

Public Service In Service Soil Certificate In The Sorong City

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ABSTRACT: One of the goals of decentralization in 2004 that the decentralization of Local Government authorities undergo a process of empowerment, the ability of initiative, creativity encouraged, so that the capacity to address domestic problems getting stronger This opens opportunities made possible since the enactment and implementation of the Law on Local Government that Act No. 32 of 2004. The problem is formulated in this study is how the public service in the administration of land titles in Sorong city? . This study used a qualitative approach that is descriptive analysis. This study seeks to describe and interpret what is (can about the condition or existing relationship, opinion growing, ongoing process, result or effect that occurs or emerging trend). Basic techniques of data collection used is interview, observation and documentation. Interviews were used in the form of nonstandard or unstructured, done without preparation of a list of questions that tight, but based on the *interview guide* focused on research. Data analysis techniques in this study using a qualitative analysis of the interaction model proposed by Miles and Huberman. The results showed that public service obtaining certificates of land that occurred in Sorong city land office applied based counter system to provide services that are easy for the public applicants for all service activities through mechanisms that have been specified for ease of service. But it must be admitted that there are services that have not been fully optimized in accordance with the procedures of service. Counter parties in implementing the maintenance service is not in accordance with SOP according to the stages of eligibility has been determined. Service activities implemented by the land office by the applicant community feedback or service activities is not optimal because they are less efficient service activities tend to be economical because the service is not simple and not timely completion. Simplicity of service as factors supporting and application services implemented in the Land Office Sorong. As a supporter of the service if the application in accordance with the procedure / procedures organized services easily, smoothly, fast and uncomplicated. As a barrier if the application does not have procedures SOP services, services complicated, slow and overly bureaucratic.

Key words: public service, certificates of land, sorong city

1. INTRODUCTION

One of the goals of decentralization in 2004 that the decentralization of Local Government authorities undergo a process of empowerment, the ability of initiative, creativity encouraged, so that the capacity to address domestic problems getting stronger (Abdul Gaffar Karim., 2003: 172)[1]. This opens opportunities made possible since the enactment and implementation of the Law on Local Government, namely Law No. 32 of 2004. Local government policy with Special Autonomy (Act No. 21 of 2001 as amended by the Government Regulation in Lieu of Law of the Republic of Indonesia No. 1 of 2008 on the Amendment of Act No. 21 of 2001 on Special Autonomy for Papua Province) do not touch and build human Papuans in terms of both quality and quantity of resources. In essence, government organization devoted to the creation of public service functions (*public service*).

The conception of good governance requires each Apparatus Government to be responsible and accountable for all the attitudes, behaviors and policies to the public. It required professional personnel who are able to optimize the execution of their duties and functions and supported the spirit of dedication and service-oriented public. Complaint voiced aspirations to governments to implement good governance in line with the increasing level of public knowledge. The charge was supposed to be addressed by the government to make changes - changes that are aimed at the realization of the implementation of good governance. Land Board Sorong City is one of the government agencies to implement the excellent service under the general guidance of public service in terms of service first land registration, land registration data maintenance, registration and land information, measurement plot, setting and arrangement of land, as well as the management of complaints. The principle of obtaining the certificate of service of the land in Sorong City Land Board is the principle of excellent service which includes: easy, simple, clear, transparent, efficient, effective, economical, equitable and timely and the support and synergy of all concerned with the Land Agency (*stakeholders*). With the implementation of excellent service system and the support of *stakeholders*, the response and the public response to the service can be measured whether effective and efficient services in accordance with the needs of consumers as well as the development and the changing times. In addition, the reality shows that the condition of public service is still faced with a system of government that has not been effective and efficient and the quality of human resources personnel are inadequate. This is evident from the number of complaints and complaints from the public, both directly and through the mass media concerning the purchasing cumbersome procedures, there is no certainty of completion period, costs, requirements that are not transparent, less responsive attitude of the officers, the lack of means and

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infrastructure support services. In addition, due to lack of socialization processes and mechanisms of obtaining the certificate of the local people do not understand the procedures to apply for obtaining land titles. This adversely affects the maintenance of the certificate by the public, and also may be gaps or opportunities for the emergence of a good *realtor* obtaining certificates outside land agencies and the authorities of the institution itself. If the condition is left unchecked, it can lead to unfavorable image of the government. To overcome these conditions require analysis of public services to further discover the quality of service delivery improvement maintenance of prime land certificate. Observing the phenomenon and the fact that occurred in the city of Sorong regarding maintenance services to all Problems of land certificates, the researcher was interested to study these problems. The problem in this research is formulated as follows how the public service in the administration of land titles in Sorong city.

