

---

**FACTORS THAT AFFECT COMMUNITY PARTICIPATION IN THE IMPLEMENTATION OF THE COMPLETE SYSTEMATIC LAND REGISTRATION PROGRAM (PTSL) AT THE PEKANBARU CITY LAND AGENCY OFFICE**

Ardi Wahyudi<sup>1</sup>, Rodi Wahyudi<sup>2</sup>

<sup>1</sup> Sultan Syarif Kasim State Islamic University, Riau, Pekanbaru

<sup>2</sup> Sultan Syarif Kasim State Islamic University, Riau, Pekanbaru

Corresponding Author Email: [ardiwahyudi1549@gmail.com](mailto:ardiwahyudi1549@gmail.com)

---

**ABSTRACT**

Received: 10-07-2025

Accepted: 02-02-2026

**Keywords:**

*Community Participation, PTSL, Land Office.*

*The Systematic Land Registration Program (PTSL) is a government initiative aimed at providing legal certainty regarding land ownership for the public. However, in Pekanbaru City, community participation in this program remains relatively low. This research aims to identify the factors that influence both the success and hindrances of community participation in the implementation of the PTSL program at the Pekanbaru Land Office. This study employs a descriptive qualitative method with a field research approach. Data were collected through interviews, observation, and documentation. Informants consisted of land office staff and community members who had participated in or were currently participating in the PTSL program. Data analysis was conducted in three stages: data reduction, data display, and conclusion drawing. The results of the study indicate that community participation is influenced by effective two-way communication, ease of access to information and services, direct involvement in the measurement process, and community-based outreach. However, several obstacles were also identified, including a lack of adequate socialization, financial constraints, the absence of landowners during verification, and suboptimal coordination at the neighborhood level. Therefore, improving communication strategies, ensuring transparency in procedures and costs, and strengthening the role of local community leaders are essential to increasing the effectiveness of the PTSL program.*

**ABSTRACT**

**Keywords**

*Community Participation, PTSL, Land Agency.*

The Complete Systematic Land Registration Program (PTSL) is the government's effort to provide legal certainty over land ownership to the entire community. However, in the city of Pekanbaru, there is still low community participation in this program. This study aims to identify the factors that affect the success and obstacles to community participation in the implementation of the PTSL program at the Pekanbaru City Land Agency Office. This study uses a qualitative descriptive method with a field study approach. Data collection techniques are carried out through interviews, observations, and documentation. The informants consist of BPN officers and the public who have participated in or are participating in the PTSL program. Data is analyzed through three stages: data reduction, data presentation, and conclusion. The study's results indicate that community participation success is supported by two-way communication, effective counseling, community involvement in the measurement process, and community-based approaches. The obstacles faced include a lack of socialization, limited costs, the absence of landowners during the data collection process, and weak coordination between local authorities. Therefore, improving the quality of socialization, enhancing cost transparency, and strengthening the role of RT/RW are necessary to encourage optimal community participation.

---

## INTRODUCTION

We often hear the word 'participation' in our daily lives, spoken by both experts and laypeople. Until now, there has been no generally accepted definition of participation. This is due to the difference in the viewpoint used in providing meaning or definition.

Participation is a person's involvement in a situation, either mentally or emotionally, that encourages them to contribute to an effort to achieve a predetermined goal and be responsible for the activities involved in achieving these goals (Syamsuddin Adam in Prasetya, 2008:54).

Participation can be broadly categorized as the urgency of basic psychological needs in each individual. This means that humans want to be part of a group to participate in every activity. Participation is a concept that refers to a person's participation in various development activities. This participation is, of course, based on motives and beliefs about specific values that a person lives by (Salusu, 1998, p. 104).

Participation by many people is synonymous with participation, which involves participating in the act of participating. This shows that there is an element of involvement in an activity. Etymologically, the word "participation" comes from the English language, where it is a noun referring to people taking part, specifically as participants. TO Participate is a verb, to take part, "*participation*" is to take part, and every participation must involve living beings.

The lives of living things have always been closely tied to the land, especially for humans. Humans derive many benefits from soil, from the dwelling to the food consumed, all of which are related to the soil. Soil has economic value for humans. For the government, land is a crucial resource that can be effectively managed for the development of the State.

The government, as a service provider, must deliver the best service to the community, as it has become a key responsibility. As stated in Constitution Number 25 of 2009, Article 1, paragraph 1, it explains that public services are

a series of activities that fulfill the needs of every citizen and resident for goods, services, and/or administrative services provided by public service providers.

