OPTIMALISASI MANAJEMEN STOK DALAM PENGEMBANGAN USAHA DI KOPERASI KARYAWAN WILMAR GRESIK (K2WG)

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Abstract

This internship activity at Koperasi Karyawan Wilmar Gresik (K2WG) aims to analyze the optimization of stock management in supporting business development. Based on observations and documentation, several issues related to stock control were identified. The main problem lies in the discrepancy between the recorded stock data in the system and the actual physical stock in the warehouse. This mismatch results in inaccurate inventory reports, delays in procurement, and difficulty in monitoring product availability. In some cases, items recorded as "out of stock" in the system were still available physically, and vice versa. Such inconsistencies disrupt cooperative operations and decrease service efficiency. To overcome these challenges, this study recommends improving stock control mechanisms by conducting routine stock checks, implementing manual stock cards, and optimizing supervision of goods inflow and outflow. Furthermore, K2WG is encouraged to apply digital stock management methods to ensure real-time updates, reduce data errors, and support more accurate decision-making in purchasing and sales planning. This internship contributes practically by providing insights into stock management improvement for cooperatives and theoretically by emphasizing the importance of accurate inventory systems in supporting business development and operational sustainability.

Keywords: *Stock Management, Inventory Control, Business Development, Cooperative, K2WG*

INTRODUCTION

Cooperatives have a strategic function in improving the welfare and productivity of their members. As a business entity managed collectively, cooperatives aim to provide benefits through savings and loan services, product sales, and various member support activities. According to the Ministry of Cooperatives and SMEs (2024), efficient management in cooperatives not only strengthens internal operations but also contributes to the sustainability of members' welfare. Effective management, particularly in inventory control, plays a vital role in maintaining the stability of goods availability and operational continuity.

Koperasi Karyawan Wilmar Gresik (K2WG) is one of the employee cooperatives operating within PT Wilmar Nabati Indonesia. Established in 2012, K2WG provides savings and loan services and manages stores and canteens to meet the daily needs of employees. However, during the internship period from July 28 to August 26, 2025, several problems were identified, particularly regarding inventory control. The primary issue found was the discrepancy between stock data recorded in the system and the actual physical stock, causing confusion in procurement, inaccurate reports, and inefficiency in daily operations.

These stock discrepancies occur due to delayed data input, lack of routine checks, and weak monitoring of incoming and outgoing goods. Such inconsistencies lead to either excess inventory or shortages that disrupt service to members. According to Widyasari (2021), accurate and consistent stock management can enhance operational effectiveness, reduce waste, and improve service satisfaction. Meanwhile, Arlindayani (2022) emphasized that cooperatives often face errors in recording due to manual systems and unstructured data updates, which result in unreliable financial and stock reports.

Therefore, this study aims to analyze the causes of stock data discrepancies and provide solutions to optimize stock management at Koperasi Karyawan Wilmar Gresik. The optimization efforts are expected to improve inventory control systems through more accurate recording, digital documentation, and regular supervision of stock movements. The findings of this research are anticipated to contribute theoretically to the study of cooperative inventory management and practically as a recommendation for K2WG in enhancing operational efficiency and business development.

LITERATURE REVIEW

Stock Management

Stock management involves planning, controlling, and supervising inventory to ensure that goods are available according to demand while maintaining operational efficiency. The FIFO (First In, First Out) method is commonly applied to ensure that items entering first are sold or used first, minimizing the risk of product expiration or obsolescence. According to Widyasari (2021), the implementation of FIFO in inventory management has been proven to improve accuracy and prevent overstocking in several organizations. Proper stock management not only reduces storage costs but also supports smooth service operations, especially in cooperative environments that rely on product availability for their members.

Inaccurate Stock Data

Inaccurate stock data often occurs due to delays in recording, human error, or incomplete updates in the system. Research by Arlindayani (2022) on cooperative inventory management found that discrepancies between recorded and physical stock are mainly caused by the absence of regular stock-taking, lack of stock cards, and delayed input of transactions. This situation leads to inefficiency, such as product shortages or excess stock, and results in unreliable financial reports. Therefore, conducting regular stock opname (physical verification) and ensuring timely updates in the inventory system are essential steps to maintain data accuracy and operational stability.

