

## Analysis of application of standard operating procedure in the management of the archives pt. pln (persero) rayon medan baru

Dina Octavia<sup>1</sup>, Selfitrida. A. Yani<sup>2</sup>, Jufri Halim<sup>3</sup>

<sup>1,2</sup> Politeknik Unggul LP3M Medan, 20156 North Sumatera, Indonesia

<sup>3</sup>STMIK Triguna Dharma Medan, 20153 North Sumatera, Indonesia

### ABSTRACT

*In the current globalization era, the demand of the accurate data and information is absolutely needed to support the continuity of a company. Therefore, all activities in the office are always connected with filing. This study aims to determine how is the implementation of Standard Operating Procedure at PT. PLN (Persero) Rayon Medan Baru. The research methodology is qualitative descriptive approach that is investigating the real facts and has been provided which has several stages : pay attention carefully, their searching inquiry and acting as agents or direct instrument. Standard Operating Procedures implemented in PT. PLN (Persero) Rayon Medan Baru that is filing system change from manual to electronic application system AIL, AP2T is a centralized application service customer data, standardization of systems of Standard Operating Procedures and facilities, numbering letter of the product (in accordance with filing cabinet on the arrangement/record keeping), the scanning process of the customer data that is then stored on file in accordance with the number of filing cabinets. Given this research it is known that there are some irregularities in implementation of Standard Operating Procedures in records management at PT. PLN (Persero) Rayon Medan Baru. For that PT. PLN (Persero) Rayon Medan Baru need to do some improvements in the filing system.*

**Keywords** - *archive, standard operating procedures*

### INTRODUCTION

In the current era of globalization, the demand for data accuracy and information is absolutely necessary to support the continuity of a company. Therefore, all office activities are always recorded with filing system. The filing process has a very important role, both as a center of memory, resources, or as a surveillance tool in an organization. The filing also has a very important role in the process of presentation of information for leaders to make decisions and formulate wisdom.

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\*Corresponding author. Telp : 085296147188, E-mail address: dina11oktober@gmail.com

Therefore, in order that the filing could be used effectively and efficiently also could provide information faster, complete and correctly, there must be a proper management system and procedures in the field of filing. According to T. Soemohadiwidjojo Arini, Standard Operating Procedure that the guides are used to ensure the organization's operational activities or company to run smoothly. Standard Operating Procedure of the company aims to ensure the organization operates consistently, effectively and systematic.

The Standard Operating Procedure is a standard that the understanding of the standard is a specific rule, principle, or action defined by reference to the employee in performing their duties consistently (Kotschevar & Luciani, 2007: 188). According to the Analysis and the Design of the Study Model Records Management in order for good administration filing, the management of filing the following objectives : (1) Documenting the policy or the institutional conditions accurately and completely. (2) Controlling the quantity and quality of the resulting filing institutions. (3) Established the effective controlled and economically/efficiently (4) Simplifying the activities, the systems and the processes of creating the use, and the maintenance of filing. (5) Ensure the beginning and the end preparation of filing documentation in accordance of the provisions efficienciently. (6) Have the integration between the management of filing with information technology.

According to Basuki (2003), there are some methods of document destruction inactive namely: Enumeration. This method is commonly used in Indonesia for destroying documents in paper form by using the tool enumerator called shredden. This tool uses a variety of methods to cut, pull and tear the paper into bits cut small pieces where the results will vary from 0.8 cm up to 2.5 cm. Burning. This method is very popular in the past because it is considered the most secure, although sometimes burned documents thrown from a burning fire so that there may be a secret document can be known competitors. There are currently less popular because the combustion method considered less friendly to the environment. Pulping. This method is a method that is economical, safe, clean, comfortable. Although less o popular in Indonesia. Documents to be destroyed included reservoirs filled with water, and then the chopped and channeled through filter.

## **RESEARCH METHODOLOGY**

The methods of the study was conducted with a case study approach that is qualitative descriptive that is investigating the real facts and made available on the filing management unit of PT. PLN (Persero) Rayon Medan Baru. There are several steps, namely : (1) Noting carefully their search inquiry. (2) The researchers act as the agents or direct instrument. (3) Narrative form as a reporting. This research work flows through several steps, namely: (1) Preparation step determining the sources of information. (2) The collection step, interviews,

observations and analyzes. to support the collection of data it is need to the literature study which is literature study from several textbooks, primary data is the data obtained from observations and secondary data which is the data needed to perform the analysis. (3) Stage step design of the models.