The Ministry of Agrarian Affairs and Spatial Planning proposes five million plots of land that will then be recorded as free certificates by each local National Land Agency (BPN) in the region. The settlement of land cases has always been a concern for all levels of the National Land Agency of the Republic of Indonesia, including the Central level, Provincial Regional Offices, and National Land Offices of Regencies/Cities throughout Indonesia.

In land management in Riau Province, the area is approximately 9.1 million hectares. Consisting of forest areas covering an area of 5.3 million hectares or 58.04 percent and other use areas, covering an area of approximately 3.7 million hectares or 41.31 percent The number of land plots in Riau Province is estimated to be approximately 3.4 million land plots, of which approximately 2 million plots or 60.70 percent have been registered and the number of unregistered plots is approximately 39.30 percent from here it can be seen that there are still many people who have not registered their land deeds.

Meanwhile, the area of land plots in the city of Pekanbaru is 538,748 hectares, and those who have registered their land are 329,873 plots, or 61%. The number of unregistered plots of land is 208,875 plots of land or 39% in 2024, therefore it can be seen that there are still many lands that have not been registered at the Pekanbaru City Land Office Agency, in an effort to increase the number of land deed registration, the Pekanbaru City Land Office Agency conducts a Complete Systematic Land Registration Program (PTSL).

Previous research conducted by Mira Novana Ardani in 2019 indicates that there remains a lack of public interest in participating in the Complete Systematic Land Registration. This includes obstacles in the implementation of PTSL activities. Because if the community already has the will beforehand, it will be easier to carry out PTSL activities. Suppose the desire to participate in PTSL activities does not exist.

In that case, the assigned committee must be able to convince the community that the existence of PTSL can have a positive impact and benefits for the community itself. For example, it can be noted that systematic registration not only produces outputs in the form of certificates, but also registers every plot of land in Indonesia, as well as improves existing certificate products and suppresses land disputes.

According to previous research conducted by Masri *et al.* in 2023, based on the analysis of the impact of the Pekanbaru City Land Office's Total Systematic Land Registration Program (PTSL) on sound land management, it can be concluded that it is running effectively. This indicates that the implementation of the PTSL program in the city of Pekanbaru has a positive impact on the community. The community truly feels the benefits of implementing this PTSL program. With this PTSL program, the community already has the legal ownership of their land in the form of a Certificate of Ownership (SHM).

The Complete Systematic Land Registration Program (PTSL) in the Regulation of the Minister of Agrarian and Spatial Planning/Head of the National Land Agency Number 6 of 2018 is the first land registration activity that is carried out simultaneously for all Land Registration objects throughout the territory of the Republic of Indonesia in one village area or other names that are at the same level, which includes the collection of physical data and juridical data regarding one or more Land Registration objects for The implementation of PTSL activities is carried out in stages, namely:

1. Register directly through the village.
2. Obtain a blank registration statement.
3. Complete the requirements. The conditions include:
4. Photocopy of Family Card (KK) and Identity Card (KTP) in 3 copies.
5. Copy of SPPT PBB in 2018 (current year) 3 times.
6. Statement of physical control of the land plot and known by the Village Head (signed by 2 Neighbors and a copy of the Neighbor's ID card).
7. Letter of Excuse for Rights, Sub-district Letter/Village Letter (3rd copy). 5) Stamp 6000 (6 sheets).
8. Installing permanent land boundary stakes.
  - a. Soil measurements.

- b. Collect the original file.
- c. Obtain a letter of proof of receipt of the file.
- d. The processing time for files is  $\pm$  45 days after measurement. 20.
- e. The public is asked to come directly to the Land Agency (BPN) office for the final stage of management.
- f. Checking the Land and Building Rights Acquisition Fee (BPHTB).
- g. Obtain a land certificate. Objectives of the Complete Systematic Land Registration Program (PTSL)

The Pekanbaru City Land Agency Office is one of the regions participating in the Complete Systematic Land Registration (PTSL) program. The implementation of this program is considered relevant, given that many land rights have not been registered through the Office of the Pekanbaru City Land Agency, which carries out government duties in the land sector in accordance with the provisions of laws and regulations. In 2020, the Pekanbaru City Land Agency Office conducted the Comprehensive Systematic Land Registration Program (PTSL). This program provides free land certificates to residents of Pekanbaru who do not currently have a certificate, particularly those who are constrained by financial constraints.

