Public Perception of Complete Systematic Land Registration (PTSL) Services at the Madiun City Land Office

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Abstract

The study investigates the community's response to PTSL (One Stop Integrated Land Service) at the Madiun City Land Office, with the assistance of stakeholders, serving as a reflective tool for enhancing the quality of land services. Discrepancies in previous research findings regarding public perceptions of public service quality highlight the necessity for further exploration. Focused on understanding the perceptions of PTSL participants in Madiun City, particularly as 2021 marks the final year of PTSL implementation in the area, the research employs a mixed-methods approach. Findings reveal a prevailing lack of public awareness regarding the PTSL service process in Madiun City, alongside inaccurate assumptions regarding the services provided by the Land Office. Consequently, efforts to disseminate accurate information to the public are deemed imperative.

Keywords: *Community Perception, Complete Systematic Land Registration (PTSL) Services, Land Office.*

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A. INTRODUCTION

The condition of society as a whole is worrying about public services (de Vries et al., 2015; Jimmy et al., 2019). The reason is that as a result of the public services available, the government places the public as service users, which is in line with one of the main functions of government bureaucracy, namely the service function (Center for Service Management Studies, 2009). Interrelated government organisational bodies that offer services to the public are included in the service function. These government agencies must be able to offer the best services to the community.

The only institution recognised by the State is the National Land Agency (BPN)/Ministry of Agrarian Affairs and Spatial Planning, which is responsible for regulating services for the public land sector. Under Presidential Regulation Number 48 of 2020, the National Land Agency is tasked with carrying out government functions in the land sector. Kantah (Land Office) is the organisational structure of BPN, which is domiciled in the City/Regency. The Land Office is the front guard that directly provides services dealing with the community. Like other land offices, the Madiun City Land Office also jointly implements the vision, mission and organisational work programs of the National Land Agency (BPN).

The Madiun City Land Office also implements a national strategic program known as implementing PTSL in addition to continuing to provide important land sector services for the community. Successful implementation in Kantah will influence the success of PTSL regionally and nationally. This condition makes the Madiun City Land Office need to make various appropriate efforts to support the implementation of PTSL's success targets. The Madiun City Land Office carried out land registration procedures using the National Agrarian Operation Project (PRONA) activities. The average field that can be certified each year is 62 fields out of a total of 310 fields, and it was only implemented in 3-6 sub-districts from 2012 to 2016.

Land registration with a product in the form of a Land Rights Certificate is believed to reduce land disputes and provide a sense of security for landowners because it avoids overlap (Oluwadare & Kufoniyi, 2019; Suhattanto & Wijayanti, 2023; Wang et al., 2018). However, the fact is that not all people who have not registered can take part in PRONA activities. This condition occurs not only in Madiun City but also in other places, such as districts/cities throughout Indonesia.

In 2017, Kantah Madiun City implemented the PTSL program for the first time. PTSL locations in 2017 cover all sub-district areas (27 sub-districts) in 3 sub-districts. The conditions stated above are in line with research findings (Hermawan et al., 2016; LEVY, 2023; Sari & Febriyanti, 2024) that service quality is still considered low by public perception. Different findings were produced by research (Maskan et al., 2014) that service quality is seen as good by the public who use services. Research (Pelleng et al., 2021) and (Faristurahman, 2021) found that internal obstacles still need to be overcome despite the high public impression of land registration services. There are gaps or differences in previous research findings regarding public perceptions of the quality of public services.

Based on several research results above, researchers are interested in finding out more about the perceptions of Madiun City PTSL participants, especially because 2021 is the last year PTSL will be held in Madiun City. The perception in question is the public's response to PTSL services provided by the Madiun City Land Office. The public's response to PTSL at the Madiun City Land Office, assisted by stakeholders, can become a mirror to continue to improve the quality of land services in the future.

B. LITERATURE REVIEW

1. Public Service

Public services cover a variety of goods, services, organisations, and institutions, as well as mass contexts (Budiman, 2020; Juliandi & Muda, 2018; Witesman et al., 2023). Meanwhile, (Winarsih & Suryadi, 2020) developed the concept of public service. "meet/serve the requests of participants in the organisation while adhering to a set of core rules". According to (Santyaningtyas & Zubaidi, 2020), "public service is a strategy used by the government to fulfil the goals and desires of the general public while trying to improve welfare".

