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## Storing System in Improving Smoothness Goods Operations at Luwansa Beach Resort

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### ABSTRACT

The storage system is very important for every hotel because it can help improve the smooth operation of goods, so this study aims to analyze the string system implemented at the Luwansa Beach Resort Hotel in improving the smooth operation of the hotel. This type of research is qualitative research. The data collection techniques used observation and direct interviews with sources at Luwansa Beach Resort. The results of this study indicate that the storage and disposal of goods at the Luwansa Beach Resort Hotel has implemented a storage system and procedures using the first in first out (FIFO) system and the first expired first out (FEFO) system.

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## 1. INTRODUCTION

The development of tourism destinations became one of the priority programs during the Jokowi administration (2014-2019). There were so many important steps taken by the Indonesian government in developing tourism destinations. The steps made are certainly inseparable from the expectations of the high state revenue from the tourism sector, one of which is the formation of ten tourist destinations commonly called ten new Bali in 2016 as explained in the Minister of Coordinator of Maritime and Resources Number S-54/Menko/Maritime/VI/2016, Sepulu the destination includes Lake Toba, Tanjung Kelayang, Tanjung Lesung, a thousand island Obi, Labuan Bajo, and Morotai.

One of these super priority destinations is Labuan Bajo. Labuan Bajo is known as the City of Tourism which has a very beautiful charm, has very high assets for the benefit of the region and the State. One of the attractions that has become a strength in Labuan Bajo City is the Komodo National Park tourist area which has been made a tourist object. Labuan Bajo is a city that has very rapid growth in hospitality accommodation, one of which is the Luwansa Beach Resort Hotel, a four-star hotel located on Pede Labuan Bajo Beach. With a comfortable and quiet location, tourists can enjoy holidays at a resort comfortably. Hotel Luwansa Beach Resort is one of the best choices when visiting Labuan Bajo City. Hotel Luwansa Beach Resort has a variety of room facilities with different types and also has complementary facilities for the needs of tourists such as a swimming pool,

meeting room, restaurant and bar. These facilities are available to meet the needs of guests.

So that the hotel has an impact on the sustainability of tourism. Where a hotel is a place to stay consisting of several rooms that are rented out to tourists for a certain time and provide food and drinks for the guests [1]. In a hotel business apart from selling hotel rooms, hotels also provide other facilities. Of all the hotel facilities provided, it definitely requires equipment, supplies, and operational materials, starting from ready-to-use materials and goods, all of which work with a purchasing department. Purchasing has a relationship with all departments in the hotel because everything needed is the responsibility of purchasing. Purchasing department has the responsibility to buy the related department request goods.

Before buying goods for hotels, the purchasing department must first consider the cost control of the item, price, and product quality. If cost control has approved the consideration, the new purchasing department can order the item from the supplier. Factors that affect operations are usually delays in approval from managers and there are also suppliers who deliver goods not in accordance with purchase orders or purchase requests, especially engineering goods. Next is the task of the receiving or storage department, which is divided into store keepers and receiving, who receive goods that have been ordered by purchasing before the goods are received by the receiver, must ensure that the goods ordered, starting from the price, quality and physical packaging, are the same as those on the form purchase order that has been made by purchasing, after the goods are received, the approved receiver makes a receiving report on the goods [2]. As for some previous research, including [3], which shows that in storing and dispensing goods, a storage system and procedures have been implemented, namely the First Expired First Out (FEFO) system and the First In First Out (FIFO) system. The problem that is often encountered is the loss of goods used by other departments without being

