

OPTIMIZING THE GENERAL STORE AT HOTEL 88 EMBONG KENONGO DI SURABAYA

Merrinda Tri Amalia¹, Fri Medistya Anke Priyono²

^{1,2}Prodi Akuntansi, ^{1,2}Politeknik NSC Surabaya
arumsnw.22@gmail.com¹, fr33.map@gmail.com²

ABSTRACT

This study describes the optimization of the general store by changing the habits of employees at Hotel 88 Embong Kenongo Surabaya. With the VHP system in the hotel, employees should comply with hotel procedures by using the VHP system if there is a demand for goods in their respective departments in the general store. The purpose of this study was to determine the final results of the inventory carried out at the end of the month by the storekeeper the same as the VHP system at Hotel 88 Embong Kenongo in order to facilitate the work carried out by the storekeeper. The results of this study are descriptive explanations of Store Requirements obtained from the VHP system in the form of hardcopy.

Keywords: General Store, Hotel Procedure, and Store Requisitions

INTRODUCTION

The tourism industry plays a large role in equalizing the results of development so as to improve the welfare and economic life of the community. One of the businesses related to the tourism industry is the hotel business.

Hotel 88 Embong Kenongo Surabaya is one of the accommodations in Surabaya city managed by Waringin Hospitality. Hotel 88 is quite popular with people, both from within the country and from abroad. The definition of a hotel is a type of accommodation that provides lodging facilities and services, food and drink and other services for the public who will stay overnight or stay temporarily. A very important part that needs to be considered in carrying out hotel activities is how to manage various supplies of necessary goods that are used to complete hotel facilities and provide the needs of each department in the hotel to assist in carrying out their duties.

Inside Hotel 88 Embong Kenongo Surabaya, the warehouse is called the General Store which is on the third floor. For storage or supplies for all departments in the hotel. Before goods leave the General Store, employees must make Store Requisitions through the VHP system which must be approved by cost control or purchasing.

The warehousing department is called a department store and the person responsible for a department store is called a storekeeper. The general store is always locked and held by the storekeeper during working hours. During non-working hours, the storekeeper or accounting department key for the general store is usually laughing at the purchasing or receptionist desk, sometimes also at the housekeeping key. So, it can be concluded that the general store key is not only held by one person who is given responsibility when the accounting

department is not there. This way, if employees need goods, just pick them up at the general store. This step is permitted by the storekeeper but must fulfill the procedure by inputting store requisitions in the VHP system. However, many employees are not disciplined in carrying out store requisitions when the storekeeper or accounting department is not there.

Due to employee undiscipline, the storekeeper always makes adjustments to goods at the end of every month which results in company losses. Therefore, if each department wants to carry out store requisitions, it must be approved by cost control/purchasing. After that, the storekeeper will prepare the goods that have been input and printed by the department that made the goods request or store requisitions..

RESEARCH METHODOLOGY

In this research, researchers use a qualitative approach, namely research aimed at describing and analyzing phenomena, events, social activities, attitudes, beliefs, perceptions, thoughts of people individually and in groups. (Sukmadinata 2007: 60)

Source of location data or research object at Hotel 88 Embong Kenongo which is on Jalan Embong Kenongo no. 17 Surabaya. In this case, the researchers researched behavioral accounting at Hotel 88 Embong Kenongo.

Data collection cannot be separated from the tools used to collect the data. Data collection is a systematic and standardized procedure for obtaining the required data. Problems provide direction and influence data collection methods.

DISCUSSION

Store Requisitions Process

In the store requisitions process at a general store, there is a flow that can make these activities more efficient and collaborate with each other in their duties and responsibilities. This process will later affect hotel operations for all departments that will make requests for goods at the general store or also known as store requirements. The following is the flow of the store requisitions process or requesting goods at the general store at Hotel 88 Embong Kenongo Surabaya.

