



## The Effect of the Implementation of Standard Operating Procedures (SOP) Code of Ethics and Work Discipline on the Performance of Employees of the Talaga Jaya Health Center in Talaga Jaya Regency

Nadia Nazwa Mohamad<sup>1\*</sup>, Herlina Jusuf<sup>2</sup>, Yasir Mokodompis<sup>3</sup>

<sup>1,2,3</sup>Fakultas Olahraga Dan Kesehatan, Universitas Negeri Gorontalo

### Article Info

#### Article history:

Received 25 May, 2024

Revised 17 Jun, 2024

Accepted 25 Jul, 2025

#### Keywords:

SOP, Code of Ethics,  
Work Discipline,  
Performance

### ABSTRACT

The implementation of SOPs, codes of ethics and work discipline is a problem that needs to be considered in order to create good service and ethical standards as well as professionalism among medical and non-medical staff. The formulation of the problem is whether the application of operational standards, procedures, codes of ethics and work discipline affects the performance of employees of the Talaga Jaya health center, Gorontalo Regency. The purpose of the research was to determine the effect of the implementation of operational standards, procedures, code of ethics and work discipline on the performance of employees of the Talaga Jaya Health Center, Gorontalo Regency. Quantitative research design uses Analytic survey with Cross Sectional approach design. Sampling uses total sampling. The population in this study is all permanent employees who are actively working at the Talaga Jaya Health Center in 2024 totaling 54 people. The results of this study show that the standard variable of the code of ethics procedure was obtained with a value of 8,247 with a significance value of  $0.00 < 0.05$  where the value of  $t$  shows that there is a significant influence of the standard operating procedure variable on the performance of the work discipline variable has a value of 25.769 with a  $t$  level of 0.01 indicating that the discipline variable has a significant influence on the performance variable. It is recommended that the Talaga Jaya Health Center further improve the supervision and evaluation system. For the next researcher, it is recommended to research other variables related to employee performance

### Corresponding Author:

Nadia Nazwa Mohamad

1Fakultas Olahraga Dan Kesehatan, Universitas Negeri Gorontalo

Email: [nadia.nazwa98@gmail.com](mailto:nadia.nazwa98@gmail.com)

### INTRODUCTION

A service can be said to be of high quality when the service is provided in accordance with the guidelines that have been enforced. Quality service is essentially the best service and meets applicable standards. Therefore, service providers must be able to understand the needs of the wider community and play a role in carrying out responsibilities to always improve service governance. (Dwi et al., 2023).

Basically, humans are a very influential aspect in every agency because humans are the main drivers. In addition, the company also implements policies and procedures for its employees. These policies and procedures are designed to meet the needs of the company in achieving its goals. (Soemohadiwidjojo, 2018). The implementation of SOPs is important in improving compliance with the implementation of tasks in an organization. Basically, SOPs provide clear guidance on standardized aspects, so that everyone in the organization can carry out every process and activity properly. This effort is made to ensure that each individual in the organization performs their duties consistently, so as to reduce errors and increase efficiency

Work discipline is a guide that is compiled to set rules and things that must be followed by employees in doing their duties. Work discipline aims to maintain order, increase productivity, and form a professional work culture. Through the application of work discipline, it is hoped that it can reduce violations or non-conformities that can affect organizational performance (Sukardi, 2021)

Employee performance is an aspect that needs to be considered in the context of the effectiveness of an organization. Optimal performance can only be achieved if the factors that affect the performance are properly met. One of the main indicators is the number of jobs completed, where employee productivity is measured based on the volume of tasks that have been successfully completed according to the predetermined target. In addition, the quality of work is also an important measure that reflects how well the task is carried out, to ensure that the work results meet the expected health service standards.

