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The Impact of Worker Satisfaction and Work Equipment on Service Performance Handling of Ship Waste at Port Tanjung Priok Port

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Abstract. This study aims to determine the relationship between worker satisfaction and work equipment to service performance in the context of handling ship waste at Tanjung Priok Port. By examining the impact of these factors, this study aims to identify strategies to improve operational efficiency and overall service quality. Data was collected through surveys and interviews with workers and waste treatment management at the port. These findings show a strong impact when worker satisfaction and equipment are tested against service performance, with satisfied employees and adequate equipment showing higher levels of commitment and productivity. As well as the importance of well-maintained and appropriate work equipment in supporting efficient operations and reducing downtime. Based on these results, recommendations were given to increase worker satisfaction and optimize work equipment to improve the performance of ship waste handling services at Tanjung Priok Port as a whole.

Keywords: Worker Satisfaction, Work Equipment, Service Performance, Ship Waste Handling, Tanjung Priok Port, Operational Efficiency, Service Quality

1 Introduction

Tanjung Priok Port is the busiest port in Indonesia which has a very strategic role in supporting economic growth to become the place where 50% of goods in Indonesia are exported. The port has been equipped with ship waste handling facilities or port reception facilities (PRF) as a preventive measure against environmental pollution. Utilization Port Reception Facilities (PRF) at Tanjung Priok Port can be said to be not optimal, because it is known that the data for the past 5 (five) years said that the number of ships using the service Port Reception Facilities (PRF) is declining. Especially when the Syahbandar (Port State Control) issued a policy not to require ships around Tanjung Priok Port to dispose of their waste if the amount of waste on the ship has not reached 80% of the total waste capacity that the ship is able to accommodate and only does mandatory reporting as a sign that the waste on board the ship does not carry hazardous waste and can harm the environment at Tanjung Priok Port, This information was obtained from the results of interviews with employees (PRF) of Tanjung Priok Port.

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Based on this situation, it can be seen that the syahbandar (Port State Control) does not support ship waste handling business services at Tanjung Priok Port which may be able to reduce the satisfaction of employees of Port Receiption Facilities (PRF) because it needs to be observed that there is a direct influence of labor satisfaction on productivity, where employees who are satisfied tend to be more motivated to work, which made an improving performance and producing better services in ship waste handling operational activities, as well as labor satisfaction also affects mental and physical health, which can reduce their work absent and improve the company's operational efficiency.

However, the policy issued by the syahbandar (Port State Control) is also not without reason where the syahbandar has also measured the capacity that can be handled by the PRF which has a total of only 2 tugboats and 3 barges with the condition that 1 barge was damaged so that it was no longer used to carry out ship waste handling operational activities, this shows that the quality and quantity of work equipment are important factors that affect the effectiveness of services and it can be concluded that appropriate and efficient equipment can increase the speed and accuracy in the ship waste handling process. This not only speeds up the response time of the worker team, but also reduces the possibility of worker errors in doing their duties, and last but not less important is equipment maintenance where if the work equipment is properly maintained can reduce the risk of damage and work accidents, which can potentially disrupt the company's operational activities.

The interaction between labor satisfaction and the quality of work equipment can create an impact on service performance. The first phenomenon shows that when the workforce is satisfied, they are more likely to make optimal use of equipment, increasing productivity. Second, suitable and proper equipment can provide a sense of security and comfort for the workforce, encouraging them to contribute more for the company. Third, a work environment supported by proper equipment and a satisfied workforce creates a collaborative atmosphere that supports the achievement of company goals.

Through this study, it is hoped that it can be identified how labor satisfaction and work equipment contribute to service performance in handling ship waste at Tanjung Priok Port, as well as provide recommendations that are useful for improving operations at the port.

2 Literature Boxing

2.1 Workforce Satisfaction

(Stephen P. Robbins et al., 2019) states that job satisfaction is defined as "the positive or negative attitude that employees have toward their work." They emphasized that job satisfaction can be affected by various factors, such as the nature of the job, the conditions of the work environment, and relationships between colleagues.

