



ANALYSIS OF UNCOLLECTIBLE RECEIVABLES AT PT. BATAM JAYA PROPERTINDO

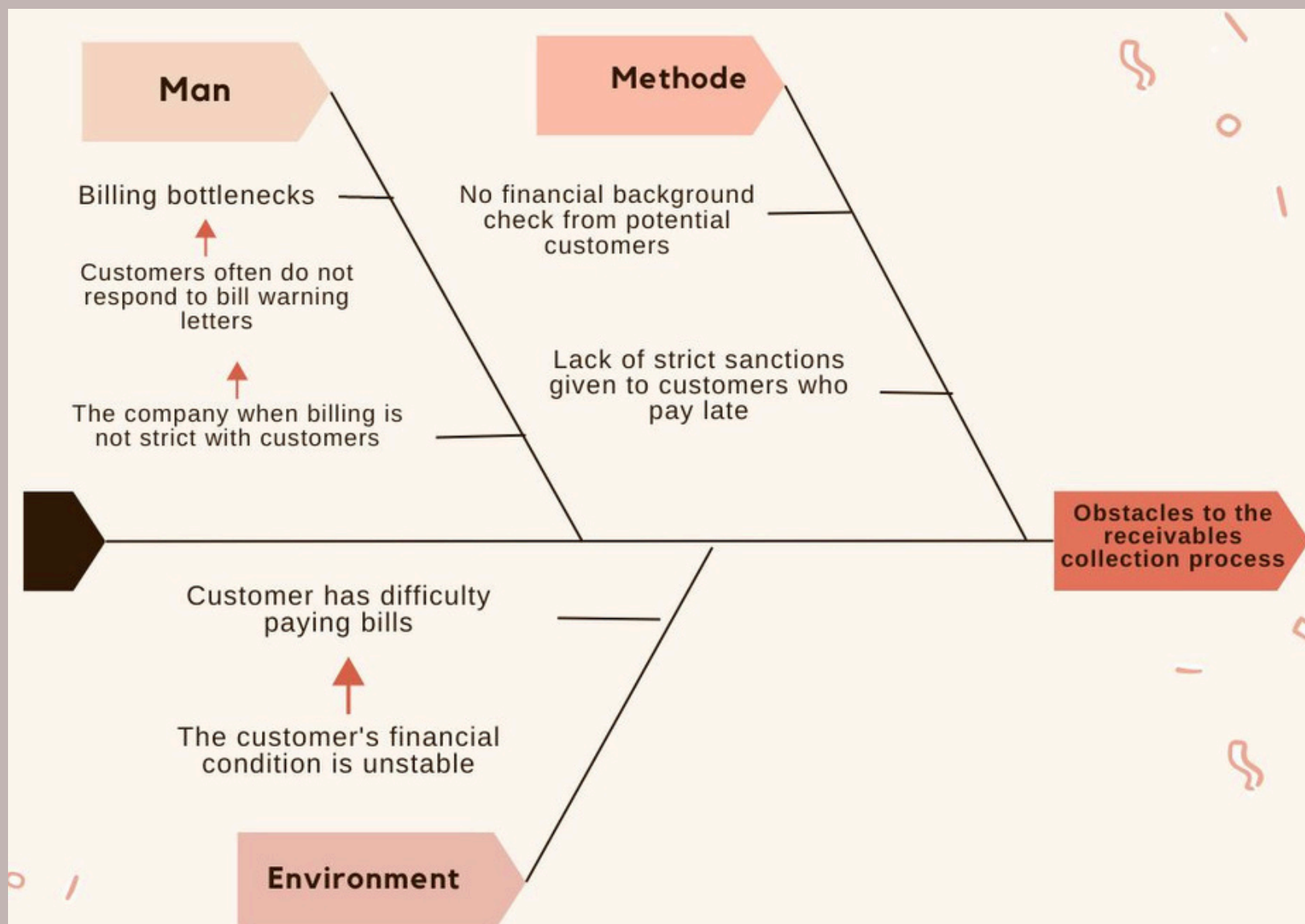
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IDENTIFY PROBLEM

PT Batam Jaya Propertindo experienced problems in terms of receivables where the receivables had passed the payment due date but had not been repaid by the tenant which in the end the receivables became bad debts.

Solution



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FORMULIR PERTANYAAN PENGALUAN KREDIT

1. Apakah customer memiliki kredit dengan perusahaan lain?
2. Apakah customer pernah memiliki kendala masalah terkait pembayaran dimasa lalu?
3. Bagaimana penilaian atau reputasi customer dengan mitra lainnya, dalam pembayaran kredit?
4. Bagaimana kondisi laporan keuangan customer?
5. Bagaimana kemampuan keuangan customer dalam pembayaran kredit?
6. Apa saja aset yang dimiliki dan berapa jumlahnya?
7. Apakah customer memiliki tabungan dan investasi?
8. Darimana saja sumber penghasilan customer?
9. Apakah customer pernah memiliki pinjaman yang macet? Jika iya, jelaskan alasan dan bagaimana penyelesaiannya?

conclusion

Based on the discussion that has been described, the author can conclude that the receivables collection process at PT Batam Jaya Propertindo has encountered obstacles including:

1.Man
The behavior of customers who often ignore the bill payment warning letter given is the cause of the constraint of the collection process.

2.Method
The process of checking the financial background of potential customers that is not carried out is one of the reasons for the delay in bill payments.

3.Environment
The financial condition of customers affects their ability to pay receivables.

THEORY/LITERATUR REVIEW

Receivables in general can be defined as bills that arise on the sale of goods or services on credit. The term receivable includes all claims in the form of money against other entities, including individuals, companies or other organizations. (Budi, 2011)

Uncollectible receivables are receivables that can cause losses because the debtor is unwilling or unable to carry out its obligations so that the company suffers losses for the uncollectible receivables. (Sulistiawan et al., 2021)

Fishbone Analysis or often called Cause Effect Diagram is a method used to help solve existing problems by conducting cause and effect analysis of a situation in a diagram that looks like a fishbone. (Megayanti et al., 2022)

Alternative problem solving

Solving problems carried out to reduce the bottleneck of the receivables collection process after being described in the Fishbone Diagram, solutions that can be done include:

1.Man

Related to the problem of customers who often ignore bills and billing warnings, companies can approach tenants by meeting directly to explain the consequences of late payments made.

2.Methods

Related to the problem of not checking the financial background of prospective customers, companies can apply a feasibility assessment system for prospective customers / tenants using the 5C method, that is conducting interviews to find out the character of prospective customers, companies conducting BI checking to find out whether prospective customers have bad credit histories, checking the company's condition from prospective customers, and checking the economic condition of prospective customers, and emphasizing the consequences that will be received by tenants if there is a delay in bill payments.

3.Environment

Related to the problem of the customer's financial condition, the company can consider providing leeway for bill payment until the customer's financial condition improves (stable).

Advice

Based on the conclusions that have been described above, the author will provide suggestions that may be useful for PT Batam Jaya Propertindo to reduce the obstruction of the receivables collection process. The suggestions that the author can give are:

- 1.Approaching tenants directly
- 2.Conduct a feasibility assessment process for potential customers
- 3.Consider providing a relaxation of bill payment time until the financial condition of the customer improves (stable).