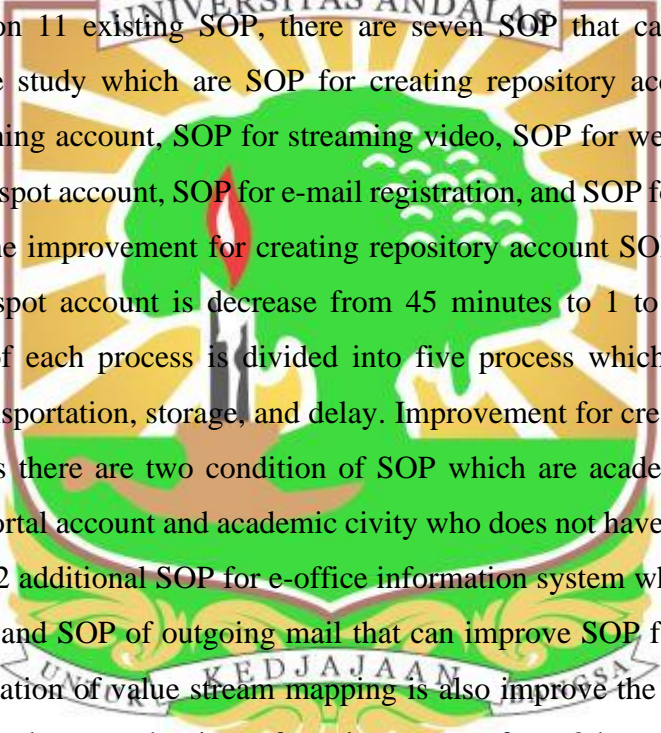


## CHAPTER VI

### CONCLUSION

This chapter contains conclusions based on research objectives and suggestion given to the further research.

#### 6.1 Conclusion



Based on 11 existing SOP, there are seven SOP that can be measured by stopwatch time study which are SOP for creating repository account, SOP for creating e-learning account, SOP for streaming video, SOP for web hosting, SOP for creating hotspot account, SOP for e-mail registration, and SOP for website news registration. The improvement for creating repository account SOP is the time to create one hotspot account is decrease from 45 minutes to 1 to 2 minutes and classification of each process is divided into five process which are operation, inspection, transportation, storage, and delay. Improvement for creating e-learning account SOP is there are two condition of SOP which are academic civity who already have account and academic civity who does not have portal account. There are also 2 additional SOP for e-office information system which are SOP of incoming mail and SOP of outgoing mail that can improve SOP for web hosting. The implementation of value stream mapping is also improve the process of web hosting that can decrease the time of service process from 8 hours 34 minutes 56 second to 48 minutes 7 second. Improvement for teleconference SOP is there are two kind of setting and testing before execution time of teleconference. The time to create one hotspot account decrease from 42 minutes to 2 until 5 minutes and the time to create one e-mail is decrease from 50 minutes into 2 until 5 minutes. The improvement for website news registration SOP is the SOP is managed by Public relation. There are 4 SOP that can not be measured by stopwatch time study and the improvement is only replacement classification of process stages.

## 6.2 Suggestion

Suggestion for the next research are as follows:

1. The measurement is conducted for all SOP in LPTIK
2. The next research is not only focused on standard time. Therefore, it is expected that the further research can find managerial planning based on standard time which are workload analysis and requirements for employee in LPTIK.

