

Study of The Accuracy of Electronic Land Certificate Checking (Case Study: Land Office of Administrative City South Jakarta)

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Abstract

The author formulates the problem as follows: First, How is the accuracy of electronic land certificate checking at the South Jakarta Administrative City Land Office? Second, What are the obstacles faced in electronic land certificate checking at the South Jakarta Administrative City Land Office? The type of research used is normative legal research with documentary studies using secondary data and qualitative data analysis techniques and interviews were conducted with parties directly related to this research. Based on the results of the research that has been carried out, it can be concluded that: First, That IT-based services are very much needed at this time to support the problem of electronically integrated systems and accelerate services to the public. So that the effectiveness of government services can be maximized. However, in practice, inaccuracies are still found in the results of electronic land certificate checking in one day of registration with a volume of incoming files between 100 to 150 applications with an accuracy ratio of 90% and inaccuracies of 10%. This is caused by the certificate not being validated at the beginning by human error and the data not being updated at the Data and Information Center on the BPN Central server which results in inaccurate land certificate checking results in the final results of the issuance of the check. Second, the obstacles faced by users of electronic land certificate checking services, namely PPAT and BPN, are basically mostly related to the IT system and server of the Electronic Land Certificate Checking Registration Service. Users of the Electronic Land Certificate Checking Registration Service must be skilled and adequate in using all the devices needed to complete the certificate checking registration

I. Introduction

The transformation of technological progress has shifted the land registration system from a paper-based process to electronic. In Indonesia, the use of information and communication technology has progressively changed market transactions and public services that were originally analog (manual) into electronic-based services, such as e-commerce (trade), e-government (government system), e-Court (justice), e-KTP (population), e-filing, e-SPT, e-Billing (taxation), OSS: Online Single Submission (business licensing services), e-money (banking), the implementation of e-money has also been carried out by startup companies, for example Grab-Pay and Go-Pay, and Electronic Fiduciary Guarantee Registration. These services have been implemented in the government sector and private companies as a form of efficiency, transparency and accountability in providing public services.(Durham, 2022). In order to improve the implementation of electronic land information services that meet the principles of openness, timeliness, speed, convenience and affordability for public services, as well as to adapt to developments in law, technology and community needs, the Ministry of Agrarian Affairs and Spatial Planning/National Land Agency launched a digital or electronic-based land service which aims to facilitate land administration. With the issuance of Technical Instructions Number: 3/Juknis-HK.02/IV/2022 Concerning Electronic Land Registration Certificate and Certificate Checking Services dated April 25, 2022 (hereinafter referred to as Junkis 3/2022). The implementation of electronic land information services is one of the demands to meet the needs of the community in the context of information transparency.

The Technical Instructions are the embodiment of the Regulation of the Minister of Agrarian Affairs and Spatial Planning/Head of the National Land Agency of the Republic of Indonesia Number 19 of 2020 concerning Electronic Land Information Services (hereinafter referred to as Permen ATR BPN No. 19 of 2020). Checking of land certificates must be carried out by the Land Deed Making Officer (hereinafter referred to as PPAT), this serves to provide certainty that the certificate is free from disputes, is not under collateral or is not in a state of confiscation or seizure of collateral or there has been a change in the data concerned, so that the PPAT can determine the actions to be taken to continue the legal process on the land rights certificate.(Adhani, 2022). Based on the Regulation of the Minister of ATR BPN No. 19/2020 in Article 4 which emphasizes that PPAT is required to check the land title certificate before making a deed of legal action that will later transfer the rights to the land. The implementation of land registration is carried out by the Government for the benefit of the people in order to provide legal certainty in the land sector.(Sibuea, 2011).

