

Role Of Receiving Staff In Finance Department Operational Activities At Hotel Tentrem Semarang

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***Abstract** In a hotel, it requires various needs in the form of operational goods, food ingredients, beverage ingredients or assets and this is where the role of the Receiving Officer is needed in the procedure for receiving goods. The process of receiving goods documents that require time for the approval of the General Manager makes it difficult for the Receiving Clerk to receive goods because when receiving goods the Receiving Clerk does not bring Purchase Orders and Purchase Requisitions because they are still in the process of approval and the Receiving Clerk's limited understanding of the quality of goods also hinders the procedure for receiving goods. this can be detrimental to the hotel. Guided by the Receiving Job Description, if the Purchase Order and Purchase Requisition documents are still in process, this will also hinder the Receiving Clerk in checking the quality and quantity of incoming goods. By using the interview method with 3 informants, which was given to several employees at the Ministry of Finance, so that the author is more accurate, it is also guided by the Literature Study studied. The author manages these sources of information into a result of field facts, so that the writer can provide conclusions on the problems that arise and provide advice to management. The data collection method used in this study is a qualitative method with a descriptive type. Data collection techniques using observation techniques, interviews, and documentation, in order to obtain accurate data and documents. The people interviewed were Receiving Officer, Cost Control, Buyer, Purchasing Officer*

***Keywords:** Role, Receiving, Operational Activities, Financial Department, Hotel*

Abstrak. Dalam suatu hotel memerlukan berbagai kebutuhan baik berupa barang operasional, bahan makanan, bahan minuman maupun aset dan disinilah diperlukan peran Petugas Penerimaan dalam tata cara penerimaan barang. Proses penerimaan dokumen barang yang memerlukan waktu persetujuan dari General Manager membuat Petugas Penerimaan kesulitan dalam menerima barang karena pada saat penerimaan barang Petugas Penerima tidak membawa Surat Pemesanan dan Daftar Permintaan Pembelian karena masih dalam proses persetujuan. dan pemahaman Panitia Penerima yang terbatas tentang kualitas barang juga menghambat prosedur penerimaan barang. hal ini dapat merugikan pihak hotel. Dengan berpedoman pada Job Description Penerimaan, jika dokumen Pesanan Pembelian dan Daftar Permintaan Pembelian masih dalam proses, hal ini juga akan menghambat Petugas Penerimaan dalam memeriksa kualitas dan kuantitas barang yang masuk. Dengan menggunakan metode wawancara terhadap 3 orang informan yang diberikan kepada beberapa pegawai di Kementerian Keuangan, agar penulis lebih akurat juga berpedoman pada Studi Literatur yang diteliti. Penulis mengelola sumber-sumber informasi tersebut menjadi hasil fakta di lapangan, sehingga penulis dapat memberikan kesimpulan atas permasalahan yang timbul serta memberikan saran kepada pihak manajemen. Metode pengumpulan data yang digunakan dalam penelitian ini adalah metode kualitatif dengan tipe deskriptif. Teknik pengumpulan data menggunakan teknik observasi, wawancara, dan dokumentasi, sehingga diperoleh data dan dokumen yang akurat. Orang-orang yang diwawancarai adalah Penerima, Kontrol Biaya, Pembeli, Petugas Pembelian

Kata Kunci: Peran, Penerimaan, Kegiatan Operasional, Bagian Keuangan, Hotel

INTRODUCTION

The tourism industry, which is growing from year to year, cannot be separated from the role of the hospitality industry. Hotels that have been established need to be supported and managed wisely, so that the hotel can run well. This is so that hotels are able to obtain the income desired by management, in other words other countries are also growing with the income from the hotel industry. To achieve this, hotels need to be supported by various departments that work together with one another so that operational activities can run smoothly and the quality of hotel services is maintained. There are many departments in the hotel to support operational activities. The Ministry of Finance is here to support operational activities behind the scenes so that operations continue to run well, by having the duties of receiving goods, purchasing goods, managing incoming and outgoing hotel finances.

