

# IMPLEMENTATION OF FULL SYSTEMIC LAND REGISTRATION FOR CERTIFICATE OF LAND IN THE CITY OF TEBING TINGGI

## ( Study at the Office of the National Land Agency of Tebing Tinggi City)

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### ABSTRACT

The purpose of this research is to describe analytically how the implementation Systematic Land Registration Complete in Tebing Tinggi City. Related with that , then This study specifically discusses the regulation of Systematic Land Registration Complete in the regulation legislation , influencing factors \_ so that hinder Systematic Land Registration Complete , and the efforts made by the BPN Kota Tebing Tinggi so that the Larasita Program could succeed in increase registration right owned by on land in the City of Tebing Tinggi. With existence implementation Systematic Land Registration Complete , I hope could increase registration right owned by on land in the City of Tebing Tinggi. This study uses an empirical juridical approach, with the research location in Tebing Tinggi City. A juridical approach is used to analyze various laws and regulations, which are related to implementation Systematic Land Registration Complete . An empirical approach is used to analyze the law which is seen as the behavior of citizens people who do registration right owned by on soil through Systematic Land Registration Complete , patterned in people's lives, which always interact and relate in social aspects. Through this research, the researcher found that there are internal factors and external influence \_ so that hinder Systematic Land Registration Complete in Tebing Tinggi City.

**Keywords:** Implementation, land registration, certificate, Tebing Tinggi.

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## INTRODUCTION

Indonesia is a state of law ( *recht staat* ), and not is a state of power mere ( *macht state* ). That thing determined in 1945 Constitution of the Republic of Indonesia (UUD 1945) before amendments , namely in the Explanation , and after conducted amendment , p the specified on the stem Body , namely in Article 1 paragraph (3) which determines that : " Indonesia is a state of law " .

The law is one the most important element in something life state . Facts of life an increasingly dynamic , have make law as sign controller . from thing the so could confirmed that law hold important role in life society , nation and state , as well as must made as solution on problems that occur .

In essence , the state can seen as gathering living human for reach a number of destination together . Indonesia is a legal state based on Pancasila ( Harjono , 2008) . "The rule of law adopted by the Republic of Indonesia is considered from side law , no in a formal sense , but rather in a material sense . Definition by material this termed with the welfare state , or the prosperity state " .

As a state of law , then all activity Government and people in life nation and state must appropriate , or no contrary with applicable law . The law becomes basic foundation in To do all activity life society , state , and nation , in skeleton going to ambition just and prosperous society by evenly .

## METHOD

In study this use Method study juridical empirical that can also called study field , that is study provision applicable law as well as what happened in reality in society ( Waluyo , 2002) Or in other words that is something research conducted to state actually or state what actually happens in society with meaning for know and find the facts and data needed , after the data needed collected then going to identification the problem in the end to the solution problem .

Approach juridical empirical is Identify and conceptualize law as real and functional institutions in system real life " ( Sutrisno , 2000). Approach juridical empirical is emphasize purposeful research get knowledge law by empirical with Street plunge direct to the object .

In study this method data analysis used is method analysis qualitative (Creswell, 2016). Data obtained with study studies bibliography , rules legislation , and documents others , as well answer from informant nor respondents , described and linked so appearance so that could served in more writing systematic and purposeful give description in reality for could answer problems that have formulated ( Sugiyono , 2018).

For obtain data, the authors collect data through library research ( *Library Research* ), field research ( *Field Research* ). The technique used is data collection and interviews.

Data processing is carried out by deductive , that is in interesting conclusion started from something problems that are general to problems that are special or concrete faced ( Moleong , 2002) .

This research was also conducted to study and analyze the regulation of Systematic Land Registration Complete (PTSL) in the regulation legislation, influencing factors so that hinder Systematic Land Registration Complete (PTSL) in the City of Tebing Tinggi, and the efforts made by the BPN of the City of Tebing Tinggi for systematic land registration Complete (PTSL) could succeed in increase registration right owned by on land in the City of Tebing Tinggi.

## RESULTS AND DISCUSSION

### Indonesian Land Law System

In accordance with the concept of the rule of law, then one of the arranged thing with law by the Government is about land. Legality action Government the based on existence base law by constitutional, that is provisions in Article 33 paragraph (3) of the 1945 Constitution, which determines that: "Earth and water and wealth" nature contained in it controlled by the state and used for big prosperity the people".

