ABSTRACK

CREATING THE SERVICE STANDARDS AT THE PATTOJO VILLAGE OFFICE, LILIRIAJA DISTRICT, SOPPENG REGENCY

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Public Service Organizations are obliged to provide public services according to the purpose of their formation. The main problems in public services are, in principle, related to improving the quality of services. Good service quality depends on various aspects, namely how the implementation pattern is implemented, human resource support, and institutions. One of the government institutions that has not met the service standards set by the government, especially the Soppeng Regency government, is the Pattojo Village Office. Therefore, the researcher feels the need to make and determine Service Standards at the Pattojo Village Office so that it can improve the quality of public services and the community is easier to find out clearly about the services they will get.

The method that will be used in this study is a descriptive method through a qualitative approach, which collects information through observation, interviews, documentation studies, and Focus Group Discussions (FGD).

The results obtained from this study created five (5) Service Standards that will be implemented at the Pattojo Village Office, namely, the Certificate of Business Statement Letter, Certificate of KTP or ID Card Application Letter, Certificate of Residence Domicile, Certificate of Marriage Statement Letter, and Certificate of Official Travel Order Letter. The Focus Group Discussion (FGD) was then continued at the level of determination and implementation of Service Standards.

Keywords: Public Service, Public Service Quality, Service Standards.

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