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Implementation of Quality Control in the Trucking Division of PT Mitra Dua Mandiri Logistic

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ARTICLE INFORMATION	ABSTRACT
Section Internship Report Article	Import export trade plays an important role in the development of the world economy, including Indonesia. The presence of the Customs Service Management Company (PPJK) is to connecting customs and excise and consumers which can facilitate the process of import export trade traffic. One of the important processes in shipping goods is the trucking system which is useful for making deliveries with a fleet provided by PT Mitra Dua Mandiri Logistic. Trucking is important in the company because it plays an important role and is directly related to consumers. The existence of a quality control process in the trucking system can help the company to continue to maintain good trucking operations. This study aims to determine the trucking system in facilitating the shipping process of PT Mitra Dua Mandiri Logistic. This study uses a qualitative method with sources of literature studies, documentation, observation, and interviews. The results of this study prove that the trucking work system at PT Mitra Dua Mandiri Logistic has been running well, but there are still obstacles in operational activities.
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INTRODUCTION

In the current era of globalization, the role of import exports is very important in the economy of a country. The importance of this import export activity or often referred to as cross-country trade has an important role in increasing a country's foreign exchange. Of course this is useful



in national development. The community's need for food or clothing will be more guaranteed when cross-country trade can run well (Aryal and Dhakal, 2022). One of business entities that support the running of the world's business processes is a logistics company. Logistics companies are engaged in providing transportation services for exporters and importers (Haque, Dhakal and Mostafa, 2020). Failure to control the quality of service products can certainly harm the company.

Therefore, with the existence of quality control for service products, it is expected to reduce the failure of the company's output. Traditionally, the level of system and production process control has been determined and carried out separately. Therefore, inspection points and quality control throughout the production process are carried out by considering local quality aspects and do not consider feedback on the performance of the quality control system. This is done to reduce the impact of allocation or loop management in a production in the company (Magnanini *et al.*, 2024).

Trucking is a delivery service that has a mission to deliver goods according to procedures at the right place and time. In the sense of logistics, trucking is defined as a goods delivery service whose main transportation is land transportation (Sahid *et al.*, 2024). The transportation includes cars, trucks, or other types. The trucking work system is the result of work produced by a logistics company that makes deliveries via land transportation to deliver goods on time and without damage. In the trucking work system, of course, it refers to the way a logistics company measures, manages, and monitors its operational performance.

These three important things are of course to ensure that in the trucking service, the delivery of goods can be carried out efficiently, reliably, and according to customer needs (Sahid *et al.*, 2024). PT Mitra Dua Mandiri Logistic is a service company engaged in Customs Service Administration (PPJK) whose main activity is to manage the fulfillment of customs obligations for and on behalf of importers or exporters. There are several services offered by the company, one of which is the trucking system (PT. Mitra Dua Mandiri Logistic, 2024).

One of the supporting tools for the trucking work system is a truck, tronton or trailer. Both are land transportation tools that function to transport containers from the port to containers or unloading warehouses. The purpose of PT Mitra Dua Mandiri Logistic is to commit to delivering goods to their destination safely and on time, so that customer satisfaction is created. This is certainly a concern for the company to continue to advance amidst the onslaught of similar companies in order to remain stable.

LITERATURE REVIEW

Basic Concepts of Quality Control

The important role of quality control in the production process will ensure that the quality of the products produced will be in accordance with the standards set by the company (Assauri, 2022). The basic concept of a company's quality control including:

