Receivables Control Analysis to Reduce The Risk of Uncollectible Receivables at The Royal Pita Maha Resort

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Abstract: The Royal Pita Maha Resort has experienced problems with receivables since at least the beginning of 2019, where uncollectible receivables exceed the applicable provisions, so that it will have an impact on the smooth flow of cash, and disrupt the smooth operation of the hotel itself. The purpose of this study is to analyze the control of receivables to reduce the risk of bad debts and to analyze the obstacles faced in controlling bad debts at The Royal Pita Maha Resort. The analytical technique used in this research is descriptive statistics and qualitative analysis. The results of the analysis show that control of receivables to reduce the risk of bad debts at The Royal Pita Maha Resort is carried out with 9 analyzes, namely making a balance report of accounts receivable at the end of each month, making records of payment of receivables, making reports on bad debts, credit selection process, making structure organization that separates functional responsibilities strictly, follow-up on the company's receivables collection, process of delivering good and routine information and communication, monitoring receivables by the internal audit team, Confirmation in collecting if the receivables are due. The obstacles in controlling bad debts include: Travel agents who are already big will not heed the 30-day payment agreement, obstacles in the debtor's internal so that payments are pending, easy credit facilities for large Travel Agents, There is an intention of the relationship/ customer to commit fraud or run away and the Travel Agent / Business relationship goes bankrupt.

Keywords: constraints receivables, receivable control, The Royal Pita Maha Resort, uncollectible receivables

Introduction

The Royal Pita Maha is one of the five-star hotels in the Ubud area located in the valley of the ayung river, a hotel that has a social and commercial concept that upholds local wisdom. There also many five-star hotels along the ayung river valley and each Hotel tries to provide the best service and facilities, to face competition with others and as an effort to increase sales volume (Alviolita & Yunus, 2021; Nurbatin, 2018). In addition to increasing sales volume, transactions or sales on credit are also useful for creating trust, good relations, and company sustainability in the future (Alvionnita et al., 2020). However, the ease of payment in the form of providing facility credit has the potential to decrease in cash payments from consumers (Maya & Dewi, 2020). Therefore the company is obliged to set aside part of the funds to be invested for receivables. Payments on credit are usually given to travel agents, large corporate companies and banks (Dewi et al., 2019). The credit facility itself is usually requested by a large market segment that provides high income to the hotel (Wicaksono et al., 2022). The provision of a credit facility will usually involve two parties, namely the creditor as the party who provides the credit, and the Debtor as the party who receives the credit facility (Darko et al., 2016). The relationship between the creditor and the debtor will give rise to the right to collect receivables by the creditor and the obligation for the debtor to the credit facility that has been received (Suwantari et al., 2020). Therefore, a good credit control system is needed in implementing a credit sales policy to avoid bad debt (Sihombing et al., 2021; Junarsa et al., 2020).

The bad debt itself will later affect the smooth operation of the hotel, because the greater the loss incurred due to uncollectible receivables, the smaller the operating profit received by the hotel (Aznerda & Putra, 2020). Although the credit terms have been agreed, in practice it has not achieved maximum results because there are still business partners who make payments exceeding the stipulated time agreement. In this case, The Royal Pita Maha Resort sets the credit payment period to be thirty days from the moment the transaction occurs or from the date the guest checks out of the hotel. This caused the hotel's financial operations. From the data of amount the uncollectible receivables in the period December 2019 it can conclude that the age of receivables in accordance with the agreement in force in 2019 is a total of Rp. 2,803,059,685.00 of the total total receivables amounting to Rp. 4,772,853,607. Meanwhile, receivables with an age exceeding the agreement limit are divided into 3 more parts, such as with a age of 31-60 days in the amount of Rp. 694,506. 693.00, receivables with the age of 61-90 days are Rp. 156,099,250, and total receivables that exceed 90 days with a total of Rp. 1,119,187,979.00.

Furthermore, it can be estimate that there have been problems with receivables at least since the beginning of 2019 at The Royal Pita Maha Resort. Based on the background explanation above, the author believes that improvements are needed in the future so that it can reduce the risk of uncollectible receivables. Therefore, the author is interested in conducting research on the analysis of receivables control to reduce the risk of uncollectible receivables at The Royal Pita Maha Resort. The purpose of the study is to Analyze the control of receivables to reduce the risk of uncollectible receivables at The Royal Pita Maha Resort, and to Analyze the constraints faced in controlling uncollectible receivables at The Royal Pita Maha Resort.