Based on provision from Article 33 paragraph (3) of the 1945 Constitution, then Government publish Constitution tree in field land, which can be marked with existence publishing Constitution Number 5 of 1960 concerning Basic Basic Rules Agrarian Law (UU PA), which was passed on September 24, 1960.

At the moment now this, need will land in Indonesia (especially in the urban) has the more increase. Likewise by especially in Cliff Tinggi City, which is one of the territory of North Sumatra Province (North Sumatra). Various factors that cause increase needs will land in the area urban areas, among others: 1) "Increased development; 2) Increase needs every population will room for accommodate activity his life is getting diverse; 3) Rare right on land that gives economic and strategic meaning, so that Economic Law also applies to land; 4) Increase function city to the surrounding area".

"Land holds a very strategic role, in various sector life man has 3 (three) very strategic aspects, namely: aspect economy, aspect politics, and aspects law". Third aspect the is issue mutual center related as something integrated unit in policy making process law in the field of land that was carried out Government, and also for ensure creation certainty law.

To land, there is various type regulated rights in the PA Law, which in general could distinguished, 1) Rights on land that is fixed, as regulated in Article 16 paragraph (1) of the PA Law; 2) Rights on land that is temporary, as regulated in Article 53 paragraph (1) of the PA Law.

One of them type from rights above natural land fixed is rights belongs to. Based on provisions in Article 20 paragraph (1) of the PA Law, then rights belong above land is rights up and down, as strong, and as full as possible owned by superiors land, with remember provisions in Article 6 of the PA Law. Rights belong above land can shifted and shifted to parties others, and those who can have rights belong above land just Indonesian Citizens (WNI). For legal entities, then the conditions determined by the Government.

Ensure certainty law to right owned by on land , of course must conducted registration land . The PA Law has also mandated existence activity registration land . Article 19 of the PA Law stipulates that: 1) " For " ensure certainty law by the Government held registration soil throughout the territory of the Republic of Indonesia according to regulated provisions with Regulation Government ; 2) Registration the in paragraph (1) article this includes : a) Measurement mapping and bookkeeping land ; b) Registration rights on land and transition rights the ; c) Giving letters sign proof rights , applicable as tool strong evidence ; 3) Registration soil organized with remember state and society , needs traffic social economy as well as possibility maintenance , according to consideration of the Minister of Agrarian Affairs ; 4) In Regulation Government set related costs with registration mean in paragraph (1) above , with provision that people who don't capable released from payment costs that " .

PP PT is rule To use implementation registration right on soil in skeleton registration law ( *recht cadastral* ) , which aims for give guarantee certainty law and protection law to holder right on ground , with tool proof in the form of certificate land consisting of from copy book land and letters measure .

Based on provision Article 5 PP PT, then registration soil organized by the National Land Agency (BPN). At the moment now this , BPN has also make a program of use registration land , which can be marked with existence Systematic Land Registration Complete (PTSL) .

Systematic Land Registration Complete (PTSL) is policy moving innovative from fulfillment of a sense of justice that is needed , expected , and thought of by the community ( Rampi , 2018) . Systematic Land Registration Complete (PTSL) built and developed for materialize declare mandate from Article 33 paragraph (3) of the 1945 Constitution, the PA Law, and various regulation other in field of Agrarian Law .

Development Systematic Land Registration Complete (PTSL) leave from will and motivation for bring BPN closer to community , at the same time change paradigm implementation Duty principal and function ( *tupoksi* ) of BPN from waiting ( *passive* ) to be pro active , come to Public by direct ( *pick up the ball to society* ) .

Systematic Land Registration Complete (PTSL) implemented throughout Existing districts /cities in the auspices of the Indonesian territory. Likewise in the City of Tebing Tinggi, which was carried out by the BPN of the City of Tebing Tinggi. With existence implementation Systematic Land Registration Complete (PTSL) in Cliff Tinggi City, it is hoped could increase registration right on land ( *rights* ) on intended land in Systematic Land Registration Complete (PTSL) is right owned by on land in the City of Tebing Tinggi. Based on research , known that : " Systematic Land Registration " Complete (PTSL) , in implementation not yet succeed in increase registration right owned by on land in the City of Tebing Tinggi" .

