

Introduction to the Environment and Workflow through the Implementation of the FIFO Program and Modernization in Wholesale Store Operations at PT. Indomarco Prismata Di Indogrosir Kemayoran Branch

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Abstract

To meet the needs of the community in this segment, PT. Indomarco Prismatama formed a company, namely PT. Inti Cakrawala Citra, also known as Indogrosir. PT. Inti Cakrawala Citra is a company that does business in the wholesale or wholesale sector and has spread throughout Indonesia. This company has experience since 1993 with the vision of "Being a national asset in a modern distribution network that excels in global competition" and has a mission of "generating and developing entrepreneurs in the retail sector". Indogrosir continues to grow by maximizing the needs of the community, especially small traders with the motto "trusted business partner". Indogrosir stores can operate properly, of course supported by employees who have the main skills related to managing and supervising store operations and the ability to provide services to consumers. The control of employees inside the store is very important because it is related to the supervision and management of merchandise so that they are always available to consumers, especially with the Modernization program to facilitate product arrangement and search by consumers and Fifo which is applied to smooth store operations, especially in product turnover in stores. to consumers. Internship program at a grocery store starting from August 23, 2021 – February 23, 2022 This will train students to master competencies in wholesale stores. This internship program is designed based on the main basic needs of Indogrosir in-store learning, which all begin with an introduction to in-store operations. This program will also later provide support for an appropriate and sustainable learning system for students through internships at the Indogrosir Operations department.

Keywords

indogrosir store; operations; inventory; cost; SD M



I. Introduction

There are various business entities in the business world, both in terms of the form of legal entity and the type of business and activities, companies can be divided into service companies, trading companies, and industrial companies. According to Soemarso, the company is an organization founded by a person or group of people or other entities involved in production and distribution activities to meet human economic needs. According to Basu

Swastha D.H and Ibnu Sukotjo W. The company is an organization that produces, uses and coordinates economic resources to meet needs in a profitable way. From the explanation, it can be seen that the company is a factor of production (nature, labor, labor, capital, and expertise) to produce goods and services with profit as the goal, to meet the needs of the community.

The various descriptions above show that Indonesia's human resources are of much higher quality than other countries. With these qualities, of course it becomes a natural thing if various efforts to advance the nation fail. Various efforts so far have only focused on relying on the wealth of natural resources and facing efforts to improve the quality of human resources. If the old ways continue, then we will run out of natural resources that are not renewable.

An appropriate policy if the government in the future is more focused on human resource development. With qualified human resources, Indonesia will be able to process and manage its natural wealth well without dependence on foreign parties. Indonesia will be able to produce international-class products that are ready to compete with products from developed countries. The workers we have have a high bargaining value in the labor market both locally and internationally, so it is no longer a necessity that Indonesia will become a world power.

Indonesia's opportunity to become a developed country is very open, considering that Indonesia will get a demographic bonus. Demographic bonus is a condition where the number of productive age population exceeds the number of non-productive age population. It is predicted that Indonesia will get a demographic bonus in 2020-2030. When the productive age population is able to be formed into a quality population so that it is highly competitive, there will be many benefits such as economic growth, increasing community welfare, increasing community savings, reducing poverty and socio-economics. On the other hand, various problems will arise starting with an explosion, when they are not able to prepare human resources properly.

In order for our human resources to be highly empowered, various policy strategies must be implemented immediately. There are at least three urgent policies to be carried out, namely reforming the education sector, increasing IT mastery, and strengthening the nation's character.

The increase in the number of Indogrosir stores also increases operational challenges, along with the increasing demand for human resources. This increase is not only related to quantity, but also the quality of store management resources also needs to be improved. Store operational employees are carried out by salespeople or Stand Keepers, while the operational supervision process is carried out by Stand Leaders or Heads of Stands and Store Supervisors. These three positions are important positions in the store operations section. There are many important skills that need to be possessed and controlled by these three positions for the smooth operation of the store, especially in the implementation of the Modernization System where the product arrangement in the store is regulated through a connected system and has been adjusted based on the area and availability of shelves in a store which is divided in such a way. until all products get a place according to the product category and the arrangement on the regular shelf is also based on the existing count or standard. In addition to the Modernization system, the FIFO system is also implemented or known as "first in, first out" where this applies to all types of products that enter the warehouse or are in the store, all of which aim to expedite and succeed in store operations. The scope of work in this program includes:

- a. Implementing CRM (Customer Relationship Management) steps within the company
- b. Analysis of CRM implementation within the company

- c. Understand the product layout and its balance in the process of selling goods
- d. Analysis of the buying decision process made by consumers related to display arrangement
- e. Understanding the flow of stock stock items in stores related to stock fulfillment at stock displays
- f. Implement and analyze the basis for determining stock requirements to meet consumer needs
- g. Implementing and optimizing factors affecting quality, inspection processes and control systems
- h. Applying work systems related to product life cycle theory
- i. Designing and increasing the effectiveness and efficiency of human work through improving methods and setting work standards
- j. Optimizing the workforce management system in the company's operations and implementing the management functions of implementation, direction, monitoring, evaluation, and control (cost, product and inventory).

