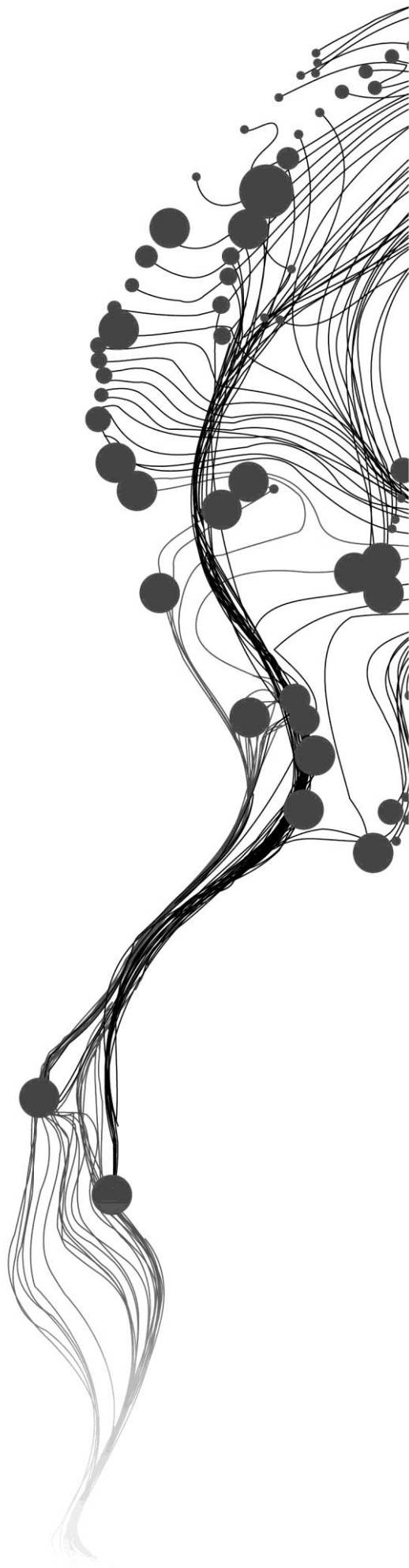


**COMMUNITY PERCEPTION ON  
LARASITA PROGRAM AND THE  
IMPACT TO THE LAND  
REGISTRATION AND LAND  
ADJUDICATION PROCESS in  
Tirtomulyo and Donotirto village  
Bantul**

DYAH LESTARI AGRARINI  
MARCH, 2011

SUPERVISORS:  
Ir. E.M.C. Groenendijk  
Dr. Gianluca Miscione



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Enschede, the Netherlands, March, 2011

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requirements for the degree of Master of Science in Geo-information Science  
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Specialization: Land Administration

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#### DISCLAIMER

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## ABSTRACT

Land registration process is a problem in Indonesia. The common community faced in land registration is a difficulties access to the registration services such as lack of information, transportation cost and other significant budgets have to pay( paying illegal land broker), and insufficient government services in land registration. Through the Larasita program the government's aims to increase the public trust in land registration by making easier and cheaper for local villagers to register their land.

The approaches for collecting data information to obtain the purpose of this research were questioners, interview and desk research. Two villages, Tirtomulyo village and Donotirto village at Kretek sub-district Bantul district, are chosen as study area in this research. The questionnaires are designed into multiple and open questions. The questionnaires were focused on the village community, head of village and land officer. The questionnaires were used to collect primary data are household survey, questionnaires, and interviews and field observation. Village community questionnaire asked directly to the villagers face to face through interview by helping of *Dukuh* in the village. Secondary data were collected from the document and literature. The processes of the data were used descriptive statistical methods.

The socioeconomic factors, such as age, education and income have influence on the acceptance of Larasita program in the study area. Age and education are influence in the way people understanding of Larasita. Income influences the willingness of villagers to register their land. Process on land registration was clear for the community. The process for understanding of registration process and procedure is by supporting of *Dukuh* and village officer. Access to information gives a contribution to build public trust in the community. The clear information in registration through Larasita gives knowledge to the community. The information is going announced by land office through Larasita coordinator, village officer and the important actor is *Dukuh* as head of the community. Expectation benefit of Larasita: the main benefit that community expects from land registration is secure of land. The benefit of Larasita could understand well by village community, they realize the importance to register their land by listing the benefit of registration. At trustworthiness, the communities are satisfied with the correctness of certificate, satisfy with field investigation and field survey on adjudication process, and equal service to the village community. Due to this reason the Larasita is trusted of the community and the satisfaction of the Larasita service as trustworthiness.