Therefore, one of the objectives of land registration is so that third parties can know who holds the rights to the land, where the boundaries are.(Shinta Novi Wardhani - Rusdianto Sesung, 2018). Through land registration, the National Land Agency (hereinafter referred to as BPN) issues a Certificate as proof of legal ownership of a land title (Ayu Sri Adinda & Kurniawan, 2024). Because the certificate is a valid proof of ownership, the certificate can also be used as a strong evidence. The purpose of being a strong evidence is that as long as it cannot be proven otherwise, the physical data and legal data listed therein are correct data. Of course, the physical data and legal data listed in the certificate must be in accordance with the data listed in the land book and the relevant measurement letter, because the data is taken from the land book and measurement letter. The truth contained in the certificate must be accepted both in carrying out daily legal actions and in court cases.(Sanib & Haris, 2024). The truth contained in the certificate can be obtained by requesting a certificate check or land registration certificate to the BPN, before Technical Instructions 3/2022 was issued, the public usually did it by coming directly to the land office, after being checked the local land office provides information on the land certificate in the form of a stamp with the statement "It has been checked and is in accordance with the land book at the City/Regency Land Office..., which is requested by... as the Land Deed Making Officer, date. ", based on the stamp with the statement, the PPAT is not responsible for the information provided by the land office or BPN(Adha et al., 2024). With the issuance of Technical Instructions 3/2022, the procedure for requesting a certificate check and/or land registration certificate is as follows:

1. Electronic Certificate Checking Services can be submitted in 2 (two) ways, namely:
 - a. through the Ministry Partner Application, for PPAT applicants in order to create a PPAT deed; or
 - b. through direct application at the local Land Office, for applicants who hold Land Rights.
2. The Electronic Land Registration Certificate (SKPT) Service can be submitted in 2 (two) ways, namely:
 - a. through the Ministry Partner Application, for PPAT applicants, Individuals, Legal Entities, Government Agencies or other parties that have registered in the Ministry Partner Application.
 - b. through direct application at the local Land Office if the applicant is not registered on the Ministry Partner Application.

The convenience of checking land certificates electronically greatly lightens the work of PPAT. However, during the process of checking land certificates electronically, there are discrepancies in the results of the check. The discrepancies in checking land certificates

electronically, such as differences in the name of the owner of the land certificate, the owner's date of birth, or discrepancies in the legal acts listed in the land certificate. As well as obstacles from the internet system considering that not all infrastructure in Indonesia is adequate between one region and another and the readiness of human resources who access and use the electronic land certificate checking system, especially in terms of its use. Based on the description above that has been described, the formulation of the problem in this study is: How is the accuracy of checking land certificates electronically at the South Jakarta Administrative City Land Office? and What are the obstacles faced in checking land certificates electronically at the South Jakarta Administrative City Land Office? In line with the formulation of the problem that has been presented above, this study aims to: To examine the accuracy of the implementation of the electronic land certificate checking system and to examine the obstacles in the implementation process of the electronic land certificate checking system.

II. Research Method

This researchThe nature of this research is descriptive analysis, namely the discussion is carried out by presenting and explaining data completely, in detail and systematically. Descriptive research is research that is carried out by describing something in a certain area and at a certain time.(Noor Fatimah et al., 2024). This type of research is normative legal research. Normative is a legal research method that is carried out by examining library materials. Normative research refers to legal norms contained in laws and court decisions as well as legal norms that exist in society.(Rich & Djaja, 2023). In addition, by looking at the synchronization of a rule with other rules in a hierarchical manner(Satriatama et al., 2020). In this study, the researcher used the Statute Approach. A normative approach must of course use a statute approach because what will be studied are various legal regulations which are the focus and are the central theme of a study.(Research, 2023). The legal approach used, namely in such as the Civil Code (KUHP), the 1945 Constitution of the Republic of Indonesia (hereinafter referred to as the 1945 Constitution); Basic Agrarian Law, Regulation of the Minister of ATR/BPN Number 19 of 2020 concerning Electronic Land Information Services, Technical Instructions Number: 3/Juknis-HK.02/IV/2022 concerning Electronic Land Registration Certificate and Certificate Checking Services dated April 25, 2022, and Law of the Republic of Indonesia Number 19 of 2016 concerning Amendments to Law Number 11 of 2008 concerning Electronic Information and Transactions.

The data collection method is done by Library research, which is a study using written sources in the form of laws and regulations, books, newspapers or mass media and other writings that

are related to the problems discussed. From this study, secondary data will be obtained with legal materials including primary legal materials, secondary legal materials, and tertiary legal materials. In addition to document studies, interviews were also conducted with Mr. Djoko Widodo, Head of Land and Space Registration Substance Coordinator, Communal Land and Institutional Relations, Mrs. Ulfa Nur Khasanah, Land Law Analyst Staff, Certificate and SKPT Checking, and Deswira Tri, as Notary and Land Deed Making Officer. As for the data presentation technique, namely narrative or text presentation is the presentation of research data in the form of sentences. Presentation of data in narrative or text form is a general description of the conclusions about the results of observations from secondary data. After all the data has been collected and processed systematically, a qualitative analysis is then carried out, namely an analysis that does not use statistical and econometric models or other specific models. This analysis is limited to data processing techniques (Andikasari, 2016). Analysis through a qualitative approach focuses on the general principles underlying the manifestation of symptom units in human life, or patterns that analyze socio-cultural symptoms by using the culture of the society concerned to obtain the applicable patterns. (Child, 2008). Qualitative analysis is the analysis of qualitative data such as text data from interview transcripts and primary legal materials, secondary legal materials and tertiary legal materials.

