

**ANALYSIS OF INTERNAL CONTROL SYSTEM
BUSINESS RECEIVABLES AT PT. DMA
JAKARTA BRANCH**

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Abstract - This study aims to determine internal control in the sales accounting system implemented by PT. DMA and analyzing the role of internal control in the accounts receivable accounting system in increasing the collectability of accounts at PT. DMA.

In this research, the type of research used is descriptive case study research. The strategy used in this research is descriptive research strategy. The research method used was a survey. The focus of this research is directed at the credit sales system and accounts receivable management at PT. DMA, while the scope studied includes the management of accounts receivable to minimize bad debts. The data collected in the form of primary data and secondary data.

The data collection methods used in this study are interviews, observation and documentation. The data analysis technique used in this research is the development of case descriptions in the process of developing a descriptive framework for organizing case studies.

Control activities for the use of company documents and records already use a neat system. This can also be seen from the authorization carried out by the relevant division, the documents used have also been duplicated and distributed to the authorized departments. Sales communication and information systems are good enough. In the control environment, the organizational structure has separate responsibilities for each part. The work in the finance department has a division of staff, while for accounting jobs there are no special staff. Then the internal audit division is also not in the organizational structure.

Keywords: Accounts Receivable Internal Control System

I. INTRODUCTION

One of the problems that requires a company to have an internal control system is that it starts from the frequent occurrence of deviations by employees and inefficiency in performance implementation (Novatiani and Sitanggang 2015). Internal control itself aims to reduce and even eliminate the risk of irregularities related to actions taken within an organization to help, regulate and direct organizational activities. The system must be designed in such a way that employees can feel for themselves and believe that internal control aims to reduce difficulties in organizational operations, protect the organization, is a requirement in achieving goals, and thus encourages compliance with management policies that have been outlined (Kriswanto 2011). With internal control, it can require all employees to carry out their responsibilities effectively (Usman 2013). Management and application of good internal control will make it easier for a company to achieve its goals (Dewi 2012).

Internal control consists of the company's plan and all the methods and steps adopted by the businessperson to safeguard its assets, check the accuracy and reliability of accounting data, increase operational efficiency and promote compliance with managerial policies.

A reliable and effective Internal Control System can provide the right information for managers and a good board of directors to make the right decisions and policies to achieve more effective corporate goals (Usman 2013). Management and implementation of good internal control will make it easier for a company to achieve its goals.

Even though there are many benefits that can be obtained from the application of internal control, internal control itself certainly has weaknesses or limitations (Taradipa 2015). If internal control is too weak, it will result in the company's assets not being guaranteed its security, information that is not reliable, inefficient and ineffective in the company's operational activities and not being able to comply with established policies (Dewi 2012). In general, internal control in most companies cannot be implemented optimally, due to several factors including the company's own management and employees who have not been able to implement the control system. Deviations that occur within the company usually affect employee performance, because they are not in accordance with the implementation of the procedures implemented by the company and are also not in accordance with their duties and authorities.

Sales is an important aspect of a trading company. In general, a trading company can be defined as an organization that carries out business activities by buying goods from other companies and then selling them back. Of course, every company must aim to obtain maximum profit in order to maintain and even develop its business to a higher level. Poor company management will harm the company because it can have an impact on profit, and ultimately reduce revenue. Every company has a different system for conducting its business. In general, the company must have the right system in all aspects that it runs. This good system is one of the keys to control.

For many companies, sales are the main source of income and the largest component in determining gross profit. Sales activities consist of the sale of goods or services either on credit or cash.

According to Mulyadi (2001; 220) Credit sales are carried out by companies by sending goods in accordance with orders received from buyers and for a certain period of time the company has a bill to the buyer. In a credit sales transaction, if the order from the subscription has been fulfilled by delivery of the goods by service delivery, for a certain period of time the company has receivables from its subscribers. This credit sales activity is handled by the company through a credit sales system.

In its operational activities, credit sales are carried out through a long process and go through various stages and involve more than one employee. Thus it will be easy for irregularities and errors to occur that can harm the company.

To avoid the risks of errors and deviations, the accounting system for credit sales in the company must contain elements of the internal control system. With a good internal control system will also help management in carrying out its functions.

In order for all activities to be carried out effectively, a good internal control structure is needed. Internal control is intended to minimize all forms of irregularities that can harm the company. In its application, internal control is needed in order to provide accurate and reliable information and promote business efficiency in addition to being a management control tool for

compliance with established policies. One of the elements of internal control is an internal inspection which is carried out both as a whole and on one part of the company which is carried out continuously. The examination aims to avoid various irregularities, assess the feasibility and increase the effectiveness of internal control .

PT. DMA is a trading company whose business is engaged in distribution. Products that are distributed are in the form of medicine, cosmetic medical devices and food. As a company that focuses its business on sales, of course, it has the right system in all aspects it runs. In this case, the company carries out sales transactions in cash and credit but is dominated by credit sales, so that the company is inseparable from the need for internal control and good supervision of credit and receivables sales to collection. The company provides credit for taking goods, with a credit period of 30 calendar days.

With regard to sales on credit, of course, a list of receivables from customers will appear. From the list of accounts receivable, not all of them can be resolved or collectable smoothly. There are obstacles experienced by the company. Starting from differences in the character of each customer and other factors that cause old receivables to be collectible or even uncollectible.

Given the importance of good internal control for the company to achieve effectiveness and efficiency, therefore the authors are interested in conducting research at PT. DMA in order to determine the extent of internal controls implemented by PT. DMA can guarantee the achievement of effectiveness and efficiency in these parts of the sales function.

Especially for a company that does not have an internal audit division, which of course errors or gaps that occur will be difficult to detect. If there is an internal audit, it will greatly assist the company in controlling and suppressing the occurrence of fraud and errors .

Based on the background according to the explanation above, this research will reveal a problem regarding the control of accounts receivable through the internal control system within the organization. On this occasion the researcher is interested in researching PT. DMA as the object of research on the internal control system within the organization carried out by the company. Therefore, in this study the author will discuss a topic with the title "ANALYSIS OF INTERNAL CONTROL SYSTEMS OF BUSINESS RECEIVABLES IN PT. DMA BRANCH JAKARTA ".

