

**ABSTRACT**  
**IMPROVEMENT OF PUBLIC SERVICE QUALITY THROUGH THE**  
**IMPLEMENTATION OF GOVERNMENT ADMINISTRATION**  
**STANDARD OPERATIONAL PROCEDURE AT HUMAN RESOURCE**  
**UNIT OF LIBRARY AND ARCHIVE DEPARTMENT**

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Based on the governance, the Standard Operating Procedure (SOP) is currently a top priority in terms of the success of the public services offered. SOPs play an important part in developing a government that is efficient, effective, and consistent in providing services to the people. This research was conducted in the Department of the Library and Archives of South Sulawesi Province, which is a provincial government-run entity that organizes library and archive activities. There is a problem at the Department of the Library and Archives of South Sulawesi Province, namely the absence of a written document in the form of Standard Operating Procedures for Government Administration (SOP AP) that should be a reference in carrying out tasks.

This study applied a descriptive qualitative methodology that seeks to determine the efficacy of implementing Standard Operating Procedures for Government Administration (SOP AP). Data was gathered through the use of interview techniques and Focus Group Discussions.

The establishment of AP SOPs in accordance with standards at the South Sulawesi Province Library and Archives Service is expected to create chances for professionalism and to reduce the occurrence of malpractice in government administration. The stages in the production of the AP SOP begin with a needs assessment, followed by a list of the AP SOPs that will be created or constructed. The process of discovering alternate AP SOP selections and arriving at the process of drafting AP SOP papers in the General, Personnel, and Legal Sub-Sections follows. This SOP's preparation resulted in five AP SOP documents: SOP Documents for Proposed Promotion, SOP Documents for Proposed Periodic Salary Increases, SOP Documents for Retirement Proposals, SOP Documents for Employee Leave, and SOP Documents for Research Responses. The evaluation of its implementation results suggest that the use of Standard Operating Procedures for Government Administration has a beneficial impact on the quality of public services.

**Keywords:** Public Service, SOP Development, SOP AP Implementation, Standard Operational Procedure of Government Administration

