The Analysis of Hygiene, Hazard Analysis, and Critical Control Point Purchasing Department at Four Seasons Hotel Jakarta in Ensuring Food Safety for Guests

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Abstract
This study aimed to understand (1) The application of Hygiene using hazard analysis and critical point (HACCP) systems in Purchasing Department. (2) Ensuring the safety of hotel food by implementing HACCP system onto their hygiene procedure. This study used descriptive qualitative design that describes the data that have been collected through observation, interviews, documentation matrix analysis IFE and EFE during the research. The results of this study indicate that Four Seasons Hotel Jakarta has implemented the hygiene standard accordance with the Hazard Analysis and Critical Control Point (HACCP) system. In carrying the activities at Purchasing Department, Four Seasons Hotel Jakarta still faces many problems. To overcome the problems Purchasing Department Manager have several strategies efforts to overcome them.

Keywords: Hygiene, Purchasing, HACCP, Hotel

PRELIMINARY
Tourism is a strategic industry based on Law No. 1 Government Regulation on Tourism No. 10 of 2009 National Tourism Development Master Plan No. 50 of 2011 and Presidential Decree No. 50. Regulation no. 63 of 2014 concerning tourism regulations, and course there will be several other government regulations. The purpose of this regulation is to make tourism in Indonesia better, one of which is done through the existence of imaging and the existence of a concept that is right on target. Visitors and tourists are very attentive and concerned about hygiene, health, and safety factors, especially if they look at the current target market (Trisnawati and Demolingo 2022). The definition of a hotel according to Ministerial Decree SK 241/H/70 THN/1970, a hotel is a company that provides services in the form of lodging or accommodation as well as providing meals and other facilities for the public that meet the requirements of comfort, privacy, and commercial purposes.

The tourism industry is one of the industries that has bounced back after the Covid-19 pandemic. Public tourism interest in traveling is currently increasing, Based on World Economic Outlook (WEO) International Monetary Fund (IMF) data, the global economy is estimated to grow 5.9% in 2021 after experiencing negative growth of 3.3% in 2020. Impact This has a significant effect on the occupancy rate of five-star hotel rooms in Indonesia. The Central Statistics Agency (BPS) noted that the room occupancy rate (TPK) for star hotels in Indonesia was 49.77% in July 2022. When compared to the TPK for star hotels in July 2022, it increased by 27.39 points. In July 2021, the ROR for star hotels was recorded at 22.38%. (Bayu, 2022). Government policies are needed to regulate and supervise health protocols in
the hotel industry so that the transmission of Covid-19 can be prevented (Pardini et al. 2022). Actions taken at the international level to combat the COVID-19 pandemic have a significant impact on the hotel industry in terms of revenue, consumers, and workers. In several countries, the closing of airlines, beaches, hotels, bars, and clubs has caused headlines (Baum et al., 2020). The tourism industry is one of the most impacted industries by the COVID-19 pandemic, with analysts and economists agreeing that the hotel and leisure market is actually facing the most direct effects (Gursoy and Chi, 2020). Several WHO-recommended steps to deter the virus's spread include limiting travel. Cross-border transport and migration are particularly important to the hotel industry (Baum and Hai, 2020; Jiang and Wen, 2020).

A very important factor in the hospitality industry is comfort and guarantee of cleanliness, namely hygiene and sanitation in all aspects. In managing all the facilities offered professionally, it must be following applicable health rules, so that service users get health and hygiene insurance. The behavior and characteristics of tourists according to experts can be assumed as factors that affect their trip (Prasetya et al. 2021). Efforts to create health for the environment, especially public places, and our efforts to secure the environment through improvement and supervision of environmental quality. The hotel is one of the places where supervision and improvement of sanitation are carried out. Improving the quality of sanitation and health in the hotel environment is carried out through periodic and routine determinants assessment. Problems that can occur due to hotel operational activities include sanitation problems which include food production processes, clean water, environmental health, and hotel waste management. The Role of Sanitation and Hygiene Food is one of the basic or primary needs for humans. The more advanced a nation, the greater the demands and attention to the quality of the food to be consumed.

