

ANALYSIS OF SUPPLIER SELECTION FOR PROCUREMENT OF GOODS IN KITCHEN AT LOR IN NEW KUTA HOTEL

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ABSTRACT

The process of procurement of goods and food materials obtained through the process or purchase activities. Purchasing or purchasing is a process of searching the source and ordering of goods or services to assist the production function in the production or service activities (Fausi, 1995: 1004). This research is titled "Analysis of Supplier Selection for Procurement of Goods In Kitchen At Lor In New Kuta Hotel". This study aims to find out how the procurement of goods in the kitchen and how to determine the supplier in the procurement of goods in the kitchen at Lor In New Kuta Hotel. The type of research used is descriptive qualitative research conducted through observation, documentation, and interviews, as well as direct observation of supplier selection by purchasing at Lor in New Kuta Hotel.

Keywords: hotel, purchasing, procurement process.

INTRODUCTION

Bali is a very famous tourist destination in the world. The development of tourism in Bali has had an impact on the increasing number of tourists visiting Bali. This makes the number of types of accommodation that offer convenience and comfort to tourists who was doing vacation in Bali, this make the competition increasingly faster.

In the face of a very tight competition, the hotel which is one type of accommodation continuously improve the quality of service and superiority. In providing services and facilities, this hotel should always meet and provide guest needs at the time required by organizing all activities in the process of procurement of goods and food.

The process of procurement of goods and food materials obtained through the process or purchase activities. The activity of purchasing goods is one of the basic functions of a company. Purchasing or purchasing is a process of searching the source and ordering of goods or services to assist the production function in the production or service activities (Fausi, 1995: 1004). Whether or not the goods purchased by purchasing will have a major impact on the hotel or the department ordering the goods.

In the operations of this department there are some things that are absolutely adhered to, among others conformity quality and quantity determined by the hotel. In addition, the goods to be purchased must be in accordance with the budget issued. Purchasing Section must be really keen in terms of purchasing goods. This section should avoid mistakes in making purchases. To avoid mistakes in purchasing should be surveyed by purchasing section together with chief accounting. Survey results are then researched, items that really fit will be purchased as expected.

A good purchasing must be able to maintain good relationships with suppliers. Supplier is a third party that plays a role in the provision of raw materials, especially for the kitchen. Various types of kitchen items will be held or purchased by purchasing section on request from the kitchen. Any processed food ingredients will be handled by purchasing by procuring or purchasing goods to the suppliers that have been selected or who have cooperated with the hotel. This also happened to Lorin New Kuta Hotel.

Good relationship with suppliers will affect the smooth operation of the hotel. In addition, purchasing must be observant in assessing some suppliers for things that are not wanted will not happen. For example, cheating due to dishonesty from suppliers that will harm the hotel especially on the hotel financially. The amount of supplier role in the procurement of goods must be considered criteria by the purchasing department as a measuring tool supplier selection.

In maintaining the availability of goods, especially for the kitchen at Lorin New Kuta Hotel, this hotel also works with several suppliers. The hotel also applies its own rules in choosing suppliers, so as not to disrupt the procurement process.

THEORETICAL FRAMEWORK

Supply Chain Management or management of the supply chain is an activity of managing activities in order to obtain raw materials, transforming the raw material into goods in process and finished goods, and delivering the product to consumers through a distribution system. These activities include traditional purchasing functions plus other activities that are important for the relationship between supplier and distributor. SCM may include determination of: (1) carrier, (2) transfer of credit and cash, (3) supplier, (4)

distributor and bank, (5) debt and receivable, (6) warehousing, (7) and (8) dividing up information on demand forecasts, production, and inventory control activities. (Render and Heizer, 2005).

