



Analysis of Gas Station Financial Management to Prevent Fraud and Anticipate the Impact of Revenue Fluctuations

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ABSTRACT

The aim of this research is to explore how management can prevent and control fraud and also anticipate the impact of fluctuations in ABC gas station revenues. The research methodology employed in this study is a qualitative approach with a case study conducted at ABC Gas Station. Data was gathered through interviews with the head of the finance department, administrative personnel, supervisors, managers, the director of ABC Gas Station, and the SPI Foundation team. The collected data was then analyzed and further developed utilizing the Triangle Fraud Theory, consisting of pressure, opportunity, and rationalization. By comprehending these factors, ABC Gas Station can pinpoint potential areas susceptible to fraudulent activities and implement appropriate controls to prevent them. This study provides valuable insights into the financial management practices at ABC Gas Station, offering actionable recommendations to strengthen operational integrity and navigate the challenges posed by fraud and revenue fluctuations. By implementing these suggestions, gas stations can ensure more robust financial management and secure long-term sustainability in a competitive market. This research significantly advances the understanding of financial management within gas stations by conducting a comprehensive evaluation of its susceptibility to fraudulent activities, particularly in light of past incidents. It uniquely combines financial analysis with the Triangle Fraud Theory to comprehensively assess the weaknesses in the financial management system and the justifications behind fraudulent actions. This integration of financial evaluation and fraud theory represents a fresh perspective in addressing financial integrity in gas station businesses.

INTRODUCTION

Vehicles are an important aspect of modern society, facilitating various daily activities (Carrabine & Longhurst, 2002). The existence of vehicles not only facilitates accessibility in the world of education, transportation of goods, and supports productivity and efficiency in the world of work, but also opens up new opportunities in the digital era with the rise of online motorcycle taxi services for individuals who do not have access to private vehicles. Therefore, the supply of fuel oil (BBM) presented by the Public Fuel Filling Station (SPBU) is a vital requirement in supporting the operation of these vehicles (Risdiyanta, 2013). However, in the midst of increasingly fierce business competition in the era of globalization, the management of gas stations as one of the promising businesses is not free from risks, especially in terms of financial management. Recording daily transactions involving a large amount of data raises the potential risk of errors in financial expenditure and revenue reports. One of the concrete problems that has been experienced by ABC gas stations is the incidence of fraud.

ABC gas station, located in a strategic area of Semarang City, has now improved its management better than before, as a preventive effort against fraud that has occurred in the past. The fraud was committed by a supervisor who did not deposit the gas money but instead took it home for personal business. Another fraud that occurred was an act of corruption that occurred long before the change of financial admin and was carried out by a cashier who took home the deposit. Weak management systems, such as no routine recording, allowed the fraud to be committed. As a consequence, the cashier was expelled and had to replace the amount of money brought. On the other hand fraud, revenue fluctuations are also a factor that affects the financial performance of gas stations. Revenue fluctuations include changes in the amount of financial revenue, be it positive or negative. Revenue fluctuations can occur due to various factors, such as changes in fuel prices, consumer demand, and market competition (Sari & Wahyudi, 2019). So far, no other efforts have been made from the ABC gas station other than continuing to operate and accepting income as it is, until one day it has to go into debt for stock purchases due to lack of funds.

Good and reliable financial management is an important factor to ensure the continuity of the gas station business (Triyono & Fathurrohman, 2019). In the context of ABC gas stations, managing the receipt and expenditure of funds requires careful procedures and avoiding the risk of errors. Every transaction must be recorded accurately to ensure the financial integrity of the gas station. Therefore, it is necessary to evaluate better and more effective financial management to be implemented at ABC gas stations to prevent the recurrence of fraud and anticipate the impact of revenue fluctuations that may occur in the future.

