

The Effect of Standart Operating Procedures and Work Environment on Employee Productivity at PT Bahari Eka Nusantara Tanjung Priok Branch

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Abstract. This research aims to determine the influence of Standard Operating Procedures (SOPs) and the Work Environment on Employee Productivity at PT Bahari Eka Nusantara Tanjung Priok Branch. The population in this study involves a total of 40 employees, representing all active employees in the company. The sample used in this study is also 40 employees, selected using a saturated sampling technique, meaning the entire population is used as the sample. The data collection technique is conducted by distributing questionnaires via Google Forms to ensure efficiency and accuracy. The research methods include validity tests, reliability tests, normality tests, multicollinearity tests, heteroscedasticity tests, linearity tests, multiple linear regression analysis, t-tests, F-tests, and the determination coefficient test. The study results show that partially, Standard Operating Procedures have a positive and significant effect on employee productivity ($t_{table} 5.413 > t_{count} 2.026$). Partially, the Work Environment does not have a significant effect on employee productivity ($t_{table} 0.672 > t_{count} 2.026$). Simultaneously, Standard Operating Procedures and the Work Environment have a positive and significant impact on employee productivity ($t_{table} 25.085 > t_{count} 3.24$).

Keywords: Standard Operating Procedures, Work Environment, Productivity

1. INTRODUCTION

Employees as the dominant resource in the company are one of the internal factors of the company that plays an important role in producing a quality performance. The quality of human resources plays an important role in achieving a goal, this is because the human resources in the company have a role in implementing, planning, and mastering various aspects concerned (Iswandi, 2021).

In addition to having competent human resources, companies also need to establish clear rules and procedures to support employee performance. Standard Operating Procedures (SOP) are guidelines that provide direction and standards in carrying out daily tasks. Standard operating work procedures are standard activities that must be carried out sequentially to complete a job and if adhered to will have consequences such as smooth coordination, no overlap or duplication, harmonious working relationships, clarity of authority and responsibility of each employee (Aziz et al., 2022).

The work environment is the material and psychological conditions that exist in the organization. So that the company must provide comfortable environmental conditions for employees, both physically and psychologically. Providing a clean, cool, spacious, safe and tidy place and providing other supporting facilities such as restrooms and comfortable places

of worship as well so that employees are comfortable and enthusiastic about working. Paying attention to work environment conditions means trying to create work environment conditions that are in accordance with the desires and needs of employees as work implementers at the workplace (Wahyuningsih, 2018).

While Standard Operating Procedures (SOPs) and the work environment are generally recognized as important factors in improving employee productivity, there are often obstacles to their implementation in the field. In the shipping industry, which operates under dynamic and stressful conditions. SOPs are not always consistently followed by employees, for example, unclear instructions in SOPs, lack of adjustment to dynamic field conditions, lack of training and socialization of SOPs, and lack of regular evaluation and updates. For example, non-specific SOP instructions in the loading and unloading process cause confusion among employees, hindering smooth operations.

The work environment in the shipping sector includes not only offices, but also ships and port facilities. Employees working in this environment must face challenges such as extreme weather, demanding physical conditions, and psychological pressure. Therefore, creating a supportive work environment is a challenge for shipping companies especially at PT Bahari Eka Nusantara Tanjung Priok Branch, for example when employees are stationed at the port, they may have to work under the scorching sun or face heavy rain while ensuring the ship berthing process runs smoothly and on time. On board when they have to retrieve ship documents and certificates in the middle of the sea, they are faced with limited working space and shocks from the waves, which can affect their focus and physical health. The objective of this study is to analyze the effect of standart operating procedures and work environment on employee productivity at pt bahari eka nusantara tanjung priok branch

2. LITERATURE REVIEWE

Standart Operating Procedures

In the context of Standard Operating Procedures (SOPs), routine repetitive activities are recorded and described in writing to form guidelines for staff to perform tasks appropriately. The purpose of making SOPs is to achieve integrity and quality in the end result or service provided. According to (Artha & Intan, 2021) SOP is defined as a guide to the work process that must be carried out by every element of the company or agency. The SOP also acts as a guide to the work results that a company or agency wants to achieve. In summary, the SOP is a written guide containing routine and fixed work procedures to run the organization effectively

and efficiently. The SOP also functions as a systematic guide to create standardization, make it easier for employees to complete work, and reduce errors.

