
*EFFECTIVENESS OF ELECTRONIC LAND CERTIFICATE
SERVICES AT THE SUMBAWA DISTRICT LAND OFFICE
(INDONESIA)*

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ABSTRACT

This study aims to analyze the effectiveness of digitalizing land services at the Sumbawa Regency Land Office, specifically in terms of time efficiency, transparency, and accessibility of public services. The digitalization of land administration services is part of bureaucratic reform efforts implemented through the application of Electronic Land Certificates, as regulated by the Minister of Agrarian Affairs and Spatial Planning/Head of the National Land Agency Regulation Number 1 of 2021. This research employs a normative empirical juridical legal research method using statutory and conceptual approaches. The collection of legal materials was conducted through library research involving primary, secondary, and tertiary legal sources. The findings indicate that the implementation of digitalized land services at the Sumbawa Regency Land Office has generally improved service time efficiency, enhanced transparency in administrative procedures, and increased public access to land services. The digital system allows the public to monitor service processes more openly and provides greater legal certainty regarding land rights. However, the implementation of land service digitalization still encounters several challenges, including limited information technology infrastructure, the continued use of hybrid systems that are not fully digital, issues related to land data validity, and low levels of digital literacy among certain segments of the community. Therefore, continuous efforts are necessary, including improving the quality of human resources, strengthening information technology infrastructure, and optimizing public outreach and education to enhance the overall effectiveness of land service digitalization in Sumbawa Regency.

Keywords: *effectiveness, electronic land certificate, sumbawa district land office.*

I. INTRODUCTION

The increasingly rapid development of information technology has brought fundamental changes to various aspects of human life, including the provision of public services. Digitalization has become inevitable amid public demands for fast, easy, transparent, and accountable services. Changes in the patterns of interaction between the government and the public, driven by advances in information technology,

are prompting the government to transform its public service system to improve the efficiency and quality of services provided.

The Indonesian government recognizes that digital transformation is a crucial part of the national bureaucratic reform agenda. Digitalization is understood not only as the use of technology but also as an effort to build good governance *through* increased transparency, accountability, and legal certainty. One sector receiving primary attention in this transformation process is the land sector. The land sector plays a strategic role because it is directly related to land rights, legal certainty, and social and economic stability.¹

Land services have frequently faced numerous challenges, including lengthy procedures, complex bureaucracy, prolonged processing times, and potential administrative irregularities. In response to these issues, the Ministry of Agrarian Affairs and Spatial Planning/National Land Agency has taken steps to modernize land services through the use of information technology. A notable example of this modernization is the implementation of Electronic Land Certificates, as outlined in the Regulation of the Minister of Agrarian Affairs and Spatial Planning/Head of the National Land Agency Number 1 of 2021 concerning Electronic Certificates. This policy represents a significant shift in Indonesia's land registration system, moving from physical certificates to electronic documents.

Electronic Land Certificates are equipped with a digital security system designed to ensure the authenticity, integrity, and validity of documents that serve as proof of land rights. The use of certified electronic signatures, hash codes, and QR codes enhances the security of these certificates, making them difficult to counterfeit. Additionally, integrating electronic certificates with the national land database provides robust protection against the risks of data duplication and manipulation. Each certificate has a unique identity that can only be verified through the official government system, thus assuring legal certainty for land rights holders.

In addition to implementing Electronic Land Certificates, the land sector is undergoing digital transformation through the development of electronic service applications. One such application, created by the Ministry of Agrarian Affairs and Spatial Planning/National Land Agency, is called "Sentuh Tanahku" (Touch My Land). This application is designed to provide the public with easy online access to land information. Through "Sentuh Tanahku," users can check the status of land certificates, obtain data and locations of land parcels, monitor the land service application process, and access transparent information about land values.²

¹Afifah, N., & Pratama, RA (2023). Effectiveness of land registration digitalization at the land office. *Land Journal*, 13(2), 145–158.