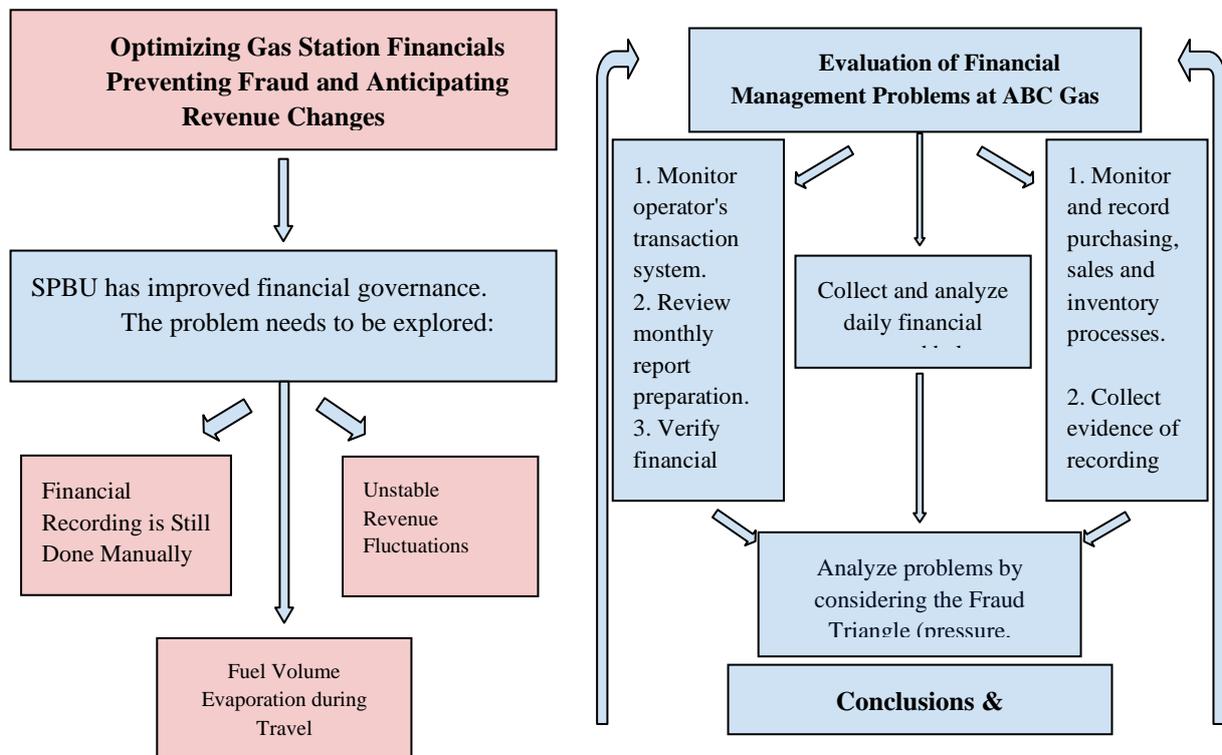
The concept of Good Corporate Governance (GCG) plays an important role in the context of fraud prevention at ABC gas stations (Congge & Gohwong, 2023). The principles of GCG, namely transparency, accountability, responsibility, independence, and fairness, provide a solid foundation to ensure that financial and operational activities at gas stations are clearly documented and easily accessible (Decree of the Minister of SOEs No.1 of 2011). The principle of accountability requires employees to account for their performance in a transparent manner, preventing manipulation of transactions. The principle of responsibility ensures understanding and compliance with regulations related to money and financial management, while the principles of independence and fairness ensure financial processes and decisions are carried out objectively (Pustovit, Timashov, & Berher, 2018). The implementation of these GCG principles will build a strong and responsible corporate management system. This system not only helps maximize the value of state-owned companies, but also creates a work environment of integrity and fairness. In addition to GCG, fraud theory is also an important concept in understanding why people commit fraud and how to prevent it.

