

Analysis of Administrative Service Systems at the Land Office in Takalar District

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ABSTRACT

The administrative service system at the Takalar District Land Office has been good and in accordance with Service Standards according to Law Number 25 of 2009 concerning Public Services and State Minister for the Empowerment of State Apparatus (MENPAN) Decree Number 63 of 2003 concerning general guidelines. The approach used in this study is a Qualitative Approach. Data analysis used the opinion of Miles, Huberman, and Saldana (2014) regarding the interactive model of policy research that looked at data reduction, data condensation, data presentation, and conclusion drawing. This process continues throughout the research, even before the data is actually collected. The administrative service system has been carried out in accordance with the implementation of public services according to the procedures established by law as well as: 1) Procedure in managing land administration according to the service flow and clarity of information is quite clear; 2) The completion time of all land administration arrangements can be done on time; 3) Land administration service costs based on the level of land management; 4) Service products; 5. Facilities and infrastructure can support services to the community; 6. The service of the clerk is quite good.

Keywords: Service System; Administrative Services.

INTRODUCTION

The Basic Agrarian Law is contained in Law Number 5 of 1960, with the basic principles and provisions based on Chapter I Article 1 that "all earth, water, and space, including natural resources contained in it within the territory of the Republic of Indonesia as the gift of God the Almighty is the earth, water, and space of the Indonesian nation and is national wealth ". Thus the main purpose of the Agrarian Law is to lay the foundations for the preparation of national agrarian law, which will be a tool to bring prosperity, happiness, and justice to the State and the people, especially the peasants, in the context of a just and prosperous society.

The position of the government in dealing with land issues is faced with problems that many find difficult. The government must protect, regulate the order and welfare of the community and on the other hand, the demand for accelerated economic development must be driven which ultimately requires land as a foothold for all economic activities. For this government obligation to be realized in carrying out ongoing development, land as a medium of development, the clarity of the status of the land is increasingly being demanded especially

in a developing country with increasing population numbers. The clarity of the status of the land will ensure the rights attached to the land.

The advancement of the people's economy and national economy will also increase the need for legal certainty in the land sector. The land is getting longer, more and more are involved in economic problems such as buying and selling land and so on, eventually directed to fulfill and satisfy the community. In this case, the quality of a product or service can only be determined by the customer himself because they are the ones who feel the product or service produced by an organization both business and public. Back again when it is associated with "service," we can see the basic concept, among others, according to Supriyanto & Sugiyanti, (2001) in the book "Regional Capacity Building" and "Strengthening Local Democracy", an effort to help prepare, provide/manage other people's needs. Also, in the same book, Moenir (2003) also expressed his opinion about service, namely the process of doing good. Another opinion expressed by Boediono (2003) about the notion of service is the process of assistance to others in certain ways that require sensitivity and interpersonal relationships in order to create satisfaction and success.

Public service is one of the theoretical frameworks that many authors use to add in this theory the authors describe the notion of public services, types of public services, principles of public service, principles of public service, and service standards. Services carried out by the bureaucratic apparatus (government), can be said to be public services because the government apparatus is responsible for providing the best service to the community, in order to create community welfare. Regarding this "public service", according to Sianipar in the book Regional Autonomy "Capacity building" and "Strengthening Local Democracy" (2003: 68) are all forms of public sector services carried out by government officials, including business actors of State-Owned Enterprises / Owned Enterprises Regions (BUMN / BUMD) and the private sector in the form of goods and or services, which are in accordance with community needs and applicable laws. Whereas "public service" according to Mahmudi (2005: 229) is all service activities carried out by the implementation of public services as an effort to fulfill public needs and the implementation of statutory provisions. The definition of public services proposed by Mahmudi is in line with the notion of public services contained in the Decree of the Minister of Administrative Reform No. 63 of 2003.

Land certificates are often a dispute even reaching the Court. This arises because land has a very important function for people's lives, which makes people try to acquire land in various ways and even grab other people's land. Land which is the surface of the earth in the form of land where humans live and live their lives also becomes the basis of the conditions for the formation of a country. The condition of the establishment of a country is that with the existence of sovereign people, territories, and governments, by the Montevideo Convention in 1933 by Mahfud MD it was called constitutive elements, while other additions were declarative elements (Recognition from other countries). Land as a natural object. For land as a legal object, it is called land — soil profile, showing several soil horizons. Land which in Greek is pedon, or in Latin is solum, is explained as part of the earth's crust composed of minerals and organic matter.

Realizing the importance of land for human life and life, and Indonesia as an agrarian country, in the preparation of the 1945 Constitution the role of land for the Indonesian people, as explained in Article 33 paragraph (3) of the 1945 Constitution which states that "the earth and water and natural resources contained in it are controlled by the state and used as much as possible for the prosperity of the people. "Based on the provisions of Article 33 paragraph (3) of the 1945 Constitution, then on September 24, 1960 legal provisions governing land, namely Law No. 5 of 1960 concerning the Basic Agrarian Principles (UUPA), which until now is still used as a legal basis in the land process in Indonesia.

