

The Role of the Gorontalo District National Land Agency Service in the Implementation of the Systematic Complete Land Registration Program (PTSL)

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Abstract

The purpose of Complete Systematic Land Registration (PTSL) is to accelerate the provision of legal certainty and legal protection of community land rights in a certain, simple, fast, smooth, safe, fair, equitable and open manner and accountable, so as to improve the welfare and prosperity of the community and the country's economy in Gorontalo district. The formulation of the issues raised by this problem are (1). How is the role of the National Land Agency Kab. Gorontalo in the Implementation of the Systematic Complete Land Registration Program (PTSL) (2). What are the obstacles faced by the Gorontalo District Land Office in implementing the Systematic Complete Land Registration program (PTSL) in Gorontalo District and the Solution to overcome these obstacles. This study uses a research approach that is empirical juridical to analyze various laws and regulations related to the role of Gorontalo District Land Office in an effort to improve land rights. And to analyze the law which is seen as a behavior of people who are patterned in the lives of people who always interact and relate in social aspects. The results of this study conclude that in the implementation of this complete systematic land registration carried out by the Gorontalo District National Land Agency, it has been implemented well in accordance with the targets that have been targeted by the central government, although there are some obstacles found in the field in the framework of accelerating the implementation of the Systematic Land Registration Program Complete (PTSL).

Keyword: PTSL, Legal Certainty & Legal Protection, Role of Land Agency

INTRODUCTION

Land is the surface of the earth which is a place where humans live and develop and find sources of living up to as a place to dwell when passing away to grace. G. Kartasaputra stated the importance of the meaning of land for human life because humans are absolutely inseparable from the land.¹

Thus the importance of land for human life, so it is not surprising that every human being wants to own or master it, which results in land problems, which often lead to disputes. In 2017 based on the Regulation of the Minister of Agrarian Affairs and Spatial Planning / Head of the National Land Agency of the Republic of Indonesia Number 1 of 2017, a Comprehensive System for the Implementation of Systematic Land Registration (PTSL) was compiled, an activity organized by the government in the field of land in general and in the field of land registration in particular. , in the form of land certification which is carried out simultaneously simultaneously (in bulk) and the settlement of land disputes that are of a strategic nature.²

1 G. Kartasaputra, *Land Law Guarantees for the Success of Land Utilization*, PT. Raja Grafindo Persada, Jakarta, 1991, p. 9

2 Humas ATR / BPN together with the Ministry of Communication and Informatics Communication Team

Complete Systematic Land Registration hereinafter abbreviated as PTSL as formulated in Article 1 Number (2) of the Regulation of the Minister of Agrarian Affairs and Spatial Planning / Head of the National Land Agency Number 12 of 2017 is the first time land registration activity carried out simultaneously for all objects of land registration throughout territory of the Republic of Indonesia in a village or kelurahan or other similar name, which includes the collection and determination of physical and juridical data regarding one or several land registration objects for the purpose of registration.

PTSL (Systematic Land Registration Complete) is a land registration activity that is carried out simultaneously for the first time which includes all land registration objects that have not been registered in one village / kelurahan or other equivalent name, and also includes mapping of all land registration objects.

The purpose of a Complete Systematic Land Registration (PTSL) is to accelerate the provision of legal certainty and legal protection of community land rights in a certain, simple, fast, smooth, safe, fair, equitable and open manner and accountable, so as to improve the welfare and prosperity of the community and the country's economy , and prevent land disputes and conflicts .

The complete systematic land registration activity in Gorontalo District was the first time carried out, bearing in mind that many communities in Gorontalo District had not registered their land rights. Complete Systematic Land Registration Activity is an agenda that has been set by the Gorontalo District Land Office to help the community register their land rights.

Gorontalo Regency as one of the developing districts in Gorontalo Province, it is important that every inch of land has a legal certainty to minimize the potential for conflict as the district develops. However, not all communities have knowledge of how to register land, how to obtain certificates, and how the National Land Agency processes applications for land certificates. In addition to the matter of land certification, there are still many people who do not understand how to process land registration in a complete systematic way. Even though the community has the opportunity for legal guarantees on their land through a systematic registration process.

The large number of uncertified lands in the Gorontalo District area and the difficulty in administering administration makes many people reluctant to take care of their land administration. The implementation of the Government Program through Complete Systematic Land Registration (PTSL) is a step forward for the Land Office in facilitating the management of certificates for communities in the special area in Gorontalo Regency.

