

## Maritime Transport Logistics Service Capabilities Impact On Customer Service And Financial Performance: An Application In The Turkish Maritime Sector<sup>1</sup>

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### Abstract

Due to the globalization of economy, Maritime logistics play a very important role in the field of logistics. The reason for working in this framework is to determine the service capabilities of maritime logistics and to identify the relationships between these capabilities and the company's performance. For these purposes, research models and hypotheses have been developed based on the literature of business management, logistics and maritime business management. The research model and hypotheses have been analyzed using the data obtained from the survey of 377 managers of maritime transport companies, who operate freight forwarders in Turkey.

According to the research findings, it was found that there is a significant relationship between maritime logistics service capabilities and financial and customer service performance. In addition, it has been revealed that the ability of information intergration from maritime logistics service capabilities has the greatest influence on financial and customer service performance, and also it has become clear that the speed and reliability of maritime logistics service capabilities have no effect on financial and customer service performance.

**Keywords:** Maritime Logistics, Maritime Business, Maritime Logistics Service Capabilities

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