

Conference Paper

Enhancing Public Trust in Land Certificate Public Service in Merauke Regency

Andi Patta Yusuf, Mohamad Thahir Haning, Muhammad Akmal Ibrahim, Hasniatii

Hasanuddin University

Abstract.

This research describes e-governance that supports public trust in land certificate public services at the National Land Agency in Merauke Regency, under the condition that e-governance is used to obtain land certificate public services and public trust because e-governance could optimize it.. This study uses a qualitative approach. Data collection techniques included interviews, observations, documents in the form of notes and reports, and documentation. The data analysis technique used in this research involves three stages: data reduction, data display, and withdrawal of conclusions and verification. The results of this study are as follows: first, e-governance of land certificate public services supports public trust through the KKP application. Second, e-governance to public trust supports public trust through the Sentuh Tanahku application and the National Land Agency office web.

Keywords: e-governance, public trust, public services

Corresponding Author: Andi Patta Yusuf; email: pattayusuf@unmus.ac.id

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1. Introduction

The government of Indonesia was formed based on the 1945 Constitution in various types of bodies or institutions to promote public welfare. The 1945 Constitution was the initial foundation for realizing development in all aspects of the life of the Indonesian nation, as well as prosperity and justice. In the Unitary State of the Republic of Indonesia, people's lives cannot be separated from the economy and land, which has very important functions in building a just and prosperous society and its welfare. Welfare and social justice are intended for all Indonesian people without exception, as social welfare in Article 33 of the 1945 Constitution, paragraph 3 reads Earth and water and other natural resources contained therein are controlled by the state and used as much as possible for the prosperity of people. Land is a natural wealth owned by the Unitary State of the Republic of Indonesia and is a necessity for the community to live or reside and carry out their lives and economic activities. Land that belongs to the community or is used by the community requires legal certainty in the form of a land certificate. Land

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certificates are public services produced by the National Land Agency as a legal basis or authentic evidence that can be examined in the process from physical and juridical data.

The National Land Agency is a non-ministry government agency that is under and responsible to the President and has duties and functions based on the Presidential Regulation of the Republic of Indonesia Number 48 of 2020 about the National Land Agency Chapter I Article 2 BPN has the task of implementation out government tasks in the land sector in accordance with provisions of laws and regulations and Article 3 In implementation out the tasks referred to in Article 2, BPN performs its functions.

Land certificates that are needed by the community are issued by the BPN, this non-ministry government agency, as a form of land public service activities to meet the needs of the community, as well as the hope of the community, nation, and state. In the Law of the Republic of Indonesia Number 25 of 2009 on Public Services Explaining Community Needs Chapter 5 Article 20 Paragraph 1, providers are required to compile and determine service standards by considering the capabilities of the organizers, community needs, and environmental conditions and Article 21 Components of service standards.

The need for land for its utilization by the community continues to increase, so the need for land for arranging land certificates also increases in the public service activities of the national land agency. The term public service mainly refers to the services provided to the public by the central or local government Corsellis, [1]. Public services are all service activities carried out by public service providers in an effort to fulfill the needs of service recipients and the implementation of needs based on statutory regulations. The land certificate public service is carried out by

The National Land Agency has one of the benefits of land certificates to legalize land ownership and registration, which has been regulated in the Law of the Republic of Indonesia Number 5 of 1960 about Basic Regulations on Agrarian Principles, where the community obtains legal guarantees for land owned by the public. Land certificate service activities for the community as applicants face various problems and obstacles, such as dishonest services, slow service or not responsive, less adaptive, and not yet transparent, as can be seen on the website of the National Land Agency in Merauke Regency. On the official website, there is no transparency of online access to all information about service operational standards, mechanisms, and procedures for all types of land services, and the timely completion of certificate services has not been fully realized following procedural provisions. There are several applicant arrears that have not been realized and there are land conflicts. Land conflicts can be caused by

individuals who abuse their authority as public service providers for personal gain, or by land mafias who justify any means to take other people's property rights over land.