accompanied by a request for expenditure form, therefore the way to handle it is to always check the condition of the goods and prepare an urgency form to take goods outside the store's operating hours, so that the operational activities of goods for hotel needs can be carried out and running well. Then research conducted by [4] shows that the process of procuring goods at Teraskita Hotel Jakarta, the purchasing, receiving and storekeepers use a data collection system with the power pro application to make their work easier. Then in the storing room operational system, the hotel implements 2 systems namely FEFO (First Expired First Out) and FIFO (First in First Out) system. Goods can be collected according to office operating hours, but if there is an urgent need for goods outside of operations, the user is allowed to take them accompanied by security and must inform the storekeeper in advance. Then the problem that often occurs in the operation of the Teraskita Hotel Jakarta store is misunderstanding and lack of communication between users, purchasing sections, and vendors in the process of procuring goods according to the market list/request form. So based on the above, the researcher is interested in conducting a similar study. However, there is a difference with previous research, namely this research was conducted at the Luwansa Beach Resort Hotel, where the existence of the Luwansa Beach Resort Hotel is expected to have an impact on sustainable tourism in Labuan Bajo. The purpose of this study is to analyze the storing system in improving operations at the Luwansa Beach Resort Hotel. The storage system is very influential in the smooth operation of the hotel, especially in the process of purchasing goods. The most common mistakes found are delays, scarcity of goods, the condition of the goods that are not, the length of the delivery process, and also the lack of coordination between staff which can hinder smooth operation. With the aim of improving smooth operations between departments and suppliers, the role of the store keeper must have good communication to minimize the occurrence of miscommunication which can impact

hotel operations and. In addition, purchasing also has problems regarding the scarcity of goods available.

## 2. LITERATURE REVIEW

### 2.1 Hotel

Hotels are complex organizations with several parts that may not be visible to ordinary people in general [5]. Hotel is an accommodation business enterprise that provides lodging facilities for the public or the general public which is equipped with one or more food and beverage services, room attendant services, uniformed services, linen washing, use of furniture and equipment as well as fulfilling the terms and conditions set out in government decisions. The meaning of the hotel business according to the Regulation of the Minister of Tourism and Creative Economy of the Republic of Indonesia Ministerial Regulation Number 53/HM001/MPEK/2013 is the business of providing accommodation in the form of rooms in as. buildings, which are equipped with food and beverage services, entertainment activities or other facilities on a daily basis with the aim of making a profit. Star hotels have several departments, including the following front office departments, Housekeeping, waiters, food and Beverage product, several departments are able to provide services or the needs that guests want [6]. In the world of hospitality, the existence of (BOH) and (FOH) is a concept that has long been applied to improve restaurant or hotel performance efficiency so as to provide the best service to consumers. Following are the differences between the front of the house and the back of the house.

#### A. Front of the house

What is called the front of the house or (FOH) refers to facilities that accommodate hospitality activities that directly relate to frontline consumers in the hospitality area (FOH) are as follows.

#### 1. Entries

Customers will make the first impression about the business we manage after they enter for the first time. To make a good impression, the entrance must represent the theme and feel of the restaurant. To create a natural impression that directs the eyes of guests to other areas. Don't forget about the outer appearance either. Keep the area outside the door clean and always look clean.

#### 2. Waiting Area

Hotels with busy hours and lots of visitors should have a waiting area. The waiting area must be able to make consumers feel patient and have the opportunity to see the best dishes at the hotel

#### 3. Bar

If restaurant plans to serve alcoholic beverages, make sure your bar is as attractive as the main dining area. It should feel comfortable and serve as an alternative location for guests to enjoy their meal.

#### 4. Dining room

*Dinning roomis* the area where guests will spend most of their time and also where many front-line employees will work during their shifts. The dining room can be styled and arranged in a variety of ways to suit the desired restaurant concept. In addition customers should be able to choose their own seat to feel comfortable.

#### B. Back of the house (BOH)

Whatever is called the back of the house is an area that is behind the stage, an area that is not visible to consumers but is also very important in the continuity of overall activities. This is the back line where everything is prepared, from physical to non-physical, before being presented to consumers at (BOH) in hotels.

### 1. *Kitchen*

The kitchen is usually the largest part of the back of the house and can be divided into several sections, such as food storage areas, food preparation, cooking lines, and dishwashing and sanitation areas.

### 2. *Employee Areas*

Rest rooms and employee bathrooms with a comfortable layout and situation allow employees to place their belongings safely, take breaks during mid-shifts, and serve as a place for assigning work schedules and job responsibilities.