²Yohanes Aditya. 2022. "Implementation of Electronic Land Certificates Based on the Regulation of the Minister of ATR/BPN Number 1 of 2021." *Rechtsstaat Journal of Legal Studies*, Master of Law, Muhammadiyah University of Muara Bungo.

The Touch My Land application aims to streamline land service procedures, which are often viewed as complex and time-consuming. By digitizing these services, the application reduces the public's need for direct interaction with officials, helping to minimize the potential for corruption and administrative irregularities. The online availability of information allows the public to track the service process, which in turn enhances transparency and builds trust in land institutions.

From a public administration perspective, digitizing land services demonstrates the government's commitment to enhancing service efficiency and accountability. Digital processes for these services are well-documented, easily traceable, and provide a clear administrative record in case of issues. However, the success of digitizing land services relies significantly on the readiness of technological infrastructure, the availability of skilled human resources, and the digital literacy of the public. Without support from these factors, the objectives of digitalization may not be fully realized.³

As part of a national initiative, the digitalization of land services has been implemented at the regional level, including in Sumbawa Regency, West Nusa Tenggara Province. Since mid-2024, the Sumbawa Regency Land Office has started issuing Electronic Land Certificates and promoting the "Touch My Land" application as the primary service platform for the public. This effort has been supported by outreach and training activities aimed at the community and relevant stakeholders, such as Land Deed Officials, to enhance understanding and encourage participation in the digital transformation process.

The implementation of digital land services in Sumbawa Regency faces several challenges. One significant obstacle is the limited information technology infrastructure, especially the unequal access to the internet across the region. Additionally, many communities, particularly those in remote areas and older adults, struggle with low digital literacy, which hinders their ability to access online land services. Furthermore, the readiness of human resources within the land office is crucial for the success of digitalization, as transitioning from manual to digital work systems requires continuous adaptation and training.

Changing the bureaucratic culture poses a challenge during the digitalization process. Established work patterns can lead to resistance to change, which may slow down the implementation of digital systems. Thus, a strong commitment from all stakeholders is essential to support the digital transformation of land services.⁴

The digitization of land services is a strategic initiative aimed at enhancing the quality of public services and ensuring legal certainty in the land sector. To evaluate

³Daeng, Mohd. Yusuf, et al. 2023. "Factors Influencing the Effectiveness of Law Enforcement in Social Interactions." *Journal of Education and Counseling (JPDK)*, Vol. 5 No. 2.

⁴Adinegoro, Kurnia Rheza Randy. 2023. "Analysis of Digital Transformation of Public Land Services: Electronic Mortgage Rights at the Ministry of Agrarian Affairs and Spatial Planning." *Journal of Public Administration*, Vol. XIX No. 1.

the effectiveness of this policy, a thorough study is necessary, especially at the regional implementation level. This research specifically examines the effectiveness of land service digitization at the Sumbawa Regency Land Office, focusing on aspects such as time efficiency, transparency, and public accessibility.

II. METHOD

This research utilizes empirical juridical legal research, which examines not only the law as it exists in legislation but also how these legal norms are applied in practice within society. The focus of this legal study is on regulations concerning the digitalization of land services, specifically the Regulation of the Minister of Agrarian Affairs and Spatial Planning/National Land Agency Number 1 of 2021, which addresses Electronic Certificates and the technical provisions governing the use of the *Sentuh Tanahku* application. This approach views the law as a system that interacts with social conditions, the readiness of technological infrastructure, and the behaviors of both officials and the public as users of digital land services, particularly at the Sumbawa Regency Land Office.⁵

To address the research questions, several complementary approaches were employed. First, a legislative approach involved examining all laws and regulations related to land service digitalization, including both general and specific legal frameworks. Second, a conceptual approach was utilized to explore the perspectives, doctrines, and theories emerging in legal studies, particularly those concerning legal certainty, legal effectiveness, and digital-based public services. Additionally, a sociological approach was adopted to directly observe the implementation of land service digitalization in Sumbawa Regency. This included assessing public responses to the digital services, evaluating the readiness of human resources at the Land Office, and identifying various technical and social obstacles that impact the effectiveness of the Electronic Land Certificates and the *Sentuh Tanahku* application.

