

RINGKASAN

Gita Kartika Sari, Program Studi Magister Manajemen Program Pascasarjana Universitas Jendral Soedirman, Identifikasi Penyebab Keterlambatan Pelayanan Penerbitan Sertifikat Hak Milik (SHM) Perseorangan di Kantor Pertanahan Kab Majalengka, Komisi Pembimbing, Ketua: Dr. Suprpto MS, Anggota: Istiqomah, SE, M.Sc.PhD.

Permasalahan utama dalam penelitian ini adalah “Mengapa Terjadi Keterlambatan Pelayanan Penerbitan Sertifikat Hak Milik (SHM) Perseorangan di Kantor Pertanahan Kab Majalengka dan Solusi Apa Yang Dapat Dilakukan Untuk Mengatasi Keterlambatan Pelayanan Penerbitan SHM di Kantor Pertanahan Majalengka?”. Berdasarkan daftar keterlambatan penerbitan sertifikat hak milik (SHM) di Kantor Pertanahan Kab Majalengka proses penerbitan sertifikat hak milik (SHM) mengalami keterlambatan antara 4 bulan sampai 8 bulan bahkan dari Desember 2014 sampai Maret 2015.

Informan penelitian ini terdiri dari 11 orang, 8 pemohon yang datang sendiri ke kantor pertanahan tanpa melalui Kantor Notaris atau PPAT setempat untuk mengurus penerbitan Sertifikat Hak Milik (SHM), 2 orang perwakilan petugas Kantor Pertanahan bagian Hak Tanah dan Pendaftaran Tanah dan seorang Notaris/PPAT pejabat setempat. Pemilihan informan penelitian menggunakan metode *purposive sampling*, yaitu teknik untuk menentukan sampel penelitian dengan beberapa pertimbangan tertentu yang bertujuan agar data yang diperoleh nantinya bisa lebih representatif (Sugiyono: 2010).

Berdasarkan hasil wawancara peneliti dengan informan ada beberapa penyebab yang bersifat eksternal dan internal. Penyebab yang bersifat eksternal itu berasal dari luar Kantor Pertanahan yaitu kelengkapan berkas, pembayaran BPHTB dan jarak. Sedangkan penyebab internal itu muncul dari dalam Kantor Pertanahan yaitu kurangnya sumber daya manusia (SDM), kurangnya alat ukur dan petugas ukur, lamanya peta bidang. Proses reduksi data dalam penelitian ini yaitu dalam hasil wawancara dengan informan terkadang ada yang tidak relevan.

Penelitian selanjutnya disarankan untuk dapat meneliti penyebab keterlambatan penerbitan sertifikat selain dipengaruhi oleh faktor internal dan faktor eksternal dengan data-data terbaru sehubungan dengan isu yang sedang berkembang. Selain itu, penelitian selanjutnya disarankan untuk meneliti objek penelitian lain selain sertifikat hak milik (SHM). Dengan mengambil objek penelitian lain maka permasalahan yang dialami dalam identifikasi penyebab pelayanan keterlambatan penerbitan sertifikat di Kantor Pertanahan tersebut tentu berbeda. Ruang lingkup penelitian yang akan datang juga disarankan untuk mencari ruang lingkup yang lebih luas dari penelitian ini, sehingga informan yang diwawancara dapat lebih banyak sehingga dapat memberikan gambaran yang lebih spesifik mengenai penyebab keterlambatan penerbitan sertifikat hak milik (SHM) perseorangan di Kantor Pertanahan.

SUMMARY

Gita Kartika Sari. Master of management study program. Postgraduate program of Jenderal Soedirman university. The causes identification of individual ownership certificate issuance in Majalengka Land Agency. The supervisors, Supervisor I: Dr. Suprpto MS. Supervisor II: Istiqomah, SE, M.Sc. Phd.

The main problem of this research was, "Why did the service delays occur in individual ownership certificate issuance in Majalengka Land Agency?". Based on the list of service delays in individual ownership certificate issuance that happened in Majalengka Land Agency, those delays were about 4 until 8 months from December 2014 until March 2015.

There were 11 informants in this research, 8 applicants came by themselves to Land Agency without going through the local notary office to make the ownership certificate issuance, 2 representative officers of Land agency especially from Land right and Land registration division and also a local public notary. In selecting the research informants, the researcher used purposive sampling method. It was the method that was used to decide the research sample by making some considerations for getting the needed data. (Sugiyono, 2010)

Based on the result of research interview with the informants, the researcher got that there were some causes, namely external causes and internal causes. The external causes were the causes that came from the outside of the office. Those causes were the completeness of file, land and building title transfer duty payment, and distance. The internal causes were the causes that came from inside the office itself. Those internal causes were about the lack of human resources, the lack of measuring tool and the measuring officer, and the length of field map. The process of data reduction in this research was in an interview form done with the informants that sometimes was not relevant.

The recommended further studies were about to investigate the causes of service delays in different certificates that were affected by external and internal factors with the latest data that were related to the outstanding issues. The further researches were also recommended to investigate the different certificates besides the ownership certificate. By taking the other research object so that the problems that occurred in causes identification of service delays in certificate issuance in land agency automatically would be different. The further study scopes were also recommended to try finding the wider scope. Moreover, the researchers could get more interviewed informants who would inform more specific illustration about the causes of service delays in individual ownership certificate issuance in Land agency.