

# **PRIMA SERVICE TRAINING FOR EMPLOYEES IN THE ENVIRONMENTAL GOVERNMENT OFFICE UNY WATES**

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## **ABSTRACT**

The purpose of community service in Wates campus government office is: 1) government apparatus understand the aspects that must be given in service, 2) government apparatus understand urgency of excellent service to society and c) government apparatus strives to do aspects of service excellence. In terms of the benefits of community service: a) add insight into various aspects of excellent service that can be pursued and done, b) improve the performance of government apparatus in the framework of development development, c) can meet the public expectations of the quality of service government apparatus, to the employees of government offices in the Campus Wates Campus.

Methods used in solving problems through: a) lecture on training materials, b) discussions to find problems in the field and to observe aspects of service that can not be realized, c) follow up the discussion results by designing alternative solutions.

PPM activities show results: a) training materials are highly relevant to the needs of the field, b) increased understanding by participants of public services, c) apparatus awareness of the importance of performing quality services increased, d) training activities have provided input to employees on how to serve various nature and behavior of people when they want to request service from the apparatus.

Kata Kunci: *Excellent Service, Office staff*