### 3. *Office*

Managers should have a separate office area where they can carry out administrative work activities.

## C. *Warehouse*

A warehouse is a building that is used to store goods. The storage system is the activity of storing in a warehouse (Angelia 2020). So a warehouse is a place that is used for goods in the form of raw materials, as well as materials. Understanding warehouse which means an activity related to storage. Warehouse is a separate area that is used as a place to store raw materials. Warehouse is a separate area used to store raw materials, as well as inventory. A good warehouse does not mean a warehouse that has a very large area. Warehouses with a limited area can have a maximum capacity if supported by a good layout.

Things that need to be considered in the layout of the warehouse is the effectiveness and efficiency of the process of entering and releasing goods. the effectiveness and efficiency of the input and output process can be achieved, for example, by arranging goods so that the available space can be used optimally. Setting the position of laying and grouping of goods is also needed so that the re-issuance of goods stored in the warehouse can be done easily. The warehouse has its own and important

role in managing the availability of goods or products or materials needed by other production units.

The arrangement in the warehouse is of course based on a pre-planned production schedule and the warehousing department's job is to supply products or goods to other parts of the unit so that the production process runs smoothly. There are several types of warehouses that are grouped based on company needs or manufacturing plan warehouse "Warehouse is a place or building that is used to store goods, whether in the form of raw materials (raw materials) semi-finished goods (work in process) or finished goods (finished product)". give it to the store clerk.

Temporary storage of goods systems that are implemented such as the FIFO system (first in first out) and the LIFO system (LAST IN FIRST OUT) or often also called FEFO (first expired first out) entry and exit of goods is regulated by the FEFO system (first expired first out). The FIFO system (first in first out) is a storage system where goods are inputted first and removed first, this can be seen from the type of goods or materials to be stored which are less durable, so they must be quickly removed or used so that is not damaged or exceeds the time limit for use and maintains the quality of the goods and materials to be used. The FEFO system (FIRST EXPIRED FIRST OUT) is an item storage system where the last item entered is the first item issued.

## D. *System*

System is a collection of units and devices related to one another. System comes from Greek, namely system which means: (1) a whole which is composed of many parts; (2) the relationship that takes place between units or components on a regular basis. Thus, the word system means a set of parts or components that are regularly interconnected which form a whole, so that in a system there are several small systems (secondary systems, subsystems).

### *E. Storing System*

*Storing system* is a temporary storage system for goods before the goods are used. In general, materials and materials are put into the storage area after the stuffing process is complete. In a manual warehousing system, records of receipt of goods are collected in the receiving area and require the document. Meanwhile, a computerized warehousing system uses barcode labels that are used to track products. Goods are identified and placed in appropriate containers or pallets. Newly arrived items should be placed under or on the side of existing stock. This is necessary so that the old stock can be used first. These goods control activities must be carried out in a disciplined manner to avoid a decrease in the quality of old stock and the First in First Out (FIFO) system can be run automatically. After the goods are received and checked by the Receiving section, then the storekeeper's job is to store these goods in the store, to maintain and facilitate the entry and exit of goods, the correct Goods Storage Procedure is needed.

### *F. Food, Beverages, Ingredients*

Placement of goods must be based on the FIFO (First In First Out) system, meaning that items that are entered first must be stored on the front or taken out first so that an expiration date does not occur.

Use a special place or storage rack to keep things neat and tidy

The distance between the floor and the shelf must be maintained at about 30 cm in height and the distance between the shelf and the wall is about 25 cm, so that moisture does not occur.

