

OPTIMIZING THE ROLE OF RECEIVING IN THE SMOOTH OPERATIONAL OF GOODS IN THE ONE LEGIAN

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Abstract

The tourism industry is one of the most influential industries for the economy in Bali. With its potential to be a driving force for entrepreneurs in Bali to develop businesses, one of which is the room or hotel rental service business. To support the smooth operation of goods at the hotel, all goods that enter the hotel for operational purposes go through the Receiving section for data collection and supervision. The goods received by the Receiving section are items requested from each department in the hotel that have previously been purchased by the procurement department or the Purchasing section. The Receiving Officer at The One Legian has been in accordance with its role, namely there is a relationship between the Receiving role of the smooth operation of goods. In addition, to support the work of the Receiving officer, the goods that arrive at the hotel must comply with orders supported by Purchase Orders, Purchase Requests and Market Lists.

Keywords: Accuracy, Smooth Operation of Goods, Receiving.

INTRODUCTION

The tourism industry is one of the most influential industries on the economy in Bali. How could it not be, it can be seen since the Covid-19 pandemic hit Bali which has hampered the tourism industry. The hampered tourism industry is directly proportional to Bali's increasingly unstable economy. Bali relies heavily on the tourism sector, before the Covid-19 pandemic the tourism sector contributed up to 53% of Bali's economy. The influence of the current Covid-19 pandemic has had a significant impact beyond the Bali bombings and the eruption of Mount Agung. However, economic recovery has begun to appear, although very slowly since the opening of the new normal during the long holiday at the end of last October, the occupancy rate of hotel rooms has begun to show an increase of around 25-30%, which is dominated by domestic or local tourists. According to Ribeka (2021) 53% of Bali's economy is supported by the tourism sector. When viewed from the source of labor, this also has an impact on how much employment is absorbed from the tourism sector.

After the pandemic or so-called endemic, many local and even foreign tourists have visited Bali. With the potential it has, it becomes a driving force for entrepreneurs in Bali to develop businesses, one of which is the room or hotel rental service business. Apart from focusing on facilities, hotel accommodation also focuses on service. Maximum service depends on the operational goods in the hotel. The smooth operation of goods will affect maximum service. The first gate of goods operations is receiving. Where the receiving will

receive the goods ordered by all related departments.

Many hotels make receiving important because it is the gateway for goods operations. One of them is The One Legian, which is located at Jalan Raya Legian no 117, Badung, Bali. There are many competitors, making The One Legian focus on services besides its facilities. At The One Legian receiving task is to receive and inspect goods ordered by the relevant department. Receiving accuracy is needed so that receiving errors do not occur which affect the smooth operation of goods so that they can result in losses. Receiving officers are expected to be able to limit their actions in achieving goals so they don't deviate from the plan, and will walk the line if there are clear and trusted rules. In supervision, accuracy is also needed where supervision is an activity related to control systems, which can be described as a planning process for continuous improvements, so accuracy is needed. Receiving officers are expected to be able to limit their actions in achieving goals so they don't deviate from the plan, and will walk the line if there are clear and trusted rules. In supervision, accuracy is also needed where supervision is an activity related to control systems, which can be described as a planning process for continuous improvements, so accuracy is needed.

To support the smooth operation of goods in the One Legian, all incoming goods for operational purposes must go through the receiving department for data collection and monitoring. Goods received by the receiving department are items requested from each department in the hotel which had previously been purchased by the Purchasing department. The receiving party must always supervise and monitor every item that arrives. Goods that have passed the supervision and accuracy of the receiving officer are then sent to the warehouse.

Accuracy is the ability to do something right without making mistakes (Longman Group & Alexander, 1992). To support the smooth operation of goods in the One Legian, all incoming goods for operational purposes must go through the receiving department for data collection and monitoring.

Based on the background of the problems above, the importance of receiving accuracy, the authors are interested in conducting research on The One Legian about "Optimizing the Role of Receiving in the Smooth Operation of Goods at The One Legian".

IMPLEMENTATION METHOD

Based on its nature, the type of writing used in doing this writing is descriptive qualitative by taking the form of a case study. While the technique used in collecting data to support this writing uses three methods, namely:

1. Interview
2. In-depth interviews were conducted in order to obtain information from informants regarding information about the role of receiving in the smooth operation of goods at The One Legian.
3. Direct Observation
Collecting data by direct observation is a way of collecting data by using other standard tools for this purpose, by making direct observations, the writer will obtain the necessary data.
4. Documentation
Data collection by taking pictures or photos obtained in the hotel archives.