The finding concluded that *Dukuh* plays intermediate role between the officer and the community in one way. The other way, *Dukuh* is the only trusted person in the community and also as a passage point for accessing from the community trusted to the land local office through Larasita. The *Dukuh* strengthen the connection between Larasita and village community. Even though is immature to say that Larasita is success to build public trust in the community. It needs a research to do for huge territory to have a comparison with other region on Larasita program; even on the other region has different case on facing Larasita program.

Key word: Land registration, community perception, trust

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# TABLE OF CONTENTS

---

Abstract .....	i
Acknowledgements .....	ii
List of figures .....	v
List of tables .....	vi
1. Introduction .....	1
1.1. Background Study .....	1
1.2. Introducing Larasita Program .....	1
1.3. Research Problem .....	3
1.4. Research Objective .....	3
1.4.1. Main Objective .....	3
1.4.2. Specific Objective .....	3
1.5. Research Question .....	4
1.6. Research framework .....	4
1.7. Research Design .....	5
1.8. Thesis Structure .....	7
2. Land Adjudication, Land Registration, Community Perception, Role of Land Registration Actor and Trust .....	9
2.1. Introduction .....	9
2.2. Land adjudication .....	9
2.3. Land Registration .....	10
2.3.1. Information Technology in Land Registration .....	11
2.3.2. Access to information .....	12
2.3.3. Land Registration Process .....	13
2.4. The social actors of land registration .....	14
2.4.1. Institutional actor .....	14
2.4.2. Citizen .....	14
2.5. Community Perception .....	15
2.6. Trust and trustworthiness .....	16
2.7. Conclusion .....	18
3. Land Registration in Indonesia .....	19
3.1. Land registration and land adjudication in Indonesia .....	19
3.1.1. The Current Condition of Land Registration System in Indonesia .....	19
3.2. Larasita .....	20
3.2.1. Planning and socialization of Larasita .....	21
3.2.2. Implementation .....	21
3.2.3. Larasita Application Service .....	22
3.2.4. The main step process of Larasita .....	22
3.2.5. The process of registration through Larasita .....	24
3.3. The team member of Larasita .....	24
4. Methodology of Data Collection and Methodology of Analysis .....	27
4.1. Introduction .....	27
4.2. Study Area .....	27
4.2.1. The criteria for study area .....	27
4.2.2. Map Location .....	28
4.3. Data collection .....	29
4.3.1. Primary Data Collection .....	29
4.3.2. Secondary Data Collection .....	30

4.3.3.	Data Collection .....	31
4.4.	Processing qualitatife and quantitative data .....	32
5.	Result and Analysis.....	33
5.1.	Introduction .....	33
5.2.	Larasita program at Tirtomlyo village and Donotirto village .....	34
5.2.1.	The role of social actor of Larasita at the study area .....	34
5.2.2.	Information technology of Larasita.....	35
5.3.	Current situation of Larasita program at Tirtomlyo village and Donotirto village.....	36
5.4.	Quality of Larasita Program .....	36
5.5.	Achievement and difficulties .....	36
5.5.1.	Achievement.....	37
5.5.2.	Difficulties.....	37
5.6.	The factors that influence the community's to register their land .....	37
5.6.1.	Socioeconomic of respondents .....	37
5.6.2.	Perception of village community of benefit having certificate through Larasita .....	39
5.6.3.	The impact of registration to reducing land conflict .....	39
5.6.4.	Traditional land management; in solving conflict resolution .....	40
5.6.5.	Access to land at study area .....	41
5.6.6.	Community participation at process of Larasita.....	42
5.6.7.	Time for issuing the certificate .....	44
5.6.8.	Access to Information .....	45
5.6.9.	Cost.....	45
5.7.	Trustworthiness .....	46
5.8.	Conclusion .....	46
6.	Discussion.....	49
6.1.	Introduction .....	49
6.2.	Larasita program at Tirtomlyo village and Donotirto village .....	49
6.2.1.	Role of the actors at land registration and adjudication .....	49
6.3.	The factors influence community to register the land .....	50
6.3.1.	Socioeconomic factor.....	50
6.3.2.	Perception of village community of benefit having certificate through Larasita .....	51
6.3.3.	Process of registration on Larasita.....	51
6.3.4.	Access to Information .....	52
6.4.	The Impact of Larasita to the land registration and land adjudication .....	52
6.5.	Limitation of the research.....	53
7.	Conclusion and Recommendation.....	55
7.1.	Introduction .....	55
7.2.	Sub Objective 1: The role of Larasita program in land registration and adjudication program at study area .....	55
7.3.	Sub Objective 2 :To investigate the community perception on Larasita program in Bantul Yogyakarta	55
7.4.	Sub objective 3: to determine the level of success of the Larasita program in building trust in land registration and land adjudication process .....	56
7.5.	Recomendation .....	56
	List of references .....	59
	Appendices .....	63