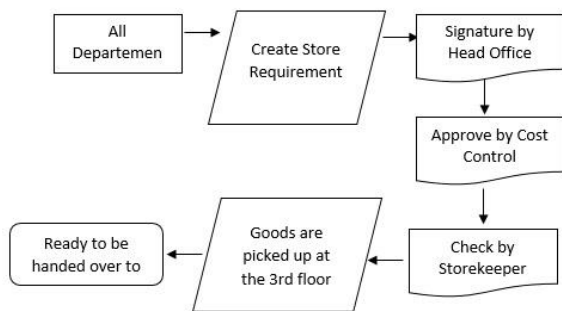


Figure 1. Store Requisition Handling Flow

Information:

1. Storekeeper plays the role of collecting goods, or the part responsible for the goods in the general store for hotel operational activities.
2. Store requisitions are carried out by each department in the hotel if the inventory of goods in each department's warehouse is reduced or insufficient for operational activities. And usually with the approval of the department head office.
3. Cost Control will approve requests for goods from each department for operational activities and usually cost control will look at occupancy (rooms sold) in order to calculate estimated expenses that do not exceed the hotel's income.
4. After the Head Office Department (HOD) and cost control have finished signing, the store requisitions can be handed over to the storekeeper to pick up the goods at the general store on the third floor.

Judging from the previous information, the problem lies in hotel employees who are inconsistent or undisciplined in implementing the VHP system regarding store requisitions input. When the storekeeper has gone home or is not there, hotel employees (staff) who need goods at the general store almost never input goods or store requisitions into the VHP system which will result in a shortage of goods in each monthly inventory. If something like this happens, the storekeeper always makes adjustments,

which will result in company losses.

In this study, researchers will present some data on the inventory of consumables and raw materials obtained from the Hotel 88 Embong Kenongo VHP system. Some of the data concerns inventory, purchases of goods, store requisitions, and how much of each item is adjusted at the end of the month.

No.	Persediaan barang habis pakai	Persediaan 31/12/19	Pembelian/ Januari	Total SR/Bulan	Stock VHP 31/01/20	Stok Fisik 31/01/20	Selisih	Penyesuaian
1	Dental kit	0	4.000	1.414	2.586	1.690	896	896
2	Facial Tissue	200	400	500	100	100	0	0

No.	Persediaan Bahan Baku	Persediaan 31/12/19	Pembelian/ Januari	Total SR/Bulan	Stock VHP 31/01/20	Persediaan 31/01/20	Selisih	Penyesuaian
1	Knorr	0	18	0	18	12	6	6
2	Susu Kaleng	31	48	39	40	40	0	0

Figure 2. Stock Cards

Explanation :

1. Dental kits in general stores at the end of December 31 2019 were zero (before the stock is empty, the storekeeper usually informs purchasing that the item will run out). In January 2020 there was a transaction to purchase 4,000 Dental kits. After calculating the monthly inventory on January 31 2020, the total store requisitions in the VHP system were 1,414 pcs, which should be the final general store stock of 2,586 pcs. However, the total physical stock of dental kits in general stores is only 1,690 pcs. This means that there were 896 dental kits taken at general stores that had not been entered into store requirements in the VHP system. If such a problem occurs, the storekeeper immediately adjusts 896 Dental Kits by inputting store requirements in the VHP system.
2. Facial Tissue in the general store at the end of December 31 2019, namely 200 pcs. In January 2020 there was a transaction to purchase 400 pcs of Facial Tissue. So, the total Facial Tissue in the general store is 600 pcs. After calculating the monthly inventory on January 31 2020, the total store requisitions in the VHP system were 500 pcs, which should be the final general store stock of 100 pcs. And the physical stock of Facial Tissue in general stores is 100 pcs. This does not result in adjustments at the end of the month because employees are disciplined in carrying out store requirements in the VHP system for Facial Tissue.
3. Knorr in the general store at the end of December 31 2019, inventory was zero (before the stock is empty, the storekeeper usually informs purchasing that the item will run out). In January 2020, there were 18 Knorr purchase

transactions. After calculating the monthly inventory on January 31 2020, the total store requisitions in the VHP system were zero, which should be the final general store stock of 18 pcs. However, the total physical stock of dental kits in general stores is only 12 pcs. This means that there were 6 Knorr collections at the general store that had not been entered into the store requisitions in the VHP system. If such a problem occurs, the storekeeper immediately adjusts 6 Knorr pcs by inputting store requisitions in the VHP system.