The data sources for this study include both primary data and legal materials. Primary data were collected through field research at the Sumbawa Regency Land Office, which involved direct interviews with community members who utilize digital land services, as well as with officials and employees of the Land Office, including Land Deed Officials who are directly involved in providing these digital services.

In addition, this study utilized authoritative primary legal materials such as Law Number 5 of 1960 concerning Basic Agrarian Principles, Law Number 25 of 2009 concerning Public Services, and the Regulation of the Minister of Agrarian Affairs and Spatial Planning/National Land Agency Number 1 of 2021, which relates to Electronic

⁵Aisyah, S., & Nugroho, A. (2022). Digitizing land service innovation: Online certificate checking at the Purbalingga Regency Land Office. *Land Journal*, 12(1), 25–38.

Certificates. Other regulations pertinent to the digitalization of land services were also consulted.

To enrich the analysis, secondary legal materials were incorporated, including textbooks, scientific journals, research findings, official documents, and online news articles. Tertiary legal materials, such as dictionaries and encyclopedias, were also employed to provide further context.⁶

The data collection techniques utilized in this study included document analysis, field observations, and interviews. The data obtained were then analyzed qualitatively by interpreting legal provisions, interview results, and field findings, which were subsequently linked to the theory of legal effectiveness. This comprehensive analysis aimed to illustrate the extent to which the digitalization of land services in Sumbawa Regency has effectively met the stated regulatory objectives. Conclusions were drawn deductively, moving from general legal principles and concepts to address the specific issues related to the research subject.⁷

III. DISCUSSION

3.1. Legal Certainty of Electronic Certificate Services at the Sumbawa Regency Land Office

The digitalization of land services is part of the government's strategic initiative aimed at providing effective, transparent, and legally secure public services. Implementing this policy at the regional level is essential for evaluating how well regulatory objectives are being met. Sumbawa Regency, one of the areas that has started to implement the digitalization of land services, serves as an important case study for assessing the execution of Electronic Land Certificates and the usage of the "Touch My Land" application in land service practices.

The Sumbawa Regency Land Office operates as a vertical agency under the Ministry of Agrarian Affairs and Spatial Planning/National Land Agency. Its primary responsibility is to execute a portion of the state's authority in the land sector. The office oversees land registration, maintains land data, issues certificates, and provides land information to the public.

Previously, most of the services were conducted manually, relying heavily on physical documents. This approach often resulted in issues such as lengthy processing times, the risk of document loss or damage, and a lack of transparency in the service process.⁸

⁶Rizal, Ahmad Fahrul, Istijab, and Wiwin Ariesta. 2025. "Legal Review of Land Registration with the Implementation of Electronic Certificates Based on the Regulation of the Minister of ATR/BPN Number 1 of 2021." *Sharia Journal*, Vol. 3 No. 3.

⁷Arifin, Z., & Sari, DP (2021). Analysis of digital transformation of public land services. *Journal of Public Administration*, 9(2), 87–101.

⁸Ahadi, Lalu M. Alwin. 2022. "The Effectiveness of Law in the Perspective of Legal Philosophy: The Relationship between the Urgency of Socialization and the Existence of Legal Products." *USM Law Review Journal*, Vol. 5 No. 1.

Following the enactment of Minister of ATR/BPN Regulation No. 1 of 2021 regarding Electronic Certificates, the Sumbawa Regency Land Office has begun to update its service system by incorporating information technology into land administration processes. The implementation of Electronic Land Certificates at this office will occur in stages, considering the readiness of infrastructure, human resources, and the needs of the community as service users. In the initial phase, the focus will be on specific services that are deemed technically and administratively prepared, such as land title transfers and the maintenance of land registration data.⁹

The electronic land certificate issuance service in Sumbawa Regency has undergone significant changes in its service mechanisms. The processes for land registration and data maintenance are now conducted electronically through an integrated national database. Service officers no longer rely exclusively on physical files; instead, they use a digital system to access, verify, and process land data. This shift has led to increased efficiency in service delivery, as multiple administrative stages can now be performed simultaneously and documented electronically.

