## *ABSTRACT*

***PREPARATION OF SERVICE STANDARDS AT SUMPANG BINANGAE DISTRICT OFFICE BARRU***

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*This research seeks to explore how the preparation of clear and measurable Service Standards at the Sumpang Binangae Village Office, Barru Regency. The purpose of this research is to compile Service Standards at the Sumpang Binangae Village Office of Barru Regency so that it can provide convenience for the community in using services. This research is expected to improve public services to be more efficient, transparent, and also responsive to community needs and can provide clear access to information to the community. The method used in this research is a qualitative method. The data collection techniques used were observation, interviews and literature studies. The data was then processed using the triangulation method. Implementation of service standards involves community participation, determination of service standards through FGDs, and socialization to internal sub-districts and the community. From this research, the results of the Service Standard Document and Infographic were obtained. Infographics related to the Flow of Services for Certificate of Incapacity, Services for Family Certificate (KK) for Moving In, Domicile Certificate Services, along with Service Information that has been formalized by the Sumpang Binangae Village Office officials. This study concluded that the existence of good service standards and effective socialization can increase public satisfaction with the services provided*



***Keywords** : Service Standards, Public Services, Urban Village*