Four Seasons Hotel Jakarta is a luxury hotel that operates in the hospitality sector, which is located in the Gatot Subroto number, South Jakarta. The hotel has structured hygiene, sanitation, hazard analysis, and critical control point procedures. Four Seasons Hotel Jakarta has its own standards that are emphasized to every employee in providing services to customers, especially the intangible aspect as one of the products that can be enjoyed, especially regarding health and hygiene in food management.

Purchasing Department at the Four Seasons Hotel Jakarta itself consists of several parts, namely, food buyer, receiving, and storekeeper. The purchasing department is very closely related to the control of receiving goods; specifically, the supply of food ingredients, all food ingredients that will enter the hotel will first be checked by the receiving party. It aims to be able to assess whether or not a food ingredient that comes from a supplier can be processed further. Receiving serves as the main door for the entry of goods and is obliged to receive, and inspect goods or processed materials that come from suppliers on orders from the purchasing department (Grand 2018). The main purpose of receiving goods is to get goods according to the standards set by the hotel, the amount following the order, and the price listed in the list that has been set by the purchasing department (Purchasing) and to minimize errors when receiving the goods.

Nowadays, the issue of quality assurance and food safety continues to grow following the demands and requirements of consumers as well as with the level of human welfare. The public has realized that food quality and safety cannot only be guaranteed by the results of the final tests carried out in the laboratory. Many believe that the use of safe raw materials, handled properly, processed, and distributed properly will produce good food products as well. Therefore, various systems have been developed that can provide quality assurance and food safety from the production process to the hands of consumers, such as ISO-9000, QMP.
Processing and serving food to guests well is a plus for that hotel itself, therefore in progress processing and presentation must be well too, and pay attention cleanliness of the processing area and the food itself. From process processing to presentation process located in the hotel kitchen area. Quality of a food product very important for every founder food vending company, for example like hotels. Characteristics quality is obtained from acceptable food consumer.

From there, the background of the problem that can be taken is knowing the HACCP procedure implemented by the Four Seasons Purchasing Department in realizing good hygiene and sanitation to ensure food safety for its guests. This is in line with the research title, namely "The Analysis of Hygiene, Hazard Analysis and Critical Control Point (HACCP) Purchasing Department at Four Seasons Hotel Jakarta in Ensuring Food Safety for Guests"

LITERATURE REVIEW

Juridically based on Law No. 36 of 2009 concerning health, article 111 states that "Food and drinks used for the community must be based on health standards and/or requirements." In this case, what is meant by food and drink based on health standards and/or requirements is referring to Law Number 7 of 1996 article 4 concerning food, namely, the Government stipulates sanitation requirements in activities or processes of production, storage, transportation and or circulation. food. As accommodation service providers, hotels have an important role in creating a sense of security, comfort and feeling more valued (Sugiarto and Sulastiningrum, 1998:25). Food hygiene is one of the disease prevention efforts that focuses its activities on hygiene/health and food integrity efforts. The role of food hygiene and sanitation is very important, especially when it involves the public interest (Suyono, 2012). Hygiene and Sanitation is a condition in which a person, food, workplace or equipment is safe (healthy) and free from digestion caused by bacteria, insects, or other animals. Sanitation is a disease prevention effort that focuses on activities for human environmental health (Triyani 2020). Most visitors are more wary of cleanliness in a tourist attraction, especially during a pandemic. Likewise, from the point of view of health and environmental sustainability in the places visited (Dewi and Faustina 2022).

HACCP is an internationally recognized food safety management system that helps businesses to identify, assess and control significant hazards that can affect food safety. it does this with:

a) find all the danger points in the food process that can occur
b) decide which points are important for final product safety
c) focus control on predetermined critical points.

One of the standards used to improve quality assurance and product control is the Hazard Analysis and Critical Control Point (HACCP) method which is a systematic approach to food safety management based on principles that aim to identify possible hazards that will occur at any stage in the supply chain and take control to prevent it. (Asmadi, Ilyas, and Nadhilah 2020) The HACCP method aims to design a product quality assurance and control system, with the hope that the results of this study will be able to identify possible points of danger, product damage/defects and provide suggestions for improving the production process to maintain product safety for consumers. According to Bryan (1990), the HACCP system is defined as a management to ensure the safety of food products in the food processing industry using the concept of a logical (rational), systematic, continuous, and comprehensive (comprehensive) approach and aims to identify, monitor and control hazards that may arise. high risk to the quality and safety of food products. The HACCP system is not a zero-risk food safety assurance system but is designed...
to minimize the risk of food safety hazards. The HACCP system is also considered a management tool used to protect food supply chains and production processes against contamination by microbiological, chemical, and physical hazards (Kuncoro 2019).

