# ABSTRACT

*Public service is a process of providing community needs carried out by public institutions (central and regional governments) in accordance with the type of service provided, both in terms of services, goods, and administrative services. Service quality is satisfaction or service excellence provided by service providers to the community.*

*This study aims to describe the quality of public services at the Bekasi Regency Regional Secretariat and find out what are the factors contained in the quality of public services at the Bekasi Regency Regional Secretariat.*

*This research method was conducted using a qualitative descriptive approach. Qualitative descriptive research aims to describe and describe a phenomenon or event that is presented in a systematic, factual and relevant manner. Data was collected by using observation, interview, and documentation techniques. Researchers used source triangulation to check the validity of research data.*

*The results of this study indicate that the quality of public services at the Regional Secretariat of Bekasi Regency has implemented the Tangibel, Realiability, Responsivineess, Assurance, Empathy dimensions along with the indicators. However, there are several indicators that have not been running as expected, including infrastructure that must be repaired, lack of sympathy from employees towards the community, and employee discipline. The inhibiting factor for the public services of the Bekasi Regency Regional Secretariat is the lack of employee resources and infrastructure in the service process.*

***Keywords: Service, Public Service, Service Quality***