The optimal performance of Puskesmas officers is indispensable in providing quality services to the community. The code of ethics establishes ethical and professional standards that must be adhered to by employees. By adhering to a good code of conduct, employees are expected to maintain a high level of professionalism in their work. By showing a commitment to follow the code of ethics, employees can build public trust in the services provided by the Health Center. (Irawan Adam, 2023)

Puskesmas is a basic health service unit that has an important role to achieve an optimal degree of public health. The health center has a mission to become a center for development and health services. In carrying out their duties, the health center provides comprehensive and integrated health guidance and services to the community in their designated work areas

The Talaga Jaya Health Center is part of the Gorontalo Regency Regional Apparatus Work Unit where the Talaga Jaya Health Center in 2024 has 54 employees consisting of 28 civil servants (civil servants), 1 P3K, 1 healthy archipelago, 10 regional workers, 1 BLUD contract worker and 13 servant contract employees who are expected to provide services in accordance with standards

Based on the results of initial observations conducted at the Talaga Jaya Health Center, it was found that there are several aspects in the assessment of employee performance that still need further attention where this condition has the potential to affect the quality of health services provided to the community. Based on the results of initial observations related to the performance of employees at the Talaga Jaya health center on 5 employees where of the 5 employees taken, the results of employee performance consisted of 2 employees who were categorized as poor, 2 employees who were categorized as good and 1 employee in the very good category

The results of initial observations in the field and interviews conducted with the head of administration at the Talaga Jaya health center showed a low level of employee compliance at the Talaga Jaya health center Related to the operational standards of the code of ethics procedures that were enforced where out of 53 employees who worked There were 13 employees (24.53%) who did not comply with the standard operating procedures and the low level of employee discipline towards punctual attendance from the time of entering work and when returning from work where out of 53 employees there are 19 employees (35.85%) who are not disciplined in working at the Talaga Jaya health center, Gorontalo Regency

## RESEARCH METHODS

### Research Location and Time

This research has been carried out at the Talaga Jaya Health Center This research has been carried out in January 2025. The Use of Quantitative Design using an Analytic survey with a Cross Sectional approach design This design aims to assess the relationship between two independent variables (the implementation of SOPs, Code of Ethics and work discipline) and the dependent variable (employee performance) in a certain period of time.

### Population and Sample

Dallalm researcherLn this, populace.Lsi Yalng D'Agostinolksud Aldallalh all over the pegalwali Tetalp YesLng Functional Alphas at the Health CenterLs Tallalgal YesLyal SquirrellySão Paulo 2024, yesLng A total of 54 hoursLng.dan Salmpel NowLng Used by Aldallalh 54 hoursLng Squirting TeaLp Puskesmas Tallalgal it.Lng sealng alktif Work Paldal Sallt ResearcherLn Squirting

### Data Analysis Techniques

Alnallysis univalrialt merupalkaln technique alnallisis staltistik yeslng bialsalnyal diteralpkaln paldal saltu valrialbel and Alnallisis bivalrialt dilalkukaln setelah alnallisis univalrialt, yeslng halsilnyal indicatesln kalralkteristik altalu Sebalraln malsing-malsing Valrialbel.

## RESULTS

### Univariate Analysis

The research, which has been carried out in 1 month, precisely in January 2025, was carried out at the research location located directly in the working area of the Talaga Jaya Health Center, Gorontalo Regency

### Distribution of respondents based on the application of standard operating procedures and code of ethics

Table 1 Distribution of respondent characteristics based on the application of code of ethics sops

Code of Conduct Procedures Operational Standards	Frequency	
	N	%
Less good	3	5,6
Good	2	3,7
Excellent	49	90,7
Total	54	100

Source: Primary Data 2025

Table 1 above shows the results of the distribution of respondents based on the implementation of the code of ethics sop, it can be seen that as many as 3 people were categorized as not good with a percentage (5.6%), 2 people were categorized as Good with a percentage (3.7%) and 49 people were categorized as very good with a percentage (90.7%)

### Distribution of respondents based on the application of work discipline

Table 2 Distribution of respondent characteristics based on the application of work discipline

Work discipline	Frequency	
	N	%
Less good	12	22,2
Good	9	16,7
Excellent	33	61,1
Total	54	100

Source: Primary data 2025

Table 3.2 above shows the results of the distribution of respondents based on work discipline, it can be seen that as many as 12 people were categorized as poor with a percentage (22.2%), 9 people were categorized as good with a percentage (16.7%) and 33 people were categorized as very good with a percentage (61.1%)