Inventory Control

Excess stock can cause high storage costs, reduce liquidity, and limit the ability of the organization to allocate funds for other operational needs. A study by Jennifer and Haryanto (2024) found that the use of the Economic Order Quantity (EOQ) method helps minimize excess inventory by determining the optimal order quantity and reorder point. Similarly, Kurniawan and Mazhar (2026) showed that combining EOQ and Reorder Point (ROP) methods can reduce annual inventory costs and prevent stock buildup. Implementing these strategies allows organizations to maintain ideal stock levels, improve efficiency, and optimize capital utilization.

Return of Goods

Return of goods reflects the effectiveness of a company's stock management and quality control. According to Basaria Maressa (2025), overstocking significantly affects warehouse service levels, often leading to higher return rates and lower operational performance. Properly managed return procedures can minimize losses and maintain customer satisfaction. For cooperatives, return management is crucial to prevent product expiration and maintain service reliability

for members. A systematic return policy helps balance inventory levels while ensuring financial accountability and operational sustainability.

METHODOLOGY

This study applies a qualitative descriptive approach with a case study design, conducted at *Koperasi Karyawan Wilmar Gresik (K2WG)*. This approach was chosen to provide a comprehensive understanding of the actual conditions related to stock management processes and to identify the problems that occur during cooperative operations.

1. Type and Research Approach

This research employs a qualitative descriptive method, which aims to describe and analyze phenomena based on field observations and real experiences during the internship period. The qualitative approach enables the researcher to explore in depth how stock management is implemented, identify the causes of stock discrepancies, and formulate strategies for optimizing inventory control at K2WG.

2. Research Location and Duration

The research was conducted at Koperasi Karyawan Wilmar Gresik (K2WG), located at Jl. Kapten Darmo Sugondo No. 56, Indro Legi, Gresik, East Java,Indonesia.The study was carried out over a one-month period, from July 28 to August 26, 2025, coinciding with the internship implementation schedule.

3. Research Subjects and Objects

- **Subjects:** Employees and management staff of the cooperative, particularly those in the store, warehouse, and administrative divisions.
- **Objects:** The stock management system and procedures, including item inflow and outflow recording, stock verification, and data updating processes.

4. Data Collection Techniques

Data were collected using three primary techniques:

- **Observation:** Direct observation of daily cooperative operations, focusing on stock management activities, data entry, and product checks.
- **Interviews:** Informal interviews with cooperative staff to gather insights on stock management issues, procedures, and documentation practices.
- **Documentation:** Collection of related records, such as stock reports, purchase receipts, sales transactions, and stock card data used during the internship period.

5. Data Analysis Techniques

The data were analyzed using descriptive qualitative analysis through several stages:

1. **Data reduction:** selecting and summarizing relevant information from observations, interviews, and documents.
2. **Data presentation:** organizing the findings in the form of tables, charts, and descriptive explanations.
3. **Conclusion drawing:** interpreting the findings to determine the causes of stock discrepancies and propose solutions for stock management optimization.

6. Research Instruments

The main instrument in this research is the researcher herself, who acts as an active observer and participant. Supporting instruments include observation sheets, field notes, a computer for data entry, and administrative stock documentation provided by the cooperative.

7. Data Validity

To ensure the reliability of the findings, data triangulation was applied by cross-checking results from observation, interview, and documentation methods. This validation technique helps minimize potential bias and strengthens the credibility of the research results.

RESULTS AND DISCUSSION

1. Stock Management Problems at K2WG

Based on observations during the internship at Koperasi Karyawan Wilmar Gresik (K2WG), it was found that the main problem in daily operations lies in inventory control. The most significant issue is the inconsistency between stock data recorded in the system and the actual physical stock in the warehouse. Several products showed substantial discrepancies, such as items recorded as “out of stock” in the system but still available physically, and vice versa. These inaccuracies indicate that stock management and data input have not been carried out optimally.

For example, in one of the records, the product Cimory 40gr was listed as 20 units in the system but physically there were 43 items in stock. Similar discrepancies were also found in other items, such as Attack 1.2L (recorded as 0 but actually 5 items) and Babyfresh Magnolia 70gr (recorded as 4 but physically 6 items). These findings show that the system data do

not reflect the real condition of inventory, which can lead to problems in procurement, sales, and service quality.

This mismatch occurs due to several factors, including delayed data entry, lack of regular supervision, and incomplete documentation of stock movement. In addition, the cooperative still relies on manual recording methods, making it difficult to ensure accuracy and real-time updates. As a result, the management cannot make precise decisions regarding restocking or purchasing new items, potentially causing either overstocking or product shortages that disrupt cooperative operations.