Public services are the most obvious way to evaluate government performance. Public perception of the government will increase if the performance of public services

is improved responsibly, professionally, effectively, and efficiently (Mukarom & Laksana, 2015). (Mulyadi, 2016) states that "Effective public services have two impacts: reducing and preventing illegal levies (*pungli*) and collusion, corruption, and nepotism (KKN) activities which are still widespread.

2. Public Service Indicators

The public, as consumers, crave quality public services; this is, of course, the government's obligation, which is not easy. It is hoped that gradual and continuous improvements can change and improve the government's image as a service provider. (Biraro et al., 2021) and (Hutagalung et al., 2022) believe that there are five indicators in assessing the quality of public services:

a. Reliability, the capacity to provide services in a timely, accurate and satisfactory manner as stated;
b. Tangibles, including the provision of adequate public facilities, equipment, employees, and public facilities;
c. Responsiveness, namely the readiness of employees to help clients and provide services that are not long-winded;
d. Empathy, including recognising client needs, providing individualised attention, and having strong communication skills;
e. Assurance, which is characterised by mastery of knowledge or insight from both clients and service suppliers.

3. Public Perception

According to Desirato (Nuryanto & Ma'ruf, 2020), "Perception is the experience of various things, events, or interpersonal interactions that arise from the exchange of information and interpretation of messages." (Fhonna et al., 2021; Yubaidi, 2020) states "Perception is a method in which people assess situations using information from their five senses. In other words, perception is an evaluation of a person's response to the same input; however, perceptions differ depending on the situation." According to Sholahuddin (Al-Masri et al., 2023), Click or tap here to enter text. This perception comes from privatisation, which has reduced the sole influence and ability of governments to control their economies directly. An individual's perspective on their environment is not the same as other individuals' because individual characteristics and their environment influence it, so each individual's perception will be different.

According to the expert's perception, it can be concluded that society's view starts from the perception of each individual as a member of society who is greatly influenced by the ability of their sensory organs to perceive and understand an object (Ariyana & Arifani, 2021; Mulyadi, 2016).

C. METHOD

Combining quantitative and qualitative research methods into one investigation, this study is an example of combined research with a qualitative approach with a quantitative pattern, which means that findings from a qualitative

approach are then validated, justified and verified through questionnaires distributed to respondents. (Sugiyono, 2017) indicates that "this combined research strategy aims to combine quantitative and qualitative research methods to provide more comprehensive, reliable, objective and trustworthy data".

The type of data needed will depend on what is required by the research, namely primary and secondary data. The use of primary data in this research is as follows: The informants' answers are the results of interviews about the Madiun City PTSL service process. The respondents' responses from the results of distributing questionnaires are related to the perception of the Madiun City Land Office PTSL service to the community. The use of secondary data in this research in the form of journals, books, previous research and the internet is used as a theoretical basis, as well as data related to the implementation of PTSL, which comes from the archives of the Madiun City Land Office.

The population in this research project is 300 residents of Madiun City, according to PTSL activities. Purwito (2017) explains that "Many research methodology books specify that a good sample size is 5% or some also specify 10% and some are even larger." Based on this reasoning, it was decided that 10% should be the research accuracy rate. Purwito (2017) refers to the Slovin formula used to calculate the sample size:

$$n = \frac{N}{N.\ d^2} + 1$$

Where :

n : Number of samples sought

N : Total population

d : Precision value (◎= 0.1)

The following calculations are carried out using this formula, and the number of samples produced is:

$n = \frac{300}{300.(0.1)^2 @ 1} = \frac{300}{4000}$ = 75 Respondent

The sampling technique uses purposive sampling, namely, 75 community members who utilise PTSL services designated by the Madiun City Land Office as participants and whom the researcher considers to have the necessary data to become respondents in this research.

