

One Day Service Land Registration After The Enforcement Of Decree Of The Head Of The National Land Agency Number 37/KEP-341/II/2014 Concerning The Quick Wins Program For The National Land Agency Bureaucracy Reform (Study At The Land Office Of Sidoarjo Regency)

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Abstract : The One Day Service program through the Quick Wins program is a land service provided to the community aimed at changing work systems and mechanisms, mindset and work culture in a systematic and consistent manner in line with the goals and objectives of Bureaucratic Reform, so that in turn it can increase public trust in the Land Agency National Republic of Indonesia. The formulation of the problem in this thesis is 1) How is the Implementation of the One Day Service Land Registration Service After the Enactment of the Decree of the Head of the National Land Agency Number 37/Kep-341/II/2014 Regarding the Quick Wins Program for Bureaucratic Reform of the National Land Agency at the Land Office of Sidoarjo Regency and 2) What are the obstacles in implementing the One Day Service at the Sidoarjo Regency Land Office and how are the efforts to overcome these problems. This research is an empirical research with an empirical juridical approach and a horizontal and comparative approach. As for the results of the research on the Implementation of the One Day Service Land Registration Service After the Enactment of the Decree of the Head of the National Land Agency Number 37/Kep-341/II/2014 Concerning the Quick Wins Program Bureaucratic Reform of the National Land Agency At the Land Office of Sidoarjo Regency, the Applicant came to the Land Office with documents containing will be submitted, then, the Applicant goes to the registration counter to register, the Verifier file registration counter to do the Verification. If the files are complete, the files can be processed immediately and the Verifier officer immediately confirms in the land book section, then in the Land Book section the files are entered based on the files that have been entered and then in the land book section an SPS is issued, payment counter, the Applicant pays at the payment counter for his application based on the SPS given by the land book officer and then the applicant is given a receipt for proof of payment, the applicant then returns to the Verifier counter by showing the SPS and receipt proof of payment, only then the Verifier officer gives the STTD (Document Receipt) and the verifier officer gives confirmation in the printing department, after that the applicant's file goes to the printing department to be tidied up and determined in the land book regarding the type of application requested, such as the Roya application, Mortgage and so on for further analysis of the file, After completion of administration, the file d Submit it to the product submission counter, then the file is handed over to the applicant. The obstacles are the number of files submitted by the applicant which are incomplete so that verification is slow, the lack of facilities and infrastructure, especially the problem of counters and computerization so that the running of this program is not effective.

Keywords, Land Registration, One Day Service

1. Introduction

The National Policy in the Land Sector has been regulated in Presidential Regulation Number 10 of 2006 which has been amended by Presidential Regulation Number 85 of 2012, then amended by Presidential Regulation Number 63 of 2013 concerning the National Land Agency, which has the task of formulating and establishing National Policy in the field of land, both based on the Basic Agrarian Law and other laws and regulations covering the regulation of allotment, supply and use of land, regulation of legal relations between people and land, regulation of legal relations between people and legal actions related to land based on policies determined by the President.

To carry out its duties, in each provincial capital a Regional Office of the National Land Agency is established and in each Regency/City Capital a Regency/City Land Office is formed. Service to the community is a fundamental problem for every government agency, including the National Land Agency agency, especially for the Regency/City Land Office which is the frontline unit that deals directly with serving the community. Government officials must be professional in carrying out their main duties and functions, authorities and responsibilities, especially in providing services to the public (public service). Public services must be prioritized because the essence of the formation of government is to provide services to the community.¹

The development of service innovation is carried out through an acceleration program (Quick Wins). Quick Wins is a land service acceleration program carried out by BPN RI which aims to increase public trust in the bureaucracy (BPN RI)². This is regulated in the Decree of the Head of the National Land Agency of the Republic of Indonesia Number 37/KEP-3.41/II/2014 concerning the Quick Wins Program for Bureaucratic Reform of the National Land Agency of the Republic of Indonesia in 2014.