The Purchasing Department is in charge of procuring goods for all purposes based on a request for procurement of goods after obtaining written approval from the chief accounting, and general manager and just looking for an offer to the supplier. Purchases of goods must be regulated with certain specifications so that they get good quality and quantity, following standards (Mellita and Palwasari 2020). There are 3 main things that need to be considered so that the procedure for purchasing goods can run Effectively:

a. Purchasing staff who meet the requirements are needed, namely staff who are honest, fair to all suppliers and do not want to be colluded with by suppliers from any party. In addition, they must know about the origin of the goods or materials to be purchased, the characteristics of the materials to be purchased, how to store the goods to be purchased, know how to choose or select materials and the specifications of the goods or materials to be purchased.

b. There are guidelines used by the purchasing department staff in purchasing food ingredients known as standard purchase specifications which include the quality of goods, sizes, weights, etc.

c. Using effective purchasing methods and procedures, namely in the process of purchasing food ingredients so that efforts are made not to use too many forms that can hinder the smooth process of purchasing the goods themselves

Receiving is part of the purchasing department in charge of receiving and checking goods that are adjusted to purchasing standards, if there is a difference (amount, quality, brand, etc.) it must be claimed to the relevant supplier (Solikhin 2008). According to Bartono (2005: 70) Receiving staff is obliged to receive, and inspect goods, or processed materials that come and are submitted by suppliers on orders from the purchasing department. In principle, all goods that enter the hotel for operational purposes must go through the receiving section, for data collection and necessary control. Receiving goods / Receiving is a part that also has an important role in the purchasing department, receiving is in charge of receiving and checking the goods ordered by Purchasing, where the goods must be under the quality and quantity of the goods requested. If it does not match, then Receiving will notify Purchasing and Purchasing will ask the supplier to exchange or even withdraw the item. If the goods received have been approved both in quantity and quality, then the Receiving section signs and affixes a stamp/stamp on the memorandum of delivery of goods from the supplier (MERQURI and KAWEDAR 2016).

Implementation is a process for ensure the implementation of a policy and achieving the policy. Implementation is also intended provide the means to make something and provide practical results towards each other.

**METHODES**

This research uses descriptive analytical qualitative research method. Qualitative research is carried out with characteristics that describe a situation that occurs or is a fact, but the report made is not just a report on an incident without a scientific interpretation (Anggito and Setiawan 2018). In this study, the researcher attempted to describe the existing phenomena by collecting data, analyzing factually and systematically to facilitate understanding and drawing conclusion.

In addition to descriptive analysis, the data analysis used to determine the objectives to be achieved is to use the Internal Factor Evaluation (IFE) Matrix which is a strategy formulation tool used to summarize and evaluate the main strengths and weaknesses in business
functional areas and also provides a basis for identifying and evaluate the relationship between these areas (David, 2006). In addition, the External Factor Evaluation (EFE) Matrix is used to determine the company's external factors related to opportunities and threats that are considered important. External data is collected to analyze matters concerning economic, social, cultural, demographic, environmental, political, government, legal, technological, and competition issues (David, 2006). Royani (2021) explains that when analyzing the IFE and EFE matrices, the X Rating score is 3.0-4.0, then the place where the analysis is declared has great potential, while 2.0-2.99 is considered sufficient/moderate. And if the number 1.0-

In this study, EFE is used to identify opportunities and threats to the application of Hazard Analysis and Critical Control Point procedures. Meanwhile, IFE is to identify potential/strengths and weaknesses in the application of Hazard Analysis and Critical Control Point procedures. The stages in identifying external environmental factors in the IFE matrix are as follows:

i. Write down the main internal factors as identified in the internal audit process.