III. Result and Discussion

Electronic Land Certificate Checking Registration Mechanism

Consumer Registration for electronic land certificate checking can be accessed by users of the electronic land certificate checking service. According to Technical Instructions 3/2022, users of the electronic land certificate checking service are:

1. Applicants who have registered as users on applications provided by the Ministry such as the Ministry Partner Application for PPAT users, Legal Entities and Government Agencies, or the Sentuh Tanahku Application for individual users, by submitting services through the application; or
2. Applicants who are not registered as users on the application provided by the Ministry, can apply for direct services through the Land Office.

According to Deswira Tri, the flow of registration for checking land certificates electronically is as follows: (Sari, 2024)

1. Applicants can come directly to the local Land Office and apply to the land registration counter to check the land certificate electronically, this only applies to certificate owners.

2. The applicant comes to the PPAT and then the PPAT accesses and inputs the registration for checking the land certificate online via the ATR BPN partner application with the website address: intan.atrbpn.go.id
3. Applicants who come to the PPAT office provide documents in the form of:
 - a) Power of Attorney for Land Certificate Checking
 - b) Declaration of Validity of Land Certificate Owner
 - c) Scan the KTP according to the KTP segment of the certificate owner
 - d) The original certificate is then scanned
 - e) Application Letter from PPAT (attachment 13)
4. PPAT then uploads all the required documents and then pays PNPB based on the Deposit Order (SPS) of Rp. 50,000. Furthermore, Deswira Tri explained the steps for registering an application to check land certificates electronically as follows:(Adinegoro, 2023)

a) File Entry;

In this case, the initial process for the applicant is to upload the required documents, such as a scan of the application letter, a scan of the power of attorney if authorized, a scan of the statement of the validity of the land certificate owner, a scan of the original certificate, and a scan of the certificate owner's ID card.

Figure 1.

View of Uploading Certificate Checking Documents on the PPAT System

Input Sertipikat

Provinsi : 09 - DKI Jakarta Kab./Kota : 0904 - Jakarta Timur

Kecamatan : 090407 - Pasar Rebo Desa/Kel : 09040703 - Gedong

Tipe Hak : Hak Milik No. Sertipikat : 09040703105099

Lihat

Upload Dokumen

Formulir Permohonan

Lengkapi formulir permohonan yang sudah diisi dan ditandatangani oleh kuasa Jika sudah pernah mengunggah formulir permohonan tersebut, anda dapat mengunduhnya untuk memeriksa kembali. Apabila ada kesalahan, silahkan mengunggah kembali.

Lihat

Surat Kuasa

Lengkapi surat kuasa untuk melakukan pengecekan sertifikat dari pemilik bidang tanah. Jika sudah pernah mengunggah surat kuasa tersebut, anda dapat mengunduhnya untuk memeriksa kembali. Apabila ada kesalahan, silahkan mengunggah file yang benar.

Lihat

Surat Keabsahan Dokumen

Lengkapi surat keabsahan dokumen untuk melakukan pengecekan sertifikat. Jika sudah pernah mengunggah surat keabsahan dokumen tersebut, anda dapat mengunduhnya untuk memeriksa kembali. Apabila ada kesalahan, silahkan mengunggah file yang benar.

Lihat

Identitas Pemohon

Lengkapi identitas pemohon (Scan KTP Asli), yang telah dicocokkan dengan aslinya untuk melakukan pengecekan sertifikat dari pemilik bidang tanah. Dalam hal KTP pemilik bidang tanah tidak tersedia karena satu dan lain hal, maka dapat mengunggah file alasan tidak memiliki KTP tersebut. Jika sudah pernah mengunggah file, anda dapat mengunduhnya untuk memeriksa kembali. Apabila ada kesalahan, silahkan mengunggah kembali file yang benar.