Method

The author conducted this research at The Royal Pita Maha Resort located in Kedewatan Village, Banjar Bunutan, Ubud District – Gianyar Regency – Bali 80571. It is 6 km from Ubud palace and 31.4 km from Ngurah Rai Airport. with a beautiful view of the cliffs and valleys of the Ayung River. The object of research in this study is the age of receivables at The Royal Pita Maha Resort for the period of 2017, 2018, 2019. In this study, the author conducted a study using one variable, namely the independent variable. The free variable used by the author is the receivables analysis, where the variable is a variable that is not tied to other variables.

Qualitative data in this study is an overview of the object of research, including: a brief history of its establishment, organizational structure, an overview of The Royal Pita Maha and the results of interviews with Accounting Managers and account receivable staff. The quantitative data used in this study are data on the number of piutag and the age of receivables for the period 2017, 2018, 2019 at The Royal Pita Maha Resort. In this study, primary data was obtained by interviewing with the Accounting Manager of The Royal Pita Maha Resort and account receivable staff. Secondary data sources in this study were obtained from the data of the company's picture, job description, organizational structure of the accounting department, the number of debtors, the age of the company's receivables, the total receivables. Informants or respondents in this study were as many as 2 people who were able to provide answers and information about receivables control at The Royal Pita Maha Resort, namely: Accounting Manager and account receivable staff. Data collection methods in this study include observation, interviews and documentation.

The analytical technique used in this study is Descriptive Statistics. In this study, the data used by the authors are data from the age of receivables and receivable payments. Descriptive statistics, where the table to be used is: make a table of receivables list at the end of each year and calculate the increase or decrease then calculate the percentage of increase/ decrease; make a table of receivables payments for 2017, 2018, and 2019 then calculate the increase or decrease and calculate the percentage increase or decrease in the percentage; make a table of uncollectible receivables in 2017, 2018, and 2019, then calculate the increase or decrease and calculate the percentage of increase and decrease in the data.

Result and Discussion

The author will process the data that has been obtained and describe the analyses based on direct observations in the field that have been carried out previously as explained in Chapter one, the author found an outstanding of IDR 4,772,853,609 as of December 31, 2019. Meanwhile, The Royal Pita Maha Resort has set a credit policy with a maximum limit of 30 days. This is worried that it will cause losses to the company. So referring to this problem, the author analyzes receivables into three points, namely analyzing the condition of receivables by calculating percemester receivables, analyzing crediting policies, and analysing the receivables collection procedures carried out at The Royal Pita Maha Resort.

Based on the results of research at The Royal Pita Maha Resort, it is obtained that in each semester a report on receivables control will be made to reduce the risk of uncollectible receivables. The reports made are: Calculating percemester receivables, Calculating the payment of persemester receivables, and Calculating uncollectible receivables per semester.

The following is data on receivables each semester of 2017, 2018 and 2019.

Table 1. Receivables of the first half and second half of 2017

Month/year	Total Receivables	Total increase/decrease receivables (Rp)	Percentage increase / decrease receivables (%)
January 2017	4,601,748,174.00		
February 2017	4,156,538,337.45		
March 2017	3,294,401,068.50		
April 2017	4,958,687,843.15		
May 2017	5,865,266,726.31		
June 2017	8,757,045,855.56		
Semester I	31,633,688,004.97		
July 2017	8,757,045,855.56		
August 2017	8,969,382,802.23		
September 2017	9,573,681,710.93		
October 2017	7,093,290,707.76		
November 2017	5,178,927,930.24		
Desember 2017	2,636,046,041.57		
Semester II	42,208,375,048.29	10,574,687,043.32	33.43%

Source : Researcher Processed Data, 2022

The data in Table 1 shows that the reporting of Receivables of The Royal Pita Maha Resort in the first half and second half of 2017 increased by Rp.10,574,687,043.32 with a percentage increase of 33.43%. Furthermore, data on receivables for the first and second semesters at The Royal Pita Maha Resort during 2018 can be seen in Table 2.