The Office of the National Land Agency has the duties and functions of providing land certificate services following the Regulation of the Head of the National Land Agency of the Republic of Indonesia Number 1 of 2010 regarding Service Standards and Land Arrangement to the public. In the mechanism for servicing land certificates, the National Land Agency continues to accept demands and expectations from the public to prioritize public services that are more effective, efficient, reliable, professional, and trustworthy, so that they need to be responsive to various demands and expectations for the public.

In the current state of bureaucratic reform, public trust is a reflection of bureaucratic performance achievements, and the trust of bureaucrats and the public has also become a national and international issue for the government as a world-class public service provider. Public trust plays an important role in building the performance of public bureaucracy, especially in administering public services, implementing public policies, and achieving expected results Daraba, [2]. Many public sector reforms are motivated by the belief that public trust in public services is low and declining (Van De Walle 2013). Public trust is a part of the approach used in the study of public administration. In this case, the concept of public trust has become a popular issue worldwide for assessing the performance of government and public service bureaucracy. Public trust is the willingness and sincerity of all citizens or community groups to believe in the authority or power of the government to implement policies that have been set following their implementation Haning et al., [3].

Public trust in land certificate services in the 21st century is one of the keys to the need for technological support, which is increasingly being used in digitalization. Thus, e-governance is also an important concern for the government as a good public service. E-governance is the use of ICT and the Internet by officials to complete administrative tasks Tennakoon [4].

The concept of e-governance originated in India in the 1970s, with a focus on developing internal government applications in defense, economic monitoring, planning, and deployment of information technology to manage data-intensive functions related to elections, censuses, tax administration, etc. Sadashivam [5]. Governments around the world promote e-governance developments because the well-recognized benefits of implementing ICT-based solutions have played an important role in bringing about reforms in governmental functions, and as citizens become accustomed to it. ICT use has also increased government expectations Gupta and Suri, [6]. E-governance is a key tool in sustainable and equitable development because it maps out a vision of the world

moving forward in facing challenges ahead. E-governance is the administration and delivery of government services through ICT to create a government that is transparent, effective, efficient, responsive, and accountable to the public Tyagi [7].

Globalization and the ICT revolution have led governments to consider e-governance as an anti-tool because most developing countries have not been involved in e-governance practices Iqbal, [8]. The Merauke Regency National Land Agency is currently attempting to adopt e-governance for public services. This study used the theoretical foundation of e-governance. E-governance is the use of ICT or the Internet by officials to complete administrative tasks Tennakoon, [4]. Therefore, this research describes e-governance that supports public trust in the public service of land certificates at the Merauke Regency National Land Agency in terms of how e-governance is towards public trust, and e-governance is towards public service of land certificates to optimize public trust. This research framework, E-governance, supports public trust in land certificate services (see Figure 1)

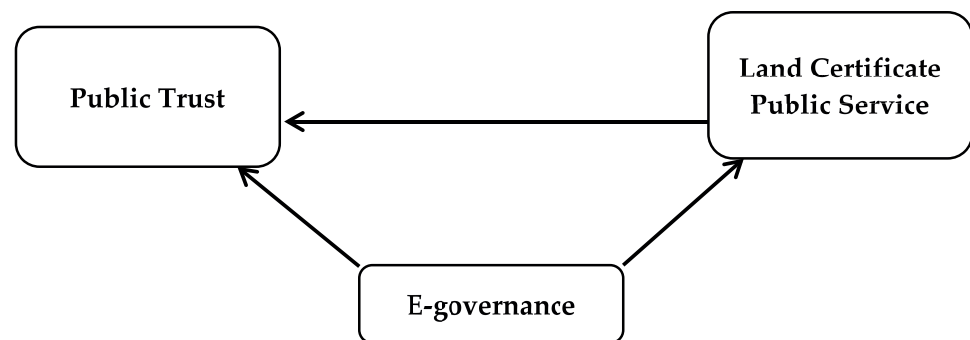


Figure 1: Research framework.