The concept of One Day Service as a one-day land service is a very interesting concept. It is hoped that the existence of One Day Service can provide acceleration of land services. This researcher is interested in conducting research with the title One Day Service Land Registration After the Enactment of the Decree of the Head of the National Land Agency Number 37/Kep-341/II/2014 concerning the Quick Wins Program for Bureaucratic Reform of the National Land Agency (Study at the Sidoarjo Regency Land Office).

From the description of the background above, the authors formulate the problem as follows:

- A. How is the Implementation of the One Day Service Land Registration Service After the Enforcement of the Decree of the Head of the National Land Agency Number 37/Kep-341/II/2014 Regarding the Quick Wins Program for Bureaucratic Reform of the National Land Agency at the Sidoarjo District Land Office?

¹ Rusmadi Murad, *Land Administration Implementation of Land Law in Practice*, Mandar Maju, Bandung, 2013, p. 483.

² BPN RI Pocket Book of Bureaucratic Reform, BPN RI, 2013, page, 19.

- B. What are the obstacles in implementing the implementation of the One Day Service at the Sidoarjo Regency Land Office and how are the efforts to overcome these problems?

2. Metode

This research is a juridical-empirical research or empirical juridical research method which is a method of "legal research that examines the applicable legal provisions and what happens in reality in society or research conducted on actual conditions that occur in society, with the aim of finding facts that used as research data which is then analyzed to identify problems which ultimately lead to problem solving³. With a juridical-horizontal and comparative approach. The research location chosen in this study is the Regional Land Office of Sidoarjo Regency, East Java.

The data sources used in this study are as follows:

A. Primary Data Source

These are legal materials that have binding power, namely laws and regulations related to land.

- 1) The 1945 Constitution.
- 2) Law Number 5 of 1960 concerning Basic Agrarian Regulations.
- 3) Presidential Regulation Number 10 of 2006 concerning the National Land Agency which was amended by Presidential Regulation Number 85 of 2012, then amended by Presidential Regulation Number 63 of 2013 concerning the National Land Agency.
- 4) KepMenPAN Number 63 of 2003 Public Service Standards.
- 5) Law No. 25 of 2009 concerning Public Services
- 6) Decree of the Head of the National Land Agency of the Republic of Indonesia Number 37/KEP-3.41/II/2014 concerning the Quick Wins Program for Bureaucratic Reform of the National Land Agency of the Republic of Indonesia in 2014.
- 7) Regulation of the State Minister for Agrarian Affairs / Head of the National Land Agency Number 3 of 1997 concerning Provisions for the Implementation of Government Regulation Number 24 of 1997 concerning Land Registration;
- 8) Regulation of the Minister of Agrarian Affairs and Spatial Planning/Head of the National Land Agency Number 8 of 2015 concerning the Organization and Work Procedure of the Ministry of Agrarian Affairs and Spatial Planning/National Land Agency;
- 9) Regulation of the Head of the National Land Agency Number 1 of 2010 concerning Service Standards and Land Arrangements.

B. Secondary data sources

These are materials that are closely related to primary legal materials and can help analyze primary legal materials, including: -Scientific books, papers, journals, research results and interviews

³ Bambang Waluyo, Legal Research in Practice, Jakarta, Sinar Graphic, 2002, p. 15-16.

As for data collection techniques using, observation, document study, and interviews. In this study the data analysis method used is a qualitative analysis method.

3. Discussion

A. Implementation of the One Day Service Land Registration Service After the Enforcement of the Decree of the Head of the National Land Agency Number 37/Kep-341/II/2014 concerning the Quick Wins Program for Bureaucratic Reform of the National Land Agency at the Sidoarjo Regency Land Office.

The Land Quick Wins Program is a program implemented in the context of implementing bureaucratic reform at the National Land Agency and to increase public confidence in the services of the National Land Agency of the Republic of Indonesia which provides excellent service to the community.

