

HALAMAN PENGESAHAN

**RANCANG BANGUN APLIKASI LOKET *VIRTUAL* BERBASIS WEB DI
TENGAH PANDEMI *COVID-19***
(Studi di Kantor Pertanahan Kota Administrasi Jakarta Pusat)

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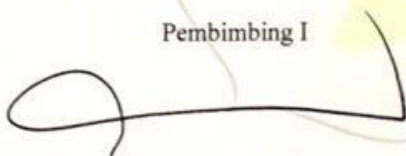
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ABSTRACT

The use of technology in everyday life, as well as government organizations, has become prevalent in this modern period. E-Government refers to the use of technology in government agencies to make it easier for the general people to obtain information, assist with work, and avoid document fabrication. The Indonesian government is aware of this, and numerous legislation have been enacted to make it easier for government organizations to employ technology. However, Indonesia's e-government implementation lags behind Singapore's, which has been recognized around the world for its e-government implementation. The pandemic that swept the globe at the start of 2020 rendered life in the world absolutely halting. This pandemic has dramatically altered people's lives. Because social interaction is limited, it is an excellent time to use technology to provide maximum land services in the middle of a pandemic, as well as to serve as an exemplar of e-government at the Ministry of ATR/BPN.

Because it will seek for what the user requires and construct an information system that is beneficial for offering land services called virtual counters, this study will employ the Research and Development (R&D) technique. Because applicants simply need to use the application to enjoy land services without having to have direct social connection with land office staff, this virtual counter is able to deliver maximum service in the midst of a pandemic.

This virtual counter is a desirable project for the Ministry of ATR/BPN to develop so that it may be utilized across the country to provide land services in the event of a pandemic and realize the government's e-government goals.

Keywords : E-Government, Pandemic, Virtual Counter