II. LITERATURE REVIEW

According Soetopo (in Napitupulu, 2007 : 164)[2] defines service as an effort to help communities prepare (take care) what is needed by others. According Moenir (2000 : 26-27)[3] states that the service is an activity performed by a person or group of persons on the grounds of material factors through systems, procedures and specific methods in order to attempt to satisfy the interests of others in accordance with their rights. Another opinion says that the service is an act (*deed*), a performance (*performance*) or an effort (*effort*), so it shows the importance of the receiver's internal services are actively involved in the production or delivery of the service process itself (Warella, 1997: 18) [4]. Public service is a must for the state or government to serve its citizens. Public service is an effort to meet the basic needs of the state and the civil rights of every citizen of goods, services, and administrative services provided by public service providers. Public service is not easy to do, and many countries are failing to do good public services for citizens. Quality public services and deserve, has been the demand of the people in line with the growing awareness of a more democratic society. The government's role as *governor-governed*, and the regulator-regulated should provide opportunities for citizens to participate in the life of society and the state. Regulation of public services that are still scattered in many of its sectoral regulations, making public services in Indonesia is not yet *manageable* condition. Public services can be defined as any form of services, either in the form of public goods and public services which, in principle, be the responsibility of and implemented by government agencies at Central, Regional, and in the State Owned Enterprises or Regional Enterprise, in order addressing the needs of society as well as in the implementation of the provisions of the legislation. Public services can also be interpreted as granting service (serve) the purpose of the person or people who have an interest in the organization in accordance with the basic rules and procedures that have been set (Kurniawan in Rush, 2008: 52). Furthermore, according to the Minister of Administrative Decision No. 63 of 2003 explained that the public service is defined as any activity carried out by the service providers of public services as addressing the needs of service recipients and the implementation of the statutory provisions. In Act No. 25 of 2009 on the Public Service, the

public service is defined as an activity or series of activities in order to meet the needs of the service in accordance with the laws of every citizen and resident of goods, services, and / or administrative services provided by public service providers. While public service providers, hereinafter referred organizer is every institution of state officials, corporations, independent agency established by law for public service activities, and other legal entities formed solely for public service activities. Public services spearheading the interaction between society and government. Bureaucratic competence can be judged one of them by looking at the extent to which the quality of public services. As bureaucratic policy implementation in the field, the public service was attracting its own to learn. Dwiyanto et al (2002: 231)[5] states that the assessment of the ability of the public bureaucracy is not enough simply done by using indicators such as the bureaucracy inherent in efficiency and effectiveness, but must be seen also from the indicators are attached to the service users, such as service user satisfaction, accountability and responsiveness. According Tjokrowinoto (2004: 121)[6] a bureaucratic apparatus entrusted to serve the public need to have competencies that include *First*, sensitive and responsive to new opportunities and challenges that arise in the market. *Second*, do not get hung up on regular activities related to the function instrumentation bureaucracy, but must be able to break through creative and innovative thinking. *Third*, have a futuristic insight and systemic. *Fourth*, have the ability to anticipate, estimate and minimize risk. *Fifth*, observant of the potential sources and new opportunities. *Sixth*, have the ability to combine resources into a *resource* that has a *mix* of high productivity. *Seventh*, have the ability to optimize available resources, by shifting the source of low productivity activities towards high productivity activities. So there are a number of capabilities that are required for professionals, both on those aspects that are physical skills and a positive mental attitude to the expectations of the community served. Observing the scope of this competence, then the increase in the quality of bureaucrats should be targeted, the institutional arrangement and wiring with HR bureaucrats. Models of education and training, both structural and functional needs to be done. Materials and curriculum and training that too must continue to be refined and enriched according the expected demand. In Minister of State for Administrative Reform Decree No. 63 of 2003 has made it clear that the notion of public service or public service can be defined as any form of services, either in the form of public goods and public services which, in principle, be the responsibility of government agencies and implemented in the central, regional, and environment Agency State Owned Enterprises or Regional Enterprise in an effort to meet the needs of society as well as in the implementation of the provisions of the legislation. In addition to the theories presented above services, Denhard and Denhard (2003: 25-26)[7] offers a service model that is described as a new model of public service (*new public service*). Explained that this service model rests on the theory that teaches the existence of an egalitarian democracy and equality among citizens. Thus, the public service can be defined as any form of services, either in the form of public goods and public services which in principle is the responsibility and implemented by government agencies at Central, Regional,

