

The Influence of Standard Operating Procedures on Employee Performance at Duta Laundry Tangerang

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Abstract:- This study aims to determine whether there is an influence between Standard Operating Procedures and Performance of Employees at Duta Laundry in Tangerang. The research method used in this research is descriptive quantitative method which is supported by primary data collected by distributing questionnaires to respondents, observation, and references, as well as by collecting secondary data from books and the internet. The population in this study were all employees in the Duta Laundry section, then a sample of 10 people was found, this study used a saturated sample to be used as respondents. In this study, it is known that the variable data x is about Standard Operating Procedures and the data is variable y is about performance, which is the primary data. In this study, it is known that the coefficient of determination obtained is 1.1%, meaning that only 1.1% of the performance variable is determined by Standard Operating Procedures and the remaining 98.9% is determined by other variables, which are not examined in this study such as salary, compensation and so on. Based on the results of the study, it can be concluded that there is a not too significant effect between Standard Operating Procedures and Employee Performance.

Keywords:- Standard Operating Procedures, Employee Performance, Laundry.

I. INTRODUCTION

Currently the Laundry business is growing rapidly, not only in urban areas, but this business has also begun to penetrate remote areas of the country. The activities of the residents are getting denser, causing them to hand over the washing and ironing of clothes to laundry entrepreneurs. In Indonesia, the lifestyle and self-service based laundry business is growing in Indonesia. Coin laundry is a promising trend of business opportunities because it has time efficiency for customers because the washing and drying process is fast and can be waited on in a few minutes. Customers will get privacy because the laundry is not mixed with other people's laundry.

This line of business is expected to become a small and medium-sized enterprise as an opportunity to create jobs. In Indonesia, many entrepreneurs have built this business, which is a promising service business. The customers only deliver the clothes to be washed, then they are left for a few days for

the washing process until finally the customers can take their clothes back. After that, the customer pays the washing of rate and make a record the price determined by the Laundry.

The interesting thing about Duta Laundry is that it has a business partner, where Duta Laundry visits the houses that will be invited to cooperate, if you agree to become a business partner with Duta Laundry, they will be trusted intermediaries or temporary storage of dirty and clean laundry before it is returned or taken by customer. Duta Laundry provides two types of washing, namely washing with water (Laundry) and dry cleaning services using a solvent (Dry Cleaning). Different washing rates. Duta Laundry customers can use payments per kilo packages or at unit prices. Good washing results will have an impact on the level of customer satisfaction, because basically customer satisfaction can also affect employee performance. If the employee's work can meet customer satisfaction, then the employee can be said to be successful and have good performance. Employees must work quickly in order to complete their work in the allotted time. Fast and timely work is highly relied on in this type of business to avoid complaints from every customer. Care is also needed in classifying the laundry from each customer based on the ownership name so that the laundry is not confused. And the most important thing is the cleanliness of the laundry so that customers are satisfied with the services provided. At Duta Laundry, there is no standard guide on how to work properly. This constraint will certainly affect the results of employee performance.

II. THEORY BASIC

Smooth Operations In Laundry

Operations at the Laundry are service activities carried out by each employee to serve clothes washing services, from preparation to the packaging process. Laundry is one part that is responsible for laundry, both washing guest clothes, employee uniforms as well as linens and other materials, such as carpets and dolls. According to Bagyono (2006; 80) there are several ways that must be considered when receiving laundry: the first is to check the condition of the laundry, whether there are any defects (torn, holes, iron marks, shrinkage, faded, loose buttons, broken zippers, etc.). If there is one of these, then tell the consumer whether it will be processed further or not. If in the process, the laundry list must be given a note about the condition of the clothes before washing and invite guests to sign, so that if there is a discrepancy in the results, the officer has evidence.

Standard Operating Procedure (SOP)

Standard Operating Procedure is an important thing in a business. According to Joko Dwi Santoso in Evita Purnamasari (2015; 10) it has three things: standard, operating and procedure.

1. The Standard contains the meaning: provisions that become the main reference. As a reference where each member must comply with these standards, as well as a law that must be adhered to with certain agreements.
2. Operating implies: understood more to work activities that are applicable. These activities describe the flow of work activities both routine and non-routine. It is an activity in which it is relates to the specified rules. And in its implementation, these activities must comply with the applicable standards.
3. Procedure contains the meaning: steps or stages related to the process in work activities. And described clearly and in detail. It can be in the form of pictures and written details. In certain conditions, it can also contain both with the aim of facilitating access to the information and provisions in question.