Table 2. Receivables of the first half and second half of 2018

Month/year	Total Receivables	Total increase/decrease receivables (Rp)	Percentage increase / decrease receivables (%)
January 2018	2,109,905,179.15		
February 2018	3,643,085,862.27		
March 2018	4,330,500,970.38		
April 2018	4,867,610,676.06		
May 2018	6,358,021,220.23		
June 2018	6,455,807,274.62		
Semester I	27,764,931,182.71	(14,443,443,865.58)	-34.22%
July 2018	7,925,853,347.16		
August 2018	8,818,738,417.86		
September 2018	10,087,619,452.33		
October 2018	7,872,722,323.12		
November 2018	5,109,801,043.06		
Desember 2018	5,384,545,087.39		
Semester II	45,199,279,670.92	17,434,348,488.21	62.79%

Source : Researcher Processed Data, 2022

Table 2 shows that the amount of receivables for the first half of 2018 was Rp. 27,764,931,182.71. The data when compared to the amount of receivables in the second half of 2017 to the first half of 2018, it is known that receivables have decreased by Rp. 14,443,443,865, 58 or 34.22%. This decline was due to the low season in the first half of 2018 so that sales on credit decreased due to declining agent production Data shows that from the first

semester to the second semester in 2018 receivables at The Royal Pita Maha Resort increased by 62.79% or idr 17,434,348488.21.

Table 3. Receivables of the first half and second half of 2019

Month/year	Total Receivables	Total increase/decrease receivables (Rp)	Percentage increase / decrease receivables (%)
January 2019	4,185,623,184.72		
February 2019	4,482,773,874.04		
March 2019	3,654,602,500.84		
April 2019	5,743,313,456.21		
May 2019	5,822,425,557.72		
June 2019	6,334,066,954.94		
Semester I	30,222,805,528.47	(14,976,474,142.45)	-33.13%
July 2019	7,464,764,878.40		
August 2019	8,176,191,804.84		
September 2019	8,834,519,454.28		
October 2019	7,385,219,194.73		
November 2019	5,765,981,807.76		
Desember 2019	4,772,853,609.00		
Semester II	42,399,530,749.01	12,176,725,220.54	40.29%
Total Accumulation over 3 Years		10,765,842,744.04	69%

Source : Researcher processed data, 2022

Table 3 shows that the amount of receivables for the first half of 2019 was Rp. 30,222,805,528.47. This data when compared to the amount of receivables in the second half of 2018 to the first half of 2019 decreased by 33.13% or Rp. 14,976,474,142.45. Receivables data from the first semester to the second semester in 2019 at The Royal Pita Maha Resort increased by Rp. 12,176,725,220.54 or 40.29%.

Based on receivables data at The Royal Pita Maha Resort, it shows that there are similar patterns of receivables that occurred from 2017-2019, namely the amount of receivables in the first half of each year tends to decrease. The decline occurred because the first semester of each year always entered the low season so that credit sales decreased due to declining agent production. Furthermore, receivables increased in the second half. The increase in receivables that occurred in the second semester was due to the increase in the level of credit sales in the first four months of the second semester, namely July, August, September and October so that production agents also increased. From the accumulation for 3 years, we can see that the total receivables increased due to the increase in credit sales, it can also be interpreted as an increase in the risk of uncollectible receivables.

In the discussion above about accounts receivable, the receivables become an obligation for the Travel Agent to pay off or make payments of all his receivables to The Royal Pita Maha Resort. The data on receivables payments presented in the form of reports per semester at The Royal Pita Maha Resort during 2017 – 2019 can be seen in Table 4 to Table 6 below.

Table 4. Payment of receivables for the first and second half of 2017

Month/year	Payment	Total increase/decrease receivables (Rp)	Percentage increase / decrease receivables (%)
January 2017	6,718,177,321.45		
February 2017	6,978,730,975.50		
March 2017	5,314,434,281.50		
April 2017	5,906,324,729.50		
May 2017	7,241,512,035.30		
June 2017	8,879,136,048.31		
Semester I	41,038,315,391.56		
July 2017	8,879,136,048.31		
August 2017	11,523,201,928.56		
September 2017	9,465,183,256.92		

Month/year	Payment	Total increase/decrease receivables (Rp)	Percentage increase / decrease receivables (%)
October 2017	11,061,563,407.20		
November 2017	7,594,953,396.45		
Desember 2017	5,579,640,454.85		
Semester II	54,103,678,492.29	13,065,363,100.73	31.84%

Source : Researcher processed data, 2022

Based on the table of receivables payment reports above, it can be seen that there was an increase in payments from the first semester to the second semester in 2017 by 31.84% or worth Rp. 13,065,363,100.73. The increase in the number of receivable payments is due to the large number of payments that mature in the second semester where the overdue receivables when the receivables occur have begun to enter the high season month.