Lihat

Dokumen Lainnya

Lengkapi dokumen pendukung lainnya untuk melakukan pendataan pelayanan. Jika sudah pernah mengunggah dokumen pendukung lainnya, anda dapat mengunduhnya untuk memeriksa kembali. Apabila ada kesalahan, silahkan menghapus kemudian mengunggah kembali file yang benar.

Lihat

b) File Confirmation

If all documents have been uploaded, the PPAT is required to click the valid button on each uploaded document. This is intended so that the PPAT can really check and provide a statement that the uploaded documents are in accordance with the original

scanned documents.

Figure 2.

Confirmation of Uploaded Files on the PPAT System

Pengecekan Sertipikat
Nomor Berkas : 32069/2023

1 — 2 — 3 — 4 — 5

Konfirmasi Berkas

Sertipikat

Nomor Hak	Wilayah
00872	Kelurahan Cipinang Cempedak

Dokumen Pendukung

No	Typ	
1	Sertipikat HMSRS. 00040105700672	Lihat ✓
2	Kartu Tanda Penduduk	Lihat ✓
3	Surat Kuasa	Lihat ✓
4	Surat Permohonan	Lihat ✓
5	Surat Pernyataan Pertanggungjawaban Keabsahan Dan Kebenaran Dokumen	Lihat ✓

Source: Office of PPAT Deswira Tri, SH, M.Kn

c) Issuance of Deposit Orders (SPS) and SPS Payments

After the file confirmation has been done, a Deposit Order will be issued for Rp. 50,000,- (fifty thousand rupiah)

Figure 3.

Deposit Order Letter in the PPAT System

Pengecekan Sertipikat
Nomor Berkas : 32656/2023

1 — 2 — 3 — 4 — 5

Surat Perintah Setor

Daftar Biaya

No	Uraian Pekerjaan	Unit	Biaya (Rp)
1	Pelayanan Pendaftaran Pengecekan Sertipikat	1	50.000

Terbilang : # Lima Puluh Ribu Rupiah

Cara Pembayaran

- Pembayaran dapat dilakukan melalui ATM atau Teller di bank persepsi, selambat-lambatnya 7 (tujuh) hari setelah didaftarkan.
- Tanda tangan tidak diperlukan karena dikeluarkan secara elektronik.

d) Application Received by BPN and will be processed

After making the SPS payment, the PPAT waits for the application until the certificate check results are issued. The Service Level provided by the Land Office is a maximum of 2 (two) working days and a minimum of 1 (one) working day.

Figure 4.

Final Process of Certificate Checking Application in the PPAT System



Source: Office of PPAT Deswira Tri, SH, M.Kn

Accuracy of Electronic Land Certificate Checking at the South Jakarta Land Office

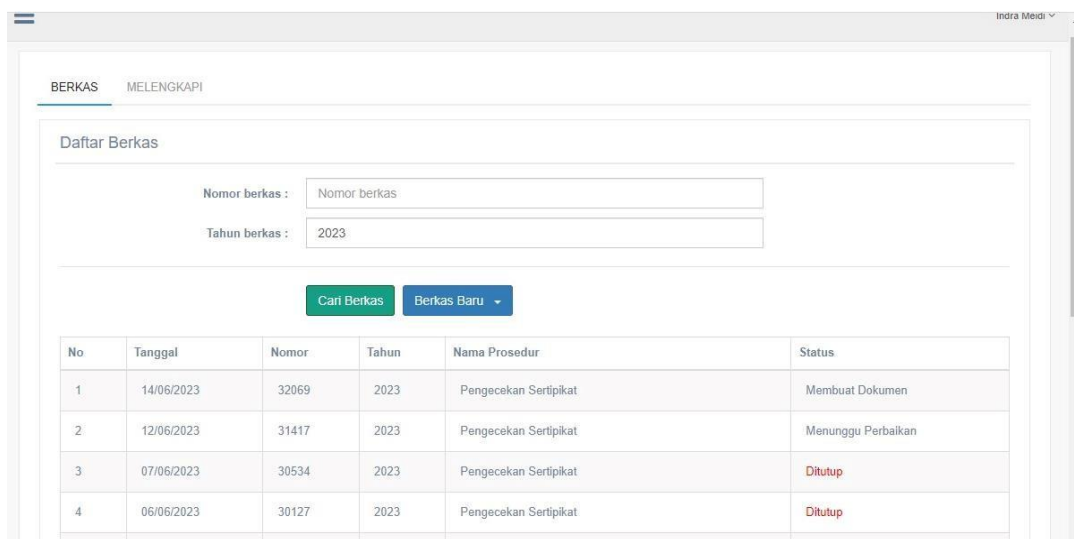
Consumer Land information that can be accessed in the Electronic Certificate and Land Registration Certificate (SKPT) Checking Service is information provided in the Ministry's database. In preparing the accuracy of the information resulting from the Electronic Certificate and Land Registration Certificate (SKPT) Checking Service, the Land Office is required to validate land books, measurement letters and land plots. Validation of land books, measurement letters and land plots is carried out in accordance with the provisions of laws and regulations and policies issued by the Ministry. According to Djoko Widodo, for land data that is not yet valid, service implementers are required to validate it before the service results are issued because if the land data is not yet valid, the results of the Electronic Certificate and Land Registration Certificate (SKPT) Checking Service will not be issued.(Setiawan, 2024).