### **Certificate As Proof of Registration Land Ownership**

Article 19 of the PA Law has mandated to be implemented registration land . Follow carry on from mandate the is existence issuance of PP PT. In Article 1 paragraph (1) of PP PT, it is determined that: that :

“ Land registration is a series of activities carried out by the Government continuously, continuously and regularly, including the collection, processing,

bookkeeping, and presentation and maintenance of physical data and juridical data, in the form of maps and lists, regarding land parcels and units. apartment units, including the issuance of certificates of proof of their rights for parcels of land that already have rights and ownership rights to the apartment units, as well as certain rights that encumber them”.

In Article 3 PP PT it is determined that destination registration land , is a) “ For give certainty law and protection law to holder right on something field land , unit house stacking and other registered rights so that with easy could prove herself as holder the right in question ; b) For provide information to interested parties including Government so that with easy could obtain the required data in stage deed law about fields land and units house arrange already registered ; c) For implementation orderly administration land ”.

AP Parindungan , determine that the existence of PP PT has enrich Article 19 of the PA Law, because as following : 1) “ With publication certificate right on land , then to owner given certainty law and protection law ; 2) In the information age this , then the Land Agency Office as office outlined front must maintain with good every necessary information for something field land , ok for Government alone , so could plan development of the country and also for Public alone information that important for could decide something needed related land , information character open for general it means could given information what only what is needed on plot soil or existing buildings ; 3) For that need orderly administration land explained for natural thing ” ( Protection , 1999).

PP PT is rule To use implementation registration right on soil in skeleton registration law , which aims for give guarantee certainty law and protection law to holder right on ground , with tool proof in the form of certificate land consisting of from copy book land and letters measure ( Rudy, 2016) .

Article 1 paragraph (20) of PP PT, stipulates that: "Certificate is a letter of proof of rights as referred to in Article 19 paragraph (2) letter c of the PA Law for land rights, management rights, waqf land, property rights over flat units, and mortgages, each of which has been recorded in the relevant land book”.

BN Marbun, determined that: "A land certificate is a copy of the land book and its measuring document after being bound together with a cover paper whose form is determined by a ministerial regulation, which is the strongest proof of land rights" (Marbun, 2002) . K. Wantijk Saleh, determine that : " Certificate " is copy book land and letters measure , which is after bound Becomes one together with one paper the shape of the cover set with Regulation Government ” (Saleh, 1960). Boedi Harsono , determine that : " Certificate " right on soil consist on copy book land and letters bound measuring Becomes one in cover documents ” ( Harsono , 2003).

Come on stage Ansari Siregar , determine that : "The registration process" soil until to publishing certificate eat relative time long . In the sense of going different for registered land without there is disputes , and existing land dispute , moreover solution dispute submitted to Courts ” ( Siregar , 2007). In Thing publishing certificate , yes a number of things to do noticed , that is certificate as the basis of rights , and certificates as tool strong evidence .

Certificate as a base of rights , means that publishing certificate right on soil addressed for interest holder right on soil in skeleton ensure certainty law to right on land ( Believers , 2018) . Publishing certificate right on soil could suspended until existing records deleted , i.e. notes about , as the following : a) There is data that has not been complete ; b) Existence dispute , but no submitted to Court ; c) Existence filed dispute to Court , but no there is order from Court for the status *quo* or foreclosure on soil the ; d) Existence filed dispute to Court , which has there is order Court for the status *quo* or foreclosure on soil that .

Certificate issued that only can handed over to holder right on soil or official power of attorney . Certificate as tool strong evidence , means that certificate the is something tool strong evidence as long as physical data and juridical data inside it in accordance with existing data in letter measure and book land . Come on stage Ansari Siregar , determine that : " Certificate " right on soil there is in hand si owner , while letter measure and book soil is in the Land Office " ( Siregar , 2007).

Come on stage Ansari Siregar said that : " Certificate " right on land that belongs to someone who real dominate soil the by physical and with faith fine , no could again sued party else , if has past 5 (five) years after certificate published . Provision this is what it really is direct registration soil that system negative tend positive " ( Siregar , 2007).

