

ABSTRACT

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CREATING THE STANDARD OPERATING PROCEDURE (SOP) FOR THE RETAIL SALES AND PARTNERSHIP DIVISION OF PT POS INDONESIA (Persero) KCU MAKASSAR 90000

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Creating the Standard Operating Procedures (SOPs) is crucial within a company to clarify the workflow of its employees, particularly in organizations engaged in the provision of goods and services. This also applies to PT Pos Indonesia (Persero) KCU Makassar 90000. As a state-owned enterprise operating in the goods and services sector, it is essential for the company to have SOPs that govern the processes across all its divisions. One such division is the Retail Sales and Partnership Department at PT Pos Indonesia (Persero) KCU Makassar 90000. This department is the focal point of this study and serves as the catalyst for the identified issue. The absence of an SOP as a guideline for the employees' workflow has led to the objective of this research: the formulation of an SOP for the Retail Sales and Partnership Department at PT Pos Indonesia (Persero) KCU Makassar 90000.

The research method employed is a qualitative approach, utilizing interviews as the primary data collection technique to obtain relevant information pertaining to the research.

The output of this research created the SOPs as guidelines to streamline work processes in the Retail Sales and Partnership Division that align with the operational needs of each employee in that department. These SOPs also serve as a guide to streamline workflows for new employees joining the Retail Sales and Partnership Department in the event of rotations or transfers, which are conducted on a regular basis every 6 months to 1 year.

Keywords: *Standard Operating Procedures, State-Owned Enterprise, Retail Sales and Partnership Division, PT POS Indonesia (Persero) KCU Makassar 90000*



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