



## Effectiveness of Complete Systematic Land Registration (PTSL) Services at the Sinjai Regency Land Office

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### Abstract

The Ministry of Agrarian Affairs and Spatial Planning/National Land Agency has implemented the Acceleration of Complete Systematic Land Registration (PTSL) policy to reduce disputes and ensure legal certainty for land owners. This research aims to evaluate the effectiveness of PTSL services carried out by the Sinjai Regency Land Office. This research use descriptive qualitative approach. The data collection procedure involved observation, interviews, and documentation, with research subjects involving the Chair of the PTSL Adjudication Committee, Deputy Chair of the PTSL Jurisdiction Division, and program beneficiaries in Sinjai Regency. The research results show that PTSL services in Sinjai Regency have proven to be effective in terms of understanding the program, being on target and achieving goals. Even though there is an understanding of duties and responsibilities, as well as public awareness of the objectives and stages of PTSL, there are still obstacles in meeting indicators on time. Although most of the program targets have been achieved, some targets remain unfulfilled. The indicators for achieving the program objectives are quite effective, this is because the implementation of the PTSL program in Sinjai Regency is in accordance with the objectives of the PTSL program, namely that all land plots in the territory of the Republic of Indonesia have been mapped, but have not yet been mapped. able to achieve the specified targets. Indicators of real change are effective because with the PTSL program, people can have ownership certificates in an easy and fast process.

**Keywords:** Effectiveness, PTSL Program, Service.

## 1. INTRODUCTION

In order to improve the quality and guarantee the provision of public services in accordance with the general principles of good government and corporations and to provide protection for every citizen and resident from abuse of authority in the delivery of public services, on July 18 2009 Indonesia passed Law No. 25 of 2009 concerning Public Services [1]. Public service is an activity or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services and/or administrative services provided by public service providers [2].

The scope of public services according to the Public Service Law includes public goods and public services as well as administrative services regulated in statutory regulations [3]. Within this scope, including education, teaching, work and business, housing, communication and information, environment, health,

social security, energy, banking, transportation, natural resources, tourism and other strategic sectors [3], [4]. Public Services, every public service provider, whether providing services to the public directly or indirectly, is obliged to prepare, determine and apply Service Standards for each type of service as a benchmark in providing services in each environment. The government has carried out land registration and control of certificates which is one manifestation of the purpose of land registration as in Law of the Republic of Indonesia Number 5 of 1960 concerning Basic Agrarian Principles Regulations in Article 19 states that in order to guarantee legal certainty the government carries out land registration [5]. throughout the territory of the Republic of Indonesia based on the principles regulated in government regulations.

Land registration is a government innovation in providing guarantees of legal certainty or rights to

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land owned by the community to minimize the occurrence of disputes in the land sector [6], [7]. However, there are still many people who do not want to register their land with the authorities because the problem of the cost of making a land certificate being too expensive is the main reason why people do not want to take care of making a land certificate [8]. As well as the long time it takes to process land certificates which many people complain about. Thus, the problems are demands in dealing with obstacles which are the duties and responsibilities of the National Land Agency (BPN) so that it is able to provide services to the community well, deftly, effectively and efficiently.

The government, through the Ministry of Agrarian Affairs and Spatial Planning/National Land Agency, has launched a National Program in the form of Complete Systematic Land Registration (PTSL) as regulated in the Regulation of the Minister of Agrarian Affairs and Spatial Planning/Head of National Land Agency Number 12 of 2017 concerning the acceleration of implementation of Complete Systematic Land Registration (PTSL) [9], [10]. Complete Systematic Land Registration (PTSL) is the first land registration process carried out simultaneously throughout Indonesia and includes all land registration objects that have not been registered in a village or sub-district area or other names at the same level [11]. The hope is that this PTSL program can reduce problems in the land sector and can change the old paradigm regarding the length of the land certificate processing process which is often complained about by the public.

