



Implementation Of Standard Operating Procedures In Increasing Work Productivity Workers Wangi Sedap Catering

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ABSTRACT

Wangi Sedap Catering is one of the businesses engaged in food and beverage processing. The formulation of the problem in this research is Does the implementation of standard operating procedures have an effect on increasing work productivity for the Wangi Sedap Catering workforce at the Akadewmi OPariwisata Medan Hotel School? The research conducted at H. Bahrum Jamil street No. 48 Medan, North Sumatera The type of this research is descriptive qualitative research. The method of data collection was done through interviews, documentation and questionnaires. The number of samples in this study were 10 people. The hypothesis in this study is that it that standard operating procedures have an effect on increasing the work productivity of Wangi Sedap Catering workers at the Akademi Pariwisata Medan Hotel School. The results of the study: 1. Standard operating procedures influence to increasing the work productivity of Wangi Sedap Catering workers at the Akademi Pariwisata Medan Hotel School 2. The most dominant standard operating procedure indicator in increasing the productivity of Wangi Sedap Catering's workforce at the Akademi Pariwisata Medan Hotel School is the standardized procedure of Wangi Sedap Catering that has been set by the leadership as a product that is adhered, 3. The most dominant indicator of work productivity in Wangi Sedap Catering workers at the Akademi Pariwisata Medan Hotel School is Quality, which is the result of work that can show the work quality of Wangi Sedap Catering workers.

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1. Introduction

The values and beliefs that a company has are sometimes different from the values and policies that exist in the company. This misalignment certainly results in the goals of each employee no longer in the same direction as the company's goals. If that happens, what will happen to the company? It could be that the misalignment results in the company's goals not being achieved. Therefore, standard operating procedures are needed for employees in completing their work in a company or institution. Standard Operating Procedures. According to Purnamasari in the research of Anjas Rovian M.[1] is a work procedure that is made in detail and in detail for all employees to carry out work as well as possible in accordance with the mission, vision, and objectives of an institution or company. Where with the existence of standard operating procedures, employees can carry out their work more easily, directedly and on time based on the stages that have been set by the company, so that the implementation and completion of work are in line with the company's goals. With the existence of standard operating procedures, employees can complete their tasks efficiently and effectively so that this can also increase work productivity for employees, because there is an ease for employees in completing their work.

Productivity is the increase in results with input. If productivity rises this is only possible by an increase in efficiency (time, materials, labor) and work systems, production techniques and the

improvement of the skills of its workforce[2]. The phenomenon seen in Wangi Sedap Catering at the Akademi Pariwisata Medan Hotel School that the workers in carrying out their work based on standard operating procedures to increase work productivity still need guidance, in carrying out their duties and responsibilities in accordance with their respective duties. The findings obtained by the author that the way of purchasing raw materials, the production process and the product packaging process still look not optimal. In addition, new employees or employees who do not know the ways of production that are usually applied in the company find it difficult to work so that this makes it an obstacle for the new employee. The Purpose of this research was conducted to determine whether the implementation of Standard Operating Procedures affects the work productivity of workers Wangi Sedap Catering at Akademi Pariwisata Medan Hotel School. This research is carried out with the intention of providing an understanding to readers that the importance of implementing production operation standards for employees in order to increase employee work productivity and of course will have an impact on company profits. The author takes several studies that have been carried out by other researchers such as Satria's research, and Neny Kusumadewi related to production operation standards which show that the importance of production operation standards in increasing employee work productivity, while Wangi Sedap Catering has not implemented production operation standards properly. This type of research is qualitative descriptive research, which is a study conducted to determine the existence of standard operating procedures affect labor productivity Wangi Sedap Catering at Akademi Pariwisata, Medan Hotel School. The population in this study is all working workers at Wangi Sedap Catering in Akademi Pariwisata Medan Hotel School as many as 10 people.

The number of samples in this study was as many as 10 people taken using the total sampling technique (taking the number of samples from the entire population). From research that has been carried out by several previous researchers, it was concluded that Standard Operating Procedures have a significant effect on employee work productivity.

The research conducted by Satria Artha and friends with the title THE INFLUENCE OF THE APPLICATION OF STANDARD OPERATING PROCEDURES AND COMPETENCIES ON THE WORK PRODUCTIVITY OF EMPLOYEES OF THE EXPORT DIVISION OF PT. DUA KUDA INDONESIA obtained the result that the Standard Operating Procedures had a partial and significant effect on the work productivity of employees at PT Dua Kuda Indonesia. [3] R.Neny Kusumadewi's research entitled The Effect of Physical Work Environment and Standard Operating Procedures on Employee Work Productivity at PT. BPR Majalengka West Java obtained the results of Standard Operating Procedures that have a significant effect on employee work productivity. This means that the better the standard operating procedures, the higher the work productivity of its employees. [4]

Because of the importance of Standard Operating Procedures to increase Productivity in employees, the author is interested in researching the Wangi Sedap Catering workforce at the Akademi Pariwisata Medan Hotel School, therefore the author made the research title: "The implementation of procedural operational standards has an effect on increasing the productivity of the Wangi Sedap Catering workforce at the Akademi Pariwisata Medan Hotel School.

