Public services in a complete systematic land registration program (Study at Sungai Ulin Sub-District office, Banjarbaru City)

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Abstract. Referring to Ministerial Regulation No. 12 of 2017 concerning to Complete Systematic Land Registration program and the latest Presidential Instruction No. 2 of 2018 about concerning the Acceleration of Complete Systematic Land Registration with the aim of completing the registration of 79 million land fields that do not yet have guaranteed ownership of land rights. Then this study aims to know about how public services performed by Sungai Ulin Sub District Office for Complete Systematic Land Registration program by using a descriptive qualitative approach. Searching for data by direct observation in the field, this research is more directed towards services in completing the measurement of land field by referring to Zeithaml's theory of 5 dimensions of indicators in assessing service quality, namely 1. Tangible (physical) in the form of convenience of service places, the ease of service processes, discipline of officers, the use of service aids, and the appearance of the officer. 2. Reliability in the form of accuracy of officers, clear services, and expertise of officers. 3. Responsiveness (response) in the form of responsiveness, accuracy, accuracy, and response to complaints. 4. Assurance in the form of guarantees on time, guarantee costs, and guarantees legality. And the last 5. Empathy, which is to prioritize customer interests, friendliness, and non-discrimination.

1. Introduction
Land is very closely related to everyday human life, even when humans relate to land because its functions and roles include various aspects of human life both from social, economic, political and cultural perspectives, all forms of activities carried out by humans are always on the ground because land is usually used for settlements, open space, agriculture, and others. The increasing population growth will increase the need for land, but the availability of land from time to time is increasingly limited, this will lead to various problems of expropriation of rights such as disputes, so that this does not occur it is necessary to guarantee land ownership rights, to realize guarantee of ownership rights over the land, it is necessary to have land registration formally.

The Indonesian government issued Law no. 5 of 1960 concerning Basic Agrarian Regulations (UUPA) which one of the aims is for legal certainty over land and so that the UUPA instructs the
government to conduct land registration in all parts of Indonesia, in UUPA Article 19 paragraph 1 it is written "to guarantee legal certainty, by the government, land registration is held throughout the territory of the Republic of Indonesia in accordance with the provisions regulated by the Government Regulation”. In Article 1 paragraph (1) PP. 24 of 1997.

There are two forms of land registration, namely Sporadic and Systematic. A form of sporadic land registration is the activity of registering land for the first time regarding one or several objects of land registration in the area or part of the territory of a village / sub-district individually, and Systematic Registration is the activity of registering land for the first time which is carried out simultaneously covering all objects of land registries not registered in the territory or part of a village / sub-district. The government refines Ministerial Regulation No. 12 of 2017 concerning Prona PTSL (Complete Systematic Land Registration) and the latest Presidential Instruction No. 2 of 2018, concerning the Acceleration of Complete Systematic Land Registration with the aim of completing the registration of 79 million land parcels that do not yet have guaranteed ownership of land rights. The Prona PTSL program organized by Sungai Ulin Village in 2019 reached 309 registrants, out of a total of 30 RT and 7 RW in Sungai Ulin Village, Banjarbaru City.

As a program that is relatively new to be implemented, Sungai Ulin Village has several obstacles such as the limited number of implementing officers, the equipment supporting the officers to measure land parcels which is still minimal or limited, the lack of certainty in the time for issuing and submitting certificates. From this background, researchers need to analyze the quality of PTSL services in Sungai Ulin village, which this research can be a consideration as well as a reference in improving the service quality of the PTSL program in the following year.

2. Methods
Research on Public Services for Complete Systematic Land Registration at the Sungai Ulin Sub District Office, Banjarbaru City, used a descriptive qualitative approach which was used to understand and examine carefully what happened in the field, by using notes, interviews and intensive observations and analyzing the audio recordings found from informants. Research on Public Services by Sungai Ulin Sub District in PTSL registration was analyzed using theories according to Zeithaml, they are Tangible, Reliability, Responsiveness, Assurance, and Empathy.

