ABSTRACT

CREATING THE SERVICE STANDARDS AT THE TOMPO VILLAGE OFFICE OF BARRU REGENCY

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With the development of reform and regional autonomy, the demand for good and satisfying public service is a requirement that accountable government institutions fulfill to provide public service. Good public service is one of the characteristics of good governance. The performance of public service has a significant impact on the quality of people's lives. Public service is an accurate benchmark for government performance. Because the quality of public services is in the interest of many people and people directly experience it, people can directly assess the government's performance based on the quality of public service they receive. The Tompo Village Office does not yet have a Service Standards document because the services provided in the Tompo Village Office are not efficient and running properly.

This study applied a qualitative approach with a direct descriptive approach to gather the primary data. The data were collected through interviews, observation, and documentation to get the accurate information or description that was obtained by the researcher from a reliable source.

This study created the draft of the Service Standard for Birth Certificate, ID Card Issuance Certificate, and Family Card Issuance Certificate that have been adjusted with the information of the service provider, the society, and based on the relevant legal basis.

Keywords: *Service Standard, Public Service, Service Quality, Tompo Village Office.*

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