2. Methods

This study uses a qualitative approach. This approach explores and understands the meaning of individuals or groups ascribed to social or human problems. In general, a qualitative research approach aims to include information about the main phenomena explored in the research, research participants, and research locations used to provide a more complete and in-depth understanding of the object of research in describing the reality under study Creswell & Creswell, [9]. Researchers obtained subjective data to analyze and describe e-governance support for public trust in the public service of land certificates at the Merauke District National Land Agency. Qualitative research methods are based on post-positivism and are used for very careful observation and examination of emerging objective realities Creswell, [10]. To obtain the expected results, data and

information are needed to support this research. Therefore, researchers used data collection techniques in the form of interviews, observations, documents in the form of notes and reports, and documentation Creswell, [10]. This research data analysis technique uses three stages: data reduction, data display, and the withdrawal of conclusions and verification Sugiyono, [11].

3. Results and Discussion

Public trust in e-governance support for land certificate public services at the Merauke Regency National Land Agency was examined, based on the theoretical foundation of e-governance. E-governance is the use of ICT or the Internet by officials to complete administrative tasks Tennakoon, [4]. In this study, the focus is on e-governance to land certificate public services and e-governance to public trust.

3.1. E-Governance to Land Certificate Public Service

The term public service mainly refers to the services provided to the public by the central or local government Corsellis, [1]. Land certificate public service was carried out by organizers of the National Land Agency in Merauke District. In E-governance supporting public service activities, the current Merauke district national land agency for land certificates through the KKP application. Land services supported by e-governance are expected to be effective and efficient so that there are no complications for the applicant or the public. In reality, the applicant is still experiencing service complications. Getting public services without a hassle is a citizen's legal right and is positively related to citizen satisfaction Prasad Lamsal & Kumar Gupta, [12].

E-governance theory requires the use of ICT or the Internet in services so that the KKP Application provides convenience for land service activities in an integrated manner between employees, as well as in verifying applicant files and making decisions. The KKP application provides and produces a record of the land service process for the land certificate requested by the applicant up to the delivery of service products. The KKP application used by the Merauke Regency National Land Agency also resembles the Karnataka Bhoomi application, which is designed to easily understand the details of Karnataka Land records and i-RTC details in the Kannada language Tennakoon, [4]. The KKP application for the land agency is integrated with the Sentuh Tanahku application to access the file progress of applicants who wish to monitor the progress of the filing process. E-governance support in accessing the recording of land certificate service

processes easily and quickly, efficiency that allows residents to participate, and access information at a very nominal cost gives public trust.

E-governance enables governance experts to use ICT to create effective governance for citizens in terms of efficiency, transparency, and cost-effectiveness Sapru & Sapru, [13]. As previously mentioned, ICT aims to increase the effectiveness and efficiency of public service delivery Ahmad and Hardianti, [14]. To optimize the implementation of E-governance To need to establish certain pillars. There are four important pillars of e-governance: resources, capital, knowledge, capacity, and connectivity Nazneen and Jagtiani [15].

The land certificate service carried out by the Merauke Regency National Land Agency office consists of two work assignment areas: a front office and a back office that are integrated in the use of the KKP.

The front office is the Merauke Regency National Land Agency office, which is a public counter in the front area consisting of five counters with 10 employees, a combination of civil servants, and non-PNS. Each counter has its own duties, such as counters 1, 2, and 3 serving requests and information on land services, counter four serving complaints, and counter five serving payment and product delivery. The implementation of land service activities is carried out based on the regulation of the Head of the National Land Agency of the Republic of Indonesia number 1 of 2010 regarding service standards and land regulations, and the mechanism is also integrated into the KKP application automatically. Placement of front office officers or employees for the 2023 period based on the Decree of the Head of the Merauke Regency Land Office Number8/SK-91.01.UP.02.01/I/2023 about Appointment of Merauke Regency Land Service Counter Officers in 2023.

The back office is a work area that consists of a number of employees with their respective duties, both structurally and functionally. This back-office land service activity cannot be accessed in general. Land back office activities are also supported by KKP application technology and the implementation of land service activities, which are carried out based on the regulations of the head of the National Land Agency of the Republic of Indonesia (number 1 of 2010) on service standards and land regulations. The KKP application can be used to monitor the work processes of each land agency employee by the head of the office, and the application can also recap the employee's work arrears files requested by the applicant, as shown in Figure 2 and Table 1.

