

Analisis kualitas pelayanan pertanahan : Studi pada pelayanan sertifikasi tanah di kantor pertanahan Kota Bekasi Jawa Barat =  
Analysis of quality of land service : Study on services of land certification in land office of Bekasi West Java

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Abstrak

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Tesis ini membahas tentang kualitas pelayanan sertifikasi tanah menurut 10 Dimensi Pelayanan Publik berdasarkan Keputusan MenPan No. 63 Tahun 2003 dan kaitannya terhadap ketahanan lembaga. Penelitian dilakukan di Kantor Pertanahan Kota Bekasi dimana masyarakat dan aparatur Kantor Pertanahan sebagai informannya. Penelitian ini adalah penelitian kualitatif dengan desain deskriptif. Hasil penelitian menunjukkan bahwa masyarakat menilai kualitas pelayanan Kantor Pertanahan Kota Bekasi sudah cukup baik. Namun masih ada beberapa hal yang masih dinilai belum baik sehingga perlu dilakukan perbaikan dalam rangka meningkatkan kepuasan masyarakat. Kepuasan masyarakat menimbulkan kepercayaan yang tinggi, yang tentunya berpengaruh terhadap ketahanan Kantor Pertanahan Kota Bekasi.

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<b>ABSTRACT</b><br>

This thesis discusses quality of soil certification services by 10 Dimensions of Public Service based on the Decision of the Minister of Utilization of State Apparatus No.63 Year 2003 and its relation to the resilience of the institution. The study was conducted in Land Office of Bekasi with people and officials of the Land Office as the informants. This study is a qualitative research with descriptive design. The results showed that people rate the service quality of Land Office of Bekasi as good enough. But there are somethings considered to be not good so that those need to be improved in order to increase people's satisfaction. The people's satisfaction leads to high trust, which of course affects the durability of the Land Office of Bekasi., This thesis discusses quality of soil certification services by 10 Dimensions of Public Service based on the Decision of the Minister of Utilization of State Apparatus No.63 Year 2003 and its relation to the resilience of the institution. The study was conducted in Land Office of Bekasi with people and officials of the Land Office as the informants. This study is a qualitative research with descriptive design. The results showed that people rate the service quality of Land Office of Bekasi as good enough. But there are somethings considered to be not good so that those need to be improved in order to increase people's satisfaction. The people's satisfaction leads to high trust, which of course affects the durability of the Land Office of Bekasi.]