The Triangle Fraud Theory developed by Cressey (1953) states that fraud is influenced by three main factors: pressure, opportunity, and justification. At ABC gas stations, pressure can

come from personal economic demands, financial problems, or sales targets. In a competitive business, employees tend to look for ways to increase revenue, especially if facing personal financial problems. This can create psychological pressure that encourages them to commit fraud. Second, opportunity is an important factor in encouraging fraud. ABC gas stations have financial management processes and systems that are potentially vulnerable to fraud. Manual record keeping and lack of supervision can allow employees to cheat or steal money. So, the opportunity for fraud increases, increasing the risk of fraud. Then the third justification is the way fraudsters convince themselves that actions are right for economic or compensatory reasons. This justification makes fraudsters feel that their fraud is reasonable or even justified.

This research will be an important contribution because it will combine three main concepts, namely Good Corporate Governance (GCG), Triangle Fraud Theory, and revenue fluctuation, in the context of gas station financial management. This combination will provide a holistic view of how gas stations can face challenges in preventing fraud and managing revenue fluctuations. Previous research by Wijaya and Wulandari (2019) showed that internal control, employee motivation, and fraud prevention measures affect fraud in gas station financial management. In addition, revenue fluctuations also have a significant impact on the financial management of gas stations. As an update, this study explores and evaluates fraud that occurs, from previously conducted research in the context of fraud prevention, inventory control and financial statement preparation. To prevent the recurrence of fraud cases in the future, an important step that needs to be taken is to improve the consistency of clear financial statements in cash and inventory management.

Figure 1



LITERATURE REVIEW

The financial management of gas stations plays a crucial role in ensuring their sustainability and profitability (Zhu, Lei, & Gao, 2023). In an industry where profit margins are often slim, effective financial management is essential. This literature review aims to explore the factors related to financial management within gas stations, with a focus on fraud prevention and the anticipation of revenue fluctuations.

1. Financial Management in the Gas Station Industry

Financial management in the gas station industry involves various activities, including budgeting, expense control, revenue management, and financial reporting. Gas station operators must maintain a delicate balance between controlling costs and optimizing revenues to achieve profitability.

2. Fraud Prevention in Gas Stations

Fraud is a significant concern in the gas station industry, with common issues like fuel theft, skimming, and fraudulent transactions. Effective internal controls, security measures, and vigilant staff are essential to prevent fraudulent activities.

3. Triangle Fraud Theory

The Triangle Fraud Theory, which consists of pressure, opportunity, and rationalization, provides a framework for understanding the factors contributing to fraudulent behavior. It has been applied in various industries to assess vulnerabilities to fraud.

4. Revenue Fluctuations in the Gas Station Business:

Gas station revenues can fluctuate due to factors like changes in fuel prices, economic conditions, and competition. Managing revenue fluctuations is critical to maintain financial stability.

5. The Role of Technology in Financial Management:

Advancements in technology have revolutionized financial management in gas stations. Point of Sale (POS) systems, inventory management software, and surveillance technology have become essential tools for monitoring and controlling financial activities.

METHODS

This research focuses on the ABC gas station organization located in Semarang City, a strategic location that has a fairly dense population level. SPBU ABC is a public filling station that not only provides vehicle fuel, but also various products and services such as oil, LPG gas, and tire patch services. The informants involved in this research are 7 employees of ABC Gas Station who have a direct role in efforts to improve financial governance. They include the head of finance, admin, supervisor, manager, director of SPBU ABC, as well as a team of internal auditors from SPI Foundation.

Data was collected through various techniques. Primary data was obtained through semi-structured interviews with ABC gas station employees involved in revamping financial governance. Documentation plays a role in providing a strong picture related to gas station financial statements, cash flow statements, income statements, and balance sheets. Meanwhile, observation is a data collection method used to directly observe ABC gas station's sales transactions in Excel spreadsheets, to check the data match with fuel stock, selling price, and the amount of money received. In addition, this research also integrates concepts from the Triangle Fraud theory, which consists of pressure, opportunity, and rationalization factors. By understanding these aspects, ABC gas stations can identify areas that are potentially vulnerable to fraud and implement appropriate controls.

