

ABSTRAK

Judul Tugas Akhir ini Analisis Implementasi Standar Operating Procedure(SOP) Bidang Penuaan dan Peningkatan Kapasitas Lingkungan dalam Meningkatkan Kualitas Pelayanan di Dinas Lingkungan Hidup Kabupaten Muaro Jambi. Tujuan Penelitian ini menggunakan pendekatan kualitatif dan juga menggunakan metode pengumpulan data berupa wawancara, dokumentasi dan observasi. Penelitian ini melibatkan 5 Orang anggota Dinas Lingkungan Hidup Kabupaten Muaro Jambi dan 3 Orang masyarakat yang pernah melakukan pengaduan ke Dinas Lingkungan Hidup Kabupaten Muaro Jambi. Metode Analisis data menggunakan Reduksi data, penyajian data dan penarikan kesimpulan. Dari hasil penelitian ini ditemukan bahwa Implementasi SOP pada Bidang Penuaan dan Peningkatan Kapasitas Lingkungan belum dilaksanakan secara maksimal. Namun untuk aspek pelayanan sudah baik

Sementara itu ditemukan juga hasil mengenai implementasi dari tujuh hal pokok dalam Standar Operasional Prosedur. (1) Efisiensi, SOP Pengelolaan Pengaduan Dugaan Pencemaran dan atau Kerusakan Lingkungan sudah efisien dalam segala aspek. (2) Konsistensi, SOP Pengelolaan Pengaduan Dugaan Pencemaran dan atau Kerusakan Lingkungan sudah ada sejak Dinas Lingkungan Hidup Kabupaten Muaro Jambi berdiri. (3)minimalisasi kesalahan, sebelum disahkan SOP Pengelolaan Pengaduan Dugaan Pencemaran dan atau Kerusakan Lingkungan ini diuji coba dahulu untuk melihat dan mencegah kesalahan yang mungkin terjadi. (4)Penyelesaian masalah, SOP Pengelolaan Pengaduan Dugaan Pencemaran dan atau Kerusakan Lingkungan tidak memuat aturan mengenai sanksi dan penyelesaian masalah. (5) perlindungan tenaga kerja, SOP Pengelolaan Pengaduan Dugaan Pencemaran dan atau Kerusakan Lingkungan tidak memuat aturan mengenai keselamatan kerja, jaminan sosial, namun diluar SOP ada aturan yang mengarahkan hal tersebut. (6) peta kerja, SOP Pengelolaan Pengaduan Dugaan Pencemaran dan atau Kerusakan Lingkungan hanya mengatur mengenai alur kerja dan pembentukan tim kerja saat melakukan verifikasi lapangan. (7)batas pertahanan, seluruh kegiatan tersip dan terdokumentasi dengan baik dan dapat dipertanggungjawabkan.

Kata Kunci : Standar Operasional Prosedur, Tujuh Hal Pokok Dalam SOP, Kualitas Pelayanan

ABSTRACT

The title of this Final Project is Analysis of the Implementation of Standard Operating Procedure (SOP) in the Field of Compliance and Environmental Capacity Building in Improving Service Quality at the Environmental Office of Muaro Jambi Regency. Objectives This study uses a qualitative approach and also uses data collection methods in the form of interviews, documentation and observation. This research involved 5 members of the Environmental Office of Muaro Jambi Regency and 3 members of the community who had made complaints to the Environmental Office of Muaro Jambi Regency. Data analysis methods use data reduction, data presentation and conclusions. From the results of this study, it was found that the implementation of SOPs in the Field of Compliance and Environmental Capacity Building has not been implemented optimally. But for the service aspect, it is good

Meanwhile, results were also found regarding the implementation of seven main things in the Standard Operating Procedure. (1) Efficiency, SOP for Management of Complaints of Alleged Pollution and / or Environmental Damage is efficient in all aspects. (2) Consistency, SOP for Management of Complaints of Alleged Pollution and/or Environmental Damage has existed since the Environmental Office of Muaro Jambi Regency was established. (3) minimization of errors, before the ratification of the SOP for Management of Complaints of Alleged Pollution and / or Environmental Damage, it is tested first to see and prevent errors that may occur. (4) To resolve problems, SOPs for Management of Complaints of Alleged Pollution and/or Environmental Damage do not contain rules regarding sanctions and problem resolution. (5) labor protection, SOP for Management of Complaints of Alleged Pollution and or Environmental Damage does not contain rules regarding work safety, social security, but outside the SOP there are rules that direct this. (6) the working map, SOP for Management of Complaints of Suspected Pollution and or Environmental Damage only regulates the workflow and formation of work teams when conducting field verification. (7) defence boundaries, all activities are archived and well documented and accountable.

Keywords: *Standard Operating Procedures, Seven Main Things in SOP, Service Quality*