Table 5. Payment of receivables for the first and second half of 2018

Month/year	Payment	Total increase/decrease receivables (Rp)	Percentage increase / decrease receivables (%)
January 2018	5,118,855,370.77		
February 2018	5,215,173,913.45		
March 2018	5,051,428,415.50		
April 2018	7,946,562,784.22		
May 2018	7,530,684,326.06		
June 2018	9,182,924,479.23		
Semester I	40,045,629,289.23	(14,058,049,203.06)	-25.98%
July 2018	10,897,487,804.43		
August 2018	11,285,833,782.30		
September 2018	9,298,228,098.54		
October 2018	12,799,619,044.02		
November 2018	10,426,748,157.36		
Desember 2018	7,174,681,885.62		
Semester II	61,882,598,772.27	21,836,969,483.04	54.53%

Source : Researcher processed data, 2022

Receivables payment data in Table 5 shows that receivables payments in the first half of 2018 decreased by 35.11% or rp. 14,058,049,203.06. This decrease in receivable payments occurred due to a decrease in receivables payments maturing in the first half of 2018, especially in the month due in that semester was the low season month. Then in the second half of 2018 there was an increase in receivable payments of Rp. 21,836,969,483.04 or as much as 54.53% due to the increase in payment of receivables maturing, where the payment was a payment from receivables that had entered the high season months.

Table 6. Payment of receivables for thefFirst and second half of 2019

Month/year	Payment	Total increase/decrease receivables (Rp)	Percentage increase / decrease receivables (%)
January 2019	9,351,938,300.64		
February 2019	7,440,527,707.45		
March 2019	7,229,826,696.04		
April 2019	7,928,152,775.22		
May 2019	9,264,779,671.76		
June 2019	9,570,225,318.21		
Semester I	50,785,450,469.32	(11,097,148,302.95)	-18%
July 2019	10,196,320,279.98		
August 2019	11,579,155,547.05		
September 2019	9,602,637,266.01		
October 2019	11,496,212,293.75		

Month/year	Payment	Total increase/decrease receivables (Rp)	Percentage increase / decrease receivables (%)
November 2019	9,089,431,712.98		
Desember 2019	8,129,768,179.72		
Semester II	60,093,525,279.49	9,308,074,810.17	18.33%
Total Accumulation over 3 Years		19,055,209,887.93	61%

Source : Researcher processed data, 2022

Receivables payment data in Table 6 shows that receivables payments in the first half of 2019 decreased by 21.85% or rp. 11,097,148,302.95. The decrease in receivable payments occurred due to a decrease in receivable payments maturing in the first semester in the first half month of the first semester month is a low season month. In the second half of 2019 there was an increase in payments of Rp. 9,308,074 810.17 or by 18.33% due to the increase in receivables payments maturing in the second semester, where also the month due in the second semester was the high season month.

From the accumulated increase and decrease in receivable payments from 2017 to 2019, an increase in receivable payments was obtained by IDR 19,055,209 887,93 or 0.61 due to the increase in sales on credit so that there was also an increase in the obligation of debtors to make payments. From the reporting of receivables payments, it turns out that there are still some bills that have not been paid so that the receivables become uncollectible receivables. The following is a table of The Royal Pita Maha Resort's uncollectible receivables in reporting each semester in 2017, 2018 and 2019.

