

## ABSTRAK

### IMPLEMENTASI KEPEMIMPINAN INKLUSIF DALAM LAYANAN PERTANAHAN UNTUK KELOMPOK LANJUT USIA (Studi di Kantor Pertanahan Kota Bandar Lampung)

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Pelayanan publik yang inklusif merupakan wujud tanggung jawab pemerintah dalam menjamin kesetaraan akses layanan bagi seluruh masyarakat, termasuk kelompok lansia. Namun, berdasarkan KemenPANRB 2024, kelompok rentan masih mengalami hambatan dalam pelayanan publik. Kondisi tersebut juga diperkuat oleh laporan Ombudsman RI Perwakilan Lampung 2024 yang menyatakan bahwa pelayanan publik di Provinsi Lampung memiliki hambatan, dalam aspek infrastruktur dan penerapan prinsip inklusivitas bagi kelompok rentan, termasuk lansia. Menariknya, Kantor Pertanahan Kota Bandar Lampung memperoleh predikat Top 20 Kampanye Publik Akselerasi Pelayanan Publik Inklusif 2024 yang diselenggarakan oleh Kementerian PANRB. Pencapaian tersebut menunjukkan pentingnya peran kepemimpinan yang memiliki empati dan perhatian terhadap kebutuhan serta keterbatasan kelompok lanjut usia dalam mewujudkan pelayanan pertanahan yang inklusif. Penelitian ini bertujuan untuk menganalisis implementasi kepemimpinan inklusif dalam layanan pertanahan di Kantor Pertanahan Kota Bandar Lampung. Metode penelitian yang digunakan adalah kualitatif dengan pendekatan deskriptif melalui teknik pengumpulan data berupa wawancara, observasi, dan dokumentasi terhadap pimpinan, pegawai, Yayasan Langit Sapta, serta masyarakat kelompok lansia. Analisis penelitian mengacu pada teori kepemimpinan inklusif Randel et al. (2018) yang mencakup dimensi rasa diterima, keunikan individu, dan keseimbangan. Hasil penelitian menunjukkan bahwa pada dimensi rasa diterima, pimpinan dan aparatur menciptakan suasana pelayanan yang ramah lansia tetap dilayani serta di fasilitasi sesuai kebutuhannya sehingga kelompok lansia merasa dihargai dan nyaman. Keunikan individu, pelayanan disesuaikan dengan kebutuhan dan keterbatasan lansia seperti disediakan jalur kursi roda dan pelayanan satu meja. Sementara itu, pada dimensi keseimbangan, pimpinan menjaga keselarasan antara kepatuhan terhadap regulasi dan kemudahan akses layanan melalui kolaborasi dengan Yayasan Langit Sapta. Meskipun demikian, pemanfaatan layanan oleh kelompok lanjut usia masih perlu ditingkatkan melalui pengembangan layanan yang berkelanjutan.

**Kata kunci:** kepemimpinan inklusif, pelayanan pertanahan, layanan inklusif, lansia

## **ABSTRACT**

*The Implementation of Inclusive Leadership in Land Administration Services for the Elderly  
(A Study at the Land Office of Bandar Lampung City)*

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*Inclusive public services represent the government's responsibility to ensure equal access to services for all members of society, including older adults. However, according to the Ministry of Administrative and Bureaucratic Reform (KemenPANRB) in 2024, vulnerable groups still experience various obstacles in accessing public services. This condition is further reinforced by a 2024 report from the Ombudsman of the Republic of Indonesia, Lampung Representative Office, which states that public services in Lampung Province face challenges related to infrastructure and the implementation of inclusivity principles for vulnerable groups, including the elderly. Interestingly, the Land Office of Bandar Lampung City received the Top 20 Award for the 2024 Inclusive Public Service Acceleration Public Campaign organized by the Ministry of Administrative and Bureaucratic Reform. This achievement highlights the importance of leadership that demonstrates empathy and attention to the needs and limitations of older adults in realizing inclusive land services. This study aims to analyze the implementation of inclusive leadership in land services at the Land Office of Bandar Lampung City. The research employs a qualitative method with a descriptive approach, using data collection techniques such as interviews, observation, and documentation involving leaders, employees, the Langit Sapta Foundation, and elderly community members. The analysis refers to the inclusive leadership theory proposed by Randel et al. (2018), which consists of the dimensions of feeling of belongingness, uniqueness, and balance. The findings show that in the dimension of feeling of belongingness, leaders and staff create a senior-friendly service environment by continuing to serve and facilitate older adults according to their needs, allowing them to feel respected and comfortable. In the dimension of uniqueness, services are adjusted to the needs and limitations of older adults, such as the provision of wheelchair-accessible pathways and one-stop service counters. Meanwhile, in the dimension of balance, leaders maintain harmony between regulatory compliance and ease of access to services through collaboration with the Langit Sapta Foundation. Nevertheless, the utilization of these services by older adults still needs to be improved through sustainable service development.*

**Keywords:** *inclusive leadership, land administration services, inclusive services, elderly.*