According to emphasizing that job satisfaction covers various aspects, including the job desk itself, salary, promotion, and work environment. He stated that job satisfaction has a great influence on employee productivity and retention. (Spector, 2021)

In other words, labor satisfaction is the positive or negative attitude that employees have towards their work, influenced by various factors such as environmental condi-

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tions, the nature of the job, and relationships between colleagues which are also related to how well the work meets the needs and expectations of individuals, as well as contributing to employee well-being. High job satisfaction not only increases employee motivation and productivity, but also has a positive impact on the quality of services provided.

2.2 Work equipment

According to Work equipment is an important factor in employee performance and satisfaction. When employees are equipped with the right equipment and technology, they can carry out their tasks more efficiently, resulting in higher levels of productivity. In addition, the availability of modern and well-maintained equipment can increase job satisfaction, as employees feel supported and valued by their organization (Stephen P. Robbins et al., 2019)

According to The interaction between work equipment and employee performance cannot be underestimated. Effective utilization of equipment and resources will result in better results, while inadequate equipment can hinder performance and job satisfaction. Therefore, organizations must regularly assess their equipment needs and invest in equipment that not only meets operational demands, but also improves employee engagement and well-being.(David A Buchanan, 2019)

In other words, work equipment is a crucial component that is useful in improving the efficiency and effectiveness of employee performance where its availability and adequate quality not only affect productivity, but also have a direct impact on labor satisfaction. When employees are equipped with the right tools and technology, they are better able to complete tasks well and feel valued by the organization. This contributes to a positive work environment, where employees feel motivated and engaged

2.3 Service Performance

According to (Valarie A. Zeithaml et al., 2017) Service performance refers to the effectiveness and quality of services provided to customers. It encompasses a variety of dimensions, including reliability, responsiveness, assurance, empathy, and physical proof. High service performance is achieved when an organization can consistently meet or exceed customer expectations. This involves not only the skills and knowledge of the service provider, but also the existing systems and processes that support the delivery of the service. In an environment such as port operations, service delivery performance can significantly impact overall customer satisfaction and organizational success."

In other words, service performance is a measure of the effectiveness and quality of services provided to customers, which includes various dimensions such as reliability, responsiveness, and empathy. Service performance is greatly influenced by the skills and knowledge of the workforce, as well as the quality of the equipment used. Organizations that are able to consistently meet or even exceed customer expectations will gain higher trust and loyalty.

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2.4 Ship Waste

(Safira Rizkiah Wahyudi, 2023) in order to prevent pollution of the marine environment by shipping activities, International Maritime Organization (IMO) issued MARPOL or Marine Pollution 73/78 regulation. This international convention classifies waste regulated based on 6 (six) annexes, as follows:

1. Annex I regulates waste oil and oil mixtures
2. Annex II regulates hazardous liquid waste in bulk form such as chemicals in bulk
3. Annex III regulates hazardous waste in packaging
4. Annex IV regulates domestic liquid waste from ships such as waste from toilets, waste from medical rooms, etc.
5. Annex V regulates garbage and other waste resulting from ship shipping activities (liquid and solid) that are not regulated by Annexes I, II, III and IV.
6. Annex VI regulates air pollution.

Waste regulated in Annexes I and II is toxic and flammable or has other physical and chemical properties so that it can be categorized as Toxic and Hazardous Waste (B3) which It refers to the different types of waste generated during the operation of a ship, including solid waste, liquid waste, and gaseous waste. Ship waste management is essential to prevent pollution of the maritime environment and meet international regulations. Ship waste management involves rigorous procedures to ensure that it is managed in a safe and efficient manner. Ship waste can pollute waters and impact marine ecosystems if not managed properly.

2.5 Reception Facilities

According to the Waste Management Facility (Receiption Facility) is a facility for reducing, storing, collecting, transporting, utilizing, processing, and/or stockpiling waste at the port that comes from ship operational activities and/or port supporting activities. This facility is very important to prevent marine pollution and ensure that waste is managed in accordance with applicable environmental regulations. (Yulianti Heliana Pangow, 2017) Reception facilities Adequate receiving facilities contribute significantly to the successful management of ship waste and the reduction of the environmental impact of port operations

3 Research Method

This research method was carried out for a period of three months (June-August 2024) at the research location of the Waste Handling Facility of PT. Indonesian Port Regional 2 Tanjung Priok Jakarta. Based on Figure 1. Tanjung Priok Port is the busiest port in Indonesia which has a very strategic role in supporting economic growth with the role of distributing logistics to all cities in Indonesia and to various countries and becoming a place for the entry and exit of 50% of goods in Indonesia both in bulk, conventional, and Container. Tanjung Priok Port has also prepared waste management facilities or Port Receiption Facilities (PRF) as a preventive measure against port environmental pollution which is also in line with the concept of Green Port.