In Ina Suhartina's research [5], it is stated that standard operating procedures are systems that are compiled to facilitate, tidy up, and put work in order. This system is a sequential system to do work from beginning to end.

Standard Operating Procedure consists of three words that can represent the meaning of Standard Operating Procedure itself,[6] namely standard operating, and procedure. Here's the explanation: Standard is defined as one of the main references that must be obeyed and obeyed by all members of the organization. Standards have binding and limiting properties. Operating is Applicative activities which are activities in organizations both routine and non-routine, and Procedure is Steps or stages related to work activities, usually in the form of drawings or descriptions of writing.

The main purpose of the preparation of the Standard Operating Procedure is basically to provide work guidelines so that the company's activities can be systematically controlled. With the control of activities, of course, the targets to be achieved can be realized maximally [7]. According to Sailendra in

Rachmat Arief's research, the Standard Operating Procedure is a guide used to ensure the operational activities of an organization or company run smoothly. The implementation of a good Standard Operating Procedure will show consistent performance results, product results and service processes as a whole by referring to convenience, service, and balanced arrangements[8]

According to Tohardi in Adirio's research[9] work productivity is a mental attitude. A mental attitude that is always looking for improvement to what has been there. A belief that one can do a better job today than yesterday and tomorrow better than today. Hasibuan in Busro[10] productivity is the comparison between output (result) and input (input). If productivity rises, it will increase efficiency (time, materials, labor) and work systems, production techniques and the existence of an increase in the skills of its workforce. productivity is a measure of the results of a person's work or performance with input processes as inputs and outputs as outputs which are indicators of employee performance in determining how efforts to achieve high productivity in an organization.[11]

Quoting yuniarsih's opinion in research Ni Putu Pradita Laksmiari stated that "Work productivity is a concrete result (product) produced by an individual or group for a certain unit of time in a work process.[12]

Human Resources is an expert needed to complete a project optimally which means according to budget costs, quality, and on time [13] Human resource management includes several points, namely:

1. Human resource management is the management of human elements in an organization / institution or institution.
2. Human resource management demands the role of the leader of the institution / organization or institution.
3. The purpose of implementing Human Resource Management is to achieve goals, both individual goals and predetermined organizational goals.
4. Organizational goals are achieved through joint cooperation through coordination or supervision of leaders or managers.
5. Human Resource Management includes activities such as procurement, organizing, maintenance and evaluation. [14]

According to Schuler [15] at least Human Resource Management has three main objectives, namely

- a. Improving the level of productivity.
- b. Improving the quality of working life.
- c. Ensuring the organization has complied with legal aspects.

Human resource development is a process of improving the skills or work abilities of employees at the present time and anticipating business changes in the future, and in the end can improve the quality of human resources [16]

2. Method

2.1 Standard Operating Procedures

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1. Qualitative Data is data that is not in the form of numbers or cannot be calculated, and is obtained from the results of interviews with wangi Sedap Catering workers in Akademi Pariwisata Medan Hotel School. as a party relating to the issue under study
2. Primary data is a data source that directly provides data to the data collector. The data is collected by the researcher himself directly from the first source or place where the object of study is carried out. Researchers use the results of interviews obtained from informants on the research topic as primary data. data obtained from the first source either from individuals or individuals, such as interviews or filling out questionnaires conducted by researchers". In this study, the data obtained through interviews and the distribution of questionnaires to respondents, namely obtaining information about standard work procedures, affects the work productivity of the Wangi Sedap Catering workforce in Akademi Pariwisata Medan Hotel School [17].

3. Secondary Data is data that has been collected by other parties, not by researchers themselves for other purposes. How to obtain secondary data is by conducting literature research and from existing documents.

The data collection technique in this study was to conduct interviews, documentation and dissemination of questionnaires.

3. Results And Discussion

3.1 Result

a. Characteristics of Respondents

The characteristics of respondents in this study are based on several criteria, namely: Jenis Kelamin

It is known that workers Wangi Sedap Catering in Akademi Pariwisata Medan Hotel Schools are male as many as 3 people (30%) and women as many as 7 people (70%). This is concluded by the employee Wangi Sedap Catering at Akademi Pariwisata Medan Hotel School average female gender.

b. Age

Known workers Wangi Sedap Catering di Akademi Pariwisata Medan Hotel School those aged 20-30 years as many as 10 people (100%), those aged >30 years as many as 0 people (0%), Wangi Sedap Catering the majority who are aged 20-30 years. This condition is caused by the more job implementers who become human resources at Wangi Sedap Catering are female students The Akademi Pariwisata Medan Hotel School.

c. Position

Known workers Wangi Sedap Catering at Akademi Pariwisata Medan Hotel School based on the characteristics of the position are personnel as many as 1 person (10%), Treasurer is 2 people (20%), marketing is 4 people (40%) and production (chef) is as many as 3 people (30%). From the results obtained, it can be concluded that the majority of human resources Wangi Sedap Catering di Akademi Pariwisata Medan Hotel School is as marketing. This condition is due to the need for many people to sell eating and drinking products produced by Wangi Sedap Catering so that products are sold optimally quickly.