Work Environment

The work environment is a very important component when employees carry out work activities. By paying attention to a good work environment that is able to provide motivation to work, it will have an influence on the enthusiasm or enthusiasm of employees at work (Parashakti & Noviyanti, 2021); (Agustina et al., 2023). According to Sedarmayati in Panjaitan (2017) the physical work environment in the sense of all the conditions that exist around the workplace, will affect employees both directly and indirectly. Broadly speaking, according to (Purnama et al., 2020) the type of work environment is divided into 2, namely the physical work environment and the non-physical work environment. The physical work environment is all physical conditions found around the workplace that can affect employees either directly or indirectly.

Employee Productivity

Work productivity according to (Madjidu et al., 2022) is the ability of an employee in carrying out work to obtain results according to predetermined quality standards with a shorter time limit on work activities. This statement sees that productivity touches various aspects in humans such as attitude, mentality, ethics and expertise so that it can be used as a driving force in improving quality to be better every day. Productivity is a very important factor for the continuity of the company because it is the key factor to be able to make improvements every day and only labor can increase productivity (Suherman & Siska, 2024).

Previous Research

The The following are some of the results of previous studies that are related and also serve as references for this research, (Kusumadewi, 2022) research entitled “The Effect of Physical Work Environment and Standard Operating Procedures on Employee Productivity at PT. BPR Majalengka Jabar” The result of research is the physical work environment has a significant effect on employee productivity. This means that the better the physical work environment, the higher the employee's work productivity. Standard Operating Procedures have a significant effect on employee work productivity. This means that the better the standard operating procedures, the higher the employee productivity.

The researched “The Effect of Implementation of Standard Operating Procedures (SOP), Leadership Style, and Internal Audit on Employee Performance (Case Study at PT. Mega Pesanggrahan Indah)” by (Arief & Sunaryo, 2020) research result is Standard operating procedures have no effect on employee performance. This means that the better the standard

operating procedures, it will not improve employee performance. Leadership style has a significant positive effect on employee performance. Thus the better the leadership style, the better employee performance will be. Internal auditors have a significant positive effect on employee performance. Thus the better the internal audit, the better employee performance will be.

Another research was conducted by (Setiawati & Arianto, 2024) with the titled “The Effect of Standard Operating Procedures (SOP) and Work Environment on Employee Productivity at PT. Agro Perak Sejahtera North Bengkulu” The similarity has the same variables, namely Standard Operating Procedures and work environment. The difference is that all independent variables have an effect. The study carried out by (Yohanes B Windo Thalibana, 2022) regarding the “The Effect of Compensation, Work Environment and Job Stress on Work Productivity (Literature Review of Human Resource Management)” There are similarities in the variables of work environment and work productivity and the results show that the work environment affects work productivity.

Another research is “The Influence of Work Environment and Work Discipline on Employee Productivity Bekasi Spbu Operator Section PT Pertamina Retail” by (Setiawan & Nuridin, 2021) with the result The work environment has a positive and significant effect at a real level of 99% on the work productivity of employees of the Bekasi Gas Station Operator Section of PT Pertamina Retail.

Research Hypothesis

In this research the hypothesis was formed:

H₁: Standard Operating Procedures (X₁) has partial effect on employee productivity (Y) at PT Bahari Eka Nusantara Tanjung Priok Branch.

H₂: Work environment (X₂) has partial effect on employee productivity (Y) at PT Bahari Eka Nusantara Tanjung Priok Branch.

H₃: Standard Operating Procedures (X₁) and work environment (X₂) have simultaneous effect on employee productivity (Y) at PT Bahari Eka Nusantara Tanjung Priok Branch.