Ma'roep (2009) states that PT. Indomobil Surabaya in its sales activities applies two systems, namely the credit sales system and the cash sales system. In its activities, the company has done things that can support sales activities carried out, namely with a separate sales function from the accounting department and there are no transactions carried out completely by only one function. In its implementation, the authorization system and recording procedures in the company have shown a lack of distribution. Adequate duties and authorities result in a lack of internal checks within the organizational unit and cause the resulting accounting data to be untrustworthy. Regarding the division of tasks and responsibilities, the functional and authority systems and recording procedures that have been implemented cannot run without the creation of ways to ensure healthy practices in their implementation. Overall, PT. Indomobil Surabaya has carried out healthy practices in carrying out sales distribution activities in the company. The company has also carried out education and training programs especially in the field of excellence in order to improve the ability of employees in accordance with the needs of their work with the hope that the company has employees who are competent and honest in carrying out activities in the company.

Setyawan (2012) states that CV. Sakinah Farmino Makmur has an adequate accounting information system and internal control system, because there is still something to be done. The results of the evaluation of accounting systems and procedures for sales and cash receipts run by the company are sufficient, due to the separation of functions, approval authorization, the addition of functions, and policies for the company.

Yuliana (2012) about "the effect of accounts receivable turnover on profitability at the company PT. Unilever Indonesia Tbk, 2005-2012 ", where the test results show that the turnover rate of accounts receivable has a significant effect on profitability. This result can be seen in the R square of 0.795, which means that the relationship between accounts receivable turnover and profitability has a very strong relationship. The results of this study are strengthened by the results of hypothesis testing through the t-test which shows a significant level of accounts

receivable turnover of 0.018 is below 0.05, which means that the accounts receivable turnover has a significant effect on profitability (ROA).

Habibie (2013) concerning the Analysis of Internal Control of Accounts Receivable at PT Adira Finance Manado Branch. This study aims to determine the effectiveness of internal control of accounts receivable at PT Adira Finance Manado Branch. This study uses a qualitative test on the internal control of trade accounts receivable which refers to a framework on the elements of internal control. The results showed that the overall control of accounts receivable was effective.

Firdaus (2011) The essence of this research is focused on the Sales Accounting Information System. The goal is to determine the effect of using a sales accounting information system on sales activities. The results of this study conclude that the use of a sales accounting information system is very helpful for sales and cashier activities. This is a development so that there are elements that have not been included in the design. Sales accounting information systems have an important role in the company to produce useful and quality information for parties inside and outside the company.

Husein and Effendi (2014) in their research entitled "Evaluation of Accounts Receivable Management Procedures in Minimizing Uncollectible Receivables at PT Bukit Ringgit Sejahtera Palembang". This study aims to evaluate accounts receivable management procedures in minimizing uncollectible accounts at PT Bukit Ringgit Sejahtera Palembang. The data analysis method used is a qualitative method, the result of this research is that the procedures for managing accounts receivable at PT Bukit Ringgit Sejahtera are quite good, but there must be a credit function within the company so that the management of accounts receivable is more effective in reducing the risk of many bad debts.

Daud and Windana (2014) stated that there are still many weaknesses in sales information and manual cash receipt systems at PT. Technology Trust, such as the lack of control over proof of transactions are still in paper form and are very easy to lose or damage, and have multiple positions between departments. These are some of the problems experienced by the company. To minimize the weakness of the company, the authors propose to develop a computer-based sales and cash receipt information system.

Fitri (2013) In his research entitled the effect of accounts receivable turnover and inventory turnover on the profitability level of automotive companies and components, it can be concluded that trade accounts receivable turnover has no significant effect on company profitability.

Hartati (2016) Analyzed the internal control of accounts receivable to minimize uncollectible accounts at Mina Lepp Laut Lestari Kopersai, Pinrang Regency, South Sulawesi. Judging from the results of the turn over ratio, it shows that the performance of receivable turnover fluctuates from year to year, proving that the company is trying to improve its receivables performance by increasing its credit distribution and reducing the amount of bad debts to a minimum, because the higher the turnover rate of a company's accounts, the better the accounts receivable are managed, and the shorter the time bound for capital is in receivables. From the results of the *Aging of Account Receivable* ratio, it shows that the aging has improved from year to year. This shows that the company's internal control has shown good progress from year to year.

Datsir and Nejad (2008) state that the effectiveness of accounting information systems for financial managers of companies listed on the Tehran Stock Exchange is evaluated. The results showed that the application of accounting information systems in these companies was due to the rapid decision-making process by managers, internal control, and the quality of the company's financial reports and transaction processes. The results do not show any indication that the performance evaluation process has improved.

II. BASIS OF THEORY AND HYPOTHESIS DEVELOPMENT

Accounting information system

Romney (2011) states that an accounting information system is a human and capital resource in an organization that is responsible for the preparation of financial information and information obtained from collecting and processing various company transactions.

Mulyadi (2011) An accounting information system is an organization of forms, records, and reports that are coordinated in such a way as to provide financial information needed by management to facilitate company management.

From the description above it can be concluded that the accounting information system is the organization of forms, records, reports and tools that are coordinated in such a way as to produce reports that are used by management to oversee their business and for other interested parties to assess the results of operations and to facilitate company management.

Sales Accounting Information System

The main activity of the company that is no less important is sales, which is a very important function in a company, because sales are the main source of revenue or company revenue.

According to Mulyadi (2011) sales are activities that consist of the sale of goods or services either on credit or in cash.

According to Susanto (2014) sales activities are:

Sales activity is the source of the company. Lack of good management of sales activities will directly harm the company because in addition to not achieving sales targets, revenue will also decrease.

Income and sales proceeds are a source of company payments, so they need to be secured.

As a result of the sale, it will change the price position which involves the emergence of accounts receivable when credit sales, cash inflow if cash, and the quantity of goods will decrease from the warehouse due to the sale.

From some of the above definitions, it can be concluded that the sales accounting information system is an information system that organizes a series of procedures and methods designed to generate, analyze, disseminate and obtain sales information to support decision making regarding sales. '

The sales accounting system can be defined as a recording method and procedure by identifying, compiling, analyzing, classifying and reporting on the payment of the price of goods that the buyer first made before the goods were delivered to meet the company's needs in the form of financial information used by management in making decisions.

Internal Control System

A. Definition of Internal Control System

A company that has developed in its business activities with the more parts that exist in a company and the number of employees that also increases, the ability of the company leader will decrease. To supervise and directly control everything that happens within the company so that company leaders delegate some of their authority to subordinates. Company leadership in delegating their authority requires an internal control structure that is useful for ensuring the safety of company property and the fairness of important reports made by subordinates can be believed. With a good internal control structure, it will encourage business efficiency and can find out whether the established policies have been effective. The definition of internal control is a common language in the corporate world, especially for the authorities that regulate company management.

