

# Influence of Standard Operational Procedures on Employee Performance in Technical Preparation for Public Order and Community Tranquility at the Regional Civil Service Police Unit of North Nias District

Sanaria Nazara<sup>1</sup>, Perlindungan Faebudodo Hulu<sup>2</sup>, Yupiter Mendrofa<sup>3</sup>,  
Aferiaman Telaumbanua<sup>4</sup>

<sup>1,2,3,4</sup> Faculty of Economic, Nias University, Indonesia

## ARTICLE INFO

### Article history:

Received Apr 4, 2024  
Revised Apr 5, 2024  
Accepted Apr 30, 2024

### Keywords:

Standard operational procedures,  
employee,  
performance

## ABSTRACT

The aim of the research is to find out how to understand the formulation of the problem above. To realize this goal, data collection techniques are carried out by means of distributing questionnaires, observation and documentation. This thesis uses a type of quantitative research based on questionnaires in processing data, so that the data obtained is more accurate. The results of this research are a) From the results of the validity test, it was found that each question item used in the questionnaire was declared valid. Where the value obtained from the results of data analysis is the calculated  $r$  value  $>$  the  $r_t$  table value. The results of the reliability test show that the Croanbachalpha value for each variable has a Croanbach alpha value  $>$  0.60. So it can be concluded that the measuring instrument used is a reliable measuring instrument. The results of the simple linear regression test showed that the significance level was  $0.000 <$  0.05. Which indicates that standard operational procedures can influence Employee Performance in Technical Operational Preparation for Public Order and Community Peace in the Civil Service Police Unit of North Nias Regency. From the results of the T test calculations it was found that  $t$  count  $>$   $t$  table or  $7.515 >$  1.697, it can be concluded that the hypothesis is accepted is  $H_a$  where there is an influence of standard operational procedures on Employee Performance in Technical Operational Preparation for Public Order and Community Peace in the Civil Service Police Unit of North Nias Regency. Standard operating procedures support or influence Employee Performance in Technical Operational Preparation for Public Order and Community Peace in the North Nias Regency Civil Service Police Unit with an influence of 71.1% while the remaining 28.9% is influenced by other factors that are not involved. examined in this research. The value obtained from the results of the correlation test between standard operational procedure variables and employee performance is 0.743, which is at a strong relationship level.

This is an open access article under the [CC BY-NC](https://creativecommons.org/licenses/by-nc/4.0/) license.



### Corresponding Author:

Sarani Nazara,  
Faculty of Economic,  
Nias University, Indonesia  
Gunungsitoli city, North Sumatra, Indonesia.  
Email: [sanarianazara@gmail.com](mailto:sanarianazara@gmail.com)

## 1. INTRODUCTION

Every organization, in order to effectively organize itself, often encounters difficulties in the process. Such conditions demand that every organization has guidelines or guidelines in carrying out its duties and responsibilities. An organization without guidelines or guidelines in carrying out its duties and responsibilities can result in inefficient employee performance, employees shifting blame, and slow organizational progress (Thorvaldsen et al., 2024). This is attributed to the organization lacking a standard that can be practiced by all parts of the organization, causing confusion in employees' work processes. Having standard operating procedures (SOP) will be effective in demonstrating that the organization has activity steps and decision-making processes that are in line with the standards desired or expected by the organization's goals (Guo et al., 2024). The implementation of standard operating procedures is an initial step towards achieving the organization's goals.

Standard operating procedures (SOP) are written standards or guidelines about the procedures or stages that are standardized and must be passed through to complete a specific work process, used to encourage and drive a group to achieve common goals (Liu et al., 2024). The implementation of good Standard Operating Procedures (SOP) will show consistency in performance outcomes, product outcomes, and service processes, all based on the ease of staff/employees in working and user satisfaction (Gregory et al., 2024). Or Standard operating procedures (SOP) are part of the operational strategy planning for an organization. This is because in carrying out its operational activities, standard operating procedures serve as guidelines or guidelines when carrying out the functions and tasks of each employee in accordance with their authority and responsibilities. Therefore, standard operating procedures are highly needed because they are expected to become a systematic system, making the organization more effective in achieving its goals (Evans et al., 2024).

