



Improving Organizational Governance at the "Purnomo" Refill Drinking Water Depot

Dewi Saiful Aminah^{1*}, Audita Nuvriasari²

Management Study Program, Faculty of Economics, Universitas Mercu Buana
Yogyakarta

Corresponding Author: Dewi Saiful Aminah

200510246@student.mercubuanayogya.ac.id

ARTICLE INFO

Keywords: Human Resources, Organizational Structure, Works Scheduling, Employee Performance

Received : 18, November

Revised : 20, December

Accepted: 22, January

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ABSTRACT

Human resources are an important factor in running a business so they need to be managed effectively and efficiently. This community service was carried out at the "Purnomo" Refill Water Depot which aims to improve organizational governance, especially in the field of human resources. The programs implemented include: improving organizational structure, work scheduling, increasing employee discipline and measuring job satisfaction. The results of the activities show an increase in the efficiency and effectiveness of business management as well as an increase in employee discipline.

INTRODUCTION

The refill drinking water depot business is present in the community to meet consumer needs for hygienic drinking water. The development of this business is also influenced by changes in consumer behavior who prefer to fulfill consumption needs that are practical and safe for body health. The refill drinking water depot business is an industry with practical processing processes. Water taken directly from springs will be filtered so that it can be consumed safely. The drinking water depot business has had a very positive impact on the environment, where it is easier for people to get mineral water easily without having to do the cooking process again. One of the refill water depot businesses in Yogyakarta is "Purnomo" Depot which is located on Jl. KH. Muhdi No 123A Demangan, Maguwoharjo, Depok, Sleman, Yogyakarta. This depot has been operating since 2019 and employs 9 employees. The marketing area for this business is mainly for people who live around the Depot. However, it is not uncommon for many consumers who are located quite far from the depot to become regular customers. "Purnomo" Depot provides direct services to consumers who make purchases at the Depot as well as indirect services by providing delivery facilities to consumer locations. Products offered by the "Purnomo" drinking water depot include: refillable drinking water, gallon bottled mineral water of the "Aqua" and "Vit" brands. Daily operational service from Monday to Sunday from 8 am to 9 pm.