Certificate right on soil the naturally have function . " Function main certificate right on soil is as tool proof right on land and rights dependents " ( Chomzah , 2001). Strength proof certificate right on soil could studied from provisions in Article 32 paragraph (1) PP PT, where certificate right on soil is letter sign proof applicable rights as tool strongest proof regarding the physical data and juridical data contained therein , as long as physical data and juridical data the in accordance with existing data in letter measure and book soil the right in question .

Strength proof from something certificate right on owned land holder right on ground , basically guaranteed by law , because inside it written by clear about type rights , information physique about ground , load above land and events mutual law relate with soil made by the Head of the local Regency /City BPN Office , and for that then the data considered true ( Rajab, 2016) .

That thing supported with existence principle open adopted by Indonesia, so that if there is the other party who feels object with publication right on soil that , can submit the objection accompanied with corroborating evidence his statement . That thing protect interest law holder right to all disturbance caused abuse certificate original that has been published before .

Confirmed that strength proof from something certificate right owned by on owned land holder right owned by on ground , basically guaranteed by law , because inside it written by clear about type rights , information physique about ground , load above land and events mutual law relate with soil made by the Head of the local Regency /City BPN Office , and for that then the data considered right .

### **Registration Data Maintenance Land Ownership**

In accordance with provision in PP PT ( stipulations in Article 5 PP PT), then registration soil organized by BPN. Next , according to with the provisions in Article 6

paragraph (1) of PP PT, then maintenance registration land in Regency /City, task implementation organized by the Head of the local Regency /Municipal BPN Office .

Based on the provisions in Article 9 paragraph (1) of PP PT, the object of land registration includes, as follows: 1) Fields owned land with right property , HGU, HGB, and rights wear ; 2 ) Land right management ; 3 ) Land waqf ; 4) H ak owned by on unit house stacking ; 5) H ak dependents ; 6) Land of the state .

As proof of the registration of land ownership rights that has been carried out, the Head of the local Regency/Municipal BPN Office issues certificates for holders of land rights. Article 32 paragraph (1) PP PT, determines that : " Certificate " is letter sign proof applicable rights as tool strong evidence regarding the physical data and juridical data contained therein , as long as physical data and juridical data the in accordance with existing data in letter measure and book soil the right in question " .

K. Wantijk Saleh, determine that : " Certificate " is copy book land and letters measure , which is after bound Becomes one together with one paper the shape of the cover set with Regulation Government " (Saleh, 1960). Boedi Harsono , determine that : " Certificate " right on soil consist on copy book land and letters bound measuring Becomes one in cover documents " ( Harsono , 2003).

Certificate published for interest holder right owned by on soil in accordance with physical data and juridical data that have been registered in book land . If in book soil there is notes as has been specified in Article 30 paragraph (1) letter b of PP PT, which concerns juridical data , or notes as has been determined in Article 30 paragraph (1) letters c, d, and e, which concerns physical data as well as juridical data , then the consequences is publishing certificate the Becomes suspended until relevant notes deleted .

Certificate only can handed over to the party whose name is listed in book the land in question as holder right owned by on soil or to other authorized party by him ( Sulatri, 2015) . About right owned by on soil or right owned by on unit house stack belongs to together several persons or legal entities issued 1 ( one ) certificate , which was accepted to one holder right together on appointment written by the holders right with others.

In Thing on something field soil already published certificate by legitimate on the name of the person or legal entity that obtained the soil the with faith well and real master it , then the other party who feels have right on soil that no could again demand implementation right the if in 5 (five ) years since publication certificate that no submit object by written to holder certificate and Head of the local Regency /City BPN Office or no submit lawsuit to Court about mastery soil or publishing certificate that .

Based on provisions in Article 34 paragraph (1) of PP PT, then everyone who is interested entitled knowing the physical data and juridical data stored in the map registration , land register , letter measure , and book land . Physical data and juridical data listed in the name list only open for agency Government certain for necessity implementation his job .

By step by step registration data right owned by on soil stored and served with use equipment electronics and microfilm . Recording generated document tool electronic or the micro film have strength proof after signed and affixed with an official seal by the Head of the local Regency /Municipal BPN Office .