The Finance Department is not far away with money, goods and payments. This is daily food for the finance department. The Finance Department at the hotel itself has several sections or sub-departments namely Accounting, Purchasing and Receiving. Accounting has an important task, because accounting is tasked with controlling incoming and outgoing money, especially vendor or supplier payments. This supplier is selected by the Purchasing section who is assigned to purchase goods which are selected from the lowest price of each item from other suppliers. After going through a long process from user to purchasing, it is the Receiving Staff who receive the goods according to the purchase orders given by each department that has an influence on operational activities. Receiving is an activity that includes receiving goods that arrive at the warehouse, checking the quantity and quality of the goods, and sending the goods to storage locations or other areas that need them. Wijayanti (2017). Receiving is the part that performs the cost control function when the goods are sent to the hotel by the supplier. The Receiving Officer must have a Standard Specification document to ensure that the product received in terms of quality, type, shape, size is correct. They must also have a copy of the Purchase Order to compare the agreed quantity, quality and price. Henny Kustini (2016). The role of the Receiving Staff is to expedite operational activities, namely by receiving goods in accordance with the Standard Purchase Specifications, ensuring that the goods received are in accordance with what the user wants through order comments in the Purchase Order, starting from the type, quality to the size requested.

Meanwhile, according to Utojo (2019) receipt of goods is the process of receiving goods sent by related vendors by referring to a specific Purchase Order (PO) number. Checking is carried out when receiving goods from suppliers, if receiving when receiving goods does not comply with the Standard Purchase Specifications set by a joint agreement between Purchasing and User then the goods have the right to be rejected from the supplier, if the goods are not in accordance with the request it will affect food processing. This causes hotel operational activities to be hampered because the goods received do not match the recommended specifications. The Receiving section is crucial and very important for operational activities in all departments, therefore the role of Receiving Staff is needed.

Receiving staff are required to always do their best to improve the smooth operation of the goods purchased by the hotel for the needs of each department. The role of the Receiving Staff in the operational activities here is very much for the smoothness of receiving goods, starting from paying attention to the condition of the goods in accordance with the Standard Purchase Specifications. Standard Purchase Specifications. Standard Purchase Specification which functions to set standards and specifications for raw materials to be purchased. The application of SPS is very important in the world of hospitality business, if this application does not run optimally it will have an impact on operations in the kitchen (Martha, 2022). The process which is quite time-consuming to bring in goods with the approval of each Head of Department makes it difficult for Receiving Staff . This difficulty occurs when the process of receiving goods does not bring a Purchase Order that contains the quantity and quality that the user wants. This hampers the procedure for receiving goods because the Purchase Requisition has not been processed, while goods from vendors come to the hotel's loading dock. Goods that come are usually urgent or needed at that time. With the role of receiving staff, the responsibilities and obligations of a receiving are certainly not easy. Therefore the role of receiving staff in operational activities is vital. Goods that come every day for these operational activities need to be checked according to the desired specifications, so of course this is not what the hotel wants

RESEARCH METHOD(S)

The data collection method used in this study is a descriptive qualitative method. This study aims to describe the role of receiving staff in the operational activities of the finance department at the Tentrem Hotel, Semarang

Data and subject

The data used is the Receiving Division at Hotel Tentrem Semarang and the subject is the Receiving Staff, namely Reza Yudha Pratama.

Unit Analysis

In this study, research discusses the Role of Receiving Staff in the Operational Activities of the Finance Department at Hotel Tentrem Semarang. In addition, the author also describes the role and efforts of the obstacles in receiving goods.

