

**ANALISIS EFISIENSI DAN EFEKTIVITAS PENGENDALIAN
PENGADAAN BARANG DAN JASA
(STUDI KASUS PADA PT. XYZ)**

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ABSTRAK

Penelitian ini bertujuan untuk menganalisis apakah pengendalian pengadaan barang dan jasa di PT. XYZ sudah diterapkan secara efisien dan efektif sesuai dengan kebijakan yang ditetapkan oleh perusahaan dan teori yang ada. *Survey* pendahuluan dilakukan untuk memahami proses bisnis dan sistem operasional pengadaan barang dan jasa di PT. XYZ. Analisis pengendalian pengadaan barang dan jasa dan menentukan efisiensi dan efektivitas dengan mengetahui alur aktivitas pengadaan barang dan jasa berdasarkan tujuh indikator, yaitu *Price, Quality, Delivery Time, Terms of Payment, After Sales Services and Parts, Availability*, dan *Customers' Satisfaction*. Pengujian terperinci atas pelaksanaan pengadaan barang dan jasa di PT. XYZ dilakukan menggunakan beberapa transaksi, dokumen terkait, dan wawancara. Hasil penelitian menunjukkan bahwa pengendalian pengadaan barang dan jasa di PT. XYZ sudah diterapkan secara efisien, namun kurang efektif. Terpenuhinya lima indikator efisiensi dalam pelaksanaan pengadaan barang dan jasa menunjukkan bahwa perusahaan memiliki pengendalian pengadaan barang dan jasa yang baik, namun dalam praktiknya masih ditemukan beberapa kelemahan yang harus diperbaiki oleh perusahaan untuk meningkatkan efektivitas pengadaan terutama dalam hal ketersediaan barang dan jasa.

Kata kunci: pengendalian, pengadaan barang dan jasa, efisiensi, efektivitas, *price, quality, delivery time, terms of payment, after sales services and parts, availability, customers' satisfaction*.

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ABSTRACT

The objectives of this study is to analyze whether the control of the procurement of goods and services in PT. XYZ is implemented efficiently and effectively in accordance with the policies established by the company and existing theories. Preliminary survey conducted to understand the business processes and operational systems of procurement in PT. XYZ. Analyze the control of the procurement of goods and services and determine the efficiency and effectiveness by knowing the flow of procurement activities based on seven indicators, namely Price, Quality, Delivery Time, Terms of Payment, After Sales Services and Parts, Availability, dan Customers' Satisfaction. Detailed testing on the procurement of goods and services in PT. XYZ using multiple transactions, related documents, and interviews. The results of this study showed that the control of the procurement of goods and services in PT. XYZ has been implemented efficiently, but less effective. Fulfillment of the five indicators of efficiency in the implementation of procurement of goods and services showed that the company has good control of procurement although in practice still found some weaknesses that must be corrected by the company to improve procurement effectiveness, especially in terms of availability of goods and services.

Key words: control, procurement, goods and services, efficiency, effectiveness, price, quality, delivery time, terms of payment, after sales services and parts, availability, customers' satisfaction.

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