The Complete Systematic Land Registration (PTSL) program implemented in Sinjai Regency was welcomed by the public, not only because it was free but also because the Land Office directly deployed special teams responsible for implementing Complete Systematic Land Registration (PTSL) in Sinjai Regency [12]. With the Complete Systematic Land Registration program, it is hoped that it will make it easier for people to process land certificates, especially people who live in remote rural areas, so that they no longer need to come directly to the Land Office, and can change people's mindset from previously claiming land based on historical facts to thinking that certificates are as the only legal and strong proof of land ownership, especially in Sinjai Regency, taking into account the principles of community interest in order to achieve the goals as planned.

In order to make the Complete Systematic Land Registration (PTSL) program a success for Sinjai Regency, the measurement target in 2021 is 4,420 plots of land and in 2022 there are 4,000 plots. Even though the realization target has been achieved, in the implementation of the Complete Systematic Land Registration (PTSL) program in Sinjai Regency, several problems are still found, including low public

awareness of registering their land, unsynchronized population data is still found and there are plots of land requested that do not yet have a Tax Return. Due (SPPT) and Land and Building Tax (PBB) for the current year, there has been no installation of land boundary signs with other land, in addition to that, human resources at the Sinjai Regency Land Office are limited, thus hampering the effectiveness of the land registration services provided. This research aims to evaluate the effectiveness of PTSL services carried out by the Sinjai Regency Land Office.

## 2. METHOD

This research is about the effectiveness of Complete Systematic Land Registration (PTSL) Services at the Sinjai Regency Land Office, so researchers must be able to directly assess the government's measure of success in providing services to the community regarding land certificates through the Complete Systematic Land Registration (PTSL) program, so that researchers using descriptive research methods with a qualitative approach. Sugiyono stated [13], qualitative methods are research to describe and analyze phenomena, events, beliefs, attitudes and social activities individually and in groups. Qualitative methods are a collection of methods to analyze and understand more deeply the meaning of several individuals or groups considered as humanitarian or social problems.

## 3. RESULT AND DISCUSSION

### Ministry of Agrarian Affairs and Spatial Planning/National Land Agency of Sinjai Regency

The National Land Agency (BPN) is a non-ministerial government institution in Indonesia which has the task of carrying out government duties in the land sector in accordance with the provisions of statutory regulations [14]. The National Land Agency (BPN) is under and responsible to the President. The National Land Agency (BPN) of the Republic of Indonesia is headed by a Minister who also serves as Head of the National Land Agency (BPN). The Sinjai Regency National Land Agency (BPN) office is located at Jalan H. Abdul Latief No. 6, Biringere Village, North Sinjai District, Sinjai Regency. To the west, the Sinjai Regency Land Office borders the Sinjai 5 Public High School, to the south it borders the Sinjai Regency Food Security Office, to the north it borders the Sinjai Regency State Treasury Services Office (KPPN), and to the east it borders the Sinjai Regency Tourism Service Office.

### 1. Duties and Functions

The National Land Agency (BPN) has the task of carrying out government duties in the land sector nationally, regionally and sectorally. In carrying out

the duties as intended, BPN carries out the following functions:

- a. Formulation of national policy in the land sector.
- b. Guidance and general administration services in the land sector.
- c. Organizing and implementing surveys, measurements and mapping in the land sector in order to ensure legal certainty.
- d. Regulation and determination of land rights.
- e. Supervision and control of land ownership.
- f. Study and handling of problems, disputes, cases and conflicts in the land sector.
- g. Data and information management in the land sector.

## 2. Duties and Functions of Each Part

### a. Head of Office

Head of Office is every person who leads, develops and controls the implementation of office duties.