Land as already mentioned that land is a life supporter, so also in the rapid development that occurred in Indonesia, it cannot be taken away with its relationship to the certainty of the land. Land registration is very important because land is the main and important aspect of development, where all development activities carried out by the community require land to carry out these activities. In addition, in the meantime, the Indonesian people are actively working on development which very much needs land or land to build, in various fields and the level of progress in the community itself.

It is achieving certainty about the registration of land, the Implementation of Land Registration based on Government Regulation Number 10 of 1961 (hereinafter referred to as PP 10/1961) which has been in force since 1961 is seen as having substance that is no longer able to meet the demands of the times to provide certainty over land registration that is.

The geographical condition of the working area of the Takalar Regency Land Office is where Takalar Regency is a district in South Sulawesi Province. The capital is located in Pattallassang. Takalar Regency consists of nine sub-districts, namely Pattallassang, South Polombangkeng, North Polombangkeng, Galesong, South Galesong, North Galesong, Sanrobone, Mappakasunggu, and Mangarabombang.

Based on the Head Regulation of the National Land Agency of the Republic of Indonesia No. 4 of 2006 concerning the Organization and Work Procedure of the Regional Office of the National Land Agency and the Land Office. The Position, Main Tasks and Functions of the Takalar Regency Land Office are: 1) The Land Office is a vertical agency of the National Land Agency in Takalar District which is under and is responsible to the National Land Agency through the Head of the BPN Regional Office; and 2) The Land Office has the task of carrying out part of the duties and functions of the National Land Agency in Takalar Regency.

The purpose of the Takalar District National Land Agency is that with the increasing performance of the National Land Agency (BPN) in clarifying the legal basis for land ownership it is not a small problem. Just because it does not look clear and does not mean that land policies can be ignored, these problems can become systemic problems and affect other aspects such as the deterioration of BPN performance in the eyes of the public. Service standards and land administration systems are very important in increasing the public's good view of BPN as an institution capable of realizing land and land for the greatest prosperity of the people, as well as justice and sustainability of the Republic of Indonesia societal, national and state systems, in accordance with BPN's vision RI. It is expected that with the knowledge of the condition of the land administration system in the regions, especially at the Takalar District

Land Office, this can be compared with the performance of BPN in achieving overall agrarian reform in Indonesia, which can be improved in the future.

METHOD

Research Approaches and Types

The approach used in this study is a qualitative approach. This study is an administrative service system research at the Takalar District Land Office. Bogdan and Guba suggest that qualitative or naturalistic inquiry research is a research procedure that produces descriptive data in the form of written or oral words from people and observable behavior (Suharsaputra, 2012). While the type of research used in this study is descriptive (Creswell & Clark, 2017). This means that the data collected is not in the form of numbers, but the data comes from interviews, field notes, personal documents, memo notes, and other official documents. In this study, researchers focused on the analysis of the administrative service system at the Takalar District Land Office.

Research sites

Research Location is where researchers can capture the actual state of the object to be studied. The research location is at the Takalar District Land Office

Data source

Data sources include targets and research informants to describe the data to be traced from where the data was obtained. In this study, the data obtained came from two sources, namely:

Primary data

Primary data is data obtained from the location of research or data sourced from informants relating to the analysis of the administrative service system at the Land Office of Takalar District. The informants in this study were 1) Head of the Land Registration Section of the Takalar District National Land Agency and 2) Community (3 people).

Secondary Data

Secondary data are data obtained from reading sources and various other sources which consist of personal letters, diaries, minutes of association meetings, to official documents from the Takalar District Land Office and various government agencies. Secondary data can also be in the form of magazines, newsletters, publications from various organizations, attachments from official bodies such as ministries, study results, theses, survey results, historical studies, and so on.

Data Collection Procedure

In obtaining data that is relevant to the purpose of research, data collection techniques are used such as 1) Observation / Observation, 2) Interview, 3) Documentation.

Data analysis technique

The data analysis technique used in this study is the interactive model of (Miles, Huberman, & Saldana, 2014), which consists of data reduction, data condensation, and drawing/verification conclusions

RESULT AND DISCUSSION

The researcher begins by first observing or observing the object of the research, namely the office of the National Land Agency of Takalar Discrit. The presentation of data in this study is data obtained from interviews, namely in the form of question and answer between researchers and respondents and other documents that support this research. The following will describe the results of field studies that are closely related to the focus studied, namely the analysis of the administrative service system at the Takalar District Land Office. Interviews were conducted with the head of the land registration section, administrative service staff, and the community. The reference in measuring service in this study is based on service standards according to MENPAN decision No. 63 of 2003 which has several focuses, namely service procedures, time of completion, service costs, service products, facilities and infrastructure, competence of service providers. The following is the presentation of the data obtained:

Service Procedure

The service procedure is the stage of service provided to the community seen from the simplicity of the service flow. The Takalar District Land Office in providing land administration services to the community is very concerned about service procedures. The community knows the service procedures at the Land Office so that it is easier to manage land administration. This was supported by interviews with members of the Mappakasunggu District community, saying that: "The service is satisfying, timely and the information is also fast and easy. Those who want to take care of it, go take a cover letter from the village head then the sub-district is then taken to the Land office.