## LIST OF FIGURES

---

Figure 1-1: Research Framework .....	4
Figure 1-2: Research design .....	6
Figure 2-1: Main methods of land registration. ....	10
Figure 2-2: Use case diagram at land registration.....	14
Figure 3-1: The process of registration through Larasita, Head of National Agency regulation (KaBPN) No 18 2009 .....	23
Figure 4-1: Map of Tirtomulyo and donotirto Village District,Bantul.....	28
Figure 4-2: Interview with head of village (a), Interview with <i>Dukuh</i> (b),household at Tirtomulyo and Donotirto Village(c),coordinator of Larasita (d) at subdistrictKretek,Bantul District, Letter C(e) and Form 201 of registration(f).....	30
Figure 5-1: Flow diagram of Larasita service .....	33
Figure 5-2: Flow diagram Larasita service finding after fieldwork .....	33
Figure 5-3: Age Percentage of two villages .....	37
Figure 5-4: Income at Both of Village.....	38
Figure 5-5: The impact of registration to the land conflict.....	40
Figure 5-6: Tabel Land use type, Source: own survey .....	41
Figure 5-7: Use case model of land registration and adjudication process. ....	42
Figure 5-8: Access to registration information at Tirtomulyo and Donotirto Village .....	45
Figure 5-9: The institutional trust in the village community of Land office through Larasita program .....	47



# LIST OF TABLES

---

Table 1-1: Research Question .....	4
Table 2-1: List of community’s perception articles .....	15
Table 4-1: Data Interview .....	29
Table 4-2: Secondary Data.....	31
Table 4-3: Data Collection.....	32
Table 5-1: The team members are involved in the Larasita program.....	34
Table 5-2: Tabel Land acquired Source: Own survey .....	41

# 1. INTRODUCTION

## 1.1. Background Study

Land registration and land adjudication have been conducted in Indonesia since 1960's. The aim of introducing a land registration program include the social aim by improving security of tenure and that of supporting environmental sustainability within the country. Indonesia is currently implementing a land registration program using a systematic and sporadic approach ("Cadastral Template," 2003). Walijatun and Grant (1996) said that, systematic approach of registration is a mass land registration process has completed simultaneously at whole unregistered object within a certain unit area; in Indonesia the smallest unit area is a village or part of the village(sub-village). Systematic land registration is based on work plan, supported by government program or community initiations through sporadic approach. A sporadic approach of land registration is the registration of one or some unregistered objects individually or in mass, which are not covered by systematic registration. Sporadic land registration is conducted on request of interested parties. In Indonesia registration carried out through systematic and sporadic registration.

According to Zevenbergen(2004)land registration is recording process of existing rights over land, and the recording process is through a document or certificate. The system that is formally adopted in Indonesia is the registration of deeds(Walijatun & Grant, 1996). The landowners must be registered a copy of all agreements which affect the ownership and possession of the land at Land Office. The principal of deed registration is to protect landowners where landowners can claim his/her landownership through the court.

Winoto(2010) said that it is a frequently heard complaint from the community that the implementation of land registration process being deviated due to complicated, long procedure and high cost. Public trust in the land registration process has been indicated as being as another element of concern. Despite this increased emphasis of land office on land registration processes, limited empirical research has been directed at determining the impact of community perception on the land registration process(Winoto, 2010).

## 1.2. Introducing Larasita Program

Larasita is an innovative program in support of community land registration. Its main characteristic is the mobile office (the Larasita bus) that serves the community in land certifications (pioneering mobile land information services). This program was widely adopted by the central government based on a concept championed by RukhayatNur, former head of KarangAnyar Regency Badan Pertanahan Nasional(BPN)[www.bpn.go.id](http://www.bpn.go.id). The Larasita program supports parcel mapping and land registration. NLA (National Land Agency) officers serve people and reaches remote area using minibus and/or motorcycles as transportation tools. The Larasita minibus is facilitated with internet, computer, supporting data, surveying and mapping tools and has direct internet connection with the local land office. The local land owner visits the mobile office and provides all the information-physical and legal document- related to his land directly. The program of Larasita visits has been announced beforehand through the media.