- b. Administrative Sub-Section. Providing administrative services to all Land Office organizational units, as well as preparing activity evaluation materials, program preparation and statutory regulations.
- c. Survey, Measurement and Mapping Section. His duties include coordinating and carrying out surveys, measuring and mapping land plots and measuring area boundaries, thematic mapping and land potential surveys, developing licensed technical technicians.
- d. Section for Determining Land Rights and Land Registration. His duties include preparing materials and carrying out rights determinations in the context of granting, extending and renewing land rights, land acquisition, licensing, data collection and issuance of land rights files, registration, transfer, encumbrance of land rights as well as coaching Land Deed Preparation Officials (PPAT).
- e. Management and Empowerment Section. His duties include implementing land reform, managing and analyzing land tenure, ownership, use and utilization, land redistribution, community land empowerment, land use management, land planning according to spatial plans, facilitating the preparation of spatial planning and space utilization in the regions, and regional planning. coasts of small islands, borders and certain areas.
- f. Land Acquisition and Development Section. His task is to prepare materials and carry out land control activities, processing state land, abandoned and critical land as well as community empowerment.

- g. Dispute Control and Handling Section. The dispute control and handling section has the main task of carrying out guidance, coordination and implementation of land rights control, land conversion, control, control, ownership, use and utilization of land, handling disputes and conflicts as well as handling land cases.

## Effectiveness of Complete Systematic Land Registration (PTSL) Services at the Sinjai Regency Land Office

Measuring effectiveness is very important to determine the implementation of a policy in order to see the success of the program being implemented. Effectiveness is a measure in questioning what actually happened when a program (policy) was implemented by paying attention to several aspects as a measure in assessment.

Thus, to determine the effectiveness of the PTSL program services in Sinjai Regency, researchers used indicators or criteria as a reference in conducting the assessment [10]. In measuring the level of success in providing services to the community through the PTSL program, indicators are used according to Sutrisno, where the measures used to see the effectiveness of policies include program understanding, right on target, on time, achievement of program goals, and real changes. Several indicators are analyzed based on the results and comparison with previous research as well as the suitability of the data found.

### 1. Program Understanding

Understanding the program is important in assessing or measuring the extent to which the program activities that have been carried out can achieve the initial objectives of the program. Program understanding, namely seeing how the PTSL program can enable the parties involved to know their duties and responsibilities in providing services to the community through the Complete Systematic Land Registration (PTSL) program, as well as the community knowing and understanding the purpose of the program being implemented.

Based on the results of an interview with Elrianto Sara, S.H. as Head of the Rights Determination and Land Registration Section as well as Chair of the Complete Systematic Land Registration (PTSL) adjudication Committee of the Sinjai Regency Land Office (Friday, 04/08/2023).

*"Each team must understand their respective duties and responsibilities. So for every PTSL activity there is always a technical guideline before carrying out the PTSL activity, a team is formed then there it is called the administrative task force, physical task force, juridical task force, all of which are chaired by the chairman of the adjudication committee." So the team together studied the existing technical guidelines,*

there are PTSL technical guidelines every year regarding implementation procedures including the related regulations."

The same thing was also conveyed by Saefullah S., S.P., M. I. Kom. As Head of the Control and Dispute Handling Section and Deputy Head of the Juridical Division for Complete Systematic Land Registration (PTSL) of the Sinjai Regency Land Office (Friday, 11/08/2023) stated that:

"Yes, all implementing parties involved already understand their respective duties and functions because we have technical guidelines every year for PTSL, there they explain their respective duties and functions."

The Land Office, in this case the entire team involved in implementing the Complete Systematic Land Registration (PTSL) program in Sinjai Regency, must be able to know their duties and responsibilities as well as the procedures for implementing PTSL in accordance with the Technical Instructions (Juknis) that exist in each PTSL implementation budget year.

Not only the PTSL program implementation team at the Sinjai Regency Land Office but the community needs to know and understand the purpose of the program being implemented, in this case the role of regional officials is needed in carrying out outreach to the community so that information about the PTSL program can be conveyed evenly. Based on the results of interviews with Saefullah S., S.P., M. I. Kom. As Head of the Dispute Control and Handling Section as well as Deputy Head of the Juridical Division for Complete Systematic Land Registration (PTSL) of the Sinjai Regency Land Office (Friday, 11/08/2023).