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Waste handling at the port has been connected to the INAPORTNET system owned by the Ministry of Transportation so as to ensure transparency of ship and cargo services at the port. This includes the Service Performance provided to service users in the process of handing over ship waste at PT. Regional Indonesia Port 2 Tanjung Priok.

Fig. 1. Research Location at the Receiption Facility of PT. Indonesian Regional Port 2 Tanjung Priok

Source : (Researcher documentation)

This research uses a quantitative approach, namely research based on the philosophy of positivism, which is used to research a specific population or sample. Data collection is carried out using research instruments, and data analysis is carried out quantitatively with the aim of testing the hypothesis that has been established (Sugiyono & Sutopo, 2021)

According to Population is the entire research unit or unit of analysis whose characteristics will be researched or studied. This population can be divided into two types, namely the sample population and the target population. Adjusting to the opinions mentioned earlier, the researcher has determined that the population of this study is employees of PT. Indonesian Port Regional 2 Tanjung Priok Reception Facilities and related parties who support the ongoing handling or treatment of ship waste at the Receiption Facility of PT. Indonesian Port Regional 2 Tanjung Priok. Based on the population that has been determined to determine the sample in this study, a saturated sample is used, namely the entire population that has been determined will be made as many as 60 people. Data collection was carried out by survey method with a questionnaire using a 5-point likert scale. Data analysis in this study was carried out using Multiple Linear Regression through the IBM SPSS (Statistical Package for the Social Sciences) application or software version 27.0 with the determination of variables can be seen in Table 1 (Djaali, 2021)

Table 1. Measurement Variables

Variable	Operational Definition	Source
Workforce Satisfaction	The positive or negative attitude that employees have towards their work, is influenced by various factors such as environmental	(Stephen P. Robbins et al., 2019)

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	conditions, the nature of the job, and relationships between colleagues	
Work Equipment	Crucial components that are useful in improving the efficiency and effectiveness of employee performance where their availability and adequate quality not only affect productivity, but also have a direct impact on workforce satisfaction	(David A Buchanan, 2019)
Service Performance	A measure of the effectiveness and quality of service provided to customers, which includes various dimensions such as reliability, responsiveness, and empathy.	(Valarie A. Zeithaml et al., 2017)

Based on the description of the variable measurements that have been attached to Table 1, the hypothesis model in this research is to test the effect of Labor Satisfaction and Work Equipment on Waste Handling Service Performance with the hypothesis in Figure 3.2 as a Research Model

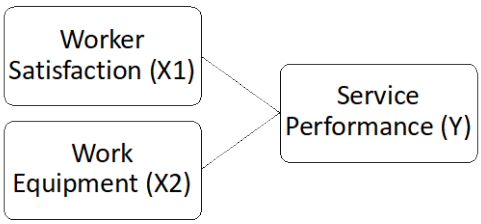

Fig. 2. Research Model

According to Hypothesis, it is a provisional answer to the formulation of the research problem, where the formulation of the research problem has been stated in the form of a statement. It is said that temporarily, because the answers given are only based on relevant theories, not based on empirical facts obtained through data collection. Based on this, the researcher establishes the hypothesis in this study as follows: (Sugiyono & Sutopo, 2021)

H1 : There is an influence between labor satisfaction and service performance Waste Handling

H2 : There is an influence between work equipment and handling service performance waste

H3 : There is an effect between job satisfaction and work equipment and performance Waste Handling Services

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4 Result and Discussion

4.1 Result

Test Instrument.
According to the test instrument, the instrument was carried out to test whether the measuring instrument used was valid and reliable. Because by using valid and reliable instruments in data collection, it is hoped that the results of the research will be valid and reliable. Therefore, in this study, it is necessary to carry out an Instrument Test consisting of a test of the validity and reliability of the content of the Survey which was carried out by distributing the questionnaire. (Sugiyono & Sutopo, 2021)

Validity Test
According to the results of a valid study if there is a similarity between the data collected and the data that should have occurred in the object being studied. A valid instrument means that the measuring tool used to obtain the data is valid. Valid means that the instrument can be used to measure what is supposed to be measured. Valid indicates the degree of accuracy between the data that actually occurs in the object and the data that can be collected (Sugiyono & Sutopo, 2021) by the researcher.