The picture above shows the authority of the head of the land agency office following the structural position functions carried out in the KKP to monitor the applicant's file process based on the Regulation of the Ministry of Agrarian Affairs and Spatial Planning/Head of BPN Badan Republik Indonesia Number 16 of 2020 on the Organization

No.	Jabatan	Jumlah Berkas	Sesuai Durasi	Hampir Jatuh Tempo	Sudah Jatuh Tempo
1	Kepala Kantor Pertanahan	5	0	0	5
2	Loket Pelayanan Penyerahan	26	0	0	26
3	Koordinator Kelompok Substansi Pengukuran Dan Pemetan Kadastral	2	0	0	2
4	Pelaksana Kelompok Substansi Pengukuran Dan Pemetan Kadastral	209	0	0	209
5	Petugas Pemetan	84	0	0	84
6	Petugas Ukur	82	0	0	82
7	Kepala Seksi Penetapan Hak dan Pendaftaran	39	0	0	39
8	Pelaksana Kelompok Substansi Penetapan Hak Tanah dan Ruang	22	0	0	22
	Jumlah	77	0	0	77

Source: The Office of National Land Agency in Merauke Regency

Figure 2: Monitoring of Arrears of Files Through The KKP User of The Head of The National Land Agency Office in Merauke Regency.

and Work Procedure of the Ministry of Agrarian Affairs and Spatial Planning /National Land Agency.

The table above shows the arrears of the applicants’ files based on the recapitulation dated March 30, 2023. Arrears of land service files for The Office of National Land Agency in Merauke Regency for 2018–2022 detailed data are shown in Table 2.

3.2. E-Governance to Public Trust

Public trust is a part of the approach used in the study of public administration. In this case, the concept of public trust has become a popular issue worldwide for assessing the performance of government and public service bureaucracy. In the public service bureaucracy, it is very important to pay attention and the main concern is public trust. Public trust can be obtained through the existence of supporting tools. One of the main supporters of e-governance is its application in gaining public trust. The application of governance provides the function of carrying out administrative duties of officials or employees such as simplicity, morale, accountability, responsiveness, and transparency. The Sentuh Tanahku application is e-governance, which is applied to the Merauke Regency National Land Agency to provide information on public trust in land services. Governance is part of the philosophy of e-governance Yani [16].

TABLE 1: Recap as of March 30, 2023 In Arrears of Land Service Files Requested By The Applicant or Public of to Each Position, The National Land Agency Office in Merauke Regency.

No	Position	Arrears amount
1	Head of the Land Office	8
2	Head of Survey and Mapping Section (Section 1)	0
3	Substance Group Coordinator for cadastral mapping and measurement	0
4	Executor of substance group Measurement and cadastral mapping	72
5	Measure Officer	52
6	Mapping Officer	65
7	Head of section on Determination of Rights and Registration (Section 2)	14
8	Coordinator of Substance Group for Land and Space Registration, Communal Land and Institutional Relations	0
9	Executor of the substance group of Land and Space Registration, Communal Land and Institutional Relations	20
10	Coordinator of Substance Group for Determination of Land and Spatial Rights	5
11	Executor of Substance Group for Determination of Land and Spatial Rights	37
12	Coordinator of Substance Group for Maintenance of Land Rights Data and coaching of PPAT	12
13	Executor of Substance Group for Maintenance of Land Rights Data and coaching of PPAT	2
14	Committee Team/Land Research Team	53
15	Committee Head / Head of Land Research	10
16	Announcement Control Officer	5
17	Head of Management and Empowerment section (Section 3)	1
18	Land Use Stewardship Substance Group Coordinator	2
19	Executor of the Substance of Land Use Stewardship Group	0
20	Head of Land Acquisition and Development Section (Section 4)	0
21	Substance Group of Land Procurement and Reserve	0
22	Executor of Substance Appraisal, Procurement and Land Reserve Group	0
23	Registration Service Counter	0
24	Delivery Service Counter	0
25	Payment Counter	1
File Totals		359

