

ABSTRACT

CREATING THE SERVICE STANDARD DOCUMENTS AT WALA-WALAYA SUB-DISTRICT OFFICE IN TALLO DISTRICT OF MAKASSAR CITY

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Government officers are obliged to provide a qualified and satisfying service to the citizens. The benchmark of government working performance can be seen in the service quality that is provided by the service provider. The service quality is being improved by the government to give a qualified service to the people and create a qualified public service in all sectors. The improvements are due to the management of public service which does not meet the people's expectations. One of the government institutions that has not fulfilled the service standard, particularly the Makassar City government, is Wala-Walaya Sub-district Office. Based on this issue, the researcher takes service standard research to help the Wala-Walaya Sub-district Office to provide a measurable service through service standards and service quality improvement.

This research used a qualitative method approach. Through this method, deeper information could be gained by giving direct questions. The output of this research created the service standard documents at Wala-Walaya Sub-district Office in Tallo District of Makassar City which has been adjusted with the format in Regulation of the Minister of Administrative and Bureaucratic Reform (Permenpan RB) No. 15 of 2014 concerning the Guidelines of Service Standard, and the Indonesian Law (UUD) No. 25 of 2009 concerning Public Service which include two service standards namely the service standard component which related to the service delivery process and service standard component which related to the service management in the internal of the organization (manufacturing). Three types of service standard documents are created in this research: the recommendation letter for the resident identity card (KTP), the recommendation letter for the family card (KK), and the certificate of domicile.

Keywords: Service Standard, Public Service, Wala-Walaya Sub-district.

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