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Design Of Hrm Sop At Aprila Training Institution

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Abstract

Aprila Indonesia is a non-formal and informal educational institution engaged in community education courses and competency training which was founded in 2009. In a company, one of which is the Aprila Institute, it is important to have standards in company operations and it is also important to continue updating SOP (Standard Operating Procedures). Existing procedures are in line with changing circumstances so that there are no gaps between ongoing activities and existing SOPs, and the HRM SOPs used should be relevant and appropriate considering that SOPs are used daily. Therefore, this PkM (Community Service) activity aims to design HRM SOPs that are relevant to the Aprila Training Institute. In carrying out this PkM activity using the method of observation and interviews with the owners and employees of the Aprila Training Institute. The results of this activity are draft SOPs that can be used by the Aprila Institute, including draft SOPs for recruitment and selection of instructors, official travel, employee salaries, leave and employee permits, as well as employee training and development. Future research is expected to implement HRM SOP design in other companies engaged in goods or production.

Keywords: *Standard Operational Procedure, Human Resources Management*

Introduction

In the current era of globalization where many existing companies help drive the Indonesian economy. Many job opportunities are open to the wider community and ultimately reducing unemployment in Indonesia and improving people's welfare. Nevertheless, it cannot be denied that in its implementation, especially in the job search process, companies are seen as having certain standards or qualifications to run the company's wheels so that it runs well and can develop. These qualifications are a company standard that is obtained from the expertise and abilities of the applicant. Education is also a very important factor for companies to accept an applicant. In the process, quality human resources are considered very important to realize a company goal. Aprila Indonesia is a non-formal and informal educational institution engaged in community education courses and competency training as an increase in human and business resources in line with the Education Program being held. Aprila Indonesia consists of a Community Learning Activity Center (PKBM), Job Training Institute (LPK), Course & Training Institute (LKP), and Limited Liability Company (CV) which was founded by Mr. Sarfandi S.Pd in

2009 on Jl. Trans Kalimantan, Kapur, Sungai Raya, Kubu Raya Regency, West Kalimantan. In a company, one of which is the Aprila Institute, it is important to have standards in organizational operations. A standard Operating Procedure (SOP) is an indication in a written book. According to Hotima (2021) Standard Operating Procedures are a series of written directives that are documented regarding various processes of organizational administrative activities, how, when, and by whom they are carried out. Standard Operating Procedures intend that the work procedures that have been designed will function as clear and systematic guidelines and instructions (Ajasta & Addin, 2022). In addition, according to Tambunan (2022) Standard Operating Procedures provide work directions so that activities within the company can be managed systematically. Standard Operating Procedures are documents that provide illustrations of the process of company operational activities so that employees understand them clearly and can be followed (Damanik & Sitorus, 2022). correctly, precisely and consistently, to produce products according to predetermined standards” Tathagati (Ajasta & Addin, 2022). Meanwhile, Human Resource Management covers all aspects of how employees are employed and managed within the organization (Joanna, 2022). According to Syarief et al (2022). Human Resource Management is the provisions and steps taken related to human empowerment from a management position which includes recruitment and selection, training, awards, and assessments. Human Resource Management is a process of bringing together humans and organizations to achieve their respective goals (Mahaparto, 2022). In his research, Rahman (2020) said that Human Resource Management is a step to make humans efficient as a workforce in a humane way so that they can maximize their physique and psychology to achieve organizational goals. Many companies do not carry out SOPs so the impact on the company's business processes does not go according to plan and worsens the company's condition. As circumstances change, it is necessary for the company to continuously update existing SOPs. This is because SOP is a guideline that contains steps for an organization to operate. If the Aprila Institution's SOP does not have updates, this can cause a gap between current activities and existing SOPs. Because actually, SOPs must be relevant and appropriate considering that SOPs are used daily and are a standard for the consistency of company activities. Therefore, this report is designed to produce HRM SOPs at the Aprila Institute with the most recent and relevant SOPs entitled "Designing HRM SOPs at the Aprila Institute". create an HRM SOP design at the Aprila Institute. The intended SOPs for Human Resource Management include SOPs for recruitment and selection of instructors, SOPs for official travel, SOPs for employee salaries, SOPs for employee leave and permits, and SOPs for employee training and development. As for the various efforts that have been made by the founder before this design, the company has made various standard operating procedures in its company activities.