The Validity Test Criteria are as follows:

1. If the calculation > rtable, it can be said that the questionnaire is valid
2. If the calculation is < rtable, the questionnaire is said to be invalid

Correlations

		X1.1	X1.2	X1.3	X1.4	X1.5	X1.TOTAL
X1.1	Pearson Correlation	1	.584**	.381**	.375**	.427**	.655**
	Sig. (2-tailed)		.000	.003	.003	.001	.000
	N	60	60	60	60	60	60
X1.2	Pearson Correlation	.584**	1	.835**	.728**	.557**	.934**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	60	60	60	60	60	60
X1.3	Pearson Correlation	.381**	.835**	1	.710**	.418**	.863**
	Sig. (2-tailed)	.003	.000		.000	.001	.000
	N	60	60	60	60	60	60
X1.4	Pearson Correlation	.375**	.728**	.710**	1	.467**	.839**
	Sig. (2-tailed)	.003	.000	.000		.000	.000
	N	60	60	60	60	60	60
X1.5	Pearson Correlation	.427**	.557**	.418**	.467**	1	.697**
	Sig. (2-tailed)	.001	.000	.001	.000		.000
	N	60	60	60	60	60	60
X1.TOTAL	Pearson Correlation	.655**	.934**	.863**	.839**	.697**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	60	60	60	60	60	60

**. Correlation is significant at the 0.01 level (2-tailed).

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Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	X2.TOTAL
X2.1	Pearson Correlation	1	.687**	.358**	.338**	.294*	.743**
	Sig. (2-tailed)		.000	.005	.008	.023	.000
	N	60	60	60	60	60	60
X2.2	Pearson Correlation	.687**	1	.440**	.364**	.500**	.813**
	Sig. (2-tailed)	.000		.000	.004	.000	.000
	N	60	60	60	60	60	60
X2.3	Pearson Correlation	.358**	.440**	1	.508**	.497**	.741**
	Sig. (2-tailed)	.005	.000		.000	.000	.000
	N	60	60	60	60	60	60
X2.4	Pearson Correlation	.338**	.364**	.508**	1	.688**	.728**
	Sig. (2-tailed)	.008	.004	.000		.000	.000
	N	60	60	60	60	60	60
X2.5	Pearson Correlation	.294*	.500**	.497**	.688**	1	.755**
	Sig. (2-tailed)	.023	.000	.000	.000		.000
	N	60	60	60	60	60	60
X2.TOTAL	Pearson Correlation	.743**	.813**	.741**	.728**	.755**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	60	60	60	60	60	60

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

Correlations

		Y1	Y2	Y3	Y4	Y5	Y.TOTAL
Y1	Pearson Correlation	1	.604**	.521**	.539**	.585**	.809**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	60	60	60	60	60	60
Y2	Pearson Correlation	.604**	1	.782**	.646**	.495**	.841**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	60	60	60	60	60	60
Y3	Pearson Correlation	.521**	.782**	1	.717**	.491**	.833**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	60	60	60	60	60	60
Y4	Pearson Correlation	.539**	.646**	.717**	1	.579**	.836**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	60	60	60	60	60	60
Y5	Pearson Correlation	.585**	.495**	.491**	.579**	1	.789**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	60	60	60	60	60	60
Y.TOTAL	Pearson Correlation	.809**	.841**	.833**	.836**	.789**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	60	60	60	60	60	60

**. Correlation is significant at the 0.01 level (2-tailed).

Fig. 3. Validity Test Result Of Variables X1, X2, and Y
(Source: Data Processing)

Based on Figure 4.1, each variable has the result of the above calculation greater than the rTable, which is above (0.5), then the data is considered valid

Reliability Test.

