ABSTRACT

CREATING THE SERVICE STANDARDS AT THE PANAKKUKANG DISTRICT OFFICE OF MAKASSAR CITY

Author : Muhammad Yusran Yusuf
Supervisor : Sulaeman Fattah

Public services allow the public to access open information so that requirements, procedures, costs, and service periods can be measured and known without confusing the public and making it easier for the public to oversee the service delivery process. The Makassar City Panakkukang District Office has prioritized public services as a means of improving the welfare of the community at large. However, the provision of services is still experiencing errors because the pre-existing service standard documents are not published and also the documents that have been made previously are still incomplete in the delivery of information. Thus, this hampers the flow of public service implementation in the area. In addition, the researcher also made observations of the community who came to the District Office, the researcher saw that the problems that occurred at the Panakkukang Subdistrict Office, Makassar City, did not know from the start what flows and requirements had to be provided. This makes people have to go back and forth to the District Office because they first take care of the additional requirements needed. Therefore, with the existence of service standards, every requirement to take care of something at the Panakkukang District Office, Makassar City, becomes clear and directed.

This research uses a qualitative approach with a direct descriptive approach to obtain primary data. The data collection methods used in this research are interviews, observation, and documentation to get the right information or information that researchers want to know from reliable sources.

The results of this study create output in the form of Service Standard Documents for Affidavit of Heirship, Certificate of Domicile Change, and Application for National Identity Cards (KTP), *which have been adjusted to the opinions of service providers and the public and based on the relevant legal basis.*

Keywords: *Public Services, Service Standards, Service Quality, Panakkukang District Office.*

Translated by:
The AgencyES
Language Institute
File No.: S1-311