In addition, this program was implemented in order to accelerate land services to the community as land applicants. The quick wins program is a land acceleration service program for the community by the BPN to increase public trust in BPN services. The prime service of the quick wins program has a distinctive feature, namely land acceleration services from standard operating procedures that have been established.

Determination and implementation of land quick wins aims to change work systems and mechanisms, mindset and work culture in a systematic and consistent manner in line with the goals and objectives of Bureaucratic Reform, so that in turn can increase public trust in the services of the Republic of Indonesia's National Land Agency (SK Head of BPN RI No. 37 of 2014)⁴.

Another goal of the quick wins program is to provide certain services to the community so that the community has guaranteed legal certainty regarding certificate services. This means that in providing services to the community there are definite operational standards and guarantees of completion of community application certificates submitted to BPN⁵.

The quick wins program is aimed at only 4 land services at BPN because these 4 quick wins program services are the services that are frequently requested and are the closest to the community. The 2014 National Land Agency of the Republic of Indonesia Quick wins include:

1. Checking the Certificate of Land Rights
2. Transfer of Land Rights due to Sale and Purchase
- 2) Changes in Rights in the Context of Increasing Land Rights
- 3) Elimination of Mortgage Rights (Roya)

The Sidoarjo Regency Land Agency has implemented the One Day Service program, this program is a national program that is implemented in one day with a period of 1-8 hours which is carried out every day at the Land Office Service Counter. The purpose of implementing the One Day Service is to facilitate services in the land sector, shorten the bureaucratic flow of services in

⁴ Results of interview with Seno Prasetyo Section of Land Rights and Land Registration on January 23, 2023 at 10.15 WIB

⁵ Results of interview with eko cahyono Community Control and Empowerment Section 23 January 2023 at 12.45 WIB

the land sector, realize the expectations of the public who use services in the land sector and realize the commitment of BPN RI to provide fast and accurate services⁶.

With this effort, it is hoped that it will be able to reduce the role of intermediaries who cause "high costs" in managing land services. In addition, the other objectives of the One Day Service prioritize the administrative process, where the public can arrange correspondence regarding land, can help the community to resolve land administration problems by fast and easy.

The One Day Service⁷ program requires that management should not be delegated to other people or third parties, therefore it raises questions in the community because not everyone can come to the land office on the day of the One Day Service due to several factors at the Sidoarjo Regency National Land Agency. The implementation of the One Day Service program refers to Regulation of the Head of the National Land Agency of the Republic of Indonesia Number 1 of 2010 concerning Simplification and Acceleration of Standard Operating Procedures for Land Management and Services (SPOPP) and Government Regulation 13 of 2010 concerning Types of Tariffs on Non-State Revenues.

The taxes that apply to the National Land Agency of the Republic of Indonesia as well as the Decree of the Head of the National Land Agency Number 37/Kep-341/II/2014 regarding service standards at the Land Office.

If the author of the analysis is in accordance with the SOP regarding the quick wins program service procedures at the Sidoarjo Regency Land Office, they are as follows:

1) Checking the Certificate of Land Rights

An activity carried out to find out the physical data and juridical data stored in registration maps, land registers, measurement papers, and land books as stated in Article 34 PP No.24 of 1997 concerning land registration is as follows:

- a. Copies of land books and measurement letters after they have been stitched together with the cover paper, the shape of which is determined by the Minister of Agrarian Affairs, are called certificates and are given to those who are entitled.
- b. The certificate referred to in paragraph (3) of this Article is a letter of proof of rights referred to in Article 19 of the UUPA.

The process of implementing One Day Service through the Quick Wins program at the Sidoarjo Regency Land Office is carried out in several stages, as follows⁸:

- a. The applicant comes to the Land Office with the files to be submitted, then takes the queue number and waits for the queue number to be called by the officer.

