

## DISTRIBUTION OF GOODS AT THE BUSINESS SERVICES BUILDING FIGURE, GALING VILLAGE, GALING SUB-DISTRICT

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### Abstract

This study aims to analyse the distribution system of goods in the Jasa Usaha Building Shop located in Galing Village, Galing District. The research method used is descriptive qualitative with observation techniques and in-depth interviews with shop owners, employees, and customers. The results showed that the distribution of goods in this shop uses two main channels, namely direct channels from suppliers and local distributor channels. Direct distribution from suppliers tends to be more efficient in terms of time and cost, but faces challenges in stock control and payment flexibility. Meanwhile, the route through local distributors provides advantages in terms of product diversity and stock management, albeit at a higher cost. This research suggests improving warehouse management systems and implementing information technology to facilitate monitoring and control of goods distribution. With these improvements, it is expected that the efficiency and effectiveness of the distribution of goods at the Jasa Usaha Building Store can increase, so as to provide better service to customers.

**Keywords:** Distribution of Goods, Building Figures, Business Services, Galing Village.

### Introduction

The main objective of a business is generally to make a profit. In seeking this profit, the sale of trade goods and services is the main source of business income. Both service, trading and manufacturing companies. For this reason, the company as a business unit must be able to manage sources that have economic value contained in the company. This of course also involves the role of company management to make policies in managing these resources to achieve company goals. One of the resources in the company is inventory. Inventory is usually a relatively large amount of current assets or even of all company assets.

In a trading company where the company buys goods for resale, the grouping of inventory is only in trade goods inventory and supplies inventory. Whereas in a manufacturing company where the company processes raw materials into finished goods, the inventory is grouped into raw material inventory, work-in-process inventory, finished goods inventory, auxiliary materials inventory and supplies inventory. Inventory of trade



goods is the most actively rotating asset in a trading company because there are continuous purchase and sale transactions for these goods. Therefore, inventory requires good planning, management and supervision to avoid inventory shortages that can disrupt the company's activities.

The existence of sufficient inventory to serve customer demand or for production purposes is a very important factor in maintaining the company's business continuity. If there is an excessive buildup of inventory caused by poor inventory turnover, it will pose a risk in the provision of funds or working capital, increased storage costs, maintenance costs, opportunity costs and the risk of inventory damage. Inventory shortages can result in the cessation of the production process, and this shows that inventory is a crucial problem in the company's operations. Too much inventory or too much inventory can result in too high a cost burden to store and maintain the inventory during storage in the warehouse. To anticipate a shortage of inventory, the company has designed a limit on the remaining inventory until it can make a buyback.

This research was conducted in order to fulfil the logistics management course and mini research report. This research aims to find out how the system, implementation, operations, management and provision of human resources in the business services building shop.

This research can be useful for students to train how to survey a building business, it is also useful to know how to research based on a qualitative approach. In addition, it is also to find out how the system, application, operation, management and provision of human resources in the business services building shop.

## **Framework of Thought**

### **Logistics Management**

Logistics Management Logistics is either directly or indirectly related to daily activities, not only activities within the company, but as consumers we also experience the impact of logistics management activities. For example, if we as consumers want to buy a product in a supermarket, it turns out that the inventory is empty. This means that there is a shortage of inventory in the warehouse which will result in consumers being disappointed or even dissatisfied.

Therefore, a management approach is needed in the field of logistics so that it can be said to be logistics management. Siahaya (2012) defines Logistics Management as follows: "Logistics management is part of Supply Chain Management that plans, executes and controls the flow of goods effectively and efficiently, including transport, storage, distribution and related services and information from the place of origin of goods to the place of consumption to meet customer needs." According to Bowersok (2006), logistics management states that, "Logistics management is unique in that it is one of the oldest but also the youngest corporate activities.

Logistics activities (location, facilities, transportation, inventory, communication, and management and storage) have been carried out by people since the beginning of

commercial specialisation." Dwiantara and Hadi (2005) expressed their opinion that "Logistics management is a series of planning, organising, and supervising activities for the procurement, recording, distribution, storage, maintenance and elimination of logistics to support effectiveness and efficiency in achieving organisational goals".

The Council of Logistic Management (CLM), a pioneer logistics organisation in the United States that has about 15,000 members, defines Logistics Management as follows "Logistics management is part of the Supply Chain process that serves to plan, implement and control the efficiency and effectiveness of the flow and storage of goods, services and related information from the point of origin to the point of consumption in order to meet the needs of customers." From the definition of logistics management that has been stated by several experts above, a synthesis can be made regarding logistics management is a goods flow activity which is divided into two, namely managerial activities and operational activities.

