

## STRATEGIES OF IMPLEMENTATION OF THE CAPACITIES OF THE GOVERNMENTAL APPLICATIONS IN PROVIDING QUALITY OF PUBLIC SERVICES

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### **Abstract**

In an era of globalization and rapid information technology development, the demand for quality public services is increasing. As a major public service provider, governments are faced with the challenge of increasing the capacity of equipment to deliver responsive, efficient, and community-sensitive services. The study aims to examine strategies for the development of the capacity of government apparatus in the realization of quality public services. This investigation uses the study of literature by searching for references that fit the context of the research. The results show that the development of capacity of government apparatus requires a comprehensive approach involving a wide range of stakeholders, as well as policies that support adaptation to change and accommodate the needs of the public. The study provides recommendations to policy makers to strengthen capacity development initiatives with the aim of achieving quality public services and building public confidence in the government.

**Keyword:** Strategy, government apparatus, public service.

### **INTRODUCTION**

Public service is one of the indicators of the effectiveness and efficiency of a government. The high quality of public service not only reflects good government performance but also shows the level of public satisfaction with the range of services provided. (Osborne, S. 2020). Basically, public service is aimed at meeting the basic needs of citizens and supporting the development of the character of a nation that is prosperous, just, and civilized. (Schwarz, G., Eva, N., & Newman, A. 2020).

The importance of high-quality public services is one of the central concerns that cannot be underestimated in improving the quality of life of the people and in establishing effective and efficient governance. As a real manifestation of the government's commitment to meeting the needs and expectations of the people, public service plays a critical role in strengthening the foundations of democracy, justice, and people's well-being. (Chen et al., 2020). The quality of public service becomes a direct reflection of how a state or governmental entity manages its resources for the common welfare. (Perry, J. L., & Buckwalter, N. D. 2010).

Improving the quality of public services can not only increase public satisfaction and confidence in government institutions, but can also be a catalyst for economic growth and investment. (Trischler, J., & Westman Trischler, J. 2022). This is because