Data collection technique

Data collection techniques in qualitative descriptive research methods that can be used to collect the data needed by the author to describe the problem under study, data collection is not guided by theory, but guided by facts found during research in the field. Data collection in qualitative research is different from quantitative research, data collection techniques are often used

Interview

According to Ferdinan in Syahrir, et al (2020), interviews are a method of collecting data using one-sided questioning and answering which is carried out systematically based on research objectives. According to Babbie in Syahrir, et al (2020) that in conducting research, the interview method can function as a primary method, complementary data or as a criterion. Meanwhile, according to Sugiyono in Syahrir, et al (2020) that interviews are a data collection technique that is carried out through face-to-face and direct debriefing between researchers and data sources or sources. The research method through interviews conducted will be used to obtain data in the form of hypotheses related to the problems experienced by the hotel now which will be carried out by staff in charge of the Finance Department. This interview method will be used to clarify matters relating to the role of receiving staff in the operations of the finance department. This interview was conducted on a non-coercive, honest and open basis. The author conducted interviews with Receiving Staff, Cost Control, Purchasing staff at Hotel Tentrem Semarang

Documentation

According to Winarno (2013) suggests that the documentation method comes from the word document, which means written information. Implementing the documentation method, the writer obtains written information such as books, magazines, documents, regulations, meeting minutes, diaries, and so on. According to Anggito (2018) the documentation method is information obtained from important records from both institutions or organizations and from individuals.

Observation

According to Putra in Wijaya and Helaluddin (2019) observations can be carried out in various ways, namely ordinary or continuous observation, involved or limited participatory observation, and fully involved or participatory observation. According to Sugiyono in Wibowo (2013) explaining the technique of collecting data by observation is used if the research has a correlation with human behavior, work processes, natural phenomena and when the observed respondents are not too large. According to Winarno in Wibowo (2013) in using the observation method the most effective way is to complete it with an observation format or blank as an instrument. The observational research method was used to make observations in the Finance Department of Hotel Tentrem Semarang during the On the Job Trainee period of 6 months and 1 month casual in the Receiving section. The observational research method used in the research process, the researcher will determine the events, activities, or events that must be observed.

FINDINGS AND DUSCUSSION

Receiving staff is important for a Tentrem Hotel in Semarang. Without a receiving staff, a hotel's operational activities will not run properly. This operational activity includes everything in every department that needs the goods they request. The role of Receiving Staff is very important here, namely the receipt of goods. When we receive goods, we need to understand very well that the goods are correct according to the request stated in the order comment purchase order. Receiving staff at Hotel Tentrem Semarang is 1 person assisted by a Supervisor, namely Cost Control. Cost Control here is assigned to oversee the receiving staff in day-to-day operational activities. Receiving Hotel Tentrem Semarang works in office hours from 09.00 to 18.00, 9 working hours. A Receiving Staff must be honest with their work. The presence of Receiving Staff here acts as a bridge for suppliers and users.

Communication here is very important between the two parties, of course the Receiving must understand very well his position as the recipient of the goods, ensuring that the goods are in good condition, according to the order and quantity. If we have doubts about the goods we receive, we can contact the user to check it. This can benefit both parties, for the supplier they will understand whether the item requested by the user is appropriate or not, because usually the user's request can be different from what is stated in the order comment purchase order, so for the first time the supplier can know what the customer wants user, for users their future operational activities can run smoothly because the receiving and supplier are familiar with the desired item.

For purchasing, the purchasing department can apply the Standard Purchase Specification after both the user and the supplier have determined the agreement on the goods received, for example the potatoes ordered must have been peeled clean without soil, watermelon which has a diameter of 20 cm, has a sweet taste without seeds or dragon fruit that has no defects at all. For receiving staff, this can focus on the administration section after the process of receiving goods there are no problems, the process of receiving goods here takes quite a long time if the goods coming from the supplier do not meet the Standard Purchase Specifications (SPS). Administration of receiving staff that runs smoothly can benefit various parties, notes that match purchase orders can be posted to the system smoothly without a hitch. After Cost control rechecks the receipt, purchase order, and receiving report according to the price and quantity, Account Payable can proceed with payment matters according to the receiving report provided, so suppliers don't have to worry about payment. Relations with Purchasing and Receiving with suppliers are good with payments that are not jammed and are due according to the contract.