The public, as users of the service, is beginning to notice changes in the land administration process. Digital systems provide clearer information about the current stages of services. Processes that were once difficult to follow are now more transparent, as each stage has a traceable digital record. However, challenges persist, particularly due to limited public understanding of these digital procedures. Therefore, intensive support and outreach are still necessary during the initial stages of implementation.¹⁰

In the context of distributing Electronic Land Certificates, the Sumbawa Regency Land Office has issued electronic certificates in the form of e-land books and electronic land certificates, tailored to suit the type of service and legal requirements of applicants. The distribution of these electronic certificates is facilitated through a system that is directly connected to the national land database, ensuring that each certificate has a unique digital identity that cannot be copied illegally. This system has positive implications for legal certainty, as land data is stored centrally and can be verified at any time through the official system.

The introduction of electronic certificates enhances their role as legal proof of ownership. By using certified electronic signatures and other digital security measures, the risk of forgery is significantly reduced. Legal certainty for land rights holders relies not only on the robustness of regulations but also on technological systems that ensure data authenticity and integrity. In Sumbawa Regency, the implementation of this system

⁹Cendana Kusuma, Aria and Suflani. 2022. "Public Service Quality Analysis Using the SERVQUAL Method." *Journal of Management*, Vol. 13 No. 1.

¹⁰Erfa, Riswan. 2025. "Digitalization of Land Administration to Realize National Development Acceleration from a Legal Policy Perspective." *Land Journal*, Vol. 10 No. 1.

has proven effective in boosting public trust in the land legal products issued by the Land Office.¹¹

Legal certainty in the implementation of Electronic Land Certificates encompasses not only the issuance of certificates but also the protection of land data. Land data is strategic and carries significant economic and legal value, necessitating a robust protection system. In Sumbawa Regency, data protection for electronic certificates is ensured through a national server-based system that incorporates multi-layered security measures, including access restrictions and the recording of user activities.

Even with a security system in place, there are still challenges concerning data validity and synchronization. Some land data from legacy archives needs to be verified and updated before it can be fully integrated into the digital system. This highlights that digitizing land services is not just a technological task; it also requires thorough administrative restructuring and data enhancement to ensure optimal legal certainty.¹²

The implementation of electronic land certificates, along with the integration of the Sentuh Tanahku application, is a crucial part of digitizing land services in Sumbawa Regency. This application serves as an information and communication tool between the land office and the public. With the Sentuh Tanahku application, people can access land information without needing to visit the office in person. Users can check the status of their certificates, monitor service processes, and obtain information about land values conveniently.¹³

The effectiveness of the Sentuh Tanahku application is significantly influenced by the community's level of digital literacy. Not everyone possesses the same ability to use technology-based applications, particularly in rural areas and among older adults. Additionally, limited internet access in certain regions of Sumbawa Regency hampers the optimal use of the application. This situation highlights that the success of digitizing land services depends not only on the availability of the system but also on social readiness and the supporting infrastructure.

The implementation of electronic land certificate services at the Sumbawa Regency Land Office has made significant strides toward achieving more efficient, transparent, and legally reliable services. The introduction of Electronic Land Certificates, along with the integration of the "Touch My Land" application, lays a strong foundation for modernizing land administration. While there are still various challenges—both technical and related to human resources, as well as public digital literacy—the digitalization of land services has considerable potential to enhance the quality of public services in the

¹¹Yanwar, Sahrul Guruh and Suhartini. 2024. "Analysis of Public Service Quality Using Service Quality and Importance Performance Analysis Methods." *Journal of Science and Technology Research*, Vol. 8 No. 2.

