

Implementation of the Fulfillment of Standard Operating Procedures of the Company (Turnover, Operating Hours, and Menu) at PT. Baba Rafi International

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ABSTRACT

Standard Operating Procedures (SOP) are procedures that must be followed to carry out a task or activity consistently and efficiently. SOP violations are actions that deviate from the provisions set out in a company's SOP. By using SOP, the company can achieve its goals effectively so that every company function runs properly. The method used to obtain data in carrying out research internships at PT. Baba Rafi International is a qualitative approach, where the data collection method includes direct observation in the field and documentation. The purpose of this research is to analyze the application of standard operating procedures (SOP) to employee performance. Online monitoring of operational hours is carried out with the aim of ensuring that online orders can run smoothly according to the operational hours that have been determined and if there are any negligence from the operator or problems with the application. Online menu checking is carried out to monitor the availability of raw materials to be sold online or offline. Daily turnover input is carried out twice, namely by writing paper forms manually by the operator and writing digitally with Microsoft Excel by the operational admin.

INTRODUCTION

Standard Operating Procedures (SOP) are procedures that must be followed to carry out a task or activity consistently and efficiently. SOPs are the basis of an organization to ensure that each member understands and fulfills their responsibilities according to established standards. The company's business processes run aimlessly because there is no good, correct and clear operating system or procedure. Good SOPs are procedures that guide work practices and clear work rules that regulate the business activities of each company. Companies need to have good, correct and clear operational methods or procedures to facilitate continuous monitoring and control. This makes business processes more organized and clear. To achieve goals, on the one hand, the company must create procedures that are easy for all employees to understand and learn. So that employees can easily understand what needs to be done and minimize mistakes that could harm the company.

SOP violations are actions that deviate from the provisions set out in a company's SOP. Created to ensure that each procedure is carried out with consistency and by predetermined standards. Violations of SOPs have serious consequences for operational efficiency, quality of work results and safety. Handling SOP violations quickly and effectively is an action to maintain operational continuity and ensure that it runs according to established standards. Warnings are required to prevent repeat violations.

At PT. Baba Rafi International is a company operating in the Food and Beverage sector. Where the operation requires SOPs to carry out each company function. By using SOP, the company can achieve its goals effectively so that every company function runs properly. This company has outlets where it sells offline and online. In this case, compliance with SOPs is very necessary to control the course of the sales process, such as inputting daily turnover, online operational hours, and online menus which will later influence sales. If there is a delay in opening an outlet or turning on and off the online menu, this will affect the turnover value for that day. And if there is an error in writing turnover, it will be detrimental to the employees who are on duty at the outlet.

THEORETICAL REVIEW

SOPs have an important role in implementing good handling, such as in handling the quality of employees and raw materials, where SOPs must apply the principles of convenience, clarity, and be aligned with the company's vision, mission and goals. SOPs also provide benefits for both library management and implementers, including improving employee performance and ensuring SOPs are implemented properly. Implementation of SOPs can be done by comparing and ensuring the performance of implementers in accordance with the intent and objectives contained in the SOP, identifying problems that arise,

determining ways to improve implementation results, or providing additional support if needed. According to Istyadi Insani in (Junita, 2019) "SOP is a document that contains a series of standardized written instructions regarding various office administration processes that contain how to do work, implementation time, place of implementation and actors who play a role in activities".

actors who play a role in the activity ". Tambunan (2013) states that SOP is a system that is compiled to facilitate, tidy up, and bring order to work, as well as ensure the reliability of processing and production of reports needed by the organization.

METHODOLOGY

The method used to obtain data in carrying out research internships at PT. Baba Rafi International is a qualitative approach, where the data collection method includes direct observation in the field and documentation. The purpose of this research is to analyze the application of standard operating procedures (SOP) to employee performance. In this research, SOPs are used as guidelines for carrying out work. By implementing SOPs, companies hope to achieve company goals such as efficiency, consistency, error minimization, problem-solving, workforce protection, and safety limits. Thus, the implementation of SOP is expected to have a positive impact on employee performance and the achievement of company goals.