The existence of various complaints from the community in this case is still a lack of quality services provided by bureaucratic apparatuses that have not been implemented properly such as with delays and far from the expectations of the community in terms of service of course. thus making it a challenge for the bureaucracy to be able to provide the best service in implementing a quality public service improvement strategy in accordance with what is desired by the community.

The National Land Agency is the authority in the field of land, especially issues of land administration in land registration. The National Land Agency is the executor of the Complete Systematic Land Registration program, so the National Land Agency is the spearhead of the Full Systematic Land Registration program.

In Gorontalo Regency Gorontalo Province Kec. Boliyohuto which has an area of 126,483 km². With a total of 13 villages bordering Kec. Mootolilango which has an area of 10,000 M with a total of 10 villages. Communities and National Land Agency Parties often experience difficulties in carrying out a Complete Systematic Land Registration Program because there are some problems found, such as problems obtained, for example there are some people who are reluctant to certify their land due to lack of legal awareness even though the land party has come from their homes and from village villages. although the Gorontalo District Land Agency has offered the program, the community is reluctant to take an interest. Later, it was found that there were village officials who did not respond well to this program, even though the community was enthusiastic in participating in the PTSL program and there were also village officials who made tariff withdrawals that were not in accordance with the Decree of the Three Ministers and then were constrained again by the community who objected to the costs that might arise for the purchase of iron stakes and BPHTB payments if imposed.

The obstacle in the Gorontalo District Land Agency itself is the lack of resources and finally the

Gorontalo District Land Agency is in trouble. Because the target of Complete Systematic Land Registration is many times that of routine work. Because besides running the Systematic Complete Land Registration Program, land parties also have routine work that cannot be left behind because the applicant community and the land party cannot leave the service, finally high volume of work limited so that the land party is chasing targets and time.

These are some of the main obstacles of the various types of obstacles that need to be considered in running the Gorontalo District National Land Agency Service as the implementer of the PTSL program for the sustainability of the creation of orderly land administration in Gorontalo District. In realizing better service to society and getting answers from satisfaction and trust of the community towards the performance of the bureaucracy in public services which incidentally has received an unsatisfactory image from the various communities who take care of services both licensing and non-licensing services. Coupled with the presence of several parties or individuals who in this case took advantage in the end formed a number of apathetic public opinions on the land certification service. So from the point of view of the existing problems, especially in the Gorontalo District area prospective researchers who will do later are more interested in appointing according to the title "Role of the National Land Agency District. Gorontalo in the Implementation of the Systematic Complete Land Registration Program (PTSL). with current problems, i.e. Problem Formulation namely 1. How is the Role of the National Land Agency Kab. Gorontalo in the Implementation of the Systematic Complete Land Registration Program (PTSL) .2. What are the obstacles faced by the Gorontalo District Land Office in implementing the Systematic Complete Land Registration (PTSL) program in Gorontalo Regency and the Solution to overcome these obstacles.

RESEARCH METHOD

Juridical Empirical Research Methods

The research method is a way to do something using the mind carefully to achieve a goal by searching, recording, formulating, and analyzing to compile reports. The term methodology comes from the word method which means way,³ however, according to custom the method is formulated with the possibilities of a type used in research and assessment.⁴

Research or research is a scientific activity that is systematic, directed and aimed. Therefore, data or information collected in research must be relevant to the problem at hand. That is, the data are related, familiar and appropriate.⁵

So research is a very unique thing that is done by researchers in conducting research. In this study using empirical research. Because the title raised refers to the role of the Gorontalo District National Land Agency Service in the Implementation of the Systematic Complete Land Registration Program (PTSL).