If there is a difference in data between the data on the Certificate and the results of the Electronic Certificate and Land Registration Certificate (SKPT) Checking Service, the applicant can confirm directly with the local Land Office.(Sevry Tumuju, 2019). After the steps for registering the application for checking the land certificate have been carried out, the PPAT must monitor every progress of the status of the application for checking the certificate. The BPN will check the completeness of the documents and will notify the registration information by providing the registration status on the PPAT system in this case the registration status will be updated on the PPAT system, according to Djoko Widodo as follows:(Ramadani et al., 2022)

- 1) Ready to Check; the application file from the PPAT will be checked with the data research process uploaded by the PPAT by the administrator officer after that the land book search and matched with the land book. If there is a discrepancy between manual data and digital data, a validation process must be carried out: The Validation Process is a manual process carried out by BPN officers to re-match manual data with digital data in the land book. The continuous Validation Process is carried out with the aim of avoiding mismatches between manual data in the land book and digital data because if there is a mismatch there is a human error factor such as missed sheets, wrong date numbers, because validation enters manual data into the Computerized Land Activities (KKP) system.(Bywaran Panamuan et al., 2023).
- 2) Suspended, in the PPAT system the status is waiting for repair; this happens if the document uploaded by the PPAT has corrupt data because the uploaded file is not supported, then the data uploaded by the PPAT does not match and the PPAT is given one day to correct the requested errors according to the data research process by the BPN officer.

Figure 5.

View of Suspended Application Files on the PPAT system



The screenshot displays the PPAT system interface. At the top, there are tabs for 'BERKAS' and 'MELENGKAPI'. Below the tabs is a section titled 'Daftar Berkas'. This section contains two input fields: 'Nomor berkas' and 'Tahun berkas', both with placeholder text. Below these fields are two buttons: 'Cari Berkas' (green) and 'Berkas Baru' (blue). Below the buttons is a table with the following data:

No	Tanggal	Nomor	Tahun	Nama Prosedur	Status
1	14/06/2023	32069	2023	Pengecekan Sertipikat	Membuat Dokumen
2	12/06/2023	31417	2023	Pengecekan Sertipikat	Menunggu Perbaikan
3	07/06/2023	30534	2023	Pengecekan Sertipikat	Ditutup
4	06/06/2023	30127	2023	Pengecekan Sertipikat	Ditutup

Source: Office of PPAT Deswira Tri, SH, M.Kn

- 3) Closed, if there is an upload error or corrupt data and other errors made by the PPAT or due to a search for a land book that has not been found, then the registration process for checking is closed.

Figure 6.
Files are closed in the PPAT system

Source: Office of PPAT Deswira Tri, SH, M.Kn

- 4) Completed, if the documents uploaded by the PPAT are in accordance with the requirements and certificate validation has been carried out, the BPN will then issue the results of the certificate check.

Figure 7.

Certificate Check Registration Status on the PPAT system

The screenshot displays the 'Daftar Berkas' (File List) interface of the PPAT system. At the top, there are tabs for 'BERKAS' and 'MELENGKAPI'. Below the tabs, there are input fields for 'Nomor berkas' and 'Tahun berkas'. The 'Tahun berkas' field is set to '2023'. Below the input fields, there are two buttons: 'Cari Berkas' (Search Files) and 'Berkas Baru' (New File). Below the buttons, there is a table with 8 rows of data. The table has columns for 'No', 'Tanggal', 'Nomor', 'Tahun', 'Nama Prosedur', and 'Status'.