The store room must have a cold temperature so that the quality of the goods does not deteriorate quickly. The store keeper and cost control must check all items periodically so that there are no items with spoilage or expiration dates. how to calculate the stock of goods using a bin card when ordering goods to maintain the efficiency of goods

## 3. METHODS

The research was conducted using a qualitative descriptive method. The location that will be the object of this research is at Hotel Luwansa Beach Resort which is located in Gorontalo Village, Labuan Bajo, West Manggarai. The data collection techniques include observation, interviews, and documentation. In this case the objects that will be used as informants are the head of accounting department and staff in the cost control section and staff in the purchasing section. Data analysis used is qualitative analysis which includes: data collection, data reduction, data presentation and drawing conclusions. Then in terms of maintaining the credibility of a data, the researcher conducted a validity test using the triangulation technique of technique, source, and time. data sources to be used, namely, primary data and secondary data. Primary data is data obtained from the original source, which is the Head of department. At the Luwansa Beach Resort Hotel In this study, the primary data was the result of interviews with informants and observations made at the Luwansa Beach Resort Hotel. In this study, using structured interviews, interviews were used as a data collection technique, such as the researcher making a list of questions in which each respondent was given the same question and the collector wrote them down. After the researcher recorded them, the researcher conducted a second interview, namely a semi-structured interview. Primary data is the result of interviews with informants and observations made at the Luwansa Beach Resort Hotel. In this study, using structured interviews, interviews were used as a data collection technique, such as the researcher making a list of questions in which each respondent was given the same question and the collector wrote them down. After the researcher recorded them, the researcher conducted a second interview, namely a semi-structured interview. Primary data is the result of interviews with informants and observations made at the Luwansa Beach Resort Hotel. In this study, using structured

interviews, interviews were used as a data collection technique, such as the researcher making a list of questions in which each respondent was given the same question and the collector wrote them down. After the researcher recorded them, the researcher conducted a second interview, namely a semi-structured interview.

#### 4. RESULTS AND DISCUSSION

Procurement of hotel needs is carried out by the purchasing department whose job is to place orders or purchases from various suppliers according to the goods/products needed. Goods that have been ordered and brought by the supplier to the hotel are received by the receiving department to check both in terms of the quality of the goods and the quantity of the goods whether they are in accordance with the daily market list (a list of purchases with an order frequency of almost every day) and purchase orders (a list of purchases with an arrival time limit of up to one month) made in advance by the purchasing department [7]. Goods that have been received by the receiving will be stored by the storekeeper. Storekeeper has various types of stores or storage space in storing goods/products,

The storage system implemented is the FEFO (First Expired First Out) system and the FIFO (First In First Out) system. First Expired First Out System. In addition to looking at the type of goods, the goods that arrive and are stored are also seen from the time limit for using the goods, the goods that first expire or have a shorter usage deadline must first come out for distribution such as tomato sauce. While goods that do not have a usage limit, such as printers, paper, plastic wrap, ink, use a First In First Out system, because the goods that come in first must be used before the goods that just arrive so that the first goods are not damaged before being used and damaged because they have been stored for too long but there is a procedure for picking up goods [8]. The procedure applied is that the user who will take the goods must bring a form or purchase request that has been completed with the signature

of the manager or supervisor from the department concerned and the outlet that uses the goods/products. The following is an example of a purchase request form.

From the results of an interview with Mr. Putu Alit Saputra as General Manager, the author asked about storing systems in improving the smooth operation of goods at Luwansa beach resort. The explanation from the General Manager, who is one of the Respondents as well as the highest leadership in charge of the Back-office department at Luwansa beach resort, explained that

*"A manager must be able to make policies to buy a product or service. One example is buying goods at prices above IDR 1,000,000 with the amount needed, a manager must also consider the budget because each department has a budget or budget that is needed so that later there will be no over budget."*

Then Mr. Putu Alit Saputra explained about time efficiency in making purchase requests. Where did he state that:

*"The first of the departments that need goods will make a request in the foam (purchase request) which already contains the date, department, name of the item, the quantity requested and the remaining amount after everything is filled in then the back-office department will give the foam to the General Manager for approval. Once approved, it will be returned to the department back office which will later fulfill the request for the goods needed."*

Then go to the Back office regarding storing systems based on the results of an interview with Ms. Rosalia Bahagia as Head of accounting. Inquire about the method of storing, reporting goods, and the system used at Luwansa Beach Resort, where she stated that:

