

LAND ADMINISTRATION SERVICES AT THE PADANG LUAS VILLAGE OFFICE, TAMBANG DISTRICT, KAMPAR REGENCY

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ABSTRACT

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The Padang Luas Village Office is one of the seventeen villages in Tambang District, Kmapar Regency, Riau Province. The Padang Luas Village Office has carried out government duties, namely land administration services. This research aims to determine land administration services at the Padang Luas Village Office, Tambang District, Kampar Regency, and to determine the factors inhibiting land administration services at the Padang Luas Village Office, Tambang District, Kampar Regency. This research uses descriptive qualitative research and collects data through interviews, observation, and documentation. The data processing technique that researchers use is the data analysis technique. This research uses one variable in the operational concept which is guided by the Zeithaml-Parasurman-Berry theory which is the source of problems in land administration services. The results of the research show that land administration services are not yet optimal in terms of indicators including Tangible lack of facilities and infrastructure, reliability of abilities in administrative services that have not been fulfilled properly, responsiveness, ability to help the community, assure of employee friendliness towards the community and courtesy in land administration services, empathy has not been fulfilled seen from community complaints such as a firm attitude in serving. The inhibiting factors are lack of facilities and infrastructure, limited quality resources, lack of information, supervision of services to the community, negative thoughts from the community, and lack of discipline.

1. INTRODUCTION

Service is any activity that benefits a group or difficulty and offers satisfaction even though the results are not tied to a physical product. Public services are a matter of research in the field of public administration in Indonesia, which is still a topic of discussion that requires in-depth attention and adjustments.

People need land to make life easier and prosperous. This relationship between humans and the environment has existed for a long time and will continue to exist throughout human life. The human relationship with the land refers to the relationship between mother and child.

The lack of public services that has occurred so far is due to the absence of a clear paradigm in the administration of public services. The performance of the services provided by the bureaucracy in Indonesia is still quite strong in the character of serving authority (state government) rather than the public (public government) so the face of the Indonesian bureaucracy has a strong political class. With such a bureaucratic situation, it is certain that in the implementation of public services provided by the bureaucracy, a caring culture model will be taken into account. Where the current poll is still far from being a democratic and high-quality class and what appears to be a discriminatory class.

On the other hand, some people want to arrange land administration services but have difficulty because land administration services are not yet optimal, lack of facilities such as printing machines and computers, lack of employee discipline, and lack of information and socialization regarding processing procedures, be it processing certificates or other things. -other matters related to land administration services.

According to Murad (1997: 1) land administration is a business and activity in an organization and management that is related to the implementation of government policies in the land sector by deploying resources to achieve objectives by applicable legislation.

Land administration is an effort to facilitate every business of the community that concerns land, especially with development which requires sources of information for those who need land as a resource, money, and capital. Creating an atmosphere of service in the land sector so that it is smooth, orderly, cheap, fast, and not complicated based on fair and equitable public services.

2. METHODS

This research was carried out by research at the Padang Luas Village Regional Office, Tambang Subdistrict, Kampar Regency, which is located at Jl. Regency, Tambang-Empang

Poteh KM 7.5 Padang Luas Village. This research was conducted from December to February 2024. The location of this research was chosen based on the consideration that inhibiting factors were still found in land administration services at the Padang Luas Village Office, Tambang District, Kampar Regency.

The type of research used is descriptive qualitative research, namely to collect information through research, investigation, and direct observation to provide a comprehensive and detailed description of something. This information is then used to produce data that can be analyzed to produce information. The type of data used in this research is primary data collected by researchers directly from the research location of the informants involved. Information obtained from observations and interviews related to Land Administration Services at the Delsa Padang Luas Regional Office, Tambang Subdistrict, Kampar Regency. And secondary data obtained by research comes from sources through indirect channels. Observation, news, journals, books, and documentation of results. This research uses the results of observations, interviews, and documentation.

3. RESULTS AND DISCUSSION

A. Land Administration Services at The Padang Luas Village Office

Facilities and Infrastructure supporting land Administration services (Tangible)

Facilities and infrastructure are elements that cannot be separated in a public service, especially land administration services because they will support community satisfaction in facilitating their needs. Apart from that, complete facilities and infrastructure will also make it easier for employees to serve.

Based on the findings obtained during the field, it shows that the physical evidence provided has not yet fully provided a positive impression of the students. This is caused by several reasons, including the condition of the room which is still small, the number of chairs available is still small, resulting in students having to take another chair to wait, the room is hot and there is no air conditioning, and some staff still use personal laptops to complete their tasks.

