

ABSTRACT

THEMATIC ANALYSIS MAPPING SERVICE AND VALUES BASED ON LAND GOVERNMENT REGULATION NUMBER 13 OF 2010 AT BPN BANDAR LAMPUNG

By
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Implementation of public service is not optimal occurred at BPN in particular thematic mapping services and the value of land based on Government Regulation No. 13 of 2010 in Bandar Lampung. Based on this background, researcher is interested in doing research on thematic mapping services and the value of land based on Government Regulation No. 13 of 2010 at BPN Bandar Lampung. The approach used qualitative research, data collection was done by using interviews and documentation, data analysis techniques used qualitative.

The results showed that the implementation of thematic mapping services and the value of land based on Government Regulation No. 13 of 2010 in Bandar Lampung namely sporadic approach was limited based on public request, this is due to the government's ability to hold systematic approach. Basically service delivery should be reflected in the public's satisfaction with the services provided by the government from the time of service, cost of service and service procedures.

Suggestions, for the Government in Bandar Lampung, are government should give the opportunity to participate in education and training of both technical and non-technical to the employee, the creation of a skilled work force and will create for the community service satisfaction. On the other hand should improve the coordination of relations between the village and BPN also in the process of thematic mapping services and the value of land based on Government Regulation No. 13 of 2010. To improve the quality and quantity of services, the head of BPN Bandar Lampung should ask for clear reports about the task charged to the apparatus so that the employees arises a sense of responsibility on the tasks that have been given, and to ensure legal certainty on the basis of land which has made the process of thematic mapping services and the value of land based on Government Regulation No. 13 of 2010.

Keyword : Service, thematic mapping and land value