This project aims to help design the most relevant and up-to-date HRM SOPs at the Aprila Institute. So that with the latest MSDM SOP, quality operational standards can be created. This is intended so that there is a useful reference to align the system in work to achieve the company's vision and mission. In addition, quality standardization can reduce errors and negligence in work. The benefits of the project that will be carried out for the company are that the results of this research

can be used as additional information for companies related to HRM SOPs at the Aprila Institute and the company can find out how standard operating procedures are by the current conditions of the Aprila Institution company.

Methods

Collecting data in this study is gathering information that aims to assist researchers in analyzing the condition of the company. The analysis was carried out to help researchers design HRM SOPs at the Aprila Institute. Information gathering is done by conducting interviews with the owner. And interviews with employees of the Aprila Institute. This activity was carried out online based in Batam and West Kalimantan. The interviews were conducted regarding HRM SOPs and the current condition of the company. As for other data, it was also obtained from the SOP of the Aprila Institution that is currently used. The first step to carry out the output design process is that the writer chooses a place to be used for research. After that, the author collects the necessary data and information regarding the HRM SOP of the April Institute, as well as information on the constraints faced by the company. Information was obtained by interviewing directors and employees via zoom due to limited mileage. Then, the information obtained will be a prototype for external design.

The design of the HRM SOP for the Aprila Institute is carried out in a process. After the design or prototype has been made through data analysis, the design will be evaluated first by the director of the Aprila Institute. The draft Standard Operating Procedures for Human Resource Management intended for the Aprila Institute includes Standard Operating Procedures for recruitment and selection of instructors, Standard Operating Procedures for official travel, Standard Operating Procedures for employee salaries, Standard Operating Procedures for employee leave and permits, and Standard Operating Procedures for employee training and development. After making the design, it will be evaluated by the director before it is carried out and after the implementation is carried out, and monitoring and evaluation are carried out after the implementation has been carried out.

The stages in designing Standard Operating Procedures for Human Resource Management are illustrated as follows:

Preparation phase

At the preparatory stage, the author chose a practical workplace after screening several companies that became practical work locations. After conducting a survey and finding and determining practical work locations, the authors explain the aims and objectives of the research to the company owner. Then, the author asked for permission from the company owner to do practical work at the company. The next step is to make the first visit to the practice location and conduct interviews with the owners and employees of the Aprila Institute.

Observations and surveys were carried out to get an overview of the company's condition so that the author can find out the obstacles faced by the Aprila Institute. In line with the steps taken, the author compiled practical work proposals and

collected practical work proposals and approved them by the supervisor and study program.

implementation stage

The big picture obtained regarding the obstacles and conditions that the Aprila Institute is experiencing will make it easier for the author to design Standard Operating Procedures for Human Resource Management to the conditions of the Aprila Institution. After making the HRM SOP design, the design will be shown to the director of the company for review. If there is a discrepancy, the director will inform and the writer will revise the redesign according to the request of the company owner. After that, the MSDM SOP is ready to be given and the handover of the HRM SOP is carried out to the company owner.

Assessment and reporting stage

In the assessment and reporting stages, an evaluation process is carried out for preparing practical work reports through a mentoring process. Furthermore, the author implements or implements the design in real terms to employees of the Aprila Institution company. Implementation is carried out in stages in the practical work week. During this period, control over implementation and evaluation is carried out after implementation is complete. Revisions and improvements to practical work reports were also carried out at this stage as well as the finalization of reports and lecturer visits to the Aprila Training Institute.