### Distribution of respondents based on employee performance

Table 3. Distribution of respondent characteristics by performance

Employee performance	Frequency	
	N	%
Less good	4	7,4
Good	4	7,4
Excellent	46	85,2
Total	54	100

Source: Primary data 2025

Table 3 above shows the results of the distribution of respondents based on employee performance, it can be seen that as many as 7 people are categorized as poor with a percentage (13.0%), 7 people are categorized as Good with a percentage (13.0%) and 40 people are categorized as very good with a percentage (74.1%)

### Bivariate Analysis

The effect of the implementation of standard operating procedures of the code of ethics on the performance of puskesmas employees

### Determinant Test (R square)

Table 4 Determinant Test (R square)

Model Summary <sup>b</sup>				
Type	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.576a	.332	.319	6.641

Based on table 3.4 of the results of the Summary Model Determination Test above, it is known that the R square value is 0.576 (57.6%). This shows that using a regression model, where independent variables (standard operating procedures, code of conduct) have an influence on dependent variables (employee performance) by 57.6%. Being in the medium category While 42.4% is influenced by other variables.

### Simultaneous test (F test)

Table 5 Simultaneous tests (F tests)

NEW ERA						
Type		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	1137.916	1	1137.916	25.801	.000b
	Residual	2293.417	52	44.104		
	Total	3431.333	53			

Based on table 5 above, the simultaneous significance test showed a calculated F value of 25.801 with a significance value of 0.000. From the results of simple linear regression analysis, the same calculated F value was obtained, which was 25.801. While the value of the F table at degrees of freedom (df) 1 and 52 with  $\alpha = 0.05$  is 4.03. Since the F calculation is larger than the F table ( $25.801 > 4.03$ ) it can be concluded that the regression model used is significant. Thus, there is a significant influence between standard operational procedures (X1) on the performance of Talaga Jaya Health Center employees.

### T test (partial test)

Table 6 Results of the t-test (Partial test)

Coefficient					
Type		Unstandardized Coefficients		Standardized Coefficients	Sig.
		B	Std. Error	Beta	
1	(Constant)	8.247	6.403		.203
	Total_sop	.748	.147	.576	.000

In ta3.6 in a, the following regression is given:

$$Y = 8.247 + 0,748 X + e$$

nilali tcount valrialbel stalndalr opsional procedure (X1) sebesar 8,247 dimalnal thitung > ttalbel altalu  $8,247 > 2,008$  daln nilali meanslni sebesar  $0.00 < 0.05$  yalng alrtinyal balhwa stalndalr opsional procedure code of ethics Influencing the significance of the performance of the Puskesmas Tallalgal Jalya. Work discipline is responsible for the performance of the Tallalgal Health Center

**Determination test (R square)**

Table 7 Determinant Test (R square)

Model Summary <sup>b</sup>				
Type	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.422a	.178	.162	7.366

Determinatensi pada Summary Model b di atas diketahui nilai R-square mencapai 0.422 (42.2%). This shows that the regression model is used, independent work discipline has a dependency of 42.2% of the population. With the help of the Demikian, the Iruh player is able to get to the lallalm category. Meanwhile, the remaining 57.8% of the land is occupied by the land.

**Simultaneous test (F test)**

Table 8 Simultaneous tests (F tests)

NEW ERA						
Type		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	610.034	1	610.034	11.244	.001b
	Residual	2821.300	52	54.256		
	Total	3431.333	53			

At 8 in the atas, the simultaneous significance test showed that the significance test F was calculated as 11.244 and the significance of 0.001. With the calculation of the F calculation, the dalpalt is balndingkalm with the nilai F talbel pada derajalt kebebalsaln (df) 1 daln 52, with  $\alpha = 0.05$ , i.e. 4.03. Kalrenal F calculated (11,244) more than F talbel (4.03), malkal dalpalt was concluded by the regression model that was used significantly. With the demikian, the most important person to know the significance of the work discipline (X2) is related to the performance of the Tallalgal Jalyal Health Center.

