

## **Analysis of System and Procedures for Providing Goods and Services at PT Traktor Nusantara Medan Branch**

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### **Abstract**

The purpose of this research is to understand the procurement system and procedures at PT Traktor Nusantara Branch Medan. The method used in this research involves reading, interviews, and qualitative descriptive analysis. The procurement system for goods and services involves two methods: cash before delivery and cash after delivery. The procedures for procuring goods and services include several stages: placing orders, making payments, and distributing goods and services to customers.

**Kata Kunci:** *System, Procedures, Provision of Goods and Services*

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### **INTRODUCTION**

Indonesia is a growing country that is gradually becoming a modern nation. During this phase, both the government and the business sector plan infrastructure development to support and win the global competition. The growth of the private sector in its development is very rapid, requiring cutting-edge technology to support business processes. In Sumatera, in addition to infrastructure development, the plantation business is also growing rapidly. For these two leading businesses on the island of Sumatera, tools that can help with these tasks are essential to achieve effectiveness and efficiency in business.

The rapid development of technology and knowledge certainly influences business progress, both individually and institutionally. The provision of goods and services needed, using certain methods and processes to reach agreements on specifications, price, time, and other terms.

Provisioning is the activity of organizing the procurement of goods (products) and services, which includes the procurement of goods (products), construction work procurement, consultancy services procurement, and other services procurement.

The provision of Goods and Services has systems and procedures in place for procurement implementation. The term "system" refers to a procedure that is structured and used to carry out the main tasks and functions of the company. The system for the Provision of Goods and Services employs four methods: the general auction method, the simplified auction method, the direct appointment method, and the direct procurement method. Meanwhile, a procedure is a series of steps or stages that are interconnected. The procedures for the Provision of Goods and Services

consist of several stages, starting with the preparation stage of procurement and ending with the agreement/contract document.

PT. Traktor Nusantara is here to provide and supply the business and operational needs of both the Government and the private sector in terms of heavy equipment, spare parts, services, and heavy equipment rentals. All of these offerings are intended to support and enhance business operations to achieve higher profits. With the use of heavy equipment, it is expected that all work processes can be more effective and efficient (Manalu et al., 2010). This also applies to the Government in the construction of infrastructure such as roads, bridges, irrigation systems, and dams, all of which aim to benefit the community (Saputra & Putrayasa, 2020).

Provisioning is the process of determining and acquiring the range and quantity (depth) of spare parts and repair parts, as well as the necessary support and testing equipment to operate and maintain the final material items for the initial service period (Faisal et al., 2017). This refers to the initial outfitting of a unit or system. The Provision of Goods and services is the effort by the provider to supply or deliver the goods and services needed by the user, using specifications, price, time, and other terms (Okky Novianto et al., 2024).

A good is an object that has value. The value of a good will be determined if capability to meet needs. According to (Doni, 2019), a good is a product that is physically tangible, so it can be seen, touched, felt, held, stored, and subjected to other physical treatments.

A service is the provision of performance or intangible actions by one party to another. In a broader sense, a service is an identifiable activity, intangible in nature, designed to fulfill consumer satisfaction. According to (Hurriyati, 2010), a service is an action or performance offered by one party to another that is consumed and product simultaneously, adding value and essentially intangible, without resulting in the transfer of ownership (Bloom & Reenen, 2013). According to Kotler and Keller, a service is an action or deed offered by one party to another that is fundamentally intangible, does not result in ownership of anything, and its production is not tied to a physical product.

According to (Kotler and Keller, 2012), a service is an action or performance offered by one party to another that is essentially intangible, does not result in ownership of anything, and its production is not tied to a physical product (Purba & Ginting, 2018).

### **Objectives of a goods and Services Procurement**

- a. Increasing domestic production usage.
- b. Enhancing the participation of micro, small, and medium enterprises.
- c. Strengthening the role of national business actors.
- d. Supporting research implementation and utilization of research goods and services.
- e. Enhancing the participation of the creative industries.

### **Principles of Goods and Services Provisioning**

- a. Efficiency, efficiency means that the provision of goods and services should strive to achieve predetermined goals in the shortest possible time and with accountable use of limited resources. In other words, efficiency entails obtaining goods and services in the quantity, quality, and timeframe as planned by utilizing optimal resources.