In 2019 the target of complete systematic land registration (PTSL) set by the Pekanbaru City Land Agency Office was not achieved due to the limited time available by the Pekanbaru City Land Office, in 2020 the target of the complete systematic land registration program (PTSL) decreased in the case of the COVID 19 outbreak/virus and the target was not achieved, In 2021 the Complete Systematic Land Registration Program (PTSL) increased from the previous year in Karnakan there are still many people who have not received the program (PTSL) in Karnakan in the previous year are constrained by the COVID 19 pandemic, therefore the Pekanbaru City BPN exceeded the target, but did not reach the target as targeted in the Karnakan Limited information about the PTSL program which makes many people do not know, In 2022 the Complete Systematic Land Registration Program (PTSL) has dropped the target due to the lack of budget allocated in the State Budget and the target is almost achieved in the case of the community has begun to care to register their land plots for legal certainty, in 2023 the Complete Systematic Land Registration (PTSL) program

exceeds the target in the previous year because the resource capabilities in PTSL have begun to be dexterous and expert in implementing the PTSL program in Pekanbaru City Land Agency Office and achieved the target.

The formulation of the problem in this study is the factors affecting the success of community participation in the complete systematic tenah registration program (PTSL) at the Pekanbaru City Land Agency office. What are the factors inhibiting community participation in the complete systematic tenah registration program (PTSL) at the Pekanbaru City Land Agency office?

The purpose of this study is to identify the factors affecting the success of community participation in the comprehensive systematic tenancy registration program (PTSL) at the Pekanbaru City Land Agency office. To find out the factors that inhibit community participation in the complete systematic tenah registration (PTSL) program at the Pekanbaru City Land Agency office.

## **RESEARCH METHODS**

The research method employed in this study is a descriptive approach with a qualitative data analysis. With this method, researchers can create a systematic, factual, and accurate description of the phenomena being studied, detailing their facts, characteristics, and relationships.

According to Bogdan and Biklen in Sugiyono (2005:9), in general, qualitative research has the following characteristics:

1. It is carried out under natural conditions, directly to the data source, and the researcher is the key instrument
2. Qualitative research is more descriptive. The data collected is in the form of words or pictures, so it does not emphasize numbers.
3. Qualitative research emphasizes the process rather than the product or outcome.
4. Qualitative research conducts inductive data analysis.
5. Qualitative research emphasizes more on meaning (the data behind what is observed).

Based on the above understanding, this study aims to gather information on implementing the Complete Systematic Land Registration Program (PTSL). Pekanbaru Land Agency Office.

After the data is obtained from the field and collected, the next stage is data processing and analysis. According to Bogdan, in this study, a qualitative data analysis method was

used using 3 (three) components of analysis, according to Miles and Huberman in Sugiyono (2015:246-253), namely:

### 1. Data Reduction

Data reduction is defined as the process of summarizing, selecting the key points, focusing on important aspects, and identifying themes and patterns. Thus, the reduced data provides a clearer picture, making it easier for researchers to collect further data and search for it when needed. At this stage, the researcher selects data that has been obtained in the field, which is needed based on the research focus, to be presented in the data presentation.

### 2. Data Presentation

The presentation of data is designed to facilitate researchers' understanding of the overall picture or specific aspects of the research. The presentation of data is carried out in the form of brief descriptions, charts, relationships between categories, flowcharts, and other visual aids. The presentation of data involved describing and tidying up the findings from interviews with informants who were familiar with the Complete Systematic Land Registration Program at the Pekanbaru City Land Agency Office, as well as presenting supporting documents.

### 3. Conclusion

The next step in presenting data in qualitative data analysis is drawing conclusions and verification. The conclusions presented are temporary and change when no strong supporting evidence is found at the data collection stage. In this study, conclusions were drawn by synthesizing the essence of a series of research categories based on observations, interviews, and documentation of research findings. The conclusion in this study is in the form of a narrative text describing the Complete Systematic Land Registration Program (PTSL)

## **RESULTS AND DISCUSSION**

### **Factors Influencing the Success of Community Participation in the Complete Systematic Tenah Registration Program (PTSL) at the Pekanbaru City Land Agency Office**

#### **Communication of the PTSL program**

Communication is one of the key factors in determining the success of community participation in implementing the Complete Systematic Land Registration

Program (PTSL). In this context, "voice" refers to the community's ability to receive, understand, and articulate their aspirations and needs for the program's implementation. The effectiveness of communication will determine how well the PTSL program is understood by the community, as well as the extent to which they are willing to be actively involved in the process.

