

ABSTRACT

This research aims to evaluate and provide recommendations for improving the recruitment process of the Surabaya City Public Order Agency (Satpol PP) using the DMAIC (Define, Measure, Analyze, Improve, Control) method. The main problem identified is the absence of a clear Standard Operating Procedure (SOP) in the recruitment process. Satpol PP, as an institution tasked with maintaining public order and security, holds a very important strategic role. Therefore, the performance and effectiveness of Satpol PP are greatly influenced by the quality of the recruitment process. This research identifies various problems in the recruitment process, including inconsistencies in educational, physical, and age standards for some applicants. As a solution, this research recommends the development of a comprehensive SOP to increase transparency, objectivity, and accountability in the recruitment process. In addition, applicants who do not meet the standards are proposed to be placed in divisions that match their abilities or given special training to improve their competencies. The results of the study show that the existence of a structured SOP can significantly improve the recruitment process. Thus, this research contributes to increasing the effectiveness and efficiency of the performance of the Surabaya City Satpol PP through a more standardized recruitment process.

Keywords: *DMAIC, Recruitment, Satpol PP*