According to reliable research results, if there is similarity of data at different times. A reliable instrument is an instrument that when used several times to measure the same object will produce the same data. Reliability is a term used to indicate the extent to which a measurement result is relatively consistent if the measurement is repeated twice or more repeatedly, the result remains the same, called reliable. (Sugiyono & Sutopo, 2021)

The survey reliability measurement index according to namely:

1. If the alpha > 0.90 then the reliability is perfect.
2. If alpha is between 0.70-0.90 then reliability is high.
3. If alpha is 0.50-0.70 then reliability is moderate.

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4. If the alpha < 0.50 then the reliability is low.
5. If alpha is low, it's likely that one or more items aren't reliable.

Reliability Statistics

Cronbach's Alpha	N of Items
.861	5

Reliability Statistics

Cronbach's Alpha	N of Items
.872	5

Reliability Statistics

Cronbach's Alpha	N of Items
.807	5

Fig. 4. Realiabilty Test Result From SPSS Of Variables X1, X2, and Y (in Order)
(Source: Data Processing)

Based on Figure 4.2, each variable has an alpha result between 0.70-0.90, so the data is said to have high reliability

Classical Assumption Test.

The classical assumption test is a statistical requirement that must be met in the analysis of multiple linear regression based on ordinary leas square (OLS). To ensure that the regression model obtained is the best model, in terms of estimation accuracy, unbiased, and consistent, it is necessary to conduct a classical assumption test to ensure that the regression equation is functioning correctly and validly. Before conducting multiple regression analysis and hypothesis testing, it is necessary to conduct several classical assumption tests that aim to find out whether the regression model used is free from assumption deviations and meets the conditions to obtain good linearity.

Normality Test

The normality test is a data test that shows that the existing data is around the normal average value. The normality test can be carried out with two approaches, the first is the histogram approach and the second is the R square approach by paying attention to the histogram image. A normality test is needed to see that the data in the study can be declared normal or abnormal while what is desired is normal data.

The formula used in this normality test is the kolmogorov smirnov formula with the SPSS 27 application, the data is said to be normal, if the value is > 0.05, then the data is distributed normally and vice versa.

One-Sample Kolmogorov-Smirnov Test

			Unstandardized Residual
N			60
Normal Parameters[a,b]	Mean		.0000000
	Std. Deviation		1.93720190
Most Extreme Differences	Absolute		.156
	Positive		.156
	Negative		-.112
Test Statistic			.156
Asymp. Sig. (2-tailed)			.001[c]
Monte Carlo Sig. (2-tailed)	Sig.		.095[d]
	99% Confidence Interval	Lower Bound	.087
		Upper Bound	.103

a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.
d. Based on 10000 sampled tables with starting seed 2000000.

Fig. 5. Result of Normality Test Of Data
(Source: Data processing)

Based on Figure 4.3, Normality Test Results, the Significance Value is at 0.095, then the data is said to be normal

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Multicollinearity Test

The occurrence of multicollinearity in the results of the study is unexpected. Therefore, it is necessary to test to find out whether there are two or more items that are interrelated or closely related linearly between some or all independent items. If this is not found, it means that there is no multicollinearity.

The basis for taking from the Multicoloniality Test according to Ghozali is as follows:

By looking at the VIF (Inflation Factor Variance) value:

1. If the VIF value > 10, then it can be concluded that multicollinearity occurs.
2. If the VIF value < 10, then it can be concluded that there is no multicollinearity.

Coefficients[a]

Model		Collinearity Statistics	
		Tolerance	VIF
1	X1.TOT	.441	2.268
	X2.TOT	.441	2.268

a. Dependent Variable: Y.TOT

Fig. 6. Result of Multicolllinearity of Independent Variable Data
(Source: Data Processing)

Based on Figure 4.4, the results of the Multilinearity Test from Independents, namely X1 and X2, did not occur multicollinearity.

Heteroscedasticity Test.

