

AN ANALYSIS OF THE IMPACTS OF THE COVID-19 PANDEMIC ON PET FOOD PROCUREMENT

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Abstract. The purpose of this research is to determine the ability of PT Harapan Maju Indah to get supplied and the accuracy of its overseas suppliers in sending goods during the COVID-19 pandemic. The methods used are the descriptive qualitative analysis method and the data collection techniques, namely by observation, interviews, and documentation. Data analysis techniques are data reduction, data display, and data verification. The data collected consists of purchase orders and receiving orders by comparing them before and during the COVID-19 pandemic and also other information related to the research theme. The research results obtained are that the suppliers' ability to supply goods to PT Harapan Maju Indah is not affected during the COVID-19 pandemic. They can still fulfill the PO as usual, before and during the COVID-19 pandemic. The ability of the suppliers to send the goods to arrive at the port of destination is still good. Goods can still arrive in accordance with those in PO during the COVID-19 pandemic. The impact of the existence of the COVID-19 pandemic occurs in the delays of import documents sent by the supplier, which causes the goods to be kept longer at the port and the appearance of additional costs and the goods take a long time to arrive at the warehouse.

Keywords: logistics procurement; purchase order; ability to supply; delivery accuracy; covid-19 pandemic

Introduction

Logistics management is a part of the supply chain process which includes planning, implementing and controlling the flow of goods, services, and information efficiently and effectively from point-of-origin to point-of-consumption with the aim of meeting consumer needs (Enty, 2014). Logistics plays an important role in a company. It cannot be denied that the achievement of an organization's goals cannot be separated from the existence and role of logistics within a company. Because of the importance of the existence and the role of logistics in the efforts of achieving organizational goals, it is often stated that organizational goals are human and logistical functions. The existence of good and adequate logistics is very decisive for the smooth running of operational and administrative activities within an organization, especially related to the inventory or procurement of goods (Novelia and Onny, 2015). Procurement of goods and services is an effort to obtain the desired goods and services carried out on the basis of logical and systematic thinking (the system of thought), following applicable norms and ethics, based on standard procurement methods and processes (Zaenal and Ade, 2014). The function of procurement of goods according to Abbas (2012) is the efforts and activities to meet operational needs that have been outlined in the functions of planning, determining needs, and budgeting. One of the goals of procurement of goods according to Martono (2015) is to obtain goods and services from suppliers at the amount of prices and quality according to the needs and to identify suppliers who are able to provide the best goods and services and foster good relations. The first step that must be done to realize the procurement of goods is making a purchase order that will be addressed to the supplier. Purchase order is a form of contract between the user and the supplier of goods in the implementation of procurement of goods (Siahaya, 2013). The procurement process can be summarized as follows. Nicoleta (2015) states:

- the organization must ensure that a purchased product conforms to specified purchase requirements and that the product supplied complies with the requirements of specified supply;
- the type and extent of control applied to the supplier and the purchased product must depend on the effect of purchased product on subsequent product realization or the final product.
- the organization must evaluate and select suppliers based on their ability to supply product in accordance with the requirements of the organization;
- it is appropriate to establish criteria for selection, assessment and reassessment.
- the organization must maintain records of the results of evaluations and any necessary actions arising from the evaluation.