Daily activities of receiving staff

1) Checking the area here is when we first enter the Receiving area. This receiving area is the daily operational area of receiving staff. This receiving area is in the form of temporary kitchen storage which contains special shelves for vegetables, meat, tools for washing meat and vegetables, daily market lists or Purchase Requests (PR) and containers. There are also shelves according to kitchen or restaurant outlets provided for goods. which are not easily damaged, pallets are also lined up to accommodate heavy goods, scales are ready to weigh goods during the process of receiving goods and also in the receiving area there is an office for receiving administration. This check is also in the form of a receiving area which must be clean and

orderly for the receipt of goods from suppliers. Easy access in the process of receiving goods can avoid chaos by allocating adequate receiving space. This optimization is not only done in space, but the goods receiving floor. This ensures enough when goods arrive in large quantities. In this Receiving Area there are CCTVs in every corner to ensure the safety of goods received during activities and also prevent unwanted incidents and serve as evidence if something happens.

- 2) Checking the System Bee here ensures that the system bee is not under maintenance and our account can be logged in if not, this can hinder work in terms of administration. The Bee System at Hotel Tentrem Semarang is used to record incoming and outgoing goods.
- 3) Checking Purchase Orders (PO), namely ensuring and preparing any goods that arrive on that day. Making sure here is that orders from various departments come the same day, this problem usually occurs with the butcher or commissioner who handles the wrong vegetables for the delivery date or is not approved by the Department head. So on the other hand we can help and inform the user. What is meant by preparing is for receiving with receiving areas, especially small racks and storage, to be able to prioritize which goods are placed on shelves and which are placed in containers or pallets, so as to minimize the occurrence of damaged goods.
- 4) Receiving Staff has the main task of receiving goods. This is the responsibility of receiving to meet the operational needs of the hotel. The Receiving Staff has a Standard Procedure for receiving goods, by checking how much the quantity is, checking the quality of the goods, the price on the invoice and sending the goods from the vendor to the hotel and adjusting them to the Purchase orders made by Purchasing. The following is the flow of receiving goods according to the Receiving Finance Department Standard Procedure at Hotel Tentrem Semarang::
 - a) Purchasing processes the purchase of goods according to the Purchase Requisition (PR) from each Department and also the Daily Market List (DML) from the kitchen section, both of which have been processed to become a Purchase Order (PO).
 - b) Purchasing gives a Purchase Order (PO) to the supplier to prepare the goods to be sent to the hotel.
 - c) The Purchase Order (PO) that has been made is submitted to Cost Control to check the price, quantity, and type of goods to be purchased. If the Purchase Order (PO) is approved without a note, a Receiving will be given.

- d) After receiving a Purchase Order (PO) from Cost Control, the Receiving checks it to find out what items have arrived on that day to be received.
 - e) The supplier comes to the hotel with the goods according to the Purchase Order (PO) accompanied by an invoice or 3-fold note.
 - f) Receiving Staff receives goods based on quantity, quality, price by matching the Purchase Order (PO) and ensures that the goods are sent to the address of Hotel Tentrem Semarang
 - g) If there are differences in the goods sent with the Purchase Order (PO), then the receiving staff has the right to be rejected, and immediately inform the purchasing department for follow-up.
 - h) If the goods arrive according to the Purchase Order (PO), the receiving staff can stamp, sign and give a date according to the day of receipt. The original invoice and delivery document are given to the supplier, then we take the copy for processing.
 - i) After receiving the goods and placing them in the container or rack of each outlet, immediately inform the user concerned. Then the receiving staff posts it to the system according to the quantity received. The Receiving Report is put together with the Purchase Order (PO), notes and travel documents. After all are posted, they become a Receiving Report. The Receiving staff prepares a Daily Receiving Report to be given to Cost Control again to be checked again, and to be deposited in the Account Payable for the payment process.
- 5) After receiving the goods by the receiving staff from the supplier. We need to do quality control regularly. Even though the receiving area is only a temporary placement, it is necessary to carry out quality control so that the goods we receive are still in good condition to be accepted by users. Receiving can carry out treatment, especially vegetables, meat and fresh goods by checking the Air Conditioner (AC) and the correct placement according to the shelves of each outlet or each type of container.