"We provide outreach in the form of counseling, there are also brochures like that to the public. We carry out this counseling in the villages that are the target locations for PTSL. There we convey about the PTSL program, as well as the requirements."

The Sinjai Regency Land Office has provided understanding to the community by distributing brochures about the PTSL program and conducting outreach in the form of counseling in each village that is the object of PTSL. Based on an interview with Elrianto Sara, S.H. as Head of the Rights Determination and Land Registration Section as well as Chair of the Complete Systematic Land Registration (PTSL) adjudication Committee of the Sinjai Regency Land Office (Friday, 04/08/2023).

"For PTSL activities there are several stages, one of which is counseling. So before carrying out the measurement activities or later the committee goes to the field, we start with outreach in the villages that determine the locations for PTSL activities. Before

that, we made a Location Determination Decree. After the Location Determination Decree was issued, we carried out outreach in the villages regarding what PTSL is, what the PTSL requirements are, what the objectives of PTSL are, we conveyed this to the villages that are the objects of PTSL in the current year."

Before implementation of the PTSL program begins, the Sinjai Regency Land Office first makes Location Determination Decrees for villages that are PTSL targets, then carries out an outreach stage in these villages to provide understanding to the community. Results of an interview with Abdul Kahar as a participant in the PTSL program in Kampala Village (Wednesday, 09/08/2023).

"There is socialization. It was even announced in full first by conveying it through the pulpit at the mosque, such as after Friday prayers. Apart from that, there was also socialization carried out by the Land Office at the Village Office at the beginning of the year, where it was conveyed about the PTSL program, what requirements must be met to participate in the PTSL program."

Some of the community participated in outreach activities held by the Sinjai District Land Office in Kampala Village which were held in February 2023. The community was given an explanation regarding the PTSL program regarding the conditions that must be met to register their land. Below, the author will present a table listing the names of villages/districts where PTSL program outreach activities have been carried out, which are the locations for determining the PTSL program in Sinjai Regency in 2023.

**Table 1. List of Names of Villages**

No	Subdistrict	Village
1.	Central Sinjai	Samaenre Village Mattunreng Tellue Village
2.	South Sinjai	Talle Village Palae Village
3.	East Sinjai	Panaikang Village Sanjai Village Bongki Lengkese Village Kampala Village Kaloling Village
4.	Tellulimpoe	Lembang Lohe Village Sukamaju Village Massaile Village
5.	Bulupoddo	Lappacinrana Village Lamatti Riattang Village Lamatti Riaja Village

Based on the data above, the implementation of PTSL has been carried out at the counseling stage in 15 villages/sub-districts in 5 sub-districts which are the objects of the 2023 PTSL program in Sinjai Regency. Counseling is carried out by the Head of the Land Office and the Committee

PTSL adjudication, Physical Task Force and Juridical Task Force involving Village/Subdistrict officials, District officials, Regional Government officials, Police law enforcement officers, Prosecutor's Office, TNI and community leaders. This counseling is carried out once in each village/sub-district where the PTSL is determined in Sinjai Regency, however, counseling activities can be carried out more than once according to budget availability.

The accuracy of the program targets looks at the extent to which PTSL complies with previously established conditions. The PTSL program is implemented by the Ministry of Agrarian Affairs and Spatial Planning/National Land Agency as a form of providing legal certainty to community-owned land. The target of this program is all communities whose villages are included in the location where PTSL implementation is determined.

Based on the results of the interview above, the implementation of PTSL in Sinjai Regency has been right on target, that is, all people have the right to take part in this PTSL program, however, based on the implementation of the PTSL program in 2022 in Sinjai Regency, it has not yet reached the set target. However, when implementing the PTSL program at the Sinjai Regency Land Office, there were inhibiting factors so that the implementation process experienced delays. The inhibiting factor is related to the lack of aerial photos for Sinjai Regency, so implementation cannot be followed up.

The PTSL program at the Sinjai Regency Land Office for the 2023 fiscal year is still in the process of implementation. However, obstacles are still encountered in the implementation process, namely that there are still people who do not understand how important land certificates are as proof of land ownership rights.