The purposes of the Larasita program are to improve land administration, to accelerate land registration by providing mobile land services utilizing cars and motorcycles, to eliminate the use of illegal land brokers, to fight corruptions in land certification process, to address land disputes, and to accommodate and provide an inexpensive, simple, fast and accurate land certification process(Winoto, 2010). These

services enable the people to register their land ownership records at the closest mobile land office and they don't need to travel long distances to visit BPN office. The Larasita coordination is in the hands of the District land office such as the District land office of Bantul. With Larasita, the land office is able to organize their activities wherever the location is. Larasita also provides direct interaction between NLA with the public at the level of the district, villages and community. This is especially important at locations far away from the land office. The interaction facilitates the community to participate in the land registration process. With the Larasita program, the NLA aims to increase the involvement of the community in land registration. Improvement of the land registration services is considered the key to establishing public trust in NLA. Land registration through Larasita is a way to build trust. Improving land registration service in order to achieve trust is by rearranging standard operational procedure (SOP). The example is setting up mobile land office, namely Larasita which is supporting land registration service by giving simpler, faster and cheaper land registration service (Winoto, 2010). According to Zevenbergen (2004), the main aspect of importance with respect to perception in land registration is trustworthiness and trust. Trust is the relations of two social actors or more (Morawczynski & Miscione, 2008). The actor could be community or organization where one actor had an expectation to the others social actor.

Perception in this context is the way in which something is regarded, understood, or interpreted (Oxford, 2010). Community perception in this case is the way in which the community regards, understands or interprets the process of land registration.

McCall (2003) said that, participation in the local level have been applied over the past decades in participatory spatial planning (PSP)-it is called mapping community space. This method is also using for collecting data to keep the land registration system up to date. This PSP is implemented by Larasita which is a process of land registration in village community. The reasons of using Larasita as a tool to collect the data in land registration are to match the tasks and function of NLA in build public trust and provides ease of handling and acceleration to public land, based on head of NLA regulation number 18 in 2009 (Kepala Badan Pertanahan Nasional Republik Indonesia., 2009). Providing mobile land offices called Larasita as an infrastructure development is the important part to convey the faster, simple and cheaper services for community. Adjudication process as a part of land registration in Larasita is involving community to determine their boundary, and attribute attached on the parcel (ownership- status of the land). Land registration is considered a precondition for secure property rights and registration would have strengthened villagers' legal rights to land (Kepala Badan Pertanahan Nasional Republik Indonesia., 2009; Sikor, 2006). Larasita provide service to village community in land registration process for strengthening their right to land. Bantul communities in the village areas reached by Larasita have the right to have legal protection for their land tenure.

In the implementation of the program Larasita is based on public participation. Adjudication process as a part of land registration in Larasita is based on the villager's participation in determining their boundary, and attributes attached on the parcel (ownership status of the land). Communities have a significant role in the success of land registration programs through Larasita. They can advise public officials on the services needed and also contribution to knowledge sharing in land issues.

Access to the information is defined as 'the ability of the citizen to obtain information in the possession of the state' (Relly & Sabharwal, 2009). Transparency is therefore closely linked to the ability of all citizens to access the information relatively easily (Professor Fanie Cloete., 2007). Based on Tuladhar and Van der Molen (2003), the value perceived by the customers increases satisfaction and similarly trust is also contributing factor to satisfaction.

To study the perception of the community about Larasita program is a challenge. This research intends to investigate in particular the element of trust of the community in land registration taking the case of Bantul District. The aim of this research is to provide outcome which can be used to improve the services of land registration of National Land Agency by investigating the result of Larasita program in achieving public trust from the community.

### **1.3. Research Problem**

Establishing a land administration system is a challenge, but to keep the system of registration up to date is a bigger challenge. The public know that processes are time consuming, very complicated and also expensive (Winoto, 2010). This condition happens on the major effect of brokerage system which made land services have a long processes, procedure and expensive. Because of that condition, National Land Agency performance is being a focus of discussion in community especially for serving the community in Land registration.

The problem that the community commonly facing is the lack of information on how to relate with land registration process (Hukum Pertanahan, 2010). *eIndonesia*(2008), Indonesia electronic newspaper, dated 28<sup>th</sup> Sep 2008, highlighted news about problems the community has to face when they want to apply for a certificate. It reports about the transportation cost and other significant budgets have to pay. It further states that villagers have to go to Land National office more than once, while their houses are far from the office, and of course it is very costly. And another Indonesia newspaper *Kompas*(2009), dated 16 Feb 2009 told the story about community difficulties to establish their certificate because of an illegal land broker; the illegal land broker asks incentive for providing certificate. Other issue mentioned in media are complaint about insufficient government services in land registration ([www.primaironline.com](http://www.primaironline.com), 2010). Most of the problems above mentioned are related to the NLA and registration program and difficulties access to the services. Through the Larasita program the government's aims to increase the public trust in land registration by making easier and cheaper for local villagers to register their land.

The research is based on the assumption that the Larasita program is successful in building trust in land registration and land adjudication process through improving service delivery a simplifying standard operating and procedures in land registration.

