

HALAMAN PENGESAHAN
PERSEPSI PENGGUNA TERHADAP PELAKSANAAN PELAYANAN
HAK TANGGUNGAN ELEKTRONIK
(STUDI DI KANTOR PERTANAHAN KABUPATEN SUMBAWA)

Disusun Oleh:
MUHAMAD IMAM PRIBADI
NIT. 17263070 / Manajemen Pertanahan

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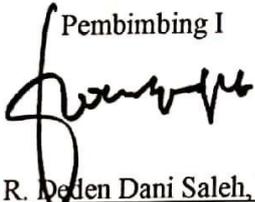
SUSUNAN TIM PENGUJI

KETUA Aristiono Nugroho, A.Ptnh., M.Si.
NIP. 19620801 198403 1 006

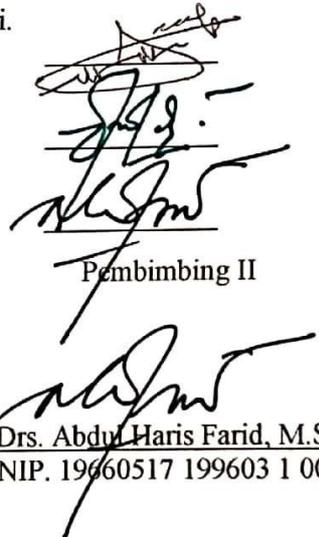
SEKRETARIS Sudibyanung, S.SiT., M.Si.
NIP. 19721217 199401 1 001

ANGGOTA Drs. Abdul Haris Farid, M.Si.
NIP. 19660517 1996031001

Pembimbing I


Dr. R. Deden Dani Saleh, M.Si.
NIP. 19690628 199703 1 002

Pembimbing II


Drs. Abdul Haris Farid, M.Si.
NIP. 19660517 199603 1 001

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SEKOLAH TINGGI PERTANAHAN NASIONAL



ABSTRACT

The Indonesian government through Presidential Regulation (Perpres) number 95 of 2018 concerning the Electronic-Based Government System (SPBE) has begun to implement communication and information technology in the administration of government (e-Government). In line with that, the Ministry of Agrarian Affairs and Spatial Planning/National Land Agency (Ministry of ATR/BPN) launched electronic services to support service quality. One of the e-Government services launched by the Ministry of ATR/BPN is the Electronically Integrated Mortgage Service (HT-el Service). The Sumbawa Regency Land Office has implemented HT-el Services on July 8, 2020. Implementation of this HT-el service is expected to increase the number of mortgage services in Sumbawa Regency significantly. However, based on statistical data on electronic services on the PTSL Dashboard application, there were 1,923 Mortgage Certificates (HT) issued by the Sumbawa Regency Land Office during the 2020 period, while in 2019 the Sumbawa Regency Land Office was able to issue 1931 HT certificates. This indicates a decrease in the number of Mortgage services at the Sumbawa Regency Land Office.

The purpose of this study was to determine the implementation and user perceptions of HT-el services at the Land Office of Sumbawa Regency. This study uses a descriptive qualitative approach. The data collection techniques in this study were interviews, observation, and documentation. User satisfaction with the implementation of HT-el Services at the Land Office of Sumbawa Regency in this study was measured based on user perceptions of 5 dimensions of customer satisfaction, namely: Price (Price), Service Quality (Service Quality), Product Quality (Product Quality), Emotional Factors (Emotional Factor), Ease of Access (Efficiency).

The results of this study are the user's perception of the implementation of HT-el Services at the Sumbawa Regency Land Office is good and users are satisfied. This can be seen from the user's good perception of the 5 dimensions of customer satisfaction according to Irawan, namely: Price, Service Quality, Product Quality, Emotional factors and efficiency (convenience).

Keywords: *SPBE, HT-el, User Perception, User Satisfaction*