3.2 Discussion

Table 1.
Respondents' Descriptive Statistics based on Standard Operating Procedures

No	Pernyataan	SS		S		KS		TS		STS	
		F	%	F	%	F	%	F	%	F	%
1	The standardized procedure for Wangi Sedap Catering has been understood and implemented by all workers	0	0	5	50	3	30	2	20	0	0
2	The procedure made by Wangi Sedap Catering is easy so it doesn't complicate a job	1	10	5	50	3	30	1	10	0	0
3	The work procedures at Wangi Sedap Catering are in accordance with the duties and responsibilities of workers so as to create quality for workers	2	20	4	40	3	30	1	10	0	0
4	The output of the standardized procedure by Wangi Sedap Catering is	2	20	6	60	2	20	0	0	0	0

	contains quality standards that can be measured for success										
	The standardized procedure for Wangi Sedap Catering can be adapted to the needs										
5.	of improving the service quality that develop in the implementation of public services	1	10	6	60	3	30	0	0	0	0
	The standardized procedure for Wangi Sedap Catering have got considered of account the needs of the people have served so that it can give satisfaction										
6.		0	0	7	70	1	10	2	20	0	0
	The standardized procedure for Wangi Sedap Catering complies with applicable government regulations and stipulations										
7.		1	10	6	60	3	30	0	0	0	0
	The standardized procedure for Wangi Sedap Catering has been established by the leadership as a product that is adhered to to be implemented and becomes an instrument to protect the apparatus from lawsuits.										
8		3	30	7	70	0	0	0	0	0	0
AVERAGE SCORE			12,5		57,5		22,5		7,5		0

Source: Research Results, 2021.

Based on Table 1, we can get information that respondents who expressed strongly agreed as much as 12.5%, followed by respondents who agreed with 57.5%, then those who Moderately Disagree as much as 22.5% Slightly disagree, followed by respondents who expressed disapproval as much as 7.5% , and responden who expressed strong disapproval as much as 0%. This shows that the majority of respondents agree with the Standard Operating Procedure for Fragrant Sedap Catering at the Akademik Pariwisata Medan Hotel School which is 57.5%. Slightly disagree

Table 2.
Number and Percentage of Respondents' Answers to Work Productive Variables

No	Pernyataan	SS		S		KS		TS		STS	
		F	%	F	%	F	%	F	%	F	%
1	The ability of Wangi Sedap Catering's workforce really depends on the skills they have and their professionalism at work	6	60	4	40	0	0	0	0	3	0
2	The result is one of that can be felt by both those who do and those who enjoy the results of the work		50	5	50	0	0	0	0	0	0

3	The employees of Wangi Sedap Catering have work enthusiasm and better than the previous day so that they achieve the goals of the company or organization	1	10	5	50	4	40	0	0	0	0
4	Wangi Sedap Catering workers Always developed themselves to improve their work abilities	0	0	8	80	1	10	1	10	0	0
5	Quality is the result of work that can show the quality of work of Wangi Sedap Catering workers	3	30	7	70	0	0	0	0	0	0
6	Inputs and outputs are aspects of productivity that gave a significant influence on Wangi Sedap Catering's workforce	5	50	5	50	0	0	0	0	0	0
AVERAGE SCORE			33,3		56,67		8,333		1,667		0

Based on Table 4.7 we can obtain information that the respondents who stated Strongly Agree sebanyak 33,3% , followed by respondents who agreed as much as 56,67%, then that states disagree as much as 8,333% followed by respondents who expressed disapproval as much as 1,667% , and the responden who expressed strong disapproval of as much as 0%. This shows that the majority of respondents agree with the Work Productivity of Wangi Sedap Catering Employees at the Akademi Medan Hotel School, which is 56.67%.

4. Concussion

Standard Operating Procedures have an effect in increasing employee work productivity at Wangi Sedap Catering at the Akademi Medan Hotel School, in line with Satria's research, Neny Kusumadewi, namely Standard Operating Procedures have a partial and significant effect on employee work productivity, that is, the better the standard operating procedures, the higher the work productivity of its employees. Standard Operating Procedures have an effect in increasing employee work productivity at Wangi Sedap Catering at the Medan Hotel School Tourism Academy, in line with Satria's research, Neny Kusumadewi, namely Standard Operating Procedures have a partial and significant effect on employee work productivity, that is, the better the standard operating procedures, the higher the work productivity of its employees. Standard Operational Indicators The most dominant procedure in increasing employee productivity at Wangi Sedap Catering at the Academy of Tourism Medan Hotel School is the standardized procedure for Wangi Sedap Catering which has been determined by the leadership as a product that is adhered to to be implemented and becomes an instrument to protect officials from lawsuits. The most dominant indicator of employee productivity in the Wangi Sedap Catering workforce at the Tourism Academy Medan Hotel School is the quality of the work that can show the work quality of the Wangi Sedap Catering workforce.

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