

**PENERAPAN DIMENSI *LOGISTIC SERVICE QUALITY*
DI PT. BUANA LANGGENG JAYA SURABAYA**

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ABSTRAK

Laporan ini bertujuan untuk mengetahui kualitas layanan dari perusahaan dan kesesuaian perusahaan terhadap penerapan sembilan dimensi dalam *Logistic Service Quality*. Sembilan dimensi yang dimaksud adalah *Order Release Quantity, Information Quality, Order Accuracy, Order Condition, Order Quality, Order Discrepancy Handling, Personnel Contact Quality, Order Procedure, dan Timeliness*. Laporan kerja lapangan disusun dengan melaksanakan praktik kerja lapangan di PT. Buana Langgeng Jaya, sebagai karyawan divisi logistik yang bertanggung jawab dengan seluruh kegiatan logistik di perusahaan. Penerapan sembilan dimensi *Logistic Service Quality* pada perusahaan PT. Buana Langgeng Jaya ditemukan adanya kesesuaian dan ketidaksesuaian yang berupa kendala. Hasil dari penerapan sembilan dimensi yaitu, enam dari sembilan dimensi sudah dilaksanakan dengan baik dan tiga dari sembilan dimensi belum terlaksanakan dengan baik.

Kata Kunci: *Logistic Service Quality*, Perusahaan Logistik, Dimensi *Logistic Service Quality*, Penerapan *Logistic Service Quality*, Kualitas Layanan

**IMPLEMENTATION OF LOGISTIC SERVICE QUALITY DIMENSIONS
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ABSTRACT

This report aims to determine the service quality of the company and the company's suitability for the implementation of the nine dimensions in Logistic Service Quality. The nine dimensions in question are Order Release Quantity, Information Quality, Order Accuracy, Order Condition, Order Quality, Order Discrepancy Handling, Personnel Contact Quality, Order Procedure, and Timeliness. Field work reports are prepared by carrying out field work practices at PT. Buana Langgeng Jaya, as an employee of the logistics division who is responsible for all logistics activities in the company. The application of the nine dimensions of Logistic Service Quality to PT. Buana Langgeng Jaya found conformity and incompatibility in the form of constraints. The result of implementing the nine dimensions is that six of the nine dimensions have been implemented properly and three of the nine dimensions have not been implemented properly.

Keyword: Logistic Service Quality, Logistic Company, Logistic Service Quality Dimension, Logistic Service Quality Implementation, Service Quality