II. Research Method

This research was conducted at PT. Indomarco Primatama, especially at Indogrosir Kemayoran which is located on Jl. Canal Space B-2 No. Kav 1, RW. 10, Mt. South Sahari, Kemayoran District, Central Jakarta City. This research was conducted and lasted for six months starting from August 2021 to February 2022 at Indogrosir Kemayoran by exploring activities in the scope of work for the store or shop section. Carry out activities in stages from clerk level, senior clerk to supervisor. These stages are as follows:

1. Students become Stand Keepers
 - a. Performing CRM steps in grocery stores
 - b. Analyzing survey data to consumers periodically related to CRM at wholesale stores and analyzing consumer complaints related to CRM.
 - c. Studying product knowledge and the relationship with the layout of merchandise in wholesale store displays and analyzing products purchased by consumers based on sales data.
2. Students become Stand Leaders
 - a. Understand and analyze the flow of stock goods
 - b. Analyzing the availability of wholesale store capacity
3. Student becomes Store Supervisor
 - a. Carry out the stock calculation process, and implement the goods request process
 - b. Implement cost control through monitoring product and merchandise inventory
 - c. Designing efficient work patterns, managing daily workloads

III. Discussion

Character students are students who understand their duties and potential as students. The student is marked by a serious effort in himself to improve his insight, knowledge, skills, values and attitudes (WPKNS) with various activities carried out either through lectures, active in organizations or intra-campus to develop his potential through fair time management. that is good at placing according to needs by paying attention to the situation, conditions, tolerance, monitoring and range that exist in himself and his environment. Students with this character are more mature in dealing with the problems they will face.

When faced with problems, he is calm, optimistic, confident, does not blame others, solves problems wisely and wisely, has the ability to control himself, understands and understands the strengths of himself and others, is good at placing himself with whom he is dealing with, is able to communicate effectively with others. everyone because they have socioemotional intelligence.

The process of controlling and managing the inventory of resources owned by an enterprise. This process is designed to optimally manage the resources of the enterprise, thereby generating profits for the company and its customers. By controlling inventory, the company gains many advantages, including the balance between the company's inventory and consumer demand. In addition, the company can minimize operational costs. Because with good inventory control and supervision, the company can optimize the flow of goods.

We also need to realize together that college is to produce graduates who can work, many studies show that without college many people are able to work. But the essence of lectures is to mature students' mentality so that they are able to live a good and right life under any conditions, this is what will guide everyone to get a decent job, and be useful for the world and the hereafter.

Competition in the world of work that is getting tougher from year to year makes everyone have to prepare themselves as well as possible in facing the world of work. Human resource demand criteria are currently increasingly diverse and dynamic. According to Yani in Syardiansyah (2020) performance is a result of work achieved by a person in carrying out the tasks assigned to him based on skill, experience and sincerity as well as time. This means that in work contains elements of the standard that achievement must be met, so, for those who reach the standards set means good performance (Wahjudewanti, 2021). Every employee or prospective employee is not only required to have qualified knowledge and skills, but also must have a good attitude. In addition, employees of a company can also reflect the company's products and brand image. Imagine, if the attitude of employees and employees is bad, of course it will affect how the company's image in the eyes of its partners or clients. Thus, the company does not only assess employees in terms of performance, but also from their attitude. Companies will retain more employees who have a good attitude, compared to those who perform well but have a bad attitude.

In my opinion (based on experience), the first time you enter the world of work is to "know the culture". The work culture of the people, such as: how to dress, speaking style when dealing with superiors or co-workers, how to have lunch (out of the room or order to eat and eat together at a predetermined place), is there any kind of contribution for urgent needs such as friends? workers get sick or die, and other trivial things. By studying the work culture in the office environment, you will easily communicate with colleagues, gain sympathy from more senior colleagues, who will willingly tell you what to do.