To meet the needs of its consumers, PT Harapan Maju Indah which is engaged in the pet food distributor makes purchases (imports) from suppliers. Import is the purchase and entry of goods from abroad into the country. Import is an economic activity of buying foreign products for the purpose of being marketed domestically (Sari and Anggia, 2019). This means that it involves two countries. In this case, it can be represented by the interests of the two companies between the two countries which are different and have different rules and regulations. PT Harapan Maju Indah (as the importer) and the suppliers must agree on a number of issues including the prices and costs, the ability of the suppliers to fulfill purchase orders, the delivery times, and the payment terms, all of which must pay attention to the conditions of both parties and the applicable regulations of individual countries. Based on the site indonesia.go.id, the Bill of Lading/Airway Bill, Packing List and Commercial Invoice are inseparable parts in the export and import process. Or, it can be said that these three documents are a set of export/import documents. For imported pet food, there are additional documents that must be attached based on the Regulation of the Minister of Agriculture of the Republic of Indonesia Number 23/Permentan/PK.130/4/205 concerning Importation and Exclusion of Animal Origin Feed Materials to and from the Territory of the Republic of Indonesia Article 24 Paragraph 2, i.e. the certificate of animal origin as referred to in paragraph (1) at least consists of: a. Health Certificate, b. Bill of Lading, c. Certificate of Origin, d. Certificate of Analysis, and e. Invoice. Recently, one of the issues affecting import activities is the occurrence of coronavirus pandemic, which is abbreviated as COVID-19 pandemic. According to the Extensive Indonesian Dictionary (KBBI), a pandemic is an epidemic that is contagious and covering a large geographical area. The definition of COVID-19 according to the World Health Organization (WHO) is an infectious disease caused by a newly discovered type of coronavirus. This new virus and the disease it caused was unknown before the outbreak in Wuhan, China, in December 2019. Coronavirus is a group of viruses that can cause disease in animals or humans. Several types of coronavirus are known to cause respiratory infections in humans ranging from cold coughs to more serious ones such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). A new type of Coronavirus has been found to cause COVID-19. COVID-19 is now a pandemic that has occurred in many countries around the world. The first COVID-19 case outside of China was reported in Thailand on January 13, 2020, after which the virus spread to most of the world. In Indonesia, on March 2, 2020, the first positive COVID-19 patient was announced. COVID-19 has had an impact on office activities where employees have to work from home and some companies have to close temporarily because they have to pay attention to keeping physical distance and also reducing face-to-face contact with one another. Based on all of these things, researchers are interested in knowing the impacts of the COVID-19 pandemic on PT Harapan Maju Indah's purchase order. Researchers only focus on the suppliers' ability to supply by comparing the purchase orders before and during the COVID-19 pandemic, as well as suppliers' delivery accuracy as seen from the shipment of ordered goods, import documents, and the time required for goods to arrive at PT Harapan Maju Indah's warehouse.

Research Methods

The method used is descriptive qualitative analysis. This data collection was done through direct observation in the field, interviews with informants, and literature studies, then analyzing them with exploratory descriptive analysis techniques (Euis, Okin, & Lira, 2018). There are two types of data that will be used, namely primary data and secondary data. The source for primary data is PT Harapan Maju Indah's purchase and receive orders from three different suppliers originating from Thailand with ETA (Estimated Time Arrival) before and during the COVID-19 pandemic. The sources of the secondary data are the regulations, books, and several journals related to the research theme. The data collection techniques used include: (a) Observation: that is by observing objects in the form of purchase orders and receive orders owned by PT Harapan Maju Indah before and during the COVID-19 pandemic which were sent to three different suppliers, (b) Interviews: researchers asked a number of questions related to the theme to the purchasing division and the import division, and (c) Documentation: that is by collecting purchase order and receive order data from PT Harapan Maju Indah before and during the COVID-19 pandemic. The data analysis techniques used are: (a) data reduction which summarizes the purchase order and receive order before and when the COVID-19 pandemic occurs, (b) data display which presents data in tabular form and with narrative text, and (c) data verification which makes conclusions and verification.

Results and Discussion

1. Supply Ability

There are three different suppliers which are given the initials X, Y, and Z and all of them are from Thailand. The items ordered are dog food, cat food, and rabbit food with the number of orders in accordance with the needs that have been calculated by PT Harapan Maju Indah beforehand. The weight (kg) of the items ordered is different from one another because the net weight of each item is different and the amount ordered is also different. The steps in making a purchase order at PT Harapan Maju Indah are:

- a. Checking the stock every week.
- b. Comparing the amount of stock held with the average sales/month to find out the remaining inventory that is owned.
- c. Making a purchase order containing the specifications of the goods ordered, the quantity ordered, ETA or ETD of goods for the needs of the next few months in accordance with the calculations that have been done.
- d. Sending purchase orders to suppliers via email and waiting for a response from the supplier.
- e. Waiting for a response the suppliers within two or three days of the PO sent by PT Harapan Maju Indah in the form of a proforma invoice. The amount of goods approved by the supplier is usually in accordance with the invoice. If it is not in accordance to the quantity, it can usually be 10 percent more or less than the PO, and this has been agreed by both parties.
- f. Delivery can usually be done several times according to the agreement between the supplier and importer.

