ABSTRACT

EVALUATION OF COMPLIANCE ASSESSMENT POLICY ON THE STANDARD OF PUBLIC SERVICE

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This study aims to evaluate the policy of Compliance Assessment on the Standard of Public Service, which is performed by the Ombudsman of the Republic Indonesia, *Representative Office of South* Sulawesi. *This assessment is a strategic instrument in improving the quality of public service in preventing maladministration. This study focuses on four institutions at Maros Regency, namely the Department of Education and Culture, the Department of Population and Civil Registration, the Public Health Center (*Puskesmas*) of* Lau *and* Mandai, *which represent the yellow and green zones in the result of compliance assessment in 2024.*

This study applied a descriptive qualitative approach. The technique of data collection included in-depth interviews, field observations, and document reviews. This study also employed six indicators of policy evaluation from William N. Dunn, namely effectiveness, efficiency, adequacy, equity, responsiveness, and accuracy. Data validation was tested through source and technique triangulation.

The result shows that this policy brings a positive contribution in improving the service standard and information transparency. However, there are still obstacles in its implementation, such as limited assessed services, the potential for interview data bias, and the absence of a follow-up monitoring mechanism. This study also recommends improving the assessment instrument and increasing the participation of the institutions and the people in the process of evaluation.

Keywords: *Policy Evaluation, Compliance Assessment, Public Service, the* Ombudsman of RI, *William N.Dunn.*

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