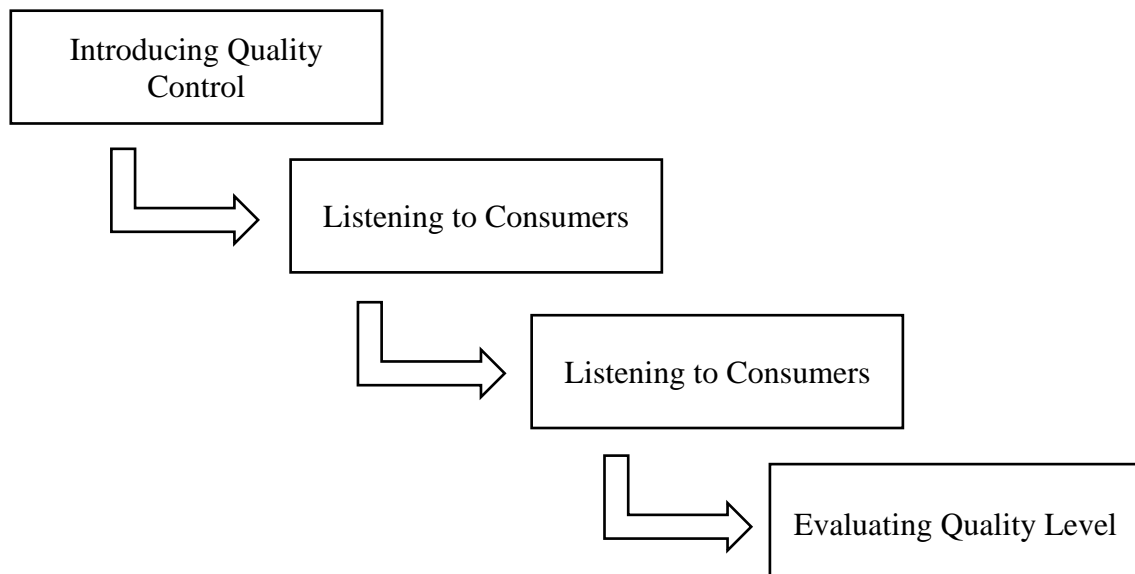


Figure 1. Basic Concept Chart of Quality Control

The basic concept of quality control is used as a communication tool to all parties involved in production to ensure that the company's quality control is running according to standards. The level of quality can be measured by a calculation system to help find out what and how production activities are carried out and evaluate the quality of the products produced to analyze the causes of problems that occur such as product damage or failure to deliver (Herlina, Prabowo and Nuraida, 2021).

Quality Control

Quality control is an integrated activity that starts from controlling service quality standards, service process standards, to final goods delivery standards to customers, so that the services produced are in accordance with the planned quality specifications.

1. Control of service quality standards
Service quality affects the final result of the delivery service process. Inappropriate service quality standards will be an obstacle, because the services produced are outside the planned standards.
2. Quality control in the service process
This control stage is an activity to prevent errors from occurring during the service process, so that errors can be minimized and the possibility of errors occurring can be reduced.
3. Final delivery process quality control
Companies must carry out control of delivery services at the end of the process, this is done to minimize or avoid errors.

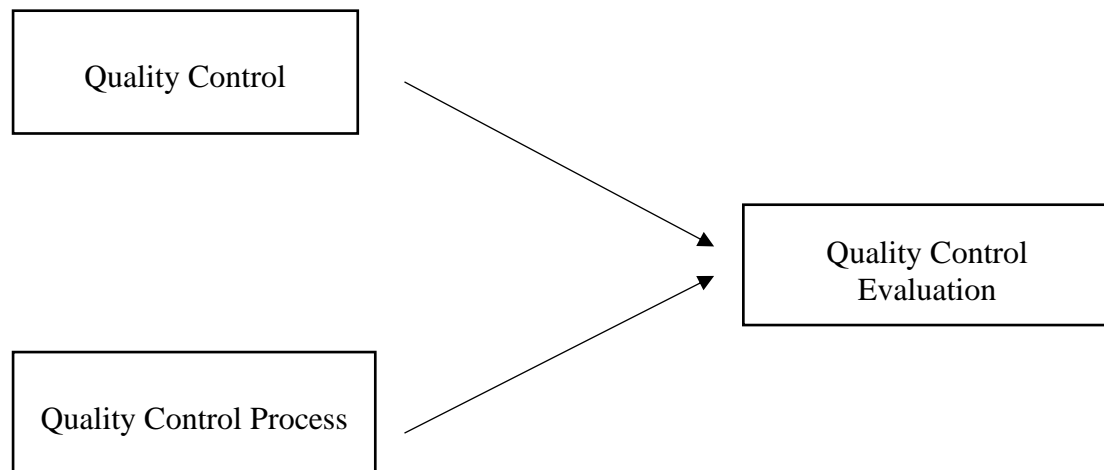


Figure 2. Research Framework

Source: The Authors (2024)

INTERNSHIP METHOD

Qualitative research is research that focuses on the exposure of sentences that are ultimately able to understand the psychological conditions of humans that are influenced by the many facts if only done with scale measurements. The purpose of qualitative data analysis is so that researchers get meaning in the relationship between variables, so that it can be used to answer the problems that have been formulated in the study. One method used to measure the level of quality in service is the Servqual (service quality) model that consists of five dimensions.