The research method is a method used in gathering research data and comparing with predetermined size standards.⁶ In this case the researcher uses several appropriate research tools in this research method in order to obtain maximum results and procedures for solving a problem, while research is examining carefully, diligently and thoroughly of a symptom to increase human knowledge, the research method can be interpreted as a process of principles and procedures for solving problems encountered in conducting research.⁷ In an effort to achieve the objectives in this study, the research methods that researchers use, namely;

The method of approach to the problem

The problem approach method used in discussing the problem of this research is the empirical juridical approach method. Juridical approach, used to analyze various laws and regulations related to the role of Gorontalo District National Land Agency in the Implementation of a Systematic Complete Land Registration Program (PTSL) in improving land rights. While the empirical approach is used to analyze the law which is seen as a behavior of people who are patterned in the lives of people who always interact

3 Cholid Narbuko and Abu Achmadi, *Research Methodology*, (Jakarta: PT. Bumi Aksara, 2003), p.1

4 Soerjono Soekanto, *Introduction to Legal Research*, (Jakarta: Universitas Indonesia Press, 2012), p. 5

5 Kartini Kartono in Marzuki. *Research Methodology* (Yogyakarta: UII Press, t.t). Thing. 55

6 Suharsimi Arikunto. *Research Procedure A Practice Approach* (Jakarta: Rineka Cipta, 2002), p. 126

7 Soejono Soekanto, *Introduction to Research*, (Jakarta: UI Press, 1986). P 6

and relate to social aspects. Thus the empirical juridical approach is a method of legal research that seeks to see the law in the real sense or it can be said to see, examine, how law works in the community.⁸

RESULTS AND DISCUSSION

The role of the National Land Agency Kab. Gorontalo in the Systematic Implementation of Complete Land Registration Program (PTSL)

Land registration throughout the territory of the Republic of Indonesia is held by the Government of Indonesia, within the framework of legal relations between subjects and objects of parcels of land. To ensure legal certainty by the government, land registration is carried out throughout the territory of the Republic of Indonesia in accordance with the regulations governing the government. This is in article 19 paragraph (1) of the LoGA. The organizer of this land registration is an instruction given to the government, in terms of this is the National Land Agency, which is implemented at the Land Office.⁹

Implementation of the Complete Systematic Land Registration Program, in the context of efficient and effective implementation of its activities, requires the role of the National Land Agency and the land office. As stipulated in Article 6 of the Regulation of the Minister of Agrarian and Spatial Planning / Head of the National Land Affairs Agency No. 6 of 2018, to implement the location of PTSL target distribution, the Head of the Land Office determines these locations in several villages / sub-districts and / or districts, and for the Head of Regional Office of the National Land Agency its location in several districts / cities in one province.

The Government through the Ministry of ATR / BPN which has the authority to register land has sought to accelerate land registration with various programs / projects with all its limitations. Pre-existing programs or projects such as land registration acceleration through the Land Administration (PAP) project, Land Management and Policy Development Project (LMPDP) or adjudication project, Larasita, and the National Agrarian Program (Prona) have not been able to reach the target of land registration throughout Indonesia.¹⁰

The results of the interview with the Chairperson of the PTSL Judication Program at the Gorontalo District National Land Agency regarding what is meant by the land registration program are as follows:¹¹

“The land registration program, namely registering lands in Indonesia that have not yet been registered, so in fact like this in the land area there is a possibility that in the future even bodies of water can be registered, but there is no legal instrument to regulate them. Because PP 24 of 1997 the registration of land only regulates the grounding only if the agrarian basic law is actually not just land but earth, water and space, namely land registration above and in three dimensions, which is not yet regulated. There is a Land Law we hope that everything has been worked on there, so the land registration program is registering land that has not been registered because the land must be registered, because if it is not registered, we will not know the land data.

The PTSL program itself is the latest program from the government organized by the Ministry of ATR / Office. The National Land Agency is targeting 126 million land parcels in Indonesia to be registered and certified in 2025. Then it is set out in targets of 5 million in 2017, 7 million in 2018, 9 million in 2019, and 10 million annually until 2025. To ensure legal certainty and legal protection of the PTSL program, and to reduce disputes, the Ministry of ATR / BPN perfects various written / legal regulations, complete and clear, human resources are enhanced, facilities and infrastructure are increased in quality and quantity, in terms of financing expanded, there was coordination between institutions outside the BPN. Normatively it has been regulated in legislation regulations as a means of facilitating and accelerating the registration of land in Indonesia.