The Delsa Padang Luas Police Department's facilities and infrastructure for land service activities are good and adequate. The Delsa Padang Luas Office Station only still has a few shortcomings such as small rooms, lack of printer machines, lack of computers, lack of seating, lack of tables, lack of fans, no information board, and a broken roof at the Delsa Padang Luas Office Station. The services at the Delsa Padang Luas Regional Office are equipped with several facilities such as measuring instruments and a survey location to enable direct consultation regarding proposed land applications.

Tangible dimensions, namely direct evidence, are the appearance of the physical facilities, starting from entering the Delsa Padang Luas office, there are sofas, chairs, tables, computers, fans, information boards included in the facilities and infrastructure at the Delsa Padang Luas office. Public performance, service equipment, and communication media in services are the most important things in supporting work towards the realization of the activities to be achieved. Based on the results of an interview with the Head of Finance of Padang Luas (Samsuartol):

"...This service will be carried out while waiting for the land certificate to be sold. After that, the community will wait 3 or up to 1 week for the land certificate to be ready. "Because it depends on the community, if the community is quick in measuring and asking for signatures from the RT, RW, and Village Head, then the land certificate will not take long to process." (interview results 26 February 2024 with the Head of Finance of Padang Luas Samsuartol Village).).

Based on the results of the interview above, the services carried out at the Delsa office do not have SOLP (Standard Olpelrasional Prolseldur) because, in this land administration, it has been passed down from generation to generation or custom. If the community complains about delays in processing land documents, then we cannot blame the officials because the delays occur due to the community's negligence in handling land administration.

User satisfaction can be used as a reference for improving service quality. Zelithm Parasuraman and Barry (in Tjiptolnol, 2015: 133) state that for the quality service provided to meet customer desires, it must be supported by sufficient physical evidence. However, in reality, what has happened is that there are still several things that need to be improved, both in terms of facilities and other physical aspects.

Land administration service Capability (Reliability)

Reliability (reliability) is the ability to provide promised services accurately (accurately) and the ability to be reliable (dependably), especially delivering services on time (on time), in the same way, according to the schedule that has been set and without making mistakes every time. A good and quality service requires reliability and professionalism in providing a service promptly, accurately, and satisfactorily.

According to Tjiptolnol & Chandra (2012), quality service can be improved through availability and the ability to help customers with their requests quickly. Based on the results of research conducted in the field, it can be concluded that there is a difference in perception between service buyers and service users. Dissatisfaction is expressed due to various reasons for employee delays in completing the required services, and employees who are sometimes not in the room when they are met. Any member of the public who wishes to complete the requirements for land management can do so at the nearest government agency, namely the Delsa Padang Luas Regional Office, as stated by Mr. Samsuartol, chief of public affairs, namely:

"...Through the Delsa Padang Besar toll office by completing written administration, namely having a certificate of inauguration ceremony issued by the Delsa, having an SKT letter (land certificate of title), if the SKT land is inherited land then there must be a statement of heirs, followed by a letter of personal data of the seller and "Land parcels can be brought to the Delsa Padang Besar office to carry out measurements of the land area by presenting personal witnesses and completing the identity of land rights and the identity of witnesses presented to serve as administrative equipment in issuing land compensation certificates (SKGR)." (Results of Interview 26 February 2024 with Mr. Samsuarto Head of Finance).

Providing a Good Response to the Community in land Administration Services (Responsive)

Staff responsiveness in responding to public complaints is good. Employees are tasked with serving and communicating

directly with police to respond to complaints responsively and comprehensively. Responsive research is also based on standards that have been established. Usually measured through speed, employee intelligence in managing land documents, skill, and flexibility in work results.

For the public to be comfortable with the results of employees' work in land administration services, employees must work diligently, thoroughly, and skillfully so that the public can be confident in the comfort of land administration services. Inland administration services at the Desa Padang Besar office, the community must be able to request signatures from the RT, RW, and Hamlet head so that the processing of land documents is not delayed by the time that has been set.

From the research carried out in land administration services at the Padang Luas Village Office, based on the public's public relations towards employees, the employees are already skilled and their performance in the results of the work is satisfactory, however, there is a lack of precision in land measurement and the determination of cardinal directions which have been carried out by Selpadan. So, it becomes difficult for employees to determine the direction of the wind.

Based on the results of research on land administration services at the Delsa Padang Luas Regional Office, shows that from the public police and police department, land administration services are not yet good because there are many obstacles in their administration, such as errors in determining cardinal directions, late arrival of the cellar, lack of blanks, and requiring signatures from RT, RW., and the Village Head to speed up the processing of the land certificate. According to Samsuarto Head of Finance:

"...In carrying out community-police relations in land administration services, the obstacles are in determining the cardinal directions and late arrival of selpadan, in measuring land, late signatures provided by RT, RW, Village Heads in processing land documents in the south" (Results of Interview, 26 February 2024 with Samsuarto Head of Finance)".