### **1.4. Research Objective**

This research is conducted to meet the following objectives:

#### **1.4.1. Main Objective**

To investigate how far the land registration program is successful in building public trust in land registration and land adjudication processes in Tirtomulyo and Donotirto villages at Sub-district TirtomulyoBantul

#### **1.4.2. Specific Objective**

1. To describe the Larasita program and its role in land registration in Bantul Yogyakarta
2. To investigate the community perception on Larasita program in Bantul Yogyakarta
3. To determine the Larasita program in building trust in land registration and land adjudication process.

### 1.5. Research Question

Specific objectives	Research Question
1.	1. What is the role of Larasita program in land registration and adjudication program at study area?
2.	2. Which are the factors that influence the community's to register their land?
3.	3. Does the Larasita program contributed to building public trust in land registration and land adjudication in the study area?

Table 1-1: Research Question

### 1.6. Research framework

The general overview of the conceptual framework is based on the concepts as basic theories:

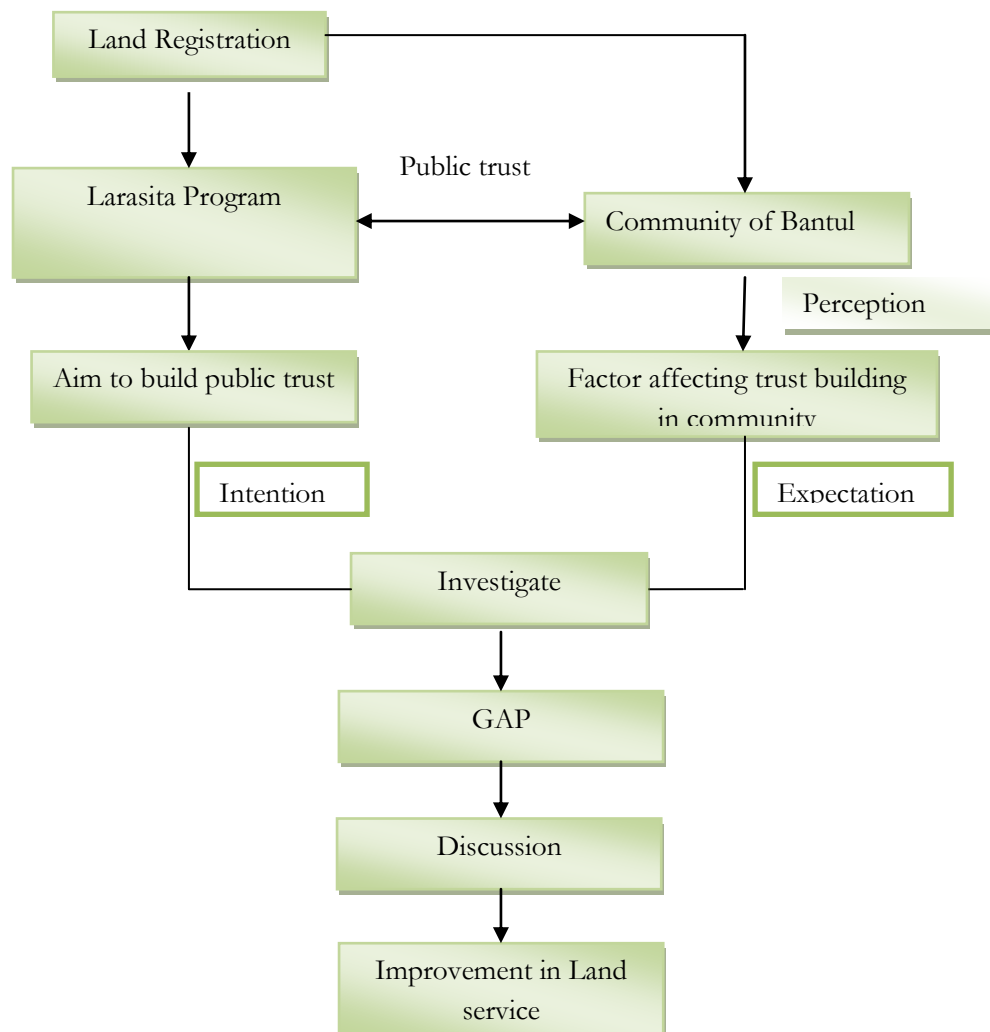


Figure 1-1: Research Framework

Based on the main objective, the major issues of concern; how far the Larasita program is successful in building public trust in the community in land registration and land adjudication process. Community trust in Larasita program by expected benefit of the community from Larasita program and the contribution of Larasita program to offered the benefits back to community. The performance of the land

registration programs will be investigated based on perception of community, with major focus on expected benefits of the community and trust of the Larasita program. And the gaps in the performance of the system will be identified. To address the gaps other approaches will be discuss. The discussion will be focus on identifying the factor to be dealt with on how to improve service in land registration.