Based on the results of interviews with the chairman of the Judicial System of Complete System of Land Registration in Gorontalo District Land Agency as a resource, regarding the Role of the Land

8 Soejono Soekanto and Sri Mamudji, Normative Legal Research A Brief Review (Jakarta: Raja Grafindo Persada, 2003). P. 14

9 Andini, Mira Novana.2019. The Role of the Land Office in Complete Systematic Land Registration Activities. Echoes of Justice, Journal Edition (ISSN: 0852-011). Volume 6. Issue 1. Pg. 54

10 Zano Reflyanto, interview, Chairperson of the Land Registry Adjudication, Gorontalo 28 December 2019

11 *Ibid*

Agency in the Implementation of the Systematized Land Registration System (PTSL), namely:¹²

“PTSL is a national strategic program and that plans the president because of policies to accelerate land registration. Because it is indeed from the results of the analysis in the field of land in Indonesia that has not been registered that is about 50% more so that it is necessary to accelerate the land so that all parcels of land in Indonesia are registered. In the sense of being registered, that is, to be registered by the BPN office and the State. BPN is the agency authorized in the land sector, especially land administration issues for land registration. If the implementation is indeed from the center, it has been regulated in the rules and technical instructions in the registration, so PTSL activities are project activities not routine activities, so it has been budgeted from the APBN era. So the BPN is indeed the implementation and the registration is indeed at the BPN

In this case the Gorontalo District National Land Agency has an important role to play in this Systematic Complete Land Registry program to secure one’s rights to land and to realize land abuse and land administration which is accurate and guaranteed in other words, administration in the land sector to realize legal guarantees on someone’s land to avoid problems in the future.

With the Land Registration program in Gorontalo District already has significant results in land registration in Gorontalo District, because in Gorontalo District itself there are still many lands that have not yet been registered. The existence of this program has greatly assisted the community in registering land so that the community has a permanent legal force in proving their own land rights. the land has not been registered and if there is no land registration program, it is likely that land registration will be completed within 50 years or 100 years because if observed, if the community only registers their land in general they will not go through the PTSL program, it will take a very long time because only one certificate alone, for completion, it takes months or even years for the certificate to come out. This program is very helpful to the Gorontalo District Land Agency in registering lands that have not yet been registered.

Gorontalo District Land Office through the Systematic Land Registration Program (PTSL) which has delivered 7,800 (seven thousand eight hundred) land rights certificates to villages / villages that have participated in the Systematic Complete Land Registration program. Based on the research results of the authors of this program 100% well realized. The Land Registration Program by the Decree of the Minister of Agrarian Affairs and Spatial Planning / Head of the National Land Agency of the Republic of Indonesia Number 1 of 2017, has been designated the ‘Systematic Complete Land Registration Program’. This program aims to help Gorontalo district communities who have not yet registered their land ownership rights to create an orderly chess of land, namely; Land Law, Land Administration, Land Use Order and Order Maintenance and the Environment. However, the Complete Systematic Land Registration Program has not been able to resolve the overall land registration problem.

Gorontalo District Land Office in 2018 must submit and complete the target within one year and submit 7800 land rights certificates to the villages / kelurahan that are participating in the PTSL program.

The Low Level of Registration of Land Rights in the District of Gorontalo is based on the results of a random interview of 24 people (twenty four) respondents who control land rights and who have not been certified, which are spread in three villages, namely bandung rejo, talumopatu, and helumo villages and the applicant who registered his land rights at the Gorontalo district land office. From the tabulations, the following results were obtained:

a. Age of Respondents

From the results of 24 respondents by age in this study were obtained as listed in Table 1.

Table 1. Age of Respondents

No	Age Class	Total	Presentation
1	32-40	11 people	45,9%
2	41-52	8 people	33,3%
3	53-60	5 people	20,8%
	Total	24 people	100%

* Source: Primary virgin processed in 2020

12 Zano Reflyanto, interview, Chairperson of the Land Registry Adjudication, Gorontalo 28 December 2019

Based on table 1 above, it can be seen that the percentage of respondents' productive age in understanding land issues is very high. From table 6 it is known that the age class of respondents is 32-40 years at 45.9%, age class 41-52 years at 33.3%, and age classes 53-60 years at 20.8%.

b. Education Level of Respondents

Based on the 24 respondents based on the level of education obtained from the results of this study as shown in Table 2 below.

Table 2. Educational Level of Respondents

No	Level of education	Total	Achievement
1	Elementary School Graduates	3 people	12.5%
2	Middle / junior high school graduates	4 people	16,7%
3	High school / high school graduates	7 people	29,1%
4	Bachelor	10 people	41,7%
Total		24 people	100%

* Source: Primary virgin processed in 2020

Distribution of the types of respondents' work as shown in table 2 above, the results obtained are respondents who graduated from Elementary School by 12.5%, graduated from junior high school by 16.7%, high school graduates by 29.1 and for undergraduate education itself by 41.7%. Based on the results of the table above, the highest presentation is a Bachelor graduate. In this case the level of education of respondents can provide an overview of the level of public understanding of the importance of land rights registration in Gorontalo District.