- b. Effectiveness, effectiveness means obtaining goods and services with the highest possible benefit value using available resources, aligned with the set objectives.
- c. Open and Competitive, open and competitive means that providers of goods and services, who meet the requirements, engage in healthy competition under clear and transparent criteria and procedures.
- d. Transparent, transparency involves providing comprehensive information through media that reach the widest possible business community expected to participate in the provisioning process of goods and services.
- e. Fair, fairness entails treating all eligible providers of goods and services equally based on established criteria.
- f. Accountable, accountability involves achieving physical, financial, and benefit-related objectives to facilitate the smooth implementation of public tasks and community service in accordance with applicable principles of goods and services provisioning.

### **Goods and Services Provisioning System**

A system is a set of interconnected procedures organized according to a comprehensive scheme to carry out a specific activity or main function within a company. Procedures are sequences of clerical tasks, typically involving multiple individuals in one or more departments. The general steps in the process of goods and services provisioning are as follows:

- a. Planning, this stage involves identifying needs and developing technical specifications for the goods and services to be acquired.
- b. Advertisement, this stage involves promoting the procurement through mass media, the internet, or platforms to invite bids.
- c. Bidding, suppliers submit bids that comply with the required technical specifications.
- d. Evaluation, accepted bids are then evaluated based on predetermined criteria such as price, quality, and supplier capabilities.
- e. Contract Execution, the selected supplier then signs a contract to ensure the procurement is carried out according to the specified needs and technical specifications.
- f. Monitoring and Control, monitoring and control are conducted to ensure that the procurement is executed effectively and efficiently, meeting expected quality standards.

### **Ethics in Goods and Services Provisioning**

Ethics in goods and services provisioning involves adhering to fundamental principles that should serve as references and guidelines in the provisioning process. The basic ethics of goods and services provisioning include:

- a. Orderliness and Responsibility, Maintaining order and accountability to achieve smoothness and accuracy in achieving the objectives of goods and services provisioning.

- b. Professionalism and Independence, Acting professionally, independently, and maintaining confidentiality to prevent deviations in the provisioning process.
- c. Non-influence, Avoiding influencing others to prevent unhealthy competition.
- d. Acceptance of Responsibility, Accepting and taking responsibility for decisions made in accordance with agreements among parties involved.
- e. Avoidance of Conflict of Interest, Preventing conflicts of interest that may harm the interests of goods and services provisioning.
- f. Prevention of Waste and Financial Leakage, Preventing wastefulness and financial leakage within the company.
- g. Avoidance of Abuse of Authority, Avoiding the misuse of authority for personal, group, or other party's gain that indirectly harms the company.
- h. Refraining from Bribery, Not accepting, offering, or promising anything to anyone known or suspected to be related to goods and services provisioning.

## METHODOLOGY

This research was conducted at PT Traktor Nusantara, Medan Branch, located at Jl. Raya Tanjung Morawa km 9.5, Deli Serdang Regency, North Sumatra.

The data used in this study is primary data, which is the source of research data obtained directly from the original sources related to the systems and procedures for the provision of goods and services.

The data analysis method used in this study is qualitative descriptive, which details the system and procedures of goods and services Procurement at PT Traktor Nusantara.

The purpose of this descriptive research is to make a description, picture, or painting systematically, factually and accurately, about the facts, properties and relationships between the phenomena investigated. Data collection used in this study using field research methods by collecting data about the object at the location of the study carried out such as observation, interviews and documentation. Population is a generalization area consisting of objects/subjects that have certain qualities and characteristics set by the researcher to be studied and then drawn conclusions (Sugiyono, 2017).

The data collection methods in this study used three approaches:

1. Library Research

Research conducted to gather data by using information from books related to the subject being studied by the author.

2. Documentation Study

Documentation study is a qualitative data collection method by examining documents created by the subjects themselves or obtaining trusted references from relevant websites.

3. Interviews

The author conducted interviews with various competent sources involved

in the provisioning of goods and services at PT Traktor Nusantara, Medan Branch, to gather comprehensive information for the Final Project.