In order to obtain data and information indispensable for this qualitative research, it was necessary to have research informants. The informants in this study were:

1. Head of Office : 1 person
2. National Land Agency for measuring officers : 2 persons
3. Head of Analyst Division : 1 person
4. Registered participant : 11 persons

3. Results and discussions
3.1. Sungai Ulin Sub-District office
Sungai Ulin Village is one of the sub-districts in the city of Banjarbaru which is located at Jl. Citrus RT. 029 RW. VII Sungai Ulin, Banjarbaru Utara District, Banjarbaru City, South Kalimantan Province. Sungai Ulin Sub District has an area of 6.14 Km2 which covers an area of 31.81 Km2 of the City of Banjarbaru. Sungai Ulin sub-district is approximately 1.5 km from the city centre of Banjarbaru. According to the statistics for Sungai Ulin Sub District, it was recorded in December 2018 that the total population was 13,918 people consisting of 7011 male and 6,907 female residents, with a total number of 13,918 people and a total number of family heads of 4,238 households, with a total population density of 195 per km.

Since its formation, the Sungai Ulin sub-district office has 30 Neighbourhood Associations (RT) and 5 Citizen Associations (RW). The Sungai Ulin sub-district office also has several temporary or contract employees, 13 ASN employees and 1 assistant. The list of employees at the Sungai Ulin Village Office can be seen in Table 1.
In addition, there are the infrastructures owned to support various activities at the Sungai Ulin sub-district office. A list of the facilities provided by the office can be seen in Table 2.

**Table 1.** Sungai Ulin Village office staff.

| No | Name | NIP/ NRTK | Position | Education         |
|----|------|-----------|----------|------------------|
| 1  | Muhammad Farhani, SE | 196308181987021 | Chief of District | Bachelor’s Degree |
| 2  | Zakaria Ansari, BA | 196208011990031 | Chief of Division | Associate Degree  |
| 3  | Silfiana Wahidah Hilmi, (Social Welfare) | 198203212006042 | Chief of KESOS | Bachelor’s Degree |
| 4  | Achmad Saleh | 196305021988031 | Secretary | Senior High School |
| 5  | M. Fuad Rachman, S. Sos | 197810242010011 | Chief of Ekobang (Economic Development) | Bachelor’s Degree |
| 6  | Kurniati, S.Sos | 196408102006042 | Caretaker | Bachelor’s Degree |
| 7  | Edy Joko Soewanto, SE | 198208242007011 | Administrator | Bachelor’s Degree |
| 8  | Sri Nurhidayati, SE | 198004052010012 | Administrator | Bachelor’s Degree |
| 9  | Asma Sira Laras L, AMd | 197704262010012 | Administrator. | Associate Degree |
| 10 | Juhaini, SE | 196902142008010 | Analyzer | Bachelor’s Degree |
| 11 | Ismiati Setyawan, A.Md | 197501092010012 | Administrator. | Associate Degree |
| 12 | Hj. Falasari | 197001101990022 | Auditor | Senior High School |
| 13 | Nor Aina | 196408102006042 | Assistant | Senior High School |
| 14 | Wahidah Diani Murja, NRTK. 201.65.08 | | Executor | Bachelor’s Degree |

Source: Secondary data (2019)

**Table 2.** Facilities and Infrastructures of Sungai Ulin Sub-district office

| No | Name                  | Amount | Information   |
|----|-----------------------|--------|---------------|
| 1  | Office Building       | 1      | available     |
| 2  | Parking area          | 1      | available     |
| 3  | Condition             | 1      | good          |
| 4  | Workshop              | 7      | available     |
| 5  | Hall                  | 1      | available     |
| 6  | Warehouse             | 1      | available     |
| 7  | Toilet                | 2      | available     |
| 8  | Electricity           | -      | available     |
| 9  | Clean water           | -      | available     |
| 10 | Telephone             | 1      | available     |
| 11 | Official residence of chief | -   | not available |
| 12 | Official residence of staff | -   | not available |
| 13 | Typewriter            | 3      | available     |
| 14 | Table                 | 45     | available     |
| 15 | Chair                 | 83     | available     |
| 16 | Cupboard              | 8      | available     |
| 17 | Computer              | 7      | available     |
| 18 | Faximile              | -      | not available |
| 19 | Official vehicle      | 2      | available     |

**Total**: 160

Source: Secondary data (2019)
The need for infrastructures and facilities owned by government agencies is needed to support all forms of implementation of activities carried out, the infrastructures and facilities owned by the Sungai Ulin sub-district office are quite complete, from the need for parking spaces, workspaces, to official vehicles already owned, in good condition. In addition, the mandatory requirement for a government agency is the completeness of the infrastructures and its facilities so that the implementation of the fulfilment of activities will always run smoothly.

