ABSTRACT

A notary is deemed to be successful if the notary is professional in carrying out his or her position, which is always based on following the applicable legal regulations and obeying the professional code of ethics. In addition, the notary also has to possess work-life balance, his or her private office, must be active in professional organizations, and must be able to anticipate competition between notaries without having to risk his or her professional honor.

Among the supporting factors for achieving success are a good organizational culture, an appropriate leadership style, Human Resource skills, network strength, and a high standard of service.

A good organizational culture begins by determining the vision and mission that each employee must carry out, given their positions in the organization. In addition, the values adopted by the notary are also the basis and guidance in carrying out a position as a notary. A transformational leadership style is the right choice for a successful notary. Likewise, the selection and recruitment process must involve significant application of Human Resource skills, in order to obtain competent employees. In addition, the network owned by a public notary and the quality of service in order to carry out his position are also determinants of the success of a notary.

The method used in this study is a case study, using primary data and secondary data, analyzed using qualitative analysis methods. The data collection technique used was field studies (interviews). The data analysis technique used qualitative data analysis.

The researcher found that all participants sought to form a good organizational culture and also provide the best service for clients and the wider community who needed notary services. To support the provision of excellent service, some of the participants also provided legal counseling for banking clients and general clients, whether requested or not. However, measures to speed up service, such as computer-based office administration systems or the use of the latest production equipment, such as printers with laser technology, have not been implemented. Ergonomic office equipment, attractive office layout/layout and cleanliness should also be a concern of the participants.

Keywords: Notary, Organizational Culture, Leadership, HR, Networking, Service Quality