According to Suarsana (2007: 2), Purchasing Department is the place or the center of the purchase of all types of goods operational goods hotel operations, so that this purchase is often said to be the purchasing center at the company or hotel concerned. Items purchased and directly stored in warehouses are called stock items, whereas items purchased and then immediately taken and consumed by the department or department ordering the goods are referred to as direct use items or direct used purchased. There are 3 main things that need to be considered for the procedure of purchasing goods can run effectively is:

- a. Required qualified purchasing staff are honest, fair to all suppliers and do not want to be colluded by suppliers from any party. In addition, it must know about the origin of the goods or materials to be purchased, the characteristics of the material to be purchased, the way of storage of the goods to be purchased, know how to select or select the material and specifications of the goods or materials to be purchased.
- b. The existence of guidelines used by purchasing department staff in buying food known as standard purchase specification which includes about the quality of goods, size, weight, and so forth. Standard purchase specification documents, especially goods or foodstuffs, need to be prepared and properly understood to be used as a handle by the purchasing staff, the recipient staff of goods and of course also by the supplier as a supplier of goods or materials.
- c. The use of effective methods and purchasing procedures is that in not too much use forms that can inhibit the smooth process of purchasing the goods themselves.

There are several concepts of procurement. One of them is exposed by Weele (2010: 273) It is said that, "Procurement is the acquisition of goods or services. It is favorable that the services are in the terms of quality and quantity, time, and location ". The above opinion is more or less means that, "Procurement of goods is the acquisition of goods or services. It is advantageous that the goods or services are right and that they

are purchased at the best cost to meet buyers' needs in terms of quality and quantity, time and location ".

Another opinion suggests the procurement of goods is an activity to obtain goods or services in a transparent, effective and efficient in accordance with the needs and desires of its users Christopher and Schooner (2007: 152). Based on the above explanation, the process of procurement of goods and services is an activity to obtain goods and services required by the company viewed from the needs and their use, and viewed from the quality, quantity, delivery time and affordable prices.

Supplier is a business partner that plays a very important role in ensuring the availability of supply goods required by the company. Supplier or supplier is one of the parts included in the segment. A segment is a subunit of a company that is important enough in making a performance report or can be interpreted as a profit contribution from various activities or other units within the organization. (Hansen & Mowen, 2001).

One of the main aspects of the purchasing function is the selection of suppliers, procurement of needed goods, services and equipment for all types of business enterprises. Therefore, the purchasing function is a major part of business management. In today's competitive environment, it is impossible to successfully produce at a low cost and produce a quality product without a satisfactory supplier. That way, one of the most important purchasing decisions is the selection and maintenance of relationships with eligible suppliers / suppliers. Thus, the selection of a competent supplier is one of the most important functions that the purchasing department should do. The supplier selection process stems from the need for suppliers, determines and formulates the decision criteria, pre-qualifies (prepares and prepares a shortlist of potential suppliers from a supplier list), chooses final suppliers, and monitoring of selected suppliers, ie continuous evaluation and assessment.

METHODOLOGY

The method used by researchers in this research is descriptive qualitative method. Data collection techniques are ranging from interviews, observation, documentation to literature study. Interview conducted to staff purchasing and kitchen staff.

RESULTS AND DISCUSSION

The procurement process in kitchen at Lor In New Kuta Hotel, based on interviews with kitchen staff and purchasing lorin new kuta hotel. It is known that in the process of procurement of goods should not be arbitrary, there are procedures or steps that need to be considered before ordering goods in the kitchen department are:

- a. Stock on hand, which checks the stock of goods that are still owned by the kitchen department before doing the goods ordering to purchasing section. This activity is carried out by the staff in charge of the morning by controlling the stock of goods that there is then by the staff recorded what items are perceived the stock is low so that staff who get the afternoon shift can find out what items should be ordered to the purchasing department. This is also done so that the goods can be processed efficiently and effectively so as to reduce costs incurred by the hotel.
- b. Room occupancy, is how many number of hotel rooms are occupied or that will be occupied. This is done so that the kitchen department can find out how many items will be ordered in order not to overwhelm or shortage when the goods needed, so the work process dibagian kitchen is not hampered and costs incurred by the hotel can be suppressed. In checking the number of occupancy rooms, kitchen department assisted by reservation or front office to know how many guests who will stay or are staying at the hotel.
- c. Menu served, before doing the kitchen stuffing should also pay attention to what menu will be presented to the guests who stay at the hotel. This is done so that goods that will be ordered in accordance with the menu to be served and avoid the unavailability of goods when will be used when making a dish of food or drinks so that the process in the presentation of food and beverages can run well.
- d. Make a Daily Market List (DML), after doing a series of previous activities then kitchen department will make DML or daily market list. This DML contains items ordered by the kitchen department along with the quantity of each item. Department head should always do the control when making this DML, so that the ordering of goods done by its staff can according to requirement needed so that no more and no less and later