Mulyadi (2011) states that the internal control system includes organizational structure, methods and measures that are coordinated to maintain organizational wealth, check the accuracy and reliability of accounting data, promote efficiency and encourage compliance with management policies.

According to Jogiyanto (2010) accounting control has the main objective of securing assets and ensuring the truth and judgment of the word accounting.

From the stated definition, the authors draw the conclusion that internal control consists of various policies and procedures that are established to provide reasonable assurance that specific organizational goals will be achieved. The term internal control structure refers to the actions taken within the organization to regulate and direct operational activities.

Based on the definition of the internal control system above, it can be concluded that the internal control system is a coordinated control process within the company and is designed and implemented to secure the company's assets, test the accuracy, accuracy and reliability of accounting records or data and to encourage compliance with laws, management policies, and other regulations and provide adequate assurance that relating to the achievement of specific business objectives.

B. Purpose of Internal Control Structure

The internal control system consists of policies and procedures designed to provide reasonable assurance for management that the company has achieved its goals and objectives (Herry, 2011).

The objectives of internal control according to COSO (*Committee of Sponsoring Organizations*) in Anastasia and Lilis (2011):

1. Effectiveness and efficiency of operations
2. Reliability of financial reporting
3. Compliance with existing rules and regulations

The purpose of internal control is to provide adequate assurance in achieving objectives. According to Mulyadi (2001: 163) in his book *System Accounting for the internal control system objectives are as follows:*

- (1) Safeguarding the wealth of the organization,
- (2) Check the accuracy and reliability of accounting data,
- (3) Encouraging efficiency, and
- (4) Encourage compliance with management policies. "

Further explanation regarding the purpose of internal control is as follows:

a. Maintain organizational wealth

In order to avoid any possibility of fraud and misuse, it is necessary to secure the company's assets. For that we need an adequate control to avoid these possibilities.

b. Check the accuracy and reliability of accounting data

Financial reports that contain financial accounting information and management reports that contain management accounting information must be reliable, not misleading and can be tested the truth. In order to conduct a trial run, the functions in the organizational structure, especially those directly related to financial transactions, must be separated.

c. Boosts efficiency

With the cost control methods and procedures it will be able to control costs in order to create efficiency.

d. Encourage compliance with management policies

With the policies set by the leadership, important controls in the company must be obeyed and carried out by all employees.

C. Components of the Internal Control System

Internal control according to COSO (*Committee of Sponsoring Organization*) in William & Johnson (2006: 391) includes five interrelated elements. These elements come from the way management does business and are integrated into management processes. These elements include:

1. Environmental Control (*Control Environment*)

The control environment creates an atmosphere of control in an organization and affects the awareness of organizational personnel about control. The control environment is the foundation for all elements of internal control that form discipline and structure.

a) Value of integrity and ethics

Management is responsible for upholding the value of integrity, which is the ability to realize its commitments. In addition, in carrying out its business activities, management is required to be based on business ethics, namely the values that are reflected in individual actions and actions in daily operational activities that can be observed by employees.

b) Commitment to competence

Competence is the knowledge and skills needed to complete tasks. Commitment to competence includes management's consideration of the competency level of a particular job and how that level is transformed into the required skills and knowledge.

c) The board of commissioners and the audit committee

The board of commissioners is a representative of the shareholders in a company incorporated as a limited liability company, which functions to oversee the management of the company which is carried out by management. The establishment of an audit committee aims to strengthen auditor independence. The board of commissioners and the audit committee are responsible for overseeing the financial reporting process and for maintaining continuous communication with internal and external auditors.

d) Philosophy and operating style

Philosophy is a basic belief that becomes the parameter for the company and its employees. Philosophy is what companies should do and what companies shouldn't do. The operating style reflects management's idea of how the company's operations should be carried out

e) Organizational structure

The organizational structure of a business unit limits the existing lines of responsibility and authority. By understanding the organizational structure, auditors can study the management and functional elements of the business and assess the control policies and procedures implemented.

f) Distribution of authority and assignment of responsibilities

The division of authority and assignment of responsibilities is a further development of the organizational structure. With a clear division of authority, the organization will be able to allocate its resources and will facilitate accountability for the use of organizational resources in achieving organizational goals.

g) Human resource policies and practices

Employees are an important element in the internal control structure, thus the company has a strong interest in having competent and honest employees in order to create a good control environment. Companies need to have a good method of accepting employees, developing compensation for their performance.

2. The risk assessment (*Risk Assessment*)

Components to identify and analyze the risks faced by the company and the ways to deal with these risks.

3. Activity Control (*Control Activities*)

Control Activities are policies and procedures designed to provide assurance that the instructions made by management are implemented. These policies and procedures provide assurance that the necessary actions have been taken to reduce risks in achieving objectives.

1) Information processing control

Is a control for processing general information and especially accounting information. Information processing controls are divided into two, namely as follows.

a) General control

General control elements include: data processing center organization, procedures and standards for program changes, system development and operation of data processing facilities.

b) Control of applications

Application controls are designed to meet the specific control requirements of each application. Application controls for the processing of certain transactions are grouped into, adequate authorization procedures, adequate design and use of documents and records, and independent checks.

2) Adequate separation of functions

The main purpose of the separation of functions is to prevent and to be able to do immediate detection of errors and irregularities in the implementation of tasks assigned to someone.

3) Physical control over assets and records

The best way to protect property and records is to provide physical protection. For example, by using refractory iron cupboards for storing documents and records, using warehouses to store inventory items, and using cash registers as protection against cash and accuracy of company cash records.

4) Review of performance

Performance reviews include reviews and analyzes conducted by management on the following matters.

- a) A report summarizing the details of the amounts listed in the subsidiary book.
- b) Actual performance relative to previous year budget figures, forecasts or figures.
- c) The relationship between a series of data, such as financial data and non-financial data. Components that operate to ensure that transactions have been authorized, division of tasks, maintenance of documents and records, protection of assets and records, checking performance, and evaluating the number of records that have occurred .

5) Information and Communication (*Information and Communication*)

A component where information is used to identify, obtain and exchange data needed to control and regulate company operations.

6) Monitoring (*Monitoring*)

Components that ensure internal control operates dynamically.

From the explanation above, it can be concluded that the main elements in an internal control are: control environment, information, communication, risk, and control activities.

Accounts Receivable

A. Definition of Accounts Receivable

According to Mulyadi (2008: 257) "Receivables are claims to other parties for money, goods or services that can be received within one year or in the company's activity cycle."

