

Analysis Implementation Standard Operational Procedur In Field Of Correspondance Pt Elang Mas Asia

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Abstract

This thesis research was conducted at PT Elang Mas Asia with the aim and purpose of knowing the application of knowing the Standard Operating Procedures implemented in the Field of Correspondence at PT Elang Mas Asia have run as stipulated in the Standard Operating Procedures and to find out whether there are still obstacles during implementation. This research is prepared using descriptive analysis methods This research is prepared using descriptive analysis methods with results obtained through data collection techniques using observation, interview, and documentation methods, Data validity techniques using triangulation methods and data analysis techniques using interactive methods including data collection, data reduction, data presentation, and conclusions. The results of this study show that the standard operating procedures at PT Elang Mas Asia have met good standards and criteria for an *SOP*, but in its application researchers found a problem in the implementation of the correspondence *SOP* at PT Elang Mas Asia has not run optimally because there are several obstacles that become problems in the management of incoming and outgoing mail, one of the obstacles is the existence of inadequate facilities and infrastructure For *SOP* Implementation

Keyword: Standard Operating Procedures; Implementation; Correspondences

1. Introduction

Technology that is increasingly advanced and developing, is one of the things that need to be underlined that creating quality Human Resources is very necessary and can affect employee performance. The development of globalization that is growing very rapidly results in fierce competition. The existence of rapid development and change makes it difficult to control making the Company must make a decision to make a standard system that is expected to be able to regulate the company's activities effectively and efficiently, so that it can carry out operational activities according to the expectations that have been designed previously and the company can achieve the goals that have been set.

Along with the development of the era of globalization and the complexity that occurs in the field, the role of Standard Operating Procedures is increasingly needed by every Company as a guideline in carrying out activities in the Company. Every company must be aware of the importance of the role of SOPs in the sustainability and success of the organization or company, so the company must compile and implement a system that becomes a guideline for all employees in the company, namely the Operational System Procedures.

PT Elang Mas Asia is a company engaged in the procurement of goods, the company that collaborates with companies engaged in contractors, PT Elang Mas Asia is still relatively new in running the company's operations, the employees in the company are also not too many due to financial limitations because a fairly new company does not have unstable finances, The lack of manpower at PT Elang Mas Asia makes employees often find *double jobs* so that it is very risky for *human errors* and decreased employee performance caused by working not in accordance with their skills and fields

Correspondence activities are one of the jobdesks carried out by the corporate secretary or section, the incoming mail flow process is part of correspondence activities, where the process begins from receiving letters, sorting letters, recording letters, directing letters, delivering letters, processing letters to storing letters. At PT Elang Mas Asia in the process of incoming mail flow, the letters received will be sorted first by the secretary. Then the letter will be given to the party concerned and go through several stages that should be carried out in accordance with the company's Standard Operating Procedures, problems arise when the secretary misses important processes in the incoming mail flow procedure, namely recording when the mail arrives, not providing disposition sheets, not recording letters into the internal expedition book and not duplicating documents this causes the company to have difficulties when finding information that has been Delivered by the sender of the letter if at any time needed. If this is left unchecked, as a result of the company secretary's neglect, running the jobdesk is not in accordance with Standard Operating Procedures, it will cause greater problems.

This research involved a pre-research survey with questionnaires to employees at PT Elang Mas Asia to collect information on the implementation of Standard Operating Procedures. This study aims to analyze the application of Standard Operating Procedures in the field of correspondence at PT Elang Mas Asia and identify existing obstacles and provide solutions to these obstacles.

This research is expected to complement previous research by focusing on the application of Standard Operating Procedures in the field of Correspondence at PT Elang Mas Asia. By

providing solutive things in handling problems, this study reaffirms the company's commitment to the implementation of effective, efficient and solutive Standard Operating Procedures.

2. Literature Review

2.1 Definition of Standard Operational Procedures

Based on a journal written by Ridha et al., (2019) Standard Operating Procedure (SOP) is a document related to procedures that are being carried out in sequence to complete a job that has the aim of obtaining the most effective work results from workers at the lowest cost. Then, followed by an understanding from M. Budihardjo (2014) in his book entitled Practical Guide to Compiling SOPs stated that reliable SOPs are SOPs that excel in meeting their criteria, namely sentence preparation in simple language and easy to understand, easy to apply, easy to control, easy to audit and easy to change according to development. This theory is supported by expert statements that sulk at chapter 2 theory proposed by (Arini T. Soemohadiwidjojo, 2020) which states that Standard Operating Procedures are tools that direct individuals and work units within the organization or Company to carry out their activities consistently, effectively, efficiently, systematically, and well managed. It can be concluded that Standard Operating Procedure is a Standard Operating Procedure created to contain a guideline around work procedures with good criteria Language that is simple, easy to understand, easy to apply, easy to control so that it can be implemented consistently, effectively and efficiently.

