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Land Certificate Making Services at the Agrarian and Spatial Planning Office/National Land Agency of Gowa Regency

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ABSTRACT

Service is every effort that is carried out/provided in order to meet the needs of those who need it, both in the form of goods and services. The purpose of this study is to find out the services for making land certificates at the Agrarian and Spatial Planning office/National Land Agency of Gowa Regency. To find out the purpose of the research, a qualitative descriptive type of research is used. The informants in this study were 3 people using data collection techniques through observation, interviews, and documentation. The data obtained from the results of the research was then processed using data analysis techniques consisting of data reduction, data presentation, and conclusion drawn. The results of the study show that the land certificate making service at the Agrarian and Spatial Planning office/National Land Agency of Gowa Regency is good with all indicators and is considered adequate.

Keywords: Services, making certificates, land certificates

INTRODUCTION

Land is a basic human need in addition to clothing, food, and board. In the past, land was only intended for agricultural fields, plantations, and waters without any applicable legal provisions regarding legal ownership of the land occupied. Along with the development of the times, land that used to be only used as farmland has now been used by many people as an important asset in the industrial world and human daily life, many lands have been used as assets such as recreational places, shopping places and residential complexes which have recently been increasingly mushrooming everywhere. Seeing the rapid changes in the addition of land functions to the needs of human life, Indonesia has made efforts to create order in the land sector in the form of agrarian law.

So far, many members of the community who occupy, control or feel that they have the right to land only based on customs or oral inheritance from generation to generation without legal evidence that can have legal consequences for those who own it which will be troublesome in this context is when a third party enters and claims that the ownership of the land is his/her (third party) and can show strong evidence of the ownership of the land, then it will definitely give rise to a big conflict between the two parties. The Government of Indonesia has emphasized the importance for people who occupy a land to take care of the certificate of ownership of the land rights to avoid claims from irresponsible parties so that the government has issued various regulations from general to technical ones regarding land registration to clarify the right to land ownership.

Every human being needs service, even in extreme terms, it can be said that service cannot be separated from human life (Ahsan et al., 2021; Ishak et al., 2020; Sirajuddin Saleh & Nasrullah, 2022). Service is the process of fulfilling needs through the activities of others to achieve desired goals. This is a reflection that humans as social creatures cannot be separated from the fact that there is dependence on each other. In general, service is every effort that is carried out/provided in order to meet the needs of those who need it, both in

the form of goods and services. Service is an activity or sequence of activities that occurs in direct interaction between a person and another person or a machine physically, and provides customer satisfaction (Benaddi et al., 2022; Gesk & Leyer, 2022; Nur & Fritantus, 2021). Service is the process of fulfilling needs through the activities of others directly (Hasdinawati et al., 2021; Saleh et al., 2024; Suprianto et al., 2023). Service is an activity or a series of activities that are invisible (cannot be felt) that occur as a result of interaction between consumers and employees or other things provided by service provider organizations that are intended to solve consumer/customer problems (Arhas et al., 2022; Juharni et al., 2023; Nasrullah et al., 2020). Public service can be understood as an effort by a person/group of people, or certain institutions to provide convenience and assistance to the community, in order to achieve certain goals (Rahman et al., 2022; Ratnah et al., 2020).

Good public services must pay attention to the principles of justice and non-discrimination, about public services where public services are activities or a series of activities in order to meet service needs in accordance with laws and regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers. As a state apparatus tasked with serving all the needs of service users, they must continue to pay attention to all technical and non-technical needs of service users such as disability pathways, lactation rooms, health rooms, waiting rooms, and others.