### **Efforts Made by the National Land Agency of Tebing Tinggi City for Systematic Land Registration Complete (PTSL) For Land Certificate implemented with good .**

" Many rule of law concept " applied is a welfare state ( *welvaar staat* ) or *social recht stat* with based on several pillars, including social *citizenship* , *full democracy* , *modern industrial relations system* , and *rights to education and expansion of modern mass education system* " ( Triwibowo & Bahgijo , 2006).

" The rule of law concept " well-being also called a modern legal state in a material sense , namely a legal state that can bring justice based on Pancasila values " (Hartono, 1994). Alpi Sahari , in His dissertation determines that :

" Welfare state have characteristic features that is prioritize interest whole people , country follow mix in all field life society , the liberal economy has replaced with system more economy led by the Central Government , task from something *welfare state* is organize well-being general , and the duty of the state is guard security in a broad sense , that is security social in everything field life society " ( Sahari , 2010).

Welfare state concept require every state action based on law and state given not quite enough answer for welfare community , with characteristics , 1) " In a welfare state that takes precedence " is guaranteed rights basic social economy people ; 2. Considerations efficiency and management more take precedence than division power oriented political so that role executive more big from legislature ; 3. Rights owned by no character absolute ; 4. Countries don't only guard order and security or just Security night , but the country joins as well as in efforts social and economic ; 5. Administrative Law Rules the more many arrange social , economic , and burdensome obligation certain to citizen ; 6. The role of public law is skewed urged Private Law, as consequence the more breadth the role of the state; 7. More state law material that prioritizes material justice too " ( Matutu , 2004).

In accordance with opinion Alpi Sahari , then based on conceptual of the welfare state , outlines that Government in operate his power have powers in manage natural resources with destination well-being social Indonesian society . This thing means that existence right from country to dominate source power consisting of on earth , water and wealth nature contained in it with destination used big prosperity people .

If definition mastery linked with definition rights , then mastery focused on the country as subject law ( have rights and obligations ). With thereby right state control over earth , water and wealth nature contained in it including room space is character public because contained amount obligations and responsibilities answer that is public , and because that Settings about right rule over the country earth , water and wealth nature contained in it including room space is part from norm constitution namely the 1945 Constitution.

Country of course obliged for organize well-being general in skeleton reach just and prosperous society good by material nor spiritually , done through service public . About service public has set Government in the PP Law. In Article 1 paragraph (1) of the PP Law, it is determined that: that :

"Public service is an activity or series of activities in the context of fulfilling service needs in accordance with the laws and regulations for every citizen and



resident of goods, services, and/or administrative services provided by public service providers".

In Article 1 paragraph (2) it is also determined that:

"Public service providers, hereinafter referred to as organizers, are every state administrative institution, corporation, independent institution established by law for public service activities, and other legal entities formed solely for public service activities."

Furthermore, in paragraph (5) it is determined that: "Public service implementers, hereinafter referred to as implementers, are officials, employees, officers, and everyone who works within the organizing organization in charge of carrying out an action or series of public service actions".

For public services held by the Government to the community, of course, must have service standards. Article 1 paragraph (7) of the PP Law, stipulates that:

"Service standards are benchmarks used as guidelines for service delivery and a reference for assessing service quality as an obligation and promise of the organizers to the community in the context of quality, fast, easy, affordable and measurable services".

The issuance of the PP Law is intended to provide legal certainty in the relationship between the community and the Government as a public service provider. The objectives of the PP Law, in accordance with the provisions in Article 3, are, namely, 1) "The realization of clear boundaries and relationships regarding the rights, responsibilities, obligations, and authorities of all parties related to the implementation of public services; 2) The realization of a proper public service delivery system in accordance with the general principles of good governance and corporations; 3) The fulfillment of the implementation of public services in accordance with the laws and regulations; 4) The realization of legal protection and certainty for the community in the implementation of public services.

The PP Law has determined various principles in the implementation of public services. The implementation of public services in Indonesia is based on the principle of public interest, the principle of legal certainty, the principle of equal rights, the principle of balance of rights and obligations, the principle of professionalism, the principle of participation, the principle of equality of treatment/non-discrimination, the principle of openness, the principle of accountability, the principle of facilities and special treatment for vulnerable groups, the principle of timeliness and speed, the principle of convenience, and the principle of affordability.

