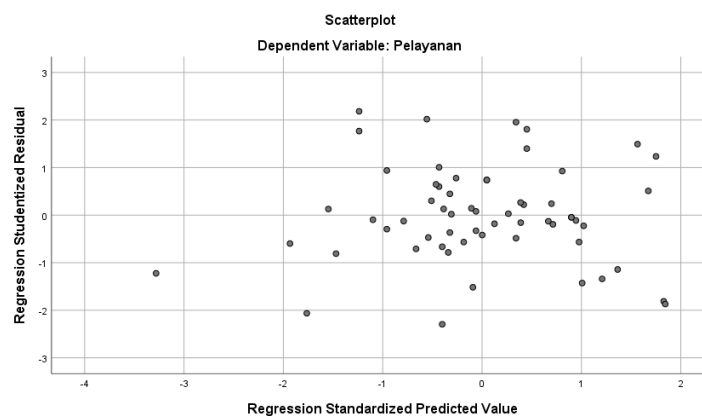

Figure 2. Image of Heteroscedasticity Test Results

From the output of figure 2, the heteroscedasticity test results above show that the data points spread above and below or around the number 0. In addition, the points also collect above or below only and the spread of points does not form a pattern. Then it can be concluded that heteroscedasticity does not occur.

Multiple linear regression analysis

Multiple linear regression analysis is an analysis used to directly see the effect of several independent variables on the dependent variable. This analysis model is used to determine the influence between the independent variable (satisfaction and quality) on the dependent variable (Astriawati, 2016). The value of a multiple linear regression, can be seen from the results of the data that has been analyzed with the help of the Statistics Product and Service Solution (SPSS) program version 26 as shown in the table below:

Table 5. Multiple Linear Regression Analysis Results

Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	T	Sig.
1	(Constant)	5,984	2,638		2,269	,027
	Satisfaction (X1)	,266	,122	,304	2,189	,033
	Quality (X2)	,374	,095	,545	3,932	,000

a. Dependent Variable: Excellent Service (Y)

Sumber : Hasil SPSS versi 26.0, 2023

Based on the calculation of multiple linear regression analysis shown in table 5, it can be concluded in the linear equation as follows:

$$Y = 5,984 + 0,266 X_1 + 0,374 X_2$$

The meaning of multiple linear regression is as follows:
a. Constant = 5.984 The constant of 5.984 states that the variable satisfaction, quality is assumed not to be improved (X1 = X2 = 0), then the service has a value of 5.984.
b. Coefficient of Satisfaction (X1)
   The Coefficient of Satisfaction (X1) shows several 0.266 which states that every increase of 1 unit for satisfaction will be followed by an increase in excellent service of 0.266.
c. Quality Coefficient (X2)
   The Quality Coefficient (X2) shows several 0.374 which states that every 1 unit increase in quality will be followed by an increase in service of 0.374.

Goodnes Of Fit Test

The coefficient of determination is a quantity that states how much the dependent variable is affected by all independent variables expressed as a percentage. It can also be said how much the independent variable contributes to the dependent variable.

Table 6. Results of the Coefficient of Determination (R^2)

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,816[a]	,666	,654	2,48304

a. Predictors: (Constant), Quality (X2), Satisfaction (X1)

From the output of table 6, it can be seen that the R square is 0.666. Of this value, 66.6% of the contribution to Y is influenced by excellent service while 33.4% is influenced by other factors.

Test the T-test hypothesis.

To determine the effect of the independent variable, namely satisfaction and quality on the dependent variable, namely service, it is necessary to do a t-test. partial testing can be seen from the t-test, if the probability value is < 0.05, Ho is rejected which means there is a significant influence. Partial test results can be seen in the following table:

$$\text{F-table} = (a/2 : n-k-1)$$
$$= (0.05/2 : 60-2-1)$$
$$= (0.025; 57)$$
$$= 2,002$$

Table 7. T-test Hypothesis Test Results

Coefficients [a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5,984	2,638		2,269	,027
	Satisfaction (X1)	,266	,122	,304	2,189	,033
	Quality (X2)	,374	,095	,545	3,932	,000

a. Dependent Variable: Excellent Service (Y)

Based on the results of the output of table 7 above, it is known that the value of the t count of the satisfaction variable (X1) is greater than the t value of the table (2.189 > 2.002) with a significance value below 0.05 which is 0.033 and the t value of the calculation of the Quality variable (X2) is greater than the t value of the table (3.932 > 2.002) with a significant level below 0.05 which is 0.000.