3.2. Complete systematic land registration program
The registrant data for Complete Systematic Land Registration Program (or we can say PTSL program) in Sungai Ulin sub-district which was implemented in early 2019 until now is as many as 309 Land Plots, at this stage the existing registrants are just waiting for the next process with a total of 285 land parcels, 285 existing land areas have passed the process of measuring the fields by officers the gauge, the issuance of the certificate is still not recorded because it is still in the existing process stage.

| No | Years | Complete systematic land registration program | Certificate | Information |
|----|-------|---------------------------------------------|-------------|-------------|
| 1  | 2019  | 309 285                                     | -           | -           |
| 2  | 2020  | -                                            | -           | -           |
| Total |      | 309 28                                      | -           | -           |

Source: Secondary data (2019)

In 2019, Sungai Ulin Sub-District has implemented a Complete Systematic Land Registration Program. There were 285 land parcels of land that have been measured by officers in this sub-district, the table below shows in detail how many neighbourhoods there were and the number of registrants from each existing RT, as well as the number of the measurement has been done by the officer.

| Years | RT Registered | Measured | Information |
|-------|---------------|----------|-------------|
| 2019  | 25 14         | 14       | -           |
|       | 27 4          | 4        | -           |
|       | 28 3          | 3        | -           |
|       | 30 97         | 90       | -           |
| Total | 309 285       | -        |             |

Source: Secondary data (2019)

Data on PTSL land in Sungai Ulin sub-district that had been measured in 2019 from the 5 RTs that registered consisted of 191 RT 24, 14 RT 25, 4 RT 27, 3 RT 28 as many as 97 fields with a total of 309 fields of applicants. Based on the total number of registrants who meet the requirements and has taken measurements of 285 land fields, there were 24 land fields that were not carried.

3.3. The quality of public services in a complete systematic land registration program
Based on the results of observations, interviews, and documentation that had been carried out by the researchers, several points had been collected in the Quality of Public Services for Complete Systematic Land Registration at the Sungai Ulin Sub-district Office based on the observation and interview in the fields of research, according to Zeithaml Theory of 5 dimensions of indicators in assessing service quality, namely Tangible, Reliability, Responsiveness, Assurance, Empathy, the discussion can be concluded or described as follows:
The first is about Tangible of the public services, it describes several points found in the observation of the research, and they were:

- The convenience of the place of service. Based on the results of the analysis, comfort had been fulfilled, supported by the presence of physical facilities such as a yard, a parking lot, a service space where there were seats to wait, staff workspace, and toilets and in fairly good condition. If it is related to the Theory of Zeithaml, the comfort aspect of the place of service can be said had provided satisfaction and it was optimal.

- The ease in the service process. The analysis on this aspect had been fulfilled, because Sungai Ulin sub-district already had a clear service process flow with a large enough service flow poster on the service room wall. Based on the Theory of Zeithaml, the aspect of convenience in service can be said had provided satisfaction and it was optimal.

- The discipline of officers in providing services. The results of the analysis showed that in the village office itself, officers were always in the service room to serve the community as applicants and to provide PTSL measurement service in the field, officers were also still there depending on the predetermined schedule, in this case this aspect was met. This analysis, if it is related to the Theory of Zeithaml, the aspect of discipline of officers / apparatuses in providing services can be said was good and optimal.

- The use of tools in service. The tools used by officers to measure land area were still limited. This measuring device was always used interchangeably for use in other areas. So, if it is synchronized with Zeithaml Theory, the aspect of using tools in service was not optimal.

- The appearance of officers in serving. The appearance of the officers was quite neat, and already had the characteristics of which institution the officer was from, the officer had also used a name pin. According to the Theory of Zeithaml, the aspect of the appearance of officers in serving can be said had been fulfilled and it was optimal.
The second is about Reliability of the public services that handled by the officers. It has three points that found:

- The accuracy of officers in delivering and serving. The results of the research analysis on the delivery of program information had been submitted by officers, and the community understood and was clear what requirements need to be completed to register. If it is related to the Theory of Zeithaml, the aspect of accuracy of the officers in delivering and serving can be said had provided satisfaction and it was optimal.

- Have a clear service. The time for completion and issuance was still unclear from the officer's statement because it was still in the process and stages of existing stages or that need to be passed. If the results of the analysis are related to the Theory of Zeithaml, the aspect of having clear services had not been able to provide satisfaction and can be said that it was not optimal.

- The expertise of officers in using tools in the service process. The existing analysis showed that the measuring officer in the field had mastered and understood how to operate the tools used in measuring. The results of this analysis, if it is related to the Theory of Zeithaml, the aspect of the officers' expertise in using tools in the service process can be said was optimal.

