

ABSTRAK

MUHAMMAD ZAINI, 202322, Judul “**PENGENDALIAN PERSEDIAAN BARANG PADA USAHA DAGANG BANGUNAN DI KECAMATAN BABIRIK UNTUK PENINGKATAN KUALITAS OPERASIONAL** Di Bawah Bimbingan Bapak Ary Yudianto, S.Sos, MM

Persediaan barang merupakan urat nadi kelangsungan operasional usaha dagang bahan bangunan. Karakteristik material yang berbobot berat dan rentan rusak menuntut pengendalian yang tepat guna mencegah penumpukan stok (*overstock*), kekosongan barang (*stockout*), serta kerugian finansial akibat kerusakan fisik. Penelitian ini bertujuan untuk mendeskripsikan dan menganalisis praktik pengendalian internal persediaan barang dagang yang mencakup fungsi perencanaan, pengadaan, penyimpanan, dan pengeluaran serta mengidentifikasi kendala beserta solusi guna meningkatkan kualitas operasional pada usaha dagang bangunan di Kecamatan Babirik. Penelitian ini menggunakan pendekatan kualitatif deskriptif. Pengumpulan data dilakukan melalui wawancara mendalam, observasi langsung, dan studi dokumentasi terhadap empat toko bangunan berskala menengah di wilayah tersebut. Pengujian kredibilitas data menggunakan teknik triangulasi sumber dan teknik.

Hasil penelitian menunjukkan bahwa praktik manajemen persediaan secara umum berjalan responsif dan memadai. Pada fungsi penyimpanan dan pengeluaran, pelaku usaha menunjukkan keunggulan yang sangat baik melalui kedisiplinan tata letak fisik, penggunaan palet kayu untuk melindungi kualitas semen, penerapan sistem *First In First Out* (FIFO) secara konsisten, serta kecepatan pelayanan bongkar muat. Namun, kelemahan utama dan paling krusial ditemukan pada sistem administratif; pemesanan barang ke pihak *supplier* hanya berlandaskan kepercayaan tanpa dokumen otorisasi resmi, dan pencatatan mutasi barang masih bergantung penuh pada pembukuan manual yang sangat rentan terhadap kelalaian (*human error*). Untuk mengatasi kelemahan administratif tersebut, pelaku usaha mengkompensasinya dengan pengawasan visual secara langsung dan jaminan retur barang secara cepat. Kesimpulannya, meskipun sistem pencatatan masih lemah secara konvensional, usaha dagang bangunan di Kecamatan Babirik mampu mempertahankan kualitas operasional dan loyalitas konsumen melalui efektivitas pelayanan fisik yang prima. Disarankan agar pelaku usaha mulai beralih menggunakan aplikasi pencatatan digital guna meminimalisir selisih persediaan barang.

Kata Kunci: Pengendalian persediaan, bahan bangunan, kualitas operasional.

ABSTRACT

MUHAMMAD ZAINI, 202322,, title "INVENTORY CONTROL AT A BUILDING MATERIALS BUSINESS IN BABIRIK DISTRICT TO IMPROVE OPERASIONAL QUALITY Supervisor: Mr. Ary Yudianto, S.Sos, MM,

Inventory is the lifeblood of the operational continuity of a building materials trading business. The characteristics of heavy and damage-prone materials require proper control to prevent overstocking, stockouts, and financial losses due to physical damage. This study aims to describe and analyze the practice of internal control of merchandise inventory which includes planning, procurement, storage, and issuance functions as well as to identify obstacles and solutions to improve operational quality in building materials businesses in Babirik District. This study uses a descriptive qualitative approach. Data collection was carried out through in-depth interviews, direct observation, and documentation studies of four medium-scale building material stores in the area. Data credibility testing used source and technique triangulation techniques.

The results of the study indicate that inventory management practices generally run responsively and adequately. In the storage and issuance functions, business actors show excellent advantages through physical layout discipline, the use of wooden pallets to protect cement quality, consistent application of the First In First Out (FIFO) system, and the speed of loading and unloading services. However, the main and most crucial weakness is found in the administrative system; ordering goods from suppliers is only based on trust without official authorization documents, and the recording of goods mutation still relies entirely on manual bookkeeping which is highly prone to human error. To overcome these administrative weaknesses, business actors compensate for it with direct visual supervision and quick goods return guarantees. In conclusion, although the recording system is still conventionally weak, building materials businesses in Babirik District are able to maintain operational quality and consumer loyalty through the effectiveness of excellent physical service. It is recommended that business actors start switching to using digital recording applications to minimize inventory discrepancies.

Keywords: Inventory control, building materials, operational quality.