Table 7. Uncollectible receivables first and second half of 2017

Month/year	Value of Uncollectible Receivables	Total increase/decrease receivables (Rp)	Percentage increase / decrease receivables (%)
January 2017	894,172,872.80		
February 2017	758,370,380.50		
March 2017	758,687,520.50		
April 2017	866,161,720.00		
May 2017	1,258,969,500.85		
June 2017	1,787,948,550.71		
Semester I	6,324,310,545.36		
July 2017	1,787,948,550.71		
August 2017	1,821,116,380.00		
September 2017	2,891,964,461.08		
October 2017	2,229,355,167.73		
November 2017	2,117,173,977.31		
Desember 2017	1,219,602,373.39		
Semester II	12,067,160,910.22	5,742,850,364.86	90.81%

Source : Researcher processed data, 2022

The data in Table 7 shows that in the second half of 2017 the value of uncollectible receivables increased by Rp. 5,742,850,364.86 or an increase of 90.81%. The increase in the amount of uncollectible receivables is due to the increase in the value of receivables that exceed the age of the unpaid contract also due to the increase in Travel Agent Production due to the High season.

Table 8. Uncollectible receivables first and second half of 2018

Month/year	Value of Uncollectible Receivables	Total increase/decrease receivables (Rp)	Percentage increase / decrease receivables (%)
January 2018	372,741,670.80		
February 2018	551,573,883.70		
March 2018	999,589,249.77		
April 2018	570,754,322.06		
May 2018	1,329,532,692.00		

June 2018	966,071,284.00		
Semester I	4,790,263,102.33	(7,276,897,807.89)	-60.30%
July 2018	919,208,081.59		
August 2018	1,937,936,254.86		
September 2018	3,419,805,431.32		
October 2018	2,960,101,225.31		
November 2018	1,621,140,451.76		
Desember 2018	1,939,107,226.44		
Semester II	12,797,298,671.28	8,007,035,568.95	167.15%

Source : Researcher Processed Data, 2022

The data in Table 8 shows that in the first half of 2018 the value of uncollectible receivables decreased by Rp. 7,276,879,807.89 or a decrease of 60.30% this was due to the travel agent's already making payments and also due to the decrease in travel agent production due to the low season. In the second half of 2018, the value of uncollectible receivables increased due to the large number of overdue receivables that had not been paid as well as because the second semester entered the high season so that the value in that semester increased.

Table 9. Uncollectible receivables first and second half of 2019

Month/year	Value of Uncollecti-ble Receivables	Total increase/decrease receivables (Rp)	Percentage increase / decrease receivables (%)
January 2019	1,238,150,674.75		
February 2019	1,391,932,003.27		
March 2019	1,159,895,939.80		
April 2019	925,800,027.62		
May 2019	1,293,882,233.45		
June 2019	1,130,930,081.01		
Semester I	7,140,590,959.90	(5,656,707,711.38)	-44.20%
July 2019	1,615,443,915.19		
August 2019	1,645,668,614.35		
September 2019	2,765,028,185.33		
October 2019	2,821,496,949.03		
November 2019	2,049,764,497.75		
Desember 2019	1,969,793,923.29		
Semester II	12,867,196,084.94	5,726,605,125.04	80.20%
Total Accumulation over 3 Years		6,542,885,539.58	234%

Source : Researcher processed data, 2022

The data in Table 9 shows that in the first half of 2019 the value of uncollectible receivables decreased by Rp. 11,097,148,302.96 or by 18% this was due to travel agents having made payments and also due to a decrease in travel agent production due to low season. In the second half of 2019, the value of uncollectible receivables increased due to the large number of overdue receivables that had not been paid as well as because the second semester entered the high season so that the value in that semester increased. If accumulated over three years, an increase in uncollectible receivables of Rp. 6,542,885,539.58 or 2.34% was obtained. This increase in uncollectible receivables occurred due to an increase in the number of uncollectible receivables which was also caused by an increase in credit sales so that the risk of uncollectible receivables also increased.

Furthermore, from the comparison of the three tables above, the author gets the result that uncollectible receivables at The Royal Pita Maha Resort experience fluctuations in each semester influenced by the rise and fall of occupancy rates (low season and high season) and also caused an increase in the number of uncollectible receivables caused by the increase in production agents who had a habit of paying for more than 30 days, (slow payer agent), there were cases so that payments had to be delayed, there were relationships that experienced bankruptcy and there were also relationships that had the intention of deceiving or fleeing.also where uncollectible receivables were ended in 2019 worth Rp.1,965,793,923, 29.