D. RESULT AND DISCUSSION

1. Public Understanding of the Complete Systematic Land Registration Service Process (PTSL) in Madiun City

Based on information from several sources, results were found to have the same problem, namely that public understanding of the PTSL stages was still low and considered complicated. The solution presented also requires socialisation activities. In order to strengthen the results of the interviews above, questionnaires were distributed regarding community understanding of the PTSL implementation stages

to 75 respondents. The data tabulation resulting from distributing the questionnaire has the following description and can be found in the attachment:

A description of Respondent Characteristics based on gender, age and education is presented in the following table:

Table 1. Description of Respondents Based on Gender

Gender	Amount	Percentage
Male	48	64.00%
Female	27	36.00%
Total	**75**	**100%**
Age	**Amount**	**Percentage**
< 30 Year Old	8	10.67%
31 - 40 Years Old	31	41.33%
> 41 Years Old	36	48.00%
Total	**75**	**100%**
Education Level	**Amount**	**Percentage**
Junior High School	14	18.67%
Senior High School	31	41.33%
Diploma 3	9	12.00%
Bachelor (S1)	21	28.00%
Total	**75**	**100%**

Source: Data Proceed

Data on males predominantly comprised around 64% of research participants; as shown in Table 1, those identified as female respondents were fewer in number, namely 36%. Meanwhile, 48.00% of research participants were over 41 years old, according to the data in Table 1 above. Respondents aged between 31 and 40 years were 41.33%. Respondents aged less than 30 years were the least, namely 10.67%. Table 1 above also shows that 41.33% of survey participants had completed high school or higher. The minimum number of D3 level participants is 12.00%.

2. Validity Test and Reliability Test Results

The purpose of validity testing is to evaluate research instruments to ensure their reliability. The table below displays the results of research validity testing:

Table 2. Community Understanding Validity Test Results

Statement Items	R-Count	R-Table	Information
1	0.884	0.227	Valid
2	0.816	0.227	Valid
3	0.816	0.227	Valid
4	0.813	0.227	Valid
5	0.791	0.227	Valid

Source: Data Proceed

The correlation coefficient (count), which is greater than the table value of 0.227, is known to be between 0.791 and 0.884 based on the data in Table 2 above. Thus, every statement item included in this research tool is valid.

Using SPSS software, the Cronbach Alpha value was determined to carry out this reliability test. The following is the complete calculation results, which are shown in the table below:

Table 3. Community Understanding Reliability Test Results

Reliability Statistics	
Cronbach's Alpha	N of Items
0.886	5

Source: Data Proceed

The calculation results in Table 3 show that the Cronbach alpha value of the public perception research instrument is 0.886. The Cronbach's alpha value obtained was more than 0.60. In this way, this public-understanding research instrument can be declared reliable.

3. Description of Community Understanding Questionnaire Data

Descriptive statistical analysis presents the total data from the questionnaire distribution and describes the minimum, maximum, mean, sum and standard deviation values. The following SPSS calculation data is shown in the table:

Table 4. Results of Descriptive Statistical Tests on Public Understanding

Descriptive Statistics						
	N	**Minimum**	**Maximum**	**Sum**	**Mean**	**Std. Deviation**
Item1	75	1	4	210	2.80	0.959
Item2	75	1	5	224	2.99	0.937
Item3	75	1	5	238	3.17	0.891
Item4	75	1	5	229	3.05	0.957
Item5	75	1	5	217	2.89	0.879

Source: Data Processed Using SPSS 22.0

According to Table 6, the data description analysis is carried out as follows:

a. Statement item 1 obtained the lowest value = 1, the highest value = 4.
   Total score = 210, average value = 2.80, and standard deviation value = 0.959.
b. Statement item 2 obtained the lowest value = 1, the highest value = 5.
   Total score = 224, average value = 2.99, and standard deviation value = 0.937.
c. Statement item 3 obtained the lowest value = 1, the highest value = 5.
   Total score = 238, average value = 3.17, and standard deviation value = 0.891.
d. Statement item 4 obtained the lowest value = 1, the highest value = 5.
   Total score = 229, average value = 3.05, and standard deviation value = 0.957.
e. Statement item 5 obtained the lowest value = 1, the highest value = 5.
   Total score = 217, average value = 2.89, and standard deviation value = 0.878.

4. Frequency of Respondents' Answers

The frequency of respondents' answers below is a description of the results of the public understanding questionnaire:

Table 5. Frequency of Respondents' Answers to Item Statement 1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	10	13.3	13.3	13.3
	2	13	17.3	17.3	30.7
	3	34	45.3	45.3	76.0
	4	18	24.0	24.0	100.0
	Total	75	100.0	100.0	

Source: Data processed using SPSS 22.0

The data in the table above shows that the public's understanding of the PTSL stages, from registration of requirements to certificate issuance, is not good.

