***ABSTRAK***

*Research in the framework of the preparation of this final report entitled "****THE ROLE OF THE DISTRICT APPARATUS IN IMPROVING THE ADMINISTRATIVE SERVICES IN DISTRICT OF TIKALA MANADO OF CITY NORTH CELEBES PROVINCE****". The focus of this Final Report aims to determine how the role of the District Apparatus in providing administrative services. Factors that hinder the improvement of administrative services, as well as efforts made in improving administrative services to public  
 This research uses a qualitative descriptive design inductive approach. Gather data, researchers used data collection techniques consist of interview, observation and documentation. Data and information obtained were processed and analyzed by sequential stages of data reduction, data presentation and conclusion.*

*The results of the analysis that subdistrict head Tikala described as sub-district officials have distributed tasks to each employee in providing services to the public. Details of the task is entirely a task related to services provided in the District Tikala especially administrative services. Details of taste that have been determined in manado mayor regulation no. 65 of 2016.*

*The quality of administrative services provided by the District Administrative Tikala in general has given satisfaction to the people in the District Tikala. The dimensions of service quality has been largely achieved by the District Administrative Tikala, just that there are problems in the sub-district apparatus associated with the timing to enter the office. Another problem that occurs in service in District Tikala sub district is the supporting facilities in the implementation of service.*

*Apparatus District of Tikala need to raise awareness in the discipline of time to increase community satisfaction with services in the District Tikala. Services support facilities are also very improvement of administrative services so that there will be no delay in the implementation of services.*

*Keywords: Apparattus Districts, Service, Public.*