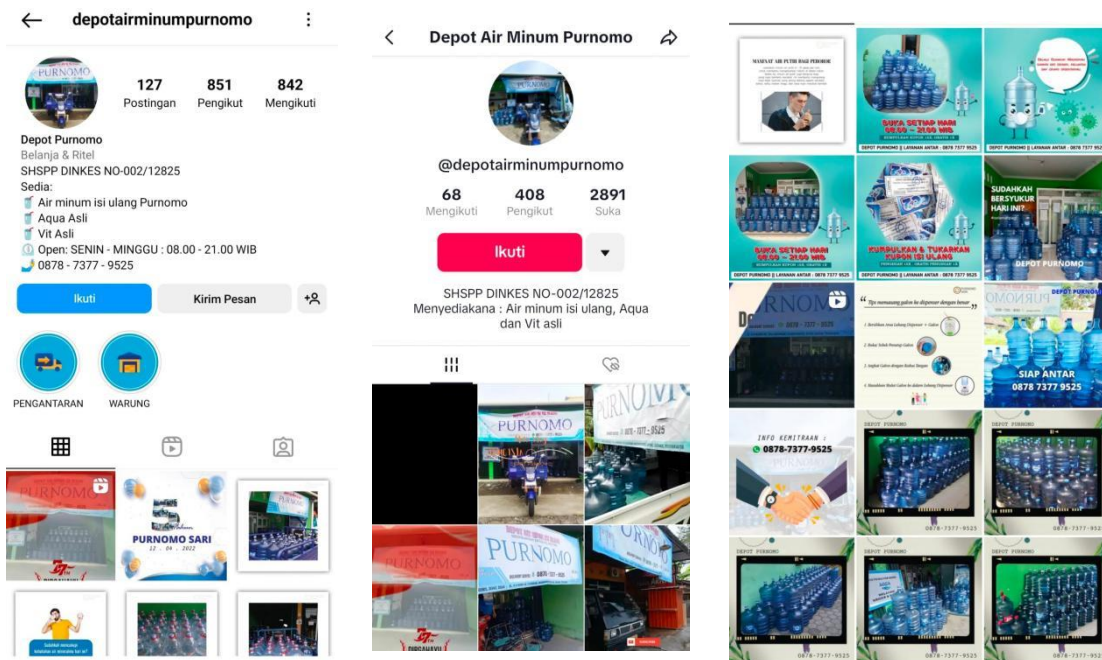


Picture 1. The Location of Depot Purnom



Picture 2. Delivery service at Purnomo Drinking Water Depot

“Purnomo” drinking water depot carries out promotions through various methods such as: word of mouth, online promotions via Instagram, Facebook and TikTok. Apart from that, to expand its marketing scope, this company is also opening a partnership program for other parties who are interested in opening refill water depot branches. One of the sales promotion programs carried out is providing an offer for consumers who top up 15 times and will get 1 free top up. The following is a promotional program at Depot “Purnomo”:



Picture 3. Online Promotion Via Instagram and TikTok



Picture 4. Sales Promotion and Business Partnership

Human resources are an ability that exists in every human being which is determined by their thinking power and physical strength. Human resources are one of the main components of all activities carried out. Even though in the process of carrying out activities there are many alternatives or assistance in terms of the use of sophisticated equipment, this will be meaningless without the active role of human resources themselves (Sunarmintyastuti & Hugo Aries Suprpto, 2019:105). Human resources are the main factor in a company that is built based on needs and implementation. Having quality human resources in a company makes it one of the most important assets which will later support the progress of the company itself.

The success of a company in achieving its goals does not only depend on existing facilities and infrastructure, but also depends on the performance of its employees. The performance of a company is also determined by the conditions and behavior of the company's employees (Manurung & Ratnawati, 2012). In order for human resources in an organization to work well, it is necessary to have a clear organizational structure which regulates the duties and functions of each employee, organizes employee work regulations and measures job satisfaction. Employee work motivation and performance can be improved if the incentive system is based on the work motivation and ability level of the employee. In realizing the provision of incentives and other benefits to permanent and contract employees, that is, if they achieve the predetermined targets, they can receive additional or more bonuses as determined.

In running his business, Depot "Purnomo" encountered a number of business problems, especially in the areas of business governance and human resources. In carrying out its business operations, Depot "Purnomo" does not yet have a clear and standard organizational structure. Besides that, there is no clear division of work between employees. The company has also never conducted employee performance assessments so it is difficult to measure employee satisfaction. The aim of this community service activity is to improve business governance at the "Purnomo" refill water depot so that it is hoped that it can improve its business performance.

IMPLEMENTATION AND METHODS

The method of implementing community service activities consists of four stages:

1. Observation and Interview

The observation method was carried out by directly observing business activities at Depot "Purnomo" to directly identify a number of business problems faced by this company. In this activity, a direct interview was also carried out by the owner of Depot Purnomo (Mrs. Rieca Delvia) to gather information related to business development and activities in the human resource sector. Based on the results of the interview, it can be explained that the main problem at Depot Purnomo is that there is no standard organizational structure so there is no clarity in the distribution of employee responsibilities and duties and there is no handling guide that contains solutions to overcome a number of obstacles during work implementation.

2. Planning Stage

After conducting observations and interviews, the next stage is planning. The following are some planned activities which include:

- a. Develop a questionnaire to measure work so that factors that cause turnover can be identified
- b. Developing an organizational structure equipped with the responsibilities and duties of each company division
- c. Develop guidelines for handling work problems and socialize them to employees, such as: SOP for filling gallons, work flow, job description form, attendance form, order bonus form, gallon loan form, work schedule.

3. Program Implementation

Based on the plans that have been made, the next stage is to carry out work program activities. This activity provides education and training related to improving human resources governance to improve the performance of Purnomo Depot employees, including creating questionnaires, compiling organizational structures, SOP, Work flows.

