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PROSES PEMBUATAN STANDAR OPERASIONAL PROSEDUR (SOP) DALAM PELAYANAN ADMINISTRASI KEPENDUDUKAN DI DESA JUNREJO, KOTA BATU

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RINGKASAN

Proses pembuatan SOP merupakan tahapan strategis yang menentukan kualitas dan keberterimaan SOP dalam praktik pelayanan administrasi kependudukan. Penyusunan SOP tidak dapat dilakukan secara instan, melainkan harus melalui tahapan sistematis, partisipatif, dan berbasis pada kondisi nyata pelayanan administrasi kependudukan di lapangan sebagaimana diatur dalam Peraturan Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Nomor 35 Tahun 2012. Di Desa Junrejo yang memiliki populasi sekitar 11.145 jiwa, proses pembuatan SOP masih menghadapi kendala seperti belum tersedianya SOP secara fisik. Penelitian ini bertujuan untuk mengetahui proses pembuatan SOP dan mengidentifikasi faktor pendukung serta penghambatnya. Menggunakan pendekatan kualitatif deskriptif, penelitian dilaksanakan di Kantor Desa Junrejo, Jalan Diponegoro No. 45, Kota Batu selama enam bulan. Teknik pengumpulan data menggunakan observasi dan dokumentasi dengan *purposive sampling* untuk penentuan informan, triangulasi teknik untuk keabsahan data, serta analisis data berdasarkan model Miles, Huberman dan Saldana. Hasil penelitian menunjukkan bahwa penyusunan SOP dilakukan melalui tahapan sistematis mulai dari observasi langsung, analisis alur pelayanan, hingga wawancara dengan aparatur desa. SOP yang disusun berangkat dari kondisi nyata pelayanan administrasi kependudukan sehingga memiliki relevansi tinggi dan memberikan kejelasan mengenai alur pelayanan, pembagian tugas, persyaratan administrasi, waktu penyelesaian, serta mutu baku pelayanan yang berdampak positif terhadap konsistensi kerja aparatur dan peningkatan kepercayaan masyarakat terhadap pelayanan pemerintah desa.

Kata Kunci: SOP, Pelayanan Administrasi kependudukan, Pemerintahan

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**DEVELOPING STANDARD OPERATING PROCEDURES (SOP) FOR
POPULATION ADMINISTRATION SERVICES IN JUNREJO VILLAGE,
BATU CITY, INDONESIA**

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SUMMARY

The process of developing Standard Operating Procedures (SOP) represents a strategic stage that determines both the quality and practical acceptance of SOP in population administration services. SOP formulation cannot be conducted instantaneously; rather, it must follow a systematic, participatory, and evidence-based process that reflects actual service conditions, as stipulated in the Regulation of the Minister for Administrative and Bureaucratic Reform No. 35 of 2012. In Junrejo Village, which has a population of approximately 11,145 residents, the SOP development process continues to face challenges, including the absence of formally documented SOP. This study aims to examine the SOP development process and to identify supporting and inhibiting factors influencing its implementation. A descriptive qualitative approach was employed, with the research conducted over a six-month period at the Junrejo Village Office on Jl. Diponegoro No. 45, Batu City. Data were collected through observation and document analysis, with informants selected using purposive sampling. Data credibility was ensured through methodological triangulation, while data analysis followed the interactive model proposed by Miles, Huberman, and Saldana. The findings indicate that SOP development was undertaken through systematic stages, including direct observation, service flow analysis, and interviews with village officials. The resulting SOP were grounded in actual population administration service practices, thereby ensuring high relevance and providing clear guidance on service procedures, task allocation, administrative requirements, service completion timelines, and service quality standards. These outcomes contributed positively to improved consistency in administrative performance and enhanced public trust in village government services.

Keywords: SOP, Population Administration Services, Village