From the list of uncollectible receivables above, there is Total A, namely Total receivables that still have the possibility of being repaid of Rp. 900,406,618.79 or 45.71% while Total B is a receivable that has the possibility of

zero payment of Rp.1,068,387,304.50, the classification above is based on the results of observations and interviews with Acconting Managers and Account receivable staff. Agent - an agent who has a history as a slow payer agent or payment is pending because there are still cases to be completed, the possibility of payment will be able to be obtained more but only takes time according to the policies of their respective debtors. But for uncollectible receivables whose reason is due to bankruptcy and escape so far there has never been a realization of payments, or the probability of payment is zero.

The next research result is regarding The Royal Pita Maha Resort's policy in providing credit facilities, where the debtor must apply for credit to the Hotel (Creditor) and pass the consideration of the Hotel Management. The author will discuss the process of applying for credit, giving credit to credit criteria.in The Royal Pita Maha Resort, and compare it with the theory that has been discussed in the previous chapter. To perform this analysis, the author conducted an interview with the Accounting Manager and Account Staff receivable and obtained the flow or flow of credit application as shown in Figure 1 below:
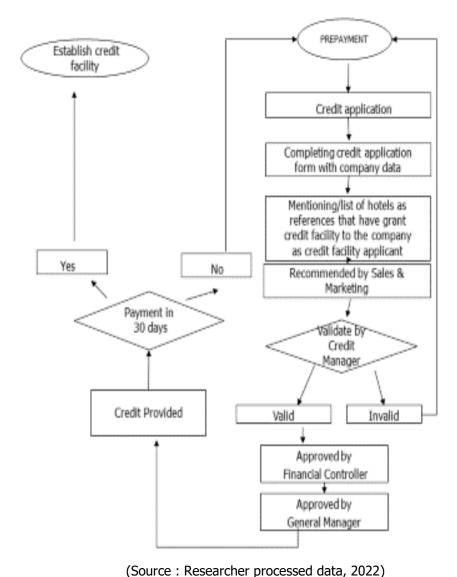

(Source : Researcher processed data, 2022)
Figure 1. Model of crediting at The Royal Pita Maha Resort

The Royal Pita Maha Resort policy refers to the Standard Operating Procedure of the Accounting Department in providing credit, where the SOP consists of various stages as follows:
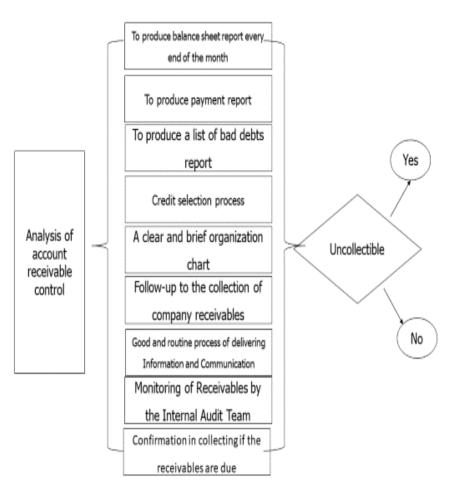
Complete the Credit application form, one way to get credit approval for prospective customers is to submit a credit application form obtained through an agreement with the sales department. To complete the credit approval, there are several steps that must be done:Fill out the credit application form,Approve payments within 30 days of the check out date,the completed application form is given to the Credit Manager for evaluation first after evaluation,

the form is recommended and submitted to the Financial Controller and then to the General Manager for final approval.

Credit Limit, the second stage after providing a credit facility, to the credit applicant, then the hotel determines the amount of credit limit that will be given. Credit Limit is the nominal amount of transactions allowed by The Royal Pita Maha Resort to be given to companies that have been registered to have credit. The nominal itself is determined by the Director of Sales & Marketing according to the agreement with the Relation / Travel Agent, the amount of the credit limit starts from Rp. 50 million toRp. 200 Million.