The meaning of "voice" in the Complete Systematic Land Registration Program (PTSL) refers to the importance of two-way communication between program implementers, such as the Land Agency Office, local governments, and the PTSL task force, with the community as program participants. This concept emphasizes that the success of PTSL is not only determined by the government's technical readiness, but also by the extent to which space is given to the community to receive information, provide input, and convey the obstacles they encounter. The community needs to be clearly aware of the program's existence, understand its purpose and benefits, and comprehend the entire implementation procedure. Additionally, they must have access to submit questions, complaints, or suggestions related to the program's implementation. When people feel heard and engaged, they tend to be more trusting, more active, and more supportive of the program's success. Therefore, "voice" is not only about one-way communication from the government to citizens, but about building participatory and responsive reciprocal interactions.

According to him, external factors originate from the community, particularly regarding the extent to which the community is willing and active in participating in the PTSL program. The level of legal awareness within the community, their understanding of the program's benefits, and the completeness of the administration significantly impact the smooth process of land certification.

Meanwhile, internal factors come from within the implementing institution, in this case, the Land Office itself. This includes the quality and quantity of human resources (HR) handling the program, as well as the readiness of supporting infrastructure. Although the workload of employees is relatively high, he stated that the Land Office is still required to meet the program targets on time and in accordance with procedures.

Furthermore, he revealed that until 2024/2025, all land plots in the work area of the Pekanbaru City Land Office have been successfully registered. However, he emphasized that "registered" here does not mean that all plots of land have certificates of ownership. Land mapping has been carried out based on the location designations from village and sub-district offices; however, the certification process is still ongoing because not all communities have physical certificates for their land.

This finding is in line with research conducted by Afriyeni (2020) in his research entitled *"Analysis of Factors Affecting the Success of the PTSL Program in Padang City"*, which states that the success of PTSL is greatly influenced by the active role of the community, the performance of land officers, and support from the local government. In addition, research by Rahman and Nurjanah (2021) entitled *"Evaluation of the Implementation of the PTSL Program in Cirebon Regency"* also revealed that internal constraints, such as limited human resources and technical facilities in the land office, are important factors that need to be overcome so that the PTSL program can run effectively. Therefore, good collaboration between the implementing party and the community is the primary key to achieving PTSL's targets comprehensively and sustainably.

This statement indicates that, although the administrative achievements have been successful, the overall success of the program still requires active cooperation from the community, as well as technical and operational readiness from the implementers.

Counseling the community is one of the important stages in implementing the Complete Systematic Land Registration Program (PTSL). Through counseling, the community gains a more comprehensive understanding of the program's objectives, benefits, requirements, and implementation process. Effective counseling will increase the active participation of the community because they feel they are adequately informed, as well as understand their roles and responsibilities in the land legalization process.

Counseling is typically conducted collectively at the sub-district or community level, involving various stakeholders such as village officials, community leaders, and prospective program participants. This also

serves as a means of direct communication between the program organizers and the community, thereby helping to bridge potential misunderstandings or administrative obstacles.

The author concludes from the interview results with Mr. Muhammad Iklas that the counseling approach implemented by the PTSL Program's team is structured, collaborative, and community-based. The counseling carried out en masse through the sub-district, by inviting all sub-districts to a single sub-district, reflects efforts to streamline the delivery of information while reaching the community at large in a relatively short time.

The use of direct counseling methods, accompanied by the viewing of short videos and the distribution of brochures, demonstrates that program organizers are aware of the importance of using media that is informative and easy to understand for the public. This is particularly important considering the diverse educational backgrounds and legal understandings of the community, so that information visualization can enhance their comprehension of the material presented.

In addition, the counseling forum also provides a space for the community to interact directly with the PTSL team, which strengthens the two-way communication aspect (voice) as discussed in the previous section. The community is not only the object of socialization but also has the opportunity to ask questions, express doubts, or provide input, thereby facilitating a participatory dialogue process.

### **Implementation of the PTSL Program**

In the context of the Complete Systematic Land Registration Program (PTSL), access refers to the ease and affordability of the community's involvement in every stage of program implementation, starting from socialization, file collection, land measurement, and certificate issuance.

Access in the implementation of PTSL is not only physical, such as the location of the activity or the implementation schedule, but also concerns access to information, administrative services, clarity of procedures, and the community's ability to meet the requested requirements. The easier it is for people to access PTSL services, the higher the level of participation and success of the program will be.

The author concludes from the results of the interview with Mr. Agus Setiawan that

public access to the implementation of the PTSL Program in Pekanbaru City has been running quite well and efficiently. Program information submitted through the Head of RT and the village apparatus, both directly and via digital media such as WhatsApp, demonstrates the existence of communication initiatives that are adaptable to the community's current habits and support the principle of public information disclosure.

The ease of collecting documents, such as ID cards, family cards, and land documents, demonstrates that administrative procedures are designed and affordable, ensuring they do not become significant obstacles for ordinary people. This aligns with PTSL's goal to reach all levels of society, particularly those who previously lacked access to land legalization.

