

## ABSTRACT

### **CREATING THE STANDARD OPERATING PROCEDURES IN THE ONE-STOP INTEGRATED SERVICES SECTION OF THE MINISTRY OF RELIGIOUS AFFAIRS OFFICE OF THE MAROS REGENCY**

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*In Today's global competition era, especially in Indonesia, the quality of service is the concern of government institutions. Therefore, it requires the institution always to improve the quality of its services, one of which is by providing the Standard Operating Procedures (SOPs). If the institutions do not implement the SOPs properly or even without the SOPs, it will be messy and directionless, which can affect the effectiveness and efficiency achieved by the institution. Similar to what happened to the One-Stop Integrated Services Section of the Ministry of Religious Affairs Office of the Maros Regency, which does not have the SOPs, it will slow down the speed and accuracy of employees at work, reducing the service quality of the institution. This study aims to create the SOPs to improve service quality in the One-Stop Integrated Service Section of the Ministry of Religious Affairs Office of the Maros Regency.*

*This study uses a qualitative approach with the primary and secondary data. The data collection involves interviews, observations, document review, and Focus Group Discussion (FGD). Conducted by interviews with service providers and service recipients, and the most important stage is to conduct the FGD with the One-Stop Integrated Service officers related to the six SOPs to be created.*

*Creating the SOPs conducted starting from the stages of team formation, the needs assessment, the development to review, and socialization to create six Standard Operating Procedures entitled the SOP for Incoming Mail Administration, the SOP for Document Legalization Service Application, the SOP for Audience Service Application, the SOP for Consultation Service Application, the SOP for Clergy and Prayer Reader Service Request, and the SOP for Qibla Direction Determination Service.*

**Keywords:** Service Quality, One-Stop Integrated Service Section, Standard Operating Procedures

Translated by:



**The AgencyES**  
Language Institute  
File No.: S1-090