After data collection, analysis is carried out to address the identified problems. This research applies a series of prevention and control measures. The initial problem regarding recording and bookkeeping of financial reports is that it is still done manually, which carries the

risk of errors and fraud. To prevent this, various preventive measures are taken. For example, observations and checks are carried out on daily sales financial reports when operators deposit money with the financial admin. The aim is to ensure consistency and accuracy of transactions and identify potential irregularities. In addition, checks are carried out on the handling of the cashier system to record every transaction via cash in and out vouchers, which is an important step in avoiding fraud. Interviews with financial staff were also carried out as an effort to prevent fraud. This aims to understand internal processes and detect potential security gaps that can be exploited for fraud. Meanwhile, the control measures implemented are carrying out observations and checks regarding the recording of money spent to ensure that the records are correct and in accordance with the operational needs of gas stations.

The next problem is unstable fluctuations in revenue. To overcome this, the first step is to collect financial reports and balance sheet data. Then, observations and checks are made on the financial reports to find numbers that need to be corrected. Interviews were also conducted to obtain further explanation regarding these figures. Furthermore, for the problem of the volume of fuel experiencing evaporation during transit, evidence of fuel inventory records was collected and interviews with financial staff were conducted to obtain further information.

When you have carried out a series of prevention and control measures, the next stage of analysis is evaluating the data that has been obtained. This data will be analyzed using the Triangle Fraud Theory approach which consists of three main components: pressure, opportunity and rationalization. First of all, in identifying pressure, a study will be carried out on internal and external factors that can trigger fraud. Factors such as financial stress, personal problems, or stress from the work environment will be evaluated to understand potential triggers for fraudulent acts. Then, an analysis of existing opportunities will be carried out. This includes an evaluation of the financial systems and procedures that have been implemented. In this case, it will be checked whether there are gaps or weaknesses in internal controls that can be exploited to commit fraud. Finally, an assessment of rationalization will be carried out. This includes analysis of psychological factors and individual motivations for committing fraud. By understanding the reasons or justifications that may be used by the parties involved, it can help in determining further strategies to minimize the risk of fraud.

The final step after carrying out the Triangle Fraud Theory analysis, the data that has been obtained will be checked again to ensure that all aspects have been covered. In addition, the results of this analysis will be the basis for developing recommendations and strategies for improving the internal control system at gas stations. By integrating this analysis stage, it is hoped that gas stations can minimize the risk of fraud, increase operational efficiency, and ensure smooth gas station operations.

RESULTS

Documenting and Managing Financial Records

Recording and bookkeeping of financial reports regarding expenditure and receipts at ABC gas stations still relies on manual methods, which raises the potential for errors and the risk of fraud (Wynn, 2021). This process is carried out by two employees who play key roles: admin/cashier and financial staff. The admin is responsible for verifying payment data originating from the EDC (Electronic Data Capture) machine, which is a non-cash payment device. They also carry out calculations related to the money deposited by the operator, calculate the money to be deposited to the bank, and handle the process of depositing it to the bank. Meanwhile, the financial staff is responsible for taking care of salary transfer payments, electricity bills, fuel costs sent, maintenance and security costs, as well as other financial aspects. They are also tasked with compiling all financial reports from ABC gas stations, including cash diaries, inventory stock reports, purchase reports, sales reports and profit and loss reports.