No	Tanggal	Nomor	Tahun	Nama Prosedur	Status
1	14/06/2023	32069	2023	Pengecekan Sertipikat	Siap Periksa
2	12/06/2023	31417	2023	Pengecekan Sertipikat	Diperiksa
3	07/06/2023	30534	2023	Pengecekan Sertipikat	Ditutup
4	06/06/2023	30127	2023	Pengecekan Sertipikat	Ditutup
5	31/05/2023	29379	2023	Pengecekan Sertipikat	Selesai
6	24/05/2023	27719	2023	Pengecekan Sertipikat	Selesai
7	24/05/2023	27712	2023	Pengecekan Sertipikat	Ditutup
8	22/05/2023	26952	2023	Pengecekan Sertipikat	Selesai

Source: Office of PPAT Deswira Tri, SH, M.Kn

Djoko Widodo said that in one day, the number of applications for land certificate checks submitted to the South Kantah BPN was 100 to 150 applicants and from 100 to 150 applicants, there were 10 certificate checks that did not match, such as date of birth, land plot registration number, land object address, the last registration record with this land book because the validation process had not been carried out. In this case, there are two data that need to be validated, namely spatial data in the form of a map of the location of the certificate, and a certificate measurement letter and textual data containing the name and date of birth of the certificate owner, certificate registration records (which in this case are in the land book maintenance process)(Ulfiyah & S, 2024).

Ulfa Nur Khasanah also said that if there is an error, then the application files that do not match the land book will be prioritized because the process for checking application files that do not match takes longer because there is an SOP target of one day for land certificate checking registration services to issue the results of the certificate check.(Mawuntu & Sondakh, nd). So that the accuracy ratio of file applications received in one day at the South Jakarta City Land Office from 100 to 150 applicants reaches 90% (ninety percent) accuracy has been in accordance with the land book and digital data and 10% (ten percent) inaccuracy caused by digital data at the data and information center

(PUSDATIN) at the Land Office Headquarters has not been updated because it still takes time to migrate manual data to digital data is not short, so even though the land book and digital data in the land office system are in accordance, when the certificate check results there are still inaccuracies in the certificate check results.

If the certificate check results are inaccurate, confirmation and clarification from the applicant is required.(Jurnal et al., 2023). Ulfa Nur Khasanah said that at the beginning of the electronic certificate checking system, the applicant had to come directly to the Land Office with a photocopy of the certificate to be matched with the land book and then processed for validation by manually inputting it into the KKP system. However, since Technical Guidelines 3/2022, convenience has been provided, namely that applicants can clarify inaccurate checking results directly on the checking application menu. So that applicants can immediately clarify inaccurate checking results and input the clarification results as desired. In the event of a discrepancy between the results of the Electronic Land Information Service and the Land Rights Certificate, the Applicant can request clarification electronically or contact the local Land Office by bringing proof of application registration as referred to in Article 7 and other requirements in accordance with the provisions of laws and regulations. (Article 10 paragraph 4 of the Regulation of the Minister of ATR/BPN Number 19 of 2020).

Figure 8.

