ABSTRACT

"Implementation Influence of Computerization System Policy Land Affairs Office through Land Service Quality In Bandung Land Affairs Office

Era development causes the government must make a strategy to improve service quality. Service quality increase in Bandung Land Affairs Office must be prepared to avoid conflict as result in land ownership based on Computerization System in Land affairs Office, the government expects can improve service quality concerning land certificate in Bandung City.

In this study, X variable uses theory of policy implementation that proposed by Riant Nugroho. There are four dimensions in this policy implementation process as well as controlling. Y variable uses theory of public service quality that proposed by Lijan Poltak Sinambel. Consist of six dimensions such as accountability, transpiration, conditional participative, equality as well as balance between rights and responsibility.

Used method in this study is descriptive analysis method with quantitative approach. Study samplings are 37 persons. Used data collecting is non participant observation questionnaire, library study and documentation. Understanding computerization System in Land Affairs Office through Service Quality carried out statistical test with using Pearson and Software SPSS 13.0 for windows.

Study result shows that X variable found 84% including very good. Y variable found 85% including very good. Correlations coefficient is 0.905 including "highest/strongest relationship" categories. Influence percentage of Computerization System in service quality especially in Land Affairs Office Bandung City can be found from determination coefficient result as much as 81.8%.