One of the factors that determines customer satisfaction is the perception of customers or consumers regarding the quality of service. The SERVQUAL method is a method that is derived empirically that can be used by service organizations or services in improving service services. The data used in this study is primary data. The primary data in question is data from the results of interviews conducted with related parties at PT Mitra Dua Mandiri.

1. Interview

Interview is a question and answer process conducted by researchers with informants or subjects of research. Interviews are conducted as an effort to collect research data related to the trucking work system at PT Mitra Dua Mandiri Logistic to the part that has the authority to answer interviews conducted by researchers. The authorities who will be interviewed in this study are the director of PT Mitra Dua Mandiri Logistic, head of the trucking division, trucking division staff, and four (4) consumers who use the services of PT Mitra Dua Mandiri Logistic.

2. Observation

The next stage of data collection is observation by conducting direct observation of the research object to see more closely the activities carried out to obtain research results (Ridwan, 2004). Observation is defined as a data collection technique carried out by researchers in conducting direct observation of objects to research objects (Ridwan, 2004). This research is located directly at PT Mitra Dua Mandiri located at Jl. Enggano No.15 Block C5 RT 008/016, Tanjung Priok Village, Tanjung Priok District, North Jakarta. The company was established with SIUP 147/SIUJPT/DISHUB/IV/2014. Indicated by the Registered Company Certificate PEM-002PB/WJP.21/KP.0303/2007. Then, the researcher will focus the research on the company's trucking division.

The population used in this study were the authorities, namely the director of PT Mitra Dua Mandiri Logistic, head of the trucking division, trucking division staff, and four (4) consumers who use the services of PT Mitra Dua Mandiri Logistic, which was sufficient to represent the trucking work system and trucking services at PT Mitra Dua Mandiri Logistic.

Table 1. Informant Interview Questions

Aspect	Question
Tangible	How Does The PT Mitra Dua Mandiri Logistic Trucking Quality Control System Work and Plan?
	How Disciplined are The Trucking Parties in Making Deliveries to Consumers?
	Is There an SOP in The Trucking Process at PT Mitra Dua Mandiri Logistic?
Empathy	Does PT Mitra Dua Mandiri Logistic Provide a Guarantee That The Goods Will Arrive on Time?
Assurance	Is There a Guarantee of Certainty of PT Mitra Dua Mandiri Logistic's Trucking Costs?
	Does PT Mitra Dua Mandiri Trucking's Quality Control Process Guarantee That The Goods Will Arrive Safely?
	Are PT Mitra Dua Mandiri Logistic Trucking Officers Fast, Precise, and Careful in Carrying Out The Quality Control Process?
Responsiveness	If There are Complaints or Problems, Are PT Mitra Dua Mandiri Logistic Trucking Officers Able to Resolve Them?
	How Are The Trucking Officers' Abilities in Carrying Out Quality Control and Operating Trucking?

Source: Primary Data Process (2024)

ANALYSIS RESULTS

The stages of analysis carried out in the study by making a list of interview questions, collecting data, and analyzing data processed by the researcher. This is done to obtain results regarding the process of implementing quality control in quality control at PT Mitra Dua Mandiri Logistic, compiling a list of interview questions with a research focus on the quality control process at PT Mitra Dua Mandiri Logistic, and quality control at PT Mitra Dua Mandiri Logistic. In the interview process as the main method used in this study, the researcher conducted interviews with several related parties, namely Anton Surono, SE as director of PT Mitra Dua Mandiri Logistic, Desi Yuliana, SE as head of the trucking division of PT Mitra Dua Mandiri Logistic, Mulyadi and Dani Wijaya Hendrik as product controlling staff at PT Prima Manunggal, Agung as head of staff for incoming goods operations at PT Concord Industry, Herdiansyah as director of PT Eraneo Citra Cemerlang, and Wasturi as PIC for shipping goods at PT Kramat Motor.

The interviews agreed upon by the researchers and the management and consumers of PT Mitra Dua Mandiri Logistic were conducted in stages over a period of 8 days, from July 31 - September 15, 2024. The results of the study were obtained using in-depth interview techniques with informants as a form of data search and non-participant observation conducted in the field. Then, the researcher will conduct further analysis to obtain research results and conclusions. The stages of data analysis used are data collection techniques with field studies and library studies. The research conducted to be more objective is by conducting in-depth

interviews with the aim of obtaining accurate information from trusted data sources. Then, the researcher in conducting interviews with informants also asked questions that focused on the analysis in the implementation of quality control and quality control of PT Mitra Dua Mandiri Logistic.

