

## GROCERIES SUPPLIER SELECTION ANALYSIS TO MEET THE NEEDS OF FOOD AND BEVERAGE DEPARTMENT AT THE MELIA BALI INDONESIA HOTEL

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### ABSTRACT

Food and Beverage Department requires suppliers who can provide food and beverage ingredients. The Food and Beverage Department in selecting suppliers is assisted by the Purchasing division of Accounting Department. The Purchasing division is responsible for the procurement of items needed by every department in the hotel, therefore, making supplier selection is their responsibility. The problems of this study are (1) what is the procedure for selecting groceries suppliers? (2) among the existing criteria, which are the main criteria in selecting groceries suppliers for the Food and Beverage Department needs at the Melia Bali Indonesia Hotel? This study is a quantitative research. The primary data were collected by questionnaire, interview, observation, and document study. Snowball sampling method was used in this study to determine the sampling with the number of the sampling is 8 respondents. The procedure for groceries supplier selection involves Purchasing division and Food and Beverage Department. The documents completeness, price, quality, delivery service, and product inventory from the supplier are used as consideration to choose the best supplier. The supplier approval is made by the product user and Purchasing division. Based on the results of the questionnaire, descriptive statistical analysis technique was used using simple quantification which showed that the main criteria considered by groceries suppliers to meet the needs of the Food and Beverage Department was the documents completeness with an average of 4.75 which was at a very good interval.

Keywords: Criteria for selecting suppliers, groceries, food and beverage department

### INTRODUCTION

Selecting the right suppliers is very necessary, because suppliers who provide quality goods, suitable prices, fast delivery times, and the number of goods that fit orders, will greatly affect the operation of the Food and Beverage Department. The smooth operation in providing services to guests are quality of food and drinks, and the speed of service provided to guests. If operations are running well, hotel revenues will increase, thus the need for the Purchasing department to choose the right suppliers.

Each supplier sends different types of food ingredients. There are two types of food ingredients, namely perishable and groceries. Perishable food ingredients such as vegetables, fruit, cheese, eggs, meat, fish, and food ingredients that are

easily damaged and need to be stored in a special place. While groceries food such as rice, oil, flour, sugar, dried herbs, coffee and tea, and food ingredients that do not need to be stored at special temperatures. The purchase of groceries usually a lot due to a long period of expiration, thus the need to choose the right supplier to bring groceries as requested is really important.

Food groceries are really important to every five star hotels, Melia Bali Hotel is one of the five stars hotel in Bali. Melia Bali Indonesia Hotel is located in the Indonesian Tourism Development Corporation (ITDC) Lot. 1, Nusa Dua, South Kuta, Badung Regency, Bali Province. This hotel was inaugurated in 1985 with the name of Bali Sol. There are several departments in Melia Bali Hotel, namely Front Office Department, Housekeeping Department, Security Department, Engineering Department, Human Resort Department, Guest Experience Department, Accounting Department, Food and Beverage Department. Since this hotel operates, of course the Food and Beverage Department uses food groceries, with suppliers that have been selected with certain considerations, so that the hotel operations run smoothly.

## **LITERATURE REVIEW**

Food and Beverage Department according to Sulastiyono (2001: 189), is part of the hotel that has the function of carrying out food and beverage sales and other activities, such as carrying out the development of food and beverage products, planning activities that can attract tourists to eat and drink in restaurants, do purchase of food and beverages, food and beverage processing, serving food and drinks to guests and product calculations.

Purchasing Department, according to Suarsana (2007: 2), is a place or center for the purchase of all types of goods for the operational needs of the hotel, so that the purchasing part is often said to be the center of purchase for the company or hotel concerned. The purchasing department as a sub-section of the accounting department, which is in charge of buying all types of goods for the hotel operational needs, both goods to be stored in warehouses as supplies, as well as goods that are directly used by the requesting part.