RESULTS AND DISCUSSION

This research internship program will be implemented from 7 August - 7 December 2023. The results of this activity are:

1. Online monitoring of outlet operational hours

Online monitoring of operational hours is carried out to ensure that online orders can run smoothly according to the operational hours that have been determined and if there is any negligence from the operator or problems with the application. And if there are special circumstances such as the operator having problems on the road, the operator having late permission or sudden sick leave, and providing briefings at several depots, they can be conveyed directly via the WhatsApp group of operators or groups per depot.

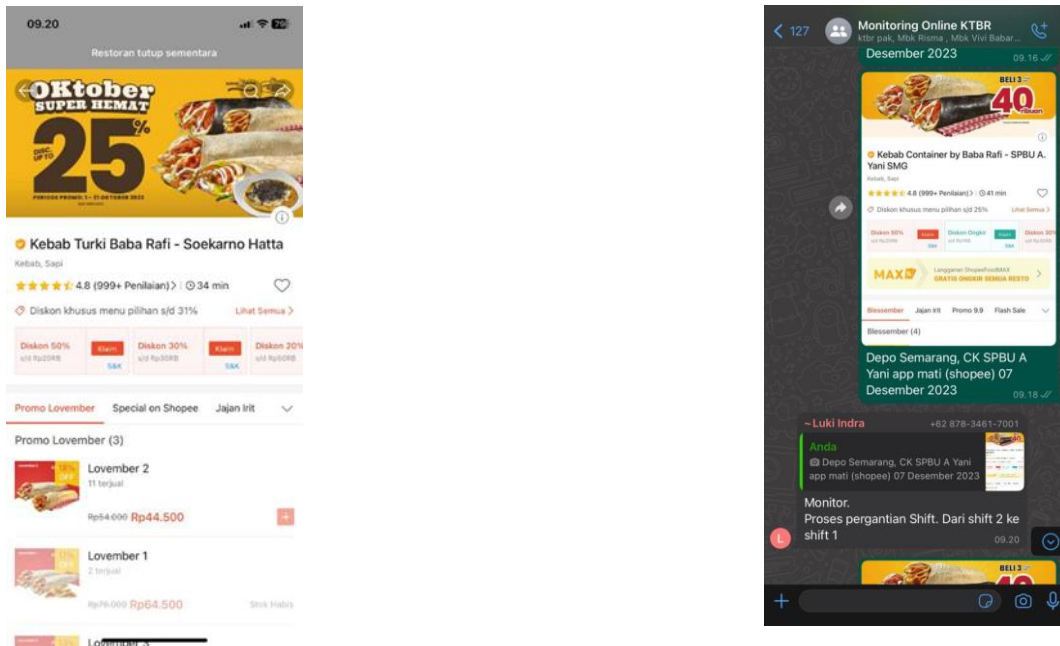


Figure 1: Checking operational hours online

2. Check the menu online

Online menu checking is carried out to monitor the availability of raw materials to be sold online or offline. So if the raw materials that have been brought run out, they will be deactivated in the online application. Also, information about raw materials that are deactivated can be conveyed directly via the WhatsApp group, thereby minimizing misunderstandings between operators or heads of depots and operational admins.