The heteroscedasticity test is used to determine whether or not there is a variant inequality from the residual in the regression model. The requirement that must be met in the regression model is the existence or absence of heteroscedasticity problems. The occurrence of heteroscedasticity problems will result in a doubt or inaccuracy in the results of a regression analysis carried out.

The criteria for heteroscedasticity decision-making are as follows:

1. If the significance value < 0.05, it can be concluded that there are no heterokedasticity symptoms
2. If the significance value > 0.05, it can be concluded that heterokedasticity symptoms have occurred

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	6.064	.890		6.810	.000
	X1.TOT	-.101	.051	-.317	-1.974	.053
	X2.TOT	-.126	.064	-.317	-1.972	.053

a. Dependent Variable: ABS_RES

Fig. 7. Result Of Heteroscesdacity of Independent Data
(Source: Data Processing)

Based on Figure 4.5, the results of the Heterokedasity Test with a significance value above 0.05 show that there are no heterokedaness symptoms in the data

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Multiple Linear Regression Test

According to the state, multiple linear regression analysis is an analytical tool used to predict changes in the value of dependent variables when the value of the independent variable is increased or decreased. (Sugiyono & Sutopo, 2021)

Multiple linear regression analysis was used to find out how the magnitude of the simultaneous influence of the variables of rebate (X1), free shipping (X2), and impulse purchase (Y). Multiple linear regression analysis is used to determine the direction of the relationship between the independent variable and the dependent variable whether each independent has a positive or negative effect on the dependent variable if the dependent variable changes. The multiple linear regression equation in this study uses the formula according to (Sugiyono, 2021) as follows:

$$Y=a+b1X1 +b2X2 +e$$

Partial T Test.

The t-test is used to show how far an individual independent variable affects the dependent variable (Ghozali, 2018)

Decision Making Criteria:

1. If the significance value > 0.05, it can be concluded that there is no significant influence
2. If the significance value > 0.05, it can be concluded that there is a significant influence

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	8.131	1.617		5.029	.000
	X1.TOT	-.180	.093	-.250	-1.935	.058
	X2.TOT	.838	.116	.931	7.220	.000

a. Dependent Variable: Y.TOT

Fig. 8. Result T-Test Data
(Source: Data Processing)

Based on Figure 4.7, it can be concluded that Variable X1 has an insignificant influence on Y, while Variable X2 has a significant influence on Y

Test F.

The simultaneous test F is used to determine whether there is a joint influence between independent variables (Ghozali, 2018)

Decision Making Criteria:

1. If the Calculated F Value is smaller than the Table F Value, it can be concluded Simultaneously or Together Independent Variables have no effect on the dependent variables
2. If the Calculated F Value is greater than the Table F Value, it can be concluded Simultaneously or Together Independent Variables have an influence on the dependent variables.

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ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	308.188	2	154.094	39.670	.000[b]
	Residual	221.412	57	3.884		
	Total	529.600	59			

a. Dependent Variable: Y.TOT
b. Predictors: (Constant), X2.TOT, X1.TOT

Fig. 9. Result F-Test of Data
(Source: Data Processing)

Based on Figure 4.7, it can be concluded that Variables X1 and X2 have a significant influence on Y because the F value of the reference table is 3.15

Determinant Test.
Coefficient of determination (R2) shows how much influence the independent variable has on the bound variable expressed in percent (%) (Ghozali, 2018)

Decision Making Criteria:

If Using 3 Variables, then the R Square Adjuster is used

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.763[a]	.582	.567	1.971

a. Predictors: (Constant), X2.TOT, X1.TOT

Fig. 10. Result Determinant Test Of Data
(Source: Data Processing)

Based on Figure 4.9. It can be concluded that the adjusted R Square value is 0.567, which means that the Dependent Variable is influenced by the Independent Variable of 56.70% and the remaining 43.30% of other variables that are not studied.

Result Conclusion.

H1 (Rejected).
There is No Remarkable influence between labor satisfaction and service performance Waste Handling

H2 (Accepted)
There is an Remarkable influence between work equipment and handling service performance waste

H3 (Accepted)
There is an effect between job satisfaction and work equipment and performance Waste Handling Services and its Effected around 56.70% of the Entire Factor in Service Performance

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4.2 Discussion

The results of the data analysis show several important findings that are relevant to understand the relationship between the independent variables of Labor Satisfaction (X1) and Work Equipment (X2) and Service Performance (Y).