and in the State Owned Enterprises or Regional Enterprise, in an effort to meet the needs of society as well as in the implementation of the provisions of the legislation. Ahmad Sabirin (2008) proved that the quality of service in the form of physical evidence, empathy, reliability, responsiveness and assurance has not been well applied because there is no support for administrative policies in an integrated set of service standards which must be acceptable to the public in order to be fulfilled satisfaction. Causative factors in the maintenance of public service applications IMB is not optimal due to the characteristics of the organization, human resource development, work environment, policies and management that have not been applied consistently and commitment of the apparatus, so that the public service is not running as expected public. Muliana Kusuma (2011) concluded that the services implemented by the public perceived One Roof System, ("SAMSAT") unsatisfactory. Obtain public service less simple in service procedures, does not have the clarity and certainty of service, service uneconomical, inefficient and ineffective, less transparent, fair and equitable. The reason for the policy is not applied with good services according to their ability to communicate issues policy makers in service, repair personnel resources, lack of understanding of the disposition of the task, and the lack of appropriate delegation of authority of the organizational structure. As a result, the public often complain and are not satisfied with the services provided. Widodo Grace (2011) showing that services implemented by BP2T not been implemented optimally in providing services in accordance with the applicable procedures and mechanisms. Form of service that is applied is not appropriate implementation of service standards according to Law No. 25 of 2009, due to the ability of these laws and regulations have not been properly implemented to realize the service that is simple, clear and definite, accountable, economical, efficient and effective, and fair, this is because factor application service quality has not appeared well implemented in accordance physical evidence available, the officer serving less empathy to understand the willingness of the public, the response is less sprightly service, reliability of service is still slow in the service process and the lack of certainty of completion time of service. This is a consideration for BP2T agencies to make corrections and improvements in the implementation of public services. Harris Santoso (2012) concluded that the services are implemented today by the Department of Revenue licensing section has not been properly implemented. There are several aspects of the service that has not been socialized properly applied, particularly services that are simple, clear and definite, accountable, efficient and effective, while the economical and fair service has been implemented well. The cause of the service is not simple because the SOP is applied too long bureaucratic services, mechanisms and procedures are unclear and uncertain timing of a process service file. Not accountable because there is no information in a transparent and responsible for the services provided, the service is not efficient and effective because it uses up to a month in a process to obtain services. And recognized that the service has to be as detailed and terms of payment have been paid in the bank, as well as the service was fair because all the public who get services feel the same service. Indriyani Sulastri (2012) with a dissertation entitled "Some Factors

Affecting Service Quality and Satisfaction in Public Management, Housing through a mortgage with Bank Rakyat Indonesia Branch Kendari". The results using SEM analysis found that factors characteristic of the organization, human resource development, work environment, policies and management are factors that provide direct and indirect influence on the quality of public service and satisfaction. It was found that the characteristics of the organization and the work environment positive and significant impact on the quality of service. Factors of human resource development and management policies have a positive impact and no significant effect on the quality of service. Factors of human resource development, working environment and management policies and significant negative impact on public satisfaction. While the characteristics of the organization and does not provide a significant negative influence on public satisfaction. This means, the factors that affect the quality of public service and satisfaction need to be addressed, because these services are applied by the bank failed to give effect to increase public satisfaction. Previous research studies can be used as a comparison to provide enriching the repertoire in which researchers do research related to the analysis of the maintenance of public services in the study of land titles in Sorong.

3. RESEARCH METHODS

This study used a qualitative approach that is descriptive analysis. This study seeks to describe and interpret what is (can about the condition or existing relationship, opinion growing, ongoing processes, which occur as a result or effect or tendency emerging). Base on background of the problem and research objectives, the research This focused on: Mechanism of Land and maintenance services. Mechanical land certificates on the basis of the Agency of the data collection used is interview, observation and documentation. Interviews were used in the form of nonstandard or unstructured, done without preparation of a list of questions that tight, but based on the *interview guide* focused on research. Data analysis techniques in this study using a qualitative analysis of the interaction model proposed by Miles and Huberman.