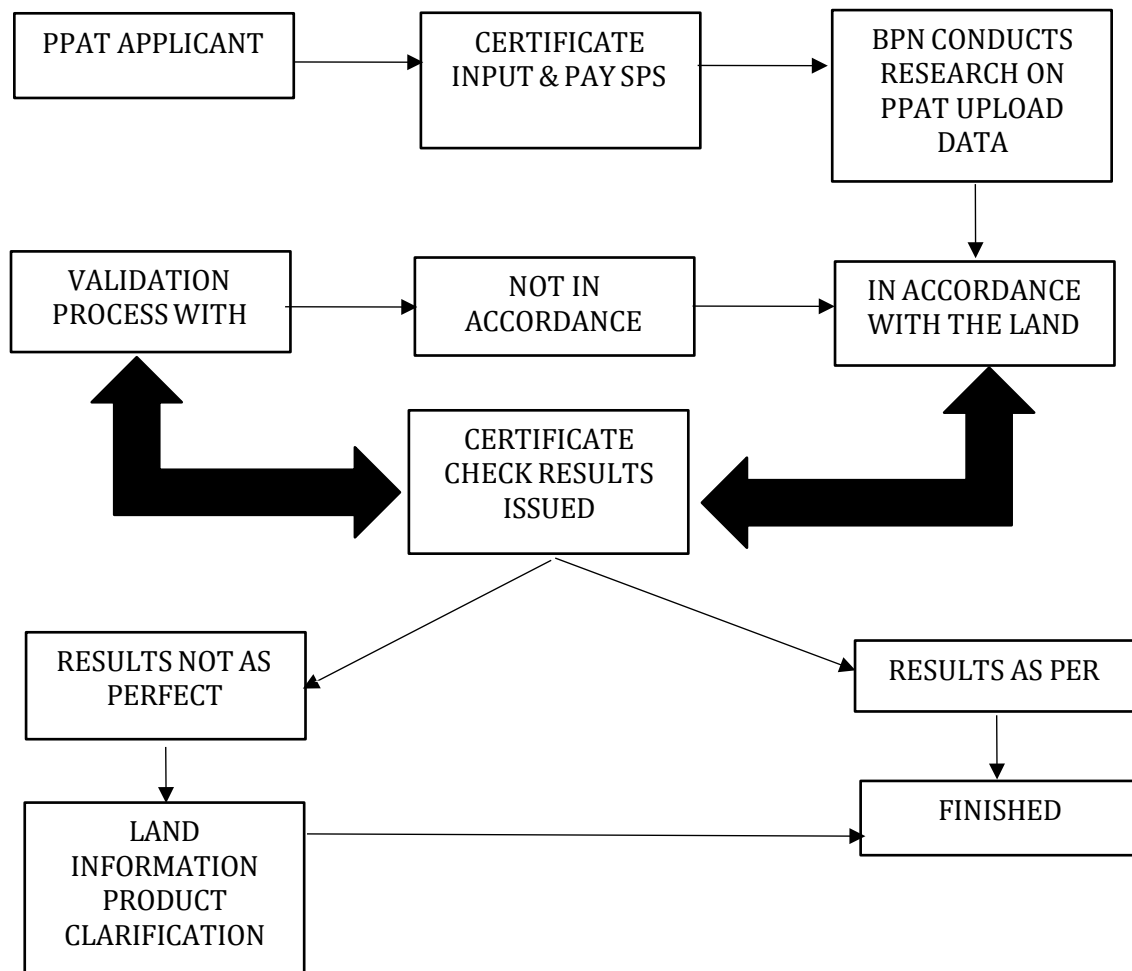
Clarification of Land Information Products in the PPAT system



Source: Notary Office of Deswira Tri, SH, M.Kn

Chart 1.

Electronic Certificate Checking Application Registration Flow



Source: Data processed by the author, 2024

A. Obstacles faced in registering for electronic land certificate checking at the South Jakarta City Administration Land Office

The electronic land certificate registration system is a new regulation, as a new regulation, Technical Instructions 3/2023 must have shortcomings or weaknesses that become obstacles in registering electronic land certificate checks. This certainly raises many problems faced by users of electronic land certificate checks. Among them are the following:

1) Disruption in the Electronic Certificate Checking System

As a newly developed electronic-based service (e-Government), at the beginning of the implementation of the electronic land certificate checking service, several problems were encountered, such as the service website not being able to be opened.

Deswira Tri, stated that the application for checking land certificates electronically often experiences problems that occur during working hours, it is difficult to upload

documents or register, so it needs to be done repeatedly, often errors and under maintenance which in this case greatly influences the registration of checking land certificates electronically in accordance with the completion target set by the Bank's partners.(Noer & Nugroho, 2024).

Ulfa Nur Khasanah responded that the website or server often had errors and was under maintenance, in addition to the new system, another factor that caused this was the number of active users who registered for the certificate checking service, which was quite large, especially at the South Jakarta BPN, in one day it could reach approximately 100 incoming files and the system infrastructure was indeed not adequate to accommodate this large number.(Alikhan & Suartana, 2023). And as a result of undermaintenance of the system, documents that need to be signed electronically become difficult to do.