Table 6. Frequency of Respondents' Answers to Item Statement 2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	5	6.7	6.7	6.7
	2	16	21.3	21.3	28.0
	3	31	41.3	41.3	69.3
	4	21	28.0	28.0	97.3
	5	2	2.7	2.7	100.0
	Total	75	100.0	100.0	

Source: Data Processed Using SPSS 22.0

The data in the table above shows that the public's understanding that I get satisfactory PTSL service facilities at an affordable cost is not good.

Table 7. Frequency of Respondents' Answers to Item Statement 3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	4.0	4.0	4.0
	2	12	16.0	16.0	20.0
	3	32	42.7	42.7	62.7
	4	25	33.3	33.3	96.0
	5	3	4.0	4.0	100.0
	Total	75	100.0	100.0	

Source: Data Processed Using SPSS 22.0

The data in the table above shows that the public's understanding that I get satisfactory PTSL service facilities at an affordable cost is not good.

Table 8. Frequency of Respondents' Answers to Item Statement 4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	6	8.0	8.0	8.0
	2	10	13.3	13.3	21.3
	3	37	49.3	49.3	70.7
	4	18	24.0	24.0	94.7
	5	4	5.3	5.3	100.0
	Total	75	100.0	100.0	

Source: Data Processed Using SPSS 22.0

The data in the table above shows that the public's understanding that I understand the stages of the PTSL service because I was given a personal explanation by the officer is not good.

Table 9. Frequency of Respondents' Answers to Statement Item 5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	4.0	4.0	4.0
	2	12	16.0	16.0	20.0
	3	32	42.7	42.7	62.7
	4	25	33.3	33.3	96.0
	5	3	4.0	4.0	100.0
	Total	75	100.0	100.0	

Source: Data Processed Using SPSS 22.0

The data in the table above shows that the public's understanding that I get satisfactory PTSL service facilities at an affordable cost is not good.

5. Public Perception of Complete Systematic Land Registration (PTSL) services by the Madiun City Land Office

Data regarding the perceptions of people in the surrounding environment regarding the Madiun City Land Office's Complete Systematic Land Registration (PTSL) services was collected through interviews with resource persons and the distribution of questionnaires to respondents. The results of interviews with informants regarding public perceptions of PTSL services obtained essentially the same results, namely that there was a wrong public perception because they thought PTSL services were free of charge and complicated. There are still costs, but these are pre-activity costs that must be paid to complete the requirements.

To strengthen the results of the interviews above, questionnaires were distributed regarding public perceptions of PTSL services to 75 respondents. The following is an explanation of the tabulation of data resulting from distributing the questionnaire:

6. Validity Test and Reliability Test Results

The results of Validity and Reliability testing in this research are shown in the table below:

Table 10. Public Perception Validity Test Results

Question Items	R-Count	R-Table	Information
1	0.816	0.227	Valid
2	0.736	0.227	Valid
3	0.791	0.227	Valid
4	0.824	0.227	Valid
5	0.803	0.227	Valid

Source: Data processed using SPSS 22.0

The correlation coefficient (r-count) which is more than the r-table value of 0.227, is predicted to be between 0.736 and 0.824 based on the data in Table 12 above. Thus, every statement item included in this research tool is real.

Using SPSS software, the Cronbach Alpha value was determined to carry out this reliability test. Complete calculation results, are shown in the following table :

Table 11. Community Perception Reliability Test Results

Reliability Statistics	
Cronbach's Alpha	N of Items
0,854	5

Source: Data processed using SPSS 22.0

Based on the calculation results in Table 11, the Cronbach alpha value of the public perception research instrument is 0.854. The Cronbach's alpha value obtained was more than 0.60. In this way, this public-understanding research instrument can be declared reliable.