### **1.7. Research Design**

The research activities are classified into three phases: Pre-field work phase, field work phase and post-field work phase (figure 1-2). Short description of those phases has been done in the following section:

a. Pre-field work phase

In this phase the activity of preparing research proposal are to define research problem, formulate research objective, and also research questions. Preparations for field work and data collection for case study are to decide the study area, decide the sample size and design questionnaire. Indicator setting was based on conceptual framework were made to design questioners. Questionnaire was focused to the community, head of village and staff of Larasita in NLA in Bantul district. The contact person to respondent and NLA was prepared to help furthermore in data collection.

b. Field work phase

Based on time schedule, fieldwork will be done for three weeks. The activities during fieldwork are:

- Primary data collection: The activities are field observation, household survey and interviewing community, community leader and official government office relate to Larasita programs in Bantul District.
- Secondary data collection: based on Larasita program reports, regulations of Larasita programs, progress reports, document collection, maps, image, and photographs in Bantul district.

c. Post-field work phase

This phase is processing data collected from the field. The activity is begun by analysis of the assessment of Larasita program. The assessment is based on result of interview (qualitative data) and processing the qualitative data through quantitative by using SPSS.

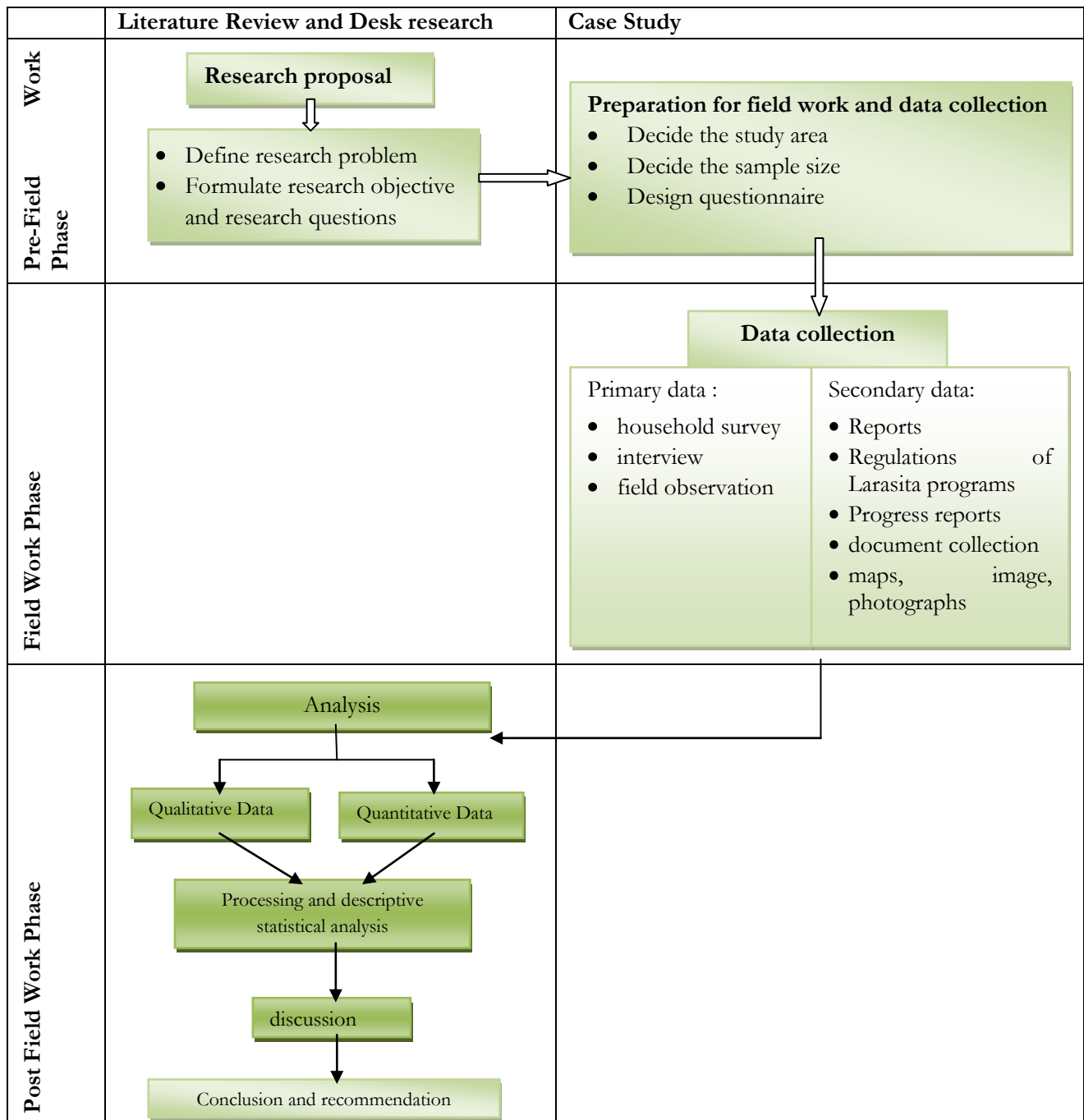


Figure 1-2: Research design

## **1.8. Thesis Structure**

### **Chapter 1: Introduction**

This chapter consists of the general background studies of the research, research problem, research objectives, research questions, hypothesis, and research design and thesis structure.