According to (Masseck et al., 2024) "Standard operating Procedure (SOP) is basically a guideline containing standard operational procedures within an organization used to ensure that all decisions and actions, as well as the use of process facilities carried out by the people within the organization who are members of the organization, run effectively and efficiently, consistently, standard, and systematic".

From the above opinions, it can be concluded that standard operating procedures (SOP) are rules that serve as a benchmark in carrying out tasks and responsibilities, as well as in using all the resources available in an organization, to align with the organization's goals so that activities within it are more effective and efficient. Standard Operating Procedures are not only owned by a company, but also government agencies basically have Standard Operating Procedures (SOP) applicable to their organizations. This also supports the fact that government agencies become units of public service that support and assist government performance (Chatterjee et al., 2024).

Organizations devise a design in the form of Standard Operating Procedures which will then be used as guidelines by employees when performing their tasks to minimize errors. With SOPs, all activities in an organization can be well planned and run according to the organization's desires. However, besides creating or designing standard operating procedures (SOP), their implementation is also important. This is because implementation is an action in carrying it out. Based on previous research conducted by (Mikhaeil et al., 2024) entitled "Implementation of standard operating procedures (SOP) in user services at the Library of FITK UIN Syarif Hidayatullah Jakarta," which found that the implementation of standard operating procedures (SOP) has a significant impact on one of the user service programs in the FITK UIN Syarif Hidayatullah Jakarta library. Thus, it can be concluded that the implementation of standard operating procedures (SOP) is very influential in carrying out tasks and responsibilities as well as implementing programs owned by an organization.

Government agencies are not exempt from drafting and implementing standard operating procedures (SOP) within them (Graziadio et al., 2024). One of them is the Regional Civil Service Police Unit (Satpol PP), which is a government agency and regional apparatus established to enforce Regional Regulations and Regional Head Regulations, maintain public order and tranquility, and provide protection to the community. The Regional Civil Service Police Unit, in carrying out its duties, has guidelines (SOP) (Ricard et al., 2024).

Public order and community tranquility are one of the tasks and responsibilities of the Regional Civil Service Police Unit. In its implementation, there are operational preparation techniques. According to (Spreitzenbarth et al., 2024), operational preparation techniques are efforts in operational activities to produce effective and efficient services. So, it can be concluded that operational preparation techniques are the initial step in preparing organizational operational activities (van Marrewijk & van der Steen, 2024). One of the organizational activities owned by the Regional Civil Service Police Unit is to maintain public order and community tranquility, so there is initial preparation in organizing these activities. In addition to preparing initial preparations, the Regional Civil Service Police Unit also has SOPs in carrying out these preparations (Babuder et al., 2024).

Based on the initial observations, the author found that the standard operating procedures owned by the Regional Civil Service Police Unit of North Nias District in the operational preparation technique for public order and community tranquility are as follows: At the Office of the Regional Civil Service Police Unit of North Nias District. Based on the initial observations, there are issues in the implementation of SOPs in the operational preparation technique for public order and community tranquility, where the Regional Civil Service Police Unit (Satpol PP) has not fully implemented SOPs according to the standards set by the government. The Regional Civil Service Police Unit in carrying out its duties is to issue warnings three times with a time frame of 3 days for each letter, and also issue warnings three times with a time frame of 7 days for each letter. However, from the SOPs available at the Regional Civil Service Police Unit, the author observed that only three warning letters were sent to the violating public, and after that, the Regional Civil Service Police Unit immediately carried out enforcement. Meanwhile, based on the SOPs in force, the total number of letters sent by the Regional Civil Service Police Unit is 6, consisting of 3 warning letters and 3 warning letters. In addition, in implementing enforcement, the Regional Civil Service Police Unit should act humanely and be based on human rights norms as well as effective, efficient, and loved by the community in accordance with the applicable SOPs. This is also in accordance with the Regulation of the Minister of Administrative and Bureaucratic Reform of the Republic of Indonesia No. 25 of 2020 concerning the Roadmap for Bureaucratic Reform 2020-2024, which regulates mindset and work culture, legislation, organization, procedures, human resource management, supervision, accountability, and public services. In addition, other issues also stem from SOPs that should require the Regional Civil Service Police Unit to show a Task Order (SPT) and also a Membership Card (KTA) to the violating public before enforcement, but in practice, the author observed that employees carrying out enforcement duties were negligent and did not follow the existing SOPs. This resulted in resistance between the violating public and officers of the Regional Civil Service Police Unit.

