

ABSTRACT
DEVELOPMENT OF PUBLIC SERVICE STANDARD AT BORONGLOE
SUB-DISTRICT OFFICE BONTOMARANNU DISTRICT GOWA
REGENCY

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The service standards that serve as the barometer for evaluating the performance of service providers are inextricably linked to public services. In order to be transparent with the community, Borongloe Sub-District, as a provider of public services, must adhere to the standards set forth in the relevant rules. However, Borongloe Sub-District does not yet have service standards, which leads to the issue that there are complaints from the public about the criteria that must be reached. With this study, public service standards will be created for the Borongloe Sub-District Office in the Bontomarannu District of the Gowa Regency to use as a model for service delivery. This study applied qualitative approach through interview, observation, documentation and Focus Group Discussion (FGD) methods. Based on six elements of service standards related to the service delivery process, the study's findings include documented service standards for certificates of domicile, service standards for certificates of infirmity, and service standards for company certificates at the Borongloe Sub-District Office (service points).

Keywords: Public Service, Service Standard, Borongloe Sub-District