2.2 Key Matters in Standard Operating Procedures

According to Santoso (2014) Standard Operating procedures consist of 7 main things, namely efficiency, consistency, error minimization, problem solving, labor protection, work map, and defense limitations, Standard Operating Procedures consist of seven main things, namely efficiency, consistency, error minimization, problem solving, labor protection, work map, and defense limits.

- a. Efficiency
- b. Consistency
- c. Error minimization
- d. Problem solving
- e. Working Map
- f. Defense Limits
- g. Work Protection

In Standard Operating Procedures, the main things described above have interrelated relationships, consistently cannot run well if it is considered inefficient, as well as problem solving will be easier to overcome if from the beginning it has been applied to initiate problems. In addition, a clear work map will provide defense boundaries so that every employee can clear labor protection.

2.3 Objectives and Benefits of Standard Operating Procedures

Standard Operating Procedure is one that is able to make procedures in carrying out work better than before, able to guide the implementers of these Standard Operating

Procedures, can facilitate supervision. According to Hartatik (2014) the objectives of Standard Operating Procedures (SOP), as follows:

- a. To maintain consistency in improving performance and certain conditions and directing in carrying out a task or job, .
- b. To be a reference in the implementation of certain activities for fellow workers and supervisors.
- c. To avoid any failure, doubt, duplication and waste in the process of implementing activities.
- d. For parameters in assessing service quality.
- e. To ensure the efficient and effective use of manpower and resources.

Standard Operating Procedures (SOPs) as guidelines and guidelines in carrying out work that is expected to be more efficient and effective for the company to achieve goals. Therefore, Standard Operating Procedures greatly benefit organizations starting from the managerial level as the designer of activities to their implementation. Here are the benefits of Standard Operating Procedures (SOP):

- a. Used as a standardization used by employees in carrying out special work and reducing errors and omissions
- b. Standard Operating Procedures (SOPs) can help employees to be more independent and consistent in carrying out their duties or work
- c. Give specific responsibilities for each job
- d. Provide guidelines for company employees.
- e. Helps facilitate the search for errors that may occur
- f. Creating good work standards in order to improve employee performance.

2.4 Definition of Correspondences

Letter as an effective communication medium because it can keep secrets, can be held juridically accountable and is very economical because it is relatively cheap, whether it is physically sent or sent via *Email*. According to Rusdiana (2022), a letter is a tool to convey information or statements in writing made by an acting person to another party, either in his own name or a position in the organization.

2.5 function of Correspondences

There are several functions of letters, which are as follows:

- a. Physical or written evidence, such as a letter of agreement, is used if there is a dispute between the parties involved in holding a correspondence relationship.
- b. Letters as written documents, such as ID cards, birth certificates, Decision Letters, agreement letters and others.
- c. Letters as a written communication medium.
- d. Letters as a reminder tool.
- e. Letters are historical evidence that is used to find out a person's activities in the past.
- f. Work guidelines, namely guidelines in duty and in carrying out activities.

2.6 Purpose of Correspondences

Letter writing has certain objectives, including:

- a. To convey information to one party to another.
- b. To obtain a reply, reaction or response from the recipient of the letter regarding the information submitted.
- c. Facilitate the flow of communication, so that the information received is clear

2.7 Definition of Implementation

According to Hernita Ulfatimah (2020) Implementation or application is a process of activities carried out to realize policies that have been determined at the beginning with the intention of achieving goals. Implementation is the placement of ideas, concepts, policies, or innovations in a practical action so that it has an impact, both in the form of changes in knowledge, skills, values, and attitudes.

According to Rimaru in Rita Prima Bendriyanti (2020), implementation is a process of obtaining a result that is in accordance with the goals or objectives of the policy itself. Where the policy implementer carries out an activity or activity. Each company has its own way of implementing SOPs in its company, but no matter how it is implemented, it will certainly affect the performance and output produced.

3. Material and Method

3.1 Research Center

Research conducted this study at PT Elang Mas Asia is located on Ruko Boulevard Blok AA 10 No. 19, Lembangjaya, Kec. Tambun Selatan, Kab. Bekasi, Grand Wisata, Jawa Barat 17510.

3.2 Research Timeline

The research was conducted by the Researcher from November 2023 until it was completed. The Researcher chose this time period because it was considered the most effective, making it easier for the Researcher to conduct the research, which was supported by the fact that the employees' work schedule was no longer in real time, making it much easier for the

3.3 Research Design

The design in this study, using a qualitative method, according to Sidiq (2019) qualitative research is research that aims to understand the phenomena experienced by the subject. Data and information obtained through direct interviews or questions and answers to parties related to the research object and have the required information, which is complemented by the results of observation of documentation studies.

3.4 Data Source

In this study, primary data was obtained from the internal party of PT Elang Mas Asia. Researchers gather information directly from the company's internal sources. Methods that may be used to collect primary data in this case may include interviews with relevant employees, filling out questionnaires by employees, or direct observation of relevant activities in the company.