Accounts receivable is an important component of current activities in a company's economic activity because accounts receivable is a company's current activity, the largest of which is cash. Receivables arise due to the sale of services and goods on credit, and also through loans. The existence of debt shows the occurrence of credit sales by the company as one of the company's efforts to increase sales,

B. Types of accounts receivable

1. Accounts receivable

Accounts receivable arises from sales on credit in order to deliver more products or services to customers. These trade receivables are normally expected to be collectible in a relatively short period of time, such as 30 or 60 days.

2. Notes Receivable

Notes receivable are the amounts payable to customers when the company has issued formal notes. Money orders are typically used for credit periods of more than 60 days. If notes receivable and accounts receivable originate from a sales transaction, this is sometimes called a trade receivable.

3. Other receivables

Other receivables are usually presented separately in the balance sheet. If this receivable is expected to be collectible within one year, it is classified as a current asset. If the collection is more than one year, this receivable is classified as a non-current asset. Other receivables include interest receivables, tax receivables and receivables from company officials or employees.

C. Factors that affect the amount of receivables

1. Credit Sales Volume

The greater the number of credit sales of the total sales will increase the amount of accounts receivable and conversely the smaller the number of credit sales of the total sales will reduce the amount of receivables.

2. Terms of Payment for Credit Sales

The longer the credit payment deadline means the larger the amount of the credit, and conversely the shorter the credit payment deadline means the smaller the amount of the credit.

3. Credit Limitation Provisions

If the maximum limit of credit sales volume is set in a relatively large amount, the amount of receivables will also get bigger.

4. Accounts receivable collection policy

Companies that carry out policies actively, then the company must spend more money to finance accounts receivable collection activities, but by using this method, the existing receivables will collect more quickly, so that it will further reduce the amount of the company's receivables. Conversely, if the company uses wisdom passively, the collection of accounts receivable will take longer so that the company's receivables will be greater.

5. The paying habits of customers

All receivables that are estimated to be converted into cash within a year on balance are presented in current assets. The habits of subscribers to pay during the cash discount period will result in a smaller amount of receivables while the subscription pays the period after the cash discount will result in a larger amount of receivables due to the amount of funds invested in accounts receivable longer to become cash

D. Accounts Receivable Loss

When accounts receivable become uncollectible, a company charges the accounts receivable elimination loss. This loss is recognized as an expense of the company so that it is classified as selling costs. According to S. Munawir (2007: 258) argues that: The greater the *Day's Receivable* a company is, the greater the risk of uncollectible accounts receivable. And if the company does not make reserves for possible losses arising from uncollectible receivables (Allowance For Bad Debt) means the company had overstated the profits. Accounts receivable loss risk consists of several types, namely:

1. Risk of not paying all bills (receivables)
2. Risk of not paying part of the bill
3. Risk of late settlement of accounts receivable
4. Risk of not investing in receivables.

E. Accounts Receivable Valuation

Receivables are reported as net realizable value, that is, the cash value that is expected to be received. Receivables are included in the component of current assets. In relation to the presentation of receivables in the balance sheet, the basis for recognition of realizable or settlement value is used. The basis for this measurement stipulates that receivables are stated as gross receivables less the estimated unacceptable amount.

F. Accounts Receivable Turnover

Receivables owned by a company have a close relationship with the volume of credit sales, because the accounts receivable are caused by the sale of goods on credit and the proceeds from sales on net credit divided by the average receivables represent the turnover of accounts receivable.

The value of the accounts receivable turnover depends on the terms of the payment of the receivables. The longer the payment terms set, the longer the capital is tied to the accounts receivable.

Accounts receivable position and estimated time of collection can be assessed by calculating the accounts receivable turnover rate by dividing total net credit sales by average receivables. '

According to Warren Reeve, accounts receivable turnover is to measure how often trade receivables turn into cash in a year.

According to Sofyan Syafri Harahap, accounts receivable turnover is a risk that shows some tight collection of accounts receivable. The bigger the better because the billing is done quickly. Meanwhile, according to Kamsir, accounts receivable turnover is a ratio used to measure how long it takes to collect accounts receivable during 1 period. On the financial accounting journal site, "Account Receivable Turnover", which means to find out how many times in a certain period the accounts receivable has turned over. In other words, the business turnover ratio measures the number of times accounts receivable that are due are collected and then replaced by new accounts receivable.

From some of the statements above, it is known that a high turnover ratio reflects the quality of the receivables that are getting better. The level of accounts receivable turnover depends on the size of the capital invested in accounts receivable. The faster the accounts receivable turnover, the faster the capital returns. Accounts receivable turnover rate of a company can describe the efficiency level of the company's capital that is included in the accounts receivable, so that the higher the receivables turnover means the more efficient the capital used.

G. Factors That Cause Uncollectible Receivables

There are several factors that cause a company's trade receivables to be uncollectible, both in terms of the owner of the receivables and from the perspective of the party owing them. One of the reasons for uncollectible accounts receivable from the perspective of the receivable owner is the lack of collection efforts, lack of control over collection. Meanwhile, the causes of debts are various, this is what causes the receivables to be uncollectible.

The criterion for determining a number of receivables as uncollectible receivables is if the receivables have passed due date and all efforts for collection have been made.

Relationship Between Research Variables

The company provides a favorable sales policy for the company itself to achieve greater profits. One method that is often used by several companies is by implementing a credit policy, namely a sales policy by the company to obtain maximum profit. However, credit sales do not immediately generate cash receipts, but generate receivables and only then on the due date cash inflows will occur from the collection of these receivables. The application of a credit policy will facilitate the company in selling products and getting more customers and expanding market share. . Credit sales can provide a greater profit because credit sales require higher profits than cash sales.