The reliability of the data obtained with an alpha value between 0.70-0.90 shows that the instrument used to measure these variables has high consistency. This gives confidence that the results obtained can be relied upon to draw further conclusions.

The results of the normality test with a significance value of 0.095 showed that the data was normally distributed, which is an important prerequisite for statistical analysis, especially the parametric test. Normal data makes it possible to use a variety of more powerful analysis methods and produce more accurate estimates.

In terms of multicollinearity, the analysis shows that there is no multicollinearity between (X1) and (X2). This is important because it signifies that the two variables do not affect each other, so that the influence of each on Y can be clearly identified. Similarly, the results of the heterokedacity test that showed a significance value above 0.05 confirmed that there were no symptoms of heterokedasticity in the data, so the variance of error (residual) was constant. This ensures the validity of the regression model used.

In terms of the influence on Y, the results of the analysis show that Labor Satisfaction (X1) has a negligible influence, while Work Equipment (X2) has a significant influence. This means that even though the two independent variables are tested together, only the Work Equipment (X2) makes a significant contribution to the dependent variable. These findings are very important for the development of policies or strategies based on the results of this research.

The results of the F test show that overall, the variables X1 and X2 have a significant influence on Y, with the F value of the reference table of 3.15. This indicates that the regression model constructed successfully explains the variation in Y caused by X1 and X2 together.

And in the end, the adjusted R Square value of 0.567 shows that 56.70% of the variation in the dependent variable can be explained by the independent variable, while 43.30% of the variation is still affected by other variables that are not studied. This gives the idea that although there is a significant contribution from X1 and X2, other factors also play an important role in influencing Y.

Overall, this analysis provides a clear insight into how Variables X1 and X2 interact with Y. With high reliability, normal data, and the absence of multicollinearity or heterokedaness issues, the results of this analysis offer a solid basis for drawing conclusions. The focus on X2 as a significant variable opens up opportunities for further research on other factors that may have an effect on the dependent variable.

5 Conclusion

This study aims to examine the effect of labor satisfaction and work equipment on service performance inReception FacilityPT. Indonesian Port Regional 2 Tanjung Priok. By involving 60 respondents, the study successfully identified several important findings.

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The results of the data analysis showed that individually, labor satisfaction did not have a significant influence on service performance inReception Facility. This indicates that although labor satisfaction is an important factor, other factors that are not measured in this study may be more dominant in influencing service performance.

On the contrary, work equipment has been proven to have a significant influence on service performance. These findings are consistent with the literature that states that the availability and quality of adequate work equipment is one of the key factors in improving efficiency and effectiveness of performance. Good work equipment allows the workforce to carry out their duties faster, accurately, and safely, thus having a positive impact on the quality of services provided.

Further analysis shows that the combination of labor satisfaction and work equipment together is able to explain 56.70% of the variation in service performance. These findings underscore the importance of these two variables in improving service performance inReception Facility. Although individual labor satisfaction is not significant, when combined with the work equipment factor, the effect on service performance becomes more obvious.

6 Implications

Based on the results of this study, several important implications can be drawn:

1. First, the Receiption Facility of PT. The Indonesian Port Regional 2 Tanjung Priok needs to continue to strive to improve the quality of available work equipment. Investing in modern and efficient work equipment will not only increase labor productivity, but also increase customer satisfaction.
2. Second, although individual labor satisfaction is not significant, this does not mean that this factor can be ignored. Management needs to continue to pay attention to factors that affect labor satisfaction, such as remuneration, career development, and a conducive work environment. A satisfied workforce tends to be more productive and loyal to the company.
3. Third, this study suggests the need for further research to identify other factors that may affect service performance inReception Facility. Factors such as workload, work system, and organizational culture also need to be considered in an effort to improve service performance.

7 Research Limitations

This research has several limitations that need to be considered:

1. First, a limited sample size (60 respondents) may limit the generalization of the results to a wider population.
2. Second, this study only focuses on two independent variables, namely labor satisfaction and work equipment, so there may be other variables that are not measurable but have a significant influence on service performance.

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