The financial recording system that still relies on manual processes at ABC gas stations raises concerns about its vulnerability to potential fraud (Aziz & Andriansyah, 2023). Every aspect of daily operations, from sales reports to cash management, including managing oil stocks, checking bank statements from banks such as BNI, BCA, and others, as well as recording administrative fees and deductions, are all involved in manual processes that require a level of supervision. very high. For example, daily sales recording includes every transaction, including the type of fuel sold and the number of liters filled. The admin/cashier is responsible for recording these details along with the total price to be paid by the consumer. However, in manual conditions, the potential for errors or omissions in recording cannot be ignored. Not only that, cash management is also a vulnerable point. Cash from sales of fuel and goods in warehouses must be handled very carefully. Every time there is income or expenditure, there must be a recording that verifies that the amount of money recorded is the same as the amount of physical money in cash. Because everything is done manually, the opportunity for mistakes or losing money accidentally is very open. However, it is different in terms of recording oil stock management, because now it has been recorded directly by Pertamina, so it can be controlled. It's just that a solution is needed to prevent evaporation from occurring, including the factor of how frequently oil is used which has an impact on evaporation. Furthermore, checking bank statements is an important step to ensure that financial transactions with third parties are recorded correctly. However, because everything is done manually, monitoring these transactions can be a challenging task.

Admin fees and other deductions also require very accurate recording. This includes daily operational costs such as employee salaries, electricity costs, fuel costs and other administrative costs. Proper record keeping will ensure that all expenses are well documented and that no unauthorized loss of money occurs. However, in a manual situation, the potential for errors in recording these costs is very possible. Redemption bookkeeping is also an important part of recording the finances of ABC gas stations. Every time there is a redemption of a voucher or other token of payment, there must be a note recording the type of redemption, the amount, and the date it occurred. This is important to ensure that all redemptions are recorded correctly and according to the actual amount.

In the context of changing shifts, recording the preparation of exchange money amounting to 1 million rupiah also requires strict supervision. The goal is to ensure that the cash register at the start of each shift has sufficient cash to handle initial transactions smoothly. However, in a manual system, the risk of loss or errors in preparing exchange money can be a serious problem. By considering all these aspects, it is very clear that the financial system at ABC gas stations still requires improvement in terms of automation and technology implementation to reduce the risk of fraud that can arise from manual processes that are prone to errors and data loss.

Based on interviews with employees at ABC gas stations and a review of their financial systems, it appears that there is a potential risk of fraud. This can be explained using the Triangle Fraud theory which consists of pressure, opportunity and justification. First, there is financial pressure that employees may feel, such as having personal money problems or having to achieve high sales targets. Second, manual systems for recording finances can create opportunities for errors or fraud. With manual processes, monitoring transactions becomes more difficult. Third, employees may feel the need to find psychological reasons or justifications for committing fraud, such as feeling that the action is necessary for economic reasons. Therefore, ABC gas stations can identify areas that are more vulnerable to fraud and take steps to address them. Efforts to update the financial system with technology and automation on the system that is able to process data in real-time when sales or transactions occur, so that it can help reduce the risk of fraud. With this combination of strategies, ABC petrol stations can minimise the potential risk of fraud and improve their financial reliability.

Revenue Fluctuations

There are marked variations in monthly receipts, which are affected by external factors such as weather conditions and special events near the gas station location, such as football matches or major events. The increase in customer traffic associated with the event significantly increased gas station receipts (Fieger, Prayag, Dyason, Rice, & Hall, 2023).