Table 1.1 Recapitulation of Supplier Supply Ability before the COVID-19 Pandemic

Supplier	Purchase Order				Receive Order			% PO Fulfilled (RO/PO)*100%
	PO Date	ETA	Kg	Kontainer	ATA di Pelabuhan	Kg	Kontainer	
X	29-Jul-19	24-Aug-19	331,563.00	14x40'	28-Aug-19	143,666.40	6x40'	43.33%
	31-Jul-19	09-Sep-19	141,290.00	6x40'	05-Sep-19	187,872.40	8x40'	56.66%
	01-Aug-19	09-Oct-19	115,812.00	5x40'	14-Sep-19	141,226.30	6x40'	99.95%
					15-Oct-19	114,941.85	5x40'	99.25%
Y	28-Jan-19	Mar-19	17,136.00	1x40'	01-Mar-19	17,136.00	1x40'	100.00%
		Apr-19	17,136.00	1x40'	28-Apr-19	17,136.00	1x40'	100.00%
	May-19	68,544.0	4x40'	01-May-19	17,136.00	1x40'	25.00%	
				01-May-19	17,136.00	1x40'	25.00%	
				11-May-19	17,136.00	1x40'	25.00%	
				11-May-19	17,136.00	1x40'	25.00%	
Z	23-Jan-19	11-Mar-19	16,800.00	1x20'	16-Mar-19	16,800.00	1x20'	100.00%
		17-Apr-19	16,800.00	1x20'	19-Apr-19	16,800.00	1x20'	100.00%
	07-Sep-19	02-Nov-19	16,800.00	1x20'	07-Nov-19	16,800.00	1x20'	100.00%

Table 1.2 Recapitulation of Supplier Supply Ability during the COVID-19 Pandemic

Supplier	Purchase Order				Receive Order			% PO Fulfilled (RO/PO)*100%
	PO Date	ETA	Kg	Container	ATA at the Port	Kg	Container	
X	17-Feb-20	24-Feb-20	167,737.80	7x40'	26-Feb-20	167,610.82	7x40'	99.92%
		09-Mar-20	256,089.00	11x40'	11-Mar-20	254,908.68	11x40'	99.54%
		01-Apr-20	118,090.00	5x40'	01-Apr-20	112,494.94	5x40'	95.26%
Y	29-Jan-20	24-Feb-20	68,544.00	4x40'	29-Feb-20	34,272.00	2x40'	50.00%
		Mar-20	68,544.00	4x40'	14-Mar-20	17,136.00	1x40'	25.00%
					24-Mar-20	16,789.20	1x40'	24.49%
		Apr-20	68,544.00	4x40'	11-Apr-20	34,272.00	2x40'	50.00%
					18-Apr-20	34,133.28	2x40'	49.80%
Z	28-Nov-19	24-Feb-20	100,800.00	6x20'	25-Feb-20	100,800.00	6x20'	100.00%
		05-Mar-20	84,000.00	5x20'	03-Mar-20	84,000.00	5x20'	100.00%
		07-Apr-20	84,000.00	5x20'	07-Apr-20	84,000.00	5x20'	100.00%

Based on table 1.1 and table 1.2 it can be seen that the suppliers of PT Harapan Maju Indah have good supply capabilities because suppliers X, Y, and Z can still fulfill orders that existed at POs before and during the COVID-19 pandemic with the percentage of PO fulfilled ninety percent and above. The results of an interview with the purchasing division that communicates directly with the suppliers via email regarding the orders contained in the purchase order with ETA during the covid-19 pandemic state that the three suppliers are still able to support orders written in the PO by sending a proforma invoice response to PT Harapan Maju Indah within two to three days. On February and March 2020, the amount of goods sent by supplier Y was not in accordance to ETA. It was only fifty percent of the PO because there was a cancelled order from PT Hsrapan Maju Indah. This happened because PT Harapan Maju Indah ordered a lot of goods which was not only in accordance to stock calculations but also due to the fact that the trends or consumer interests could change at any time. This is consistent with the statement from Widyarto (2012) that Supply Chain Management functions as a market mediator, namely ensuring that what is supplied by the supply chain reflects the aspirations of the customer or the end consumer.

2. Delivery Accuracy

Before the COVID-19 pandemic, it took a long time for suppliers X and Z to ship goods to the port of destination using sea transportation modes. They needed about four to seven days to ship the goods from the same departure port. For supplier Y, it took about ten to fourteen days because the port of departure is farther than that of supplier X and Z. Import documents received by PT Harapan Maju Indah should arrive before the ship arrives at the destination port. Even if it was late, it should only differ by two or just three days. When the ship arrived and the documents were complete, PT Harapan Maju Indah would take care of customs so that they can immediately remove the goods from the port and send them to the warehouse. This took about two to six days depending on the length of customs handling, the size of the container, and the number of containers available.

