



## Factors That Affect Governance of Land Administration Services in Anjatan District

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### **Abstract**

This study aims to determine the factors that affect governance of land administration services in Anjatan District. This research uses descriptive research method through a qualitative approach. Data collection is done by interviewing through written questions and tests, criteria and documentation. This study uses a data analysis model that is data collection, data reduction, data presentation, drawing conclusions / verification of the data found. The results of this study indicate that there are weaknesses in the availability of facilities due to the blank form and cause problems for the community. In addition to overcoming the low quality of land services, it is necessary to improve the HR of the Apparatus, namely through formal and non-formal education. For formal education it seems that it is still quite difficult to implement because of the limited funds and opportunities available. The most possible is non-formal education through education and training such as structural training and technical training. Accountability needs to be improved, especially related to the behavior of employees on duty is still less effective.

**Keywords:** Service Governance; Administration; Land

### **Introduction**

Public services can be interpreted as providing services (serving) the needs of people or communities who have an interest in the organization in accordance with the basic rules and procedures that have been determined. Government is essentially a service to the community (Perry & Wise, 1990). Government does not dominate to serve itself but to serve the community and create conditions that allow each member of the community to express their demands and develop their desires in order to achieve the goals of community welfare (Barr et al., 2004). Therefore, the public bureaucracy is obliged and responsible to provide good and professional services.

Public service by the public bureaucracy was a manifestation of the function of the state apparatus as a public servant in addition to being a state servant. Public service by the public bureaucracy is intended to prosper the public starting from the level of the lower level bureaucracy and leadership (Lipsky, 2010). Public service is interpreted by LAN (2006) as all forms of public service activities carried out by Government Agencies at the Central, in the Regions and in the environment of

State or Regional Government Enterprises in the form of goods and or services both in the context of efforts to meet the needs of the community and in the context of implementing the provisions of the laws and regulations. in the organization in accordance with the basic rules and procedures that have been determined.

The governance of land services still needs to be improved. It is made aware of a number of views that state deficiencies in land administration services such as Hilda (2014) revealed that land services still lack in providing their service products to the public. This is known to people who are reluctant to deal with bureaucracy and there are still many complaints. This was confirmed by Ardhan (2017), that the Ministry of Defense Can Red Report Card Regarding Public Services. The current condition of the community is increasingly aware of what are their rights and obligations as citizens in the life of society, nation and state. The public is getting bolder to submit their demands, desires and aspirations to the government. The public is increasingly critical and increasingly brave to exercise control over what is done by the government. Included in the case of criticizing land services is less than the maximum.

In the administrative function of the sub-district as a media that connects the community with the National Land Agency (BPN). The coordination between the district (Anjatan District) and the National Land Agency (BPN Indramayu Regency) has an influence on the quality of administrative services in the Anjatan Sub-District of Indramayu Regency. This study aims to determine the factors that affect governance of land administration services in Anjatan District.

## ***Methodology***

This research uses descriptive research method through a qualitative approach. interpretative research (using interpretation) which involves many methods in analyzing research problems. The study was conducted for approximately 1 (one) month in the Legal District of Anjatan District, Indramayu Regency. Data collection is done by interviewing through written questions and tests, criteria and documentation, which is to search various documents in Anjatan District. This study uses a data analysis model that is data collection, data reduction, data presentation, drawing conclusions / verification of the data found.

## ***Results and Discussion***

### ***Facilities and Infrastructure***

Based on research results obtained from community interviews, it is known that in taking care of the Land and Purchase Deed (AJB) of land in the Village, they say that the fees are expensive and when they have been paid in cash, but when it has been taken several weeks before they are ready, they reason that the blank of the Deed of Sale and Purchase (AJB) is empty or the district head is out of town, and they advised me to buy a wait for an uncertain time, I was very disappointed in the district service because I saw no attention to things like that. With the development of the times, the administrative services to the community will increase along with this. Therefore it is very necessary to have additional office facilities and infrastructure to support these services to the community.

This is in accordance with the Decree of the Minister of Administrative Reform Number: 63 / Kep / M.PAN / 7/2003 dated July 10, 2003 concerning General Guidelines for Public Service Operations specifically on the principle of Public Service Point (7) on the Completeness of Facilities and Infrastructure, the contents of which is the availability of adequate work and supporting facilities and infrastructure including the provision of telecommunications and information technology facilities.

Completeness of infrastructure and facilities that must be owned in the administration of land, namely the existence of a computerized system from the district. This must be supported by data that is using technology such as the internet. It is undeniable that the need for documentary administration such as blanks, and therefore the availability needs to be considered not to cause a vacancy and cause problems for the community.

### *Human / Apparatus Resources*

Based on the results of research on District Office staff, it is known that Office Hours begin at 08.00 to 16.00, but sometimes at 08.00 office staff have not yet arrived because they generally live far from the office. So office activities begin around 10:00. we used to serve the community if all the staff were already in place. People who come are welcome to wait until the District Office staff comes to serve them. If the foregoing continues, services will be hampered at any time and the community will feel lazy to take care of the land deed or otherwise which is the community's right to obtain legal certainty from the land they own.

So that the negative image is not getting worse, there needs to be a continuous and consistent coaching effort, and there is a gradual role model from superiors, so that maximum results will be obtained.