3.5 Data Analysis

According to (Miles and Huberman, (1994) the qualitative data analysis process consists of three stages, namely *Data Reduction*, *Data Display* and Conclusion and *verification*. In data reduction, activities related to data reduction are

choosing the main and important things, paying attention to certain data (Miles and Huberman, 1994). Data display, according to (Miles and Huberman, (994) in the presentation of data can be limited to a collection of information that has been compiled and provides the possibility of drawing conclusions and taking actions. Drawing Conclusions and Verification Conclusions can provide a summary of the research results from the data and information that has been carried out, to get a summary of the research results, you must carry out the stages, namely confirming and re-checking.

4. Result

analysis of SOPs in the field of correspondence gave a response, it can be concluded that the SOPs for the Correspondence Sector at PT Elang Mas Asia are made in a concise, clear and concise manner so that it makes it easier for employees who work in their fields to feel that work can be completed effectively and efficiently. With the SOP which is expected to be a direction and guideline in completing employee work, it is designed in detail and clearly, but in the field it happens that the process implemented is not in accordance with the SOP in the company. Activities carried out in the management of incoming letters in the company are only carried out when the incoming letter is received by the secretary and then the secretary gives it to the superior and duplicates the letter to be archived and stored in the archive place. It can be concluded that there is a factor of poor quality human resources so that there is a mismatch between the education base and the jobdesk run by the secretary in the company, this causes the performance provided by employees to be not optimal in the implementation of SOPs in the field of correspondence, facilities and infrastructure is also the cause of the ineffective implementation of SOPs in the field of correspondence that occurs in the company PT Elang Mas Asia.

5. Discussion

The Standard Operating Procedures at PT Elang Mas Asia are made in accordance with the guidelines for procedures in making good and correct Standard Operating Procedures. Standard Operating Procedures (SOP) is a document related to procedures that are being carried out in order to complete a job that has the goal of obtaining the most effective work results from workers at the lowest cost (Ridha Hidayat et al., 2019). SOPs made in the field are in accordance with good criteria in making SOPs, able to create effective, efficient and superior directions, thus SOPs can be easily understood and digested by employees.

The implementation of Standard Operating Procedures in PT Elang Mas Asia has not been running optimally due to obstacles. The implementation of Standard Operating Procedures in PT Elang Mas Asia has not run optimally due to obstacles Implementation or application is a process of activities carried out to realize policies that have been determined at the beginning with the intention of achieving goals. Implementation is the placement of ideas, concepts, policies, or innovations in a practical action so that it has an impact, either in the form of changes in knowledge, skills, values, and attitudes (Hernita Ulfatimah, 2020).

The reason for the ineffective implementation of the Correspondence Procedure Operating Standards is because the right Human Resources are placed to carry out

this work, in addition to the existence of office facilities that are not supportive to carry out this activity so that there is ineffectiveness in its implementation.

6. Conclusion, Implication, and Recommendation

Conclusion: The Standard Operating Procedures at PT Elang Mas Asia are made in accordance with the guidelines of procedures in making good and correct Standard Operating Procedures. The implementation of Standard Operating Procedures in PT Elang Mas Asia has not been running optimally due to obstacles. There are two obstacles in the implementation of Standard Operating Procedures at PT Elang Mas Asia, namely the Human Resources factor that is not appropriate in carrying out their duties, due to co-repsion, and inadequate office facilities. The solution to overcome these obstacles is by providing *weekly reports* to discuss and control employee performance in carrying out their duties by providing suggestions and inputs and providing more adequate facilities to support work activities in the company.

Implication: The implications of this research include two things, namely theoretical implications and practical implications. Theoretical Implications From the research that states that a good Standard Operating Procedure is a SOP that meets seven things, namely efficiency, consistency, Error Minimization, Problem Solving, Labor Protection, Work Map, and Defense Limits and is implemented in accordance with existing rules and guidelines, based on the opinion of one of the experts Rosad (2019) Implementation boils down to activities, actions, actions or the existence of a system mechanism to achieve goals. Practical Implications The results of this study can be that the SOP implemented has not run in accordance with the SOP set because there are obstacles in its implementation, therefore the research is intended for employees at PT Elang Mas Asia as a form of input and reference to increase awareness of the importance of implementing effective and efficient Standard Operating Procedures to support and facilitate the completion of work and the importance of office facilities which are responsibilities that the Company needs to give to employees to support the Company's activities.

Recommendation: It is recommended to increase the number of subjects has several advantages, the data obtained will be more representative of the population studied, with more participants, the results of the study will have greater variation, so that the data analysis can be more in-depth and comprehensive. Researchers need to consider the use of quantitative approaches in their research, especially when the primary goal is to obtain valid and generalizable data from respondents' opinions. In order to add more topics that can be researched and not just with one variable. It is expected for future researchers to add more topics involving several variables in order to enrich the research, with variables that are interrelated with each other can provide comprehensive and useful research results for readers.

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