

ABSTRAK

Pramana, I Gede Harry (2022). *Optimalisasi Pelayanan Elektronik Melalui Manajemen Sumber Daya Manusia di Kantor Pertanahan Kabupaten Buleleng*. Tesis, Ilmu Manajemen, Program Pascasarjana, Universitas Pendidikan Ganesha.

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Kata-kata kunci : layanan elektronik, manajemen SDM.

Penelitian ini bertujuan untuk mengetahui kendala yang dihadapi dalam pelayanan elektronik terutama pada SDM, pemetaan SDM serta strategi yang harus ditempuh khususnya pada SDM di Kantor Pertanahan Kabupaten Buleleng dalam optimalisasi pelayanan elektronik. Penelitian ini menggunakan metode kualitatif dengan pengumpulan data melalui wawancara, observasi, dokumentasi, *Focus Group Discussion*. Lokasi penelitian pada Kantor Pertanahan Kabupaten Buleleng. Narasumber pada penelitian ini yaitu pejabat Administrator (Kepala Kantor Pertanahan), Kepala Sub Bagian Tata Usaha, Kepala Seksi Survei dan Pemetaan, koordinator, admin, dan petugas pelaksana. Hasil penelitian ini menemukan (1) Kendala yang dihadapi Kantor Pertanahan Kabupaten Buleleng dalam optimalisasi pelayanan elektronik khususnya pada SDM berupa kompetensi dan latar belakang pendidikan yang masih kurang serta kurangnya SDM yang memiliki tugas pokok dalam kegiatan peningkatan kualitas data sehingga tidak fokus dalam pelaksanaan kegiatan. Pemberian pelatihan, mendorong pegawai untuk meningkatkan latar belakang pendidikan serta pembentukan tim percepatan dapat menjadi solusi. (2) Dari pemetaan SDM dan perhitungan ABK kegiatan peningkatan kualitas data siap elektronik tahun 2022 sampai dengan 2024 terdapat kekurangan SDM pada bagian validasi Surat Ukur dan persil. Perlu adanya penambahan SDM pada kelompok validasi Surat Ukur dan persil yang tergabung dalam tim percepatan (3) Rumusan strategi yang harus ditempuh Kantor Pertanahan Kabupaten Buleleng dalam optimalisasi pelayanan elektronik khususnya pada SDM yaitu: pemetaan SDM dan penyusunan ABK kegiatan, pembentukan tim percepatan, motivasi SDM, pelatihan dan pengembangan, serta melaksanakan kontrol dan evaluasi terhadap kegiatan yang telah dilaksanakan.

ABSTRACT

Pramana, I Gede Harry (2022). Optimization of Electronic Services Through Human Resource Management at the Land Office of Buleleng Regency. Thesis, Management Science, Postgraduate Program, Ganesha University of Education.

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Keywords : e-service, Human Resources management.

This study aimed to determine the obstacles faced in electronic services, especially in human resources, human resource mapping and strategies that must be taken, especially in human resources at the Land Office of Buleleng Regency in optimizing electronic services. This study uses a qualitative method with data collection through interviews, observation, documentation, Focus Group Discussion (FGD). The research was conducted at the Land Office of Buleleng Regency. The resource persons in this study were Administrators (Head of the Land Office), Head of Sub-Division of Administration, Head of Survey and Mapping Section, coordinators, admins, and field officers. The results of this study found: (1) obstacles faced by the Land Office of Buleleng Regency in optimizing electronic services, especially in human resources in the form of competence and educational background are still lacking and the lack of human resources who have the main task in data quality improvement activities so that they do not focus on implementing activities. Providing training, encouraging employees to improve their educational background and forming an acceleration team can be a solution. (2) from the HR mapping and calculation of ABK activities to improve the quality of electronic ready data from 2022 to 2024, there is a shortage of human resources in the validation section of Measurement Letters and percel. There is a need for additional HR in the measurement and percel validation groups who are members of the acceleration team (3) The formulation of strategies that must be taken by the Buleleng Regency Land Office in optimizing electronic services, especially in HR, namely: HR mapping and preparation of ABK activities, formation of an acceleration team, HR motivation , training and development, as well as carrying out control and evaluation of the activities that have been carried out.