The responsive service from the implementers, particularly in relation to scheduling measurements and coordination through RTs, demonstrates that the technical aspects of the program are carried out in an organized and community-based manner. This is a tangible form of access to public services that are not only available but also proactive in reaching out to the community.

These findings align with the research conducted by Herlina and Sari (2021) in their scientific paper, "Community Participation in the PTSL Program in Banyuwangi Regency," which states that easy access to information and transparent services are crucial factors in encouraging community involvement. Similar research was also presented by Wibowo and Amelia (2020) in "*Evaluation of Communication Effectiveness in the Implementation of PTSL in Sleman Regency*", which emphasizes the importance of using social media and community-based communication as an effective strategy in reaching the wider community, especially in urban areas. Thus, a responsive communication approach and simple procedures have proven to be key elements in increasing citizen participation in the PTSL program.

However, the obstacles still experienced by some residents, such as the completeness of documents, indicate that administrative assistance still needs improvement, especially for individuals with limited understanding or access to legal documents. This suggests that the success of access in implementing PTSL is not only determined by the availability of information

and services, but also by residents' ability to meet the set requirements.

### **PTSL Program Handling**

Control in the Complete Systematic Land Registration Program (PTSL) is a crucial element that ensures the entire process operates in accordance with the program's procedures, regulations, and objectives. One of the crucial forms of control is in the physical data collection stage, which involves the direct measurement of land parcels owned by the community. The data collected includes the location, boundaries, and area of the land plots to be registered. Supervision in this stage is carried out to ensure the accuracy of measurement results, prevent land overlap, and ensure the involvement of landowners during the measurement process. This is important because measurement errors can lead to disputes and harm specific parties.

In addition to physical data, control is also carried out during the process of collecting juridical data, specifically legal documents that verify the status of land ownership or control. This data can be in the form of land deeds, sale and purchase deeds, grant letters, or inheritances, or a statement of physical land ownership (SPORADIK). Control is necessary to verify the validity of documents, ensure the absence of duplicate claims, and prevent document forgery or unauthorized land acquisition. Coordination between PTSL officers and village or sub-district officials is crucial at this stage, as local officials have a better understanding of the community land ownership history in their area.

Control of physical and juridical data is the primary foundation for maintaining the integrity of the final results of the PTSL program, specifically the issuance of land certificates. Accurate, disciplined, and responsible supervision will prevent administrative and legal errors that can lead to future problems. Therefore, the success of the PTSL Program depends not only on its technical implementation but also on the extent to which the control system ensures that the entire process is conducted in a transparent, accountable, and fair manner.

The author concludes from the results of the interview with Mr. Muhammad Iklas that the implementation of physical data collection is carried out in a participatory and transparent manner, by involving the community and local witnesses in the measurement process. This

reflects a preventive approach to avoiding future land boundary disputes. The use of GPS technology also shows that the process is carried out with good accuracy and technical standards. The direct involvement of the community in each stage of measurement is a form of effective social control in the PTSL program. The role of field technical officers, such as Mr. Hendra, is crucial because they spearhead implementation in the field.

This finding is in line with research by Sitorus and Yustisia (2022) in a study entitled *"Dispute Mitigation Strategies in the Collection of Physical Data for the PTSL Program in Central Tapanuli Regency"*, which shows that the direct involvement of the community and local witnesses in the measurement process can significantly reduce the number of land boundary disputes. In addition, research by Widiyanto and Lestari (2021), titled *"The Utilization of Geospatial Technology in the PTSL Program in Sleman Regency,"* confirms that the use of GPS tools in measuring land plots significantly contributes to data accuracy and accelerates the certification process. Therefore, the synergy between participatory approaches and technology is the primary foundation for the effective and sustainable implementation of PTSL.

The author concludes from the results of the interview with Mr. Ardiansyah that the implementation of juridical data collection is carried out with the principle of prudence and paying attention to aspects of public trust. Experience is a valuable lesson in enhancing document administration governance. The decision to only take photocopies of ownership documents as temporary archives, without withdrawing the original documents, demonstrates an effort to protect people's rights and improve the professionalism of public services. This strategy increases public participation because it creates a sense of security in handing over their personal data. This also supports the principles of accountability and integrity in the implementation of the PTSL program.