*"The method used at Luwansa is the FIFO and FEFO method. Goods that have just entered from suppliers will be arranged at the back and old stock will be arranged at the front in order to reduce damage or expire, then sort goods"*

*according to product specifications, one example is sorting food items. and beverage and separate utensils and materials. This is useful for minimizing things that are not wanted, one of which is contamination with harmful substances and makes it easier for us to operate.*

Then explained regarding the recording of stock on hand from the warehouse, where he stated that:

*"There are two systems for recording using a manual system and a system using a program called Realta. in the manual system using the form store requisition in the store requisition date of request, name of the department, the quantity requested and the amount of stock remaining in the warehouse and the last approval from the person in charge and the General Manager"*

Hotel Luwansa Beach Resort also has an application for making inventory reports, where Ms. Rosalia Bahagia as Head of accounting stated that

*"Of course, the hotel also uses a support system, namely the Realta application system, an application that helps manage data in the form of reports and records not only the system used but also monitors goods in order to record reduced goods.*

Then go to the purchasing section or the store keeper section which is the responsibility of a purchasing person. Based on the results of an interview with Ms. Rolin, the author asked questions related to storage

systems, constraints, procedures at Luwansa Beach Resort explaining that:

*"Before carrying out activities, a store keeper checks periodically in each room section to ensure that goods whose stock is running low. Another purpose of checking is to pay attention to the production date, the expiration date, so that the process of reporting damaged goods can be carried out.*

*"The constraints faced so far are limited suppliers, especially in this, forcing us to do POs outside the city which will take quite a long time then the season shifts which result in prices rising due to scarcity of materials or goods*

*"Before receiving goods, it would be nice for a store keeper to check or match purchase notes with purchase orders to ensure quantity, price, type and quality and for market goods are not much different, namely matching notes from suppliers with the market list that has been made by the hotel, namely date type number type total price.*

The use of the Realta system at the Luwansa Beach Resort Hotel as a tool in assisting hotel operations to become a well-organized and controlled unit, Realta also assists and monitors or controls overall operations by providing real-time information which is important to support operations. The Realta system that is used at the Luwansa Beach Resort Hotel is able to handle transaction activities (purchase orders), (purchase requests) and (receiving) as for the features of the Realta system.

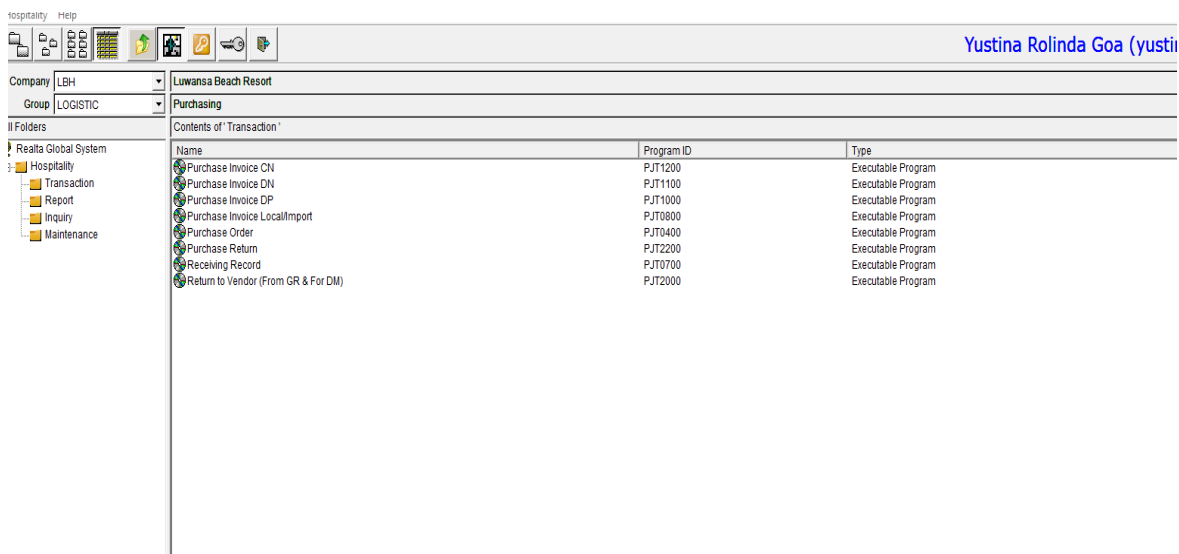


Figure 1. features the Realta source of Luwansa Beach Resort manager or supervisor of the department concerned as well as outlets that use the goods/products

