**PENGARUH KEPEMIMPINAN SITUASIONAL**

**TERHADAP KUALITAS PELAYANAN HAK ATAS TANAH**

**PADA KANTOR PERTANAHAN KABUPATEN BANDUNG**

**JURNAL TESIS**

**Diajukan untuk Memenuhi Syarat Ujian Sidang Tesis Guna Memperoleh Gelar Magister Administrasi Publik (MAP) Pada Program Magister Administrasi dan Kebijakan Publik**

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# ABSTRAK

Penelitian ini didasarkan pada masalah pokok yaitu Kualitas Pelayanan Hak Atas pada Kantor Pertanahan Kabupaten Bandung. Belum Optimalnya Kualitas pelayanan diduga karena kepemimpinan situasional belum dilaksanakan dengan baik. Pendekatan yang digunakan belum mengikuti kepemimpinan situasional dan kualitas pelayanan hak atas tanah di Kantor Pertanahan Kabupaten Bandung.

Tujuan penelitian ini untuk mengetahui pengaruh Kepemimpinan Situasional (X) terhadap Kualitas Pelayanan (Y) Hak Atas Tanah Balik Nama, Hak Tanggungan dan Roya di Kantor Pertanahan Kabupaten Bandung.

Metode yang digunakan dalam penelitian ini adalah metode deskritif analisis, dengan mendeskritipsikan fenomena sosial yang tengah berlangsung, dimana penelitian mengamati pengaruh kepemimpinan situasional (variabel bebas) dengan simbol X, terhadap kualitas pelayanan (variabel terikat) dengan simbol Y. Penelitian ini juga menggunakan analisis kuantitatif melalui jalur (path analysis) dengan maksud untuk mengetahui besaran variabel pengaruh kepemimpinan situasional terhadap kualitas pelayanan hak atas tanah balik nama, hak tanggungan dan roya pada Kantor Pertanahan Kabupaten Bandung.

Hasil penelitian menunjukkan bahwa secara keseluruhan kepemimpinan situasional berpengaruh terhadap kualitas pelayanan hak atas tanah balik nama, hak tanggungan dan roya pada Kantor Pertanahan Kabupaten Bandung, kemudian dapat dilihat pula dari faktor lain/epsilon (Ɛ) yang tidak diteliti tetapi cukup memberikan kontribusi terhadap kualitas pelayanan hak atas tanah pada Kantor Pertanahan Kabupaten Bandung.

Pengaruh variabel Kepemimpinan Situasional terhadap Kualitas Pelayanan adalah sebesar 55,06%. Sedangkan pengaruh faktor lain yang tidak diteliti epsilon (Ɛ) adalah sebesar 44,94%. Adapun pengaruh dimensi X1 (Telling-Directing) terhadap variabel Y (Kualitas Pelayanan) adalah sebesar 2, 81%, pengaruh dimensi X2 (Selling-Coaching) terhadap variabel Y (Kualitas Pelayanan) adalah sebesar 13,97 %, pengaruh dimensi X3 (Participating-Supporting) terhadap variabel Y (Kualitas Pelayanan) adalah sebesar 7,39 %, pengaruh dimensi X4 (Delegasi) terhadap variabel Y (Kualitas Pelayanan) adalah sebesar 30, 88 %.

Berdasarkan perolehan data hasil penelitian, peneliti dapat menyimpulkan bahwa beberapa dimensi dari variabel kepemimpinan situasional belum dijalankan secara optimal di Kantor Pertanahan Kabupaten Bandung, mengingat dimensi–dimensi dari variabel Kepemimpinan Situasional berpengaruh secara signifikan terhadap Kualitas Pelayanan Hak Atas Tanah Balik Nama, Hak Tanggungan dan Roya pada Kantor Pertanahan Kabupaten Bandung.

ABSTRACT

This research is based on the main problem that is the Quality of Service Rights on Bandung District Land Office. Not optimal quality of service is suspected because situational leadership has not been implemented properly. The approach used has not followed situational leadership and the quality of land rights services at the Bandung District Land Office.

The purpose of this study was to determine the effect of Situational Leadership (X) on Service Quality (Y) Land Rights Behind the Name, Mortgage and Roya Rights at Bandung District Land Office.

The method used in this research is descriptive analysis method, by describing ongoing social phenomena, where the research observes the influence of situational leadership (independent variables) with the symbol X, on service quality (bound variables) with the symbol Y. This study also uses quantitative analysis through path (path analysis) with the aim to find out the magnitude of the variable influence of situational leadership on the quality of land rights services behind names, mortgages and roya at the Bandung District Land Office.

The results showed that overall situational leadership influenced the service quality of land rights behind names, dependents and roya rights at the Bandung District Land Office, then it can also be seen from other factors / epsilon (Ɛ) which were not examined but sufficiently contributed to the quality of service land rights at the Bandung District Land Office.

The influence of Situational Leadership variable on Service Quality is 55.06%. While the influence of other factors not examined by epsilon (Ɛ) was 44.94%. The influence of the X1 dimension (Telling-Directing) on ​​the Y variable (Service Quality) is 2.81%, the influence of the X2 dimension (Selling-Coaching) on ​​the Y variable (Service Quality) is 13.97%, the influence of the X3 dimension (Participating -Supporting) on ​​the variable Y (Service Quality) is 7.39%, the influence of the X4 dimension (Delegation) on the Y variable (Service Quality) is 30, 88%.

Based on the data obtained from the research, the researcher can conclude that some dimensions of situational leadership variables have not been optimally implemented at the Bandung District Land Office, bearing in mind that the dimensions of the Situational Leadership variables significantly influence the Service Quality of Land Rig ABSTRACT

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