

**IMPLEMENTATION OF STANDARD OPERATING PROCEDURES (SOP) ON UMKM
INCREASED PRODUCTION OF SPICY SATANIC PENTOL IN BRINGIN NGALIYAN CITY OF
SAMARANG**

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Abstract. This study aims to determine the application of Standard Operating Procedures (SOP) to MSMEs in the production of spicy devil pentol at Beringin Ngaliyan, Semarang City. The research design is a case study using a qualitative approach with data collection techniques by observing and interviewing the MSME owners. The results of the study found that the culinary owner was a student who did not apply the Standard Operating Procedures consistently due to the limited time to divide between lectures and supervision of the staff who handle the production process of the spicy devil pentol. In this study also found the owner did not make a written Standard Operating Procedure. This research has practical implications for culinary owners, so they realize that in order to guarantee the quality of production and the activities of the workers making spicy devil pins without having to be directly supervised, there must be a written Standard Operating Procedure.

Keywords: Standard Operating Procedures; MSMEs; spicy devil pentol

INTRODUCTION

In order to build the national economy, the President of the Republic of Indonesia gave instructions to carry out the development of high-class MSMEs and modernization of cooperatives. The role of SMEs in Indonesia's economic growth is very large, reaching 99% of all business units. The share of SMEs in the gross national product is also 60.5% and the share of employment is 96.9% of the absorption of the entire national workforce. It is an important engine for economic development in Indonesia.

According to data from the Semarang City Cooperatives Service in 2020, in West Semarang there were 1,424 Micro, Small and Medium Enterprises (UMKM). The existence of these MSMEs certainly has the ability to maintain jobs on a large scale and make it a solution to reduce the unemployment rate. This problem occurs in most MSMEs in Bringin District, Ngaliyan, Semarang City. One of them is Pentol Satan Spicy which is a reliable UMKM in the culinary field, but currently the quality and consistency of its products has not been maintained.

According to (Insani 100:1) Standard Operating Procedure (SOP) is office administration which contains and actors who play a role in activities regarding how and when to be carried out, where and by whom it is carried out to ensure the quality of the products and services produced so that they are maintained and consistent. The benefits of Standard Operating Procedures (SOP) include:

- As a standardization of the way employees do in completing the work that is their job.
- Reducing the level of errors and omissions that may be committed by an employee in carrying out the task.

- Improving the efficiency and effectiveness of the implementation of duties and responsibilities of individual employees and the organization as a whole.
- Helping employees to become more independent and not dependent on management intervention, thereby reducing the involvement of leaders in carrying out daily processes.
- Increase the accountability of task implementation.
- Creating standard performance measures that will provide employees with concrete ways to improve performance and help evaluate the efforts that have been made.
- Ensuring that the implementation of government administration tasks can take place in various situations.
- Guarantee the consistency of service to the community, both in terms of quality, time and procedures.
- Provide information regarding competency qualifications that must be mastered by employees in carrying out their duties.
- Provide information for efforts to increase employee competence.
- Provide information regarding the workload borne by an employee in carrying out their duties.
- As an instrument that can protect employees from possible lawsuits due to allegations of irregularities.
- Avoid overlapping the implementation of tasks.
- Help trace the procedural errors in providing services.
- Help provide the necessary information in the preparation of service standards.

In carrying out production activities, apart from requiring SOPs, it is also necessary to have a code of ethics for personnel carrying out activities to be compiled and standardized. The code of ethics is a moral principle and is attached to the profession in a systematic manner. Without a systematic code of ethics, a profession can still run, because these moral principles already exist in that profession. Even so, a code of ethics is needed because the number of people with this profession is already large, besides that, the demands of society are increasingly complex and developing (Tedjosaputro Alam Kenedi (2016).

This situation shows that this standard operating procedure (SOP) is very important for human resource management. So it is necessary to have a document that contains a series of standardized written instructions regarding various implementation processes, both regarding how to do the work, execution time, place of implementation, seasoning method and others in culinary business activities. This is the aim of this study to find out the application of Standard Operating Procedures (SOP) to MSMEs in the production of spicy devil pentol at Beringin Ngaliyan, Semarang City.

METHOD

This research is in the form of a case study based on a qualitative approach with data collection techniques by observing and interviewing the MSME owners. This interview technique was chosen because researchers can interact directly with reliable and representative sources in providing the required information.

According to Sugiyono (2018) a qualitative research method is a research method based on postpositivism philosophy (phenomenology to be precise), which is used to research in scientific conditions where the researcher himself is the instrument, data collection techniques and qualitative analysis places more emphasis on meaning. Qualitative research methodology



aims to analyze and describe phenomena or research objects through social activities, attitudes and perceptions of people individually or in groups.





DISCUSSION

In this research, it has been revealed that when the Covid -19 virus hit, the SMEs of Spicy Devil Pentol experienced a decrease in sales and the owner had to find a way by opening messages online to deal with this incident. However, this business has not been able to increase turnover significantly because there are several obstacles including that the owner of the UMKM Pentol Satan Pedes is a student who must can share his study and business time. In this study, participants also stated that they had not fully implemented Standard Operating Procedures (SOP).

This is what causes the consistency of service to the community is not fulfilled, both in terms of quality, time and procedures. As time goes by, the Pentol Satan MSMEs need a guideline or reference for carrying out work tasks in accordance with the functions and performance appraisal tools based on technical, administrative and procedural indicators according to work procedures in the culinary business in writing to implement them. With the existence of Standard Operating Procedures (SOPs), in addition to directing and regulating clear work methods, it also facilitates ongoing control processes. Acknowledgment from the participants that the steps for making spicy devil pentol have been designed to be implemented with the following procedure:

SOP FOR MAKING SPICY SATAN PENTOL

No.	Activity	implementati on		Raw Quality			Information
		Mate rial cont rlo	Prod ucti on oper ator	Q C	Complete ness	Ti me (Mi nut e)	
1	open outlets				Sales preparati on	20	Open outlets
2	Mix seasoning				Mix seasoning	30	Bamboo cutting

3	Give it when you mix the seasoning		Do the cleaning	10	Do the cleaning
4	Frying orders		Frying orders	20	Frying orders
5	Counting the number of orders and re-recording finances		Counting the number of orders and re- recording finances	25	Countin g the number of orders and re- recordin g finances
6	Close the outlets		Close the outlets	30	Close the outlet s

Information :

- The terminal or capsule symbol is a symbol. The terminal symbol or capsule symbol is used to start/start and end/finish a job.
- Process symbol or rectangle, namely the process that will process the production of spicy devil pins.

CONCLUSION

Standard Operating Procedure (SOP) is a tool that can reduce the risk of errors in the MSME production process. This research shows the importance of SOP in MSMEs Production of Spicy Satan Pentol Increase in Bringin Ngaliyan, Samarang City Spicy Devil Pentol because the process of organizing production activities becomes easier and minimizes errors in work which ultimately guarantees the quality of the products and services produced so that they are maintained and consistent.

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