The flow of service procedures was explained in detail by the Head of the Land Rights and Registration Section, stating that: "Bringing the Identity Card (KTP), Family Card (KK), proof of land ownership, blank and signature from the lurah. If the plot starts from the counter 1) Information service, ticket window, 2) Service submission of application file, counter, and 3) Payment service, counter, 4) Product delivery service ". Based on the data obtained it can be concluded that the procedures for land administration services at the Takalar District Land Office are very clear to the community and this is because the service delivery can be carried

out properly.

Completion Time

In completing a job, time is one of the most effective work resources. This is seen from the achievement of goals using a predetermined time. Administration of land administration at the Takalar District Land Office does not require a long time, as stated by the service provider that the administration of the administration depends on the extent and type of activities. Furthermore, regarding the time of service depends on the management which usually takes up to 1-2 months, if for the first time the certificate is 2 months. Whereas for the first time processing of the certificate it is 3 months. The same thing was stated by service users who stated that the management of the certificate behind the name was over 1-4 weeks. " Based on the data obtained, it can be concluded that the completion time of land administration at the Takalar Regency Land Office can be completed according to the specified time.

Cost

Service fees / rates for land administration services at the Takalar Regency Land Office are determined based on the management level. Administrative service fees / rates at Takalar Regency Land Office. Based on the Government Regulation of the Republic of Indonesia No.128 2015. The Head of the Land Rights and Registration Section states that the issue of tariffs / fees depends on the extent and type of activities in accordance with Government Regulation No.128 2015. This is supported by the results of interviews with service users who disclose that fees are made only at registration, the rest we follow the rules of the office. Subsequently added by other users who stated that the management of services is free of charge. Based on the data obtained on land administration fees / rates at the Takalar District Land Office, based on PP No.128 of 2015, it has been in accordance with the type and extent of land activities except registration fees.

Service Products

Success in providing services to the community is seen from the results of services provided by employees. If the results of service in accordance with the standard of service will definitely give satisfaction to the community. The Head of the Land Rights and Registration Section states that services are provided according to established standards. People who manage land administration at the Takalar District Land Office are satisfied with the results of the services they receive. Facilities at the Land Office must also support the smooth service to the community. The service facilities in the office include, service facilities for the registration process of rights, the process of transferring rights, the registration process for mortgages and many others. The available facilities are computers. Based on the data obtained it can be concluded that the results of service products at the Takalar Regency Land Office are in accordance with applicable standards.

Facilities and infrastructure

Service facilities and infrastructure referred to here are all types of services, work equipment and other facilities that function as the main tools in carrying out work. The completeness of facilities and infrastructure at the Takalar District Land Office is sufficient, as stated by the Head of the Land Rights and Registration Section who stated that the facilities and infrastructure were sufficient due to using a computer even though it needed to add several units. The facilities and infrastructure owned by the Takalar Regency Land Office are sufficient and effective. The condition of the facilities and infrastructure owned by each agency must be maintained as well as possible, because it will also determine the quality of services provided to the community. The conditions at the office are still good. From the data obtained, the facilities and infrastructure owned by the Takalar Regency Land Office are quite effective because they have been able to assist employees in carrying out their duties to provide services to the community.

Officer Service

Service providers must be determined according to their expertise appropriately based on the knowledge, skills, skills, attitudes and behaviors of each employee. Placement of employees at the Takalar Regency Land office is based on the competencies possessed by employees. Employees must have skills that can support the provision of services to the community. Training can shape employee skills. Based on data obtained by the skills of employees of the Takalar District Land Office, the employees have skills that support the provision of services to the community.

CONCLUSION

The administrative service system at the Takalar District Land Office has been good and in accordance with Service Standards according to Law Number 25 of 2009 concerning Public Services and MENPAN Decree Number 63 of 2003 concerning general guidelines for the implementation of public services, such as:

1. The procedure for administering land administration is not too complicated so that people who want to take care of it easily know the flow of services and the clarity of information is quite clear;
2. The completion time of all land administration arrangements can be done on time;
3. Land administration service fees are determined based on the level of land management type;
4. Service products are the most effective description of the focus with the results of services to be received by the community in accordance with the standards set;
5. Facilities and infrastructure that have been very effective and can support in providing services to the community;

The service provided by the service provider staff of the Takalar District Land Office is quite good.

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