4. Evaluation

The evaluation is aimed at monitoring the results of the implementation of the work program compared to the activities before the community service practice was carried out. The evaluation results are expected to show an improvement in human resource performance and organizational governance. If the results achieved are not in accordance with the targets set, it is necessary to study the factors that are obstacles in implementing the program.

RESULTS AND DISCUSSION

The implementation of community service is carried out at Purnomo Depot which is located on Jl. KH. Muhdi No 123A Demangan, Maguwoharjo, Depok, Sleman Regency, Special Region of Yogyakarta on 1 May 2023 - 31 May 2023. The results of the program implementation are described as follows:

Develop Organizational Operational Guidelines

Management of human resources in an educational organization/institution to increase competitive advantage you must really pay attention the quality and competence of human resources possessed by managing existing human resources to be developed through education and training processes, and can manage it effectively and efficiently. The preparation of organizational guidelines is intended so that the "Purnomo" Depot can manage its business well. These guidelines include: preparing the organizational structure and scheduling employee working hours. Implementing briefing activities which will be a means of monitoring work hours and a means of communication between divisions to discuss various things that have gone through over the past week, both complaints and suggestions from other divisions and leadership.



Picture 5. Guiding "Purnomo" Depot Employees During Weekly Briefings

This briefing activity has been implemented for several weeks. With briefing activities that are carried out regularly, namely once a week. To begin this briefing, the community service team conveyed several things that had previously been communicated with the leadership, including:

- a. Standard Operating Procedure (work flow, sorting gallons, service, distribution of job descriptions and so on). This SOP was created to maintain the quality and cleanliness of water both before and after it is received by consumers.
- b. Agenda for weekly briefing activities
Briefing activities are aimed at coordinating work between employees. This coordination is related to the work that must be carried out and providing motivation to employees so that they are enthusiastic about carrying out their work. This briefing activity is held overnight once a week (Monday) at 12.00 WIB. Where morning and afternoon shift employees can all gather. This activity is a means to convey obstacles, suggestions and evaluations from both leaders and employees. Various information regarding job

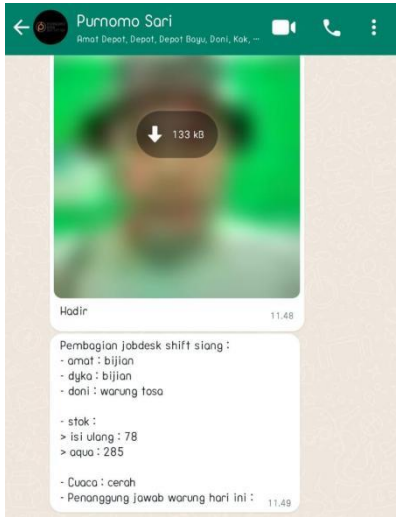
specifications is very useful information for members. In practice, the Human Resource Development (HRD) division, to overcome members' ignorance regarding career paths, provides members with information.

- c. Work Schedule and monitoring form on employee attendance
Work schedules are prepared so that employees can be orderly and disciplined in carrying out their duties. This will also make it easier for companies to monitor employee performance. Apart from that, to determine the level of employee performance, proof of presence at the workplace is also required. This can be done by creating an employee attendance form so that the employee's level of discipline can also be measured.

SOP PENGISIAN GALON “DEPOT PURNOMO”

1. MENGGUNAKAN PAKAIAN RAPI (ROMPI DEPOT)
2. MENCUCI TANGAN SEBELUM MEMEGANG GALON
3. MENUTUP SEMUA PINTU ETALASE SAAT PENGISIAN
4. DILARANG MEROKOK SAAT PENGISIAN
5. SEMUA GALON WAJIB DILAP SEBELUM MASUK ETALASE
6. GALON YANG KOTOR DICUCI SEBELUM MASUK ETALASE
7. GALON DITEMPEL STIKER SEBELUM MASUK ETALASE
8. DILARANG MENGGUNAKAN HANDPHONE SAAT PENGISIAN
9. DILARANG MENINGGALKAN ETALASE SAAT PENGISIAN
10. MATIKAN SEMUA MESAIN SAAT MENINGGALKAN ETALASE