Providing Guarantees in Land Administration services (Assurance)

The assurance dimension (guarantee) consists of indicators, namely the employee provides a guarantee of timely service, the employee provides a guarantee for the cost of the service, the employee provides a guarantee of legality in the service and the employee provides a guarantee of certainty in the cost of the service.

There are no regulations from the village for processing the compensation letter (SKGR). So, people only hear from other people about the costs of processing land documents. Some say it's just a blank fee and there's also a fee for land measurements and a signature from the sub-district head.

Based on the results of research on land administration services at the Delsa Padang Besar toll office, it shows that in terms of costs it is not determined, the results of the interview with Mr. Mhd. Sukri as village secretary:

"...regarding administrative costs in this office, including land administration costs where the costs are not specified, only for blank costs" (Interview results, 26 February 2024 with Village Secretary Mhd. Sukri)."

Based on the results of the interview above, it can be concluded that land administration fees are not fixed, but some people only pay money for land confirmation, and

some pay for blanks, as well as signature fees from the RT, RW, Hamlet Head, Village Head, and Subdistrict Head. So, the costs are not set and we only hear from one community or another.

Providing Attention in Land Administration Services (Empathy)

What the author means by empathy is that organizations must understand problems and act towards the community, as well as pay attention to the community. The empathy dimension includes ease of making relationships, good communication, and understanding the needs of customers or society.

Inland administration services at the Padang Luas Village Office, the employees tasked with providing services are mostly friendly and polite in providing services. The attitude shown by service providers in establishing good communication and non-discrimination in understanding community needs.

Based on the results of an interview with Solihan the person who takes care of the land certificate:

"... employees who work at the Padang Luas Village Office are friendly, and polite, but lack discipline in their work. "Employees at the Padang Luas Village Office should have established 3S (greeting, smile, and greeting) in their duties at the Padang Luas Village Office so that the community is comfortable in land administration services (Results of Interview 26 February 2024 with the Solihan community)."

B. Factors That inhibit Land Administration Services at the Padang Luas Village Office, Tambang District, Kampar Regency

a. Lack of facilities and Infrastructure

The lack of facilities and infrastructure in land administration services is an obstacle to providing services to the community. The facilities and infrastructure that are owned must be complete or adequate so that the community is comfortable with the land administration services they administer, so good service must support the creation of quality services. The lack of land administration service facilities at the Delsa Padang Luas Regional Office has an impact on the community because the community needs complete facilities for land administration services. The following are the results of an interview with an employee of the Padang Luas Village Office, Head of Government (Adek Indrayani).

"In carrying out administration, very supportive facilities are needed, one of which is electronic media, in the form of computer units, printing, etc. "Because this equipment is needed in managing correspondence. (results of an interview conducted with the Padang Luas Delsa Police Headquarters, Adek Indrayani, Tuesday 26 February 2024).

b. Limited Quality Resources

One of the reasons is that the RT/RW are confused about determining the cardinal directions when measuring the land. So, officials find it difficult to make land documents and have to repeat the confirmation due to errors in determining the cardinal directions.

c. Lack of Information

In distributing data and information, good communication is needed as a condition for carrying out work coordination. Coordination is a form of cooperation between political and political parties that includes exchanging information and making decisions/agreements so that all parties can carry out their respective functions maximally and efficiently to achieve planned targets.

d. Supervision of Community Services

To be able to provide good service and be responsive to developing conditions in society, there is no other way except by improving supervision and increasing human resources (HR).

e. Society's Negative Thoughts

The negative opinion towards the local government agency is that it is difficult to administer, the network is not very good, the public's lack of understanding of the rules (cash facilities), and the problem of delays in processing land documents can make the quality of Land Administration less good.

f. Lack of Discipline

One of the reasons for carrying out land measurements is the presence of undisciplined cells and measurement times. Delay in signature of sub-district head. In every agency, the key is discipline in work so that the work we do is not rushed and so that people are comfortable in making the land certificate.

4. CONCLUSION

Based on the research results, procedures in administrative services in general have not been maximal in providing satisfaction to the community, this can be seen from the perspective of mechanisms and instructions in the office that have not been implemented so that community visits to the land work unit at the Padang Luas Village Office are still confused and do not yet understand. Apart from that, there are still deficiencies in the facilities and infrastructure as well as facilities in providing services to the community that must be improved by the village head staff as the leader in the village towards the community. The improvements that have been carried out by the Padang Luas Village Office include providing information to the community through groups and later information will be provided by the RT, RW, and Hamlet Head so that everyone who already has a land certificate can visit the Selsa Village Office and complete the requirements and follow the land administration service procedures at the Regional Office. delta until finished.

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