⁶ Interview with joko sasongko Rights and information registration sub-section on 01 February 2023 at 14.25 WIB

⁷ Interview with Mrs. Lilik Subandri Sub-section of land dispute resolution on February 2, 2023 at 11.16 WIB

⁸ Results of interview with Seno Prasetyo Section of Land Rights and Land Registration on January 23, 2023 at 10.15 WIB

- b. The applicant comes to the registration counter to register in advance regarding his application by providing the complete documents that have been brought.
- c. From the registration counter, the file goes to the Verifier officer to be verified. If the file is complete, the file can be processed immediately and the Verifier officer immediately confirms it in the land book section. However, if the file is incomplete, it will be returned to the applicant for completion, and the application cannot be processed in advance until the file has been completed.
- d. In the Land Book section, entries are made based on the files that have been entered and then in the Land Book section, an SPS (Application for Certificate) is issued.
- e. SPS is given to the applicant to be shown at the payment counter
- f. The applicant pays at the payment counter for his application based on the SPS provided by the officer in the land book section and then the applicant is given a receipt for proof of payment.
- g. The applicant then returns to the Verifier counter by showing the SPS and proof of payment receipts, only then the Verifier officer gives the STTD (Document Receipt) and the verifier officer gives confirmation to the printing department.
- h. After that, the applicant's file is sent to the printing department to be tidied up and specified in the land book regarding the type of application requested, such as the Roya application, Mortgage is turned off and so on for further analysis of the file.
- i. Files that have been analyzed are then filed in the administration for signing, numbering and stamping.
- j. After completing administration, the files are handed over to the product submission counter, only then the files are handed over to the applicant.

If the author observes or makes observations, the implementation of One Day Service through the Quick Wins program at the Sidoarjo Regency Land Office from the results of interviews with officials at the Sidoarjo Regency Land Office, one of them states that the implementation of One Day Service 70% has been carried out well, this is because there are still there are several obstacles encountered in the implementation in the field so that it has not been implemented perfectly⁹.

However, these obstacles can be minimized by making various efforts carried out by the Sidoarjo Regency Land Office. According to the author, the implementation of the One Day Service through the Quick Wins program at the Sidoarjo District Land Office has been carried out well, judging from the implementation that has been running according to procedures and the high enthusiasm of the community in participating in this service program. This is due to factors including:

⁹ Results of interview with Seno Prasetyo Section of Land Rights and Land Registration on January 23, 2023 at 10.15 WIB

- a. Due to the lack of outreach to the community either through announcements or banners on the streets or large billboards about the existence of the program.
- b. Because people don't know about it.
- c. Because the community is already afraid of the bureaucracy in the land office which is known for its antipathy with submissions by the applicant directly. Program Each implementation of the program certainly has benefits and objectives to be achieved. The existence of a program implementation held and carried out cannot be separated from the existence of a result that has been achieved during the implementation. The One Day Service program through the Quick Wins program has benefits and goals so that every community is able and willing and acts independently to come and register their needs in the land sector, especially the people of Sidoarjo Regency without going through or using intermediaries or services such as brokers or notaries.
- d. Many people think that taking care of certificates or in terms of making land certificates takes time and energy, so that sometimes it makes people lazy and prefer to use intermediary services such as notaries or brokers. So that the relationship between the bureaucracy and the community is less close or not good because there is an assumption that bureaucracy is always long-winded.
- e. In addition, there are many piles of unresolved files.
- f. However, the existence of the One Day Service program through the Quick Wins program is felt to have a very good impact on the community because the process is fast so that they do not have to take a long time to make requests related to land issues. The Sidoarjo Regency Land Office is also very swift when faced with obstacles, so that every obstacle can be minimized even though it has not been fully covered by the efforts made.