F-test hypothesis test

The F hypothesis test is a simultaneous test carried out to determine the magnitude of the influence of the independent variable (X1 and X2) together on the dependent variable (Y). This test is done by comparing the value of Fcalculate with F-table using a significant level of 5%. If Fcalculate > Ftable, then simultaneously all independent variables affect the dependent variable. With the calculation f table namely: α: n − k − 1.

Table 8. F-test Hypothesis Test Results

ANOVA [a]

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	699,549	2	349,775	56,731	,000 [b]
	Residual	351,434	57	6,166		
	Total	1050,983	59			

a. Dependent Variable: Excellent Service (Y)

b. Predictors: (Constant), Satisfaction (X1), Quality (X2)

Based on the output of table 8 above, it is known that the calculated F value of 56.731 > 3.16 F of the table and the Significance value of 0.000 is smaller < than the probability of 0.05. So it can be concluded that satisfaction and quality simultaneously affect excellent service.

Discussion

This study aims to determine the effect of satisfaction level, and quality on excellent service clearance in / out at PT. Adira Shipping Management.

1. The Effect of Satisfaction Level on Excellent Service Clearance In/Out PT. Adira Shipping Management.

   Satisfaction is the level to which the perceived performance of the product is following the expectations of the buyer. If the product performance does not meet expectations, customers are disappointed. Based on the results of the t-test, it is obtained that the Satisfaction variable (X1) has a significant effect on Service (Y). The results of this study showed a calculated t value of 2.189 > t table 2.002. with a significance value of 0.000. Using a significance limit of 0.05 means Ho is rejected and H1 is accepted. So H1 statistically can be shown that satisfaction in this study has a significant effect on Prima Clearance in/out service at PT. Adira Shipping Management.

2. The Effect of Quality on Excellent Service Clearance In/Out PT. Adira Shipping Management.

   Service quality is one part of the Marketing Management strategy. Service quality has become a dominant factor in the success of an organization. Quality development is strongly driven by competitive conditions between companies, technological advances, and economic and socio-cultural stages of society. Quality of service is a must that companies must do to be able to survive and still gain customer trust. Based on the results of the t-test, it is obtained that the Quality variable (X2) has a significant effect on Excellent Service (Y). The results of this study showed a value of 3.932 t count > t table 2.002 with a significance value of 0.000. Using a significance limit of 0.05 means Ho is rejected and H2 is accepted. So H2 statistically can be shown that the quality in this study has a significant effect on excellent service clearance in / out at PT. Adira Shipping Management.

3. The effect of satisfaction level and Quality on Excellent Service Clearance In / Out PT. Adira Shipping Management.

   According to Firmansyah, (2016), excellent service is good and satisfies customers or the community or other stakeholders; efforts to meet needs or requests; Prepare, take care of what is needed excellently, so that customers get something that exceeds their expectations. Based on the F test, it is obtained that the variables of satisfaction (X1) and quality (X2) affect the service (Y). The results of this study showed a value of 56.731 F count > F table 3.16 with a significance of 0.000 < 0.05. This means that Ho is rejected and H3 is accepted, meaning that statistically it shows that satisfaction and quality variables have a significant effect on clearance in/out services at PT. Adira Shipping Management.

Conclusion

Based on the results of the study can be concluded as follows: There is a positive and significant influence between the level of satisfaction with excellent service clearance in / out, this can be known from t calculate readiness Tcalculate 2,189 > t-Table 2,002. At a significant

level α = 5% (α = 0.05). This means that the higher the level of satisfaction of the ship crew, the better the excellent service received by the company PT. Adira Shipping Management. There is a positive and significant influence of agent quality on excellent clearance In/Out Service at PT. Adira Shipping Management, this can be known from Tcalculate 3.932 > T-table 2.002 at a significant level of α = 5% (α = 0.05). This means that the better the quality of service owned by the agent, the better the level of service in handling clearance in / out. There is a positive and significant influence on the level of satisfaction and quality of agents together on excellent service clearance in / out at PT. Adira Shipping Management, this can be seen from the value at a significant level for Fcalculate 56.731 > T-table 3.16 with α = 5% (α = 0.05). This means that the higher the satisfaction of the ship crew and the quality of the agent, the better the level of clearance service in / out in improving excellent service.

Declaration of conflicting interest

The authors declare that there is no conflict of interest in this work.

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