After the implementation of the credit transaction, a number of receivables will appear that must be collected within the agreed time. In blunting receivables, each hotel has a procedure so that it is expected that the receivables will be collected on time and there are no obstacles in the process. The following is the policy of The Royal Pita Maha Resort in collecting receivables:

Billing invoice sent by The Royal Pita Maha Resort to the credit recipient within a day after the guest checks out by e-mail, collection of receivables can be started as early as 7 days from the time the invoice is sent by telephone. If the receivables are 30 days old, a warning letter will be sent to the business partner followed by more intensive telephone communication.If the phone and warning letter do not produce results, the receivable account can ask for sales & marketing assistance to contact the Product Manager/ party invited to cooperate. Model Analysis of receivables control to reduce the risk of uncollectible receivables such as the following model:

(Source : Researcher processed data, 2022)
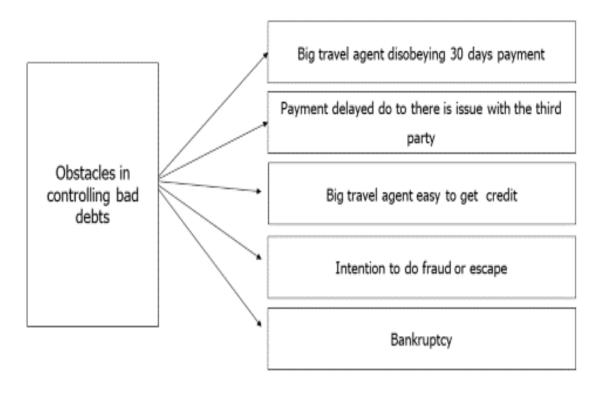**Figure 2.** Receivables control analysis model

After conducting research at The Royal Pita Maha Resort, the researchers found several obstacles faced in controlling uncollectible receivables, including:

Travel agents who are already large will not heed the 30-day payment agreement, they will follow their internal policies so the possibility of payment of more than 30 days is very large. There are cases where invoice payments are pending because there are still The problem is that there are cases where invoice payments are pending because there is still a problem so that it waits for time until the problem is resolved, usually related to the shortest payment from a third party. Credit facilities can be given easily to large Travel Agents, as they have the ability to supply larger

guests (Mustika et al., 2022). There is an intention from the relationship / Customer to commit fraud or run away. Travel agent / Business relationship experienced bankruptcy.

The obstacle that causes uncollectible receivables in The Royal Pita Maha is due to the debtor's internal policy, which eventually causes the Hotel to only receive payments after the receivables fall for more than 30 days or the Agent – the agent is referred to as a slow payer agent or Agent who has a slow habit of paying. The problem with the reason for the slow payer agent reached a nominal idr 648,274,365.50 or 32.91%. The second obstacle is that there are cases where invoice payments are pending because there are still problems so that it waits until the problem is resolved, usually related to the shorting of payments from third parties classification on the grounds that the payroll is shortened to a nominal idr 252,132,253.29 or 12.80% of the total uncollectible receivables. The third obstacle is because the relationship / travel agent experienced bankruptcy / failit where the nominal of this obstacle reached the highest value among other causes, namely IDR 884,411,412.50 or 44.90%. Then the problem of uncollectible receivables due to the relationship escaping / not being able to be contacted, namely IDR 184,975,892 or 9.39% the third obstacle was caused by internal problems with the relationship so that the payment was shortened, but there was still a possibility of being paid. However, based on interviews with Mrs. Ni Made Yudiani and Account Receivable staff, the largest contributor to the uncollectible receivables figure is actually generated by large business partners because the supply of guests of these relationships is large to The Royal Pita Maha Resort. Based on the table above, we can see that the largest contributor to the figure is Thomas cook with a figure of IDR 839,628,762.50 or reaching 43% of the total total uncollectible receivables.

Based on the results of the research above, the author obtained a model of analyzing the obstacles faced in controlling receivables to reduce the risk of uncollectible receivables as follows model :
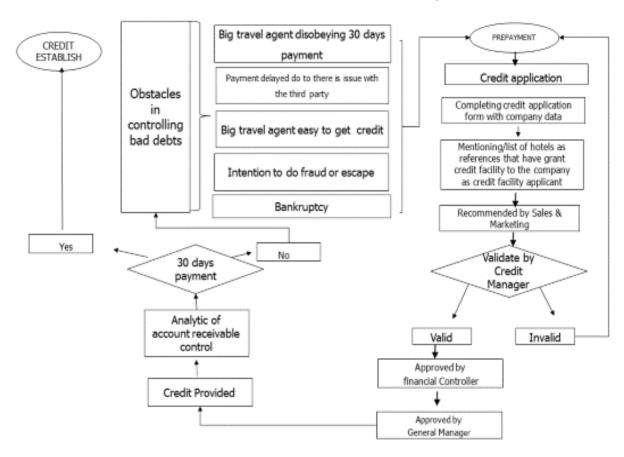