Based on the results of interviews with field technical officers and judicial data administration staff, it can be concluded that the implementation of the Complete Systematic Land Registration Program (PTSL) in Pekanbaru City is carried out collaboratively and carefully, prioritizing active community involvement and maintaining public trust. The

land measurement process is carried out directly in the field, involving the landowner and boundary witnesses, to ensure clarity of ownership and avoid disputes. Meanwhile, during the collection of juridical data, the officers only requested copies of ownership documents. They did not withdraw the original documents as a form of protection for the community's rights and efforts to maintain administrative integrity. This approach reflects a commitment to transparency, data accuracy, and increased community participation in PTSL programs.

### **Factors Influencing Inhibition of Community Participation in the Complete Systematic Tanah Registration Program (PTSL) at the Pekanbaru City Land Agency Office**

#### **Communication in Counseling**

One of the factors inhibiting community participation in the Complete Systematic Land Registration Program (PTSL) is the weak communication between the program organizer and the community as beneficiaries. Communication in this case includes the delivery of information about the objectives, benefits, implementation flow, requirements, and rights and obligations of program participants. If this communication does not go well, it will have a direct impact on the low public understanding and interest in participating.

The lack of intensive counseling or socialization can cause some people to be unaware of the PTSL program or to misunderstand its procedure. This leads to misunderstandings, such as the assumption that these programs are expensive, complicated, or only intended for specific groups. Additionally, not all community groups have equal access to information, particularly the elderly, low-income individuals, or those residing in areas with limited communication infrastructure.

The limitation of two-way communication is also an obstacle. In some cases, the community lacks an effective channel for submitting questions, complaints, or feedback related to the PTSL process. When the community's voice is not channeled or ignored, this creates a gap of trust in the institution implementing the program, in this case, the Pekanbaru City Land Office.

The author concludes from the interview results with Ibuk Rosmiyati that one of the obstacles to community participation is

the lack of adequate and equitable communication regarding the implementation of PTSL. Information that is not conveyed accurately can cause confusion, miscommunication, and even suspicion. The lack of dialogue between program implementers and residents leads to a reluctance to participate, as the community feels that they do not receive enough understanding or clear direction. This highlights the need for improvement in communication strategies, particularly in areas such as direct socialization, group counseling, and participatory approaches.

According to the results of the research by (Pamitri & Perdana, 2022) Factors Inhibiting the Implementation of Complete Systematic Land Registration (PTSL) at the Simalungun Regency Land Office The obstacles faced by the Simalungun Regency Land Agency Office in the implementation of the PTSL program include limited public knowledge of land registration procedures, heirs or some heirs of land that no longer resides in the area located land, the existence of inherited land that has not been divided, the existence of land that does not have a PBB SPPT, and the limitation of human resources at the Simalungun Regency Land Office.

One form of community participation in the PTSL Program is the right to submit objections or rebuttals, especially related to physical data (such as land boundaries) and juridical data (such as ownership status). This is clearly regulated in the Regulation of the Minister of ATR/BPN Number 6 of 2018, which provides 14 days for the public to submit objections since the data is publicly announced at the sub-district or village office.

This is where it is essential to enhance two-way communication (voice), so that people not only know, but also feel safe and confident, to exercise their right to object when necessary.

#### **Financing**

One of the factors inhibiting community participation in the Complete Systematic Land Registration Program (PTSL) is the issue of access to financing, especially for low-income communities. Although the PTSL program is, in principle, free for the making of certificates because it is financed by the State Budget, in practice, there are non-certificate costs that the community must still bear. This cost includes the procurement of boundary markers, stamps, photocopies of documents,

and operational costs, which are coordinated by committees at the village or sub-district level.

For some individuals, particularly those classified as economically disadvantaged or elderly, these additional costs become a burden, causing reluctance or delay in participating in the program. This suggests that limited access to finance can limit participation, even if the program itself is pro-people.

Additionally, the lack of transparency in managing non-certification costs also raises public suspicion of the PTSL program. If information about costs is not communicated openly and evenly, then there can be an assumption that this program gives rise to illegal levies, which ultimately undermines public trust.

To increase participation, there needs to be a clear standardization of non-certificate fees, openly socialized, and adjusted to the economic capabilities of citizens. Local or village governments can also consider cross-subsidies or support from CSR and BUMDes to help underprivileged residents continue to participate in the PTSL program without cost barriers.

The author concludes from the interview results with Ibuk Nuriah that the high cost of PBHTP is the primary obstacle preventing the community from participating in the PTSL program. The lack of clear socialization regarding these costs causes people to feel surprised and burdened, thus encouraging them to postpone or even cancel their land registration. This highlights the need to enhance transparency and communication regarding all aspects of program costs, as well as to consider relief or subsidy policies for underprivileged groups, thereby optimizing community participation.