The following details the function of the purchase request form, including:

a. **Purchase invoices (credit notes)**

*Purchase invoices* is an official document given by the seller to the buyer as proof of purchase of goods or services. The purchase invoice contains information such as the date of purchase, invoice number, name and address of the seller, details of the goods or services purchased including quantity, price per unit, and total.

b. **Purchase invoice (debit note)**

*Purchase debit notes* functions to record and adjust goods on purchase invoices that have been previously issued, one example is returning goods, errors in entering prices, inappropriate quality.

c. **Purchase orders**

*Purchase orders* functions to create documents made by the Hotel to the Vendor to determine the type, quantity, price and date of the PO

which is the initial stage in the purchasing process which includes a special code to identify the item, date, buyer information, name address, seller information, seller description.

d. **Purchase Returns**

*Purchase Returns* are the process of returning goods carried out by the receiving party because the goods sent are not as expected, usually because they are damaged, defective, or do not meet standards.

e. **Receiving record**

Is a document receiving goods made to record receipt of goods or materials from a vendor receiving record serves as proof of receipt of goods needed to verify that goods or materials have been received correctly.



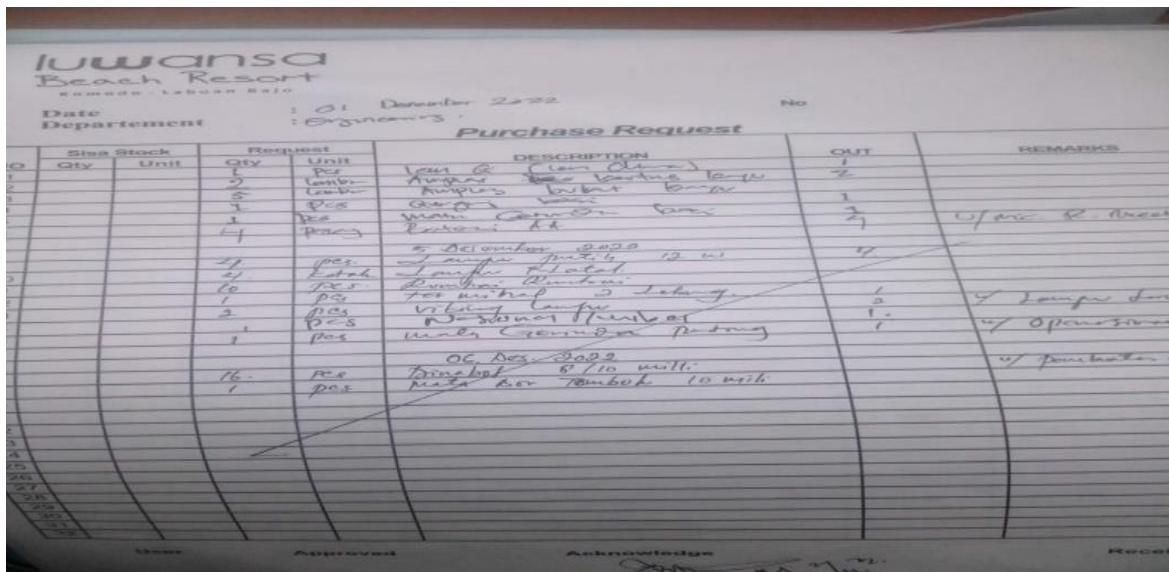


Figure 2. Source Luwansa Beach Resort (Purchase request)

