## *ABSTRACT*

### *INFLUENCE ON POLICY IMPLEMENTATION LAND OFFICE COMPUTERIZED SYSTEM (NOA) CERTIFICATION OF SERVICE QUALITY ON SOIL IN THE LAND OFFICE CIMAHI*

*Improving the service bureaucracy that has been a tendency continues to be the problem worse imaged at both public and within government itself. At the public level for example appears very strong demands for the government to implement reforms consistent with the bureaucracy provide excellent service to the public. This thesis is done because the background by the use of the Computerized System for the Land Office (NOA) which aims to improve soil quality certification services to the community. This research is focused to the extent Influence Policy Implementation Land Office Computerization System of Soil Quality Certification Services in Cimahi.*

*The theory used in the preparation of the thesis is a theory of policy implementation by Riant Nugroho D as a variable (X) consists of four indicators, namely the implementation of strategy, organization, mobilization and leadership, and control. Theory according Moenir services as a variable (Y) consists of six indicators, namely the awareness factor, the factor rules, organizational factors, income, fakor ability-skills, and service facilities factor. The method used is descriptive method with quantitative approach, the approach used. Data collection techniques used in this research is through observation, questionnaire / questionnaire, study libraries, and documentation. population sample in this study population were 86 of 600 people who handle ground services at the Land Office certification Cimahi. The method of analysis using Spearman rank correlation and coefficient of determination.*

*The results of X variable for 73.23% of which were in the range a strong score. Variable Y for 68.66% of which were in the range a strong score. Furthermore, the results of research on the effect of a computerized system of policy implementation offices (NOA) to service quality certification in the land office land Cimahi show sufficient degree of relationship, with contributions amounting to 29.38% and influence the rest 70.62% influenced by other factors not examined by researchers.*

*The attitude of transparency to the community more leverage should be applied, regardless of one eye so that no third party certification in the ministry of land in the Land Office Cimahi.*