4. Canned milk in the general store at the end of December 31 2019 was 31 cans. In January 2020 there was a transaction to purchase 48 cans of canned milk. So, the total canned milk in the general store is 79 cans. After calculating the monthly inventory on January 31 2020, the total store requisitions at VHP were 39 cans, which should be the final general store stock of 40 cans. And the physical stock of canned milk in general stores is 40 cans. This does not result in adjustments at the end of the month because employees are disciplined in carrying out store requirements in the VHP system for Canned Milk.

As explained above, what is experiencing adjustments is that the inventory of goods in general stores has not been input into the VHP system by employees who request or pick up goods. This usually happens outside of the Accounting department's working hours or when the storekeeper is not in the room.

From the report above, the researchers found a solution for optimizing the General Store at Hotel 88 Embong Kenongo Surabaya, which is as follows:

1. The chief accounting must determine the daily schedule for store requisitions.
2. Employees must be trained or have a book guide written on how to input goods or store requisitions via the VHP system in the hotel.
3. The key is only held by the Chief Accounting Officer.
4. When the general store closes or the storekeeper and chief accounting officer are no longer in the room or working hours are over, the keys are entrusted to security.
5. If an employee borrows a key, they must write in the logbook provided at security.
6. If there are employees who want to pick up goods at the general store, they must input the goods via the VHP system and report to the chief accounting via individual or group chats provided via social media.
7. After that, the collection of goods must be accompanied by the Head of Department

(HOD).

Store Requisitions by VHP System

1. Click on the top that says Store Requisitions



Figure 3. Cover VHP

2. After that, an empty Store Requisition initial display will appear as shown in the image below. Click create image noting the letter N above.

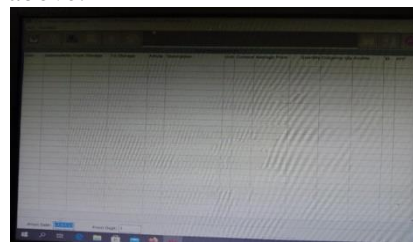


Figure 4. Initial Store Requisition Display

3. Next, a display will appear that will select transfer to other storage or outgoing consumption. Click on transfer to other storage because that is the option to move goods from the general store to each department's warehouse.

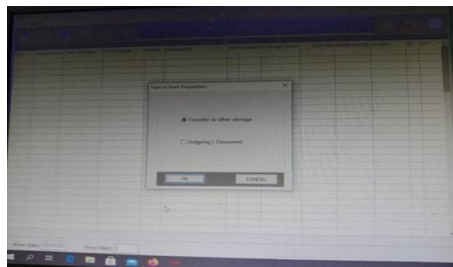


Figure 5. Transfer to Other Storage

4. Filled in according to the employee's department, from store filled with code 01 (if you click on from store, the code will change. Code 01 is not front office but general store) and to storage is the same as the employee's department. If you are still confused about this explanation, you can immediately click on the yellow question mark image above to select the department for each employee.

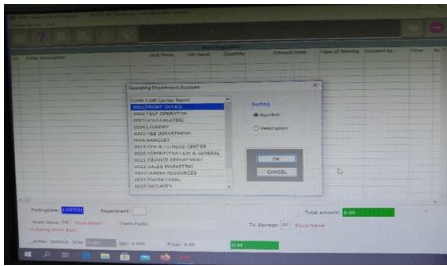


Figure 6. Department

- When you have finished inputting the items, just click execute on the green tick image as shown in figure 4 and the display will appear like this.

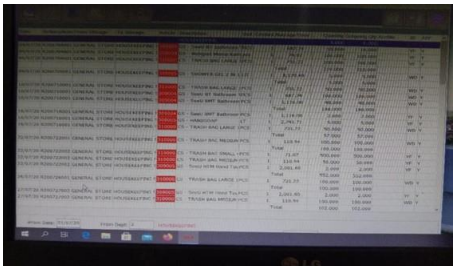


Figure 7. All Store Requisition

- After that, the Print Store Requisition requires a signature from the Head Office Department (HOD) and approval from Cost Control and then submits it to the Storekeeper.



Figure 8. Print Store Requisition

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