

## **Maximizing Productivity: The Power of Standard Operating Procedure, Work Environment and Communication**

**Banyu Raul Afriza**

Universitas Jayabaya, Indonesia  
raul.banyuafriza@gmail.com

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### **ABSTRACT**

Without good HR management, growth, progress, and achievement of company goals will be difficult to achieve, so companies are required to manage HR appropriately considering the large role of HR in a company and because HR will determine a lot related to company productivity. The purpose of this study is to determine the effect of standard operating procedures, work environment and communication together on work productivity at PT. Pesonna Optima Jasa in Central Jakarta. This research was designed using a descriptive method with a quantitative approach. The population in this study was 131 employees at PT. Pesonna Optima Jasa in Central Jakarta. The sampling technique was saturated, so samples were taken as many as 131 employees. The results of this study show that there is a positive and significant influence between Standard Operating Procedures, Work Environment and Communication on Work Productivity. This can be proven by the magnitude of  $F_{\text{calculate}}$  ( $44.863 > 2.44$ ) with significant ( $0.000 < 0.05$ ). The magnitude of the contribution of the influence of Standard Operating Procedures, Work Environment and Communication together on Work Productivity (Y) is 51.5%.

**Keywords:** Operational Procedures, Work Environment, Communication, Work Productivity, Human Resources

### **INTRODUCTION**

The aspect of human resources in a company or institution plays an important role, namely as one of the benchmarks for the level of employee work productivity, with the understanding that if the level of quality of human resources in a company is high or good, the level of employee work productivity in the institution is easier to increase, and vice versa if the level of quality of human resources is low or less then the level of employee work productivity It will be difficult to improve.

Productivity can be quantified by dividing output by input. Increasing productivity can be done by improving the productivity ratio, by producing more power or better output with a certain level of resource input (Ma'rifah, 2020).

Without good human resource management, growth, progress, and achievement of company goals will be difficult to achieve. So that companies are required to manage HR

appropriately considering the large role of HR in a company and because HR will determine a lot related to company productivity. Productivity is a mental attitude that has the view that for life today will be better than yesterday and tomorrow is better than today.

The work productivity of an employee is usually manifested from the employee's achievements in the company. An employee wants to achieve the highest achievement in accordance with his achievements (Utami, 2020). Employee work productivity is very important in an effort to achieve the goals of a company. Work productivity is a condition where employees of a company can work optimally so that the production results achieved can be in accordance with what was planned. High and low labor productivity is influenced by many factors, including standard operating procedures, communication and work environment.

The first factor is standard operating procedures, standard operating procedures contain a series of written instructions about routine or repetitive activities carried out by a company. For this reason, SOPs are also equipped with references, attachments, forms, diagrams and workflows. SOP is a written document that contains work procedures, systematic stages and a series of instructions regarding routine and repetitive activities that should be carried out by the Company.

The benefits of SOPs according to (Anggraini & Ika, 2021) are as a basis for control over the implementation of SOPs in the company. The implementation of SOPs properly results in smooth company operational activities, customer satisfaction, and maintaining the good name and quality of the company so that the company can survive in this increasingly strict business condition.

The second factor is the work environment, the creation of a comfortable environment, can create a calming and pleasant atmosphere so that employees can concentrate more on the task at hand. A good work environment can support work implementation so that employees are more enthusiastic in carrying out their work. And vice versa if employees feel that they are not suitable with the existing work environment, they will feel bored, uncomfortable, unmotivated at work, the emergence of job dissatisfaction and ultimately can cause a decrease in employee performance. According to (Purba & Sukwika, 2021) with comfortable working conditions, employees will feel safe and productive in carrying out their daily work or responsibilities.

According to (Iswandi Rahmadani, 2022), the work environment is all work tools and materials used, the surrounding environment where a person works, work methods as well as work arrangements, both individual and group methods. This shows that whatever employees do while working is always related to the work environment starting from work methods to work tools used.

It is an obligation for every company to build a pleasant work environment so that everyone who works in the agency or company loves their work and enjoys doing their work so that finally it can be expected that employees work at the optimal level they can strive for.