4. RESULTS AND DISCUSSION

Regional autonomy widest (Papua Special Autonomy) is intended to accelerate the development of Papua, but also a negative impact on the locality with the development of the spirit of ethnocentrism and the potential disintegration of the Republic of Indonesia. These negative effects can not be separated from a narrow interpretation of the meaning of pride locality. Locality is only meant as a cultural space without considering the locality as a political space in which the whole person in the locality (with ethnic identity, race, religion, and culture any) have political rights are equal. Sorong city is located at the head of Papua island birds make this area as a strategic trade flows and the gate of Papua. The name "Slide" is derived from the word "Soren" Noemfoor Biak language vocabulary - one ethnic Papuans who sailed later settled in this region. That is, "and wavy sea in" so Manokwari and the consortium, Bintuni, Babo, and surrounding areas make shoves for transit transport of goods. The strategic location makes the dynamics of urban life Sorong and faster population growth. Especially with the

oil and coal mining, as well as the potential for marine. So in Sorong there are many oil companies, fisheries, services, and companies engaged in other sectors. Administratively, Sorong formed by Act No. 45 of 1999 of the City of Sorong is divided into 6 districts of Sorong District West, East Sorong District, District Sorong, Sorong District Islands District North Sorong, and shoves District Manoi. At first, Sorong consists of two districts / subdistricts of Sorong District of West and East Sorong District. In 2012, the city of Sorong has been divided into 6 districts and 31 villages namely Sorong District West, East Sorong District, Sorong District of Islands, North Sorong District, and the District Manoi Sorong. The sixth district includes 31 villages, where the 5 villages in the district of West Sorong, 7 villages d Sorong District East, 5 villages in the district of Sorong, 4 villages in Sorong District Islands, 5 villages in the district of North Sorong and 5 villages in District Manoi Sorong. Sorong city is the gateway to the region of Papua. The strategic location and outstanding natural potential to invite a lot of people from outside Sorong migrate to Sorong, so that in the city of Sorong found a lot of residential locations are faced ethnic communities, such as in Klademak Beach, Boswesen Market and the Common Market settled Buton, Bugis and Makassar, in the surrounding area Domine Eduard Osok Airport (DEO) settled community Inanwatan, Metamani, Kais and Kokoda (IMEKO), in the area of Kampung Salak Rufe and settled communities Serui and Biak. Population growth means that the extension of residential areas so that the level of soil growing needs for both residential and industrial. Competition exploitation and domination in the economic field can not be avoided. Despite the fact that migrants (*amber*) dominate the economy Sorong. It also shows that the local government policy with Special Autonomy (Act No. 21 of 2001 as amended by the Government Regulation in Lieu of Law of the Republic of Indonesia No. 1 of 2008 on the Amendment of Act No. 21 of 2001 on Special Autonomy for Papua Province) no human touch and build indigenous Papuans in terms of both quality and quantity of resources. This reality raises jealousy between *amber* and *bakit* (indigenous Papuans).Papuans felt excluded, overlooked and marginalized. These conditions lead to inter-ethnic conflict in the city of Sorong. Especially when it comes to the issue of ownership and control of land. Soil is a source of agrarian values and strategic importance in human life. In addition to social worth, land also has political, economic and cultural. Reality shows that the area of land in a region or tribe or individual ownership has not increased, but the demand for land has increased along with the rapid rate of population growth and development. The increasing demand for land for various purposes, can not be avoided also increase the land issues both in terms of quantity and in terms of the level of complexity. In general, the National Development Planning Agency in the National Land Policy classifying land issues into three items, namely related to : 1) inequality tenure and land owners, 2) increasing land disputes and (3) low legal certainty to the ownership and control of land. Sorong city population heterogeneity visible from many and diverse ethnic composition of both indigenous Papuans (Moi, Aifat, Aitinyo, Ayamaru, etc.) and comers (Moluccas, Batak, Java, Makassar, Bugis, Buton, etc) with a percentage of 60% of the original population, 40% of migrants. Indigenous Peoples is indigenous Papuan