An office that prioritizes service as the spearhead of the company's performance must pay attention to several important principles that have an important role in increasing the public satisfaction index for the related office. Public service standards at least include; Service procedures, a service office, of course, must pay attention to the simplicity of procedures in completing an activity, convoluted procedures will certainly make it difficult for the community to fulfill existing procedures so that it will have an impact on the target of completing the company's tasks, socialization of service procedures is considered important because people who want to solve a problem or want to get services must understand the applicable procedures and various completeness of the files that have been determined, so that service providers must be aggressive in socializing both directly and via applications/websites. The completion time, the certainty of the completion time for a service product should be clear and predetermined so that people who have received services will be able to wait according to the predetermined time. Service products, the results of the services provided must be in accordance with what was agreed at the beginning of both parties, so that disputes do not arise that can cause a decrease in public satisfaction with the office concerned, the service products provided must be valid and in accordance with the existing operational standards of procedures, must be registered and integrated in state data so that administrative disputes do not arise. Service fees, not only the completion time must be clear and predetermined, service fees are also an important thing that must get clarity at the beginning of the service, if the service fee is not determined in advance, this is prone to be used by individuals who are trying to benefit from service users, therefore the clarity of procedures and service costs must be determined in advance so that acts of corruption can be minimized. Facilities and infrastructure, the availability of facilities and infrastructure must always be improved because this is directly related to the satisfaction of service users with the office concerned, especially during the Covid-19 pandemic service users must be limited in direct interaction with other service users and service providers, the service room and waiting room must be equipped with various appeals to maintain distance and provide *hand sanitizers,* Various additional facilities intended for people with disabilities and pregnant/lactating women must also be provided in order to create justice in terms of services. The facilities and markets used should have taken advantage of existing technological developments so that the convenience of the community in receiving services is even maximized. The competence of service providers, officers who are placed in the service department should have received prior training regarding service, especially in discipline and friendliness to service users, sometimes there

are several offices where service providers serve not wholeheartedly which of course this will make service users will feel uncomfortable with the services in the office so that it will make the image of the office in question will be less good.

The government as a provider of public services needed by the community must be responsible and continue to strive to provide the best service for the improvement of public services. On the other hand, community satisfaction is a benchmark for the success of public services provided by public service providers, therefore public services must be focused on meeting the needs of the community to the maximum both in terms of quality and quantity. However, in reality, the implementation of public service activities carried out by the government is still considered ineffective, both in service activities and socialization, existing procedures are still not considered optimal. This can still be seen from the fact that there are still some people who do not know and understand some of the procedures that have been set to take care of a land certificate.

METHODS

This research took place at the Agrarian and Spatial Planning office/National Land Agency of Gowa Regency. This study uses a qualitative approach and a descriptive type of research, because this research seeks to produce data through data collection methods in the form of observations, interviews, and documentation which then the results of the research will be described according to the results of the data processing that has been carried out. In this study, the type of primary data generated from interviews and observations conducted directly by researchers and secondary data obtained from literature studies and data available at the Agrarian and Spatial Planning office/National Land Agency of Gowa Regency so that the data to be taken comes from clear and real sources.

To determine informants who meet the criteria and are considered to be able to provide data according to the needs of the research, the informants of this research are 2 employees of the Agrarian and Spatial Planning office/National Land Agency of Gowa Regency and 1 service user at the Agrarian and Spatial Planning office/National Land Agency of Gowa Regency which is then considered to be the interpretation of employees and users of land certificate making services at the Agrarian and Spatial Planning office/Agency National Land of Gowa Regency. In this study, the researcher plays the role of the main instrument in collecting data and information by using interview media in the form of interview guidelines, voice recorders, and cameras, and then the data that has been obtained will then be analyzed using data analysis techniques, namely the data will be reduced, then presented and the last conclusion will be produced.

RESULT AND DISCUSSION

Service Procedure

Service procedures are rules that have been made by the government to provide good service to the community, these rules are then used as a reference in making procedures, mechanisms, or procedures more detailed in carrying out services. So that the existence of structured service procedures can result in structured and systematic services in all lines.

Based on the results of interviews regarding service procedures, the results of the study prove that the implementation of standard operating procedures at the ATR/BPN Gowa office has followed the existing service standards, then socialization has been carried out regarding the procedures and requirements for making land certificates through websites, applications, information boards in the office, as well as direct socialization delivered by service providers to service users. The public can also register an application for making a land certificate online via the "Touch My Land" application then follow various

directions and upload all forms of files in accordance with the requirements listed to make a land certificate.

Service procedures are rules that have been made by the government to provide good service to the community, these rules are then used as a reference in making procedures, mechanisms, or procedures more detailed in carrying out services. In detail, service procedures are procedures that regulate starting from the submission of service requests, service handling, delivery of service results, submission of service complaints. In order for the completion of public services to be as expected, clarity and certainty are needed at each stage. The stages in the completion of public services, as already mentioned, must at least contain clarity and certainty regarding procedures in the process of implementing public services. Based on the results of data analysis of land certificate management at BPN Gowa that employees in the service department have conducted socialization directly or through the website regarding the stages and procedures in making land certificates which then the applicant is required to obey the procedures that have been set by the government, the applicant who takes care of the land certificate must comply with the applicable regulations, namely through step by step in the management process. This is in line with the opinion of Niswaty, et al. (2020) that "The system used in providing the service needs to pay attention to the development of the times and the application of information systems that have developed in society. Where by using the existing information system can simplify the process of the services needed.". The use of digital system information media needs to be intensified considering that people access social media much more often than print media

Completion Time

Completion time is the period of time it takes to complete the entire process of making a land certificate from the administrative process to the issuance of the certificate. Then the standard time for completing services must be determined from the time of submission of the application to the completion of services, including complaints.