ii. Give a weight that ranges from 0.0 (not important) to 1.0 (very important) for each factor. Weight assigned to each factor indicates the relative importance of the factor to the company's success in the industry. The total weighting must be 1.0

iii. Give a rating of 1 to 4 for each factor to indicate whether the factor indicates major weakness (rating = 1), or minor weakness (rating = 2), minor strength (rating = 3), or major power (rating = 4). Note that strengths should get a rating of 3 or 4, and weaknesses should get a rating of 1 or 2. Thus, the ratings are company-based, while the weights are industry-based.

iv. Multiply each factor weight by its rating to determine the weighted average for each variable.

v. Add up the weighted averages for each variables to determine the total weighted average for the organization. The average value is 2.5. A weighted average total below 2.5 indicates an internally weak organization, while a total score above 2.5 indicates a strong internal position.

The stages in identifying external environmental factors in the EFE matrix are as follows:

i. List the external factors identified in the external audit process.

ii. Assign a weight ranging from 0.0 (not important) to 1.0 (very important) to each factor. The weights indicate the relative importance of the factor to the company's success in the industry. The total number of weights must be 1.0.

iii. Give a rating of 1 to 4 for each of the key external factors about how effective the company's current strategy is in responding to these factors, where 4 = superior company response, 3 = above average company response, 2 = average firm response, 1 = poor firm response. The ranking is based on the effectiveness of the firm's strategy, while the weights are based on industry.

iv. Multiply each factor weight by its rating to determine the weighted score.

v. Sum the weighted scores of each each variable to determine the total weighted value for the organization. The highest weighted value is 4.0
and the lowest weighted value is 1.0. The total weighted average is 2.5. The total weighted score of 4.0 indicates that the organization respond very well to the opportunities and threats that exist in the industry. In other words, the company's strategy effectively takes advantage of the opportunities that exist today and minimizes the possible effects of external threats. The total value of 1.0 indicates that the strategic company does not take advantage of opportunities or does not avoid external threats.

the data collection techniques used:

1. Direct Observation  
   Data collection by direct observation is a way of collecting data by using the eyes without any help using other standard tools for this purpose, by doing this direct observation, the author will obtain the data needed in this paper.

2. Interview  
   Data collection in this way is done by obtaining and directly from respondents, namely by having face-to-face conversations. In this study, interviews were conducted with the Assistant Manager of Hygiene and the Purchasing Manager of the Four Seasons Hotel Jakarta

3. Libraries  
   Library data collection is obtained by using books or other materials that can be used as library data for writing research reports. With this literature, it will strengthen report writing.

4. Documentation  
   Data collection by taking pictures or photos obtained in hotel archives.

**RESULTS AND DISCUSSION**

**A. Food Supplier Management**

Food supplier management starts by determining the supplier in terms of quality and goods, which is given by the supplier whether the goods supplied meet the specified requirements. Before the purchasing department cooperates with suppliers, it must first see examples of products offered to the hotel. The purchasing department must ensure that the supplier is administratively registered in the country and evaluates the materials offered in terms of hygiene, processing, halal, and others.

Supervisors are generally involved in ensuring that agreed product specification are met and in some situations this might include their involvement in the control of both incoming raw materials from suppliers and the manufacture of own-label products for customers.

Supplier selection is an activity that is prioritized, especially in the criteria used for the delivery of goods when the goods needed are ready to be shipped. The criteria needed, such as the expected quality, are the conformity of the product specifications required by pre-users in each department and the fulfillment of quality standards, in timely and flexible delivery, affordable and quality product prices without defects with the appropriate arrangement of luggage, and easy to contact suppliers with responses regarding needs and complaints (Rizal and Kasmita 2021). The food supplier selection management system can be seen in the flowchart below:
The table above is data taken from the Four Seasons Hotel Jakarta regarding the management procedures for selecting food suppliers. From the table, it can be seen that the food supplier selection management has several stages, both from the administrative stage, to the audit stage, and finally, it is an agreement between the two parties in carrying out future cooperation.

