

**THE DEMANDING GOOD GOVERNANCE FOR LOCAL GOVERNMENT:  
CLIENT'S EXPECTED AND PERCEIVED SERVICES AT ONE WINDOW  
SERVICE OFFICE (OWSO) OF DOUNKEO CITY, CAMBODIA**

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**ABSTRACT**

The paper appraised the clients' Expected Services (ES) and Perceived Services (PS) on service quality at One Window Service Office (OWSO) of Dounkeo City, Cambodia as observed by clients. It also explored the challenges of the OWSO to recommend possible guidelines for improving service delivery of the OWSO. The components of SERVQUAL were used to measure clients' expectations and perceptions for the service quality. The quantitative data were collected from two different groups of clients (n=150), while the qualitative data were collected from both clients (n=15) and OWSO officers (n=15) through in-depth interviews and a group discussion. The findings from the survey questionnaires indicated that clients were significantly satisfied with the OWSO of Dounkeo City for delivering the services. Statistically, it showed that there was evidence from the positive gap score ( $\bar{X}=.42$ ,  $SD=.05$ ). Depending on the results achieved from the interviews and discussion, it was clear that there were some shortfalls still existing in the OWSO. All in all, the study has suggested three main points of modification to the OWSO board of managers to take into account of the integrity and morality of service delivery at OWSO to be better.

**KEYWORDS:** One Window Service Office (OWSO), Service Quality, SERVQUAL, Client's Expected Services, Client's Perceived Services