

INTISARI

Penelitian ini berjudul *Prosedur Operasional Standar Manatu Coffee: Perspektif Prinsip Keadilan Etika Bisnis*. Penelitian ini menggunakan objek material prosedur operasional standar Manatu Coffee dan menggunakan objek formal prinsip keadilan etika bisnis. Manatu Coffee berada di jalan Palagan Yogyakarta dan dalam kegiatan bisnisnya memfokuskan pada penjualan minuman kopi dan non kopi. Teori mengenai prinsip keadilan dan etika bisnis diharapkan dapat memberikan pemahaman tentang kegiatan bisnis yang menyangkut permasalahan prosedur operasional standar pada Manatu Coffee.

Penelitian ini merupakan penelitian kualitatif mengenai bisnis yang sedang populer yaitu *coffee shop*, dengan melakukan studi pustaka dan wawancara. Tahapan dalam penelitian ini yaitu observasi, wawancara, inventarisasi data, klasifikasi data, analisis sintesis, evaluasi kritis. Analisis data yang dilakukan dengan metode deskriptif, interpretasi, holistika.

Hasil penelitian ini menunjukkan bahwa: Pertama, Prinsip keadilan adalah memberikan hak dan kewajiban yang sama pada setiap orang dalam kegiatan bisnis. Kedua, POS pada Manatu Coffee yaitu tentang pedoman dalam bekerja setiap hari tetapi tidak berjalan dengan baik karena faktor kurang disiplin dari karyawan dan kinerja dari manajemen. Ketiga, Manatu Coffee memiliki permasalahan mengenai prinsip keadilan yang harus diatasi, yaitu keadilan komutatif dan keadilan distributif. Permasalahan tersebut menyangkut kegiatan bisnis yang luhur.

Kata Kunci: *Coffee shop*, Etika Bisnis, Keadilan.

ABSTRACT

This study is entitled *Manatu Coffee Standard Operating Procedures: Perspectives on the Principle of Business Ethics Justice*. This study uses the material object of Manatu Coffee's standard operational procedures and uses the formal object of the principle of business ethics justice. Manatu Coffee is on the Palagan street in Yogyakarta and in its business activities focusing on the sale of coffee and non-coffee drinks. The theory of the principles of justice and business ethics is expected to provide an understanding of business activities related to the problems of standard operational procedures at Manatu Coffee.

This research is a qualitative research about a business that is currently popular, namely coffee shop, by conducting library research and interviews. The stages in this research are observation, interview, data inventory, data classification, synthesis analysis, critical evaluation. Data analysis was performed using descriptive, interpretation, holistic methods.

The results of this study indicate that: First, the principle of justice is to give equal rights and obligations to everyone in business activities. Secondly, POS at Manatu Coffee is about guidelines for working every day but not going well because of lack of discipline from employees and performance from management. Third, Manatu Coffee has problems regarding the principle of justice that must be addressed, namely commutative justice and distributive justice. These problems concern noble business activities.

Keywords: Coffee shop, Business Ethics, Justice.