According to the results of research by Hakal et al. (2 (4) th, the Complete Systematic Land Registration Program (PTSL) is the government's effort to provide legal certainty related to land ownership for the community. However, the implementation of PTSL did not run smoothly due to various obstacles, including unpaid tax costs, unclear rights, and issues related to land data. The National Land Agency is responsible for administering the PTSL program. It must provide the community with information on the importance of having proof of rights and an effective land registration process.

## **Physical and Juridical Data Collection of the PTSL Program**

Control or control in the implementation of the Complete Systematic Land Registration Program (PTSL) is crucial to ensure the quality and accuracy of the data used as the basis for issuing land certificates. This control encompasses two primary aspects: physical data collection and juridical data collection.

### **1. Physical Data Collection**

Physical data collection includes measuring and mapping the land parcels to be registered. This process must be carried out carefully and accurately, involving field technical officers and community witnesses, such as RTs, RWs, or neighbors who are familiar with the land boundaries. Control at this stage aims to prevent measurement errors, overlapping land boundaries, and potential future disputes. The use of GPS tools and modern mapping technology is also part of the control to ensure the accuracy of physical data. Additionally, the measurement results must be well-documented and communicated to the public, allowing them to verify and provide input if any discrepancies are found.

### **2. Juridical Data Collection**

The collection of juridical data is related to the collection of land ownership documents such as KTP, KK, Certificate of Compensation (SKGR), sale and purchase deeds, inheritance deeds, and other supporting documents. Control is carried out at this stage to ensure the authenticity and validity of documents submitted by the public. In addition, the juridical data collection procedure should be transparent and secure, for example, by taking only photocopies of the original documents and retaining the originals in the owner's possession. This aims to maintain public trust and prevent document loss. Document verification is conducted carefully to prevent future legal conflicts.

Overall, effective control over the collection of physical and juridical data is key to the success of the PTSL program, ensuring that the data collected is valid and accountable, and that it encourages community participation with a sense of security and trust in the process of legalizing their land.

The author concludes from the interview results with Ardiansyah that the statement highlights one of the main obstacles to implementing the PTSL Program, namely, difficulties in collecting physical and juridical data due to the absence of landowners or the difficulty in contacting them. The presence of the owner or his representative is crucial to ensure the accuracy of the measurement and the validity of the ownership document, so that, without their active participation, the measurement and verification process becomes hampered.

In addition, administrative problems at the RT and RW levels exacerbate the situation because land ownership data is not recorded accurately or is not well organized. This shows weaknesses in the recording and management of population data and land administration at the local level, which has the potential to cause legal uncertainty and land disputes.

According to the results of research by Agusinus & Darius (202), a study evaluating the implementation of Complete Systematic Land Registration (PTSL) in Ngada Regency found that the Land Office has made various efforts to ensure the program's success. However, there are still some obstacles in the field, especially in the completeness of physical data and juridical data from the community. Based on the results of interviews with two residents, it was found that typical physical data constraints include the absence of land boundary marks, inaccuracies in measuring land area, and a lack of completeness in files such as ID cards and Family Cards. Meanwhile, obstacles in juridical data that are often encountered include the absence of grant certificates, inheritance certificates, and a lack of evidence of obtaining rights or grounds for rights. These factors often serve as obstacles to the implementation of the PTSL program in the region.

Overall, this constraint not only slows down the implementation of the program but also threatens the validity of the data on which land certificates are issued. Therefore, efforts are needed to strengthen coordination between agencies and village officials, as well as more effective communication strategies to reach landowners who are difficult to contact, so that the PTSL process runs smoothly and all parties can accept the results.

## Conclusion

Based on the research results and interviews, it can be concluded that community participation in the Complete Systematic Land Registration Program (PTSL) in the city of Pekanbaru is evident. Community participation in the Complete Systematic Land Registration Program (PTSL) in Pekanbaru City is influenced by several success factors, including effective two-way communication, easy access to information and services, and transparent and participatory program control. Counseling carried out collectively, officer responsiveness, and direct community involvement in the process of measuring and verifying documents are the main drivers of success. In addition, the use of easy-to-understand media and a community-based approach has also increased citizen trust and engagement.

However, participation also faces several obstacles, including weak socialization that leads to misunderstandings, limited access to resources that burdens low-income communities, and challenges in data collection due to the absence of landowners. Lack of transparency regarding costs and procedures, as well as non-optimal coordination at the RT/RW level, are significant factors that inhibit progress. Therefore, improved communication, cost transparency, and strengthening the role of local authorities are needed to overcome obstacles and increase the effectiveness of the PTSL program as a whole.