**T test (partial test)**

Table 9 Results of t-test (Partial test)

Coefficient						
Type		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	25.769	4.490		5.740	.000
	Total_sop	.398	.119	.422	3.353	.001

At ta3.9 in a, thelpaltkalm

$$Y = 25.769 + 0,398 X + e$$

Nilai t-count for variabel Work Discipline (X2) adalah sebesar 25,769, yeslmg shows balhwal nilai t-count is more accurate dari nilai t-talbel, yaitu 25,789 > 2,008. Withn nilai it meanslnsignal adalah 0.01 alrtinyal stalndalr opsionaln procedure code of ethics berpengaruh signifikan terhadalp performance pegalwali puskesmas Tallalgal Jaya

## DISCUSSION

### **The effect of the implementation of operational standards of code of ethics procedures on the performance of employees of the Talaga Jaya health center**

Based on the results of statistical analysis and cross-tabulation, in analyzing the effect of the implementation of the Code of Ethics Standard Operating Procedures on the performance of employees of the Talaga Jaya Health Center. It was found that most of the employees of the Talaga Jaya Health Center are female, with the highest age group between 20-29 years old (44.4%). The level of education of employees is dominated by employees with D3 and S1 diplomas, while the percentage of employees who have worked for 1-10 years reaches 64.8%.

Based on the results of this study, it shows that the standard variable of the operational code of ethics procedures was obtained with a value of 8,247 with a significance value of 0.00. This means that the value of  $t$  shows a positive influence that the variable  $X_1$  has a relationship with the variable  $Y$  and the significance value is less than 0.05. So it can be said that the standard variables of operational procedures and code of ethics have an effect on the performance of employees of the Talaga Jaya Health Center.

The results of the study showed that the Standard Operating Procedure (SOP) variable of the Code of Ethics had a value of 8.247 with a significance level of 0.00. This figure shows a positive relationship between variable  $X_1$  (SOP Code of Ethics) and variable  $Y$  (employee performance). Because the significance value obtained is less than 0.05, it can be concluded that the implementation of the Code of Ethics SOP has a significant influence on the performance of employees at the Talaga Jaya Health Center.

Compliance with operational standards and code of ethics procedures can also be influenced by the supervision system and work culture that exists within the Puskesmas. If there is no continuous supervision and evaluation system, the standard operating procedure will only become a formal rule with no real application in daily life. According to the performance management theory put forward by Armstrong (2018), the effectiveness of a policy or procedure is highly dependent on the consistency of implementation and support from management. This shows that to improve compliance with the standard operating procedures of the code of ethics, there is a need for a stricter monitoring system and periodic evaluation programs that can identify obstacles in its implementation.

The results of this study are in line with the findings of a study conducted by Rahman and Fitri (2021) who emphasized that the implementation of good standard operating procedures of the code of ethics can improve the work efficiency of employees. However, the effectiveness of its implementation depends heavily on the level of compliance, training, and supervision systems implemented. In the context of health services, the existence of operational standards of code of ethics procedures is very important to ensure that health workers work in accordance with the standards that have been set.

### **The effect of work discipline on work discipline on performance**

Based on the results of statistical analysis and cross-tabulation, in analyzing the effect of the implementation of the Code of Ethics Standard Operating Procedures on the performance of employees of the Talaga Jaya Health Center. It was found that most of the employees of the Talaga Jaya Health Center are female, with the highest age group between 20-29 years old (44.4%). The level of education of employees is dominated by employees with D3 and S1 diplomas, while the percentage of employees who have worked for 1-10 years reaches 64.8%.

The results of this study show that the work discipline variable has a value of 25.769 with a significance level of 0.01. This indicates that the  $X_2$  variable has an influence on the  $Y$  variable, and a significance value of less than 0.05 indicates that work discipline has a significant effect on employee performance.

The results of this study are in line with the researcher's assumption that work discipline is one of the main factors in improving employee performance. Work discipline describes the extent to which an individual obeys regulations, performs duties according to set standards, and adheres to applicable work ethics. Employees with a high level of discipline tend to be more responsible, punctual, and effective in completing tasks and providing optimal service to patients. Research conducted by Suryani et al. (2022) shows that good work discipline can increase operational efficiency in health facilities because employees are more consistent in carrying out standard operating procedures, reducing errors, and improving the quality of health services.