The third factor is communication which is an important factor in carrying out an activity. Because with a communication, any activity can occur both between individuals, between groups, and between organizations. In addition, by communicating activities within the company will not be hampered, because humans will relate to each other for a common purpose both between superiors and subordinates, subordinates with superiors, and subordinates with subordinates. Communication itself is a process and activity of delivering information and messages from communicator to communicant, which later the communicant will respond to what has been conveyed by the communicator. Communication is a very fundamental need for someone in social life (Trisnawaty & Parwoto, 2021).

Communication is one way to open the mind to step progress, where information becomes a very basic need and is very important for various purposes, where communication can be a benchmark for the success of things implemented. Not only that, but communication is also a way for progress in all fields, both in social life and nation and state. (Handayani, 2020) revealed that communication is a contact relationship between and between humans, both individuals and groups. Good communication is needed in a company to increase employee work productivity. The existence of good communication makes it easy for company leaders to convey ideas, company goals and vision very clearly.

Communication that occurs in an organization has two forms of communication processes are formal communication and informal communication. Formal communication is communication that is carried out with importance to everything that has been arranged in a group, organization or company, which is professional, and carried

out at a professional time and is related to the structure of the group, organization or company. While informal communication is communication that is not related to the organizational structure, and is carried out at an unprofessional time, and this communication occurs with members regardless of their position, information discussed or time outside professional hours in a group, organization or company.

## **THEORETICAL BASIS**

### **Work Productivity**

According to (Kusumadewi, 2022) suggests that work productivity is a mental attitude. A mental attitude that always seeks improvement to what already exists. A belief that one can do a better job today than yesterday and tomorrow is better today. Productivity is more than just science, technology and productivity management techniques contain a pattern of philosophy and mental attitude based on a strong motivation to continuously strive to achieve a better quality of life.

According to (Boihaki, et, al., 2022) productivity is an increase in output that is in line with input. If productivity rises this is only possible by an increase in efficiency (time, materials, labor) and work systems, production techniques and an increase in the skills of the workforce.

Based on the opinions of these experts, it can be concluded that productivity includes the efficiency, effectiveness, and quality of the output achieved. Then, the increase in productivity lies in two important factors, namely the efficiency and quality of the inputs and the effectiveness and quality of the outputs achieved.

### **Standard Operating Procedures**

Standard Operating Procedure is a guideline or reference for carrying out work duties in accordance with the functions and performance assessment tools of government agencies based on technical, administrative and procedural indicators in accordance with work procedures, work procedures and work systems in the work unit concerned (Arief & Sunaryo, 2020).

SOP (Standard Operating Procedure) is basically a guideline that contains standard operating procedures in an organization that are used to ensure that all decisions and actions, as well as the use of process facilities carried out by people in the organization

who are members of the organization to run effectively and efficiently, consistently, standardically and systematically (Hidayattulloh & Ridwan, 2019).

Based on the opinions of these experts, it can be concluded that Standard Operating Procedures are guidelines that contain standard operating procedures that exist in an organization that are used to ensure that all decisions and actions taken by people in the organization who are members of the organization run effectively and efficiently.

### **Work Environment**

According to (Wati & Widiastuti, 2021), the work environment means the entire tool and material faced, the surrounding environment where a person works, his work methods, and work arrangements both as individuals and as a group.

According to (Madjidu, et, al., 2022) states that the work environment is something that is around workers and that can affect them in carrying out the tasks charged. If or not a good work environment of employees by definition can be said to have an influence on employees who are in a work environment.

Based on the opinions of these experts, it can be concluded that the work environment is everything that is around employees at work, both physical and non-physical, which can affect them in carrying out their daily tasks and work.

### **Communication**

Communication is very often done and is a very basic need for humans, because almost every moment in life is needed to communicate between individuals to groups. In (Putri & Mani, 2023) Communication is the opening key in increasing employee morale in conveying and understanding a purpose. The existence of communication between employees is very important, because it affects the interaction between people in the company. Discussion of communication is not easy, let alone its application, because it depends on the situation and conditions of the individual. Therefore, it is not uncommon to find problems in the company, both communication between leaders and employees and employees with employees.