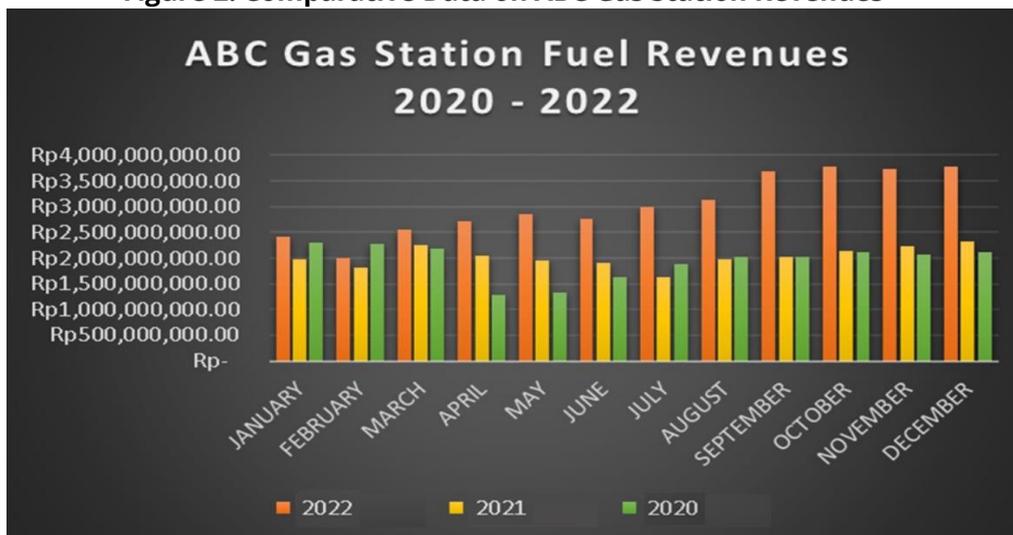
Management of revenue fluctuations is crucial in managing the financial operations of ABC gas stations. It is important to design responsive and flexible plans to address these fluctuations, especially when there are sharp declines in admissions, such as those experienced during the COVID-19 pandemic. Special measures need to be taken to control these revenue fluctuations. One effective strategy is to consider alternative sources of income or implement additional marketing strategies during periods of fluctuation to minimize their impact. In addition, closely monitoring external factors that influence revenue fluctuations is also key in planning and anticipating changes in gas station revenues. It is critical to continuously monitor enrollment fluctuations, analyze trends, and identify factors influencing such changes. This will enable gas stations to take appropriate steps to optimize their receipts and minimize the impact of fluctuations on their financial performance.

However, it should be noted that to date, the gas station has not implemented any special solutions or measures to overcome fluctuations in revenue during the student holiday period. They tend to go with the flow and depend on external factors without taking proactive action to reduce the negative impact of these fluctuations. By identifying and exploiting opportunities during the student holiday period, gas stations can strengthen their strategies to optimize revenue and reduce the impact of fluctuations. For example, by designing special marketing campaigns or offering attractive promotions during periods of fluctuation, gas stations can attract more customers during these holiday times, increasing their receipts. Taking advantage of these opportunities not only allows gas stations to respond to changes in customer visit levels, but also to address the financial pressures that gas station employees may feel.

In Triangle Fraud analysis, financial pressures that employees may feel, such as high sales targets during times of fluctuation, must be addressed with a healthy and ethical approach. Gas station management must ensure that this pressure does not trigger fraudulent acts, and instead, encourage employees to improve their performance in a way that is legal and in accordance with good business principles. In the context of rationalization, gas stations must ensure that every action or policy they take during periods of revenue fluctuation is based on clear and logical considerations. Taking extreme or irrational actions to deal with fluctuations can justify fraudulent actions. Therefore, sound and transparent rationalization in financial management during this period is very important.

Cash flow management is also key in managing revenue fluctuations efficiently (Alao & Gbolagade, 2020). Gas station management must develop strategies that enable them to manage cash well during times of fluctuation, including appropriate arrangements to overcome sharp declines in receipts. This can include observing historical trends, planning cash reserves, and considering wise use of financial resources during periods of fluctuation. Thus, analysis in the context of Triangle Fraud Theory highlights that the situation of fluctuations in revenue at ABC gas stations creates opportunities for fraudulent acts related to financial management. Therefore, gas station management must ensure that they have a responsive and proactive strategy to deal with these fluctuations in an ethical and efficient manner, including careful cash flow management.

Figure 2. Comparative Data on ABC Gas Station Revenues



Based on a comparison diagram of fuel revenue in three consecutive years, it shows that ABC gas stations experienced unexpected fluctuations in fuel revenue. With unpredictable up and down revenue cycles in each period. This has an impact on cash flow arrangements and income management strategies. So it is important to carry out an in-depth analysis of the causes of this revenue fluctuation in order to design a more effective fuel sales strategy in the future.