(Source : Researcher processed data, 2022)
Figure 3. Constraint model for controllinguUncollectibler receivables

Based on the constraints above, we can group them into 2 factors as follows:

Internal Factors, It is too easy to provide receivables caused by the absence of a clear benchmark on the wealth standards of travel agent assets. The credit facility is given too easily to an already large agent. This is because all hotels are racing to cooperate with them, because the promised volume is large and they are not just willing to cooperate with the hotel. This sometimes makes the risk of payment high. Especially when they go bankrupt, so the unpaid amount becomes large because the production is large (Rahayu et al., 2020).

External Factors, Large travel agents tend to use their internal policies in credit payments so that the possibility of payment of more than 30 days becomes more than large.The Travel Agent will postpone the payment if there is a problem with a third party and will only make a payment after the problem is over.The intention of the relationship/ Travel Agent to commit fraud or run away.The occurrence of bankruptcy (Dera et al., 2017).

Based on the credit selection process model, receivables control analysis, and constraints on controlling uncollectible receivables, the author can combine the entire model into the following model:

(Source : Researcher processed data, 2022)
Figure 4. Combined model of credit application process-analysis of uncollectible receivables control & constraints of uncollectible receivables control

Conclusion

Based on the results of the analysis that has been carried out, it can be concluded that receivables control to reduce the risk of uncollectible receivables in The Royal Pita Maha Resort is carried out with 9 analysis of receivables control , namely making a report on the balance of receivables at the end of each month, making a record of receivable payments, making a report on the list of uncollectible receivables, carrying out the credit selection process, creating an organizational structure that separates functional responsibilities strictly, follow up on the collection of company receivables, carrying out the process of conveying good and routine information and communication, monitoring receivables, affirming in collecting if the receivables have matured. In addition, The Royal Pita Maha Resort makes a report on the control of receivables in each semester by calculating persemester receivables, calculating the payment of persemester receivables and calculating persemester uncollectible receivables. The Royal Pita Maha Resort also has a clear credit application flow, the policy of granting credit at The Royal Pita Maha Resort refers to the Standard Operating Procedure of the Accounting Department. The obstacles faced in controlling uncollectible receivables at The Royal Pita Maha Resort are caused: The already large travel agent will not heed the 30-day payment agreement, there are obstacles in the debtor's internals so that payments are pending, credit facilities can be given easily to large Travel Agents, there is an intention from the relationship / Travel Agent to commit fraud or run away and Travel Agent / business relationship goes bankrupt. The obstacles faced in controlling uncollectible receivables at The Royal Pita Maha Resort are then grouped into two, such as internal factors and external factors. Constraints Internal factors are It is too easy to provide receivables caused by the fact that there is no clear

benchmark for the standard of wealth of travel agent assets, and it is easy to provide credit to agents who are already large, meanwhile. Constraints External factors, namely large travel agents tend to use their internal policies in credit payments so that the possibility of payment of more than 30 days becomes greater, Travel agents will delay payments if there is a problem with a third party and will only make payments after the problem is over, there is an intention from the relationship/Travel Agent committing fraud or running away, and the occurrence of bankruptcy.

The Royal Pitamaha Resort is expected to further improve the control of accounts receivable, especially in conducting inconsistent follow-up so that there are still weaknesses that trigger the occurrence of uncollectible receivables. With further increased supervision, it can prevent the occurrence of uncollectible receivables so that The Royal Pitamaha Resort can minimize uncollectible receivables. We recommend to written policy or guideline regarding the credit limit to customers/agents to make it easier for The Royal Pitamaha Resort to determine the eligibility for customers to make transactions on credit. The receivables collection policy that The Royal Pitamaha Resort must do if the customer has not paid until the specified time is through sending a bill, having a consistent and intense telephone relationship, and being able to use a collection agency, or filing a lawsuit, namely taking action juridically.

Acknowledgment

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