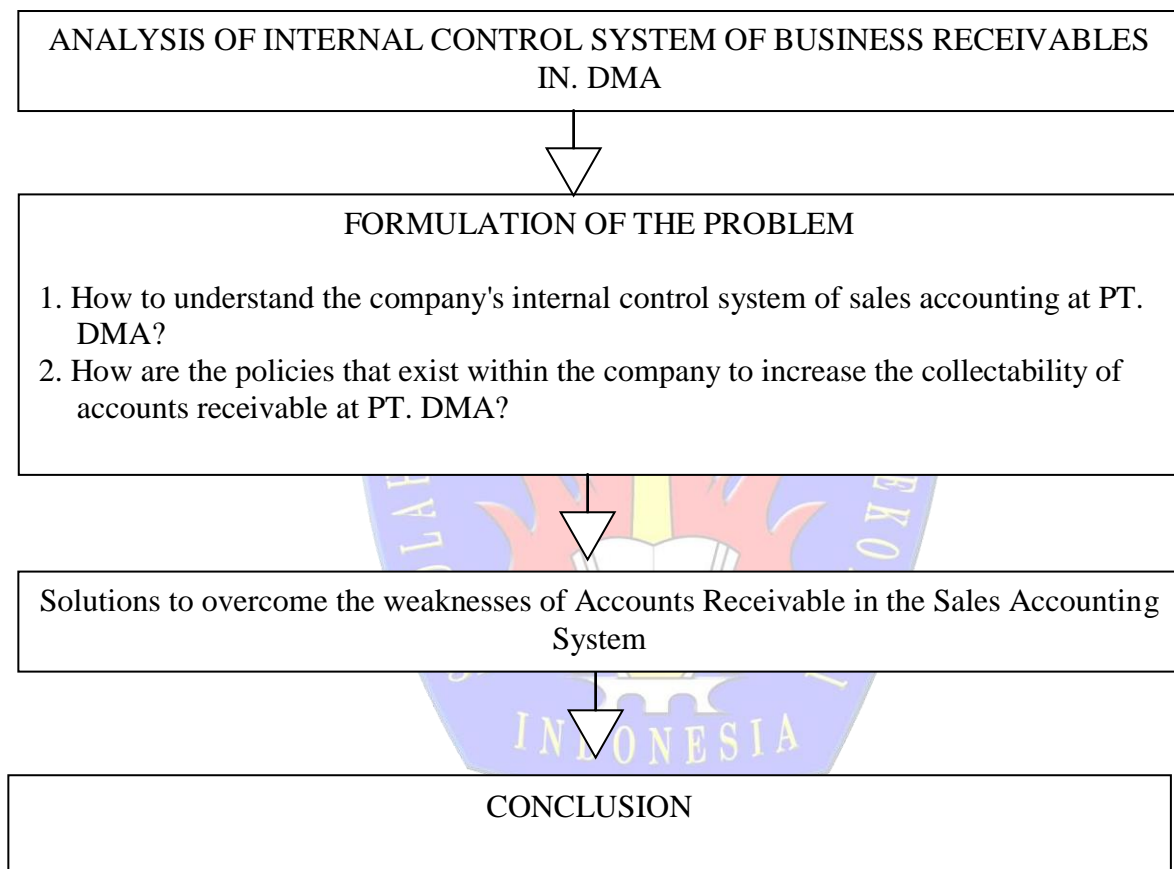
Research Conceptual Framework

Sales of company goods and services can be made through cash sales and credit sales. For cash sales, the company does not face a significant problem because once the goods or services are sold, cash will be immediately obtained. However, for credit sales, the company will wait some time to get the cash. The company can even lose the cash because the buyer / customer neglects to pay it.

In carrying out the credit sale, a control system is needed so that the cash obtained by the company is not lost because the buyer / customer is negligent to pay for it and also the existence of an internal control system in the company can prevent the company from misappropriation and embezzlement by employees which I might possibly happen.

Based on the explanation above, the authors are interested in conducting research at PT. DMA to evaluate the credit sales internal control system.

Here's a rationale:



III. RESEARCH METHOD

Research Strategy

The research strategy is a broad plan of how the research will answer the research questions that have been created. Having a strategy or plan can help researchers stay focused, improve the quality of research, and save research time. In this research, the type of research used is descriptive case study research. The strategy used in this research is descriptive research strategy. Descriptive strategy is a way to describe or describe an event or variable that is currently happening (Mardiasmo: 2011). The strategy was chosen because it was considered the most appropriate regarding this research problem.

By using a descriptive research strategy, the research method used is a survey. According to Consuelo quoted by Husein Umar (2005: 55) states that " surveys are used to measure existing symptoms without investigating why these symptoms exist, so there is no need to take into account the relationship between variables". Because this method only uses data for problem solving rather than testing hypotheses.

Data

The focus of this research is directed at the credit sales system and accounts receivable management at PT. DMA, while the scope studied includes the management of accounts receivable to minimize bad debts. The data collected in the form of primary data and secondary data are as follows:

- a. Primary data

According to Sugiyono (2012: 139), primary sources are as follows: "Primary sources are data sources that directly provide data to data collectors". Primary data collection in research by conducting direct interviews with parties related to the research conducted, in this case the employees of PT. Authorized DMA.

b. Secondary Data

According to Sugiyono (2012: 141) defines secondary data as the source of data obtained by reading, studying and understanding through other media which comes from literature, books and company documents. Secondary data in this study is data about the company profile of the company such as a brief history, vision and mission, service and organizational structure of PT. DMA.

Method of collecting data

The data collection methods used in this study are as follows:

a. Interview

This method is in the form of direct questions and answers with the parties related to the problems raised in this study.

b. Observation

The form of this method is a direct observation of the actual situation in the company, including the company's activities in procuring supplies and also confirming the correctness of the data obtained from interviews and documentation.

c. Documentation

This method is a data collection technique by recording documents in the form of forms owned by the company to support the object under study.

3.4. Data analysis method

The data analysis technique used in this research is the development of case descriptions in the process of developing a descriptive framework for organizing case studies. The stages in this research are as follows:

1. Planning Stage

At the planning stage, the author takes two steps, namely:

a. Determine the scope of research

In this research, the research scope lies in the credit sales activities of PT. DMA

b. Planning research activities

The steps that researchers take for research activities include:

1) Conduct preliminary research to obtain general data and information such as the flow chart of the company's credit sales activities by understanding the process.

2) Analyzing the credit sales information system at PT. DMA.

3) Develop a flow chart depicting the flow of documents in the sales accounting system and procedure as well as narrative, namely a description of the flow chart which is compiled based on the results of interviews with parties related to the credit sales activity process.

2. Collection stage

Data were collected through interviews and field observations. The data collection process was carried out by the author by conducting interviews with related parties.

3. Data Analysis Stages

After the research data obtained are collected, then analyzed and tested the propositions made by the researcher to determine the internal control system for credit sales in the company.

4. The stages of drawing conclusions

Drawing conclusions must be adapted to the overall results of the data collection process. Then all research findings are described and concluded in order to obtain an explanation of the accounting information system and the internal control system for credit sales at PT. DMA.