C. Respondents' Work

Based on the type of work of the 24 respondents in this study are listed in Table 8.

Table 3. Respondents' Work

No	Type of work	Total	Presentage
1	Government employees	8 people	33,3%
2	Farmers	6 people	24,7%
3	Entrepreneur	10 people	42%
Total		24 people	100%

* Source: Primary virgin processed in 2020

Distribution of the types of respondents' work as shown in table 3 above, obtained from the results of respondents who worked as civil servants by 33.3%, farmers by 24.7%, Wirasawta by 42%. From the level of education the respondent is connected with the type of work the respondent can find out why there are still many people who have not registered their land, this is due to the low level of education and also the type of respondent's work that takes a lot of time during the day, so counseling about the importance of the certificate and the importance of participating in the program Complete systematic land registration carried out by the Gorontalo District Land Agency in the process of accelerating land registration is less understood by the community and also counseling is done specifically.

d. How to Acquire Land

Based on how to obtain the land obtained as shown in Table 4.

Table 4. How to acquire land

No	How to get it	Total	Presentage
1	Buy and sell	8 people	33,3%
2	Legacy	16 people	66,7%
Total		24 people	100%

* Source: Primary virgin processed in 2020

Distribution of answers obtained from the results of research on how to obtain land obtained based on the results of the table above is by buying and selling process by 33.3% and obtained from inheritance by 66.7%.

e. Level of Knowledge Regarding the Importance of Certificates

Based on the results of 24 respondents regarding the level of knowledge about the importance of certificates, listed in Table 5.

Table 5. Respondent's level of knowledge on the importance of land rights certificates

No	Knowledge level	Total	Presentage
1	Urgent	15 people	62,4%
2	Not too important	9 people	37,6%
Total		24 people	100%

* Source: Primary data processed in 2020

From the answer leaflet regarding the importance of a certificate based on table 10 above it is known that 62.4% of respondents said the importance of a certificate or land registration, and only 37.6 respondents said it was not too important.

f. Source of Information Systematic Complete Land Registration Program

Based on information from 24 respondents about the complete systematic land registration program information sources are listed in Table 11.

Table 6. Sources of Information on Registration Programs Complete Systematic Land

No.	Source	Total	Presentage
1	Relatives / Family	16 people	66,7%
2	Land Agency	8 people	33,3%
Total		24 people	100%

* Source: Primary virgin processed in 2020

From table 6 it is explained above that the source of information obtained about the source of complete systematic land registration information came from relatives / family of 66.7 and socialization from the land agency by 33.3%. So if this is related to the level of respondents about the importance of land rights certificates based on the results of research by 79% of respondents said that land certification is very important, but of 66.7% of respondents said that the source of information they got was actually obtained from relatives or family , continued 33.3% of respondents obtained information from the land agency.

From the data above, it is clear that the percentage of contribution of information dissemination on the importance of certificates is mostly obtained from family / or relatives. Thus Gorontalo land office needs to conduct counseling effectively again about the importance of a registration of land rights under its control.

g. Community Satisfaction of Land Services

Based on the level of satisfaction of 24 respondents in land services listed in Table 7.

Table 7. Community Satisfaction Regarding Gorontalo District Land services

No	Service Satisfaction	Total	Presentage
1	It is not in accordance with	7 people	29,1%
2	Neutral	8 people	33,3%
3	Very appropriate	9 people	37,6%
Total		24 people	100%

* Source: Primary data processed in 2020

From table 12 above, it is known from 24 respondents in the assessment of the satisfaction of Gorontalo district land office services namely for nonconformities of 29.1%, neutral by 33.3% and for services for conformance to land office services by 37.6% . From the results of the above assessment, the land office already has an appraisal of the services provided to the community who want to get services aka but still there are people who are not satisfied with the services from the land office more optimized in the service procedure to the community who want to register their land rights.

h. Know the Complete Systematic Land Registration Program

Of the 8 respondents who knew the Complete Systematic Land Registration Program as shown in Table 13 below:

Table 8. Knowing the Systematic Complete Land Registration Program

No	Knowing the PTSL Program	total	Presentage
1	Knowing	8 people	33,3%
2	Know enough	11 people	45,9%
3	Do not know	5 people	20,8%
Total		24 people	100%

* Source: Primary data processed in 2020

From table 8 above, it is known from the 24 respondents in Knowing the Complete Systematic Land Registration Program who know 33.3%, know enough by 45.9% and those who do not know about this complete systematic land registration program are based on 20.8% of the results obtained from research results from 24 respondents, 33.3% of the public knew about the complete systematic land registration program, but there were still people who did not know about the complete systematic land registration program because when holding socialization was less than optimal and the land agency had to improve so that this program can be even and on target.

i. Time Management of Certificate in PTSL Program

Regarding the time to arrange certificates and land registration from 24 respondents in Gorontalo regency are listed in table 9 below:

Table 9. Certificate Management Time in the PTSL program

No	Time Management	Total	Responden
1	Old or convoluted	5 people	20,9%
2	Hurry up	19 people	79,1%
Total		24 people	100%

*Source: Primary data processed in 2020

Based on Table 9 above, it can be seen that respondents who stated for the time to arrange land registration for a long or convoluted arrangement of time amounted to 20.9% and for fast time management amounted to 79.1%.

j. Opinions Regarding Costs

Based on the cost of obtaining a land registration certificate from 10 respondents in Gorontalo Regency, it is listed in Table 10 below:

Table 10. Respondents' Opinions Regarding Costs

No	Cost	Total	Presentage
1	Expensive	3 people	12,5%
2	Not expensive	21 people	87,5%
Total		24 people	100%

*Source: Primary data processed in 2020

From Table 10 above, based on the opinion of respondents who stated that the amount of the costs on the maintenance of land registration of 24 respondents stated that for an expensive fee of 12.5% and for an inorganic maintenance fee of 87.5%. Based on the data listed in table 10, the cost of handling the registration of land in the PTSL program is much cheaper compared to the cost of personal care.

k. The reason has not been registered or certified land

Based on the reasons the land has not been registered or certified from 24 respondents in Gorontalo Regency is listed in Table 11.

Table 11. Reasons for Not being Registered

No	Reason	Total	Presentation
1	Expensive fees	8 people	33,3%
2	Twisted Procedure	10 people	41,7%
3	A Place to Take Care Away	4 people	16,6%
4	Do not have time to take care	2 persons	8,4%
Total		24 people	100%

*Source: Primary data processed in 2020

From table 11 above, it can be seen from the education level of the respondent that if related to the ownership of the respondent shows a low percentage of reasons why they have not registered their land rights due to several factors, namely as follows: most of 8 respondents = 33.3% caused by costs expensive when handling land registration and issuing certificates, the second reason is because of the convoluted procedures of 10 people = 41.7% due to convoluted and time-consuming procedures when administering land registration, the third reason is the 4 respondent = 16.6% due to the place / location for remote management, the fourth reason due to not having time to manage by 2 people = 8.4% due to not having time to take care. Based on table 15 above, it can be seen based on the scattered presentation, which is caused by expensive costs, this is because the level of education is still low and there are also 24 respondents working as farmers as many as 6 people where the respondent does not know or does not know about the importance or benefits of an certificate of land rights.

The conclusion of the above study regarding the land registration program carried out by the Office of the Gorontalo District Land Agency in an effort to increase the registration of land rights through the above policy policies is quite well-run and quite well received by the majority of the people of the Gorontalo district, especially in the three sample villages research. Therefore in the opinion of the authors PTSL activities have greatly helped the community in obtaining evidence of rights in the form of certificates to ensure legal certainty. Although this is still far from what is expected because the above policy has not been able to complete the registration of land rights as a whole in Gorontalo District, it is still necessary for the participation of the community to complete the registration of land rights.

For this complete systematic registration, there are several categories of people who get free land certificates through this land registration program, namely there are entrepreneurs, poor traders who are rich and all can. Including the members of the council also got it even land he registered there were 21 certificates received from 109 he most get land certificates for free through the PTSL program.

