

HALAMAN PENGESAHAN

**PELAKSANAAN PELAYANAN HAK TANGGUNGAN TERINTEGRASI
SECARA ELEKTRONIK DI KANTOR PERTANAHAN KOTA TERNATE**

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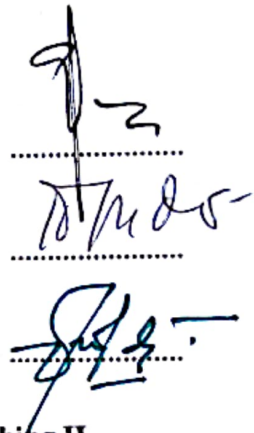
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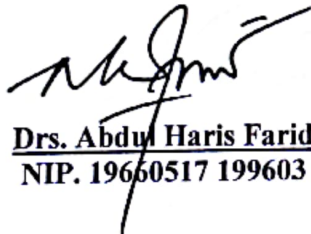
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ABSTRACT

The Regulation of the Minister of Agrarian and Spatial Planning/Head of the National Land Agency Number 5 of 2020 concerning Electronic Integrated Mortgage Services (HT-el), is expected to be able to fulfill the principles of openness, timeliness, speed, and affordability to improve public services at the Land Office. In its implementation at the Land Office of Ternate City, there are still problems that reduce the quality of services such as rejection of required documents, lengthy service completion times, repetition of service procedures, repeated fee payments, and data errors in service products.

This study aims to determine how the implementation and the obstacles faced in the HT-el service at the Land Office of Ternate City in terms of compliance with public service standards. This study uses a qualitative method with a descriptive approach, which describes the implementation and constraints in HT-el services based on qualitative data collection techniques such as in-depth interviews, passive participatory observations, and literature studies.

The results of the study indicate that the implementation of HT-el services at the Land Office of Ternate City has not been fully implemented following public service standards. Technical Instructions for HT-el services that are not known to service users, inadequate facilities for using services, workloads that are not balanced with the number of service implementers, lack of response to file checks, and human errors are obstacles in the implementation of HT-el services at the Land Office of Ternate City.

Keywords: Implementation , HT-el Service, Public Service Standards, Obstacles