IV. RESULTS AND DISCUSSION

Research data

Credit Sales Procedure

Credit sales procedure at PT. DMA Jakarta is as follows:

1. Sales department takes orders from outlets. For traditional outlets, submit an SKP (order confirmation letter), for modern outlets send a PO (purchase order).
2. Request to go to SS (sales support) as well as check whether there is a discount or not.
3. The order is inputted into the system
4. After inputting is complete, it will automatically enter the system menu of the finance and accounting section, which in this case is the supervisor (FAS)
5. FAS is in charge of checking which accounts receivable outlets are based on age of debt (Aging).
6. If there are no problems, FAS approves the order and automatically enters the warehouse menu
7. Picklist print warehouse for reference as preparation of goods
8. After the goods have been prepared, the warehouse clerk submits the picklist document to the expedition division, to be printed an invoice / do as a reference for shipping documents.
9. The warehouse clerk places the goods in the staging area, accompanied by a picklist document.
10. Goods that have been prepared are sent by the expedition team according to the delivery schedule.
11. After the goods are received by the outlet and the shipping documents are signed and stamped, the delivery officer submits the documents to the expedition admin.
12. Expedition admin submits facturist submission documents.
13. Invoiceist registers invoices that have been issued and have been sent by the expedition.
14. From the invoice facts, it is submitted to the collection to make a list of invoices according to the invoice exchange schedule.
15. Enter the accounts receivable list after exchange of invoices.

Related Functions

The functions and responsibilities associated with the credit sales procedure at PT. DMA includes:

Sales function,

Responsible for receiving order letters or purchase order letters from customers. This function is responsible for receiving orders from buyers and submitting the order letter to the credit function. Create print orders, create invoices, invoices and travel documents. And make sales reports.

Credit Function

Responsible for researching credit status and granting credit authorization to customers.

Warehouse Function

Responsible for the stock of goods, for warehouse administration, which is to record the entry and exit of goods, the task of keeping track of goods, reports of damaged goods, and stock of goods.

Delivery Function

Responsible for sending ordered goods to customers. And make a delivery report.

Treasurer / Cashier Function

Responsible for the management of petty cash as well as the completeness and validity of accounting data.

1. Carry out petty cash receipts and disbursements
2. Store and secure physical cash and cash documents
3. Administer cash transactions
4. Carry out cash opname (physical examination) on petty cash
5. Make daily cash reports and reports on the need for funds to be submitted to the Head of Finance and Accounting
6. Receive cash, checks, demand deposits and deposit them to the bank.
7. Confirm transactions and bank balances and report them to the head of the Finance and Accounting Department
8. Receive and verify invoices from suppliers
9. Make a receipt of invoice documents which are considered complete and originally submitted to the supplier
10. Create a bill detail report
11. Send detailed billing statements along with invoice documents and receipts.
12. Arrange and carry out payments to suppliers for bank payment vouchers and checking accounts.

Accounting Functions

Responsible for the completeness and validity of accounting data

1. Verify the completeness and validity of cash and bank transaction documents as well as study the contents of transactions as a basis for making journals
2. Receiving non-cash / bank transaction data from the relevant department
3. Make:
 - a. Cash and bank journal for cash and bank transactions
 - b. Memo journal for non cash / bank transactions
4. Post a journal that has been approved
5. Print out the daily journal activities to be checked by the Finance and Accounting supervisor regarding the correctness of the posting.
6. Store and secure accounting documents
7. Carry out other tasks given by superiors related to their functions
8. Doing good cooperation with other departments, both inside and outside the Department of Finance and Accounting
9. Keep a journal and post monthly non-cash transactions.
10. Checks whether all transactions for the month concerned have been booked
11. Check the correct balance of each general ledger estimate
12. Compares a particular general ledger balance with its sub ledger balance
13. Perform balance reconciliation (cross check) for certain general ledgers with balances in the relevant section
14. Make records of fixed assets
15. Report Fixed Asset transactions.

Billing Function

Responsible for invoicing customers whose debts are due. Make a report on invoices that have been invoiced.

Related document

1. Purchase Order or purchase order letter

Purchase Order is a document that underlies the occurrence of buying and selling activities, this letter is intended to order certain goods / services from buyers to

sellers. This purchase order usually contains the name of the item ordered, the quantity / quantity of goods, the price per unit of the item ordered, the total price of the item ordered.

2. Travel Letter

A pass is a document in the form of a letter which functions as part of a cover letter for the goods that have been listed in it and makes the goods have legal status. The travel letter is addressed to the consignee, the road certificate contains information about the number of goods delivery, number of goods, name of goods, description.

3. Sales Invoice

Sales invoice is a document for recording sales transactions between sellers and buyers. Sales invoice contains information about the quantity of goods, name of goods, unit price, total selling price, value added tax (VAT), the total amount to be paid. Sales invoices are addressed to customers or buyers as the basis for collecting debts.

4. Tax Invoice

Tax invoice is proof of tax collection made by a taxable entrepreneur who delivers taxable goods or provides taxable services. The tax invoice contains information about the tax invoice serial number, the name of the taxable entrepreneur, the address of the taxable entrepreneur, the address of the buyer of the taxable goods, the taxpayer ID of the taxable buyer, the serial number, the name of the item, the selling price, the total selling price, the discount, the down payment, tax base (DPP), DPN, date of tax invoice.

5. Receipt

Receipt is evidence stating that there has been delivery of an amount of money from the buyer of the goods to the seller or the giver of the goods and it is signed by the money giver.

Implementation of Credit Sales Internal Control System

In analyzing the author will include elements in the credit sales internal control system.

The elements involved in the credit sales control system at PT. DMA is as follows:

1. An organizational structure that clearly separates functional responsibilities.
2. A system of authority and record keeping procedures that provide adequate protection against sales.
3. Healthy practices in carrying out the duties and functions of each unit.
4. Employees whose quality is in accordance with their responsibilities.

1. Organizational structure

- a. The sales department is separate from the cash section

PT. DMA has separated the sales and cash division. The sales department stands alone whose job is to serve the buyer, while the cash section is under the responsibility of the accounting department whose job is only to accept payments from buyers and not to serve buyers directly, making it difficult for employees to commit fraud or manipulation.

- b. Separate from the cash portion keuan gan

PT. DMA has also separated the cash section that handles cash receipts and disbursements from the finance department. Basically, a system that combines the accounting department with the finance department will open up opportunities for employees to commit fraud by changing accounting records to cover financial records carried out.

c. Credit sales transactions are carried out by the sales department, the cash department, the warehouse department, the shipping department and the finance department.

