Abstract: According to Rashid Ryas in Haryanto et al (1997: 73) The main purpose of government is to maintain order in public life in order to live life to the quiet, serene and peaceful. Modern government is essentially government-oriented public service because government is not held only to serve himself and demanded to be able to provide services to its people and create the conditions that allow each person can develop the skills and creativity in order to achieve common progress. Society requires government organizations to have a leadership role in creating a creative, innovative and important decisions in the administration of government functions associated with improved quality of service. A public service organization leader must be able to empower its agents so as to alter the conditions of public services for the better and primed. Authors interested in knowing the extent to which the role of Head of BPPT in improving the quality of public services at BPPT Banjar District and the factors that hinder and support anything what in the public service. The study was conducted with qualitative research methods through an inductive approach to descriptive methods. The results of this study illustrate that the role of Head of BPPT in improving the quality of public services has been good along with the implementation of several innovations and development policy to the satisfaction of the public service.

Keywords: role, quality, public service