Reduction in Fuel Quantity due to Evaporation

Inventory management at ABC gas stations is an important part of daily operations and involves a number of steps that need to be taken into account (Nallusamy, 2021). Supervisors are responsible for tasks such as unloading when the fuel arrives, checking the fuel stock available on each island at each shift change, and arranging the fuel delivery schedule (Dhawan, Tookey, GhaffarianHoseini, & GhaffarianHoseini, 2022). Initially, inventory management begins with the fuel ordering process. Every day, the director always monitors stock in the morning, and if stock is less than two days before sales, the director immediately assigns a manager to place an order. The ordering process is carried out via SMS, and the delivery schedule is arranged by the director or manager. The supervisor is tasked with recording the delivery schedule via SMS, and payment is made in advance via bank transfer. The goods then arrive the next day after ordering. In addition, stock reports must be sent regularly, with reporting times at 8 am and 2 pm. This stock report is a determinant in daily operations, and non-compliance with reporting can result in warnings. The stock report also includes information regarding fuel usage and monthly sales, which is usually submitted at the beginning of the month (Li & Venkatachalam, 2022).

Regarding the volume of fuel that experiences evaporation during transit, there are several factors that influence it. Fuel evaporation can occur either naturally or due to conditions such as leaks. In some cases, vehicles transporting fuel from filling depots to gas stations can experience leaks, resulting in reduced fuel before reaching the gas station. The fuel filling process can also affect evaporation, for example, the use of certain compartments may not be very accurate (Claudio, Perazzini, & Perazzini, 2022). Apart from that, there are several other factors that can influence evaporation, such as the size of the fuel transportation compartment. Apart from that, there is a device called "ATG" (Automatic Tank Gauging) which is used to measure the fuel stock in the tank. However, in some cases, the ATG installation may not work as expected. Sometimes the stock recorded on the ATG does not match the direct stock available when measured on site. This happened because it was suspected that the ATG system could not read a decrease in fuel stocks due to evaporation that occurred naturally. All of these factors create challenges in

managing fuel volumes and minimizing evaporation in transit, and require coordination and in-depth understanding in maintaining accurate fuel inventory at ABC gas stations.

This problem can be included in the Triangle Fraud Theory in the opportunity section. Opportunities arise through situations where supervision of supervisors and operators is less strict, providing an opening for manipulation of data or fuel stock reports (Cantelmi, Steen, Di Gravio, & Patriarca, 2022). For example, if the island or terminal guard does not act honestly, such as reducing the quantity at the time of sale or giving incorrect change, then this could cause the fuel stock calculation to be incorrect. Apart from that, it should be noted that ABC gas station employees themselves also have the potential to steal fuel stocks. They can manipulate records by changing records regarding fuel sales or receipts to be lower, then taking the rest for personal gain. Theft can also be done by compromising with customers, for example by customers paying less than the price they should, or operator employees can also provide more fuel than recorded during deposit, because there is not strict supervision at each fuel filling island at all times.

Overall, these findings illustrate that the factors identified in Triangle Fraud theory have direct relevance to the operational situation at ABC gas stations. This emphasizes the importance of implementing strict controls, stricter supervision, as well as education regarding business ethics and compliance with standard operational procedures to reduce the risk of fraud in managing fuel supplies.

DISCUSSION

This study discusses the evaluation of financial management at ABC Gas Station, which has been improved following a past fraud incident. Therefore, this research aims to prevent future occurrences of fraud and anticipate the impacts of revenue fluctuations in the future. The results of this study indicate that ABC Gas Station still faces challenges in terms of recording and accounting for financial reports, revenue fluctuations, and fuel inventory management.