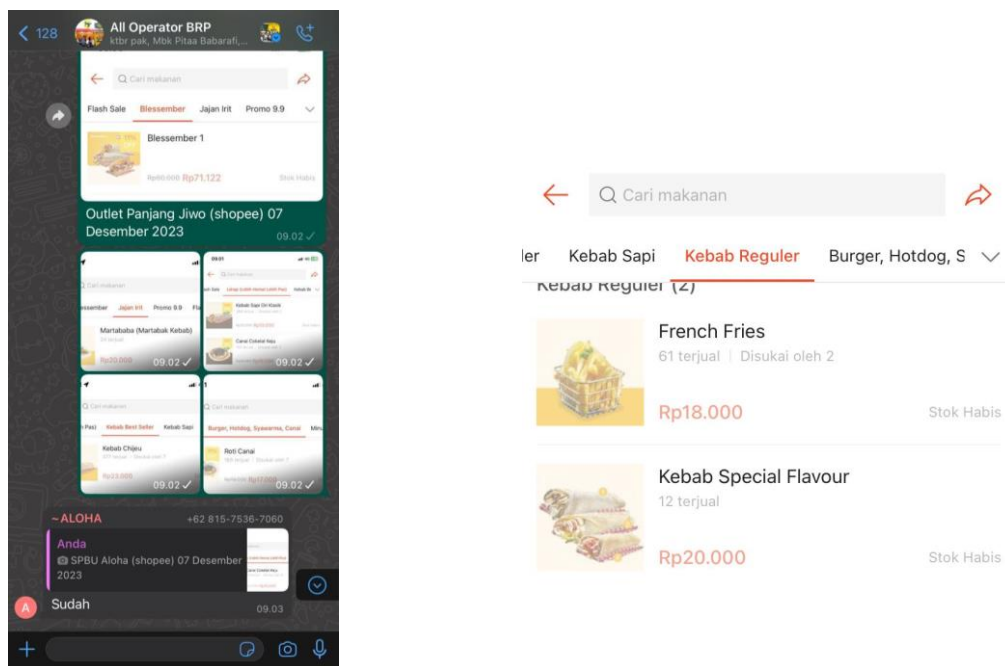


Figure 2: Checking the menu online

3. Input daily turnover

Daily turnover input is carried out twice, namely by writing paper forms manually by the operator and writing digitally with Microsoft Excel by the operational admin. Input daily turnover into Microsoft Excel to carry out automatic calculations, analysis and data visualization, making it easier to monitor and analyze daily turnover efficiently. Re-checking is carried out to find out whether the results from the form written manually by the operator match the results in Microsoft Excel. This can detect operator fraud or negligence in calculating turnover.

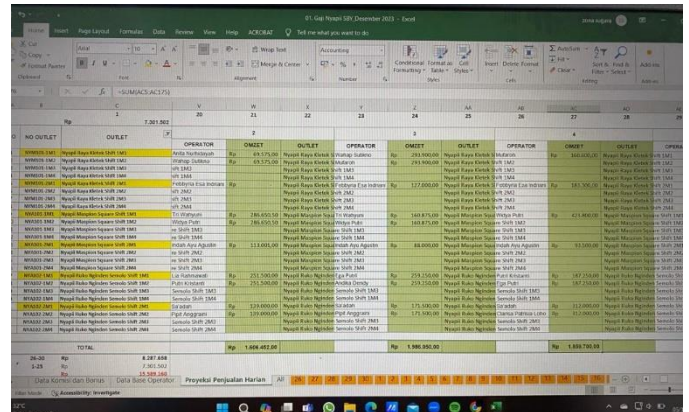
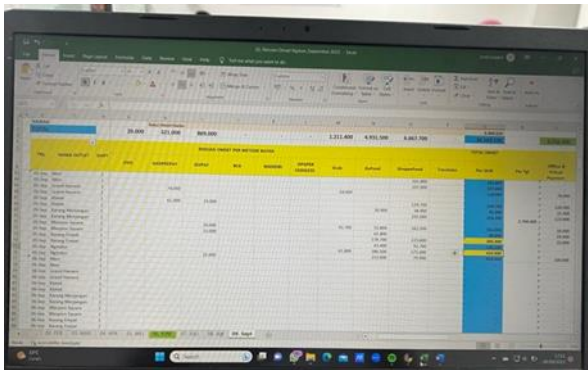


Figure 3: Turnover input

4. Recording errors in the sleg

Creating a sling is used as a record for operators and operational admins regarding any negligence made by operators per day. To mark it, put a yellow block on the name of the operator and the outlet's turnover in Microsoft Excel. After that, the operational admin will confirm with the operator, that if there is no answer, it will automatically deduct the operator's salary for that month.