Based on the results of studies of researchers related parties entitled to get free certificates conducted by the Gorontalo land agency in the right target to register certificates not yet optimal because the land office does not align with the criteria of the rich and poor parties can all but in terms of accelerating the implementation of registration This complete systematic from the government has stated the criteria for entitled to get this free certificate, such as the poor, those who are included in the program in the field of simple housing, veterans, retired civil servants, retired military and police then waqif and the customary law community and if later there is an examination from the center Gorontalo District Land Affairs will surely get a warning from the center. The following data are obtained from three villages obtained by researchers who have received free certificates and the type of work of the applicants in the three villages whose certificates have been submitted and are described in the form of a Table 13.

Table 13. PTSL Program Certificate Recipients in Three Villages Based on Applicant's Work

No	Type of work	Many Workers (people)	Percentage
Village Talumopatu			
1	Entrepreneur	36	33%
2	DPR-D Member	38	35%
3	Farmers	7	6%
4	Civil servants	28	26%
Total		109	100%
Village Helumo			
1	Entrepreneur	62	31%
2	Farmers	23	12%
3	Civil servants	34	17%
4	Employee	42	21%
5	Trader	38	19%
Total		199	100%
Village Bandung Rejo			
1	Entrepreneur	29	23%
2	DPR-D Member	42	34%
3	Farmers	32	26%
4	Trader	22	18%
Total		125	100%

*Source: Primary data processed in 2020

Table 14. Recipients of PTSL Program Certificates in Three Villages

No	Village	Total Certificate	Have been submitted	Not yet submitted	Information
1	Bandung Rejo	129	129	-	All of these have been completed and have been submitted to applicants who have registered the PTSL program despite problems in the village
2	Talumopatu	109	109	-	All of them have been completed and have been submitted to applicants who have registered the PTSL program
3	Helumo	199	199	-	All of them have been completed and submitted and divided into two stages because many certificates have been issued and distributed to applicants.

* Data source PTSL Land Adjudication Committee Gorontalo District Land 2018.

b. Barriers faced by the District Land Office. Gorontalo in implementing the Systematic Complete Land Registration (PTSL) program in Kab. Gorontalo and Solutions overcome these obstacles.

The Complete System of Land Registration Program (PTSL) implemented by the National Land Agency (BPN) will be able to encourage the movement and economic progress of the lower classes. Therefore, certificates owned by the community can become valuable items that they can use to the banks and financial institutions. Active coordination and communication with all relevant parties is needed to support the acceleration of PTSL implementation in the field, both with local government officials, community leaders and with Public.

From the research results obtained and information obtained based on interviews and data obtained that the Complete Systematic Land Registration Program has been implemented, this is the main basis that the characteristics of the relationship between institutions and policy subjects or target groups are very influential, so that a conclusion can be drawn that Gorontalo District National Land Agency

(BPN) has done its job very well. Not only in the field, the implementation of a Complete Systematic Land Registration conducted by the community by registering certificates directly to the relevant institution or through the administration of the Land Agency office, the community still gets maximum service in accordance with the work culture established by the Land Agency, in the observation of researchers in the Land Agency in the PTSL service office or other activities related to the performance of the Gorontalo District Land Agency, the community was well received by BPN officials both administrative officers, security officers and other services showed good performance, and with the vision of achieving community satisfaction which was the main focus of their performance even though There are several obstacles and obstacles encountered in implementing a complete systematic land registration program.

Based on the results of research conducted by researchers, it appears that there are several obstacles that arise in the implementation of Complete Systematic Soil Registration which imply on the non-smooth process of the PTSL program implementation activities. To overcome obstacles that occur the community / PTSL applicant, the Regional Government and the Gorontalo District Land Office must collaborate in expediting the process of implementing the Systematic Complete Land Registration. The following obstacles are faced by the Gorontalo District Land Agency and Solutions in overcoming these obstacles:

1. Lack of community knowledge about land law and legal awareness in certifying their land.
2. Constraints from village officials who do not respond well to the Complete Systematic Land Registration program. Even though the community was very enthusiastic in participating in the PTSL program. And mismatches between village heads who are incompatible with village heads or others.
3. Hampered by people who object to the costs that may arise for the purchase of iron pegs, stamp duty and BPHTB payments and the state budget cannot reach there even though it is the responsibility of the state but the state does not help the budget to provide iron pegs and stamp duty. Because besides the Complete Systematic Land Registration, the Land Agency also has routine work which cannot leave the service, finally the high volume of work is limited, so the Land Agency District. Gorontalo is chasing targets and time.
4. When the community / the petitioner will take measurements, the community / petitioner is not in place and the community does not know the exact boundary of his land.
5. then there is a coverage that is beyond the reach of the Gorontalo District Land Agency such as illegal fees from the village but from the BPN Regency. Gorontalo has no funds disbursed, although the BPN has brought a circular from the head of the office for PTSL activities, the community is free of charge because it has been collected in the state budget, but there are costs incurred by the applicant such as boundary stamps, stamp duty for third correspondence such as administration-village administration.

