ABSTRACT

PREPARATION OF STANDARD OPERATING PROCEDURES (SOP) IN SUBDIVISIONS GENERAL AND STAFFING OF LAKIPADADA HOSPITAL, TANA TORAJA REGENCY

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SOP's have a close relationship with organizations, especially government agencies, as guidelines for improving service quality. One important aspect in supporting the performance of effective and efficient employee administration services is the existence of SOP guidelines. RSUD Lakipadada is one of the organizations under the local government of Tana Toraja Regency where the General and Personnel Subdivision is one of the parts in it. There are 12 services, but 5 of them do not have SOP's. As a result, service time is not well measured because there are no specific details, causing services not to be in accordance with the specified time. On the one hand, every quarter, leaders assess the performance of their subordinates using SOP's to measure the timeliness of services so that performance can be improved. However, according to an interview with one of the staff of the General and Personnel Subdivision, the assessment so far has only been based on other existing service SOP's, even though the process of each service is different, so the employee performance assessment is less accurate. Therefore, it is necessary to prepare SOP's to facilitate services for Lakipadada Hospital employees in order to realize higher quality services.

This research uses a qualitative approach with data collection methods through interviews, observations, and document reviews, and uses primary and secondary data as data sources.

The results of the research include SOP's for incoming letters, outgoing letters, proposals for promotion, proposals for salary increases.

Keywords : *Standard Operating Procedures, Staffing, Services*