Food Supplier Management does not stop there, the Purchasing Department periodically in an annual period monitors food suppliers. Raw materials are generally purchased from approved suppliers against agreed specification that detail minimum acceptable standards. Product specifications set out how a food to be supplied/produced consistently on each product run. Certificates of analysis may be provided for individual batches of a raw material or product, to confirm that any specific criteria agreed in the product specification have been met, for example microbiological standards such as the total viable count (a measure of the type and quantity of bacteria present), absence of *salmonella* or analytical data such as fat content or the absence of specific additives. The monitoring is in the form of a visit to the supplier's factory or production site and conducting an audit both administratively and regarding the hygiene and sanitation of the production site to assess the feasibility and safety of food raw materials which will later be entered and processed into the hotel. The system can be illustrated in a flowchart as follows:
Table 1.2

<table>
<thead>
<tr>
<th>Existing Food Supplier</th>
<th>Conduct Supplier Audit</th>
<th>Purchasing and F&amp;B Representatives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update relevant documents (annually)</td>
<td>High-risk food supplier (annually)</td>
<td>Evaluation – supplier audit score ≥ 80% (Food)</td>
</tr>
<tr>
<td>Submit updated business licence</td>
<td>Low-risk food supplier (every 2 years)</td>
<td>Supplier audit score ≤ 79% considering to suspend the food supplier for any purchase</td>
</tr>
<tr>
<td>Submit updated related food licence</td>
<td>Food Supplier with FMS certificate (every 2 years)</td>
<td>Send supplier audit report and action plan within one week after the audit</td>
</tr>
<tr>
<td>Submit updated lab test report</td>
<td></td>
<td>Send supplier letter and return the action plan, within two weeks after received the report</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Update audit score and data in supplier register</td>
</tr>
</tbody>
</table>

Source: Sumber: PWT Environmental Consultancy Asia Ltd, 2018 Version 1 May 2020 Section 17.

B. Food Safety and Hygiene Management in Receiving Area

Acceptance of food and beverage products at the Four Seasons Hotel Jakarta must be based on and follow the HACCP principles including food and beverage quality requirements and food safety. Purchasing Managers, F&B Directors, and Executive Chefs must ensure that the following requirements are implemented to ensure that all food and beverage products are received fresh, safe, in good condition, and free from contamination. The criteria and requirements for the receiving area under the standards are as follows:

a. Keep in clean condition and free from waste.

b. The temperature of the receiving room must be 25°C or less. To maintain the stability of the room temperature, all access to the entrance and exit must remain closed when the activity of receiving goods takes place.

c. The receiving area provides at least 2 electronic scales for raw food and one for processed food. In addition, monitoring of the food acceptance process is carried out through swab tests of scales and food containers.

d. There is a stainless steel sorting table for various types of food, either raw or cooked to avoid contamination.

e. Comes with several digital thermometers including a laser thermometer, a penetration probe, a set of flat probes, and cleaning wipes. This equipment must be calibrated regularly every month so that its records are maintained.

f. Equipped with a hand washing sink where there is hot and cold water, liquid hand soap, hand sanitizing gel, disposable tissue, and a trash can.

g. Adequate drainage system is available and easy to clean in terms of floors, walls, and ceilings.

h. Small ice cubes are available to ensure that fish shipments stay cool and maintain their temperature. Unless it's moved quickly to the prep area.

i. Equipped with a sufficient number of electronic insect repellent machines, followed by integral records to control and evaluate the level of insects entering the receiving room.
j. Doors that have access to the outside must be properly closed to prevent the entry of rodents.

k. Food containers should be stored separately and upside down to prevent the risk of microbiological or physical contamination. Containers should be stored in a clean environment with cool air when not in use.

l. The receiving area must have a distance that is not adjacent to the waste disposal area.

m. For Foodstuffs that have a high level of sensitivity to temperature but cannot be immediately allocated to the preparation area or kitchen, the hotel must pay attention and consider having a cooling machine or freezer in the loading dock area.

Hygiene Equipment According to Purwiyatno (2009:65), election equipment used in processing food taking into account the ingredients use and ease of cleaning. Ingredient used for processing equipment food is an unreacted material with food. Consideration the ease of cleaning the equipment depends on the contribution of the tool. Metals such as iron and copper are sufficient good for use as equipment framework food processing, but cannot used as a contact device directly with food. Both metals Although the construction is quite strong, but can oxidize the nutrients food, especially oil, so that produces a radical component that hazardous to health the use of materials these are still commonly found as in the frying pan. Wood is generally used as a stirrer. Even though it doesn't cause oxidation in foodstuffs, but the nature of wood which is porous and easily weathered causing liquid is easily penetrated into it. this trait wood material is not easy to clean, microbes can grow in difficult pores cleaned, so the smell often appears not good. Wooden construction tools can be source of contamination in food. Aluminum, although many are found as an ingredient for various cooking utensils, but not strong. This material is also easy corroded by acids or alkalis.