Based on the results of interviews regarding the completion time, the results of the study prove that the making of land certificates through the ATR/BPN Gowa office takes less than 4 months or only 98 days. This applies if all the files of the service user have been completed and have completed the payment of fees for the processing of land certificates, as well as fulfilling the procedures for making land certificates, but if the submission file is declared incomplete, the process of making land certificates will be processed after the files requested to be completed have been declared complete and appropriate.

Completion time is the period of time that is considered to complete the entire process of making land certificates starting from the administrative process to the issuance of certificates. Based on the results of data analysis conducted by researchers, the time to make land certificates at BPN Gowa takes not too long, this is thanks to the simplification and issuance of new rules where the completion of land certificates is a maximum of only 98 days, where the office first goes to the field to see the condition or area of the land of the service user then completes the file by the registrant which then if the file is complete and has been registered, the certificate can be completed within 98 days, with the note that the file is complete and has met the requirements for the land certificate to be processed further, this is in line with the opinion Mansyur (2013) bahwa "The substance of public services is always associated with an activity carried out by a person or group of people or certain agencies to provide assistance and convenience to the community in order to achieve certain goals" so that the fulfillment of ease of service will create community satisfaction with the services contained in ATR/BPN Gowa.

Service Products

Service products are the results of services provided and received in accordance with the provisions that have been set. Service products can be in the form of the provision of

goods, services and/or administrative products that are provided and received by service users in accordance with the provisions of the laws and regulations that are set. In this case, the service product is in the form of an official land certificate from the state through the ATR/BPN Gowa office.

Based on the results of interviews about service products, the results of the research prove that the service products produced are in accordance with the standard operating procedures where the products produced have been registered with the National Land Agency, and the service products from the service provider are also excellent, this is done in addition to the standard operating procedures, of course, so that service users continue to feel comfortable and satisfied with the service.

Service products are the results of services provided in accordance with the provisions that have been set, service products in the form of the provision of goods/services provided and received by service users in accordance with applicable regulations. Based on the results of the analysis of service product data at BPN Gowa, it is quite good where the service officer has been given an understanding in advance and the existence of policies that have been regulated in the SOP, then the results of the service products in the form of land certificates are precise, accurate, and registered with BPN. In line with the opinion Niswaty et al. (2018) that "Accuracy is the conformity of the letter received with the actual regulations, meaning that it must be correct, precise and valid and not far-fetched. There are no more data errors in the building permit certificate received by the community."

Service Fee

Fees are fees charged to service recipients in managing and/or obtaining services from the organizer whose amount is determined based on an agreement between the organizer and the community. The process of identifying service costs is also carried out based on each stage in the service procedure. How much is the cost required for each stage of service. In this process, the fees that will be charged by customers and the fees that will be charged by the service management unit are also identified. The calculation of these two components of service costs is important to find out how much the cost will be charged to the customer, and how much the fee will be charged to the manager and must also be set the standard of service costs/tariffs including the details set in the service delivery process.

Based on the results of interviews regarding service fees, the results of the study show that the cost set for the issuance of one land certificate is realistic, depending on the area of the land and the area where the land is located which will then be measured and calculated using existing formulas so that no mistakes will occur, and this avoids irresponsible individuals in determining the cost of managing land certificates.

The determination of the cost of making a certificate should be carried out in a transparent and accountable manner so that there is mutual trust between service users and related officials. Based on the results of the data analysis carried out that the process of making land certificates by the Ministry of Agrarian and Spatial Planning / National Land Agency of Gowa Regency regarding the cost of making certificates has been carried out in a transparent and accountable manner, before determining the cost, the land size will first be checked and measured, then it can be determined how much the cost is charged using the existing formula, So that the applicant will get a price according to the area of land owned, of course, this will avoid all forms of corruption. In the process of public services, it is very important to minimize costs as low as possible so that people do not feel burdened when taking care of their population administration (Kencana, 2020; Perry et al., 2010; Witesman et al., 2023).

Facilities and Infrastructure

Facilities and infrastructure are one of the public service standards. The provision of adequate service facilities and infrastructure by public service providers greatly determines and supports the success of service implementation and must also set standards for adequate service facilities and infrastructure by public service providers.