The data of applicants who submitted independently since this program was run and the authors only took the last 3 years, namely from 2020 to 2022 are listed in the following table:

Table 4.5
Total Completion of the One Day Service Program in 2020-2022

No	Bulan	Jumlah Penyelesaian One Day Service		
		2020	2021	2022
1	Januari	23	22	30
2	Februari	32	24	25
3	Maret	43	45	35
4	April	30	34	50
5	Mei	40	13	18
6	Juni	54	24	19
7	Juli	15	23	37
8	Agustus	25	25	38
9	September	35	37	29
10	Oktober	12	34	52

11	November	27	22	12
12	Desember	10	16	

Source: BPN Sidoarjo Regency in 2023

Based on the results of the interviews and table data above, it can be said that the results of the implementation of the One Day Service program through the Quick Wins program in Sidoarjo Regency every year, especially between 2020 and 2022, have experienced an increase in visitors or in other words the number of completions for each implementation in their respective fields, especially in the field more land holdings than before the One Day Service program through the Quick Wins program. So that the implementation of the One Day Service program through the Quick Wins program at the Sidoarjo Regency National Land Agency is quite effective and efficient.

Thus, based on the results of the interviews and table data above, it can be concluded that the One Day Service program through the Quick Wins program has had a positive impact on the community, as can be seen from the data processed, there is an increase in the One Day Service program every year and provides benefits to the community, namely shortening time and empowering people to come and take care of themselves without having to use intermediaries or intermediaries at low cost and in a relatively short amount of time. and the data above shows that there has been an increase in public awareness in processing certificates at the Sidoarjo district land office.

- B. What are the obstacles in the implementation of the implementation of the One Day Service at the Sidoarjo Regency Land Office and how are the efforts to overcome these problems.

After making observations and observations made in the field, the author can judge that the inhibiting factors in the implementation of the One Day Service program in the Quick Wins program in Sidoarjo Regency are:

- 1) There is still a lack of community participation, so that until now there are still many groups of people who still use intermediaries such as notaries or officials who make land deeds, causing people to think that the implementation of the bureaucracy or government programs is still considered less than optimal.
- 2) There are other plans outside of the One Day Service program in the Quick Wins program, for example there is a sudden event by the Chairman of the National Land Agency, so that sometimes the implementation of the One Day Service program in the Quick Wins program is not carried out and replaced with other days or even per week it is not implemented absolutely the program (there will be an event so the signature on the certificate that has been verified cannot be signed so wait until the head of the office arrives).¹⁰

The obstacles faced by the Sidoarjo Regency Land Office that arise in the process of implementing One Day Service in the Quick Wins program include:

- 1) Large file volume.

¹⁰ Results of interviews with Sidoarjo BPN ODS program management staff, Ms. Ani, 25 January 2023 Time: 13.30 WIB

- 2) One Day Service counters in the Quick Wins program are still the same as public service counters.
- 3) Registration for the One Day Service service in the Quick Wins program takes a very short time, the counter staff in verifying data becomes one again because of one door.
- 4) The One Day Service which is carried out at the Sidoarjo Regency Land Office only on weekdays where verification is sometimes slow.
- 5) Many of the documents submitted by the applicant are incomplete.
- 6) Computerization problems which include slow computer performance and a lack of computer units.
- 7) Internet connection is often problematic, hindering the service process.

Thus In general, the obstacles faced by the Sidoarjo Regency Land Office in implementing One Day Service services in the Quick Wins program are regarding limited facilities and infrastructure. The constraints referred to are the limited service counters, the need for improvement in slow computerization problems and the need for improvements to internet network problems.

The efforts made by the Sidoarjo District Land Office in minimizing the obstacles encountered include:¹¹

- 1) Additional counters so that they can accommodate large numbers of files and for segregation to differentiate the One Day Service counters in the Quick Wins program from public services.
- 2) One Day Service in the Quick Wins program is also carried out outside the office, namely through LARASITA cars which are carried out during holidays in Car Free Day activities. However, the reality did not come.
- 3) Provide information related to improving file validation to the public/applicants.
- 4) Make improvements related to computerization problems by adding units and repairing units so that the system can work properly.
- 5) Improve network internet connection.