### **Chapter 2: Literature Review**

This chapter describes concepts of community perception, trust, land registration and land adjudication.

### **Chapter 3: Land Registration in Indonesia**

This chapter describes about land registration in Indonesia and Larasita program which supports land registration.

### **Chapter 4: Methodology Data Collection and Methodology analysis**

This chapter describes criteria to select the study area and to select participated community including the methods of collecting primary and secondary data, validity and quality control and limitation of data collection.

### **Chapter 5: Result and Data Analysis**

This chapter presents the result of data collection from fieldwork and desk research. The results will be analysed and used as an outcome in the next discussion part.

### **Chapter 6: Discussion**

This chapter discusses the gaps found in the implementation of Larasita program in the perspective of community.

### **Chapter 7: Conclusion and Recommendation**

This chapter draws conclusion of the research investigation and provides recommendation to improve the service of land registration of National Land Agency.





## 2. LAND ADJUDICATION, LAND REGISTRATION, COMMUNITY PERCEPTION, ROLE OF LAND REGISTRATION ACTOR AND TRUST

### 2.1. Introduction

The vital asset of a community is land (Zevenbergen, 2006). In order to manage the land there is land registration. Land registration aims to record the land include the information on it. The recognizing formalized property right provides of land registration system. Land registration should provide decisive advantages for the community (Larsson, 1991). One of the advantages is security to rights. The project of land registration is to improving tenure security in order to assuring and protecting right of ownership and to build public trust. In order to give land tenure security by give a guarantee by the state that the community who are register their land and have their rights. The evidence of registration is prerequisite for the community to obtain a loan on the bank and it is as another advantage by registering the land.

A way to facilitate registration is decentralization service. Decentralization service means that the applicants do not have to travel long distances to reach the registry office (Larsson, 1991). Therefore improvement in land services and land administration is a key to establish public trust in an institution (Winoto, 2010). The initiative is to provide a land services that give an easy access through information technology, especially through internet. Bridging the access to the main office, the use of internet is on the end of 1990s, were the integral and significant part of a new web-based service (Ho, 2002). The function of the internet technology is to make the service faster and give an easy access to the main office.

Besides the improvement in land services, the perception of community of the land registration program is an important aspect in the process of land registration. Community's perception is as an ability of community to interpret and perceive land registration which is depends on the behaviour of community of land registration itself. Their perception is based on their understanding of land registration. According to Zevenbergen (2004), one important aspect of perception in land registration is trust.

In this chapter the concept of land registration and land adjudication are reviewed, particularly on the concept of community perception in order to build trust in the community. Description about trust will be explained.

### 2.2. Land adjudication

The process where a land entered into a registration system and its needed to determine who has what rights to it is namely adjudication (Zevenbergen, 2010). Land adjudication is an essential process via which the property rights of landowners are enshrined in law by providing them with legal title to their land. The clearness of interests person who hold the land is not always followed with the clearness units of land is concerned. Therefore surveying and mapping techniques to describe the boundaries between these units and to identify the units as such; an activity often named 'cadastral surveying'. (Zevenbergen., 2002). Land adjudication and land titling are the important issues in that they touch the basic of human beings. In an adjudication system detailed information on all rights and liabilities in a parcel must be ascertained and determined conclusively. The land right type is based on the use of land and recognizes of the neighbours and other community members and support by forms of written documents. The right

owner are thought of as belonging to an individual, in the other hand its own by husband and wife (joint title), family, a community, or the state (UNECE;2005a).

Adjudication in particular is the first step in the registration process of land title in the areas, where the land ownership has not officially been determined (Dale, 1999). The land adjudication could be differed into two types; sporadic and systematic. Sporadic adjudication; which identifies right and interest at each parcel in different times. Sporadic adjudication which occurred when the land ownership asks for it or when the law requires it (e.g. when the land is sold). Sporadic land registration is a firstly land registration process on one particular or more land parcels as individual process. Systematic Adjudication, identifying parcel by collecting and entering the tenure relations in an area at the same time. (Zevenbergen, 2010).