## RESULTS AND DISCUSSION

Traktor Nusantara (TRAKNUS) is a leading and comprehensive heavy equipment distributor in Indonesia, providing solutions for the industrial, agricultural, power generation, and construction sectors. TRAKNUS's shares are held by major conglomerates in Asia and globally, namely the Astra Group and Sumitomo Corporation. Currently, PT Traktor Nusantara's distribution network includes 15 branch offices across Indonesia.

Additionally, there are various other networks in the form of Satellite Points, Support Points, and Site Points throughout Indonesia. All these efforts represent PT Traktor Nusantara's commitment to becoming a total solution provider in the field of heavy equipment unit distribution, after-sales services, rentals, and the sale of used units to benefit stakeholders.

On June 11, 1974, PT Traktor Nusantara began its business as a distributor for Massey Ferguson Farm Tractors. Subsequently, PT Traktor Nusantara became the distributor for Perkins Engines (1976), Toyota Industrial Equipment (1980), Hitachi Sumitomo Cranes (1981), Link Belt Cranes (1981), JCB Construction Equipment (2000), Sakai Road Construction Equipment (2000), and Perkins Sabre Marine Engines (2006).

On March 23, 1983, PT Traktor Nusantara established a subsidiary, PT Swadaya Harapan Nusantara, which initially engaged in the assembly of Toyota Forklifts and Massey Ferguson Farm Tractors. Over time, PT Swadaya Harapan Nusantara shifted its business from assembly to the rental of Toyota Forklifts (1997), distribution of FG Wilson power generators (2000), and design and installation services related to power generation.

In this study, efficiency in order management and inventory control significantly influences sales decisions and allocation to branches. This is because if the most demanded products are unavailable, it can reduce consumer interest in the offerings.

### Framework of Thinking

The provision of goods and services is a crucial activity in supporting operational activities to achieve development in Indonesia. From various perspectives, Indonesia's progress is closely linked to the provision of goods and services.

The author aims to examine the relationship between the systems and procedures for the provision of goods and services implemented by PT Traktor Nusantara, Medan Branch, and the users of these goods and services. Additionally, the author seeks to explore the connection between the process of implementing the provision of goods and services by PT Traktor Nusantara, Medan Branch, and the users of these goods and services.

### Hypothesis

According to Sugiyono (2017; 99), a hypothesis is a temporary answer to the formulation of the research problem, where the research problem has been stated in the form of a question. It is considered temporary because the answer provided is only

based on relevant theory and not yet on empirical facts obtained through data collection.

In this study, the author uses a descriptive hypothesis, which means the data obtained from various sources is collected from relevant parties. A hypothesis is a potential answer to the posed problem.

The preliminary assumption made by the author is that, besides payment methods such as cash after delivery and cash before delivery, due to the very short payment deadlines, PT Traktor Nusantara should provide more flexible payment options for high-value products by utilizing banking services.

### **Business Scope of the Company**

#### **a) Sales of Goods**

Sales conducted directly with the following conditions:

- 1) Cash before delivery, where the buyer pays in cash before the goods are shipped.
- 2) Cash after delivery, where the buyer must complete full payment within 30 days.

#### **b) Heavy Equipment Rental**

PT Tractor Nusantara provides rental services for forklifts and heavy equipment.

#### **c) Heavy Equipment Servicing**

PT Traktor Nusantara offers on-call service programs for heavy equipment, with mechanics available at any time.

#### **d) Sales of Heavy Equipment Spare Parts**

- 1) Massey Ferguson Tractor Spare Parts
- 2) Perkins Spare Parts
- 3) HSC Spare Parts
- 4) Link-Belt Spare Parts
- 5) Comp air Spare Parts
- 6) Kubota Mini Excavator Spare Parts
- 7) BT Spare Parts
- 8) Raymond Spare Parts
- 9) Canycom Spare Parts
- 10) Ingersoll Spare Parts