people since birth live in a particular area and are bound and subject to certain customary law with a high sense of solidarity among its members. The implication is that pride that emerged became false pride, wrap the narrow interests of the identity of an elite group, regardless of the condition of the overall mass. Especially when it comes to the issue of ownership and control of land. If there is encroachment, can occur tribal warfare. Similarly, inter-clan. Major conflict could occur if a clan belonging to other genera of land claims. The conflict between the clans are usually solved by inviting parents to know about indigenous customary law and history of the land. Tribal law loudest Moi is a matter of customary land boundaries. Because land tenure in indigenous communities called "customary rights". In the language of the law as well as scientific, the term "communal land" is always used to refer to the lands controlled by customary law in a particular ethnic. According to Government Regulation in Lieu of Law of the Republic of Indonesia Number 1 of 2008 on the Amendment of Act No. 21 of 2001 on Special Autonomy for Papua Province (chapter 1), Land Rights is the right of association controlled by the indigenous community on certain areas on certain over a the which is the living environment of its citizens, Including the right to use the land, forest, and water as well as its content in accordance with the legislation. Article 19 of Law No. 1960 on the Basic Regulation of Agrarian subjects (here in after referred to as the Law of Agrarian states that : In order to ensure legal certainty by the government held land registration throughout the territory of the Republic of Indonesia in accordance with the provisions set of government regulations. The registration under subsection (1) of this article include : Measurement, staging and bookkeeping land and registration of rights to land and the transfer of Reviews These rights. Letters perfectly valid purchase receipt as proof of a strong tool. Principal paragraph 1 BAL as described above that any existing soil across Indonesia was ordered to be registered to the National Defense Agency it is emphasized in Article 3 of Government Regulation No. 24 of 1997 that the land registration aims as follows : (a) To provide legal certainty and protection legal titleholders something plots,in addition to be able to prove that it is the holder of the relevant right.(B) To provide information to the parties concerned, including the government can easily acquire data needed, in performing legal acts on existing lands.(C) To the implementation of orderly administration. What is meant by the land registry is a series of Activities undertaken by the government are constantly, continuous and regular relationship, including collection, processing, and maintenance of accounting data and Juridical physical presentation of the data in the form of a map and a list of the areas of land and apartment units Including letter giving proof of his rights to areas of existing land rights and property rights to the apartment units as well as on certain rights roommates encumber, one of the objects of registration of land is customary land rights over land that is born by the local customs since 24 september 1960 indigenous lands converted into the property, but has not been registered. In practice in the community, land registration, better known as certificates ground.In the case of the maintenance services of land titles in Sorong city, customary rights of indigenous land has been set up in the traditional institutions. Customary law customary land

dividing the existing clans in Moi tribe. The boundaries of the area of land ownership genus is characterized by a variety of natural objects, tree, river, rocks, mountains, and so on. Each clan in Moi tribe knowing the limits of the soil, so it can not just go to another village or clan land. For each clan has given a sacred object that becomes an undeniable mark on the land ownership. Thus, when taking care of the land certificate must be attached to the letter release customary land. Therefore, the process of releasing the land of the Moi very complicated. Because in addition to a certificate of land from the Land Office must also exist Indigenous Release Letter from *Keret*. In fact, it often happens that the buyer get a release letter from *Keret* are not indigenous customary land authorities in the region, there is also a later sued by descent *Keret* because he felt that the customary release not following the correct procedure. As a result, many buyers are harmed by the care of the traditional release process many times, even the buyer holds a certificate that controls the land but the land is the Moi / derivative of the land owner. So today, Land Agency asked Indigenous Release Mail as one of the requirements of the maintenance of the land certificate. Finally, many buyers choose to prioritize the maintenance release than the customary land titles. In addition, the reality shows that the condition of public service is still faced with a system of government that has not been effective and efficient and the quality of human resources personnel are inadequate. This is evident from the number of complaints and complaints from the public, both directly and through the mass media concerning the purchasing cumbersome procedures, there is no certainty of completion period, costs, requirements that are not transparent, less responsive attitude of the officers, the lack of means and infrastructure support services. In addition, due to lack of socialization processes and mechanisms of obtaining the certificate of the local people do not understand the procedures to apply for obtaining land titles. This adversely affects the maintenance of the certificate by the public, and also may be gaps or opportunities for the emergence of a good *realtor* obtaining certificates outside agencies land and the authorities of the institution itself. If the condition is left unchecked, it can lead to unfavorable image of the government. Position function and Indigenous Land Tenure Customary Law Malamoi According to Law No. 5 of 1960, On the Principles of Agrarian) can be explained as follows: Institute of indigenous peoples and Indigenous Council in Sorong Malamoi very important, because maintaining and protecting the basic rate Rights Malamoi Sorong city and Sorong regency. Before institution formed Indigenous Peoples, UU. No 5-agrarian 1960 has issued a certificate authority that is directly to the right to use / manage a piece of land without being noticed by the owner, but now is not the case, the agrarian issue a certificate of release if there is a letter of Indigenous Peoples as owners legitimate customary rights. The results of the research that has been done, it can be explained that the Land Office of Sorong services performed by the service counter system of land. The system is governed by the Regulation of the Head of State Land Agency No. 3 of 2010, on the System Counters in land services, observations found that the quality of service is one of the demands of bureaucratic reforms are concerned, so that efforts to improve the quality of service outlets across the board Land Office of Sorong needs to be