¹²Hidayat, M., & Lestari, E. (2022). Digitization of land services: A study of the effectiveness of online land registration in Kendal Regency. *Journal of Law, Legislation, and Governance*, 4(1), 55–70.

¹³Pamungkas, Achmad Jumeri. 2025. "Integration of Digitalization in Land Administration Law: Reconstruction of Agrarian Governance in the Era of Digital Transformation." *Sasana Law Journal*, Vol. 11 No. 2.

land sector. This potential can be realized with the support of sustainable policies and the commitment of all relevant parties.¹⁴

3.2. Effectiveness of Electronic Land Certificate Services at the District Land Office.

The effectiveness of digitizing land services is a crucial factor in evaluating the success of the government's transformation of public services, especially in the land sector. Digitalization goes beyond simply transitioning from manual to electronic systems; it also aims to enhance service quality, making it more efficient, transparent, and accessible to the public. In the context of the Sumbawa Regency Land Office, the effectiveness of land service digitization can be assessed through the implementation of Electronic Land Certificates and the use of the "Touch My Land" application, both of which significantly influence land service delivery mechanisms.¹⁵

One important factor in evaluating the effectiveness of digitizing land services is the efficiency of service time. Before the digital system was implemented, land service processes at the Sumbawa Regency Land Office tended to take a long time due to complex administrative procedures, reliance on physical documents, and challenges in archive management. The digitization effort, particularly through Electronic Land Certificates, has led to faster service processes. Now, land data is stored in an integrated electronic system, allowing officers to verify, match, and process information directly through the system. This change significantly reduces the time previously spent searching for and managing physical documents.

Service efficiency is enhanced by the use of the Sentuh Tanahku application, which allows the public to monitor the service process online. With real-time access to information, individuals no longer need to visit the land office repeatedly to check on the progress of their service requests. This not only saves time but also reduces the workload for land office staff. From a public administration perspective, this digitalization creates a more streamlined, measurable, and accountable service system.¹⁶

The legal framework for implementing electronic land certificates enhances the effectiveness of services. Regulation Number 1 of 2021, issued by the Minister of Agrarian Affairs and Spatial Planning/Head of the National Land Agency, provides strong legitimacy for the use of electronic certificates as valid proof of title. This legal certainty is essential as it instills public confidence in using digital services without concerns about the validity of the certificates issued. With a clear legal basis, the service process can be executed consistently and efficiently, eliminating any regulatory uncertainties for officials and the public.

¹⁴Journal of Legal Analysis (JAH). 2021. "The Effectiveness of Large-Scale Social Restrictions (PSBB) Policy in Indonesia Based on a Legal Perspective." Vol. 2 No. 2.

¹⁵Lubis, RA, & Harahap, F. (2023). Effectiveness of public services in issuing land certificates. *Journal of Education, Humanities and Social Sciences*, 6(2), 312–324.

¹⁶Putri, AR, & Yuliani, T. (2021). Digital archive management at the National Land Agency of Bandung City. *Journal of Administrative Sciences*, 8(3), 201–214.

The implementation of Electronic Land Certificates at the Sumbawa Regency Land Office is being carried out in stages. These stages involve preparing the information technology infrastructure, enhancing the skills of human resources, and migrating and validating land data. During the initial phases of implementation, adjustments were necessary, which required time for both the staff and the public. However, as users became more familiar with the digital system, the service process became increasingly efficient. This illustrates that the effectiveness of digitizing land services is dynamic and requires continuous adaptation.¹⁷

Transparency is a vital component in evaluating the effectiveness of digitized land services. In Sumbawa Regency, transparency in these digital land services is demonstrated by the availability of information that the public can access through electronic systems. The process of digitalization enables systematic recording at each stage of the service, facilitating easy retrieval when issues occur. As a result, the public can monitor the status of their service requests, track completed stages, and check the estimated completion time. This approach significantly reduces the uncertainty often associated with traditional services.