Bartono and Ruffino (2005: 94) explain the type of food supplies stored by the storage function. The material to be processed is classified into two broad categories of perishable goods and groceries. Perishable goods, which are materials that are easily damaged by their properties, such as vegetables, fruit, meat, cheese,

eggs, fish. The item needs to be stored specifically with good cooling facilities and according to the number of items. While goods groceries, namely grocery materials such as rice, sugar, oil, dried herbs, coffee, spaghetti and do not have to be stored with cold temperatures, enough with cool weather.

Suppliers, defined by Wirdianto and Unbersa (2018: 6), are one of the business partners who play a very important role in ensuring the availability of supply goods needed by the company.

Rahmayanti (2010: 64), states supplier selection criteria as follows in his research. Price is the value of objects / goods measured in units of money (rupiah). Quality is the totality of the form and characteristics of goods or services that show their ability to satisfy needs. Services are services, assistance and facilities provided by suppliers to consumers (the company). The accuracy of delivery is the ability of suppliers to handle company requests so that they can deliver goods in accordance with the time specified. The accuracy of the amount is the accuracy and suitability of the amount in shipping.

Rahmayati (2010) determined the priority sequence of factors that influence the selection of suppliers and find out the best wood supplier, which best meets the criteria for selecting suppliers that should be chosen by PT Cazikhal. Analytical techniques used are Analytical Hierarchy Process. Results The most influential criteria in selecting wood suppliers are quality criteria and overall supplier X is considered as the best supplier by PT Cazikhal.

Fitriani (2015) identified the supply chain structure of raw materials and analyzed supplier criteria considered by PT. Agronesia Raya in choosing suppliers of raw materials for products Lapis Bogor Sangkuriang. The analysis technique used is descriptive analysis and quantitative analysis. The design of the supplier selection model in the Sangkuriang Bogor Lapis supply chain produces the criteria and criteria of each derivative, namely the completeness of food safety documents, quality, delivery, service and organizational management, costs, other criteria, namely the conformity of food packaging standards.

Puspitasari and Yancadianti (2016) identified the importance (weight) on each criterion and sub-criteria, provide recommendations for alternative suppliers that meet the green supplier concept. Supplier companies must pay more attention to the criteria that are the focus of PT Kimia Farma Plant Semarang with the criteria for quality, environment, price, delivery, service, and supplier relations.

From this background, the author wants to know the procedure for selecting a supplier of groceries materials and which criteria are the main criteria in selecting suppliers for groceries for the needs of the Food and Beverage Department at Melia Bali Hotel. The purpose of this study was to determine the selection procedure for material groceries suppliers to meet the needs of the Food and Beverage Department and find out which criteria were the main criteria in selecting suppliers for groceries for the needs of Food and Beverage Department at Melia Bali Hotel.

## RESEARCH METHODS

This research is a descriptive statistical research. The location of the study was carried out at the Melia Bali Hotel located at the Indonesian Tourism Development Corporation Lot Tourism Area. 1, Nusa Dua, South Kuta, Badung Regency, Bali Province, The object of this research is the Purchasing Department, Food and Beverage Department and Receiving at the Melia Bali Hotel.

Tabel 1  
Variable, Subvariables, and variable operational definition.

No	Variable	Sub Variables	Variable Operational Definition
1	Quality	Material Suitability (Puspitasari and Yancadianti, 2016)	The conformity of the material sent by the Supplier with the specified request.
		The item is not defective (Rahmayati, 2010)	Items that do not experience collision or overlap by other goods and packaging are still intact.
		Consistent in giving quality (Rahmayati, 2010)	Keep maintaining and providing the best quality by suppliers.
2	Delivery	The amount of goods (Puspitasari and Yancadianti, 2016)	The number of items received by the hotel in accordance with the request.
		Punctuality (Puspitasari and Yancadianti, 2016)	Not late in shipping food from suppliers.
		<i>Lead Time</i> (Fitriani, 2015)	Waiting time for food and short ingredients makes.
3	Service	Order process (Fitriani, 2015)	The communication system used by suppliers facilitates the ordering process.
		Responsive order (Rahmayati, 2010)	Ability to respond to orders so they can arrive earlier than the specified time.