## BIBLIOGRAPHY

- Adamas in Syafri (2012), *Human Resource Management*, STIE YKPN: Yogyakarta.
- Ahmad, R. (2021). Community Participation in the Implementation of the PTSL Program in Sleman Regency. *Journal of Governance*, Vol. 13(2), 45–57.
- Arikunto, Suharsimi. (2013). *Research Procedure: A Practical Approach*. Jakarta: Rineka Cipta.
- Astuti, Widi. (2008). Participation in the Implementation of Local Content Activities. Yogyakarta: FIP UNY
- Bambang Suharto, Supadno (2023). Obstacles in the Implementation of the Complete Systematic Land Registration Program (PTSL), Vol. 9, No. 1
- Cindy Agusyanti, Sujianto (2023). Implementation of the Complete

- Systematic Land Registration Program in the City of Pekanbaru, Vol. 1, No. 2
- Creswell, J. W. (2017). *Research Design: Qualitative, Quantitative, and Mixed Approaches*. Yogyakarta: Student Library.
- Dewi, S. & Hidayat, A. (2022). Evaluation of PTSL Program Services by the Surabaya City Land Office. *Journal of Public Administration*, Vol. 18(1), 33–47.
- Djalal, F. & Dedi Supriadi. (2001). *Education Reform in the Context of Regional Autonomy*. Yogyakarta: Adicita Karya Nusa.
- H.A.R. Lift. (2009). *Identity and Education: A Study of National Education Management in the Vortex of Power*. Jakarta: Rinika Cipta.
- Istijanto (2006). *Human Resources Research*. Jakarta: PT. Gramedia Pustaka Utama.
- Kurniawan, D. (2020). *Complete Systematic Land Registration (PTSL): Concept, Implementation, and Problems*. Jakarta: Legal Media.
- Marlina, D. (2021). The Level of Community Participation in the Land Certification Program in Margajaya Village. *Journal of Community Service*, Vol. 6(2), 88–96.
- Scott, S. S. (2019). About the Implementation of Complete Systematic Land Registration Activities in the Context of Realizing the Provision of Legal Certainty, Vol. 6, No. 3
- Mulyani, R. (2020). Obstacles in Complete Systematic Land Registration (PTSL) and Solutions. *Journal of Law and Development*, Vol. 50(3), 221–234.
- Nidya Putri Wulandari Laksana Medaji (2023). Community Empowerment Through a Complete Electronic-Based Systematic Land Registration Program by the Land Office of Bombana Regency, Southeast Sulawesi Province, Vol. 4, No. 4
- Nugroho, Riant. (2014). *Public Policy: The Dynamics of Public Policy*. Jakarta: Elex Media Komputindo.
- Regulation of the Minister of Agrarian and Spatial Planning/National Land Agency No. 6 of 2018
- Government Regulation of the Republic of Indonesia No. 16 of 2004 Article 1 Paragraph 2 concerning Land Planning
- Government Regulation of the Republic of Indonesia No. 24 of 1997 Article 1 paragraph 1 concerning Land Registration
- Government Regulation of the Republic of Indonesia Number 10 of 1961 concerning Land Registration
- Poerbakawatja, S. (1981). *Encyclopedia of Education*. Jakarta: Gunung Agung Publishers.
- Pranowo, Budi. (2018). *Land Management and Spatial Planning*. Yogyakarta: Gava Media.
- Salusu, J, Strategic Decision Making for Public Organizations and Non-Profit Organizations, Gramedia Publishing, Jakarta, 1998.
- Soetomo. (2006). *Community Empowerment: Building Society, Empowering the People*. Yogyakarta: Student Library.
- Sugiyono. (2005). *Understanding Qualitative Research*. Bandung: CV. Alfabet
- Sumaatmadja, N. (2001). *Introduction to Ecology and Environment*. Bandung: Alumni.
- Sutedi, A. (2012). *Land Rights Certificate*. Jakarta: Sinar Grafika.
- Syamsuddin Adam in Prasetya, (2008). Stein's Student Library in Catanese, 1992:318
- Constitution Number 25 of 2009, Article 1, paragraph 1 concerning Public Services
- Wahyuni, T. (2023). The Effect of Socialization on Community Participation in the PTSL Program. *Journal of Public Management*, Vol. 11(4), 101–112.
- Wibawa, Samodra, et al. (2004). *Public Policy Evaluation*. Jakarta: RajaGrafindo Persada.

Yusuf, F. (2019). The Role of RT/RW in Supporting the PTSL Program. *Journal of Social and Political Sciences*, Vol. 16(1), 59–70.