The third is about Responsibility of the public services. It has four points that researchers found in the field of research, they were:
- Respond to every customer/applicant who wants to get service. The results of the analysis stated by the applicant's response from officers were good and clear enough, the community felt quite clear. Based on the Theory of Zeithaml, the aspect of responding to every customer/applicant who wants to get service, if it is related, can be said has provided satisfaction and it was optimal.
- The officers perform services carefully. The analysis of research on this aspect was good because the delivery of clear information had been carried out by the apparatuses/officers and the topops under it to people who need this PTSL program, the target of this PTSL information must be prioritized to people who do not have land certificates. So, if it is related to the Theory of Zeithaml, the aspect of the officers doing the service carefully can be said was optimal.
- The officers serve appropriately. Previously, it was explained that the Sungai Ulin sub-district officers had precisely determined which communities were entitled to use the PTSL program, because PTSL itself targets people who do not have certificates but already have clear document requirements. If this is related to the Theory of Zeithaml, the aspect of officers serving appropriately, can be said had been fulfilled and it was optimal.
- All customer complaints are responded. The results of the researchers' observations for public complaints about PTSL services in Sungai Ulin sub-district still did not exist, as well as from the statements submitted by the community, the community still did not feel that they were disadvantaged by their petition, it showed that the users/applicants for while still feeling satisfied. If it is related to the Theory of Zeithaml, all aspects of customer complaints were responded, it can be said that it was optimal.

The fourth is about Assurance of the public services. It has four points that researcher found in the field of research, they were:
- The officers provide guarantees on time in service. There was still no clarity on the time for completing the issuance announcement of the officer’s statement because it was still in the process and there were stages to be passed first. Based on the researchers’ analysis, if it is related to the Theory of Zeithaml, the aspect of the officers provides guarantees on time in service, can be said was not optimal.
• The officers guarantee the cost of service. Regarding the fees in the PTSL program implemented by Sungai Ulin Village, there was no fee charged. In the sense that the officers had fulfilled the decision of the Ministry of ATR / BPN on Technical Guidelines No.:1069/3.1 - 100 / IV / 2018 concerning the Implementation of PTSL Budget. When it is related to the Theory of Zeithaml, the aspect of cost assurance in services can be said had been implemented and it was optimal.

• The officers provide a guarantee of legality in services. Based on the researcher’s analysis, the officers had provided legality guarantees such as the issuance of a Field Identification Number, signature, stamp, and the like, but the main legality of the land certificate had not yet been issued. So, if it is related to the Theory of Zeithaml, the aspect of legality assurance in services can be said to be less than optimal.

The fifth is about the Empathy of public services. It has four points that researcher found in the field of research, they were:

• Preceding the interests of the applicant / customer. To support the interests of the petitioner, the village apparatus was always available in the service room and ready to provide solutions to complaints, this was also supported by the existence of a suggestion box and the inclusion of contact complaints in front of the service room. The results of this analysis, if it is related to the Theory of Zeithaml, then the aspect of prioritizing the interests of the applicant / customer can be said was optimal.

• The officers serve with friendly attitude & courtesy. The results of the analysis showed that in the implementation of PTSL services, officers were friendly but there were also unfriendly elements, this was also confirmed by the community's statement as users of the PTSL program. If associated with the Theory of Zeithaml, the aspect of serving with a friendly attitude & courtesy can be said to be less than optimal.

• The officers serve in a non-discriminatory manner / (differentiate). The results of the analysis of researchers who registered PTSL in Sungai Ulin sub-district from any background may register as long as it is in accordance with the existing requirements and has clear documents. The results of the analysis when linked with Zeithaml Theory of serving non-discriminatory (discriminating - differentiating) could already provide satisfaction and it was optimal.

4. Conclusion

Based on the results of the previous research and discussion, it can be concluded that the Public Service Quality of Complete Systematic Land Registration in Sungai Ulin Sub-district, Banjarbaru City can be said satisfactorily. This can be seen from the indicators: Tangible, namely the existing aspects that had been fulfilled such as the completeness of parking facilities, waiting room facilities, service flow posters, and service support tools. Reliability was optimal because it had clear but unfulfilled services and clear information on certificate issuance was not certain. Responsiveness was satisfactory because the existing aspects had been met. Assurance was satisfactory because the existing aspects were met. Assurance was satisfactory because in the aspect of guaranteeing on time in service there was no certainty of clear information regarding the issuance and distribution of certificates. Empathy was quite satisfying because in the aspect of serving to have a polite and friendly attitude.

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