

Model Analysis of Development and Application of Standard Operational Procedures as Intention of Informal Supervision Implementation

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ABSTRACT

The aim of this research is the development of a Standard Operating Procedure model that is compiled and applied in educational institutions as a form of informal supervision by the principal to help teachers overcome learning problems. This study uses a quantitative approach with a descriptive research design. The research sample chosen was all employees and principals in Junior High School (*Sekolah Menengah Pertama / SMP*) Laboratorium UM, Malang, Indonesia. This research concludes that the Standard Operational Procedure model proposed by researchers can be followed up and implemented in schools. This was obtained based on data obtained in the field, namely, the variable of compiling Standard Operational Procedures as a form of the implementation of informal supervision by the principal is in the very high category of 62.

Keywords: standard operating procedures, planning, implementation

1. INTRODUCTION

The existence of educational institutions cannot be separated from the problems during the implementation process. Problems that arise can arise from internal and external sources of the institution. One of the internal problems that can arise in schools is that of the educators and their educational staff. Problems that arise on the part of educators are closely related to problems of competence and learning being carried out. The problems that arise must be immediately accommodated to find solutions both by the teacher concerned and by the principal as the learning leader. The principal can help teachers solve their problems through supervision techniques, both individual and group supervision. However, not all school principals can carry out proper supervision to help solve employee problems. As has been done by [1] that the implementation of curriculum and learning on the indicators of implementing the supervision of learning by the principal still has the lowest score, namely 67.21. Based on this research, researchers followed up on

conditions in the field by carrying out further research through the development of a model for the formulation and application of Standard Operating Procedures as an informal supervision technique to help teachers identify what problems and what kind of solutions are needed by teachers in the field. recognized by the principal as a learning leader.

Standard Operational Procedure is a control software, which regulates the stages of a work process or a certain work procedure so that it can run properly following the stated objectives [2]. The existence of standard operating procedures in schools plays a very important role, especially in terms of school operations. Standard Operating Procedures can be used as a guide to anticipate various situations that can occur in running a school. Even though the school is run is developing, maintaining consistency in complying with Standard Operating Procedures can help schools to run and operate following the main targets and objectives, especially the vision and mission [3].

Table 1 Descriptive Statistics

| | N | Range | Minimum | Maximum | Sum | Mean | | Std. Deviation | Variance | Skewness | | Kurtosis | |
|--------------------|------------|------------|------------|------------|------------|------------|------------|----------------|------------|------------|------------|------------|------------|
| | Statistics | Statistics | Statistics | Statistics | Statistics | Statistics | Std. Error | Statistics | Statistics | Statistics | Std. Error | Statistics | Std. Error |
| Preparation of SOP | 29 | 64 | 152 | 216 | 5377 | 185.41 | 3,870 | 20,840 | 434,323 | .143 | .434 | -1,420 | .845 |
| Application of SOP | 29 | 16 | 20 | 36 | 843 | 29.07 | .791 | 4,259 | 18,138 | .306 | .434 | -,569 | .845 |
| Valid N (listwise) | 29 | | | | | | | | | | | | |

Without Standard Operating Procedures, school residents cannot work effectively and efficiently and do not understand the scope of their work. So that the existence of Standard Operating Procedures is very important as a guideline and reference for schools to get the maximum possible quality improvement through effective and efficient procedures [4]. In line with these maxims, the existence of Standard Operating Procedures can help a company achieve its stated goals [5].

The process of achieving the goal of using these Standard Operating Procedures can be reflected in the existence of a standardized Standard Operating Procedure designed for employees as a guide in carrying out their duties so that errors or problems that will arise at work can be minimized. Principals, educators, and staff can refer to the Standard Operating Procedures that have been established in each section to minimize errors that will arise[6]. Therefore, the researcher offers the development of a Standard Operational Procedure model that is compiled and applied in educational institutions as a form of informal supervision by the principal to help teachers overcome learning problems that arise in schools[7].

2. METHOD

The type of research used is a quantitative research using descriptive analysis [8]. In descriptive design research, the researcher can find out the mean, median, mode, range, standard deviation, maximum score, and the minimum score for each variable. The results of the descriptive analysis will be presented by the researcher in tabular form which is then translated by the researcher about the development of a Standard Operational Procedure model in the field.

Researchers used the IBM SPSS Statistics 20 program to analyze data obtained from the field. The data collection technique used by researchers is to distribute closed questionnaires to respondents. Respondents selected by the researcher as the research sample were 29 teachers and principals at Laboratory Middle School, Malang, Indonesia.

3. RESULTS

Table 1 presents descriptive statistics of field data on the preparation and application of Standard Operational

Procedures as a form of informal supervision of school principals. Based on the results of the data description of the research variables for the preparation of Standard Operational Procedures, it is known that: standard deviation 20,840; minimum score of 152; maximum score 216; range 64; mean 185.41; and the interval 40.5. The description of the variable frequency for the preparation of Standard Operating Procedures is presented in Table 2.

Based on the research results obtained by researchers, the description of the standard operating procedure formulation model as a form of the implementation of informal supervision is in the very high category, namely 62.1%. From these results, it can be said that most of the research samples contributed actively and understood the process of preparing Standard Operational Procedures as a form of supervision.

The components of the preparation of Standard Operating Procedures that are understood by research respondents are the benefits of Standard Operating Procedures; the principles of preparation Standard Operating Procedures; writing system Standard Operating Procedures; characteristics of Standard Operating Procedures; as well as various kinds of types Standard Operating Procedures.