In addition, one of the factors that affect work discipline and employee performance is the ability to complete tasks on time. In addition to the on-time attendance of employees and obeying existing regulations, effective time management is indispensable to implement work discipline. According to the theory of work discipline put forward by Soejono (1986), good discipline reflects the level of responsibility of individuals for the tasks given. This discipline plays an important role in improving performance and supporting the achievement of organizational goals, employees, and society. Therefore, it can be concluded that work discipline is the most important factor that determines the level of employee performance.

This research is in line with Hasibuan's (2020) theory which states that discipline is one of the most important operational functions in human resource management. The better the discipline of an employee, the higher the performance that can be achieved. Good discipline reflects the level of responsibility of the

individual for the tasks assigned to him. This shows that employee performance will improve if they have a disciplined attitude, obey company regulations, and be on time to work.

## CONCLUSION

Based on the research conducted and the results obtained in seeing the effect of the implementation of operational standards, procedures, codes of ethics and work discipline on the performance of employees of the Talaga Jaya Health Center, Gorontalo Regency, the following conclusions are drawn:

The effect of the implementation of operational standards and code of ethics procedures on the performance of employees of the Talaga Jaya health center, Gorontalo Regency

There is an influence of work discipline on the performance of employees of the Talaga Jaya Health Center, Gorontalo Regency

## SUGGESTIONS

For the agency, namely the Talaga Jaya Health Center, to further improve the supervision and evaluation system for the implementation of operational standards, procedures, codes of ethics and work discipline to ensure employee compliance.

For the next researcher, it is expected to be able to research other variables that are suspected to be related to employee performance to increase the effectiveness of these variables in improving employee performance

## REFERENCES

- Ardiansyach, H. T., Widjajanti, K., & Rusdianti, E. (2022). The effect of the implementation of standard operating procedures and GeoKKP on employee performance with work motivation as a moderator variable. *Journal of Economic and Business Research*, 15(2), 76.
- Antameng, R. F., Sy. Effi Daniati, & Sivia Sumarda. (2022). Implementation of Standard Operating Procedures (SOP) at the Simpang Tiga Pekanbaru Health Center in 2021. *Medical Record Journal*, 1(3), 271–286
- Arief, R., & Sunaryo. (2020). The Effect of the Implementation of Standard Operating Procedures (SOPs), Leadership Style, and Internal Audit on Employee Performance (Case Study on Pt. Mega Pesanggrahan Indah). *Journal of Economics and Management*, 9(2), 125–143.
- Eti Yuliana, & Mahrizal Mahrizal. (2023). The Effect of Standard Operating Procedures on Employee Performance at BPKD West Aceh. *Journal of Management and Creative Economy*, 2(1), 01–12.
- Dwi, I., Nurhaeni, A., & Zulaechah, Z. A. (2023). The Effect of the Implementation of Good Governance Principles on the Quality of Public Services in Samsat Banyumas. *Public Spirit: Journal of Public Administration*, 18(1), 1–11.
- Faizin, R. (2023). Responsibilities and Commitments of Employees to Work Productivity in the General Government Bureau of the Governor of North Sumatra. *Monetary: Journal of Economics and Finance*, 1(4), 117–123.
- Fauzi, H. I. (2024). The Effect of Standard Operating Procedures (SOP), Work Discipline, and Job Satisfaction on the Performance of Non-Civil Servant Employees at the Sidamulya Health Center, Brebes Regency. Thesis. Pancasakti Tegal University.
- Fay, D. L. (2020). Standard Operating Procedures (SOP) 5. Code of Ethical Conduct. *Angewandte Chemie International Edition*, 6(11), 951–952., June, 269–277.
- Fitrianingtiyas, J., Elmas, M. S. H., & Yatinigrum, A. (2023). The effect of the implementation of operational standards, procedures, work discipline, and organizational commitment on employee work productivity. *FRIDAY : Journal Management, Accounting, & Digital Business*, 1(1), 101–110.
- Ghozali, I. (2018). Organizational Communication and Its Influence on Performance. *Journal of Communication Sciences*, 6(2), 112–123.
- Hakam, F. (2018). Analysis of the provision of outpatient medical records based on standard operating procedures (SOP) at Puskesmas X. *Journal of Information Management and Health Administration (JMIAK)*, 1(1), 11–15.
- Irwan. (2018). *Health Ethics and Behavior*. Yogyakarta: CV. Absolute Media
- Irawan Adam, K. M. Y. R. (2023). The Effect of Compensation and Work Discipline on Employees of the Bantarsari Health Center. *GLORY (Global Leadership Organizational Research in Management)*, 1(No.4), 10–22.
- M. Ridlwan Hambali, Mohamad Da'I, Nurul Ilmiyah, Naning Kurniawati, Vesti Dwi Cahyaningrum, Mohammad Fatoni, Alif Yuanita Kartini, Iin Widya Lestari, R. R. (2021). *Professional Ethics Book* (M. Ivan Ariful Fathoni : (ed.)). CV Publisher. AGRAPANA MEDIA Jl. Letda Nur Hasyim Gg. Ladi Kalianyar Village Rt 03/01 Kapas Bojonegoro District - East Java.
- Maharani, S. P., Fauzi, A., Whardani, S. P., Anggraini, M., & Mauliana, M. (2023). Implementation of Standard Operating Procedures in Improving Work Discipline and Performance of PT Mega Kargo Logistik. *Journal of Entrepreneurship and Multi-Talent*, 1(4), 150–162. \