The solution in implementing this Complete Systematic Land Registration is to overcome obstacles that arise in the implementation of a complete systematic land registration by:

- a. In overcoming obstacles such as above especially in terms of the level of public understanding of the Complete Systematic Land Registration program, the Gorontalo District Land Office must resolve by conducting counseling. Counseling is an effective way and there must be some material delivered to the community / applicant, but in this case the Gorontalo District Land Office must emphasize or further explain intensively and concretely about the financing material and emphasize that the implementation of a complete systematic land registration program this is very easy to do. Submission of material must use simple language so that it is easily understood by the public / applicant. In this stage of the electoral process a question and answer session must be held until there is no confusion for the community / applicant. In addition, the land office must also distribute brochures as a means of delivering the land registration program as a means of conveying information that can be carried everywhere by the community / applicant in complete systemic land registration. Brochures can be distributed to the public at the time of the outreach and are provided at the Office of the Gorontalo District Land Agency. Gorontalo District Land Office Must change the mindset of Gorontalo people who lack awareness in certifying their land and make the Gorontalo District people aware that the benefits can meet the necessities of life and the awareness that land also needs legal protection so that someday if a dispute or problem results in

- entering the court, the land owner can prove ownership of the land. This is also done so as not to cause problems in the implementation of PTSL activities for years to come.
- b. coordinating with villages village officials on the obstacles in the field in order to continue to coordinate, for example the level of apparatus in villages and higher levels namely the Regent because the administrative authority is not in the National Land Agency and cannot reach up to the village because the Land Agency can only ask for help from the Regent and the regional government asks for help to at least coordinate down to support, so that they can learn from the past three years for next year there is at least an agreement with the regent to eliminate the community and apparatus budget when the program enters the village, perhaps for direct control from the regent through meetings and guidance .
 - c. For resources, the Gorontalo District Land Agency manages overtime until evening.

CONCLISION

Based on the results of the discussion above on observations made by researchers, there are a number of things or quintessentials that can be concluded as final results to obtain a compelling conclusion to the review process regarding the Role of the National Land Agency (BPN). Gorontalo Regency in the Implementation of the Systematic Complete Land Registration Program (PTSL). Are as follows:

Based on the above study, in the implementation of this complete systematic land registration carried out by the Gorontalo District National Land Agency, it has been implemented well in accordance with the targets that have been targeted by the central government, although there are some obstacles found in the field in the context of accelerating the implementation of the Systematic Complete Land Registration Program (PTSL), both the National Land Agency and Gorontalo District Land Agency have fulfilled various land development policies to be carried out properly and evenly in accordance with their targets.

According to the Chairman of the Adjudication in the Gorontalo District Land Agency there are several things that become obstacles in the implementation of a complete Systematic Land Registration Program in Gorontalo District, namely, there are still people who are reluctant to certify their land even though the Land Agency has conducted counseling and from the gates and from the village village even though the land agency felt pity when the land agency had conducted a socialization but the community was not interested in the existence of this complete systematic land registration program. The term is this program, all budget costs are borne by any country except the completeness of the file, stamp duty, and stakes from the applicant himself who bears the cost of participating in this program compared to the community registering land through independent channels and the difference is very far.

SUGGESTION

Suggestions and recommendations that researchers give, of course, are that the Complete Systematic Land Registration program runs effectively and efficiently in the future and Gorontalo District Land Office in order to provide an explanation when providing more detailed and concrete socialization related to the material and benefits of this program, then what are the which must be done in accordance with the direction of the central government in order to be able to change the mindset of the people who only think that land is only for ownership and the most important thing is to use it to fulfill their daily needs. In addition, village officials must also help or cooperate well with the land authorities regarding the Complete Systematic Land Registration Program, especially since Gorontalo people are very lacking in awareness of this program and the importance of land certificates.

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