3. RESEARCH METHOD

The study population amounted to 40 people with a sampling method that is saturated sample. The type of data used in this study is quantitative data. This research. Data collection using a questionnaire that has been systematically arranged. Data processing begins with a validity and reliability test and continues with a classical assumption test consisting of a normality test, multicollinearity test, heteroscededity test, and a classical assumption

test.normality test, multicollinearity test, heteroscedasticity test, and linearity test. Then the data processing ends regression test, t test and F test, and the coefficient of determination test. The SPSS program was used to processing all these tests.

Employee Productivity of PT Bahari Eka Nusantara Tanjung Priok Branch (Y) is the dependent variable, while Standard Operating Procedures (X1) and Work Environment (X2) are the independent variables. The following framework explains how the independent variables affect the dependent variable:

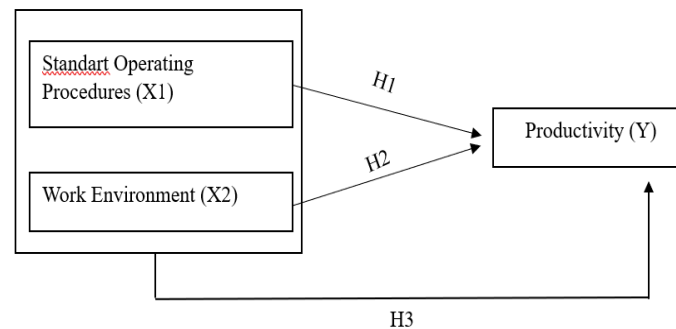


Figure 1. Research Framework

4. RESULT AND DISCUSION

Data Quality Test

The responses to the circulated questionnaire served as the primary source of data for this study. This study also includes the outcomes of the analytical approach that was examined utilizing the SPSS 25 data analysis program. The following table provides an illustration of this.

Table 1. Validity Test

<i>Variable</i>	<i>Question</i>	<i>r-count</i>	<i>r-table</i>	<i>Description</i>
Standart Operating Procedure (X1)	X1_1	0,614	0,312	VALID
	X1_2	0,346	0,312	VALID
	X1_3	0,649	0,312	VALID
	X1_4	0,607	0,312	VALID
	X1_5	0,439	0,312	VALID
	X1_6	0,411	0,312	VALID
	X1_7	0,606	0,312	VALID
	X1_8	0,472	0,312	VALID
Work Environment (X2)	X2_1	0,591	0,312	VALID
	X2_2	0,551	0,312	VALID
	X2_3	0,648	0,312	VALID
	X2_4	0,608	0,312	VALID
	X2_5	0,473	0,312	VALID

	X2_6	0,416	0,312	VALID
	X2_7	0,594	0,312	VALID
	X2_8	0,537	0,312	VALID
Productivity (Y)	Y_1	0,564	0,312	VALID
	Y_2	0,672	0,312	VALID
	Y_3	0,674	0,312	VALID
	Y_4	0,434	0,312	VALID
	Y_5	0,542	0,312	VALID
	Y_6	0,594	0,312	VALID
	Y_7	0,399	0,312	VALID
	Y_8	0,575	0,312	VALID

Source: Data Processed 2024

Based on Table 1. Validity Test, all statements on the Standard Operating Procedure (X1), Work Environment (X2) and Productivity (Y) variable questionnaire are declared valid, because the $r\text{-count} > r\text{-table}$ value. With a sample size of 40 and a significance level of $\alpha = 0.05$, the $r\text{-table}$ value obtained is 0.312.

Table 2. Reliability Test

<i>Variable</i>	<i>Cronbach's Alpha</i>	<i>Description</i>
Standard Operating Procedure (X1)	0,618 > 0,60	Reliable
Work Environment (X2)	0,666 > 0,60	Reliable
Productivity (Y)	0,688 > 0,60	Reliable

Source: Data Processed 2024

Based on Table 2. Reliability Test, it is known that the Cronbach's Alpha value of each variable is Standard Operating Procedures, namely 0.618, the work environment is 0.666 and employee productivity is 0.688. Therefore, all statements in the questionnaire for all variables are declared reliable, because Cronbach's Alpha > 0.60.