Article 5 paragraph (1) of the PP Law, stipulates that: "The scope of public services includes public goods and public services as well as administrative services regulated in laws and regulations". Paragraph (2) also stipulates that: "The scope of public services includes education, teaching, work and business, residence, communication and information, environment, health, social security, energy, banking, transportation, natural resources, tourism, and other strategic sectors".

Furthermore, public services as referred to in Article 5 paragraph (1) of the PP Law. Public services, whether in the form of public goods services or public services as stipulated in Article 5 paragraph (1) of the PP Law, must meet the scale of activity. The scale of the activity is based on the size of the specific fee used and the network owned in public service activities to be categorized as a public service provider.

In the implementation of public services for citizens, the organizers are obliged to formulate and determine service standards by taking into account the capabilities of the organizers, community needs, and environmental conditions. In compiling and setting service standards, the organizers are obliged to involve the community and related parties.

Operators are obliged to implement service standards. Based on the results of the interview, there is hope that the participation of the community and related parties is carried out with the principle of non-discrimination, is directly related to the type of service, has competence and prioritizes deliberation, and pays attention to diversity ( Rafik, May 1, 2020 ).

The operator is obliged to compile and stipulate a service announcement which is a statement of the operator's ability to carry out services in accordance with service standards. The notice of service must be published clearly and widely. In order to provide information support for the implementation of public services, of course, it is necessary to organize a national information system.

The Operator is obliged to provide information to the public in an open and easily accessible manner. Documents, deeds, and the like in the form of electronic or non-electronic products in the provision of public services are declared valid in accordance with the laws and regulations. The organizers and implementers are obliged to manage the facilities, infrastructure, and/or public service facilities in an effective, efficient, transparent, accountable, and sustainable manner and are responsible for the maintenance and/or replacement of public service facilities, infrastructure, and/or facilities.

The implementer is obliged to provide a report to the organizer regarding the condition and need for facilities, infrastructure, and/or public service facilities as well as the executor in accordance with the demands for service standard requirements. Based on the reports of conditions and needs, the organizers conduct an analysis and compile a list of the needs for facilities, infrastructure, and/or public service facilities and implementers. Based on the analysis of the list of needs, the organizer conducts procurement in accordance with the laws and regulations by considering the principles of effectiveness, efficiency, transparency, accountability, and sustainability.

Operators are prohibited from granting permits and/or allowing other parties to use public service facilities, infrastructure, and/or facilities which result in public service facilities, infrastructure and/or facilities not functioning or not in accordance with their designation. Shares of organizers in the form of State-Owned Enterprises (BUMN) and Regional-Owned Enterprises (BUMD) related to public services are prohibited from being transferred under any circumstances, either directly or indirectly through sales, guarantees or other matters that result in the transfer of power to run the corporation or loss of rights belonging to the corporation. If the act is committed, it is declared null and void ( *fraus omnia corrumpit/null and void* ).

Operators who intend to repair facilities, infrastructure, and/or public service facilities are obliged to announce and state the deadline for completing the work in a clear and open manner. Repairs to public service facilities, infrastructure, and/or facilities are prohibited from causing the cessation of public service activities.

Announcement by the organizer must be made no later than 30 (thirty) calendar days before the commencement of the work by placing a sign containing the name of

the activity, the name and address of the person in charge, the time of the activity, the complaint address in the form of telephone number, sms destination number, *website*, *email*, and complaint box. Operators and executors who do not carry out the obligation to clearly and openly announce and include the deadline for completion of the work are declared to have committed negligence.

The organizer is obliged to provide services with special treatment to certain community members in accordance with the PP Law. Public service facilities, infrastructure, and/or facilities with special treatment are prohibited from being used by unauthorized persons. Operators can provide tiered services in a transparent, accountable, and in accordance with service standards. These tiered services must comply with the provisions regarding the proportion of access and services to community groups based on the principles of equal treatment, openness, and community affordability.

The cost/tariff for public services is basically the responsibility of the state and/or the community. The cost of public services, which is the responsibility of the state, is borne by the state if required by laws and regulations. The cost of public services other than those required by legislation, is borne by the recipients of public services.