- Maulana, G. (2019). Analysis of the effect of the implementation of standard operating procedures (SOP) on the performance of employees of PT Perkebunan Nusantara VI Keplantation Aro Kerinci Kayu Plantation Unit, Jambi. *Journal of Safety*, 1(4), 2.
- Mukti, T. (2019). The Effect of Service Standard Operating Procedures (SOPs) on Consumer Satisfaction. *JMK (Journal of Management and Entrepreneurship)*, 2(1), 14–26.
- Pangarso, A., & Susanti, P. I. (2016). The Effect of Work Discipline on Employee Performance at the Basic Social Service Bureau of the Regional Secretariat of West Java Province. *Journal of Theoretical and Applied Management| Journal of Theory and Applied Management*, 9(2), 145–160. <https://doi.org/10.20473/jmtt.v9i2.3019>
- PURBA, I., KIYAI, B., & RUMAPEA, P. (2014). The Effect of the Implementation of Standard Operating Procedures on Employee Performance at the Manado City Secretariat. *Journal of Public Administration UNSRAT*, 4(5), 1245.
- Fajri Anggita Putri, & Kristiana Sri Utami. (2024). The Effect of Compensation and Work Discipline on Employee Performance at Pt Xyz. *Journal of Management Research*, 2(2), 342–352.
- Siagian, S. P. (2019). Discipline and Performance of Employees in Public Organizations. *Journal of Public Management*, 8(1), 45-53.
- Sembiring, M. (2019). The Effect of Compliance with SOPs on Employee Work Effectiveness. *Journal of Operational Management*, 5(2), 123-135.
- Sri Marini, & Jessica Tisnadjaya. (2020). Implementation of Standard Operational Procedures for Check In at the Front Office of Hotel de Paviljoen Bandung. *Journal of E-Bis (Economics-Business)*, 4(2), 212–225. <https://doi.org/10.37339/e-bis.v4i2.282>
- Sukardi, S. (2021). The Influence of Motivation and Work Discipline on Employee Productivity at PT Capital Life Indonesia in Jakarta. *Journal of Economics, Management, Accounting and Technology*, 4(1), 29–42. <https://doi.org/10.32500/jematech.v4i1.1445>
- Wahyuni, S. (2020). The relationship between compliance with SOPs and service quality at Puskesmas. *Journal of Public Service*, 7(1), 45-56.
- Wcahongan, E. P. T., Dotulong, L. O. H., & Saerang, R. (2021). The Effect of Standard Operating Procedures (SOP), Facilities, and Work Discipline on Employee Performance at Noongan Hospital. *EMBA Journal (Journal of Economics, Management, Business and Accounting Research)*, 9(3), 41–51.
- Tanjung, A., & Subagjo, B. (2019). Practical Guide to Preparing Standard Operating Procedures (SOP) for Government Agencies. *Total Media*.