Classic Assumption Test

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		40
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	1.55264851
Most Extreme Differences	Absolute	.070
	Positive	.054
	Negative	-.070
Test Statistic		.070
Asymp. Sig. (2-tailed)		.200 ^{c,d}

- a. Test distribution is Normal.
- b. Calculated from data.
- c. Lilliefors Significance Correction.
- d. This is a lower bound of the true significance.

Figure 2. Normality Test

Based on Figure 2. Normality Test, the results of the normality test show that the significance value is $0.200 > 0.05$, it can be concluded that the residual value is normally distributed.

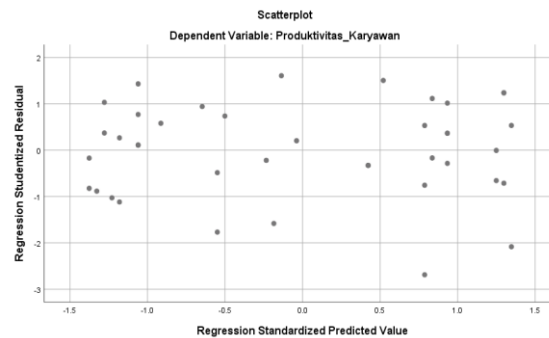


Figure 3. Heteroscedasticity Test

Based on Figure 3 of the heteroscedasticity test, it can be seen that the dots are scattered above and below the number 0, without forming a certain wave pattern or pattern. Thus, it can be concluded that there is no heteroscedasticity.

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	6.365	4.446		1.432	.161		
	Standar_Operasional_Prosedur	.747	.138	.705	5.413	.000	.676	1.480
	Lingkungan_Kerja	.088	.131	.088	.672	.506	.676	1.480

a. Dependent Variable: Produktivitas_Karyawan

Figure 4. Multicollinearity Test

Based on Figure 4. Multicollinearity Test, it can be seen that the VIF and tolerance values for each independent variable are as follows:

1. For variable X1, the VIF value is 1.480 ($1.480 < 10$) and the tolerance is 0.676 ($0.676 > 0.1$).
2. For variable X2, the VIF value is also 1.480 ($1.480 < 10$) and the tolerance is 0.676 ($0.676 > 0.1$).

Thus, it can be concluded that each independent variable has a VIF value < 10 and tolerance > 0.1 , which means that in this study there is no multicollinearity.

Table 2. Linearity Test

<i>Variable</i>	<i>Sig</i>	<i>Description</i>
Standard Operating Procedures (X1) on Employee Productivity (Y)	0,878	Linear
Work environment (X2) to Employee Productivity (Y)	0,580	Linear

Source: Data Processed 2024

Based on Table 2. Linearity Test, it is known that the linearity test results for the Standard Operating Procedure (X1) and Work Environment (X2) variables are greater than 0.05 (significance > 0.05). Therefore, it can be concluded that the two variables are linear.

Hypothesis Test

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	6.365	4.446		1.432	.161		
	Standar_Operasional_Prosedur	.747	.138	.705	5.413	.000	.676	1.480
	Lingkungan_Kerja	.088	.131	.088	.672	.506	.676	1.480

a. Dependent Variable: Produktivitas_Karyawan

Figure 5. Partial Test

Based on Figure 6. Partial Test above, it can be concluded that the t-count value is $5.413 > t\text{-table } T_{\text{tabel}} = t(\alpha/2 ; n-k-1) = t(0,05/2 ; 40-2-1) = t(0,025 ; 37) = 2,026$ and Sig value. $0.000 < 0.05$, which means that H01 is rejected and H11 is accepted, then the Standard Operating Procedure (X1) variable partially has a positive and significant effect on employee productivity at PT Bahari Eka Nusantara Tanjung Priok Branch. The t-count value is $0.672 < t\text{-table } 2.026$ and Sig value. $0.506 > 0.05$, which means that H01 is accepted and H11 is rejected, then the work environment variable (X2) partially has no effect on the employee productivity variable of PT Bahari Eka Nusantara Tanjung Priok Branch

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	127.482	2	63.741	25.085	.000 ^b
	Residual	94.018	37	2.541		
	Total	221.500	39			

a. Dependent Variable: Produktivitas_Karyawan

b. Predictors: (Constant), Lingkungan_Kerja, Standar_Operasional_Prosedur

Figure 6. Simultaneous Test

Based on Figure 7. Simultaneous Test, it can be concluded that the F-count value is $25.085 > F\text{-table } 3.24$ and the Sig value. $0.000 < 0.05$ which means that H01 is rejected and H11 is accepted, then the Standard Operating Procedure (X1) and Work Environment (X2) variables simultaneously have a positive and significant effect on employee productivity of PT Bahari Eka Nusantara Tanjung Priok Branch.