In carrying out daily duties, the Regional Civil Service Police Unit must follow the SOPs that have been established. This is necessary so that the Regional Civil Service Police Unit has a basis for action and can prevent other violations. However, in its implementation, it is still seen that the Regional Civil Service Police Unit in carrying out its operational preparation techniques has not fully implemented the applicable SOPs, so it is feared that it will cause other violations and the organization's goals will not be achieved. This impacts the performance and integrity of the Regional Civil Service Police Unit of North Nias District in carrying out its duties. This is in line with (Zaoui et al., 2024). Employee performance is the result of work achieved by an individual or a group of people in an organization, in accordance with their respective authority and responsibilities, in an effort to achieve the goals of the organization concerned legally, without violating the law, and in accordance with morals and ethics.

## 2. RESEARCH METHOD

The author establishes that the type of research used in this study is Quantitative research, because this study produces findings that can be achieved using statistical procedures or by collecting data using research instruments (Way et al., 2024). The data is processed with the assistance of the SPSS application. Instrument test analysis techniques, T-test, and coefficient of determination test are employed. By determining the research location, the research object and research objectives are certainly fixed and clear (Troiville, 2024). Thus, it can facilitate the research process and enable

conducting research to obtain accurate results. This research was conducted at the Office of the Regional Civil Service Police Unit of North Nias District.

### 3. RESULTS AND DISCUSSIONS

This research is based on the background outlined in introduction research, which stems from issues occurring at the research site, sparking the author's interest in understanding the influence of standard operating procedures on employee performance in the Technical Preparation of Public Order and Community Tranquility at the Regional Civil Service Police Unit of North Nias District. Consequently, the author sought and gathered theories to support the research, enabling the formulation of research problems, objectives, hypotheses, and the development of questionnaires that were eventually distributed to the respondents (Standfuss et al., 2024).

Subsequently, the data analysis results were processed using data analysis techniques in research assisted by the SPSS Version 20.0 computer program to test the data. The study variables included two: variable X (standard operating procedures) and variable Y (employee performance).

Firstly, the author tested each questionnaire item to determine if it accurately measured what it intended to measure. The author obtained valid results for each questionnaire item used for each variable, where the obtained value of  $r$  was greater than the tabulated  $r$  value. Furthermore, with reliability testing, the author obtained a value of Cronbach's alpha  $> 0.60$ . Specifically, Cronbach's alpha for the questionnaire variable X was 0.787 and 0.699 for variable Y. This indicates that the questionnaire used by the researcher is reliable and stable in measuring standard operating procedures' influence on employee performance at the Office of the Regional Civil Service Police Unit of North Nias District (Raddats et al., 2024).

After testing the hypotheses, the results showed that hypothesis  $H_a$  was accepted, and Hypothesis  $H_o$  was rejected, indicating that there is an influence of standard operating procedures on employee performance in the Technical Preparation of Public Order and Community Tranquility at the Regional Civil Service Police Unit of North Nias District.

The findings from this research reveal that there is an influence of standard operating procedures on employee performance in the Technical Preparation of Public Order and Community Tranquility at the Regional Civil Service Police Unit of North Nias District (Cheng et al., 2024). This is supported by the Coefficient of Determination test result, which obtained a value of 0.561, indicating that Variable X (standard operating procedures) contributes 71.1% influence on employee performance, while the remaining 28.9% is influenced by other factors not examined in this research. Additionally, the researcher obtained a significance level in the simple linear regression test that did not exceed 0.05, the probability value set by the researcher.

