ABSTRACT

CREATING THE SERVICE STANDARD DOCUMENTS AT THE TIMBUSENG VILLAGE OFFICE OF GOWA REGENCY

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Service standard documents that provide information on all public service processes can help the public as an initial guide to obtaining services, including information on flow or procedures, costs, requirements, and other matters. Thus, the public service process can run better. The results of the assessment of the Ombudsman RI of South Sulawesi Province in 2023 for the City Government level show that there are 11 (eleven) yellow zone city governments with category C. The results of the 2023 assessment show that Makassar City Government is ranked 61 (sixty-one) out of 98 (ninety-eight) cities in Indonesia. This research was conducted at the Timbuseng Village Office OF Gowa Regency, which does not yet have a service standard document, a must for every government agency. As a public service provider, the government is responsible for providing services in accordance with the principles set out in the legislation. The absence of this service standard shows that the Timbuseng Village Office does not have clear guidelines for providing public services to the community.

This research uses a descriptive method with a qualitative approach, while the data collection methods used in this research are through interviews, observation, and document review.

The results of this study created the service standard documents for business certificates, poverty certificates, and different identity certificates that can be used as a reference to complete service standards in public services at the Timbuseng Village Office of Gowa Regency as a service and as a guideline for service recipients.

Keywords: *Public Services, Service Standards, Timbuseng Village.*

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