		Handle complaints (Rahmayati, 2010)	The supplier's ability to respond and resolve complaints from the hotel.
4	The completeness of document (Fitriani, 2015)	-	Documents that need to be completed by the supplier to fulfill the requirements of being a supplier.
5	Price	Price compatibility with quality (Rahmayati, 2010)	Prices with quality goods are not much different.
		Discounts (Fitriani, 2015)	The ability of the supplier to provide discounts.

The method of determining the sampling in this study is the snowball sampling method. This study used a sample by taking respondents namely Executive Chef, Executive Sous Chef, two F & B Kitchen Staff, Purchasing Managers, one Purchasing Staff, Store Manager, one Receiving Staff, so the number of respondents are 8 respondents.

In collecting data, the techniques that used are questionnaire techniques, interviews, observation and study of documents. The data analysis technique used is descriptive statistics. In descriptive statistical analysis there is a qualitative analysis in it. Qualitative analysis generally consists of data reduction, data presentation, and conclusion. Descriptive statistics in this study are supported by the use of simple quantification in the form of using the mean (calculation of averages) and percentages.

## RESULTS AND DISCUSSION

There is a demand for new groceries by the Food and Beverage Department. After that, the purchasing party is notified to find suppliers who have the material. The purchasing department must determine three suppliers who have the same items for comparison, which will be chosen one of the best suppliers. It is also possible that only two suppliers will be determined for comparison.

Purchasing parties find three suppliers who have these materials by asking information about suppliers who market the material, to the distributor, or suppliers who have previously cooperated with the hotel.

Purchasing parties make comparisons to the three suppliers with the criteria are completeness of documents, price, quality, delivery services and stock inventory is always available from the supplier.

If the ingredients of the groceries are compared, have the same brand, packaging, and product, the purchasing party chooses the supplier with the cheapest price, which will be recommended to the product user. It is different if the packaging is not exactly the same, the purchasing party informs the user, that each supplier offers different packaging items and gives supplier recommendations which is the best in the price, shipping, and stock items that are always available. After that the user will check the quality of the material from the supplier recommended by the purchasing party, by asking for a sample of the item.

Based on the criteria determined to assess suppliers. Purchasing parties and users will choose one of the best suppliers that are mutually agreed upon. Two suppliers who are not selected will be included in the backup supplier list, if at any time the first selected supplier experiences difficulties in bringing in materials, one of the best suppliers from the two reserve suppliers will be used.

Table 2  
Respondents' Answers on the Selection of Groceries Material Suppliers to Meet the Food and Beverage Department Needs.

Statement	Answer					Total	Average	Remark	Ranking of each indicator per dimension
	SS	S	R	T S	S T S				
<b>Quality</b>									
Goods imported in accordance with the specified request.	5 (62,5%)	3 (37,5%)	0	0	0	37	4.63	Very good	2
There are no defective items.	6 (75%)	2 (25%)	0	0	0	38	4.75	Very good	1
Always consistent in providing quality goods.	1 (12,5%)	4 (50%)	3 (37,5%)	0	0	30	3.75	Good	3
Average							4.38	Very good	
<b>Delivery</b>									
<i>Supplier sends goods according to the quantity ordered.</i>	6 (75%)	2 (25%)	0	0	0	38	4.75	Very good	1
Delivery time is exactly at the specified time.	6 (75%)	2 (25%)	0	0	0	38	4.75	Very good	1