According to the elaboration and explanation of the results of the research above, the authors can conclude that the effectiveness of implementing One Day Service in the Quick Wins program for Bureaucratic Reform of the National Land Agency at the Sidoarjo Regency Land Office cannot be said to be effective. Because there are still many obstacles faced both from the community as the applicant and from the Sidoarjo Regency Land Office as the executor.

However, these constraints can be minimized by the efforts made by the Sidoarjo Regency Land Office in order to realize the objectives of implementing the One Day Service, so that the community

not a few who feel the benefits of this service. In addition to the process that does not require a long time and implementation time for the community, which can only be done during holidays, it is also available without having to give power of attorney to other people and avoid brokers or extortion. However, if you look at the theory of legal effectiveness according to Soerjono Soekanto

¹¹ Results of interview with Seno Prasetyo Section of Land Rights and Land Registration on January 23, 2023 at 10.15 WIB

who was the author of this study, there are factors that have not been fulfilled, so it cannot be said that the process of implementing this service is effective.

Thus, according to the author, the factors that become influences are said to have been effective or not, a service implementation proposed by Soerjono Soekanto has mostly been fulfilled. Judging from the legal and implementing factors, clear regulations, namely based on the Decree of the Head of the National Land Agency Number 37/Kep-3.41/II/2014 concerning the Quick Wins Program for Bureaucratic Reform of the National Land Agency of the Republic of Indonesia and the existence of regulations related to the implementation of Quick Wins have become a reference for the Sidoarjo Regency Land Office as the executor based on the decree that has been stipulated. However, the facilities and infrastructure or supporting facilities are not good. As explained from the results of the interviews above, it is necessary to make improvements in several infrastructures such as adding counters, adding computer units, improving the internet network to support the implementation of services, so that they can go directly to the community and make it easier for the community without having to come to the District Land Office Sidoarjo . The community factor, in this case, is the applicant as well as the target where the law applies and is applied, so this is the most important factor to see how the effectiveness of the One Day Service is implemented in Sidoarjo Regency, especially at the Sidoarjo Regency Land Office.

4. Conclusion

- A. Implementation of the One Day Service Land Registration Service After the Enactment of the Decree of the Head of the National Land Agency Number 37/Kep-341/II/2014 concerning the Quick Wins Program for Bureaucratic Reform of the National Land Agency at the Sidoarjo District Land Office. The Applicant comes to the Land Office with the files to be submitted, then, the Applicant goes to the registration counter to register, the Verifier file registration counter to Verify. If the files are complete, the files can be processed immediately and the Verifier officer immediately confirms in the land book section, then in the Land Book section the files are entered based on the files that have been entered and then in the land book section an SPS is issued, payment counter, the Applicant pays at the payment counter for his application based on the SPS given by the land book officer and then the applicant is given a receipt for proof of payment, the applicant then returns to the Verifier counter by showing the SPS and receipt proof of payment, only then the Verifier officer gives the STTD (Document Receipt) and the verifier officer gives confirmation in the printing department, after that the applicant's file is entered in the printing department to be tidied up and specified in the land book regarding the type of application requested, such as an application for Roya, Mortgage and so on for further analysis of the files, After completion of administration, the files are handed over to the counter product submission, only then the file is submitted to the applicant.
- B. Obstacles in the Implementation of One Day Service at the Sidoarjo Regency Land Office In general, the obstacles faced by the Sidoarjo Regency Land Office

in implementing One Day Service services are regarding limited facilities and infrastructure. The constraints referred to are the limited service counters, namely only 1 counter, namely the priority counter, the need for improvement in slow computerization problems and the need for improvements to internet network problems. As well as a system that often errors.

5. References

Books

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Perundang-undangan

Keputusan Kepala Badan Pertanahan Nasional Republik Indonesia Nomor 37/KEP-3.41/II/2014 Tentang Program Quick Wins Reformasi Birokrasi Badan Pertanahan Nasional Republik Indonesia Tahun 2014.

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Conflict of Interest Statement: The author(s) declares that the research was conducted in the absence of any commercial or financial relationship that could be construed as a potential conflict of interest.

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