Implementation Schedule and Budget

The costs incurred in this study include observation and interview activities of Rp. 200,000,- for the cost of internet connection, the external design activity costs Rp. 1,000,000, - and system design costs Rp. 1,000,000,-. In addition, there are expenditures on the activity of assisting the implementation of the output of an internet connection fee of Rp. 400.000,-. And the ATK fee for making a report is Rp. 400.000,-. The total budget needed in the research on designing Standard Operating Procedures for Human Resources Management (SOP MSDM) is IDR 3,000,000.-

Result and Discussion

The design of the output of the activity is carried out with the aim that the Aprila Institute has HRM SOPs at the Aprila Institute with the most recent and relevant SOPs. The author's initial step in carrying out the design was to conduct a survey first to see the current condition of the Aprila company. After knowing the condition of the Aprila Institute. The next step is to collect data by conducting interviews with Aprila company owners, directors, and staff. This action aims to obtain information that will be used as material for analysis to design. After getting the necessary information, the authors analyze the constraints or problems encountered. Standard Operating Procedures currently required include 5 HRM SOPs which include Employee Recruitment SOP, Business Travel SOP, Employee Salary SOP, Employee Leave and Permit SOP, and Training and Development SOP. After carrying out the design, the design results are submitted to Aprilia's

director, and revision and evaluation are carried out before implementation. The implementation was carried out for several weeks with the monitoring of the author and director Aprila.

Recruitment and Instructor Selection SOP Design

The collage contains the following elements:

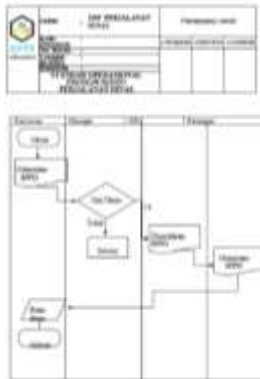
- Top Left:** A blank SOP form for 'REKRUITMEN DAN SELEKSI INSTRUKTOR' with fields for 'Prepared by', 'Checked by', and 'Approved by'.
- Top Middle:** A second blank SOP form for 'REKRUITMEN DAN SELEKSI INSTRUKTOR' with a 'Materi Isi' (Content) section containing numbered points.
- Top Right:** A third SOP form for 'REKRUITMEN DAN SELEKSI INSTRUKTOR' with a 'Materi Isi' section containing detailed numbered points.
- Middle Left:** A list of 10 points detailing the recruitment process, including steps like 'Menyusun dan mengedit proposal' and 'Melakukan wawancara'.
- Middle Center:** A vertical flowchart showing the sequential steps of the recruitment process, from 'Menyusun dan mengedit proposal' to 'Melakukan wawancara'.
- Middle Right:** A poster for 'terbuka lowongan!' (open positions!) for 'Instruktur Pengantar' (Introductory Instructor) at 'Kuliah24.com'.

Drafting of Official Travel SOPs

The collage contains the following elements:

- Top Left:** A blank SOP form for 'PERALATAN PERALATAN' with fields for 'Prepared by', 'Checked by', and 'Approved by'.
- Top Middle:** A second blank SOP form for 'PERALATAN PERALATAN' with a 'Materi Isi' (Content) section containing numbered points.
- Top Right:** A third SOP form for 'PERALATAN PERALATAN' with a 'Materi Isi' section containing detailed numbered points.
- Middle Left:** A list of 10 points detailing the equipment process, including steps like 'Menyusun dan mengedit proposal' and 'Melakukan wawancara'.
- Middle Center:** A vertical flowchart showing the sequential steps of the equipment process, from 'Menyusun dan mengedit proposal' to 'Melakukan wawancara'.
- Middle Right:** A poster for 'terbuka lowongan!' (open positions!) for 'Instruktur Pengantar' at 'Kuliah24.com'.

- d. Saldo lain-lain sesuai
13. Revisi dan/atau tambahan data per baris akan mengisi (MONEY) sesuai format berikut:
- a. Gajian termasuk: Rp 100.000
 - b. Denda/ Sanksi termasuk: Rp 7.000
 - c. Gajian dan/atau tambahan: Rp 7.000
 - d. Gajian/ Tunjangan tambahan: Rp 10.000
 - e. Sumbangan termasuk: Rp 7.000
 - f. Dana: termasuk: Rp 7.000
14. Cetak/ cetakannya: Rp 20.000
15. Setiap perubahan dan/atau revisi akan mengisi/berisi:
- a. Tanggal
 - b. Nama dan/atau
 - c. Jabatan: (jika ada)
 - d. No. Dokumen: (jika ada)
 - e. Nama: (jika ada)
 - f. Alamat: (jika ada)
 - g. No. Dokumen: (jika ada)
16. Cara/ cara penggunaan dan/atau pemakaian: (jika ada)
17. Cara/ cara penggunaan dan/atau pemakaian: (jika ada)
18. Cara/ cara penggunaan dan/atau pemakaian: (jika ada)
19. Cara/ cara penggunaan dan/atau pemakaian: (jika ada)
20. Cara/ cara penggunaan dan/atau pemakaian: (jika ada)