Discussion

PT Mitra Dua Mandiri Logistic Trucking Quality Control Process

In-depth interview activities conducted by researchers and PT Mitra Dua Mandiri Logistic and consumers of PT Mitra Dua Mandiri Logistic regarding the quality control planning process and trucking quality control activities are in the process of planning quality control carried out together by the company's management by planning to determine routes adjusted by traffic at that time. The policy in planning quality control is carried out by the management of PT Mitra Dua Mandiri Logistic. This was conveyed by Mr. Anton Surono, SE as director of PT Mitra Dua Mandiri Logistic regarding the procedures carried out by management in quality control to maintain the company's output, such as matters related to shipping services.

The quality control process, especially in the trucking division of PT Mitra Dua Mandiri Logistic, was conveyed by Mrs. Desi Yuliana, SE as head of the trucking division of PT Mitra Dua Mandiri Logistic that in trucking quality control it is carried out in stages and together between management and field coordinators who directly monitor how the trucking process runs according to SOP. The same opinion was also conveyed by the trucking staff of PT Mitra Dua Mandiri Logistic regarding the process in planning trucking quality control. According to Dani Wijaya, everything has been arranged according to the travel plan and also adjusted to traffic conditions.

The trucking quality control process at PT Mitra Dua Mandiri Logistic experienced obstacles in the effectiveness of shipping and shipping operations. This was conveyed through an interview with Mrs. Desi Yuliana, SE as head of trucking at PT Mitra Dua Mandiri who stated that operational activities in the field must continue to be monitored directly in order to avoid risks that occur in the field. In contrast to the presentation delivered by Mr. Anton Surono, SE as director of PT Mitra Dua Mandiri who handles all company operations, he said that human error in quality control is one of the risks that must be given special handling. This will certainly hamper the effectiveness of both the trucking operational system and the shipping system.

According to the presentation given by several consumers who have used the services of PT Mitra Dua Mandiri Logistic, they said that the company's quality control process has been carried out well. However, matters relating to human error still need to be improved because the level of accuracy and precision when operating trucking services is the main key to the company's wheels turning. The existence of good communication from PIC trucking PT Mitra Dua Mandiri Logistic to consumers is considered good by providing regular updates on the position of the goods.

The SERVQUAL method used in this study also examines four (4) aspects in it that are also included in this study. Tangible aspects in the form of officer discipline, SOP, and trucking work systems are also studied. According to the management of PT Mitra Dua Mandiri Logistic, these three things have been carried out in accordance with company procedures. This was conveyed by Anton Surono, SE as director of PT Mitra Dua Mandiri Logistic who said that the SOP and level of discipline of trucking employees in implementing quality control were in accordance with the procedure, namely the stage 1 check and continued with checking the fleet to be operated. PT Mitra Dua Mandiri Logistic trucking staff, Mulyadi, also said that

the company's procedure in carrying out trucking quality control was carried out from before departure by checking the fleet until the goods had been received by consumers.

Another thing was conveyed by consumers of PT Mitra Dua Mandiri Logistic regarding the discipline of sending goods. According to Herdiansyah, consumers from PT Eraneo Citra Cemerlang, said that there had been a delay in delivery outside the estimated time given. This was responded well by the management of PT Mitra Dua Mandiri Logistic in accordance with the Assurance aspect that there is an insurance guarantee by offering a delivery service without DP and a guarantee of relief assistance if there is a problematic fleet. The Responsiveness aspect felt by consumers of PT Mitra Dua Mandiri Logistic regarding the problems received was good because PT Mitra Dua Mandiri Logistic was able to bridge communication well between the PIC of the PT Mitra Dua Mandiri Logistic trucking system and its consumers. This was conveyed directly in an interview with consumers of PT Mitra Dua Mandiri Logistic, namely Agung from PT Concord Industry.

This study shows the important role of trucking quality control in maintaining the quality of services owned by PT Mitra Dua Mandiri Logistic. The quality control process carried out by the company certainly has an important meaning in maintaining the quality output of both products or services produced by a company. The same study was also conducted by Saragih *et al.* (2020), regarding quality control in service companies that the quality control system is based on various types of measurements against parameters determined by the company. Planning and quality control of PT Mitra Dua Mandiri are carried out on a scheduled basis to reduce the risks or obstacles that occur.

