

**THE EFFECTIVENESS OF THE LETTER C BOOK RECORDING SYSTEM IN
EFFORTS TO IMPROVE PUBLIC SERVICES IN LAND CERTIFICATE
ADMINISTRATIVE MANAGEMENT
IN PISANGCANDI SUB-DISTRICT, MALANG CITY**

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Abstract

This study aims (1) to find out how far the effectiveness of book C is in the process of issuing Letter C quotations in the Kelurahan. (2) To find out who are the actors who play a role in the process of issuing Letter C quotations in the Kelurahan. (3) To find out what factors become obstacles in the process of issuing Letter C quotations in the Kelurahan.

The method used in this research is descriptive qualitative method. Descriptive research is research in which it explains concrete and actual conditions in the field. The steps to take the descriptive method are question and answer, note taking, data analysis, and data presentation. The reason for using this method is because this method is better able to bring the researcher closer to the object being studied, because the researcher directly observes the object being studied in other words the researcher acts as the main research tool (human instrument). Data collection in this study was through informants who knew firsthand the use and felt the benefits of managing land administration, especially in obtaining a quote from the letter C of the sub-district.

The results of the analysis of the effectiveness of the use of Buku C in an effort to improve public services in the field of administrative management of land administration to obtain Citations of Village Letter C in Pisangcandi Village, Sukun District, Malang City can be said to have been effectively implemented. This condition can illustrate that the use of Book C as an effort to provide land administration services has been well socialized by the kelurahan and the community can also exercise control over the performance of employees in the management process of administrative issues, in this case regarding the Kelurahan Letter C Quotations. Another form of readiness is regarding institutional readiness that handles land administration management in Pisangcandi Sub-District, Sukun District, Malang City, where an excerpt from Letter C of this Kelurahan was issued aiming to serve as a complementary requirement for obtaining land certificates at the Malang City National Land Agency.

Keywords : Effectiveness, Letter C Book, Public Services, Administrative, Land Certificate, Descriptive Qualitative.