Based on the description above, it can be concluded that the SOP is a collection of writings or in the form of images that contain specific steps with detailed and clear explanations to perfect the duties and responsibilities in operations. Thus, the document contains the procedures for carrying out the duties and responsibilities as well as the relevant company regulations.

The definition of SOP according to Arini Tathagati (2014; 1) is: a system that is structured to facilitate, tidy and discipline work. This system contains a sequence of doing work from start to finish. SOPs are made to simplify the work process so that the results are optimal and remain efficient.

The things contained in the Standard Operating Procedure (SOP) as stated by Arini Tathagati (2014; 27) include:

- a. Consistent: SOP as a provision or work procedure must be consistent. Therefore, all involved in it must have high discipline. Without discipline, consistency will never be achieved.
- b. Efficiency: SOP that have been established are expected to be implemented quickly, accurately and precisely in accordance with the goals or results to be achieved.
- c. Minimizing Errors: SOP become definite guidelines or work procedures that guide employees to work systematically. Employees are expected not to make mistakes that can be fatal for the company.
- d. Problem Solving: SOP can be used as guidelines in resolving problems and conflicts that occur. All solutions must be based on established SOPs.
- e. Work Map: The SOP that is made can be a pattern where all the activities carried out are neatly arranged and carried out in each other's minds as a definite habit, so that they become more focused and more disciplined. This will greatly assist in operational progress.

The objectives of Standard Operating Procedures, according to Evita Purnamasari (2015; 16) are as follows:

- a. Provides a practical record of activities and operations.
- b. Know clearly the role and function of each position in the organization.
- c. Forming discipline to all members of the organization in the company.
- d. Maintain a consistent level of performance in each work unit.
- e. Streamlining work or tasks for employees.

Understanding Performance

Performance comes from the notion of performance, some interpret it as the result of work or work performance, but actually performance has a better meaning. Not only the results of work but including how the work process takes place.

According to Richard L. Daft (2012; 162) argues that performance is: "the ability of the organization to achieve goals through:

achieving resources effectively and efficiently. A company will succeed in achieving its goals if it can manage resources effectively with all the company's capabilities.

Firmly Armstrong and Baron quoted by Wibowo (2011; 132) said "performance is the result of work that has a strong relationship with the organization's strategic goals of customer satisfaction and contributing to the economy". Furthermore, Wibowo stated that performance is "a description of the level of achievement of the implementation of an activity/program/policy in realizing the goals, objectives, mission and vision of the organization contained in the formulation of the strategic plan (strategic planning) of an organization". (qtd. In Wibowo, 2011 ; 82)

The dimensions of employee performance appraisal indicators according to Wilson Bangun (2012; 157) have several dimensions in assessing employee performance, namely:

- a. Quality (Quality) It is the result of the hard work of employees in accordance with the goals set by the company.
- b. Quantity (Quantity) Is the result of hard work from employees who can reach the maximum scale that has been determined by the company.
- c. Punctuality (Timelines) Employees work in accordance with the standard working time set by the company.
- d. Cost Effectiveness Is the use of resources from employees that are used optimally and efficiently.
- e. Need for Supervision (Need for Supervision) It is the ability of employees to work well, with or without supervision from the company.
- f. Coworker Relations (Interpersonal Impact) It is a level of condition where employees can create a comfortable atmosphere at work, self-confidence and cooperation between co-workers will create increased performance.

By conducting a performance appraisal, it is expected that the leadership can monitor the performance of employees both individually and as a unitary work group. For this reason, a leader is expected to be able to establish clear and objective performance appraisals so that the assessment carried out obtains accurate results in every work activity being assessed.

price and unit price, so customers can choose the payment that suits their needs.

Procedure for handling clothes at Duta Laundry:

1. Pick up laundry from customers who come or from customers who do pick-up and drop off services from partners.
2. Check the laundry according to the laundry form filled out and signed by the customer.
3. Send the laundry to the laundry reception to be checked and marked by the checker and marker.
4. Check the washed clothes before they are delivered to the customer.
5. Return of clothes can be done after the transaction process is paid.