The Impact of Implementing Quality Control Trucking at PT Mitra Dua Mandiri Logistic

The results of in-depth interviews conducted by researchers with PT Mitra Dua Mandiri Logistic obtained data that the implementation of quality control has a positive impact on the effectiveness of PT Mitra Dua Mandiri Logistic's trucking process. The higher the level of trucking quality control at PT Mitra Dua Mandiri Logistic, the better the consumer response to the company will be, which will have an impact on the company's good output. This is evidenced by the good consumer response in interviews conducted with consumers of PT Mitra Dua Mandiri Logistic.

The SERVQUAL method applies four aspects, namely tangible, empathy, assurance, and responsiveness (Parasuraman, Zeithaml and Berry, 1988). The existence of a good quality control system from PT Mitra Dua Mandiri Logistic makes consumers feel satisfied with the trucking service from PT Mitra Dua Mandiri Logistic. The empathy aspect provided by PT Mitra Dua Mandiri Logistic to its consumers is in the form of a delivery guarantee by including a statement letter approved by both parties. According to Hendrik, one of the consumers from PT Prima Manunggal, said that PT Mitra Dua Mandiri Logistic through the PIC trucking system provides regular updates to its consumers regarding the position of the goods.

PT Mitra Dua Mandiri Logistic's quality control also has a relationship with other divisions or sections within it. The relationship with the finance and marketing divisions makes PT Mitra Dua Mandiri's trucking operations more effective in carrying out its performance. The presence of evaluations conducted by PT Mitra Dua Mandiri Logistic has resulted in improvements in terms of the effectiveness of quality control or service output produced by PT Mitra Dua Mandiri Logistic.

The same research was also presented by Msakni, Risan and Schütz (2023) that the impact of quality control in an industry is the product in it. The underlying problem of quality control in a company, especially related to the service industry, is the quality of services produced by a company. PT Mitra Dua Mandiri Logistic sees a prediction of quality control in

the trucking system with the underlying problem being the effectiveness and operational constraints in the field. The implementation of good quality control will have an impact on the increasingly good quality produced by the company.

The impact of quality control implemented by PT Mitra Dua Mandiri Logistic according to Mr. Anton Surono, SE as director of PT Mitra Dua Mandiri Logistic is the effectiveness of delivery and consumer loyalty. The basis for the success of trucking quality control is a planned system. However, in practice, inputting quality control and checking trucking engine parts is still done traditionally. Activities that are not yet fully integrated by technology also make the operational process of PT Mitra Dua Mandiri Logistic's trucking quality control less effective.

The opinion conveyed in the interview process by consumers of PT Mitra Dua Mandiri Logistic conveyed that the impact of implementing quality control on the delivery of goods is very important because double checking when and when making a delivery is the most important activity. This was conveyed directly by consumers of PT Mitra Dua Mandiri Logistic services that the SOP implemented by the company regarding trucking was good by providing a guarantee of security with an appropriate time estimate even though there had been obstacles in delivery due to traffic and things beyond the company's control during the trip.

CONCLUSION

The trucking quality control process at PT Mitra Dua Mandiri aims to maintain the quality and output of services produced by the company. In formulating to implementing the implementation of quality control in the trucking system, there are obstacles in the form of difficult operations in the field because not all systems are integrated with technology and the effectiveness of trucking deliveries due to operational problems that are not reported to management. The policy and formulation of the PT Mitra Dua Mandiri Logistic trucking quality control system are handled directly by the company's management which will later be managed and implemented directly to the field coordinator as the person in charge of the field.

The impact of implementing quality control trucking at PT Mitra Dua Mandiri Logistic has a positive impact because the increasing quality of quality control will improve the output of services produced by the company. The trucking quality control system is responsible for sending goods from the warehouse to consumers in accordance with the SOP that has been made by the company. The existence of human error in implementing quality control trucking is one of the inhibiting factors for the success of PT Mitra Dua Mandiri Logistic trucking.

The researcher's suggestion based on the results of the research that has been discussed in the form of a policy recommendation that as a company engaged in service services, it is important to carry out a program to improve employee professionalism and routine training for employees, especially for divisions that are directly related to consumers. Coordination related to operations in the field with the management of PT Mitra Dua Mandiri Logistic also needs to be carried out periodically. This is done as an effort to prevent shipping estimates so that inaccurate delivery times can be prevented. This is a form of prevention or reducing the risk that will occur both regarding technical matters or when consumers use PT Mitra Dua Mandiri Logistic trucking services.

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