According to (Burhan, et, al., 2022) formulates communication as a process of statements between people. What is expressed is a person's thoughts or feelings to others by using language as a channeling tool. In the language of communication, statements are referred to as messages. The person delivering the message is called the communicator. Meanwhile, the person who receives the statement is called a communicant. Strictly

speaking, communication means the process of conveying messages by communicators to communicants. Based on the opinions of these experts, it can be concluded that communication is a process to convey information to others both orally and in writing / symbols.

## **METHOD**

The research method used is a survey method by collecting data through research instruments, and distributing questionnaires to employees, the results of which are then processed through the SPSS for Windows version 20 program to determine the influence between independent variables of Standard Operating Procedures, Work Environment and Communication on the dependent variable of Work Productivity. The method is used to test the effect between two independent and one dependent variables.

This research was designed using a descriptive method with a quantitative approach, used to explain the phenomena that occur regarding research data. While quantitative methods are used to explain the influence of dependent variables on this study.

In this study has a population of 131 employees at PT. Pesonna Optima Jasa in Central Jakarta. To determine the number of samples, the author used a saturated sampling technique, so samples were taken as many as 131 employees at PT. Pesonna Optima Jasa in Central Jakarta as a respondent in this study.

## **RESULT**

### **The Effect of Standard Operating Procedures on Work Productivity**

From the results of statistical calculations, the Standard Operating Procedure variable (X1) has a significant influence on the variable Work Productivity (Y). This can be proven by the magnitude of the Standard Operating Procedure (X1) variable t-test value with a tcount of 5.309 and a significance of 0.000. Because the tcount is greater than ttable ( $5.309 > 1.978$ ) and the significance is smaller than 5% (0.000) then  $H_a$  is accepted and  $H_0$  is rejected, it can be stated that Standard Operating Procedure (X1) has a significant effect on Work Productivity (Y).

Based on the Model Summary, the R Square value is 0.179. This shows that 17.9% of Standard Operating Procedures (X1) affect Work Productivity (Y), while the remaining 82.1% is influenced by other factors that are not studied in this study.

In this study, standard operating procedures have a significant effect on work productivity. The reference itself is a guideline or written rule (SOP) as a basis for doing work and a reward system given to employees to support work productivity. SOPs contain a series of written instructions about routine or repetitive activities carried out by an organization.

### **The Effect of Work Environment on Work Productivity**

From the results of statistical calculations, the Work Environment variable (X2) has a significant influence on the Work Productivity variable (Y). This can be proven by the magnitude of the t-test value of the Work Environment variable (X2) with a calculation of 6.817 and a significance of 0.000. Because the tcount is greater than ttable ( $6.817 > 1.978$ ) and the significance is smaller than 5% (0.000) then  $H_a$  is accepted and  $H_0$  is rejected, it can be stated that the Work Environment (X2) has a significant effect on Work Productivity (Y).

Based on the Model Summary, the R Square value is 0.265. This shows that 26.5% of the Work Environment (X2) affects Work Productivity (Y), while the remaining 73.5% is influenced by other factors that were not studied in this study.

In this study, the work environment has a significant effect on work productivity. Because the work environment is one of the things that can motivate employees to work very well. A good work environment can be seen from the working atmosphere which includes adequate lighting, good air circulation, the availability of security equipment, noise that is suppressed to a minimum, from employee relations conditions and the availability of other supporting facilities.

### **The Effect of Communication on Work Productivity**

From the results of statistical calculations, the Communication variable (X3) has a significant influence on the Work Productivity variable (Y). This can be proven by the magnitude of the Communication variable t test value (X3) with a calculation of 10.211 and a significance of 0.000. Because tcount is greater than ttable ( $10.211 > 1.978$ ) and significance is less than 5% (0.000) then  $H_a$  is accepted and  $H_0$  is rejected, it can be stated that Communication (X3) has a significant effect on Work Productivity (Y).

