

Assisting in Planning of Standard Operating Procedure to Provide Excellent Services in Nogotirto Village, Gamping Sleman

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ABSTRACT

Community service activities (PPM) aims to: (1) Increase awareness of government apparatus in Nogotirto Village, Kecamatan Gamping in order to provide excellent service to the community, (2) Increase public participation in supervising the implementation of services public through a grievance mechanism in Nogotirto Village, Gamping Sub-district, (3) Achieve SOP availability to provide excellent service to community in Nogotirto village, Gamping sub-district. This PPM activity was held for two days, on the 10th and 11th October 2017, held at the Meeting Room of Nogotirto Village, Gamping Sub-district. The target audience is the entire apparatus of Nogotirto Village, representative of the figure community, Karang Taruna and PKK for 31 people (88,57%) from 35 people invited. Methods of this activity include lectures, role playing, FGD, and accompaniment. To measure the successful implementation of this service done role playing to see changes in the way of service, test orally about the material presented in the training and through the ability to prepare standard operating procedures agreed upon. The results of PPM activities show that overall implementation this activity succeeded, because: (1) positive response of participant of activity to PPM activities by lecturers Department of Science State Administration FIS UNY, (2) existence the suitability of the material activities provided with their needs, (3) increased awareness of Nogotirto village government apparatus in giving excellent service to the community, and (4) the compilation of two operational standards procedure in Nogotirto Village, Gamping sub-district which was then presented by the participants and agreed to be implemented

Kata Kunci: standard operating procedure, excellent services,