During heating, aluminum is easy to experience electrolysis, so it is not recommended used for cooking. Stainless steel (stainless steel) is a material that does not react easily with food ingredients, so it's safe used as construction processing tools in direct contact with food. Besides the construction is quite strong, this tool is also easy to clean. Stainless steel can applied to all types of materials food. The safest ingredients to use as a food processing tool is glass. But glass is easy to crack, so it's rare used as a food processing tool.

C. Manajemen Penerimaan Barang sesuai Prosedur HACCP di Receiving Area

Generally, microbiological contamination can come from raw materials, water, tools and equipment processing facilities, workers, and animals bully. Therefore, the sanitation program good sanitation includes water, equipment and processing facilities, hygiene and sanitation workers, control to avoid increased microbial contamination during raw material handling, material storage raw materials or products, as well as product distribution. Effort from the start to reduce the amount of contamination This microbiology is very important considering that Microorganisms have the ability very fast growing on materials food.

The receiving party is responsible for monitoring the temperature of chilled and frozen food. If at the time of delivery, the chilled food temperature is above +8oC or frozen above -12oC, corrective action must be taken to ensure food safety before receipt, such as refusing delivery or recording it in the receiving checklist which must be monitored regularly. The following food temperature ranges should be used as a benchmark when inspecting food shipments:
### Table 1.3

<table>
<thead>
<tr>
<th>Type</th>
<th>Temperature (°C)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chilled</td>
<td>+3°C to +8°C (Fresh oysters and shellfish at or below 2°C)</td>
</tr>
<tr>
<td>Frozen</td>
<td>-12°C to -24°C (Ice Cream -15°C)</td>
</tr>
<tr>
<td>Dry</td>
<td>+10°C to +24°C</td>
</tr>
<tr>
<td>Hot</td>
<td>+63°C</td>
</tr>
</tbody>
</table>

The temperature in vehicles delivering chilled or frozen foodstuffs should also be checked (depending on product specifications). There are 3 main types of thermometers for checking temperature and each has its own designation, the following three tools are infrared thermometer, between-pack thermometer, and penetration probe thermometer. Food ingredients or products should be placed in plastic containers that are color-coded and easy to clean. This color code follows the same as that used for the preparation process used in hotels. The following is the basic color code of the container used at the Four Seasons Hotel Jakarta:

#### Tabel 1.4

<table>
<thead>
<tr>
<th>Color</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue</td>
<td>Fish / Seafood (Raw)</td>
</tr>
<tr>
<td>Red</td>
<td>Meat (Raw)</td>
</tr>
<tr>
<td>Green</td>
<td>Fruit and Vegetables</td>
</tr>
<tr>
<td>Yellow</td>
<td>Poultry (Raw)</td>
</tr>
<tr>
<td>Brown</td>
<td>Ready-to-eat</td>
</tr>
</tbody>
</table>

Food storage containers must be properly washed and sanitized after use and checked for physical hygiene daily. Hotel ATP tools should be used to periodically verify containers. If the supplier brings their own container, the container must be returned to the supplier either on the same vehicle or on the next shipment. Please ensure that the area for storing containers is removed from the color-coded hotel containers.

As part of a rigorously executed test procedure, all food shipments must be recorded in a daily logbook. The logbook or record must contain the following information:

### Table 1.5

Source: Sumber: PWT Environmental Consultancy Asia Ltd, 2018 Version 1 May 2020 Section 17

When receiving goods that are considered high-risk, information regarding the temperature and condition of the goods must be written in the invoice. Goods that have been received in the receiving area should not be left too long, because the temperature difference in the receiving room is different. Information regarding submissions should be made available to third-party auditors. This information is provided in sequentially dated records which are then entered into the delivery log sheet.

