

ABSTRACT

CREATING THE SERVICE STANDARDS AT THE JOB PLACEMENT (PENTA) SECTION IN THE MANPOWER OFFICE OF MAKASSAR CITY

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Public services are the main indicator for evaluating government performance. Good quality service in every government department is essential and must continue to be improved to fulfill the needs of the public who receive these services. Quality public services are an effort to provide optimal services in accordance with established standards. This standard is a guide for providing services and measuring the quality of services that are the commitment of service providers to service recipients. Therefore, there is a need for Service Standards, especially within the government domain. This research aims to optimize the services of service providers and provide satisfaction with the expectations of service recipients with excellent service through creating the service standards at the Job Placement Section in the Manpower Office of Makassar City.

Using a qualitative research approach, this study employed data collection methods such as observation, interviews, and document review.

The research created three service standards: Issuance and Validation Services for AK.1 or Kartu Kuning (Job Seeker Identification Card), Services for CPMI (Prospective Indonesian Migrant Workers) facilitated through P3MI (Indonesian Migrant Worker Placement Company), and Extension Services for RPTKA (Plan for the Employment of Indonesian Foreign Workers).

Keywords: *Public Service, Manpower, Service Standards, Job Placement.*

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