STANDARD OPERATIONAL PROCEDURE
PELAYANAN GAGAS

No. Doc. 1 Rev. 00 Date: 04/10/2022

1. TUJUAN: Menjelaskan prosedur pelayanan gagasan.

2. DAFTAR ISI: 1. Tujuan, 2. Ruang lingkup, 3. Definisi, 4. Deskripsi Pekerjaan, 5. Prinsip-prinsip, 6. Diagram Alir, 7. Lampiran.

3. DEFINISI: ...

4. DESKRIPSI PEKERJAAN: ...

5. PRINSIP-PRINSIP: ...

6. DIAGRAM ALIR: ...

Employee Salary SOP Design

STANDARD OPERATIONAL PROCEDURE
GAGAS & REVISI

No. Doc. 1 Rev. 00 Date: 04/10/2022

1. TUJUAN: Menjelaskan prosedur pelayanan gagasan.

2. DAFTAR ISI: 1. Tujuan, 2. Ruang lingkup, 3. Definisi, 4. Deskripsi Pekerjaan, 5. Prinsip-prinsip, 6. Diagram Alir, 7. Lampiran.

3. DEFINISI: ...

4. DESKRIPSI PEKERJAAN: ...

5. PRINSIP-PRINSIP: ...

6. DIAGRAM ALIR: ...



STANDARD OPERATIONAL PROCEDURE
GAGAS & REVISI

No. Doc. 1 Rev. 00 Date: 04/10/2022

1. TUJUAN: Menjelaskan prosedur pelayanan gagasan.

2. DAFTAR ISI: 1. Tujuan, 2. Ruang lingkup, 3. Definisi, 4. Deskripsi Pekerjaan, 5. Prinsip-prinsip, 6. Diagram Alir, 7. Lampiran.

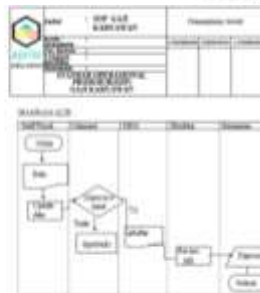
3. DEFINISI: ...

4. DESKRIPSI PEKERJAAN: ...

5. PRINSIP-PRINSIP: ...

6. DIAGRAM ALIR: ...

- a. Ditinjau dari segi administratif dan/atau lainnya.
- b. Ditinjau dari segi teknis dan/atau lainnya.
- c. Ditinjau dari segi organisasi dan/atau lainnya.
- d. Ditinjau dari segi sumber daya manusia dan/atau lainnya.
- e. Ditinjau dari segi biaya dan/atau lainnya.
- f. Ditinjau dari segi lingkungan dan/atau lainnya.
- g. Ditinjau dari segi sosial dan/atau lainnya.
- h. Ditinjau dari segi politik dan/atau lainnya.
- i. Ditinjau dari segi ekonomi dan/atau lainnya.
- j. Ditinjau dari segi hukum dan/atau lainnya.
- k. Ditinjau dari segi budaya dan/atau lainnya.
- l. Ditinjau dari segi agama dan/atau lainnya.
- m. Ditinjau dari segi kesehatan dan/atau lainnya.
- n. Ditinjau dari segi pendidikan dan/atau lainnya.
- o. Ditinjau dari segi keterampilan dan/atau lainnya.
- p. Ditinjau dari segi kepribadian dan/atau lainnya.
- q. Ditinjau dari segi kemampuan dan/atau lainnya.
- r. Ditinjau dari segi sikap dan/atau lainnya.
- s. Ditinjau dari segi perilaku dan/atau lainnya.
- t. Ditinjau dari segi kebiasaan dan/atau lainnya.
- u. Ditinjau dari segi tradisi dan/atau lainnya.
- v. Ditinjau dari segi kepercayaan dan/atau lainnya.
- w. Ditinjau dari segi nilai-nilai dan/atau lainnya.
- x. Ditinjau dari segi norma dan/atau lainnya.
- y. Ditinjau dari segi adat dan/atau lainnya.
- z. Ditinjau dari segi kebiasaan dan/atau lainnya.