Source: The Office of National Land Agency in Merauke Regency

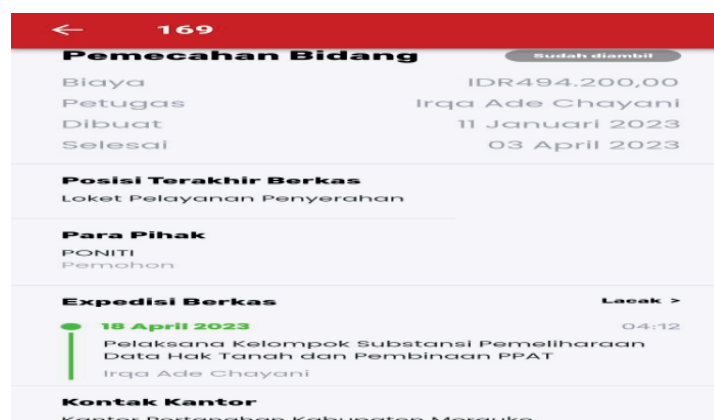
The Sentuh Tanahku application is one of the ICT or Internet access forms of e-governance to public trust to provide information on the certainty of the implementation of public service policies and land certificate land services according to SOPs

TABLE 2: Recap of incoming and arrears files for 2018-2022 The National Land Agency Office in Merauke Regency.

No	Year	Number of Files	
		Incoming File	Arrears Files
1	2018	9.293	24
2	2019	17.254	9
3	2020	6.150	12
4	2021	8.077	33
5	2022	8.805	281
File Totals		49.579	359

Source: The Office of National Land Agency in Merauke Regency

and procedures. An application that shows transparency, simplicity, accountability, and responsiveness to the applicant that can be seen by the applicant in the sentuh tanahku application can affect public trust. The Sentuh Tanahku application provides information on the position of the applicant's file. The information display for the Sentuh Tanahku service is shown in Figure 3. E-governance is very helpful for public trust through the sentuh tanahku application as a mediation of public relations between the government providing land services to provide information simply and transparently. E-governance is based on the distribution of information essential for better governance Fakeeh, [17]. Technology prepares access to information to create a trusted organization Haning et al., [3]. E-governance is briefly defined as the use of ICT in the government to improve service delivery Ridwanullah et al., [18].



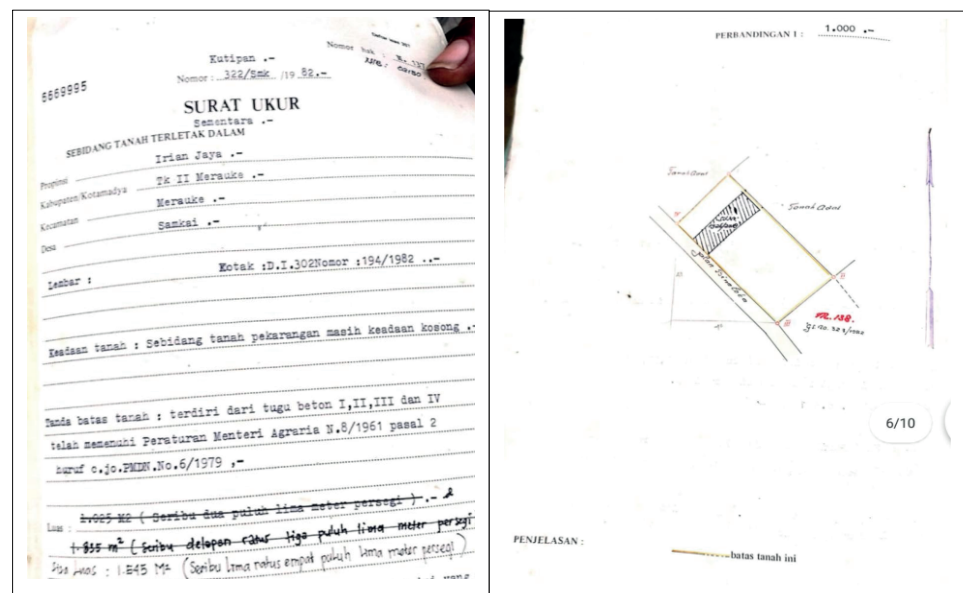
Source: The Office of National Land Agency in Merauke Regency

Figure 3: Display of Sentuh Tanahku Application.