In facing the Era of Globality, the apparatus is required to have the ability and sensitivity to the situation and conditions that occur in the region. The rapid flow of information makes the boundaries of one country to another as if nothing else. This resulted in a shift in the mindset of the people who had been *nrimo ing pandum* (not demanding a lot) turned into many demands that were rightfully theirs. To be able to provide good service and be responsive to the situation and conditions that develop in the community, there is no other way except by increasing Human Resources (HR).

There are two ways that can be taken to improve the Human Resources (HR) Apparatus, namely through formal and non formal education. For formal education it seems that it is still quite difficult to implement because of the limited funds and opportunities available. The most possible is non-formal education through training and training both structural training and technical training.

On the one hand Enhancing Apparatus Discipline is also needed, where this is no longer a public secret if discipline among the apparatus is very low. This seems to have been entrenched and we can easily find these undisciplined elements.

### *Accountability*

Based on the results of the study note that there is negligence in the implementation of services in controlling the blank is still sufficient or already lacking must be considered so that the service runs in accordance with procedures and the public does not have to wait long. It was not only the blank that was a problem of public services in Anjatan District but also the existence of "extortion" (illegal fees) carried out by individual apartur Desa who carried out several services without paying attention to

procedures that were clearly before their eyes. However, people who want their affairs to be finished quickly sometimes also offer public service providers to be speeded up somehow.

This matter is what causes the gap between those who have a lot of money and for people whose lives are mediocre. With the number of staff in the Anjatan District Office, it is a very adequate number for a very easy service process but in reality is allocated so. Most employees who are on duty use more time for accountability are the obligation to provide accountability or answer / explain the actions of a person / legal entity / head of an organization to those who have the right or authority to ask for information or accountability. Every program that is carried out is based on strategic planning with due regard to its impacts and consequences, so that planning that is considered successful and fails to be reported should be evaluated and acted upon. tell stories to others or they go home quickly because they have family matters.

Based on the results of this study the relevant leadership needs to evaluate the employees and the Office facilities and infrastructure that have been there, so that in the future the service runs in accordance with community expectations. Improvements and improvements in the future are needed in the efforts of the Indramayu Regency government especially the Anjatan District apparatus in providing services, especially Land Administration services to the community.

In public services must contain elements of rights and obligations for providers and public services must be clearly and clearly known by each party. Second, the regulation of each form of public service must be adjusted to the conditions of the needs and ability of the community to pay based on the applicable laws and regulations while still adhering to efficiency and effectiveness (Robiyanur & Riady, 2017).

Public bureaucracy must be able to provide more professional, effective, simple, transparent, open, timely, responsive and adaptive public services while at the same time being able to build human qualities in the sense of increasing the capacity of individuals and communities to actively determine their own future (Widodo, 2001). The direction of the development of human quality is to empower human capacity in the sense of creating conditions that allow each member of the community to develop their abilities and creativity to manage and determine their own future (Hitt & Duane, 2002).

The basis for assessing the quality of service is always changing and different. what is considered a quality service today is not impossible to be considered as something that is not quality at another time. agreement on quality is very difficult to achieve (Suwarno, 2012). In this case the consideration is the difficulty or ease of consumers and producers in assessing the quality of service. The process and results of public services must be pursued in order to provide accountable security, comfort and legal certainty. If public services provided by the government are forced to be expensive, the relevant government agencies are obliged to provide opportunities for the community to participate in organizing them.

Public service organizations such as the sub-district have the characteristic of public accountability, where every citizen has the right to evaluate the quality of the service they receive. it is very difficult to assess the quality of a service without considering the role of the community as the recipient of the service and the service implementing apparatus. Evaluations originating from service users become important and the ease of a service is recognized either before the process or after the service is provided (Dwiyanto, 2018). Meanwhile, the current condition of the community has been a very dynamic development, an increasingly good level of community life, an indication of the empowering experienced by the community.

In the implementation of land administration services, of course, the sub-district coordinates with agencies related to matters relating to land. Based on the findings of this study regarding services that have not been maximized, the Anjatan District government officials need to be given the opportunity to attend both technical and non-technical education and training in the hope that the creation of a skilled workforce will create service satisfaction for the community. On the other hand must improve coordination relations between villages and also BPN in the land administration process.

In addition, the sub-district head as the highest government leader in the Anjatan Sub-District Office was more assertive in giving sanctions to unscrupulous officers who did not forget to give awards to outstanding employees. And to improve the quality and quantity of services, the Camat must always request clear reports on the duties assigned to the Anjatan District Office officials so that employees feel responsible for the tasks that have been given, and ensure legal certainty on the basis of the land that has done land administration process in the district.

## **Conclusion**

Based on the results of the study it was revealed that the weakness exists in the availability of facilities due to the blank and caused problems for the community. In addition to overcoming the low quality of land services, it is necessary to improve the Human Resources (HR) Apparatus, namely through formal and non formal education. For formal education it seems that it is still quite difficult to implement because of the limited funds and opportunities available. The most possible is non-formal education through training and training both structural training and technical training. Then the behavior of employees who are on duty use more time to tell stories not doing the task effectively this is related to accountability that needs to be improved.

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