Data Analysis/Characteristics of Respondents

Respondent Data Based on Gender, Age and Last Education

Respondents who are male as many as 7 people (70%) and female as many as 3 people (30%). While the respondents aged 17-20 years were 1 person (10%), those aged 21-24 years were 4 people (40%), those aged 25-28 years were 2 people (20%) and those aged 29 years and over were as many as 2 people (30%). Respondents based on the last education equivalent to junior high school as many as 3 people (30%) and those equivalent to high school as many as 7 people (70%).

a. Variable X (Standard Operating Procedure)

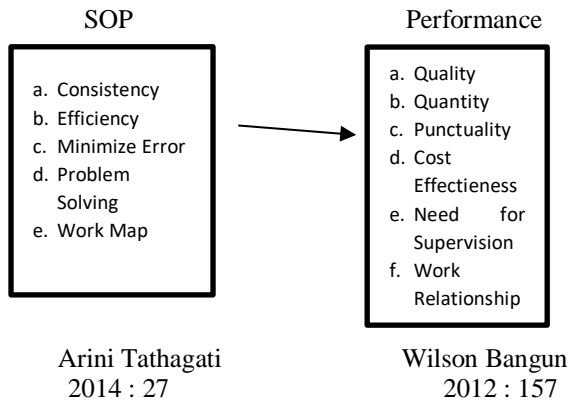
1. Employees have a strong commitment when doing their job.
Of the 10 respondents, 1 person (10%) disagreed, 3 (30%) stated quite agree and 3 people agreed (30%), the remaining 3 (30%) stated strongly agree, this employee has a commitment who is strong while doing his job is good.

2. Tasks are carried out according to the established rules.
Respondents who disagreed as much as 1 person (10%), 4 people (40%) stated that they quite agreed, and those who agreed were 1 person (10%), and those who stated strongly agreed were 1 person (10%), this is because the task is done in accordance with the established rules is good.

3. Employees always complete tasks on time.
As many as 1 person (10%) of respondents who stated strongly disagree, who stated quite agree as much as 4 people (40%) and who agreed as many as 3 people (30%), and who stated strongly agree as many as 2 people (20%). In this case, employees always complete their tasks on time, which is good.

4. Employees maximize energy at work.
Respondents who stated strongly disagreed as many as 1 person (10%), as many as 5 people (50%) stated that they quite agreed and those who agreed were 4 people (40%), this is because employees have been maximal at work.

Framework



Picture 2.1. Framework

III. RESEARCH METHODS

This study is intended to determine the effect of standard operating procedures for employee performance. This research method is used as a guide in carrying out research in order to obtain good data and research results and do not deviate from the predetermined goals. The method used in this research is descriptive verification method. Meanwhile, in this study two types of variables are used, namely the independent variable used is standard operating procedures and the dependent variable used is employee performance. The population was this study were all employees of Duta laundry, whose address at Jl. Pendowo 1 B Rawa Salak No. 40B West Sudimara, Tangerang.

IV. RESULTS AND DISCUSSION

A. Overview and Research Objects

Duta Laundry was first established by Mr. Mudzaer in the city of Tangerang under the name "Sejati Laundry" in 2008. Armed with the trust of many customers and its rapid development, in 2011 the Laundry business was developed with a new brand called Duta Laundry. And in the same year began to spread its wings with a system of business partners. In 2017, Duta Laundry already has 200 business partners spread across the city of Tangerang. As a Micro, Small and Medium Enterprises (MSMEs), Duta Laundry targets the lower, middle and upper classes. The facilities owned by Duta Laundry include washing machines, dryers, steam irons, digital scales, comfortable places, using cleaning agents that do not cause color damage to clothes, wet and dry areas available, additional shuttle services, bonus coupons for customers who frequently wash at Duta Laundry. The thing that makes Duta Laundry special is that it has a kilogram

5. Employees work systematically.

Respondents who stated strongly disagree as much as 1 person (10%), who stated quite agree as many as 4 people (40%), and who stated agreed as many as 4 people (40%), and respondents who stated strongly agree as much as 1 person (10%). This is because employees have worked well and systematically.

1. The company rarely receives complaints from customers.

Respondents who stated strongly disagree as much as 1 person (10%), 5 people (50%) respondents stated quite agree, 2 people (20%) agreed and respondents who stated strongly agree as many as 2 people (20%). This is because the company rarely receives complaints from customers it is good.

2. Leaders are democratic when solving problems.

Those who strongly disagreed were 1 person (10%), there were 6 respondents (60%) who stated that they quite agreed, 2 respondents who agreed to agree (20%), while respondents who stated strongly agreed there were 1 person (10%). In this case the leadership is enough to be democratic when solving problems.

