

HALAMAN PENGESAHAN

**PENGELOLAAN PENGADUAN
DI KANTOR PERTANAHAN KABUPATEN BANTUL**

Disusun Oleh:
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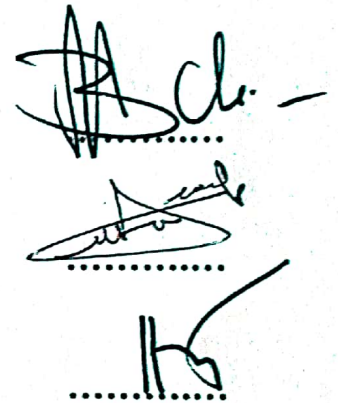
Telah dipertahankan di hadapan Tim Penguji
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ABSTRACT

Public service is one way to build good governance, because it contains the constituent elements that build it, namely the government, society, and market mechanisms. In order to achieve these goals, public complaints services are provided for public services organized by public service providers, so that the community as the recipient of public services can channel various forms of complaints. The management of complaints that should be implemented properly by public service providers is still considered unfavorable by the community and has not met the expectations of the community, even though the public complaint service is one of the services mandated by law.

The issuance of Permen ATR/BPN Nomor 8 tahun 2018 about concerning complaint management within the Ministry of ATR/BPN, which is an order to specifically implement complaint management according to the standards set by the Ministry of ATR/BPN. This research was conducted to understand the implementation of complaint management as the actualization of the application of the Permen ATR/BPN Nomor 8 tahun 2018 and to measure its application in the dimensions of complaint management principles.

This research was conducted using qualitative research methods with a rationalistic approach. The results of the study show that the implementation of complaint management at the Bantul Land Office is carried out with applicable regulations and takes steps to innovate in the use of digital media as a means for the public to submit complaints.

Keywords: Public services, good governance, complaint management, digital media