ABSTRACT

CREATING THE SERVICE STANDARDS AT THE* ULU ERE *DISTRICT OFFICE OF* BANTAENG *REGENCY

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This research aims to formulate service standards and make it easier for the community to get information related to services at the Ulu Ere District Office of Bantaeng Regency.

The research is a descriptive qualitative study with data collection techniques through interviews, observations, and document reviews. The data source in this research was conducted within the scope of the Ulu Ere district. The sources of this research are the government officers and the people of the Ulu Ere district.

The results showed a problem with the quality of service at the Ulu Ere district office. Thus, it is expected that there will be changes in service quality. For this reason, service standards are made as a reference in providing consistent and quality services at the Ulu Ere District Office of Bantaeng Regency to improve service quality by involving community participation as service recipients. The findings emphasize the importance of continuously improving service quality according to established standards. The service edict contains a commitment to provide services according to standards and an obligation to improve quality on an ongoing basis. The District Office is ready to accept sanctions and provide compensation in non-conformity events with service standards, showing responsibility for the quality of services provided.

Keywords: *Service Standards, Ulu Ere District, Community, Apparatus*

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