The store's operational hours are every Monday - Saturday, the schedule for picking up goods from the store is open from 08.00 to 16.00 WIB. And on Saturdays it only operates halfway through the working day 08:00 – 14:00 picking up goods on Saturdays is a little different. In the business world, especially in the hospitality world, hotel and hotel needs are usually due to the fact that on Sundays the accounting department does not operate all the necessary needs. asked for more than usual due to the next 1 day. and if it happens suddenly, it must be experienced often, the needs both in terms of goods and food ingredients for the smooth operation of the hotel must be properly met. To pick up urgent items or items needed suddenly or goods for guests outside of a predetermined schedule, the user must bring an emergency request that has been approved by the department head, head of accounting, general manager. Goods stored in the store will be checked periodically both every day and every month, the use of checking goods every day is to be able to detect damage or goods that have expired earlier, while checking every month is used to check and ensure inventory of goods both in stores and each department will be checked at the end of each month to find out how much budget is needed in the last month which will be made a report Head of accounting, general

manager. Goods stored in the store will be checked periodically both every day and every month, the use of checking goods every day is to be able to detect damage or goods that have an earlier expiration, while checking every month is used to check and ensure inventory of goods both in stores and each department will be checked at the end of each destination month to find out how much budget is needed in the last month which will be made a report Head of accounting, general manager. Goods stored in the store will be checked periodically both every day and every month, the use of checking goods every day is to be able to detect damage or goods that have expired earlier, while checking every month is used to check and ensure the inventory of goods both in stores and in each department will be checked at the end of each month to find out how much budget is needed in the last month which will be made a report

4.1 Factors hindering operations

1. Late Approve from General Manager

Purchasing has not been able to place a Purchase Order (PO) because it has not received approval from the General Manager, usually for Purchase Orders (PO) of Market List (ML) items such as fruits and

vegetables. Then Purchasing makes a Purchase Order (PO) so that the item can be purchased. If the Purchase Order (PO) is still in shadow, the Receiver cannot yet make a receiving report on the goods. The receiver must wait for the original Purchase Order (PO) from Purchasing after the Purchase Order (PO) has been approved

## 2. Suppliers Delivering Goods Not as Desired

Suppliers deliver goods that are not suitable, one example is damaged packaging or goods that have started to rot. usually purchasing will return the item by notifying the vendor and making a list of notifications by giving a foam return to the vendor by giving several reasons found during the delivery of the goods so that the next day it will be replaced if the item sent is found to rot if the packaged item is to be shipped Replace with items according to the specifications desired by the hotel.

## 3. There are errors or confusion from purchasing and suppliers

There were errors or mistakes on the part of Purchasing and on the part of the Supplier which slowed down the Receiver's work in receiving the goods, indicating that there were still deficiencies in the communication between hotel employees and suppliers. One example of a request in terms of quantity and specifications requested.

## 4. Suppliers not willing to deliver goods due to the large number of requests for goods

Suppliers not willing to deliver goods because of the large number of requests for goods at each different hotel, making operations a little long which hinders operations, especially kitchen items or housekeeping items which really need time efficiency. And not only that the supplier is not willing to deliver the goods because of arrears in payment and sudden price changes, purchasing works according to the provisions that apply to the hotel. Problems with payments to suppliers, Account Payable tries to cover these deficiencies by discussing with the General Manager and the center for smooth ordering of goods and good relations between hotels and suppliers.

## 5. CONCLUSION

Based on the research results, it can be concluded that the storing system implemented at Luwansa Beach Resort Hotel uses the FEFO (First Expired First Out) and FIFO (First in First Out) systems. First Expired First Out System. In addition to looking at the type of goods, the goods that arrive and are stored are also seen from the time limit for using the goods, the goods that first expire or have a shorter usage deadline must first come out for distribution such as tomato sauce. While goods that do not have a usage limit such as printers, paper, plastic wrap, ink use a First in First Out system, because the goods that come in first must be used before the goods that just arrived so that the first goods are not damaged before they are used and damaged because they take too long saved.

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