Managerial activities of logistics include planning, organising and supervising, while operational activities of logistics include procurement, recording, storage, distribution, maintenance and elimination of goods, both goods to be sold to consumers with the aim of meeting customer needs and equipment that is inventory for the company. In logistics activities, there is also information about company logistics that can facilitate the company in its activities and also includes services to consumers directly in selling goods to consumers.

The goal of logistics is to deliver the right amount of finished goods and miscellaneous materials at the right time, in a usable condition, to the location where they are needed, and at the lowest total cost. It is through the logistics process that materials flow into the vast manufacturing complexes of industrialised countries and products are distributed through distribution channels for consumption. The organisation of logistics provides the utility of time and place. Such utility is an important aspect of the operations of companies as well as governments. All forms of organised behaviour require logistical support. Value in the form of timely availability of goods is added to the material or performance.

Planning is an activity of thinking, research, calculation and formulation of actions to be taken in the future. According to George R Terry and Leslie W Rue (2005) In the management function, planning is defined as determining the goals to be achieved during a future period and what must be done in order to achieve these goals. . Planning is one of the functions of management, as is the case in logistics management which has management activities including planning.

In relation to logistics, planning in logistics management is the thought of formulating actions related to logistics operations. Logistics is a flow of goods activity, which in this context means that the planning activity is the formulation of products sold to consumers which are the needs of consumers and are a profit for the company. Logistics managers usually face three types of planning situations as the basic criteria for

determining the nature of each are asset commitment, length of planning time, and likelihood of implementation, Bowersok (2004), namely:

Strategic planning, 2) Operational planning 3) Tactical planning. Organising as the second management function. In the management function, organising is defined as grouping and determining various important activities and giving power to carry out these activities (Terry: 2006). The organising function means an activity of designing and formulating a formal structure by grouping, organising, and dividing activities into or to work units and or activities of grouping, organising, and dividing activities or job tasks as well as authority to each work unit or member of the organisation.

This organising activity is formally structured within the company, and the division of work duties and authority is also made clearly and precisely in accordance with the work units of each section and the responsibilities of the masin. According to Terry (2006) Organising includes: (1) dividing the components of activities needed to achieve goals into groups, (2) assigning tasks to a manager to carry out these groupings and (3) establishing authority among groups or organisational units. Organising is closely related to humans, so their search and assignment into organisational units is part of the organising element. Organising is operationally directly related to division of labour activities.

The division of labour itself can also be associated with organisational units and officials or superiors. Dwiantara and Hadi (2005) division of labour can be interpreted in two ways, as follows: (1) Division of labour is the breakdown and grouping of activities that are closely related to each other to be carried out by certain organisational units. (2) Division of labour based on the details and grouping of tasks. Supervision, Efforts to keep the implementation of every action and activity in logistics management in accordance with the plan that has been set, both with regard to the use or use of logistics, the process and the results / output / output of logistics management. Terry (2006) states that supervision includes activities carried out by a manager to initiate and continue activities determined by the elements of planning and organisation so that goals can be achieved.

Supervision includes determining and satisfying the human needs of its employees, rewarding, leading, developing and compensating them. In its activities the manager oversees all activities of logistics activities within the company, the action in supervision is to check (control) the use of goods up to the result or output. This supervision is carried out by managers or in more detail carried out by the head of the unit in each section to control the activities carried out by employees. Procurement. Efforts to obtain the required goods and services carried out based on logical and systematic thinking and following applicable norms and ethics according to standardised methods and processes for the procurement of goods and services.

Logistics procurement is a series of activities to provide logistics according to needs, both related to the type and specifications, quantity, time and place at a price and source that can be accounted for. A series of logistics procurement activities starts from planning and determining needs to receiving logistics. Each stage and step of logistics procurement

activities must receive proportional attention in order to support the performance of each work unit and support the effectiveness and efficiency of the organisation as a whole.

In logistics procurement activities, there are various alternative ways and systems that can be pursued. Some alternative ways of procuring logistics are as follows: 1) Buying, 2) Borrowing, 3) Renting, 4) Making your own, 5) Exchanging, 6) Substitution 7) Giving/Gifts. Recording/inventory, an activity to provide data on all logistics owned/controlled/administered by the organisation, whether as a result of self-making efforts, purchases, gifts, or grants, both with regard to the type and specifications, quantity, source, procurement time, price, place, and condition as well as changes that occur in order to support the process of controlling and supervising logistics, as well as supporting effectiveness and efficiency in efforts to achieve organisational goals.