Source: The Office of National Land Agency in Merauke Regency

In the application of e-governance to public trust, this research found information indicating the existence of land mafia efforts in cases of people's land grabbing based

on buying and selling of rights and release of certificates, where the land area in the certificate has been changed to be wider and the act is not included in the law and land regulations after being confirmed by three employees of the Merauke District Land Office. The negative impact of this act was breaking into someone else's land, selling it to another party, and creating new certificates. Information on the process of making a land certificate can be accessed in the Sentuh tanahku application and accompanied by a hardcopy certificate document showing that the change in land area becomes wider in the certificate attached to the measurement letter Figure 4. The KKP application and sentuh tanahku hope to reduce public trust. If employees work honestly according to mechanisms, procedures, and SOPs, the results of land services will not have an impact on land disputes. However, this case causes distrust as the initial impact of public distrust Hidayat, [19].



Source: The Office of National Land Agency in Merauke Regency

Figure 4: Measurement letter land certificate.

From the hard copy of this document, some of the results of the land services provided have implications for public trust. Public trust is based on rational behavior, namely, shared goals, routines, procedures, and existing relationships. According to Kozuch et al., public trust has three main dimensions: competence, benevolence, and integrity. In addition to these three dimensions, it is necessary to support e-governance to optimize employee performance more effectively and efficiently, with an impact on public trust. Dawes states that e-governance consists of ICT use Dawes, [20]. In addition, this study found that e-governance is part of the dimension of supporting public trust. The operational definitions of the dimensions of public trust in Table 3 are as follows:

TABLE 3: Dimensions Definition of Public Trust.

Dimension	Definition
Competence (Kozuch et al., 2018)	Competence is a particular domain that plays a key role in confidence increases when people are perceived as competent.
Benevolence (Kozuch et al., 2018)	Benevolence is a concern for others, extraordinary behavior that increases the welfare of the giver of trust, or a willingness to act with consideration and sensitivity to the needs and interests of the giver of trust.
Integrity (Kozuch et al., 2018)	Integrity is built by following a set of rules and ethical standards of behavior. Then Integrity is the ability, to be honest, and authentic, keep promises, and show sincerity.
E-governance (Dawes, 2008)	E-governance consists of the use of ICTs to support public services, government administration, democratic processes, and relations between citizens, civil society, the private sector, and the state.

The table above shows the arrears of the applicants' files based on the recapitulation dated March 30, 2023. Arrears of land service files for The Office of National Land Agency in Merauke Regency for 2018–2022 detailed data are shown in Table 2.

Public trust is a complex and multidimensional concept; therefore, measuring and understanding public trust is important. Public trust is the willingness and sincerity of all citizens or community groups to believe in the authority or power possessed by the government to realize the policies that have been set following their implementation [3]; Widaningrum, [21]. Public service is public trust with citizens expecting public servants to serve the public interest fairly and manage public resources properly every day; fair and reliable public services generate public trust. Lewis & Gilman, [22]. E-governance is also an important public service concern for the government. E-governance is the implementation and delivery of government services through ICT to create a government that is transparent, effective, efficient, responsive, and accountable to the public Tyagi, [7];.

4. Conclusion

E-governance for public trust and land certificate services. E-governance is the main supporting tool for obtaining public trust in land certificate services via the Web, KKP, and my land application. Suggestion: It is necessary to focus on increasing competence, honesty, responsiveness, accountability, and transparency so that it is precise, agile, and fast in serving the community. It is also necessary to ensure that it is committed to implementing the core values of the ASN BERAHLAK. The need to provide SOP

information, procedures, and mechanisms for land services through the website of the National Land Agency in Merauke Regency.

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