Operationally PT. DMA has implemented a credit sales accounting system well, which has involved sales, cash, warehouse, shipping, and finance.

Division of functional responsibilities of PT. DMA has been quite clearly implemented and is in accordance with the process set by management. Separation of functional responsibilities in the execution of cash and credit sales transactions is supervised by the respective divisions and organizational units formed, so that all cash and credit sales transaction stages are not completed by one organizational unit only or one part only.

2. A system of authority and record keeping procedures that provide adequate protection against sales

Sales transactions are based on purchase requests or purchase orders from the customer and after being approved by the sales / marketing chart, confirmation is held for each order before the order is processed. For credit sales must obtain authorization from the sales department and approval from the finance department and meet the existing requirements. For the preparation of goods authorized by the warehouse. The warehouse section ensures that goods are issued according to demand. The delivery of goods to the customer is authorized by the delivery department by checking from the warehouse and ensuring that the delivered goods are in good condition and in accordance with the shipping documents.

This division of authorization authority reflects one element of the internal control system implemented by PT. DMA. It is hoped that with this division of authority, the correctness of errors that may occur in a transaction stage can be accounted for.

All records of credit sales transactions have been based on complete documents and have received authorization from the authorized official. If a sales return occurs, the sales return document must also be supported by complete documents. The accounting department will journal the sales and post every day to ensure that the reports generated are true.

3. Healthy practices

The healthy practices that have been implemented by PT. DMA:

- a. The form used is made in duplicate and distributed to the relevant division
- b. Transactions conducted by PT. DMA from start to finish is not carried out by just one section, but there have been certain parts that have been given the task and authority of each, this is intended to minimize existing errors.
- c. PT. DMA has used a form to record data as a basis for recording transactions. In addition, the implementation of sales has also been carried out by more than one division, so that each division can monitor each other to minimize fraud.

4. Employees whose quality is in accordance with their responsibilities

- a. Selection of prospective employees based on the requirements made by the company.

To obtain employees who have the appropriate skills and skills and are responsible for the work being performed, PT. DMA conducts selection of prospective employees including interview and psychological tests. Meanwhile, for the education level, a minimum of high school graduates is required for the warehouse, finance and sales department at least S1.

- b. Training for employees with the aim of measuring the ability of prospective employees

PT. DMA conducts employee training activities to determine the ability and skill level of employees for the given job, as well as proficiency and running the job.

Practice Si s tem Credit Sales

Function Approach

A. Sales Function

The sales transaction begins with the receipt of an order from the buyer in the form of an SKP (Order Confirmation Letter) for traditional outlets and PO (Purchase Order) for modern outlets. Kemudian incoming requests to the SS (sales support) all check whether there is a discount or not. After that the request is inputted to enter the system. After inputting is complete, it automatically enters the system menu of the finance and accounting section, which in this case is the supervisor (FAS).

In this function, it monitors requests from goods ordered until goods are received by outlets, which of course coordinates with the accounting department for applicable regulations so that they can become turnover for the company.

B. Credit Function

Orders that enter have entered the system, by the FAS (head of accounting and finance) they are required to check which outlet accounts are still available according to the age of the debt (Aging).

If there is no problem, FAS approves the order and automatically enters the warehouse section system menu. Approval for granting credit is given by the credit function by signing the sales order form which is the result of input by the SS department.

For this function is responsible for researching credit status and granting credit authorization to customers.

C. Warehouse Function

Orders that have been approved will automatically enter the warehouse menu and the warehouse must print a pick list document on 2 ply paper as a reference for preparing the goods. The warehouse division is required to prepare goods in accordance with the request for the type of goods, quantity, batch number code and expired date so that there are no complaints from the outlet.

The goods are placed in the delivery area accompanied by a pick list document to make it easier to check and search at the time of handing over the goods with the delivery department.

After the goods have been prepared, the original pick list document is signed and the original is submitted to the shipping department to be printed out a DO or invoice.

The function of the warehouse is responsible for the stock of goods, to the area of warehouse administration, namely recording the entry and exit of goods, the task of making goods books, reports of damaged goods and stock of goods.

D. Delivery Function

Goods that have been prepared by the warehouse team are sent by the expedition team according to the delivery schedule. Proof of goods being sent and received by the outlet is a stamp and signature as well as the recipient's name and date of receipt.

So, PT. DMA has implemented this system, it can be seen at the time of delivery of goods, as proof of goods have been received, the customer signs the sales invoice and the original invoice will be brought back to the office and a copy invoice for the customer.

Document Approach

Judging from the practice in the field, the documents used are in accordance with the provisions, starting from the travel letter, sales invoice, tax invoice, already having a printed serial number then filed systematically and well computerized.

This is also reinforced by the results of the conversation with the executor, namely Mr. Agung as the FAS (Finance Accounting Supervisor) that all documents already have serial numbers and are entered into the system. '

Discussion

The understanding of related parties for the implementation of internal controls

1. Integrity and Ethical Values

In this study, the theory used is the theory of internal control according to COSO which explains that integrity and ethical values include management actions to eliminate or reduce incentives and temptations that can encourage personnel to engage in dishonest, illegal or unethical behavior (Elder *et al.* 2013: 322)

According to Mr. Bambang as the Branch Head of PT. DMA Jakarta Branch believes that for integrity and ethical values, he always conducts direction, supervision and guides employees to work actively in carrying out their entrusted duties.

In this case, the opinion was also conveyed by Mr. Agung as the head of the accounting and finance division (FAS), who stated that at work I always had high motivation, and was honest in carrying out my duties without any influence from unauthorized parties.

Related to this, from the logistics division, Mr. Yusuf, as the head of the warehouse, also expressed his opinion that integrity is very important, because with honest employees, of course company losses such as lost items or other fraud will not occur. If the fraud occurs, of course, the employee will bear the risk, which will be subject to sanctions.

Based on the results of interviews with these informants, this shows that PT. DMA has implemented integrity and ethical values in accordance with existing theories. This is very important because it is a basic element that influences the effectiveness of the implementation design and monitoring of other controls.

2. Human resource policies and procedures

The results of interviews with Branch Heads indicated that policies and practices in human resource management must be implemented properly. For example, employees who are competent and can be trusted still have weaknesses. They will become dissatisfied, bored and cause their goals to change so that they can take the initiative to commit fraud, this is what management must be aware of. This incident can be avoided if the management cares about competent employees who are given compensation, for example a promotion or promotion, so that it can spur employees to work better.