Table 1.3 Recapitulation of Supplier X Delivery Before the Covid-19 Pandemic

ETA	Document Arrived	BL Date	ATA at the Port	ATA in the Warehouse	document arrived (days)	ship arrived (days)	arrived at the warehouse (days)
24-Aug-19	29-Aug-19	23-Aug-19	28-Aug-19	31 Aug - 1 Sep 19	-1	5	3 - 4
	04-Sep-19	30-Aug-19	05-Sep-19	10-Sep-19	1	6	5
09-Sep-19	15-Sep-19	07-Sep-19	14-Sep-19	17-Sep-19	-1	7	3
09-Oct-19	14-Oct-19	10-Oct-19	15-Oct-19	20-Oct-19	1	5	5

Table 1.4 Recapitulation of Supplier X Delivery During the Covid-19 Pandemic

ETA	Document Arrived	BL Date	ATA at the Port	ATA in the Warehouse	document arrived (days)	ship arrived (days)	arrived at the warehouse (days)
24-Feb-20	24-Feb-20	21-Feb-20	26-Feb-20	29-Feb-20	2	5	3
09-Mar-20	12-Mar-20	06-Mar-20	11-Mar-20	15-Mar-20	-1	5	4
01-Apr-20	02-Apr-20	28-Mar-20	01-Apr-20	06-Apr-20	-1	4	5

Based on table 1.3 and table 1.4 it can be seen that supplier X was able to deliver goods in accordance with those in the PO before and during the COVID-19 pandemic. The length of the shipment was calculated from the ATA at the port minus the date of BL and the result was still normal, which is within four to seven days, the goods had arrived at the destination port. The import documents are calculated from ATA at the port, minus the date the documents arrive. The results show that supplier X could still send documents on time. Even if it was late, it was only for one day. The length of time the goods arrive at the warehouse is obtained from ATA at the warehouse minus ATA at the port and the results are still normal, which is between three to five days from the arrival of the ship at the port of destination.

Table 1.5 Recapitulation of Supplier Y Delivery Before the Covid-19 Pandemic

ETA	Document Arrived	BL Date	ATA at the Port	ATA in the Warehouse	document arrived (days)	ship arrived (days)	arrived at the warehouse (days)
Mar-19	02-Mar-19	18-Feb-19	01-Mar-19	06-Mar-19	-1	11	5
Apr-19	26-Apr-19	15-Apr-19	28-Apr-19	02-May-19	2	13	4
May-19	02-May-19	22-Apr-19	03-May-19	08-May-19	1	11	5
	02-May-19	22-Apr-19	03-May-19	08-May-19	1	11	5
	12-May-19	28-Apr-19	11-May-19	16-May-19	-1	13	5
	12-May-19	28-Apr-19	11-May-19	16-May-19	-1	13	5

Table 1.6 Recapitulation of Supplier Y Delivery During the Covid-19 Pandemic

ETA	Document Arrived	HC (Health Certificate) Document	BL Date	ATA at the Port	ATA in the Warehouse	document arrived (days)	ship arrived (days)	arrived at the warehouse (days)
24-Feb-20	02-Mar-20		16-Feb-20	29-Feb-20	05-Mar-20	-2	13	5
Mar-20	06-Mar-20		02-Mar-20	14-Mar-20	17-Mar-20	8	12	3
	30-Mar-20		13-Mar-20	24-Mar-20	30-Mar-20	-6	11	6
Apr-20	13-Apr-20		30-Mar-20	11-Apr-20	16-Apr-20	-2	12	5
	25-Apr-20	04-May-20	06-Apr-20	18-Apr-20	06-May-20	-16	12	18

