

## ABSTRACT

### **CREATING THE GOVERNMENT ADMINISTRATION STANDARD OPERATING PROCEDURES (SOP AP) DOCUMENTS AT THE GENERAL AND PERSONNEL SUBDIVISION OF THE MAMAJANG SUBDISTRICT OFFICE**

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*Public Service serves services and goods that become the responsibility of and are executed by the government to fulfill its people's needs or implement laws and regulations. If the services are provided effectively and efficiently, the people as the customers would perceive a good quality of service from public service providers. Hence, the Government Administration Standard Operating Procedures (SOP AP) is required as the guidelines that could facilitate the service providers, especially government organizations, in delivering the services. The existence of Standard Operating Procedures ensures the implementation of government administration.*


*This research aims to improve service quality by creating Government Administration Standard Operating Procedures in the General and Personnel Subdivision of the Mamajang Subdistrict Office. The approach that applied in creating Standard Operating Procedures was qualitative, and data collection methods included observation, interview, and document review.*

*The outcome of this research created the Standard Operating Procedures documents. The Standard Operating Procedures documents include the control of incoming mail, making outgoing mail, reviewing regional/mayor regulation and policy administration, measuring customer satisfaction, and handling customer complaints. Several stages are involved in SOP creation, which starts with a needs assessment by determining the service procedures that will be created. Subsequently, the next stage is collecting relevant information in the SOP creation and aligning it with the guidelines. The final stages include reviewing and distributing the created SOP to service providers.*

**Keywords:** *Public Services, Service Quality, Standard Operating Procedure.*



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