Tanggal	Outlet	Nama Opr	Keterangan	Konfirm
11/1/2023	Ngikan Ruko Nginden Semolo Shift 1M1	Pipit Anggraini		
		Nyapii Ruko Nginden Semolo Shift 1M2	Ega Putri	omset tidak sesuai omset seharusnya 629.504 tapi ditulis 629.004
		Nyapii Ruko Nginden Semolo Shift 2M1	Sa'adah	tidak mengisi absen
		Nyapii Ruko Nginden Semolo Shift 2M2	Putri Kristanti	tidak mengisi absen
11/3/2023	Ngikan Ruko Nginden Semolo Shift 1M1	Mienantea Ruko Nginden Semolo Shift 2A	Tri Wahyuni	omset tidak sesuai omset seharusnya 572.111 tapi ditulis 572.311 total shopeefood harusnya 242.400 masih tutup
		Ngikan Express Karang Menjangan Shift 1A	Diah Ayu Sitti (comaryah)	tidak mengisi omset
		Ngikan Ruko Nginden Semolo Shift 1M1	Pipit Anggraini	
		Ngikan Ruko Nginden Semolo Shift 1M2	Lia Rahmawati	omset tidak sesuai omset seharusnya 332.711 tapi ditulis 332.772
11/6/2023	Ngikan Raya Kletek Shift 1M1	Ngikan Ruko Nginden Semolo Shift 1M3	Putri Kristanti	
		Ngikan Merr Shift 1A	Muhammad Ramadhan	omset tidak sesuai omset seharusnya 357.211 tapi ditulis 352.211
		Nyapii Raya Kletek Shift 1M2	Muhammad Abdi Marsha Kusuma	tidak mengisi omset
11/7/2023	Ngikan Maspion Square Shift 1M1	Ngikan Ruko Nginden Semolo Shift 1M1	Putri Kristanti	omset tidak sesuai omset seharusnya 54.000 tapi ditulis 54.900
		Ngikan Ruko Nginden Semolo Shift 1M2	Widya Putri	omset tidak sesuai omset seharusnya 351.844 tapi ditulis 351.884
11/14/2023	Ngikan Ruko Nginden Semolo Shift 1M1	Ngikan Ruko Nginden Semolo Shift 1M2	Ega Putri	omset tidak sesuai omset seharusnya 384.440 tapi ditulis 355.440
		Ngikan Ruko Nginden Semolo Shift 1M3	Putri Kristanti	
11/13/2023	Ngikan Karang Empat Shift 1A	Ngikan Ruko Nginden Semolo Shift 2A	Andika Dendy	
		Mienantea Ruko Nginden Semolo Shift 2B	Lia Rahmawati	tidak mengisi absen
11/21/2023	Ngikan Ruko Nginden Semolo Shift 2M1	Ngikan Karang Empat Shift 1A	Pipit Anggraini	omset tidak sesuai omset seharusnya 159.011 tapi ditulis 159.001 masih tutup
		Nyapii Ruko Nginden Semolo Shift 2M2	Ega Putri	tidak mengisi absen
11/22/2023	Mienantea Ruko Nginden Semolo Shift 2A	Ngikan Ruko Nginden Semolo Shift 2B	Putri Kristanti	
		Ngikan Ruko Nginden Semolo Shift 2B	Ega Putri	tidak mengisi absen
11/28/2023	Nyapii Maspion Square Shift 2M1	Tri Wahyuni	omset tidak sesuai omset seharusnya 248.440 tapi ditulis 249.180	

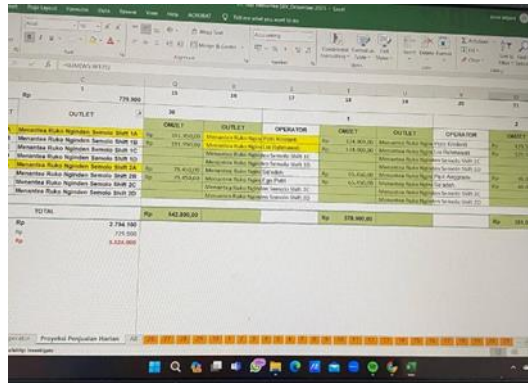


Figure 4: Recording in sleg

CONCLUSIONS AND RECOMMENDATIONS

With online monitoring and checking of outlets, online menus, daily turnover input and sales, employee performance can be optimized because there are daily records. Implementing SOPs helps reduce errors, increase efficiency and ensure work is carried out consistently and according to procedures. Monitoring and analyzing daily turnover, opening hours and menus is very important in implementing SOP. With this, companies can monitor their operations and analyze sales data effectively. This shows that the implementation of Standard Operating Procedures (SOP) at PT. Babarafi International has had a positive impact on employee and company performance.

FURTHER STUDY

This research is expected to provide in-depth insight into the implementation of SOP at PT Baba Rafi International and provide recommendations to improve the company's operational effectiveness. By exploring these aspects, the company can optimize its operational processes and increase customer satisfaction.

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