intensified. Forms of land services performed by officers served over the counter (*front office*), so that people can be served in a practical, objective, effective, procedural and professional. It is a form of service desired by the land office, but the form of services provided has not fully guarantee the satisfaction of the community served. The above explanation shows that the service activities implemented in the Land Office is run by the service counter system to facilitate the public to get information services, administrative, and financial complaints during ground handling to get a certificate of land ownership. Apparatus Land Office tried to provide services to the people who come to register areas of land in accordance with the details and introductory letter attached for further processing until the issuance of the certificate. In essence, the people who provide the necessary prerequisites completeness in the management of land have easy and smooth process that is registered and administered services for land titling. In general, the procedure of land certificate services by Land Office of Sorong from registration until the issuance of certificates of land use service counter system of land titles. Service counter system of land titles consisting of three (3) counters, namely: Counters I : 1. Acceptance file.2. Registration.3. Information regarding the completeness and mechanisms Counters II : Payment of fees based on Government Regulation No. 13 Year 2010 regarding Tariff on Non Tax Revenue. Counters III: 1. Final delivery of the product, in the form of a certificate. 2. complaints about the service system. Procedures land services by the National Land Agency Regulation No. 2 of 2010 on Standard Operating Procedures and Services Settings (SOPP). Mission, must comply with the provisions of the National Land Agency chief Regulation No. 1 of 2010 on Service Standards and Regulations Land correctly and consistently. Realization of services within the last five years has increased. However, the realization of the service range 0.3% - 12.5%. The highest increase occurred between the years 2010 - 2011 on the application of counter computerized system, and low service realization occurred in 2012 due to many complaints from the public about the emerging sub-optimal care in a non-transparent data access and completion of a period of up to three months, even more which causes the lack of response to community service performed apparatus Land Office of Sorong. Various factors that affect service quality land certificates, among others, many requirements and too much time making it less efficient and effective. In general, the applicant complained about the length of the service process, in which communities should be informed that in doing the maintenance service, personnel must carefully examine matters relating to land ownership rights in accordance with the legality of the law, in addition to the provision of clear information to officers usually hamper observation and measurement of the review conducted by the officers, then wait for the approval of the Head of BPN Center should be sent to the Head of the Land Office of Sorong to follow up making the certificate that normally takes a long time. Public services are applied in the Land Office of Sorong in the implementation of the mechanism of technical procedures to achieve public service, influenced by the presence of factors that support and hinder public services. These factors such as simplicity, clarity and certainty, security, openness, efficiency, economy and

justice with the services provided by the authorities and accepted by the applicant or the public who perform the maintenance certificate. Simplicity of service as factors supporting and application services implemented in the Land Office Sorong. As a supporter of the service if the application in accordance with the procedure / procedures organized services easily, smoothly, fast and uncomplicated. As a barrier if the application does not have procedures SOP services, services complicated, slow and overly bureaucratic.

5. CONCLUSION

Public service in the administration of land titles that occurred in Sorong City Land Office applied based counter system to provide services that are easy for the public applicants for all service activities through mechanisms that have been specified for ease of service. But it must be admitted that there are services that have not been fully optimized in accordance with the procedures of service. Counter parties in implementing the maintenance service is not in accordance with SOP according to the stages of eligibility has been determined. Service activities implemented by the Land Office by the applicant community feedback or service activities is not optimal because they are less efficient service activities tend to be economical because the service is not simple and not timely completion. Simplicity of service as factors supporting and application services implemented in the Land Office Sorong. As a supporter of the service if the application in accordance with the procedure / procedures organized services easily, smoothly, fast and uncomplicated. As a barrier if the application does not have procedures SOP services, services complicated, slow and overly bureaucratic.

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