The determination of the cost of these public services must be determined with the approval of the House of Representatives (DPR), Provincial House of Representatives (DPRD), Regency/Municipal DPRD, and based on statutory regulations. Operators are entitled to receive budget allocations in accordance with the level of service needs. In addition to budget allocations determined with the approval of the DPR, Provincial DPRD, Regency/Municipal DPRD and based on statutory regulations, organizers can also obtain a budget from revenues from public services.

In the event that the implementation of public services is carried out by state administrative institutions and independent institutions established by law, the state is obliged to allocate an adequate budget through the APBN or APBD. Corporations and/or legal entities that provide public services are required to allocate an adequate budget proportionally to improve the quality of public services. Operators are prohibited from financing other activities by using budget allocations intended for public services.

Implementers in providing public services must behave fairly and non-discriminatory, be careful, polite and friendly, firm, reliable, and not give protracted decisions, be professional, do not make it difficult, obey orders from superiors that are legitimate and reasonable, uphold values accountability and integrity of the organizing institution, not leaking information or documents that must be kept confidential, being open and taking appropriate steps to avoid conflicts of interest, not abusing public service facilities and infrastructure, not providing false or misleading information in responding to requests for information and being proactive in fulfilling the interests of the community, not abusing information, position, and/or authority possessed, in accordance with appropriateness, and not deviating from procedures.

Supervision of the implementation of public services is carried out by internal and external supervisors. Internal supervision of the implementation of public services is carried out through, a) Supervision by direct superiors in accordance with statutory

regulations; b) Supervision by functional supervisors in accordance with statutory regulations.

External supervision of the implementation of public services is carried out through, a) Supervision by the public in the form of reports or public complaints in the implementation of public services; b) Supervision by the Ombudsman in accordance with the laws and regulations; c) Supervision by DPR, Provincial DPRD, Regency/Municipal DPRD.

The organizer is obliged to provide complaint facilities and assign competent implementers in the management of complaints. The organizer is obliged to manage complaints originating from service recipients, recommendations from the Ombudsman, DPR, Provincial DPRD, Regency/Municipal DPRD within a certain time limit. The Operator is obliged to follow up on the results of the complaint management.

The Operator is obliged to announce the name and address of the person in charge of the complaint management and the complaint facilities provided. The operator is obliged to develop a mechanism for managing complaints from service recipients by prioritizing the principle of quick and complete settlement. The material and mechanism for managing complaints will be further regulated by the organizers.

Complaint management materials at least include the identity of the complainant, procedures for managing complaints, determining the implementer who manages the complaint, priority for complaint resolution, reporting the process and results of complaint management to the executive supervisor, recommendations for complaint management, submission of complaint management results to related parties, monitoring and evaluation of management. complaints, documentation and statistics on the management of complaints, and the inclusion of the name and address of the person in charge as well as easily accessible complaint facilities.

Every performance must be assessed. With the assessment carried out, it can be seen how much performance has been done. Likewise in the implementation of public services. Public service providers are obliged to periodically evaluate the performance of public service delivery. Performance assessment is carried out using performance indicators based on service standards.

At the moment now this , BPN has make a program of use registration land , which can be marked with existence Systematic Land Registration Complete (PTSL) . In accordance with part Introduction LBPNI Perkaban, Systematic Land Registration Complete (PTSL) is policy moving innovative from fulfillment of a sense of justice that is needed , expected , and thought of by the community . Systematic Land Registration Complete (PTSL) built and developed for materialize declare mandate Article 33 paragraph (3) of the 1945 Constitution, UU PA, and whole regulation legislation in the field land and agrarian affairs .

Systematic Land Registration Complete (PTSL) has tested implementation in several District /City, which is after conducted evaluation concluded could implemented throughout Regencies / Cities in Indonesia, including one of them is Cliff City .

In accordance with provision Article 19 UU PA and Article 3 PP PT, then destination implementation Systematic Land Registration Complete (PTSL) in Cliff High City is for create certainty law to right on land ( by special in study this is right

owned by on land ). Systematic Land Registration Complete (PTSL) expected could increase amount registration right owned by on land in the City of Tebing Tinggi. Based on information that has been obtained from respondent ( Ridsen , 28 May 2020) , emphasized that in implementation Systematic Land Registration Complete (PTSL) not yet succeed increase registration right owned by on land in the City of Tebing Tinggi.