Increased transparency positively impacts the accountability of land officials. With a digital system in place, the actions and decisions of every officer are recorded, allowing for both internal and external oversight. This transparency helps to reduce the potential for unethical practices and administrative irregularities, which have long plagued land services. Additionally, open and easily accessible information minimizes the opportunity for unofficial practices that can harm the public.¹⁸

In addition to time efficiency and transparency, the accessibility of digital services is a crucial factor in evaluating the effectiveness of land service digitization. Digitalization aims to increase public access to land services, overcoming limitations related to distance and time. In Sumbawa Regency, the “Touch My Land” application facilitates online access to land information, making services more inclusive for individuals with limited mobility or time.

Accessing digital services poses several challenges. One significant obstacle is the limited information technology infrastructure, particularly the unequal availability of internet access throughout Sumbawa Regency. Additionally, varying levels of digital literacy within the community mean that not all segments of society can effectively use these digital services. Elderly individuals and communities in remote areas often find it difficult to navigate technology-based applications and require assistance to access digital land services.¹⁹

¹⁷Rahman, F., & Kurniawan, D. (2021). Perspectives on regulation, technology, and accessibility in the digitalization of public services. *Journal of Public Service Innovation*, 5(1), 1–15.

¹⁸Ministry of Agrarian Affairs and Spatial Planning/National Land Agency. (2021). Digitalization of public administration and land services. ATR/BPN.

¹⁹Prasetyo, B., & Wibowo, T. (2022). Implementation of the electronic land certificate policy. GoAcademica Press.

Accessibility challenges are also linked to the readiness of human resources at the Sumbawa Regency Land Office. Digitalization necessitates that staff have adequate information technology skills to deliver effective services. Adapting to the new system demands continuous training and learning to avoid errors or delays in service delivery. Additionally, transitioning from a manual to a digital system requires staff commitment and a willingness to embrace change.

The digitization of land services at the Sumbawa Regency Land Office has proven to be effective in enhancing time efficiency and service transparency. The public is experiencing easier access to information and the ability to monitor service processes, while officials benefit from a system that streamlines land administration management. However, there is still room for improvement in the effectiveness of these digitized services, particularly in terms of accessibility. It is essential to ensure that the advantages of digitalization are available to all levels of society.

Sustained efforts from the government and the Sumbawa Regency Land Office are essential to strengthen the information technology infrastructure, enhance public digital literacy, and develop human resource capacity. With consistent policy support and ongoing implementation, the digitalization of land services can become a strategic tool for achieving effective, transparent, and equitable public services in Sumbawa Regency.²⁰

IV. CONCLUSION

Based on the research findings and discussions presented in the previous chapters, we can conclude that the implementation of Electronic Land Certificates at the Sumbawa Regency Land Office possesses legal certainty. This certainty is supported by a clear legal framework, specifically the Regulation of the Minister of Agrarian Affairs and Spatial Planning/Head of the National Land Agency Number 1 of 2021. Consequently, this provides a legal standing and degree of certainty that is comparable to that of a traditional physical land certificate. The implementation of Electronic Land Certificates has not yet transitioned fully to an electronic system due to the continued reliance on hybrid systems for certain services, notably those that depend on legacy data in the form of Electronic Land Books. The “Sentuh Tanahku” application plays a crucial role in supporting the implementation of Electronic Land Certificates, particularly by enhancing public access to information and facilitating service monitoring. Overall, the digitization of land services at the Sumbawa Regency Land Office has proven to be more effective, especially in terms of time efficiency, transparency, and service accessibility. This is evident in several land service processes that can now be carried out more systematically and documented through digital platforms. Nevertheless, ensuring the sustainability and equitable distribution of the benefits of digitalization requires further

²⁰Indrajit, RE (2021). Digital transformation of public services: Concepts, strategies, and implementation of e-government. Andi Publisher.

efforts, including strengthening technological capacities, improving the quality of human resources, and providing ongoing support to the community.

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