The obstacle that hampers the process of implementing PTSL at the Sinjai Regency Land Office is related to aerial photography using PUNA/AUV or known as unmanned aircraft or drones whose results and working methods are still not good, but up to now the Sinjai Regency Land Office is still continuing to carry out quality stages. control related to third party work. The benefits of using drones for the PTSL program are that they are used to measure land automatically and with fairly high accuracy, make it easier to take pictures of land from angles that are difficult for officers to reach, are used to check land

conditions by air, and make it easier to make land maps.

## 2. Achievement of Program Goals

The goal achieved is the extent to which the objectives of the Complete Systematic Land Registration (PTSL) program can be realized well. This can be seen from the extent to which the results of the implementation of the PTSL program are in accordance with the expected objectives. The aim of the Complete Systematic Land Registration (PTSL) program is so that all land parcels in the Republic of Indonesia are mapped and registered and all communities have legal certainty and protection regarding the subjects, objects and rights to the land they own. Not only that, the PTSL program also contributes to improving community welfare based on land use.

Based on the results of interviews with Saefullah S., S.P., M. I. Kom. As Head of the Dispute Control and Handling Section as well as Deputy Head of the Juridical Division for Complete Systematic Land Registration (PTSL) of the Sinjai Regency Land Office (Friday, 11/08/2023).

*"Yes, it is in accordance with PTSL's objectives, namely that we want to certify all land plots in Indonesia through the PTSL project."*

Based on the results of the interview above, the implementation of the Complete Systematic Land Registration (PTSL) program in Sinjai Regency is in accordance with the objectives previously set, namely so that all Indonesian people have a guarantee of legal certainty over land plots in the form of land certificates. However, the implementation of the Complete Systematic Land Registration Program (PTSL) in Sinjai Regency has not been able to achieve the previously set targets. Below the author will present a table of results from the implementation of the PTSL program in Sinjai Regency from 2017 to 2022.

**Table 2. Results of PTSL Program Implementation in Sinjai Regency**

No.	Year	Target	Issued Certificate
1.	2017	3,000	2,797
2.	2018	4,400	4,385
3.	2019	3,500	3,270
4.	2020	4,950	1,885
5.	2021	4,420	4,157
6.	2022	4,000	3,277
Total			19,771

Based on the data above, the total number of PTSL implementation in 2017 reached 93%, in 2018 it reached 99%, in 2019 it reached 93%, in 2020 it only reached 38%, in 2021 it reached 94%, and in 2022 it reached 81, 9%. The implementation of PTSL in Sinjai

Regency from 2017 to 2022 has not yet achieved the targets that have been set. This is caused by several factors, namely the low interest of the community in registering their land through the PTSL program, plots of land owned by the community do not have rights such as deeds of sale, grant, inheritance, or physical control for decades so they are said to not be able to meet the requirements. Especially for the implementation of PTSL in 2020 which did not reach the target due to budget cuts due to Covid-19.

The Complete Systematic Land Registration Program has a big impact on the community, because with this program the community can have guaranteed legal certainty of their land ownership rights, namely land certificates received through the PTSL program. Based on the results of an interview with Elrianto Sara, S.H. as Head of the Rights Determination and Land Registration Section as well as Chair of the Complete Systematic Land Registration (PTSL) adjudication Committee of the Sinjai Regency Land Office (Friday, 04/08/2023).

*"Yes, it really makes a difference. Because of that, one of the aims of PTSL is to improve community welfare because with the certificate they can lend capital for business activities. Not only for the community, but it also has a big impact on the income of the Regional Government, in this case BPHTB. "So it's not just the community who benefits, but by issuing certificates through PTSL activities there is income into the Regional Government's treasury, in this case called BPHTB to increase Regional Government income."*

The Complete Systematic Land Registration Program not only has a positive impact on the community, but also has an impact on the Regional Government because the issuance of certificates through the PTSL program can increase the income of the Regional Government, in this case the Land and Building Rights Acquisition Fee (BPHTB). Based on the results of an interview with Abdul Kahar as a participant in the PTSL program in Kampala Village (Wednesday, 09/08/2023). in accordance with the expected goals.

