

ABSTRACT
DEVELOPMENT OF SERVICE STANDARDS IN MANGGALA SUB-DISTRICT
MAKASSAR CITY

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A country is regarded as having excellent governance if its public services are also good, because public service is one of the components of good governance. Today's public services, however, continue to have a number of flaws, making it impossible to provide the level of quality that the community expects. This is demonstrated by the continued use of the media to spread public complaints. These grievances undoubtedly affect the perception of public servants as service providers. This study was carried out in the Manggala Sub-District office in Makassar City's. The goal of this study is to establish service standards for the community as a whole as well as for Manggala Sub-District as a service provider in order to make the service delivery process simple, effective, and efficient. A qualitative research method with a descriptive approach was used in this study. The objectives of the research guided the purposeful selection of research informants. Interviews, observation, documentation, and focus groups were used as data collection methods (FGD). According to the study's findings, a number of claims made by the service provider and the community were found to be contradictory, which demonstrated that the Manggala Village need service standards to provide clear guidelines for the provision of public services. With service standards in place, it is hoped that the community will be provided with guarantees of certainty in the implementation of services quickly, accurately, and transparently, allowing the general public to feel at ease and convenient when receiving services. A service standard document that has been unanimously agreed upon during a Focus Group Discussion (FGD) is the output or product arising from this research. The three types of services covered by the agreed-upon service standards are: (1) heir certificate services; (2) marriage cover letter services; and (3) garbage service retribution.

Keywords: Public Service, Service Standard, Sub District

