ABSTRACT

CREATING THE STANDARD OPERATING PROCEDURES AT RAPPOCINI SUB-DISTRICT, RAPPOCINI DISTRICT, MAKASSAR CITY

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The issue of unilateral approval of building permits (IMB) by certain officials has occurred due to the absence of standard operating procedures at the sub-district level. Law Number 30 of 2014 on Government Administration, specifically Articles 7 and 49, states that government officials, in accordance with their authority, are required to develop and implement general guidelines for standard operating procedures in decision-making and/or actions. Based on this issue, the purpose of this research is to develop standard operating procedures for the Rappocini Sub-district to enable more effective administrative processes.

The research method used is qualitative, utilizing both primary and secondary data. Data sources were selected using purposive sampling, based on specific considerations. Data collection methods included interviews, observations, and document analysis, with data validation carried out through source triangulation.

The creation of Standard Operating Procedures (SOPs) for Government Administration refers to Minister of PAN RB Regulation No. 35/2012, with research results outlining several stages involved, starting from the first stage, the preparation stage by forming a drafting team, the second stage conducting a needs assessment based on the results of interviews and a needs assessment checklist, which identified 24 SOPs to be developed in the next stage, the third stage involves the creation of SOPs, which includes information gathering and identification of alternatives, analysis and selection of alternatives, and the drafting of SOPs. The fourth stage involves a review (simulation) with the team and the dissemination of SOPs to staff, and the final stage is the approval of the SOP documents. Thus, these are the five stages of SOP development carried out, resulting in 24 Standard Operating Procedures in the Rappocini Subdistrict, developed with the hope of having a tangible impact on government administration and serving as a solution to address issues.

Keywords: Standard Operating Procedures, Public Services, Government Administration.

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