5. DISCUSSION

Effect of Standard Operating Procedures on Employee Productivity

The results of this study obtained a t-count value of $5.413 > t\text{-table } 2.026$ and a Sig value. $0.000 < 0.05$, which means that H01 is rejected and H11 is accepted, then the Standard Operating Procedure (X1) variable partially has a positive and significant effect on employee productivity of PT Bahari Eka Nusantara Tanjung Priok Branch.

The implementation of SOPs in accordance with regulations will have a positive impact on organizational performance. This is because all operational activities carried out by employees will run according to the standards set in the SOP. Thus, the SOP is an indispensable tool in an organization to achieve consistent and optimal results from the processes carried out (Artha & Intan, 2021). The functions of the Standard Operating Procedure (SOP) include expediting the tasks of employees or teams / work units, as a legal basis in the event of irregularities, clearly knowing the obstacles and being easy to track, as a guide in carrying out routines (Harwindito & Khairulizza, 2021).

Effect of Work Environment on Employee Productivity

Based on the research results, it is found that the t-count value is $0.672 < t\text{-table } 2.026$ and the Sig value. $0.506 > 0.05$, which means that H01 is accepted and H11 is rejected, then the work environment variable (X2) partially has no effect on the productivity of employees of PT Bahari Eka Nusantara Tanjung Priok Branch.

It should be a good work environment if employees or employees can carry out activities optimally, healthily, safely and comfortably. A poor work environment can demand more workers and time and does not support the design of an efficient work system (Madjidu et al., 2022); (Lestari et al., 2024). According to (Parashakti & Noviyanti, 2021) the work environment is a very important component when employees carry out work activities. By paying attention to a good work environment that is able to provide motivation to work, it will have an influence on the enthusiasm or enthusiasm of employees at work.

Effect of Standard Operating Procedures and Work Environment on Employee Productivity

Based on the research results, it can be concluded that the F-count value is $25.085 > F$ -table 3.24 and the Sig value. $0.000 < 0.05$ which means that H_0 is rejected and H_1 is accepted, then the Standard Operating Procedure (X1) and Work Environment (X2) variables simultaneously have a positive and significant effect on employee productivity of PT Bahari Eka Nusantara Tanjung Priok Branch.

When standard operating procedures and work environment are optimally implemented, both are able to significantly increase employee productivity, because employees can work more focused, motivated, and efficient in carrying out their duties. This combination shows that organizational success in improving employee productivity depends on the harmonization between standardized work procedures and a supportive work environment. According to (Nurhaliza & Winarno, 2023) standard operating procedures and a supportive work environment can increase employee productivity. Because standard operating procedures are supported by perfect facilities and positive working relationships among coworkers, employees who feel comfortable in the workplace will do their best and comply with business directives.

6. CONCLUSION

Based on the results of this research at PT Bahari Eka Nusantara Tanjung Priok Branch, the authors can draw the following conclusions:

- a. The standard operating procedure variable partially affects employee productivity at PT Bahari Eka Nusantara.
- b. The work environment variable partially has no effect on employee productivity at PT Bahari Eka Nusantara.
- c. The standard operating procedure and work environment variables simultaneously affect employee productivity at PT Bahari Eka Nusantara.

For companies, they should maintain standard operating procedures. In addition, the company should compile and implement clear SOPs to facilitate work, so as to increase efficiency and accelerate target achievement. Although the work environment has no significant effect, it is better to provide adequate rest rooms for employees to support comfort and increase productivity. For further research, it is expected to develop research using other independent variables such as work discipline, leadership, motivation, competence so that it can provide a better influence on employee productivity.

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