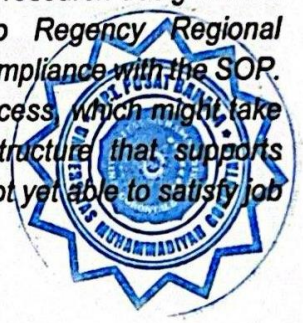
ABSTRACT

The efficient and effective execution of general department tasks is greatly aided by administrative services. This is the primary element that supports the efficient running of the regional government and is used to implement numerous administrative services for the community at the Gorontalo Regency Regional Secretariat Office. In order to guarantee quick and high-quality services, the caliber of administrative services rendered is essential. By identifying the primary barriers to their implementation, this study seeks to evaluate the general administration services provided by the Gorontalo Regency Regional Secretariat in terms of their effectiveness and quality. This study employs a descriptive research design and a qualitative methodology. Consequently, the Gorontalo Regency Regional Secretariat has been providing administrative services in compliance with the SOP. However, service efficiency is impacted by the service process, which might take one to four days. In the meanwhile, insufficient infrastructure that supports effective, efficient service and subpar personnel who are not yet able to satisfy job needs are the main causes of service barriers.



***Keywords**: Administration, Public Services*