2. Inventory Control Analysis

According to Arlindayani (2022), inaccuracies in stock data often arise because stock-taking activities are performed infrequently, and input data are not updated immediately after transactions occur. This condition leads to unreliable reports and operational inefficiencies. In K2WG, similar circumstances were observed where daily transaction activities in the canteen and store were not always followed by immediate data updates in the system.

Widyasari (2021) stated that implementing systematic inventory control using the First In, First Out (FIFO) method can improve data accuracy and ensure that stock turnover runs smoothly. Applying this method in K2WG would help minimize expired products and maintain product quality. Moreover, Rachmawati & Kirono (2025) emphasized that structured warehouse management and periodic verification are essential to reduce stock recording errors and improve operational performance.

Therefore, the problem at K2WG aligns with previous research findings that emphasize the importance of accurate and routine data management to maintain stock consistency and operational efficiency.

3. Propsed Solutions for Stock Optimization

To solve the problem of inaccurate stock data at K2WG, several improvement strategies are proposed. First, the cooperative should implement manual stock cards to record every incoming and outgoing item in real time. This step will create a cross-verification system between physical stock and system data, reducing the chance of discrepancies. Second, routine stock checks should be conducted at least three times a day—morning, afternoon, and evening—to ensure that stock levels remain accurate throughout the day.

Additionally, the procurement process needs to be scheduled earlier to prevent product shortages. Establishing a standard operating procedure (SOP) for inventory management, including clear documentation and responsibility delegation, can further improve efficiency. Over time, K2WG

should consider transitioning to a digital stock management system that allows automatic data synchronization and reporting.

He implementation of these measures is expected to enhance the accuracy of inventory reports, facilitate smoother operations, and strengthen cooperative service quality for its members. Accurate inventory management not only minimizes financial risk but also supports sustainable business development for K2WG as an employee cooperative.

Tabel 1. 1 Data on Problematic Goods at the Wilmar Employee Cooperative

No	Product Name	System Stock	Actual Stock
1	Cimory 40gr	20	43
2	Babyfresh Magnolia 70gr	4	6
3	Attack 1.2 Liter 300ml	0	5
4	Molto Trika Blue 300ml	19	20
5	Feliq School Socks	1	*3*

The data above indicate that the administrative process of recording and updating inventory at Koperasi Karyawan Wilmar Gresik (K2WG) has not been fully optimized. These inconsistencies between system data and physical stock cause significant inefficiencies in stock management, such as excess or shortage of goods. Moreover, this situation affects the accuracy of financial records because of delayed data input or recording errors, resulting in unreliable financial reports and challenges in managing cooperative finances effectively.

In addition, employees sometimes experience inconvenience when items appear as available in the system but are actually out of stock in the warehouse. This discrepancy directly impacts service quality and member satisfaction. Therefore, these issues need to be identified and resolved promptly to improve the accuracy of stock reporting, purchasing planning, and the smoothness of service operations within the cooperative.

CONCLUSION AND SUGGESTIONS

In conclusion, the internship program at Koperasi Karyawan Wilmar Gresik (K2WG) revealed several operational problems, particularly related to stock management and data accuracy. The main issue identified was the inconsistency between the inventory data recorded in the system and the actual physical stock in

the warehouse. These discrepancies caused difficulties in procurement planning, inaccurate financial reporting, and service inefficiencies. The findings indicate that the cooperative's stock recording and updating system has not been fully optimized, leading to either stock shortages or excess goods that can disrupt daily operations and reduce service quality for cooperative members.

To overcome these challenges, K2WG should improve its inventory control system by conducting regular stock checks and ensuring that every incoming and outgoing item is recorded accurately and in real time. The use of manual stock cards as an interim control tool can help cross-check system data with physical stock, minimizing input errors. Furthermore, the cooperative should establish a standard operating procedure (SOP) for inventory recording, train staff to maintain consistency, and consider gradually implementing a digital inventory management system to ensure data accuracy and real-time updates.

By implementing these improvements, K2WG can optimize its stock management processes, enhance operational efficiency, and improve service quality for its members. Accurate and transparent stock data will also support better financial planning, smoother procurement processes, and sustainable cooperative business development in the long term.

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