Based on table 1.5 and table 1.6 it can be seen that supplier Y was able to deliver goods in accordance with those in the PO before and during the COVID-19 pandemic. The length of the shipment is calculated from the ATA at the port minus the date of BL and the result is still normal. Within eleven to thirteen days, the goods had arrived at the destination port. The length of time for the import documents sent by supplier Y before the COVID-19 pandemic is calculated from the ATA at the port minus the date the document arrived. The results show that they could still arrive on time. Even if it was late, it was only for one or two days. There was one delay for import documents with ATA on April 17, 2020. The delay was about sixteen days. Those documents that arrived on April 25, 2020 were apparently incomplete because there were no HC documents (health certificate documents). The HC document arrived late because they had to be revised and re-signed by the Ministry of Agriculture in Thailand. Supplier Y apparently did not send the draft documents for the delivery on the ATA date, so PT Harapan Maju Indah could not check the documents made by supplier Y. During this COVID-19 pandemic, several agencies in Thailand including the Ministry of Agriculture in Thailand had to work from home as a step to reduce the spread of COVID-19. So, to be able to get the signature, the suppliers must queue because the number was limited every day. The location of supplier Y which is quite far from the Ministry of Agriculture in Thailand and also the fact of having to work from home were the factors that caused them not being able to get a signature quickly. This is in accordance with the results of research from Sugiyah and Nurhidayati (2019) which says that although the procurement procedure for imported goods is clear, it must have more accuracy because if it is less thorough it will hamper the process of releasing goods. The action of PT Harapan Maju Indah to overcome this was by asking the supplier to send the HC scan results which have been signed by the Thailand Ministry of Agriculture in advance so that the import division of PT Harapan Maju Indah can immediately take care of customs affairs while waiting for the hard copy to arrive. The HC document was received by PT Harapan Maju Indah on May 4, 2020. New goods can arrive at PT Harapan Maju Indah's warehouse eighteen days later after the ship arrived at the destination port. As a result, there were demurrage costs arising from the use of containers inside the port for too long (had crossed the line). PT Harapan Maju Indah finally charged the demurrage fee to the supplier because the delay occurred entirely due to supplier's error.

Table 1.7 Recapitulation of Supplier Z Delivery Before the Covid-19 Pandemic

ETA	Document Arrived	BL Date	ATA at the Port	ATA in the Warehouse	document arrived (days)	ship arrived (days)	arrived at the warehouse (days)
11-Mar-19	14-Mar-19	11-Mar-19	16-Mar-19	21-Mar-19	2	5	5
17-Apr-19	23-Apr-19	15-Apr-19	19-Apr-19	24-Apr-19	-4	4	5
02-Nov-19	10-Nov-19	01-Nov-19	07-Nov-19	12-Nov-19	-3	6	5

Table 1.8 Recapitulation of Supplier Z Delivery During the Covid-19 Pandemic

ETA	Document Arrived	BL Date	ATA at the Port	ATA in the Warehouse	document arrived (days)	ship arrived (days)	arrived at the warehouse (days)
24-Feb-20	2-Mar-20	21-Feb-20	25-Feb-20	4-Mar-20	-6	4	8
05-Mar-20	9-Mar-20	28-Feb-20	3-Mar-20	11-Mar-20	-6	4	8
07-Apr-20	13-Apr-20	3-Apr-20	7-Apr-20	15-Apr-20	-6	4	8

Based on table 1.7 and table 1.8 it is known that supplier Z was able to deliver goods in accordance with those in the PO when the COVID-19 pandemic occurred. The length of the ship is calculated from ATA at the port minus the date of BL and the result is still normal, i.e. between four to six days the goods had arrived at the port of destination. The length of time for the import documents sent by supplier Z before the COVID-19 pandemic was calculated from ATA at the port minus the date the document arrived. The results show that supplier Z could send documents on time even though there was a slight delay of three to four days later than the arrival of the ship at the port of destination. The arrival of the import documents sent by supplier Z during the COVID-19 pandemic was six days later than the arrival of the ship at the port of destination. Based on the results of interviews with the import division, it is better if the import documents arrive before the ship arrives or even if it is only two or three days late. Supplier Z has sent the scan results of the imported documents via email in advance to PT Harapan Maju Indah. Therefore, the customs management carried out by the import division could continue to run even though the documents had not arrived yet. When the complete documents had arrived, the goods could be immediately issued and sent to the warehouse of PT Harapan Maju Indah. The results of interviews with the import division show that there were some additional costs because the goods were kept for more than four days at the port. However, because the number of containers is not too many and the size was only and only 20', PT Harapan Maju Indah was not too burdened. According to the purchasing division of PT Harapan Maju Indah, those delays occurred because the employees of supplier Z still had to work from home.

Conclusion

Based on the results of research and discussion, it can be concluded that the existence of the COVID-19 pandemic does not affect the ability of the suppliers of PT Harapan Maju Indah to send goods they have enough time – which is about one week to five months – to prepare orders for PT Harapan Maju Indah. The COVID-19 pandemic also does not affect the ability of the suppliers to send goods to the destination port because they can arrive on time, which is in accordance with the PO. Some delays occur because the employees of the suppliers for PT Harapan Maju Indah still have to work from home, as do some other related agencies. PT Harapan Maju Indah should continue to remind suppliers to send the import documents promptly so that the goods which are already at the port can be taken out immediately. That way, no unnecessary costs will arise and the goods can be quickly delivered to the warehouse.

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