PIMPINAN,
RIECA DELVIA



WhatsApp chat from Purnomo Sari (Amat Depot, Depot, Depot Bagu, Doni, Kak, ...). The chat contains a job distribution list for a shift:


- amat : bijian
- dgko : bijian
- doni : warung toso
- stok :
- > isi ulang : 78
- > aquo : 285
- Cuaca : cerah
- Penanggung jawab warung hari ini :

ALUR KERJA “DEPOT PURNOMO”



The flowchart shows five steps: 01. PEMILAHAN GALON (REJECT, KOTOR, BERSIH), 02. PENGELAPAN GALON BERSIH, 03. PEMBERSIHAN DALAM MAUPUN LUAR GALON, 04. PENGISIAN AIR MINUM ISI ULANG, and 05. SAP DIDISTRIBUSIKAN (KONSUMEN RUMAHAN/WARUNG).

STRUKTUR ORGANISASI “DEPOT PURNOMO”



The organizational chart shows a hierarchy starting with PIMPINAN at the top, followed by four departments: BAG. ADMIN (1 ORANG), BAG. KEUANGAN (1 ORANG), BAG. MARKETING (1 ORANG), and BAG. KURIR (7 ORANG).

Picture 6. Work Flow, Sorting Gallons, Service, Distribution of Job Descriptions

Arrange Work Schedules And Employee Attendance Attendance

Preparing work schedules and attendance attendance aims to calculate the number of hours employees work so that they can help leaders maintain employee work effectiveness so that work can be completed on time. The existence of this schedule and attendance is used to make it easier for human resources to know the distribution of morning shift, afternoon shift and holiday schedules. Attendance is still made manually by hand and reporting via group chat. The following is an example of the Schedule and Attendance at Purnomo Depot:

Picture 7. Work Schedule and Employee Attendance Form

Designan Employee Satisfaction Questionnaire

The next program is filling out a questionnaire, in this activity the filling is carried out directly by each employee. The community service team conducted a questionnaire filling activity to measure job satisfaction so that the factors that cause turnover can be identified. The job satisfaction measurement questionnaire consists of a number of indicators such as: satisfaction with the work carried out, satisfaction with work results, satisfaction with the work environment, satisfaction with financial and non-financial compensation, satisfaction with company policies. Dimensions that can be used to measure the turnover rate in an organization include: Employee turnover rate, Recruitment rate of new employees, average career time in the organization, job satisfaction, employee engagement, and career and development opportunities.



Picture 8. Questionnaire

CONCLUSIONS AND RECOMMENDATIONS

After carrying out community service activities at Depot Purnomo for approximately one month, there are several changes in the employee management section of the company's operational system. The results of implementing this activity are:

- a. The organizational structure has been arranged so that business management is expected to run effectively,
- b. Division of schedule between shifts morning, afternoon shifts and holidays are clear because they are arranged within 1 (one) month. Attendance has been made on a comprehensive and effective basis for monitoring,
- c. The job description for each courier is updated every hour via chat, including the number of orders received so that the courier understands his duties better and the management knows the employee's job at all times,
- d. The number of employees who arrive late is decreasing, this shows an increase in employee discipline, and
- e. Based on measuring the level of job satisfaction, employees feel satisfied.

Through this community service program, the authors hope that the system that has been created can continue to be applied by the company in future operations. So that the organization performance especially the human resource management to be more effective and efficient can be achieved

ACKNOWLEDGMENT

The community service team would like to thank to Management Study Program at Faculty of Economics, Universitas Mercu Buana Yogyakarta for holding this program. Next, we would like to thank the owners and employees of Depot Purnomo who have the facilities provided to carry out the program and actively participate in this community service activity

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