Furthermore, based on the research results, the preliminary hypothesis test findings have been supported by the reliability coefficient correlation calculations with the t-test statistic, where  $df = 60$  at a significant level of  $\alpha = 0.05$ , with  $t$  calculated  $> t$  table, i.e.,  $7.158 > 1.671$ . Thus, it can be concluded that standard operating procedures contribute to the influence on employee performance in the Technical Preparation of Public Order and Community Tranquility at the Regional Civil Service Police Unit of North Nias District.

### 4. CONCLUSION

Based on the research results, the author presents several conclusions as follows: From the validity test results, it is found that each item in the questionnaire is valid. The obtained value from the data analysis shows that the calculated  $r$  value is greater than the tabulated  $r$  value. The reliability test results obtained Cronbach's alpha values for each variable, where the Cronbach's alpha values are  $> 0.60$ . Thus, it can be concluded that the measurement tool used is reliable. The results of the simple linear regression test show a significance level of  $0.000 < 0.05$ . This indicates that standard operating procedures can influence employee performance in the Technical Preparation of Public Order and Community Tranquility at the Regional Civil Service Police Unit of North Nias District. The t-test calculation results show that  $t$  calculated  $> t$  table, or  $7.515 > 1.697$ , thus it can be concluded that the accepted hypothesis is  $H_a$ , indicating that there is an influence of standard operating procedures on employee performance in the Technical Preparation of Public Order and Community Tranquility at the Regional Civil Service Police Unit of North Nias District. Standard operating

procedures also support or influence employee performance in the Technical Preparation of Public Order and Community Tranquility at the Regional Civil Service Police Unit of North Nias District with an influence of 71.1%, while the remaining 28.9% is influenced by other factors not examined in this research. The correlation test results between standard operating procedures and employee performance yield a correlation coefficient of 0.743, indicating a strong relationship between the variables.

### ACKNOWLEDGEMENTS

The author would like to express sincere gratitude for the excellent cooperation to the supervising lecturer, the examination board, and colleagues who have contributed to completing this article.