## RESULTS AND DISCUSSION

The Standard Operating Procedures implemented by PT. PLN (Persero) Rayon Medan Baru are : (1) The filing system from manual to the function of application system using electronic AIL. (2) AP2T is a centralized customer data service application. (3) The standardization system of the standard operating procedures and the facilities. (4) The numbering letter of the product (in accordance with a filing cabinet on the arrangement/record keeping). (5) The scanning process of customer data that is then stored on file in accordance with the number of filing cabinets. Besides the role of records management unit is also very important in the course of standard operating procedure is effective, the following are the tasks of records management unit at PT. PLN (Persero) Rayon Medan Baru : (a) Implement guidance filing system (SOP) thoroughly. (B) Conduct the way of putting and controlling of incoming and outgoing mail. (C) To lead the implementation of the labor environment. d) To lead the implementation of the labor environment archival processing unit. (D) To coordinate and check the filing (E) Implement guidance filing system according to SOP established by the company. (F) Storing and maintaining filing (G) To control incoming and outgoing mail.

The obstacles to deploy SOP filing at PLN (Persero) Rayon Medan Baru is (1) Organizational barriers, obstacles these problems arise due to problems that occurred with management organization. There is nothing wrong with leadership styles, organizational structure which are too fat groove coordination is too long and complicated and others so on. (2) Barriers Operations, Operational constraints arise from operational problems of organization, such as organizational linkages with legislation. (3) Managerial barriers, obstacles in the form obscurity Vision and Mission of the company, strategy, organizational policies, or rule of order, and the absence of monitoring and good control for PT. PLN (Persero) Rayon Medan Baru need to do some revamping the filing system.

According to Law No. 43 of 2009 on filing (State of the Republic of Indonesia in 2009 number 152, additional state number 5071) that compiled the archive should not be original in the sense that the archive should be effective in storage. Therefore, when the archive set up with the effective management of Standard Operating Procedures (SOP) can run well too. Most of the regulations or the application of the management of Standard Operating Procedures (SOP) has been done, it's just not as much as expected.

Records management is implemented in an integrated programmatic and supporting enterprise activities. As a source of information, filing needs to be managed properly. In order for records management can be done integrated in all work units/unit management, it needs to be poured in formal provision Records Management Standard Operating Procedure (after this called the Filing Management SOP). PLN is one institution that has a good management. PT. PLN (Persero) Rayon Medan Baru is one company that manages the filing of customers. PT. PLN (Persero) Rayon Medan baru filing and applied according to the Standard Operating Procedures have been good but less efficiently implemented due to several factors such as not good communication between superior and subordinate, less regulation for filing room at PT. PLN (Persero) Rayon Medan Baru ,thus it become obstacle in the implementation of Standard Operating Procedures applicable.

According to Annie Sailendra (2015) Standard Operating Procedure is a dynamic system that must always be adapted to the development, given that the company's needs may also change from time-to time. It is not impossible that the policy set out in an organization or a company becomes irrelevant in the future due to various conditions. Implementation of the application of Standard Operating Procedures must be kept constantly monitored so that the application process can be run well, input in any monitoring will be a valuable ingredient in an evaluation so that improvements to the SOP to do precisely according to needs. One way of monitoring the Standard Operating Procedure is to conduct an audit done by an internal or external organization. The audit result can be used to identify processes or work unit need to be repaired or upgraded the effectiveness. There are some little things that could cause the company's SOP revisions, they are: Change the name of the function, changes to the definition used in SOP, change the reference on which to base the development of SOP, and changes in the type of equipment used. In addition, there are fundamental things that could also make the company revised SOP namely business development, change organizational structure, changes in work locations, changes in customer demands, changes in technology used in the operations support organization massive and their audit findings that show SOP was no relevant to the real conditions.

One way that can be done by referring on Susatyo opinion Herlambang, that the filing system is either cover density, not filling the room, can be approached, a closet letter ease mail is stored and retrieved, simple, easily understood and implemented, safe, level archive security guaranteed to the interests, cost-effective, labor, and cost additional can be found by quickly.

## CONCLUSIONS

1. Management of archives at PT. PLN (Persero) Rayon Medan Baru uses AAeLci system that is Application of AIL elektronik and AP2T for application data of centralized customer.
2. Found some obstacles in doing SOP, they are : organitastional obstacle, operastional obstacle, managerial obstacles.
3. PT. PLN (Persero) Rayon Medan Baru require to work on some revamping in filing system.one of the way is giving space to the room not too crowded, locate the filing cabinet in space, to make it easy to take letter that have been kept, simple and easy to understand and to do, save for the filing according to the needed, economically, for budget and employee and additional budget will find out easily.

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