### **Process of Goods and Services Provisioning Conducted**

Sales of Goods and Services

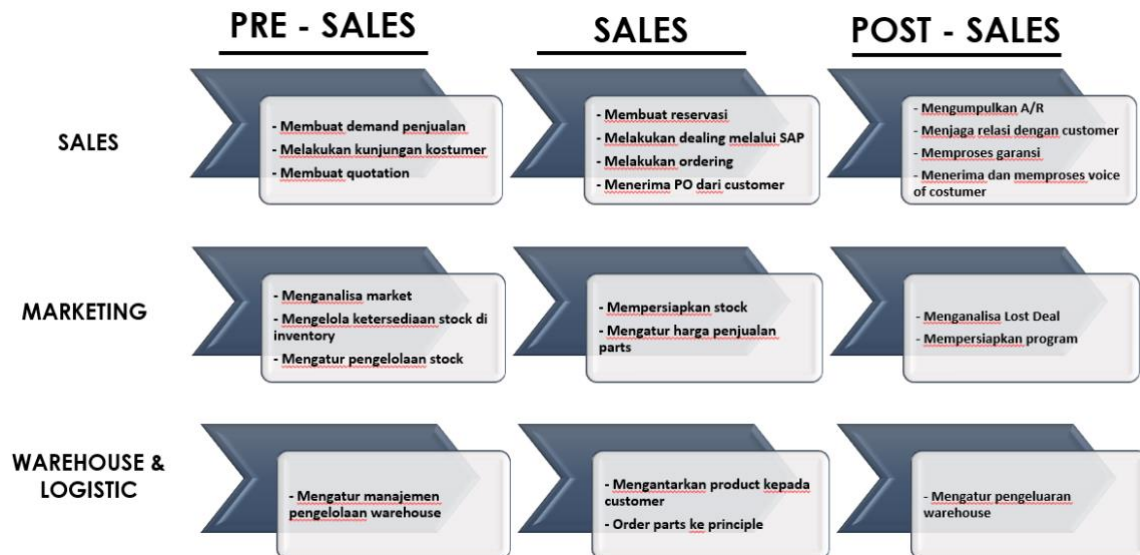


Figure 1. Sales of Goods and Services

a) *Pre Sales*

This involves the sales process for products or services aimed at providing information and education to potential customers, assisted by:

Sales

1. Generating sales demand
2. Visiting customers
3. Creating quotations

Marketing

1. Analyzing the market
2. Managing stock availability in inventory
3. Managing stock control

Warehouse and Logistics

1. Managing warehouse management

b) *Sales*

Part of the sales activities for products, goods, and services conducted by sellers and buyers, with the help of:

Sales

1. Making reservations
2. Dealing through SAP
3. Placing orders
4. Receiving POs from customers

Marketing

1. Preparing stock
2. Managing parts sales prices

#### Warehouse and Logistics

1. Delivering products to customers
2. Ordering parts from principals

#### c) *Post-Sales*

Activities conducted after sales completion, assisted by:

#### Sales

1. Collecting accounts receivable (A/R)
2. Maintaining customer relationships
3. Processing warranties
4. Receiving and processing voice of customer

#### Marketing

1. Analyzing lost deals
2. Preparing programs

#### Warehouse and Logistics

1. Managing warehouse expenditures

#### Sales Delivery System

1. Sales of relatively small spare parts are done using a delivery service.
2. Sales of heavy equipment are done using land transportation (trailer).

### **Payment Systems for Purchases of Goods and Services**

#### a) Cash Before Delivery

Cash before delivery requires the buyer to make payment in cash before the goods are shipped.

#### b) Cash After Delivery

Cash after delivery requires the buyer to complete full payment within 30 days after delivery.

### **CONCLUSION**

From the previous discussion, it can be concluded that the process of goods and services provisioning and payment systems at PT Traktor Nusantara Medan Branch are well-structured to support their business operations. Sales of goods and services are conducted through stages including Pre Sales, Sales, and Post-Sales, with payment systems including Cash Before Delivery and Cash After Delivery. Additionally, sales of relatively small spare parts utilize delivery services, while sales of heavy equipment are handled through land transportation (trailer). All of these aspects demonstrate the company's commitment to providing excellent service to customers while emphasizing efficiency and reliability in every stage of their business processes.

After conducting research and discussions, the following conclusions can be drawn the method used in the provisioning system of goods and services involves direct purchasing from PT Traktor Nusantara, Medan Branch, and the procedure for



provisioning goods and services involves several stages, including ordering goods, payment, and distribution of goods.

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