He also stated that every employee in one division must also be able to do other team work. For example, in the warehouse division, there are several admin staff whose duties have been separated. Each admin must be able to master the overall admin work. This is so that if one of the employees is absent due to illness or leave, other colleagues can handle the work. If there is a roll, it is ready to be placed.

This opinion was also shared by Ms. Ning, one of the employees of the finance department, that if a friend is absent from work, she must still be done.

Control related to the warehouse function and delivery function also affects commitment to competence. Mr. Yusuf said that accuracy and speed are also the main keys in shipping goods. Of course, customers will be happy and satisfied with the services provided. With the speed of the goods sent, of course, payment from the outlet will also be carried out immediately, because the age of the bill is calculated from the goods when it is received by the outlet.

3. Proper authorization of transactions and activities

The COSO theory explains that the authorization of transactions is absolutely carried out by the authorized official. The authorization can take the form of signing, initialing, and issuing an authorization code for the document.

The results of the interview with Mr. Agung, for authorization and authority over the approval of requests for goods from outlets which should have been by the Branch Head, but which had been fully submitted to the head of the accounting and finance department. If he is unable to attend, an employee will be appointed to carry out the task.

In other parts such as warehouses, it is the same, if the warehouse head is unable to attend, a team will be appointed to monitor all transactions. This was also conveyed by Mr. Yusuf

Based on the results of the interview, this shows that PT. DMA has applied proper authorization to transactions and activities in accordance with existing theory. Appropriate authorization procedures sometimes have a direct effect on control risk to present their existence and occurrence in some cases.

4. Monitoring

In this case the researcher interviewed Mr. Agung for checks carried out every day to verify the comparison between the number of financing transactions with computerized data. Monitoring of the smooth running of trade receivables is the responsibility of *collection*. The performance of each personnel is always monitored based on *Report Aging Schedule* information.

Monitoring is also carried out by the manager every month, recapitulating data on all sales operational activities to cash receipts. This was conveyed by Pak Bambang as the head of the branch. Once a month there will be a review with all section heads.

Analysis of the role of internal control to increase collectibility of accounts receivable

A. Factors affecting uncollectible accounts

From the results of an interview with one of the collection employees, the existence of uncollectible accounts was caused by several factors, including:

1. External Factors

➤ •Outlet is experiencing financial difficulties

In this case the outlet intake is unstable. There are still many goods that have not been sold, causing the outlet to suffer losses. The bill from the supplier finally can't be paid.

➤ Stock at the store is high

Initially there were too many orders from the outlet, which caused the outlet to not be able to sell all the items that had been ordered. This has an effect on decreasing income at the outlet so that the finance is unstable and when the outlet bill appears, it cannot be paid immediately.

➤ •Waiting for promotional discount

Outlets tend to buy time because they feel promised a promotion by the principal for the goods ordered. Promotions are for example, such as discounts. So that if the promotion appears, it can be deducted for the bill.

2. Internal factors

➤ •Salesman vacant (Employee turnover)

Apart from being the spearhead of getting orders from customers, salesmen are also tasked with reminding outlets for overdue bills.

Of course, each salesman has their own area according to the specified area. If there is a salesman who resigns and has not immediately replaced him, of course there

will be an obstacle in the billing process at the outlet. Because other salesmen must be able to adapt to new areas. So that the age of accounts receivable increases.

➤•Outlet not visited

In this case the outlet which should have been scheduled to be visited regarding information regarding the exchange of invoices or bill lists, did not run properly. Caused by the absent salesman or the change of employees.

➤•Not all of the invoice swap has been completed

Not all of the documents that should have been submitted to the outlet as a reference for billing have been submitted. By doing the invoice exchange, it determines the age of the receivables. The longer the invoice has not been exchanged, the longer the life of the debt will be.

➤•Collector replacement

Collectors are responsible for invoicing customers whose debts are due. Frequent collector changes also affect the aging of the accounts. Because the replacement of the new collector with the old collector requires further adaptation, so that the billing is not optimal.

B. Things that are done by to resolve bad debts .

Accounts receivable is one of the activities that occurs when a company sells products to consumers by making payments on credit. To reduce the risk of bad debts, the following are things the company does :

1. Companies make a promise date (promise to pay)

Promise date is a reminder of the schedule for outgoing invoices to be billed and inputted by the system. This system is done in the ink box. With this promise date, the list of accounts receivable can be monitored. The date promise was made three times.

2. Create a receivable confirmation letter

In this case, if the customer, after three promises date, does not pay, the company will make a receivable confirmation letter. The goal is for the outlet to reassure when it will be paid for the debt.

3. Visit to outlets by sales supervisors and financial supervisors

If the customer still has not paid, the collection will also confirm to the supervisor. Then from the accounting and finance division in collaboration with the sales division, they will make direct visits to customers to confirm what is actually happening to the customer.

V . Conclusions and suggestions

Conclusion

Based on the results of research and discussion of the internal control system and accounts receivable of PT. DMA Jakarta Branch, it can be concluded as follows:

1. Control activities for the use of company documents and records already use a neat system. This can be seen also from the authorization carried out by the relevant division, the documents used have also been duplicated and distributed to the authorized departments. Sales information and communication systems are good enough, although there are still shortcomings, namely the company and the central division are not consistent in making policies . In the control environment, the organizational structure has separate responsibilities for each part. However, there are still some things that need to be improved, for example for finance and accounting. The work in the finance department has a division of staff, while for accounting jobs there are no special staff. Then the internal audit division is also not in the organizational structure.

2. Internal control is instrumental in increasing collectibility of accounts receivable. This is indicated by the effective implementation of information and communication regarding trade receivables. Good information conveyed by each section responsible for management and for the customer concerned. Supervision and monitoring of trade receivables has been running well and effectively. Even though the receivables are old, their payment will always be collected. The weakness here is that there are no penalties or fines for customers who are late paying.

Suggestion

Based on the research that has been done, the following suggestions are proposed:

1. The sales system that has been running is quite good and must be maintained by the company by conducting supervision and monitoring in all parts. Of course, supervision will be maximized if there is an additional internal audit division. Policies that have been determined to remain implemented without any influence from outside parties.
2. To maximize the control function of the head of accounting and finance, the company is expected to add employees to staff in the accounting department who have been working by the head of the department.
3. To get around the delays in payment of receivables that occur, it is recommended that companies consider imposing penalties for overdue receivables, or by providing discounts, for example payments within 10 days or less, the customer will get a discount, payment is made within 30 days

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