ABSTRACT

CREATING THE SERVICE STANDARD DOCUMENTS AT KATIMBANG _SUBDISTRTICT,_ BIRINGKANAYA _DISTRICT,_ MAKASSAR _CITY_

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Maximum public services are reflected in resources that are qualified to work on and complete the tasks that have been set. In reality, many important problems are still often encountered, such as uncertainty and a lack of quality of services. Therefore, the level of public satisfaction in receiving public services is not based on the explanation of public services in Law Number 25 of 2009 concerning Public Services. One of the government institutions that did not have a service standard document yet is the Katimbang *Subdistrict office. A clear and measurable service standard is very important to give satisfactory results and provide a reference for employees carrying out services. Based on these problems, this research aims to create the service standards documents at* Katimbang *Subdistrict,* Biringkanaya *District,* Makassar *City.*

This research utilized descriptive methods through a qualitative approach to describe phenomena that occur naturally and thoroughly at the Katimbang *Subdictrict and applied data collection methods through observation, interviews, and focus group discussions.*

The results of this study have led to the creation of three types of Service Standard Documents: Domicile Statement Certificate Service Standards, Poverty Statement Certificate Service Standards, and Business Statement Certificate Service Standards. These documents, which outline the expected service quality and procedures for each type of certificate, can be used as a reference in serving society.

Keywords: *Public Services, Service Standards, and Service Quality.*

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