2) Manual Data Migration to Digital Data

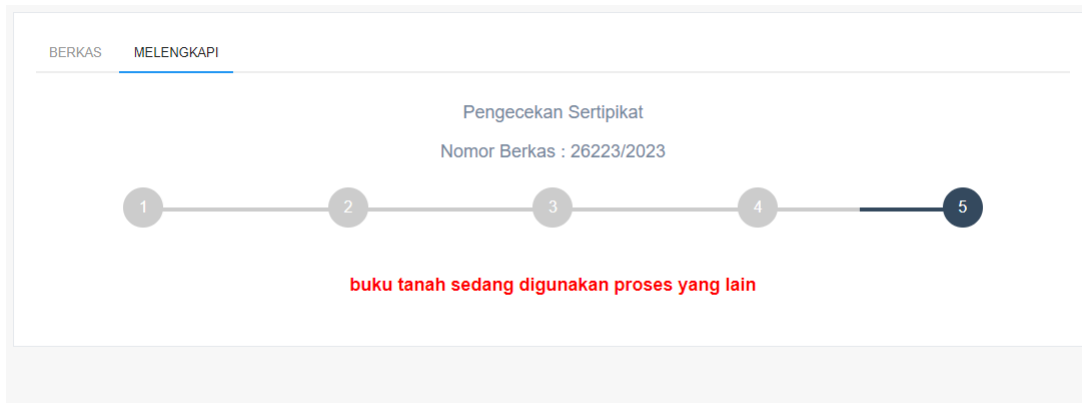
The inhibiting factors experienced by the South Jakarta Land Office come from internal factors, namely the readiness to migrate conventional services to electronic ones starting from data improvement, manual data migration to digital and the appointment of electronic land certificate checking service officers and an adequate network system.

Djoko Widodo stated that the migration of manual data to digital data is very time consuming and gradual because manual data is stored in one server throughout Indonesia at the Land and Spatial Planning Information Data Center (PUSDATIN) at the ATR/BPN Central Office and submitted to the Land Office server according to each region, therefore, there is often a mismatch between manual certificate data and digital data, so it is necessary to carry out careful checking so that the manual data that will be migrated to digital data is appropriate and correct.

3) Old Land Book Found

Regarding the old land book found to be used by other officers for other purposes to answer letters, and the needs of law enforcement officers in terms of investigation, so that it hampers the validation process and takes longer while the standard operating procedures and certificate checking procedures are completed in just one day with these conditions certainly making the certificate checking process hampered and taking longer. As for these conditions, BPN in this case if the land book is still used by other officers for other purposes, the file application is closed and the applicant must re-register.

Figure 9.
Land Book Information is Being Used by another process



Source: Office of PPAT Deswira Tri, SH, M.Kn

4) Unpreparedness of users of land certificate checking services in the digitalization era

Improving the quality of public services is an important thing in an era where the development of science and technology has massively influenced the life of the nation and state, the potential for the development of services based on technology, information and communication (ICT) in the field of government administration, especially public services, is important.

The use of ICT in the field of public services can improve transparency, accountability, and simplify e-Government bureaucracy in order to realize good governance. E-Government aims to improve the quality of service by conducting new interactions between the government and the community and for other interested parties by involving the use of information technology, especially the internet. However, in line with the use of ICT, there are still some people who are not yet technologically proficient or technologically illiterate.

Djoko Widodo stated that there are still many users of the Electronic Land Certificate Checking Service, especially PPATs, who have not been able to follow the registration procedure in accordance with the directions and guidelines for registering for checking land certificates electronically, therefore, because they are still accustomed to manual and face-to-face services, PPATs tend to hand over the registration to their staff and the transition from conventional to electronic registration takes a long time, as well as uneven understanding of the use of technology by everyone.

IV. Conclusion

This IT-based services are very much needed at this time to support the problem of electronically integrated systems and accelerate services to the community. So that the effectiveness of government services can be maximized. However, in practice, inaccuracies are still found in the results of electronic land certificate checks in one day of registration with a volume of incoming files between 100 to 150 applications with an accuracy ratio of 90% and inaccuracies of 10%. This is caused by the certificate not being validated at the beginning by human error and the data not being updated at the Data and Information Center on the Central BPN server which results in inaccurate land certificate check results in the final results of the issuance of the check. The obstacles faced by users of electronic land certificate checking services, namely PPAT and BPN, are basically mostly related to the IT system and server of the Electronic Land Certificate Checking Registration Service. Users of the Electronic Land Certificate Checking Registration Service must be skilled and adequate in using all the devices needed to complete the certificate checking registration

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