Then the important thing is to understand the business process, and where your position will be projected later. Learn the job description of your position, what are your rights and obligations, and what do you expect. Usually in the company, there are senior employees who are indirectly assigned to guide their younger siblings, but often they don't have time to guide them, because of their busy schedule. Be smart to find loopholes to ask, when is the right time, while you have to be smart to observe how seniors carry out their duties, how to handle difficult clients. For large companies, in general they already have standard operating manuals, from the existing manuals you can learn the duties of various positions in the company, also learn how to chain a decision process. If you are lucky, seniors often offer to have discussions after work hours, or sometimes invite them to eat out during lunch hours, this is your chance to ask things that are lacking understood.

In this activity, students are trained to know and learn about the world and workflow in a company to create graduate candidates who are ready to work and have high competence. In this case, students study all divisions or departments in Indogrosir retail stores.

- 1) Stock Control; Learn and assisting Stand Leader or Supervisor work (Stock Taking, Determining Maximum Capacity (PKM), Goods Request (PB), FIFO, Repacking and Tag and Modernization, and Learning Reports on Stock Control. The process of controlling and managing the inventory of resources owned by an enterprise. This process is designed to optimally manage the resources of the enterprise, thereby generating profits for the company and its customers. By controlling inventory, the company gains many advantages, including the balance between the company's inventory and consumer demand. In addition, the company can minimize operational costs. Because with good inventory control and supervision, the company can optimize the flow of goods.
- 2) Cost Control; Follow and learn the work of team members service for to do survey, get member, and RKM (planned member visit), Analyze comparison prices are sold by agents and enter the data in accordance with the data that has been made by the Indogrosir retail store. (Introduction of Potential Consumers, Handling of New Products, Existing Products, Discontinue, Optimization of Space, Promotion and Sales Opportunities as well as Handling of Returns and Gifts Status Items, Employee Shift Scheduling, Supervision of Work Teams, other internal and external parties and Preparation of Cost Control Reports).
- 3) Stock Control; Studying the process of stock taking, stocking goods, sorting goods, making NBH and MPP. While in the Perishable division, students learn how to convert fruit from whole fruit into sliced fruit and learn how to input / sorting of fruit that is not feasible for sale and its handling and preparation of a final written report.
- 4) CRM (Customer Relationship Management) things that are included here are: Direct Service, Employee Appearance Standards, Cleanliness and work facilities, Promotion and Display of Goods). Students learn about the handling of gift items, returned goods, the process of creating SLP and its realization, as well as the flow of goods arriving until the goods reach consumers and making Learning Reports about CRM. SPB Process (Slip Reduction of Goods), Evaluating Modernization and FIFO systems, Studying the back office and related matters in it. Learn and practice in device support starting from looking for promotions, printing POPs, Printing Prices, realizing prices and POPs, seeing displays and Realtags and replacing them and learning all things inside and outside the store. The implementation of this activity is carried out directly at the Indogrosir Kemayoran store, under the guidance of a branch or field Mentor of three people with manager and supervisor status as well as theoretical and company academic mentors and supervising lecturers. Here, students are involved directly to carry out all the things described in the results and discussion above where students practice the same as a shop employee in general which at the end of each material or topic of discussion both materially and practically, students are required to take a written exam with a standard value of 75 for theory which if it does not reach the standard then it is mandatory to repeat the material and take the exam again until the score reaches the standard and make a final report based on the ongoing discussion topic (usually per discussion topic).

This research provides several activities including the following:

- 1) Following the training period for the first one week which is filled with providing material about the store starting from the history of the store's establishment, vision, mission, goals, brands, cooperative relationships and processes in the retail business.

- 2) Enter and work directly both in the office and in the shop by applying what has been received during the training.
- 3) Attending training at the beginning when there will be a topic of discussion of new material to be explored then followed by a written exam and directly practicing and or simulating and researching between theory and reality in the store whether it is appropriate or not and what the mechanism is like.

IV. Conclusion

Based on research conducted by students at PT. Indomarco Prismatam at Indogrosir Kemayoran for approximately 6 months including:

- a. Students are able to recognize and understand broadly related activities related to business processes that occur in retail stores, starting from the mindset and behavior related to this rapidly developing business.
- b. Students gain more open knowledge and insight about the world of work
- c. Students can adapt to the existing environment, mingle with colleagues, behave appropriately and should be in the work environment.
- d. Punctuality in completing tasks and responsibilities is important.
- e. Students can work well together with other co-workers cooperatively when in a work environment that requires each other in dividing tasks so that they can be handled quickly, resolved properly and correctly.
- f. Students become more aware that communication is an important key in any case, especially in the world of work, where there are many different ways and methods used to talk to superiors and co-workers, which of course tend to be different in terms of word choice and tone of voice and can get used to conveying information. that must be given with clarity so that there is no misunderstanding between the recipient of the information and the giver of the information.

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