

**HALAMAN PENGESAHAN**

**PENATAAN PELAYANAN PUBLIK  
MELALUI INOVASI LASTRI (LAYANAN SPESIAL TANPA ANTRI)  
DAN PANGKON (POJOK ANGKRINGAN KONSULTASI)  
DI KANTOR PERTANAHAN KABUPATEN BANTUL**

**Disusun oleh:**

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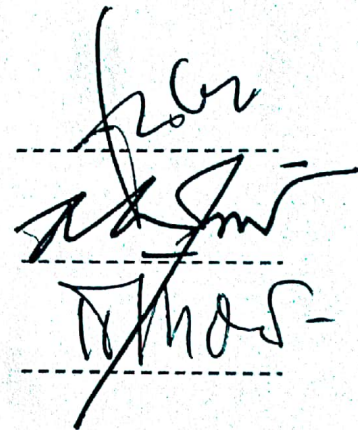
Telah dipertahankan di hadapan Tim Penguji  
Pada tanggal 12 Agustus 2021 dan dinyatakan telah memenuhi syarat.

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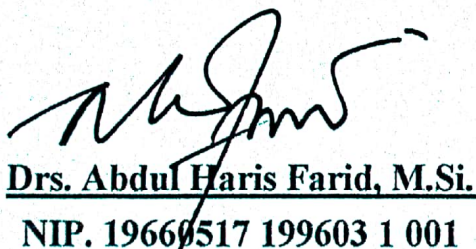
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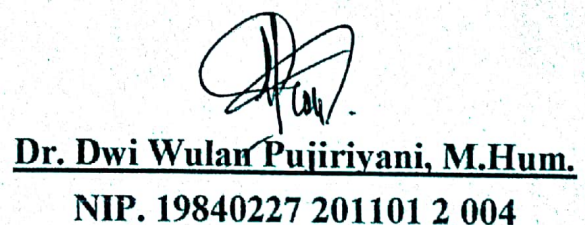


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## **ABSTRACT**

*Updates for reforms in order to improve the quality of public services have been intensively carried out by the Bantul Land Office since 2018, one of which is through the use of various public service innovations. The Bantul Land Office then took the initiative to create several land service innovations without using a technology base, namely LASTRI (Layanan Spesial Tanpa Antri) and PANGKON (Pojok Angkringan Konsultasi) innovations as breakthroughs in convenience and fluency at service counters, including for those with special needs.*

*This study will describe public service activities at the service counter of the Bantul Land Office, reviewing the application of LASTRI and PANGKON innovations including the benefits and advantages offered both in terms of service providers and recipients, as well as the influence given to improving the quality of public services at the Bantul Land Office using qualitative research method with a descriptive approach. For the Bantul Land Office itself, the benefits obtained from the LASTRI and PANGKON innovations are that they can improve the quality of land services to the community and obtain community satisfaction through the Community Satisfaction Index (IKM) survey, as well as being more open and closer to the community. These innovations are also one of the indicators of achievement as a series of declarations for the development of the Integrity Zone where the Bantul Land Office later received the title of Corruption Free Area (WBK) by the KemenPAN-RB in December 2020.*

**Keywords:** *Public Service, Innovation, Service Quality*