The results of testing the model in the “very high” category can be followed up at the next research stage so that variations in the implementation of supervision by the principal can be carried out properly and are expected to be able to overcome various problems, both learning problems and others by each employee so that the implementation of institutional activities can run effectively and efficiently because the institution has prepared a well-designed Standard Operating Procedure to minimize obstacles.

Table 2 Variable Frequency Distribution for the Formulation of Standard Operating Procedures

| Category | Interval | f | % |
|--------------|---------------|-----------|------------|
| Very low | 54 - 94.5 | 0 | 0 |
| Low | 94.6 - 135 | 0 | 0 |
| High | 135.1 - 175.5 | 11 | 37.9 |
| Very high | 175.6 - 216 | 18 | 62.1 |
| Total | | 29 | 100 |

Based on the results of the data description of the research variables, the application of Standard Operational Procedures is known: the standard deviation is 4.259; minimum score of 20; maximum score 36; range 16; mean 28.07; and the interval 6.75. The description of the variable frequency of applying Standard Operational Procedures is presented in Table 3.

Table 3 Variable Frequency Distribution for the Application of Standard Operational Procedures

| Category | Interval | f | % |
|--------------|---------------|-----------|------------|
| Very low | 9 - 15.75 | 0 | 0 |
| Low | 15.76 - 22.50 | 0 | 0 |
| High | 22.51 - 29.25 | 19 | 65.5 |
| Very high | 29.26 - 36 | 10 | 34.5 |
| Total | | 29 | 100 |

Based on the research results obtained by the researcher, the description of the model of applying Standard Operating Procedures as a form of implementing informal supervision is in the high category, namely 65.5%. From these results, it can be said that as many as 19 respondents understood the components and mechanisms for implementing the Standard Operational Procedure model designed by the researcher.

4. DISCUSSION

As a guideline for preparation Standard Operating Procedures good, the institution can pay attention to 7 main things, namely efficiency; consistency; minimize errors; problem-solving; labor protection; working map; and defense boundaries [9]. Efficiency is defined as an accuracy that relates to all activities that are expected to be completed according to the desired targets and goals in a fast time.

Consistency is defined as an activity that is constant and does not change through precise calculations so that a high level of discipline is required in carrying out activities. Minimizing errors means that Standard Operating Procedures must be arranged to keep all activities away from error activities from all aspects so that Standard Operating Procedures This can lead employees to systematic performance.

Problem-solving means the preparation of Standard Operating Procedures must be able to solve conflicts that occur in an institution. So that if a problem occurs in the middle of an activity, the various parties involved must comply with the existing Standard Operating Procedures.

Labor protection, namely Standard Operating Procedures, is also formulated to protect employees in all parts from the possible risks arising from the work that is being carried out. A work map is a pattern in which Standard Operating Procedures are compiled based on work activities that should be carried out in all sections. Standard Operating Procedures are neatly arranged so that

each employee can run them properly. Through a working map Standard Operating Procedures neat and clear, employees who do their job will not move anywhere and can focus according to their respective duties, main points, and functions.

Defenses boundaries are interpreted as inspection steps of an institution in stepping because all activities carried out are based on Standard Operating Procedures predefined [10]. The results of this research can be followed up through the application of various Standard Operational Procedures that should exist in every part of the school. This is considered important because according to [11], the application of Standard Operating Procedures also can influence and even change the image of an institution.

The forms of this influence and change take the forms of previously slow and convoluted institutional services became effective and efficient; then also the institution can improve the performance of all components in the institution to achieve good quality.

Apart from the urgency of Standard Operating Procedures in an institution, the application of the model Standard Operating Procedures also must pay attention to the steps for implementing good Standard Operating Procedures.

This is following the explanation from [12], the implementation steps Standard Operating Procedures among them must go through implementation planning Standard Operating Procedures ripe ones; the distribution to units in an institution; training in understanding Standard Operating Procedures for all employees; supervision and monitoring of implementation; as well as regular evaluations from the leadership [13].

Schools in applying the Standard Operational Procedure model have implemented one concrete step that has produced very good results, namely the planning step for the preparation of Standard Operating Procedures [14].

So that this must be followed by the next steps, namely the institution must be able to distribute all types of Standard Operating Procedures to individual units; the agency should provide training to all employees in all top units Standard Operating Procedures which has been distributed, and the institution (in this case the principal) must carry out periodic monitoring of Standard Operating Procedures which has been understood and implemented by all employees so that the results of the monitoring can be used as evaluation material by the principal.

The results of the evaluation can be used as input for improvements to the preparation plan Standard Operating Procedures which is even better to improve the quality of institutional services in all work units[15]. For small tables, please place it within a column and a bigger table is placed in a text frame spanning to both columns. Use the Table facility available within the MSWord. The font

in the row header should be bold and you can use the style available from the style palette.

5. CONCLUSION

Based on the results of the analysis obtained by the researcher, the research conclusion obtained is a model Standard Operating Procedures proposed by researchers can followed up and implemented in school. This is obtained based on data obtained in the field, namely, the compilation variable Standard Operating Procedures as a form of the implementation of informal supervision by the principal, it is in the very high category, namely 62.1% and the application variable Standard Operating Procedures as a form of the implementation of informal supervision by the principal is in the high category, namely 65.5%.

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