### REFERENCES

- Babuder, D., Lapko, Y., Trucco, P., & Taghavi, R. (2024). Impact of emerging sustainable aircraft technologies on the existing operating ecosystem. *Journal of Air Transport Management*, 115(December 2023), 102524. <https://doi.org/10.1016/j.jairtraman.2023.102524>
- Chatterjee, S., Chaudhuri, R., Vrontis, D., Dana, L. P., & Kabbara, D. (2024). Developing resilience of MNEs: From global value chain (GVC) capability and performance perspectives. *Journal of Business Research*, 172(December 2023). <https://doi.org/10.1016/j.jbusres.2023.114447>
- Cheng, Z. M., Bonetti, F., de Regt, A., Ribeiro, J. Lo, & Plangger, K. (2024). Principles of responsible digital implementation: Developing operational business resilience to reduce resistance to digital innovations. *Organizational Dynamics*, xxxx, 101043. <https://doi.org/10.1016/j.orgdyn.2024.101043>
- Evans, R., Nelson, L., & Temple, T. (2024). Operational data for the risk management of victim operated explosive devices in humanitarian mine action: A Practitioner's perspective. *Heliyon*, 10(3), e25311. <https://doi.org/10.1016/j.heliyon.2024.e25311>
- Graziadio, S., Gregg, E., Allen, A. J., Neveux, P., Monz, B., Davenport, C., Mealing, S., Holmes, H., & Ferrante di Ruffano, L. (2024). Is the Comparator in Your Diagnostic Cost-Effectiveness Model "Standard of Care"? Recommendations from Literature Reviews and Expert Interviews on How to Identify and Operationalise It. *Value in Health*. <https://doi.org/10.1016/j.jval.2024.02.003>
- Gregory, A., Davies, E., Nichols, B., & Wolski, U. (2024). The experiences of English National Health Service professional communicators during the Covid-19 pandemic. *Public Relations Review*, 50(1), 102434. <https://doi.org/10.1016/j.pubrev.2024.102434>
- Guo, Y., Wang, S., Rofcanin, Y., & Heras, M. Las. (2024). A meta-analytic review of family supportive supervisor behaviors (FSSBs): Work-family related antecedents, outcomes, and a theory-driven comparison of two mediating mechanisms. *Journal of Vocational Behavior*, 151(March 2023), 103988. <https://doi.org/10.1016/j.jvb.2024.103988>
- Liu, F., Yu, Y., Fang, Y., Zhu, M., Shi, Y., & Xiao, S. (Simon). (2024). Lean strategy in SMEs: Inventory leanness, operational leanness, and financial performance. *Asian Journal of Shipping and Logistics*, February. <https://doi.org/10.1016/j.ajsl.2024.02.003>
- Masseck, T., Paris-Viviana, O., Habibi, S., & Pons-Valladares, O. (2024). Integrated sustainability assessment of construction waste-based shading devices for the refurbishment of obsolete educational public building stock. *Journal of Building Engineering*, 87(December 2023), 109024. <https://doi.org/10.1016/j.jobe.2024.109024>
- Mikhaeil, E., Okulicz-Kozaryn, A., & Valente, R. R. (2024). Subjective well-being and urbanization in Egypt. *Cities*, 147(June 2023), 104804. <https://doi.org/10.1016/j.cities.2024.104804>
- Raddats, C., Roper, S., & Ashman, R. (2024). The role of services in creating brand loyalty for B2B manufacturers. *Journal of Business Research*, 174(August 2022), 114506. <https://doi.org/10.1016/j.jbusres.2024.114506>
- Ricard, L., Desaulniers, G., Lodi, A., & Rousseau, L. (2024). Increasing schedule reliability in the multiple depot vehicle scheduling problem. *Omega*, 103100. <https://doi.org/10.1016/j.omega.2024.103100>
- Spreitzenbarth, J. M., Bode, C., & Stuckenschmidt, H. (2024). Artificial intelligence and machine learning in purchasing and supply management: A mixed-methods review of the state-of-the-art in literature and practice. *Journal of Purchasing and Supply Management*, 30(1), 100896. <https://doi.org/10.1016/j.pursup.2024.100896>
- Standfuss, T., Hirte, G., Schultz, M., & Fricke, H. (2024). Efficiency assessment in European air traffic management—A fundamental analysis of data, models, and methods. *Journal of Air Transport Management*, 115(December 2023), 102523. <https://doi.org/10.1016/j.jairtraman.2023.102523>
- Thorvaldsen, K. E., Backe, S., & Farahmand, H. (2024). Long-term operational planning for flexible residential buildings with seasonal storage and capacity-based grid tariffs. *Energy and Buildings*, 309(February), 114066. <https://doi.org/10.1016/j.enbuild.2024.114066>

- Troiville, J. (2024). Connecting the dots between brand equity and brand loyalty for retailers: The mediating roles of brand attitudes and word-of-mouth communication. *Journal of Business Research*, 177(January 2023), 114650. <https://doi.org/10.1016/j.jbusres.2024.114650>
- van Marrewijk, A., & van der Steen, H. (2024). Organizational learning from construction fatalities: Balancing juridical, ethical, and operational processes. *Safety Science*, 174(February), 106472. <https://doi.org/10.1016/j.ssci.2024.106472>
- Way, S. A., Ulrich, M. D., & Wright, P. M. (2024). When commitment isn't enough: The cross-cultural interactive effects of commitment-inducement and compliance-enforcement on performance. *International Business Review*, 33(2). <https://doi.org/10.1016/j.ibusrev.2023.102250>
- Zaoui, A., Tchuente, D., Wamba, S. F., & Kamsu-Foguem, B. (2024). Impact of artificial intelligence on aeronautics: An industry-wide review. *Journal of Engineering and Technology Management - JET-M*, 71(January 2023). <https://doi.org/10.1016/j.jengtecman.2024.101800>