ABSTRACT

CREATING THE STANDARD OPERATING PROCEDURES AT THE BUAKANA SUBDISTRICT OFFICE OF MAKASSAR CITY

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Public service improvement is one way to improve the government's working performance and system to achieve bureaucracy reformation. In order to realize good public service, standardization is required for the public service procedures in Indonesia. Therefore, guidelines for the preparation of Standard Operating Procedures were established in the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform Number 35 of 2012. According to the content of the regulation, it is expected that government agencies have their own SOPs. Buakana *subdistrict office does not yet have an SOP for service delivery. Therefore, as the first government work unit providing services to the public, it is essential to establish one.*

This study applied a descriptive qualitative method by using information-gathering techniques through interviews, observation, and document review. The primary and secondary data were managed and validated through the data triangulation technique.

The output of this study created five SOPs: Business Statement Certificate, Poverty Statement Certificate, Fire Incident Report, Certificate of Residence Relocation, and Marriage Recommendation Letter. The creation of these SOPs included needs assessment, determining the SOPs that would be improved, and SOPs improvement through alternative analysis and identification, review, and socialization.

Keywords: *Bureaucracy Reformation, Public Service, Standard Operating Procedures.*

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