RESULTS AND DISCUSSION

Optimizing the Role of Receiving in the Smooth Operation of Goods at The One Legian

According to the results of an interview with Mr. Bagus as the Chief Accounting conducted on August 25 at The One Legian Office which stated that, receiving a hotel is very important. Receiving is the first door for operations at The One Legian, all items needed by each department will be received by the receiving. He also mentioned that the thing that hindered the smooth operation of goods was the accuracy of the receiving person. If an error occurs when receiving goods, the operations of other departments will be hampered.

According to A. Solikhin (2018) states that, in principle, all goods that enter the hotel for operational purposes must go through the receiving department. In general, it can be stated that the receipt of goods is a very important warehouse operational activity because it is the beginning of goods handling. General logic says that even if the receipt of goods is good, it is still possible for damage or errors to occur in the warehouse, especially if when receiving goods is handled in an incorrect manner, it is guaranteed that damage or errors will definitely occur. According to Endar Sugiarto, et al (1997: 5) that "supervision is essentially an attempt to provide instructions to executors so that they always act according to plan".

The role of receiving at The One Legian is as receiving goods. According to Mahyudin and Suradi (2018) the role of Receiving itself includes:

1. Receiving and matching all items that arrive at the hotel according to the order and supported by a Purchase Order or Market List.
2. Put a stamp and signature on the invoice when it has been received.
3. Notifying the Storekeeper and related departments for incoming goods.
4. Input notes into the system and print receiving.
5. Make a daily receiving report and re-check the receiving which will be distributed to cost control.

As a receiving, as well as storekeeper at The One legian, must always have accuracy and supervision. The goods received must be thoroughly checked for suitability by being examined in accordance with the details of the standard purchases set by the hotel. Extensive control over all quality characteristics should be carried out. This thoroughness includes checking purchase receipts, checking goods in terms of quantity, type, price and quality as matched with receipts and market lists and opening each packaged item to find out the truth of the contents of the item. After matching the goods, they are then sent to the warehouse for storage.

The process of storing goods at the One Legian begins with receiving goods by the Storekeeper from Receiving. In storage are grouped as follows:

- Food and Drink
- Material yaitu printing and stationery, guest supplies

All goods that enter the warehouse are posted to the Bin card on a daily basis so that the quantity of goods can be known up to date. Storekeeper officers need to check the goods needed from the tip department and try to always have them in stock and calculate the number

of requests so that there is no overstock or stock out.

The process of releasing goods at The One Legian must be based on a Store Requisition that has been signed by the Department Head concerned. In addition, the Storekeeper officer must fill in the Bincard up to date and of course by matching the number of items with the number on the Bin card. After all the goods have been taken and issued, the Storekeeper signs the Store Requisition as proof that the goods have been taken and contacts the department concerned to take the required items.

The smooth operation of goods at the hotel is supported by the appropriate procurement of goods. All goods that enter the hotel for operational purposes must go through the Receiving section for data collection and supervision. Goods received by the Receiving section are items requested from each department in the hotel which had previously been purchased by the procurement department or Purchasing department.

Accuracy is one of the problems that often occurs in The One Legian. Errors when receiving can occur in quantity, price and quality so that it can hamper the smooth operation of goods which results in losses to the company. According to the results of the interview with Mr. Bagus as the chief accountant, several solutions have been made, including:

Training Receiving

Conduct receiving training taught by a competent person in the field of receiving. By conducting training that outlines SOPs, duties and authorities, you can reduce this inaccuracy.

Paste Image

In vegetable and meat stores there are pictures of vegetables, fruits and meat and contain names in Indonesian and English. This is so that the receiving does not receive the wrong goods.



Picture 1: Store to put vegetables, meat and kitchen essentials that rot easily.

Back Check

After a receiving receives goods, then he will input them into the system. The receiving report will be checked by cost control and then approved by financial control or chief accounting. This aims to make receiving more accurate.

CONCLUSION

Based on the results of the research conducted, it can be concluded that the Receiving officers at The One Legian are in accordance with their roles, namely there is a relationship between the Receiving role and the smooth operation of goods. Lack of accuracy in receiving affects the smooth operation of goods, causing losses for the company. If you receive the wrong item, it will hamper the department concerned. Department uses these items to support company operations that affect hotel services. If the service decreases, it will cause a lack of consumer interest in staying at The One Legian, so that business revenue will decrease and can even cause losses for the company.

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