<i>Lead time (waiting time for goods ordered until goods are received) is needed not too long.</i>	0	8 (100%)	0	0	0	32	4	Good	2
Average							4.5	Very good	
<b>Service</b>									
The communication system used by the supplier does not impede the ordering of goods .	6 (75%)	2 (25%)	0	0	0	38	4.75	Very good	1
Quickly respond to orders ordered so that the goods arrive earlier than the time specified.	6 (75%)	2 (25%)	0	0	0	38	4.75	Very good	1
Fast in processing complaints from the hotel.	0	3 (37,5%)	5 (62,5%)	0	0	27	3.38	Enough	2
Average							4.29	Very good	
<b>The completeness of document</b>									
Respond in collecting business licenses and Taxpayer Identification Numbers (NPWP).	6 (75%)	2 (25%)	0	0	0	38	4.75	Very good	1
Average							4.75	Very good	
<b>Price</b>									
Price suitability with the quality of the material received.	6 (75%)	2 (25%)	0	0	0	38	4.75	Very good	1
Get discounts by suppliers in purchasing goods .	5 (62,5%)	3 (37,5%)	0	0	0	37	4.65	Very good	2
Average							4.69	Very good	
Total Average							4.49	Very good	

The results of the average score of the 12 statements regarding the determination of the main criteria in the selection of groceries material suppliers to meet the food and beverage department needs that is equal to 4.49 which is in the interval range 4.20 - 5.00 which means very good. This means that respondents in this study assessed the selection of suppliers for groceris materials to meet the food and beverage department needs at the Melia Bali Hotel in very good condition.

The main criteria chosen by the Melia Bali hotel in determining the choice of documents in selecting suppliers as the main condition.

According to researchers the clarity of administration is very important in making the MOU (memory of understanding) which concerns the legal sphere for both parties. From the results of observations and interviews, it also shows that it is true that the Melia Bali Indonesia Hotel prioritizes the completeness of documents, namely SIUP and NPWP must be owned by suppliers.

The results of this study are consistent with Nurul Fitriani's (2015) study which found that supplier selection criteria in the Lapis Bogor Sangkuriang supply chain are criteria for completeness of security documents.

Prices are the criteria that ranks second, this is because the Melia Bali Indonesia hotel, wants to get a substantial profit from the low cost of producing food and beverages. But the shipping criteria are ranked third, from the hotel requires suppliers who can deliver the goods in a timely manner, so that the operation continues.

Quality criteria is ranked fourth, because the hotel chose suppliers in terms of the quality of the groceries material is not too much different from one another. Service criteria are ranked last, due to lack of service in handling complaints from the hotel because, the workload given to purchasing employees is very large, allowing complaints that the goods cannot be processed as soon as possible, and it is likely that the supplier also confirmed the complaint about the goods.

## **CONCLUSIONS AND SUGGESTIONS**

From the results of the discussion above, it can be concluded as follows. In selecting suppliers for groceries at Melia Bali Indonesia Hotel, the Food and Beverage Department has a request for new groceries, which is then informed to Purchasing to find suppliers who market the ingredients. Purchasing finds and sets three suppliers. The three suppliers that have been determined will be compared by the Purchasing section. Purchasing compares three suppliers with the criteria for completeness of documents, price, quality, delivery service, and stock of items that always exist from the supplier. After comparing suppliers, Purchasing recommends one supplier to the user. The user will check the quality of the materials offered by the supplier. If the quality of the material according to the wishes of the user, the

user and Purchasing will agree that the supplier, chosen as the best supplier to be invited to work with.

Of the five criteria used in assessing / selecting suppliers, based on the results of the analysis, the main criteria for selecting suppliers for groceries for the needs of the Food and Beverage Department at Melia Bali Indonesia Hotel are documents. The second criterion is price. The third criterion is shipping. The fourth criterion is quality and the fifth criterion is service.

It is expected that the Purchasing Department and the users of the goods will continue to carry out the procedures that have been set up so that operations run properly, and communication is maintained, so that there is no misunderstanding in selecting suppliers. Likewise the handling of suppliers to complaints needs to be taken into consideration, by any party, so that operations continue to run smoothly, and there is no longer a fault of the supplier to deliver the goods.

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