### D. Implementation of the Purchasing Department’s HACCP Procedure

The philosophy of the HACCP system is the development and control of food quality and safety based on preventive measures which are believed to be superior to traditional methods (conventional) which place too much emphasis on sampling and testing the final product in the laboratory. The HACCP system emphasizes more on preventive prevention efforts to guarantee the safety of food products (Daulay and Widyaiswara 2000). HACCP is a management system in which food safety is addressed through the analysis and control is biological Chemical and Physical hazards from raw material production procurement and handling to manufacturing, distribution and consumption of the finished product. Hence, HACCP is an effective and rational means of assuring food safety from harvest to consumption (Kumar et al., 2009).
Verification and audit testing procedure methods including random sampling and analysis are the methods used to determine whether the HACCP system is running properly, to verify this, valid and accurate data and information frequency is required (Kumar, Sharma, and Kumar 2009). HACCP system has its positive benefits, it will create a certain level of impact on an organization that involves all departments and operating systems horizontally and vertically. For large organizations such as international tourist hotels, the introduction of HACCP will not only impact the F&B department, but also impact the entire organization. Therefore, to analyze the research questions of this paper, it is essential to interview key people throughout their organizations. The interviews will have a more comprehensive and systemic understanding regarding the influence of implementing HACCP in an organization horizontally and vertically.

In implementing the HACCP procedure, the Purchasing department at the Four Seasons Hotel Jakarta has implemented procedures according to the manual or SOP that have been provided by the corporate party through PWT Environmental Consultancy, PWT Environmental Consultancy Ltd itself is a third party tasked with assessing how far the implementation of hygiene and sanitation at the Four Seasons Hotel Jakarta. PWT Environmental Consultancy Ltd is a consultant that focuses on providing risk management solutions in food safety, health and safety, fire safety, and security for the hotel, catering, and leisure industries. To be able to carry out this assessment, a third party will conduct an annual audit of the hotel. The audit aims to be able to monitor and verify the HACCP procedures that should be carried out by the hotel during operations. From the results of the audit data, it will be seen how and to what extent the HACCP procedure was carried out properly or not where the results will refer to the elements of hygiene and sanitation that have been carried out by the hotel.

From the results of the audit data carried out, there was an increase in the audit results from 2017-2018 in several assessment points. The assessment points taken are those that are closely related to the operational activities of the purchasing department such as policy and procedures, suppliers auditing, receiving storage, food handling procedures, cleaning and stewarding, pest control and bacteriological controls. From the results of the audit, the auditor also provided a note or explanation during his audit observations at the Four Seasons Hotel Jakarta as follows:

i. The implementation of supplier audit has not been maximized, the implementation of monitoring of suppliers still needs to be maximized seeing that there are several suppliers that administratively do not meet the categories.

ii. Several food suppliers that are considered high-risk have not been audited in recent times.

iii. The use and checking of labels for frozen and chilled food, both imported and local, cannot be maximized, it is necessary to be able to identify the condition of the food ingredients.

iv. It is necessary to do a swab test on objects that become food containers when receiving goods and also the hands of the goods receiving officer. This is to verify cleanliness and prevent contamination when food transfer is carried out.

From some of the descriptions of the points above, the final results of the HACCP audit conducted by PWT Environmental Consultancy Ltd provide overall results that include 16 assessment points related to hygiene, namely with a value of $>85\%$ in 2018 with the following value indicators:
### E. Analysis of the Application of HACCP Procedures in the Purchasing Department

The IFE matrix is used to determine how big the role of the internal factors in the company. The IFE matrix shows the company's internal conditions in the form of strengths and weaknesses which are calculated based on ratings and weights. Internal environmental analysis is the process of identifying the strengths and weaknesses of the application of the Hazard Analysis and Critical Control Point procedure.

