

# Reviewing Community Land Ownership Certificate Services in Various Studies

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## ABSTRACT

The community highly desires excellent public services in the land sector. Ownership of land certificates is a necessary political and business economic foundation because it can improve people's welfare, dignity, and dignity. This research is a systematic review that aims to identify, evaluate critically and integrate findings from all relevant and high-quality individual studies. The main point in this review explains the effectiveness of the National Land Agency office in providing services, the service model for land certificates, the strategy to improve land certificate issuance performance, cases of discrimination on land certificate issuance services, and public satisfaction with government services.

**Keywords:** *Land ownership, certificate, satisfaction, service*

## 1. INTRODUCTION

One of the roles of government is public service [1]–[5]. This role is an essential issue in Indonesia because of the dynamics of the population and their needs. One form of public service is the provision of legal certainty of land ownership by the Land Office which is spread across Regencies / Cities throughout Indonesia. This service is considered important because land ownership certificate is a guarantee in land management. Various complaints from the public in the mass media revealed that there were many difficulties accessing the service [6]–[10].

Ownership of land certificates is a business force for companies or individuals. Asset rights to land are a measure of a company's wealth or capital. In fact, a certificate can be a guarantee of borrowing money from the property business. By him, services of land ownership certificate becomes a determinant for people's welfare.

The community's response as a service user to the service it receives is a measure of service quality. The community who receives services in accordance with their expectations, will give a good response. The response becomes the next customer decision [11]. A service provider organization's reliability is largely determined by the quality of human resources, supporting equipment, and work management.

Measurement of public services' quality can be reviewed in five aspects of Responsibility, responsiveness, empathy, assurance, and tangible. Tangibles or organizational capabilities show attractive appearance in terms of physical facilities, equipment and the appearance of employees. Medium reliability or organizational ability to present accurate and reliable service results [2], [6], [12], [13]. Work results in accordance with the target time Performance must be in accordance with customer expectations, which means timeliness and without errors or with high accuracy.

Responsiveness is the ability of organizations to provide fast and appropriate services. Waiters understand customer needs will provide a positive response to the quality of service. Assurance is a measure of an organization's ability to grow customers' trust in the company. This ability appears in communication, security, competent, and courtesy. Empathy is measured by the sincere attention of the service provider to the customer.

This study focuses on five aspects of the quality of public services in Land Ownership Certificate Services throughout Indonesia. The results of this study form the basis for developing an organization to increase its capability and credibility.

## 2. RESEARCH METHODS

This study is quantitative descriptive in critically evaluating previous studies on the quality of land ownership certificate services. The study's focus on five are tangible, responsiveness, responsibility, assurance, and empathy [8], [14]. Researchers use data sourced from scientific articles published in national journals and have passed the editorial team's review process. The sample articles must meet five criteria, namely: reviewing five service quality variables, using a Likert scale ranging from 1 to 5, using a sample of more than 100 people, research time between 2013 - 2018, and research locations in districts / cities in Indonesia. Researchers found as many as 30 articles that were the subject of the study. Data analysis was performed by collecting service quality assessments, calculating average quality and describing results. Interpretation of respondents' assessment results divided into five categories.

**Table 1.** Category of Service quality

Value	Category
1.00 – 1,79	Very low
1.80 – 2,59	Low
2.60 – 3,39	Medium
3.40 – 4,19	High
1.00 – 1,79	Very low
4.20 – 5,00	Very High

## 3. RESULTS AND DISCUSSION

### 3.1. Results

Studies in various articles indicate that the community considers that the quality of Land Ownership Certificate services is still low. Table 2 describes that from 20 articles, there were only three articles that gave a good rating of the organization's services.

**Table 2.** Quality Service Presentation

Category	Rage	Freq	%
Very low	4.20 - 5.00	0	0
Low	3.40 - 4.19	3	15
Medium	2.60 - 3.39	17	85
High	1.80 - 2.59	0	0
Very High	1.00 - 1.79	0	0

The results of the analysis of service quality in five aspects are presented in table 3.

Reliability shows the highest value among other aspects. Most of the results of the study revealed that the customer was satisfied with the service he received.

Optimal/ excellent service must be based on speed, friendliness, and financing in accordance with

**Table 3.** Service Quality in Five Aspects

Service Quality	Average	Max	Min	Category
Tangible	2.88	3.64	2.40	Medium
Reliability	3.37	3.86	2.78	Medium
Responsiveness	2.98	3.45	2.78	Medium
assurance	3.06	3.46	2.60	Medium
Emphaty	3.21	3.50	2.80	Medium

applicable rates. In providing services to the public, officers must prioritize friendly attitudes and implement financing that refers to government regulations. Each process for claiming a land certificate must be accompanied by a fee based on applicable regulations. The service for issuing land certificates is needed by the community and must be carried out by the government at various levels. Improved services can be achieved by increasing the capacity of implementing officials, education and training, and increasing motivation to achieve high targets and performance. While the lowest value is obtained from tangible or the ability of the service provider to present the appearance during service. The appearance was marked by an untidy apparatus uniform, a poorly maintained office building and an uncomfortable waiting room.

### 3.2. Discussion

Various supporting facts revealed in the article are that the National Land Agency (BPN) or Land ownership certificate service provider is not optimal in providing services. The productivity level of the BPN office was quite high, and efficiency in providing services. However, the citizens need better services that suit for their expectations. There are gaps in the assessment of services between previous information and the accepted services [15]–[19]. The study said that the BPN office is still lacking. This condition is due to the absence of clear rules, low supervision, intervention from other agencies and limited authority.

On the other hand, there is an expression of satisfaction with BPN services. Many studies revealed that land certification service runs quite well in accordance with standard procedures. Procedures include submission, fulfillment of requirements, processing, measurement, mapping and publishing.

## 4. CONCLUSION

Referring to some of the research results, it is concluded that the research services on land ownership certificates in many cities are good quality. Five aspects show the quality of the medium with the best reliability aspects and the lowest tangible aspects. These results

become a reference for organizations (BPN) to improve services that are good and in line with community expectations.

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