In the company, one of the logistics activities is to record any equipment or equipment (assets) owned by the company, and record any products owned by the company that will be sold to consumers. In this recording, all products must be recorded, starting from the number of products, the time limit for use and all information related to the product. It can be asserted that logistics inventory will provide various information related to the existence of logistics. This information can be used not only as a means of monitoring and controlling logistics, but also as a decision-making instrument related to logistics management actions.

These logistics management actions include the procurement, distribution or elimination of logistics. There are several benefits that can be obtained by conducting a good logistics inventory, namely as follows: 1) Provide information / information for those who read it. 2) Ensure logistics security. 3) Provide input for decision making in logistics management. 4) As an accountability tool. Storage or Warehousing is a series of logistics management activities in a warehouse, both administrative and operational in nature related to the formulation and implementation of work procedures, spatial procedures, business procedures, and the arrangement of goods in storage or warehouses. More operationally, warehousing is a series of management activities in logistics storage starting from.

## **Methodology**

### Location and Time of Research

This research was conducted at Jasa Usaha Building Shop, Galing District, Jalan Pasar Galing, Sambas Regency. On 8 November 2024. The observation to Jasa Usaha Building Shop took 1 hour.

### Subjec

The subject of this research is Mr Munazar as the owner of the Building Services Business shop. Data and explanations were obtained from him.

### Data Collection Technique

#### Interview

Interview is a data collection technique that is carried out through face-to-face and direct question and answer between data collectors and researchers to resource persons or data

sources. We interviewed the owner of the Building Services business store by directly meeting face to face and giving several questions.

#### Analysis

To process data into information so that the characteristics of the data can be understood and useful for solving problems, especially problems related to research. Or another definition of data analysis is an activity carried out to convert data from research into information that can later be used in drawing conclusions.

#### Research Implementation

Researchers established good communication to facilitate the research process. Then the researcher chose a place that met the criteria for conducting interviews, by making an appointment with the relevant parties to conduct interviews.

### **Research Results**

#### Interviewee Profile

Name: Suharwin

Occupation: Assistant Head of Building Shop BUSINESS SERVICES

Workplace Address: Jalan Pasar Galing

District: Galing

Regency/City : Sambas

Province: West Kalimantan

Company Status: Private

Building Status: Private

#### Interview Results

- a. The goods provided at the Jasa Usaha building shop are goods from Shopping from a particular central store does not cover just one place, usually there are sales arrivals who offer products every week. Demand for goods depends on sales in the Business Services Store
- b. For goods that arrive erratically, sometimes less than 2 weeks depending on consumer orders or the arrival of sales offering products.
- c. For the initial distribution centre, it depends on the items to be ordered and not all products in one place of purchase are the same.
- d. For the facilities used and provided by Jasa Usaha building stores in transporting goods usually include several things, such as in the transport fleet, Jasa Usaha building stores have vehicles such as trucks or pick-ups to transport goods. This fleet is designed to transport heavy and large building materials.
- e. If there is an error in the delivery or delivery of the ordered goods either from the sales or from the business service shop, the goods can be returned or can be returned.
- f. The business services shop offers the option of renting or buying machinery and tools, including transport equipment and construction equipment such as molen machines, and selling tools or machines such as pipes, water pumping machines.
- g. The position of the warehouse in the organisation system at the Jasa Usaha store has a strategic location, close to the store, accessibility where the warehouse is easily accessed by transport vehicles or has a large parking lot, zoning or what is

meant is having an area that can be divided into zones for different types of goods (for example, building materials, tools, and machinery) to facilitate retrieval.

## **Conclusion**

Conclusion From the results of the research conducted, it can be concluded that logistics management at Toko Jasa Usaha covers various important aspects, such as procurement, storage, distribution, and human resource management. This store has implemented a good system in inventory management, although there is still room for improvement, especially in terms of recording systems and employee training.

Suggestion. Toko Jasa Usaha should consider implementing a more sophisticated inventory management system, such as the use of inventory management software, to improve the efficiency of managing goods. Employees need to be upgraded so that they better understand the logistics process and are able to provide better service to customers.

Toko Jasa Usaha is also advised to conduct regular evaluations of the procurement and distribution system to identify potential improvements and increase customer satisfaction. Improved communication between the store and suppliers is also important to ensure better availability of goods and minimise errors in delivery. Thus, this research is expected to contribute to the development of logistics management at Toko Jasa Usaha and become a reference for further research in the same field.

## **LITERATURE**

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