3. Problem solving is carried out with the SOP that has been set by the company.

Respondents who stated that they quite agreed were 3 people (30%), there were 6 respondents (60%) who agreed, while those who stated strongly agreed there were 1 respondent (10%), this can be seen that problem solving has been implemented properly and according to company SOPs.

4. Leaders always supervise employees while working.

There are as many as 4 respondents (40%) who stated quite agree, respondents who agreed as many as 5 people (50%), and who stated strongly agree there was 1 respondent (10%). This is because the leadership always supervises employees when they are working well.

5. The company has a work guide book for employees.

Respondents who stated that they quite agreed were 3 people (30%) and those who agreed were 7 people (70%), this is because The company has a work guide book for already good employees.

The average response of laundry employees regarding Standard Operating Procedures on employee performance to improve good performance and achieve the desired results is 3.50 in the good category at intervals of 3.40 - 4.20.

a. Variable Y (Performance)

1. The company has qualified employees.

Respondents who stated that they quite agreed were 6 people (60%), and there were 4 respondents (40%) who agreed. The company seems to have quite qualified employees.

2. The results achieved are in accordance with the wishes of the company.

Respondents who stated that they quite agreed were 7 people (70%), and those who agreed were 2 people (20%), and

those who strongly agreed were 1 person (10%). The results achieved are in accordance with the wishes of the company quite well.

3. Revenue generated according to the company's target every day.

Respondents who stated quite agree as many as 3 people (30%), as many as 4 respondents (40%) who agreed and respondents who stated strongly agree as many as 3 people (30%). In this case the income generated according to the target every day is good.

4. Employees complete their tasks faster than the allotted time.

Respondents who stated strongly disagree as much as 1 person (10%), respondents who stated disagree as much as 2 people (20%), who stated quite agree as many as 5 people (50%) and respondents who agreed as many as 2 people (20%). In this case, employees can complete their tasks faster than the specified time is quite good.

1. Delivery of guest clothes is done quickly.

Respondents who disagreed as many as 1 person (10%), who agreed as many as 5 people (50%) and who stated strongly agreed as many as 4 people (40%). It can be seen that the delivery of guest clothes has been carried out on time, the results are good.

2. The company optimizes expenses.

Respondents who stated strongly disagree as much as 1 person (10%), who stated quite agree as much as 1 person (10%), who stated agree as much as 4 people (40%) and who stated strongly agree as many as 4 people (40%). This means that the company has optimized operational costs well.

3. Offer laundry service prices according to the chemical used.

Respondents who stated strongly disagree as much as 1 person (10%), there are 4 people (40%) stated quite agree and who stated agree as many as 4 people (40%) and 1 person (10%) stated strongly agree. This is because the price offer for laundry services according to the chemical used is good.

4. Leaders provide direction to subordinates before work.

Respondents who stated strongly disagree as much as 1 person (10%), who stated quite agree there were 3 people (30%), who stated agree as much as 3 people (30%), and 3 people (30%) who stated strongly agree., This is because the leader has given good direction to his subordinates.

5. The leader evaluates the work.

A total of 3 respondents (30%) stated that they quite agree, and who agreed as many as 6 people (60%), and 1 person (10%) stated strongly agree. This is because the leadership has given a good evaluation of the work.

6. Employees can work together with fellow co-workers.

A total of 4 respondents (40%) stated that they quite agree, 5 people (50%) agreed, and 1 person (10%) strongly agreed. This is because employees have worked well with fellow co-workers.

The average employee performance produced by the workers at Duta Laundry is in accordance with the company's Standard Operating Procedures, which is 3.70 which is included in the good category which is in the interval 3.40 - 4.20.

Model	R	R Square	Adjusted	Model
1	.106 ^a	.011	-.112	.70663

From the results of the calculation of the coefficient of determination obtained by 1.1%, meaning that only 1.1% of the performance variable is determined by Standard Operating Procedures and the remaining 98.9% is determined by other variables, which are not examined in this study such as salary, compensation and so on. . Based on the results of the study, it can be concluded that there is a not too significant effect between Standard Operating Procedures and Employee Performance.

V. CONCLUSIONS AND SUGGESTIONS

A. Conclusion

The response of laundry employees regarding Standard Operating Procedures on employee performance to improve good performance and achieve the desired results is 3.50 in the good category.

The employee performance produced by the workers at Duta Laundry is in accordance with the company's Standard Operating Procedures, which is 3.70 which is included in the good category

b. Suggestions

Standard Operating Procedures on employee performance must be maintained in a way that employees must work well and produce a good performance to minimize errors at work.

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