#### Table 1.6

| Very Good (A) | > 95% |
| Good (B) | > 85% |
| Acceptable (C) | > 75% |
| Poor (D) | > 70% |
| Very Poor (E) | < 70% |

#### Table 1.7 Matrix IFE

<table>
<thead>
<tr>
<th>N</th>
<th>Dominant Factor</th>
<th>Internal</th>
<th>Ns1</th>
<th>Ns2</th>
<th>Ns3</th>
<th>Ns4</th>
<th>Ns5</th>
<th>Total</th>
<th>Weights</th>
<th>Rating</th>
<th>R and B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strenght</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Standard procedure HACCP</td>
<td>5</td>
<td>5</td>
<td>4</td>
<td>5</td>
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| Weakness | | | | | | | | | | | |
| 1 | Procedural Technical Error | 3 | 3 | 2 | 1 | 2 | 11 | 0.07 | 2.2 | 0.15 |
| 2 | Inaccurate Data Recording | 2 | 2 | 2 | 1 | 1 | 8 | 0.05 | 1.6 | 0.08 |
| 3 | High Maintanance Cost | 3 | 3 | 1 | 2 | 1 | 10 | 0.07 | 2 | 0.14 |
| Total | | | | | | | | | | | 29 | 0.19 | 0.37 |
| Grand Total | | | | | | | | | | | 139 | 3.81 |

Ratings and weights with the number 3.81 are the dominant internal factor points or R and B in the table obtained from the rating multiplied by the weight. The weight (B) itself is obtained from the points that the researcher gives for each answer that the researcher proposes, then divided by the total of the strengths and weaknesses, Rating (R) itself is obtained by the division between the number and total sources that the researcher asks questions, namely 5 sources with the code Ns in table. The number of values in the column is an accumulation of values 1-5 that the researcher gives for each answer that the researcher proposes (the same formula also applies to EFE) (Royani A, 2021). With a rating and weight of 3.82, this number shows that the implementation of the HACCP procedure for the Purchasing Department identified internally is on the right track and can be maximized.
The EFE matrix is used to determine the magnitude of the influence of the company's external factors. The EFE matrix describes the conditions of the company's opportunities and threats which are calculated based on ratings and weights (Ratnawati 2020).

Based on the identification of the EFE matrix above, the rating and weight show the number 3.78, this number indicates that the application of the HACCP procedure of the Purchasing Department identified externally is on the right track and can be maximized. External potential for the application of Hazard Analysis and Critical Control Point procedures in the Purchasing Department is to ensure guest satisfaction, improve the quality of food or processed food which will later be served to guests, can increase guest confidence by ensuring the safety of the food they consume, have a patent system in maintaining food safety. Meanwhile, the weaknesses in the implementation of the HACCP procedure in the Purchasing Department are; on procedural technical errors, inaccurate data recording, high maintenance costs, obstacles from suppliers, disease outbreaks such as the Covid-19 pandemic and uncertain natural conditions which will cause the quality of food ingredients to change.

CONCLUSION
The implementation of hygiene principles through the Hazard Analysis and Critical Control Point (HACCP) procedure in the Purchasing Department of the Four Seasons Hotel Jakarta is used to design food safety assurance and product control during the production process. The HACCP method describes the actual conditions of the process carried out, starting from hazard
analysis, action, and proposed improvements to documentation according to the procedures used.

The results of the study indicate that the implementation of the HACCP procedure at the Four Seasons Hotel Jakarta has been carried out well, this can be seen from the results of the identification of the IFE Matrix Analysis, EFE, and increased audit scores conducted by PWT Environmental Consultancy, observations made by researchers, interviews with resource persons and documentation. used in this study. HACCP besides being able to improve food safety assurance, another advantage of HACCP is the better use of resources and faster problem-solving. Good Hygiene Practices describes all practices regarding the conditions and measures necessary to ensure the safety and suitability of food at all stages of the food chain.

The implementation of Hygiene implementation through the Hazard Analysis and Critical Control Point (HACCP) procedure of the Purchasing Department at the Four Seasons Hotel Jakarta needs to pay attention to the following:

i. Provide training to staff regarding the implementation of hygiene and sanitation through HACCP procedures regularly to understand well the procedures that should be carried out which can later be implemented during hotel operations.

ii. Verify supplier audits periodically, both administratively and through physical visits, to ensure the continuity of food safety.

iii. Emphasizes the danger of negligence in receiving goods that are not following HACCP procedures.

iv. Supervisors should ensure that storage areas are checked regularly and effective controls are in place. If problems are identified, corrective action should be taken and training needs should be assessed if necessary.

v. Staff should be trained in labeling methods so that everyone is aware of the system used in the workplace and food safety is maintained.

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