Based on information that has been obtained from respondent ( Ahmad, 22 May 2020) , emphasized that influencing factors so that hinder Systematic Land Registration Complete (PTSL) in Tebing Tinggi City, 1) Internal factors , namely originating factor from the Tebing Tinggi City BPN Office , in the form of : a) The minimum socialization regarding Larasita Program , good that via Radio Pemko High Cliff , print media local , and manufacture banner nor billboards ; b) Term long time in publishing certificate through Larasita Program ; c) Lack Implementation of Larasita Program until to Villages remote ; 2) Factor external , i.e originating factor from inhabitant the people of Kota Tebing Tinggi, which are in the form of a) The lack of knowledge law part big inhabitant the people of Tebing Tinggi City regarding goals and benefits registration right owned by on soil through Larasita Program ; b) Lack of awareness law part inhabitant Tebing Tinggi City community for To do registration right owned by on soil through Larasita Program ; c ) Conducted outreach through *website* , only could reachable partial access small inhabitant the people of Tebing Tinggi City; d) Lack of obedience law part big inhabitant Tebing Tinggi City community for pay BPHTB.

Regarding the fact that the Systematic Land Registration has not succeeded Complete (PTSL) in improving amount registration right owned by on land in the City of Tebing Tinggi, of course the BPN of the City of Tebing Tinggi must To do effort . Based on research , known that ( Ronald, 29 May 2020):

“ Efforts made by the Tebing Tinggi City National Land Agency for Systematic Land Registration Complete could succeed in increase registration right owned by on the land in Cliff Tinggi City is stage approach to participant Systematic Land Registration Complete or candidate participant Systematic Land Registration Complete , via socialization to various Village Offices in the City of Tebing Tinggi”.

Based on research , it is also known that :

“ Efforts must be carried out by the Tebing Tinggi City BPN so that the Land Registration is Systematic Complete could succeed in increase registration right owned by on the land in Cliff Tinggi City is multiply socialization about Systematic Land Registration Complete , good that via Radio Pemko High Cliff , print media local , and manufacture banner nor billboards ” ( Suyoto , June 4 , 2020).

Based on research , it is also known that :

“ A supposed effort carried out by the Tebing Tinggi City BPN so that the Land Registration is Systematic Complete could succeed in increase registration right owned by on the land in Cliff Tinggi City is give excellent service for every inhabitant society that becomes participant Systematic Land Registration Complete or candidate participant Systematic Land Registration Complete ” ( August , 31 May 2020).

## CONCLUSION

Based on description above , then what becomes conclusion is , 1) Settings Systematic Land Registration Complete (PTSL) in the regulation legislation is Systematic Land Registration Complete (PTSL) set in Perkaban LBPNRI, which is based on provision Article 8 of the PPPU Law, is one of the type regulation legislation in Indonesia. 2 ) Influencing factors so that hinder Systematic Land Registration Complete (PTSL) in the City of Tebing Tinggi, are :

- a. Internal factors , namely originating factor from the Tebing Tinggi City BPN Office , in the form of :
  - 1) The minimum socialization about Systematic Land Registration Complete (PTSL) , good that via Radio Pemko High Cliff , print media local , and manufacture banner nor billboards ;
  - 2) Period long time in publishing certificate through Systematic Land Registration Complete (PTSL) ;
  - 3) Lack of implementation Systematic Land Registration Complete (PTSL) until to Villages remote ;
- b. Factor external , i.e originating factor from inhabitant Tebing Tinggi City community , which are :
  - 1) The minimum knowledge law part big inhabitant the people of Tebing Tinggi City regarding goals and benefits registration right owned by on soil through Systematic Land Registration Complete (PTSL) ;
  - 2) The minimum awareness law part inhabitant Tebing Tinggi City community for To do registration right owned by on soil through Systematic Land Registration Complete (PTSL) ;
  - 3) Conducted outreach through *website* , only could reachable partial access small inhabitant the people of Tebing Tinggi City;
  - 4) The minimum obedience law part big inhabitant Tebing Tinggi City community for pay BPHTB.

### Thank-you note

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