ABSTRACT

STANDARD OPERATING PROCEDURE CREATION FOR THE GENERAL SUB-DIVISION OF PERSONNEL AND LAW IN BUREAU OF MARITIME AFFAIRS AND FISHERIES OF SOUTH SULAWESI PROVINCE

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Standard Operating Procedure (SOP) is a guideline or steps which are created to ease the work so the work focuses on the core and finishes quickly and accurately. This research was conducted in the Bureau of Maritime Affairs and Fisheries South Sulawesi Province in the General Sub-Division of Personnel and Law. It was found that this subdivision does not have any SOP, which is supposed to be the guidelines for the implementation of employees' work. This research aims to provide standard operating procedures expected to ease and clarify the working process.

This research applied a qualitative research method through interviews toward the employee who plays an active role in the General Subdivision of Personnel and Law service. It is also based on the regulation of the Ministry of State Apparatus Utilization and Bureaucratic Reform Number 35 of 2012 about the Guidelines of Creating Standard Operating Procedures of Government Administration. The data validation was obtained by the triangulation method of the data source to ensure the validity of the collected data.

This research output creates the SOP of civil servant retirement application, the SOP of promotion, the SOP of regular salary raise application, the SOP of employee performance targets assessment, and the SOP of civil servant internal mutation proposal.

Keywords: SOP creation, Standard Operating Procedure, Public Service

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