First and foremost, in terms of recording and accounting for financial reports, ABC Gas Station continues to rely on manual methods, covering various aspects from daily sales reports to cash and inventory management. Weaknesses in this manual process lead to a high potential for errors and fraud. In identifying this issue, preventative measures and controls are implemented to ensure transaction consistency and accuracy. For example, daily sales report audits are conducted to verify data against fuel inventory, selling prices, and the amount of money received. Next, regarding unstable revenue fluctuations, it was found that these were influenced by external factors such as weather and specific events. To address this issue, responsive plans and additional marketing strategies during fluctuation periods are needed. However, up to this point, no specific actions have been taken by ABC Gas Station to address fluctuations during student holidays, which significantly impact revenue. Furthermore, fuel volume issues are also a significant concern. After checking inventory reports and interviewing ABC Gas Station employees, several factors affecting inventory discrepancies were identified, such as natural leakage and evaporation that are not difficult to address. In addition to these factors, there is the possibility of opportunities for fraud by ABC Gas Station operators during sales transactions due to lax supervision by supervisors.

The research findings indicate the potential risk of fraud in the financial management of ABC Gas Station, analyzed using the Triangle Fraud Theory. As a solution to address the occurring issues, the implementation of an automated financial system at ABC Gas Station is required to minimize opportunities for employee fraud. Additionally, responsive strategies to revenue fluctuations and inventory management need to be strengthened. Strict supervision and control, along with business ethics education and compliance with standard operational procedures, can be crucial steps in reducing the risk of fraud at ABC Gas Station.

CONCLUSION

In conclusion, this study conducted a comprehensive evaluation of the financial management practices at ABC Gas Station, focusing on fraud prevention and addressing revenue fluctuations. The research revealed critical areas of vulnerability within the station's financial operations, particularly in manual record-keeping and response strategies to revenue variations. The findings underscore the importance of implementing Good Corporate Governance principles, as well as integrating the Triangle Fraud Theory, to enhance financial integrity. The manual system used for financial record-keeping demonstrated potential weaknesses, highlighting the need for automation and technology integration to reduce the risk of errors and data loss. Furthermore, the study shed light on the challenges associated with managing fuel inventory, particularly in addressing evaporation concerns during transportation. It emphasized the significance of maintaining accurate inventory levels and highlighted the potential for fraudulent activities if supervision and oversight are lacking. Practical implications of this research include the necessity for SPBU ABC to adopt more responsive strategies towards revenue fluctuations, such as targeted marketing campaigns or promotional offers during peak periods. Additionally, enhancing inventory management practices and considering alternative revenue sources are essential steps in mitigating financial risks.

For future research, it is recommended to explore the effectiveness of implementing automated systems in financial management within gas stations. Additionally, investigating the impact of advanced technologies, such as real-time monitoring systems, on fraud prevention and revenue optimization would be valuable in further enhancing operational efficiency. In summary, this study provides valuable insights into the financial management practices at ABC Gas Station, offering actionable recommendations to strengthen operational integrity and navigate the challenges posed by fraud and revenue fluctuations. By implementing these suggestions, gas stations can ensure more robust financial management and secure long-term sustainability in a competitive market.

Limitation

1. The research provides a broad overview of the research's aim and methodology, but it lacks specific information about the scope and limitations of the case study at ABC Gas Station. Readers may benefit from understanding the boundaries and constraints of the research, such as the duration of the study, the specific areas within the gas station examined, and any potential limitations regarding data accessibility or availability.
2. While the research offers insights into financial management and fraud prevention within ABC Gas Station, it may not be immediately clear whether the findings and recommendations can be generalized to other gas stations or businesses in different industries. A limitation statement should clarify the extent to which the research's conclusions can be applied beyond the specific case studied.
3. The research abstract focuses primarily on internal factors within ABC Gas Station, like the Triangle Fraud Theory. It does not address external factors or industry-specific variables that might influence fraud prevention and revenue fluctuations. A limitation statement should acknowledge the research's focus on internal aspects and its potential neglect of external influences.

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