the goods can be managed efficiently and effectively. After the staff finishes making DML then the staff should check the DML then the staff bring the DML to the department head and operational manager to check back and then ask for the department head signature as proof that the DML has been approved. Then DML is submitted to the purchasing and then purchasing will process it, purchasing will fill the price of goods ordered then calculate all the required costs and look for suppliers to be used. Then after calculating the required cost, purchasing will reapply the DML to the chief accounting to check whether the cost incurred does not exceed the budget that has been determined by the company. After DML is approved by the chief accounting then the next purchasing will confirm to the kitchen department that ordered goods will be purchased by purchasing and then ordered goods to suppliers. Purchasing is also responsible for goods ordered until the goods ordered to the department concerned.

In the process of procurement of goods must have constraints experienced and always have problems in it. Problems that occur in purchasing or purchasing are:

a. Purchase Request

In general, in the purchase request should not be arbitrary, because the part that asks goods to the purchasing must follow the existing procedures or follow the SOP in the purchasing section. If there is a department that wants to order goods to the purchasing department, they must fill out the PR form first, then purchasing will find the cheapest price among 3 suppliers selected by the purchasing department, if purchasing has determined which supplier will be selected with the most price cheap, then purchasing will make and print PO, then send it to supplier. Supplier that has been sent the PO by the hotel must bring the goods ordered in accordance with the required amount. As for Kitchen Department, they have to make daily market list if they want to buy or order the food that will be used to make the dish. However, this purchase request is not fully running smoothly, because there are several reasons: 1) Food or vegetable ordered by the kitchen number that is not in accordance with the requested, such as vegetables, kitchen ask for 2 kg, but suppliers send it 1.7 kg , white cabbage vegetables, kitchen ask 3 kg, sent 2.5 kg. Supplier of vegetables can not meet the

demand for kitchen, because the supply of vegetables that are owned by the supplier is up. If the supplier of vegetables is willing to buy the shortage in the market, then the supplier can send the vegetables needed by the kitchen in accordance with the amount requested. Foodstuffs packed in cardboard or in packs, such as mushroom champignon in cans, are sent by the supplier and found there are some broken cans. The recipient's department does not check the entire item in the packaging, so that it finds the food in the tin is broken when the food in the can is used. We recommend that the recipient of goods to check the overall food contained in the packaging, so that when you want to use no one dented or damaged, and do not damage the quality of the food.

b. Daily Market List (DML)

DML made by the kitchen to order foodstuffs is still experiencing problems and there is a kitchen that asks for goods suddenly to the purchasing. Daily market list made by kitchen no later accepted by purchasing section at 15.00 according to SOP purchasing, but kitchen always give daily market list to part of purchasing always late, even until 3 or 4 afternoon. If the kitchen provides daily market list to the purchasing section in accordance with SOP purchasing, then purchasing can make orders or purchases to suppliers who sell food and if there is a sudden need of goods, the purchasing can directly handle it or handle it, and purchasing can be directly contact the supplier concerned.

c. Supplier Delay

Frequent supplier delay when sending goods to the hotel. The goods should arrive at the hotel at 8 am but sometimes the goods can come at 10 or even at 11 noon. This makes the performance of the kitchen department hampered because the items needed are not available when it will be used.

CONCLUSIONS AND RECOMMENDATIONS

In the process of procurement of goods in the kitchen, the kitchen must follow the existing procedures for the performance of purchasing can run well and ordered goods can be processed by purchasing. In the process of procurement of goods purchasing has full responsibility for goods that have been ordered by the kitchen, ranging from ordering goods to the supplier until the goods come to the hotel and received by receiving. Purchasing here also serves as a liaison between the hotel with the suppliers.

Purchasing should always be a reminder of the kitchen to always control the stock of goods they have in order not to happen a sudden orderan so that the performance of purchasing can run smoothly. Kitchen also should not make delays in making daily market list, daily market list should be submitted to purchasing in accordance with the time specified so that the material needed for tomorrow the supplier can still find and the food that is needed can be sent suddenly by the supplier.

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