Based on the results of interviews regarding facilities and infrastructure, the results of the study show that the existing facilities and infrastructure are in accordance with the procedures and services at the ATR/BPN Gowa office have used a counter system and have been equipped with a queue number system so that the existing queues will not collide with each other. Then the service section has been equipped with various facilities such as comfortable seats, lactation rooms for breastfeeding mothers, wheelchairs and lanes for people with disabilities, free newspapers, free drinking water, air conditioning, and children's playgrounds for parents who bring their children to the ATR/BPN Gowa office. The ATR/BPN Gowa Office has also implemented health protocols set by the Ministry of Health, such as seating restrictions, automatic temperature checks, *hand sanitizers,* free masks for those who do not bring from home and others.

Good facilities and infrastructure are those that are able to support all the needs of service users and employees in the service room. Based on the results of the data analysis carried out, the service section of the ATR/BPN Gowa office has provided the best facilities and infrastructure, such as rooms made as comfortable as possible, free drinking water for service users, rooms for breastfeeding mothers, free newspapers, wheelchairs and paths for people with disabilities, seating restrictions and the provision of hand sanitizers for each visitor to make visitors safer. During the Covid-19 pandemic, of course, people must continue to comply with various health protocols imposed by the government, this is so that everyone can avoid the dangers of the Corona virus. It was found that the ATR/BPN Gowa office had implemented *social distancing* to prevent the transmission of the Corona virus. Temperature checking, using hand sanitizers and maintaining distance are protocols carried out at this ATR/BPN office, complete facilities are the key to the satisfaction of service users, so the ATR/BPN Gowa office continues to strive to provide. Government services as actors of public organizations must be neutral and do not discriminate between the status and position of the community as users of services from the Government. Basically, everyone has the right to the same opportunity and service. This must be carried out by the apparatus in providing services to everyone (Benaddi et al., 2022; Pananrangi et al., 2023; Rahman, 2024).

Competence of Service Provider Officers

The competence of service providers is one of the public service standards. The competence of service providers must be determined appropriately based on the knowledge, expertise, skills, attitudes and behaviors needed so that the services provided are of high quality. This needs to be established as a standard of competence for service providers based on the knowledge, expertise, skills, attitudes, and behaviors needed.

Based on the results of interviews regarding the competence of service delivery officers, the results of the study show that all existing counters are filled by staff who are competent in their fields, this can be seen from the placement of service department employees who are considered structured in accordance with the purpose of the service itself. Then the employees who are placed in the service section are very reliable and accustomed to serving the needs and complaints of the community thanks to the technical guidance of the service and have been equipped with technical land rules so that the service is carried out properly and without obstacles.

The competence of service providers is the key to maximizing a service and without obstacles, often the officers who serve actually have difficulty in resolving various complaints of service users. Based on the results of the data analysis carried out, the service provider officers are competent and expert officers in their fields, so that service users will

feel easy and unhindered in the process of applying for a land certificate. This is in line with Niswaty, et al. (2018) that "Discipline, politeness, and friendliness of officers in this case are the attitude and behavior of officers in providing services, such as when there is a community that consults or questions something, it must be answered politely and politely so that the community feels appreciated and served well". Officers who serve wholeheartedly and ethically will certainly directly increase public satisfaction with office services.

CONCLUSION

Based on the results of the research and discussion that has been described in Chapter IV that the certificate making service procedure has followed the existing standard operating procedures so that service users who want to make land certificates must first complete the requirements that have been set and that have been socialized by employees to service users. Then the completion time for one land certificate depends on the completeness of the existing files, if the required files are complete, the completion of the certificate starting from submission to issuance will take approximately 4 months. Furthermore, the service products issued are of course in accordance with the submission submitted by the applicant, will not deviate from what has been previously agreed. Then the service fee set by ATR/BPN Gowa is uncertain, this is because the cost determination must first be carried out a survey and measurement of the land area, then it can be determined how much the total cost charged for the issuance of land certificates issuance. Furthermore, the facilities and infrastructure contained in the service section have been maximized, as can be seen from the existence of various facilities that support the satisfaction of service users such as free drinking water, air conditioning, health protocol facilities and infrastructure, children's playgrounds, and others. And lastly, the competence of service providers, officers who provide services are considered qualified because they are able to serve service users well and in accordance with existing protocols, and the placement of officers is also considered appropriate because the placement of officers is in accordance with competencies and expertise.

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