7. Description of Public Perception Questionnaire Data

Descriptive statistical analysis presents the total data from the questionnaire distribution and explains the description of the minimum, maximum, mean, sum and standard deviation values. Calculation data made with SPSS is shown in the following table:

Table 12. Results of Descriptive Statistical Tests on Public Perception

Descriptive Statistics						
	N	Minimum	Maximum	Sum	Mean	Std. Deviation
Item1	75	1	5	263	3.51	.964
Item2	75	1	5	273	3.64	.816
Item3	75	1	5	266	3.55	.905
Item4	75	1	5	269	3.59	.974
Item5	75	1	5	261	3.48	.964

Source: Data Processed Using SPSS 22.0

Analysis according to Table 12 data description as follows:

a. Statement item 1 obtained the lowest value = 1, the highest value = 5. Total score = 263, average value = 3.51, and standard deviation value = 0.964.
b. Statement item 2 obtained the lowest value = 1, the highest value = 5. Total score = 273, average value = 3.64, and standard deviation value = 0.816.
c. Statement item 3 obtained the lowest value = 1, the highest value = 5. Total score = 266, average value = 3.55, and standard deviation value = 0.905.
d. Statement item 4 obtained the lowest value = 1, the highest value = 5. Total score = 269, average value = 3.59, and standard deviation value = 0.974.
e. Statement item 5 obtained the lowest value = 1, the highest value = 5. Total score = 261, average value = 3.48, and standard deviation value = 0.964.

8. Frequency of Respondents' Answers

The frequency of respondents' answers to the results of distributing questionnaires regarding public perceptions of PTSL services at the Madiun City Land Office can be described as follows:

Table 13. Frequency of Respondents' Answers to Item Statement 1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2.7	2.7	2.7
	2	11	14.7	14.7	17.3
	3	17	22.7	22.7	40.0
	4	37	49.3	49.3	89.3
	5	8	10.7	10.7	100.0
	Total	75	100.0	100.0	

Source: Data Processed Using SPSS 22.0

The table shows the public's perception in terms of the Reliability indicator with the statement item I feel satisfied with the PTSL service officers' ability to be on time and according to promises, namely the public's perception that I am satisfied with the PTSL service officers' abilities to be on time and as promised is in the quite good category.

Table 14. Frequency of Respondents' Answers to Item Statement 2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.3	1.3	1.3
	2	5	6.7	6.7	8.0
	3	22	29.3	29.3	37.3
	4	39	52.0	52.0	89.3
	5	8	10.7	10.7	100.0
	Total	75	100.0	100.0	

Source: Data Processed Using SPSS 22.0

The table above shows that public perception is seen from the Tangibles indicator with the statement item I feel confident with PTSL officers in providing services and supported by modern land measuring equipment, namely the public's perception that they feel confident with PTSL officers in providing services and supported by modern land measuring equipment is in pretty good category.

Table 15. Frequency of Respondents' Answers to Item Statement 3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2.7	2.7	2.7
	2	8	10.7	10.7	13.3
	3	19	25.3	25.3	38.7
	4	39	52.0	52.0	90.7
	5	7	9.3	9.3	100.0
	Total	75	100.0	100.0	

Source: Data processed using SPSS 22.0

The data in the table above shows the community's perception in terms of the Responsiveness indicator, with the item stating that PTSL officers are ready to help the community when there are problems in fulfilling the requirements, namely the public's perception that PTSL officers are ready to help the community when there are problems in fulfilling the requirements is in the quite good category.

Table 16. Frequency of Respondents' Answers to Item Statement 4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	5.3	5.3	5.3
	2	5	6.7	6.7	12.0
	3	18	24.0	24.0	36.0
	4	39	52.0	52.0	88.0
	5	9	12.0	12.0	100.0
	Total	75	100.0	100.0	

Source: Data Processed Using SPSS 22.0

The table shows the public's perception in terms of the Emphaty indicator with the statement item that the PTSL service provided is accompanied by good communication and attention, namely the public's perception that the PTSL service provided is accompanied by good communication and attention is in the quite good category.

Table 17. Frequency of Respondents' Answers to Statement Item 5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2.7	2.7	2.7
	2	11	14.7	14.7	17.3
	3	19	25.3	25.3	42.7
	4	35	46.7	46.7	89.3

	5	8	10.7	10.7	100.0
	Total	75	100.0	100.0	

Source: Data processed using SPSS 22.0

The table shows the public's perception in terms of Assurance indicators with the statement item that PTSL officers are competent in providing clear information to me. This means that the public's perception that PTSL officers are competent in providing clear information is in the quite good category.