Design of Employee Leave and Permit SOP

STANDARD OPERATIONAL PROCEDURE
CITIZAN AND SALSUKAN

No. Doc. 1 Rev. 00 Date: 04/10/2022

1. TUJUAN: Menjelaskan prosedur pelayanan warga negara dan pelayanan.

2. DAFTAR ISI: 1. Tujuan, 2. Ruang lingkup, 3. Definisi, 4. Deskripsi Pekerjaan, 5. Prinsip-prinsip, 6. Diagram Alir, 7. Lampiran.

3. DEFINISI: ...

4. DESKRIPSI PEKERJAAN: ...

5. PRINSIP-PRINSIP: ...

6. DIAGRAM ALIR: ...



STANDARD OPERATIONAL PROCEDURE
CITIZAN AND SALSUKAN

No. Doc. 1 Rev. 00 Date: 04/10/2022

1. TUJUAN: Menjelaskan prosedur pelayanan warga negara dan pelayanan.

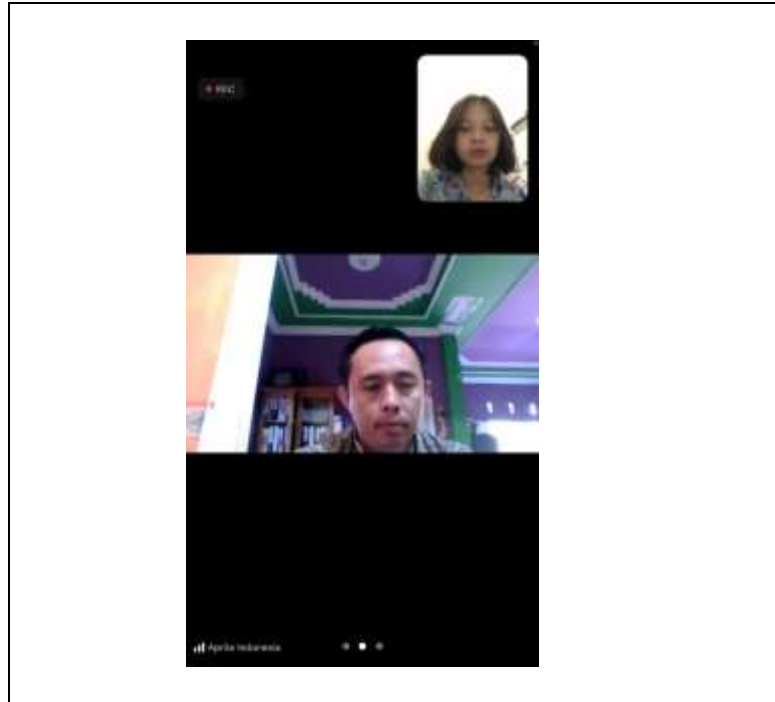
2. DAFTAR ISI: 1. Tujuan, 2. Ruang lingkup, 3. Definisi, 4. Deskripsi Pekerjaan, 5. Prinsip-prinsip, 6. Diagram Alir, 7. Lampiran.

3. DEFINISI: ...

4. DESKRIPSI PEKERJAAN: ...

5. PRINSIP-PRINSIP: ...

6. DIAGRAM ALIR: ...



Source: Writer

Conclusions

Aprila Indonesia is a non-formal and informal educational institution engaged in community education courses and competency training as an increase in human and business resources in line with the Education Program being held. The aim of the research conducted at the Aprila Institute is to produce the most recent and relevant Aprila Institution HRM SOPs. Using the interview method, the HRM SOPs produced include Employee Recruitment SOP, Business Travel SOP, Employee Salary SOP, Employee Leave and Permit SOP, and Training and Development SOP. In this activity, the success rate of the design can be said to be successful because it looks at the design results that have been received and reviewed by the company owner.

Suggestions that can be given include:

1. Company owners can use the HRM SOP continuously to ensure the smooth running of the company's operations.
2. The owner can update the SOP according to company conditions from time to time.
3. For readers, this design is expected to be a reference in designing HRM SOPs by adjusting the company and conditions in the future.

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