

ABSTRACT
DEVELOPMENT OF SERVICE STANDARD AT THE GOWA DISTRICT
HEALTH OFFICE

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Every agency must have the service standard paper on hand. Public service providers follow service standards as a guide to deliver high-quality services to the community. The Gowa District Health Office did not gather and establish service standard papers for all categories of services, according to the research that was done. This obviously violates the Public Service Act. This study intends to provide Service Standards at the Gowa District Health Office, particularly the three services that are the subject of the research, based on these issues. A qualitative descriptive methodology was utilized in this study with the goal of explaining the procedure and outcomes of the creation of service standards at the Gowa District Health Office. The outputs of the research take the form of service standard documents for three different types of services, which will be utilized as guidelines for service recipient communities as well as by the Gowa District Health Office in its capacity as a service provider.

Keywords: Service Standard, Output, Public Service