9. Public Understanding of the Stages of the Complete Systematic Land Registration Service Process (PTSL) in Madiun City

The results of research from interviews with resource persons found that public understanding of the stages of the PTSL service process in Madiun City is still low. This is reinforced by the results of distributing questionnaires to respondents who also found that the public's understanding of the PTSL service stages was not good. The following is a description of the data recapitulation:

Table 18. Recapitulation of Public Understanding of the Stages of the Complete Systematic Land Registration Service Process (PTSL) by the Madiun City Land Office

Number	Statement Items	Final Score	Category
1	I understand the stages of PTSL from registration to requirements certificate issued.	24%	Not good
2	I got satisfactory PTSL service facilities at an affordable cost.	30.7%	Not good
3	I was helped when I had problems with the proof of ownership requirements in order to take part in PTSL	37.3%	Not good
4	I understand the stages of PTSL service because I was given a personal explanation by the officer.	29.3%	Not good
5	The fees I have to pay to take part in PTSL are the same as according to government regulations.	37.3%	Not good

Source: Data Processing Results

Public understanding tends to be low, as in the data above, which is an obstacle to implementing PTSL services at the Madiun City land office. As a result of data collection in the Madiun City Land Office PTSL brochure, it is known that the stages of PTSL are as follows: a) Scheduling activities per stage; b) Determine the object of activity; c) Facilities & Infrastructure; d) Preparation of the PTSL task force and adjudication committee; e) Providing advice; f) Legal and physical data collection; g) Compile evidence of rights and legal evidence; h) Publish and verify facts found in

the field; i) Grant rights, confirm and acknowledge conversion; j) Recording in the public register; and k) Issuance of land rights certificates.

In one budget year, which runs from January to December, PTSL implementation is carried out in several stages. The basis for the various stages of PTSL implementation is (Regulation of the Minister of Agrarian Affairs and Spatial Planning Number 6 of 2018). The various long stages in the PTSL service process, as stated above, certainly need to be socialised to the public. The results of research through interviews, supported by the distribution of questionnaires, found that public understanding of the service process tends to be low. In response to these findings, efforts are needed to socialise the stages of the PTSL process, which are truly easy for the people of Madiun City to understand.

10. Public perception of Complete Systematic Land Registration (PTSL) services by the Madiun City Land Office

The results of research from interviews with resource persons found that the public's perception regarding PTSL in Madiun City is still inaccurate, so efforts are needed to provide correct information to the public. This is reinforced by the results of distributing questionnaires to respondents who also found that the public's perception of PTSL services was in the quite good category. A more detailed assessment of respondents' responses can be seen from the data recapitulation as follows:

Table 19. Recapitulation of Public Perceptions of Complete Systematic Land Registration Services (PTSL) by the Madiun City Land Office

Number	Statement Items	Final Score	Criteria
1	I am satisfied with the PTSL service staff's ability to be on time and as promised.	60%	Pretty good
2	I am confident with PTSL officers in providing services and supported by modern land measuring equipment.	62.7%	Pretty good
3	PTSL officers are ready to help the community when this happens problems in meeting requirements.	61.3%	Pretty good
4	The PTSL services provided are accompanied by good communication and attention.	64%	Pretty good
5	PTSL officers are proficient in giving me clear information.	57.4%	Pretty good

Source: Data Processing Results

Each respondent's assessment of the PTSL services carried out by the Madiun City Land Office was classified as "fairly good" based on the information in the previous table. The research results found that there were misconceptions, such as that fees were free, while PTSL did require fees.

An inaccurate perception regarding the stages of the PTSL service process found from the results of other research is the public's perception of difficult requirements and a complicated service process. The PTSL service stages, as stated previously, are indeed long. The main implementation carried out by the community themselves is to collect the required documents for participating in this government program. PTSL officers are also ready to help when problems arise and collect required documents, such as land status that is still in dispute, by facilitating each party in the dispute. The PTSL officer then provides instructions by providing the blanks needed to prove ownership or control of the land by applicable regulations. Thus, people no longer need to hesitate to have the strongest proof of rights to their land in the form of a Certificate through the PTSL program.

E. CONCLUSION

This research concludes that it is known that public understanding of the PTSL service process in Madiun City still tends to be low. The assessment of public understanding of the PTSL service stages is also in the poor category. In response to these findings, efforts are needed to socialise the stages of the PTSL process which are truly easy for the people of Madiun City to understand. The public's perception of PTSL services by the Madiun City Land Office is still inaccurate, so efforts are needed to provide correct information to the public. The results of the assessment of public perception regarding PTSL services are also in the quite good category. This means that real efforts are still needed to improve public perception of PTSL services.

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