*"Yes, this program can have a positive impact on society because with this program we are helped to get a certificate without having to go to the office to take care of it ourselves, and the costs are not that big compared to having to take care of it yourself."*

With the Complete Systematic Land Registration (PTSL) program, the community is greatly helped in arranging land certificates so that people no longer need to come to the Land Office and the costs incurred are not so large and people can obtain land title certificates quickly, easily and minimal costs and can improve welfare. Not only that, the PTSL program

also has an impact on the Regional Government, in this case PTSL program recipients have an obligation to pay BPHTB so that it can increase Regional Government income. Based on data obtained from observations as well as interviews and documentation conducted by researchers, one of the services provided by the Sinjai Regency Land Office, namely the Complete Systematic Land Registration Program (PTSL), is quite effective in providing services to the community based on the reference indicator of effectiveness, namely understanding program, on target, on time, achieving program goals, and real change.

Based on the program understanding indicators, it shows that all parties involved in implementing PTSL at the Sinjai Regency Land Office, both the PTSL implementing committee and the community who are applicants for the PTSL program already know and understand the program that will be implemented. Meanwhile, the on-target indicator shows that the implementation of PTSL in Sinjai Regency has been on target, namely all Indonesian people without exception, although the implementation has been on target, but judging from the results of the 2022 PTSL implementation in Sinjai Regency, it has not been able to achieve the predetermined target, where the initial target is 4,000 plots of land and only 3,277 certificates issued.

Then, the timely indicators show that the implementation of PTSL in Sinjai Regency is experiencing several obstacles, namely the absence of third party work results, namely aerial photography, unpredictable weather, limited human resources and tools at the Sinjai Regency Land Office, and the lack of public interest in register the land through the PTSL program [15]. Then, the indicator of achieving the program objectives shows that the implementation of PTSL in Sinjai Regency has been carried out based on the aim of PTSL, namely so that all plots of land in the territory of the Republic of Indonesia are guaranteed legal certainty over the land they own, but in reality the implementation of PTSL in Sinjai Regency has been since 2017 Until 2022, no one has achieved the initial target for completing the PTSL program in Sinjai Regency, which has only reached 81% of the total PTSL implementation in Sinjai Regency. Indicators of real change show that the implementation of PTSL in Sinjai Regency can have a positive impact on the community, namely making it easier for people to obtain certificates of rights to land they own with a fast process and minimal costs.

#### 4. CONCLUSION

Based on the results of research and discussions related to the effectiveness of Complete Systematic Land Registration (PTSL) services in Sinjai Regency, it

can be concluded that the implementation of the PTSL program in Sinjai Regency, seen from the indicators of program understanding, has been effective because the implementing parties already know their respective duties and responsibilities and the community has understand the objectives, requirements and procedures of the PTSL stages. The right target indicator is quite effective because PTSL in Sinjai Regency can reach its target precisely, but has not been able to reach the specified target. Timely indicators cannot be said to be effective because the implementation of PTSL in Sinjai Regency experienced several obstacles so that implementation experienced delays. The indicators for achieving the program objectives are quite effective, this is because the implementation of the PTSL program in Sinjai Regency is in accordance with the objectives of the PTSL program, namely to ensure that all land plots in the Republic of Indonesia are mapped, but in its implementation it has not been able to achieve the targets that have been determined. Indicators of real change are effective because with the PTSL program, communities can have land ownership certificates in an easy and fast process.

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#### Author declaration

#### Author contributions and responsibilities

The authors made major contributions to the conception and design of the study. The authors took responsibility for data analysis, interpretation and discussion of results. The authors read and approved the final manuscript.

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#### Availability of data and materials

All data is available from the author.

#### Competing interests

The authors declare no competing interests.

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