

Emada Dwi Ardianita, 2020, **Peran *Purchasing Section* dalam Melakukan Pengadaan Barang di Hotel Santika Premiere Gubeng Surabaya**. Tugas Akhir ini dibawah bimbingan Bapak Dr. Bambang Suharto, SST., MM.Par. Program Studi D3 Manajemen Perhotelan, Fakultas Vokasi, Universitas Airlangga.

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### ABSTRAK

Setiap hotel pasti memerlukan peralatan, perlengkapan, maupun bahan-bahan untuk menunjang operasional hotel. Oleh karena itu, di sebuah hotel perlu diadakan pengadaan barang supaya dapat terealisasikan semua kebutuhannya. Penelitian ini bertujuan untuk menganalisis peran *Purchasing Section* dalam melakukan pengadaan barang di Hotel Santika Premiere Gubeng Surabaya. Adapun penelitian ini menggunakan metode kualitatif, yaitu melalui metode wawancara, observasi, dan studi dokumen. Wawancara dilakukan secara purposive terhadap lima informan, yaitu satu orang perwakilan dari *Purchasing Section*, satu orang perwakilan dari *supplier*, satu orang *Receiving Staff*, satu orang perwakilan dari *Kitchen*, dan satu orang perwakilan dari *Accounting*. Hasil penelitian menunjukkan bahwa peran *purchasing section* belum optimal dalam pengadaan barang di hotel Santika Premiere Gubeng Surabaya. Hal ini disebabkan oleh tidak adanya pimpinan baik *Purchasing Manager* maupun *Purchasing Supervisor*nya. Kondisi ini mengakibatkan tidak adanya SOP, sehingga acuan untuk bekerjapun suka-suka karyawannya. Di sini sangat lemah mulai dari perencanaan, pelaksanaan, pengawasan, hingga evaluasi kerja dalam pengadaan barang pun tidak optimal sering terjadi keluhan karena kurang efektif dan efisien.  
**Kata Kunci** : Hotel, Peranan, Pengadaan Barang, SOP, komunikasi.

### ABSTRACT

*Every hotel definitely needs equipment, supplies, and materials to support hotel operations. Therefore, a hotel needs to hold procurement of goods in order to be able to realize all their needs. This study aims to analyze the role of the Purchasing Section in procurement of goods at the Hotel Santika Premiere Gubeng Surabaya. The research uses qualitative methods, namely through the method of interview, observation, and study of documents. The interviews were conducted purposively with five informants, namely one representative from the Purchasing Section, one representative from the supplier, one Receiving Staff, one representative from the Kitchen, and one representative from the Accounting. The results showed that the role of the purchasing section was not optimal in the procurement of goods at the Santika Premiere Gubeng Surabaya hotel. These are caused by the absence of leaders both Purchasing Managers and Purchasing Supervisors. These conditions result in the absence of SOPs, so that the reference for working likes the employees. Here, it is very weak from the planning, implementation, supervision, to the evaluation of work in procurement of goods that are not optimal often, complaints often occur because they are less effective and efficient.*

**Keyword** : Hotel, Role, Procurement of Goods, SOP, communication.