- 6) The receiving staff's work has not been completed after receiving the goods. Factor acceptance of goods here is very important in the administration. Goods that have been received, of course, we need a Receiving Report (RR). The Receiving Report (RR) here indicates that the goods we have received are in accordance with the quality, quantity and the goods are exactly what the user wants. Therefore, before carrying out the Receiving Report, information is needed from the user regarding the item.

Efforts made by receiving staff in the event of receiving goods were constrained by the operational activities of the Finance Department at Hotel Tentrem Semarang

Every job must have obstacles that occur. Receiving staff as receiving goods certainly have problems. For every obstacle, there must be a solution to the problem that occurs. This is felt by receiving in daily operational activities. The Standard Operating Procedure (SOP) does not always run smoothly, of course there are obstacles outside the procedure that must be carried out so that the problem is resolved properly. Our attitude in the field needs to be flexible with what happens. As a receiving staff, we should have good problem solving in making decisions that happen. This decision made can be assessed on the performance of the receiving staff, because it involves operational activities in the finance department. The role of Receiving Staff in the finance department in Semarang is very vital, if the receiving staff can carry out their work properly with their decisions, then everything will run smoothly.

Constraints that occur are goods that are not in accordance with the request and reject the goods sent

Rejected goods flow

The following is an explanation of the goods rejection flow::

- 1) Goods come to the hotel goods loading dock. Park the vehicle in its place.
- 2) Prior to acceptance, a document check is carried out, such as a Purchase Order (PO) provided by Purchasing. The Purchase Order (PO) that has been made is submitted to Cost Control to check the price, quantity, and type of goods to be purchased. If the Purchase Order (PO) is approved without a note, it will be given by the Receiving Staff. After that, the Receiver checked the notes and travel documents. Then each document is matched whether it is appropriate or not, especially when we match the delivery date and address.

- 3) In the process of receiving goods, it is necessary to check the goods. Checked goods need to be ascertained whether they are in accordance with the Purchase Order (PO) and in accordance with the Standard Purchase Specifications (SPS)
- 4) There is a rejection of goods because they are not in accordance with the Purchase Order (PO) and Standard Purchase Specifications (SPS)
- 5) The receiver needs to inform purchasing if there is a rejection of goods that are not in accordance with the Purchase Order (PO) and Standard Purchase Specifications (SPS) and purchasing needs to take further action
- 6) Purchasing informs sales from vendors and explains that goods have been refused. After that, it depends on the vendor concerned if they can send a replacement item the next day or not. If Sales from the vendor cannot accept the request, purchasing will replace another vendor who can send the required items as soon as possible and inform the receiving staff

CONCLUSION AND RECOMMENDATION

1. Receiving staff has an important role in the operational activities of receiving goods from the Finance Department at Hotel Tentrem Semarang. The role of the Receiving staff is in the form of receiving goods according to what is stated in the Purchase Order (PO). The Purchase Order contains the outlet, user, delivery date and quantity listed. The receiving staff must also check the quality of the goods, and ensure that the user receives the goods properly. The Receiving Staff also makes various efforts so that the Standard Procedure can be applied properly to support the smooth running of operational activities in the Finance Department of Hotel Tentrem Semarang
2. Various kinds of obstacles that occur in Receiving Staff in operational activities at the Finance Department of Hotel Tentrem Semarang can be handled properly by providing various solutions and efforts from receiving staff so that operational activities can continue. This is where the role of receiving staff is very important, without receiving staff with solutions, the process of receiving goods can be hampered. Problems from small obstacles can be resolved properly by the receiving staff of Hotel Tentrem Semarang.

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