Based on the Model Summary, the R Square value is 0.447. This shows that 44.7% of Communication (X3) affects Work Productivity (Y), while the remaining 55.3% is influenced by other factors that were not studied in this study.

In this study communication has a significant effect on work productivity, work productivity can be said to be a number of goods or services that can be produced by a person or group of people / employees in a certain period of time. Communication between employees is very important, without communication, there will be no interaction between people in the company. Communication is the process by which a person (communicator) sends stimuli (usually with verbal symbols) to change the behavior of another person (communicant).

### **The Effect of Standard Operating Procedures, Work Environment and Communication on Work Productivity**

From the results of statistical calculations the variables Standard Operating Procedure (X1), Work Environment (X2) and Communication (X3) have a significant influence on the variable Work Productivity (Y). This can be proven by the magnitude of the ANOVA test obtained a Fcalculate value of 44.863 while Ftable ( $\alpha$  0.05) for  $n = 127$  is 2.44. So  $F_{\text{calculate}} > F_{\text{table}} (\alpha 0.05)$  or  $44.863 > 2.44$ , with a significant level of 0.000 because  $0.000 < 0.05$ , it can be said that Standard Operating Procedures (X1), Work Environment (X2) and Communication (X3) together affect Work Productivity (Y) with an R Square value of 0.515, this shows that 51.5% of the variables Standard Operating Procedures (X1), Work Environment (X2) and Communication (X3) have a simultaneous influence (together) on the variable Work Productivity (Y) and the remaining 48.5% influenced by other factors that were not studied in this study.

In this study, standard operating procedures, work environment and communication have a significant effect on work productivity. From the calculation of multiple regression analysis in this study, the value of the equation was obtained:  $Y = 1.715 + 0.854 X1 + 0.135 X2$  means that the work environment and standard operating procedures have a positive effect on productivity, the magnitude of the coefficient of determination (KD) = 84.3% is influenced by the work environment and standard operating procedures and the remaining 15.7% is influenced by other factors not discussed in this study, the results of the correlation coefficient analysis calculation obtained an r value of 0.921 (close to 1), meaning that the work environment and standard operating procedures have a positive

and very strong influence on productivity, the test results explain that the variables X1 (work environment) and X2 (standard operating procedures) have a partial influence on variable Y (productivity), and the F test obtained a p-value of 0.000 smaller than the alpha value of 0.05, then the variables of the work environment and standard operating procedures simultaneously affect employee productivity, so this hypothesis is proven.

## CONCLUSION

The results indicate that there is a positive and significant influence between Standard Operating Procedures (SOP), Work Environment, and Communication on Work Productivity, with a determination value of 51.5%.

The determination value, which in this study is 51.5%, represents how much of the variability or variation in work productivity can be explained by the combination of Standard Operating Procedures, Work Environment, and Communication.

In other words, more than half (51.5%) of the variation in work productivity can be explained by the positive influence of implementing Standard Operating Procedures, the quality of the Work Environment, and the effectiveness of Communication in the workplace.

This interpretation highlights the importance of these factors in enhancing work productivity. Here are some key points from the research findings:

1. Standard Operating Procedures (SOP). Implementing SOP can provide a clear and structured framework for performing tasks. This can improve efficiency, consistency, and accuracy in task execution, leading to a positive impact on work productivity.
2. Work Environment. A conducive work environment, including factors such as adequate facilities, support from colleagues and supervisors, and a healthy work-life balance, can create an atmosphere that fosters productivity. Employees who feel comfortable and supported in the work environment are likely to be more motivated and perform better.
3. Communication. Effective communication in the workplace is crucial for coordination, collaboration, and mutual understanding among employees. Good communication enables smooth information exchange, avoids misunderstandings,

and promotes positive feedback support, all of which can enhance work productivity.

Considering these findings, organizations can strengthen Standard Operating Procedures, create a positive work environment, and improve communication effectiveness to enhance overall work productivity.

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