The principal methods may be used to establish a title registration system see on figure 2.1 below (Larsson, 1991):

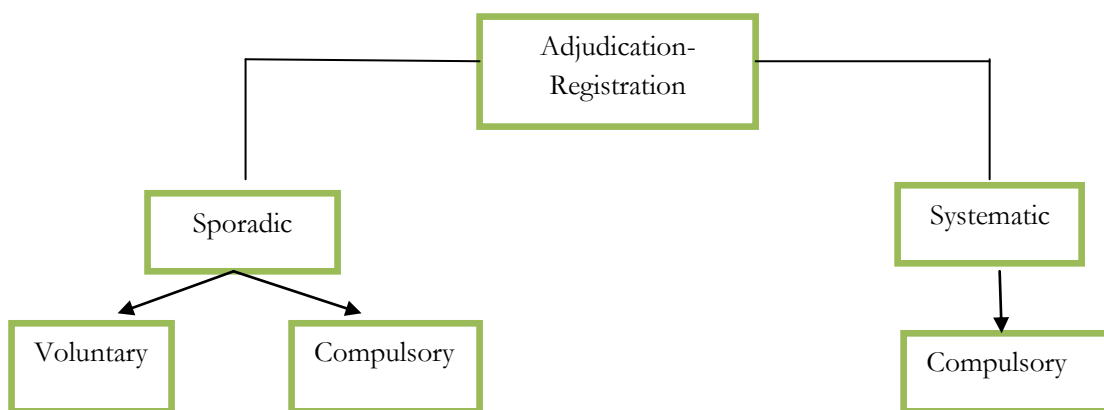


Figure 2-1: Main methods of land registration.

Adjudication has a function to resolve disputes and uncertainties pertaining to who owns what property (Dale, 1999). In adjudication process, involvement the level of community has variation. In some countries, Indonesia, Nepal the process of adjudication is relatively participatory for a government activity, and others country quite strongly led by professionals.

### 2.3. Land Registration

Land registration is a process of recording or deal with interests in land (Zevenbergen., 2002). UNECE(2005) defined land registration as a process of recording rights in land either through deed registration or title registration to land. The process of recording is about land and information of land (Zevenbergen., 2002). Interests in land reverse the way in which (group of) people 'hold the land and the interests existing in a society is namely land tenure system.

Land tenure is to increase security of the land by securing access and rights for people who wish to hold land for diverse purposes (Musahara, 2006). Land Tenure is defined as the manner in which rights in land are held (Dale, 1999) and according to them it formally defined through laws concerning property while others defined are determined by custom. According to (Tuladhar, Bogaerts, & van der Molen, 2004) Land tenure is the right or manner of holding a landed property. (USAID.) was defined land tenure as the way in which rights in land is held. Land tenure is an institution where structures are determined by the relationship between person and land. The relationship might be come from the linkage between statutory or customary or informally and rarely illegally. In the other hand land tenure determines as who can hold and use the resources for how long and under what condition.

Land registration implementation is in order to increase tenure security. Land tenure is as an effective and transparent land administration. Land tenure plays an important role in ensuring the security of tenure of rural and urban populations, said Alexander Müller, FAO Assistant Director-General (FAO., 2010). The project will promote affordable software systems that enable quick improvement in transparency and equity of governance.

The function of land registration is giving the access to land through new program for the poor based on the customs (FAO., 2002). The registration gives benefits to the individuals with land rights and society as a whole. (Bayeh Tiruneh & Tenaw Hailu., 2006) mentioned that land registration is facilitating land transaction and makes it easier, cheaper and more secure. When the records and descriptions are combined, then, it will provide some major benefits as follows:

- Land ownership security and tenure right. As main important impact because at the major problem in developing countries it could reduce land disputes. Furthermore demarcating boundary with the neighbour's owner is the first activity of the committee.

Lack of land titles should not be equalized with tenure insecurity because land tenure security is a matter of trust among members of the rural community. And between the rural community with their local and national governance (ELTAP, 2006).

- The efficient of land transfers. The cost of delays for permits is a serious constraint in most developing countries. The efficiency of land registration system makes transfers easier, less expensive and more secure;
- Credit secure. The collateral to get loans can be used land title. The security of land title has a positive impact on the productivity of the land since it enables for releasing major financial resources for investment in the land; Deininger (2003) and Dale (1999) mentioned too one of the having certificate is the way accessing to get credit.
- The control of land market and intervention through public. Land policies such as land redistribution which control over foreign land ownership are difficult to implement without by functioning land registration system; (Payne, 1997).
- Land registration support for the land taxation system. The expenses for improving the cadastral system would, in actual fact, quickly be covered by increasing property tax revenues;
- The improvement of land use and management. The better information of land ownership can directly provide through land registration. The information is as well as facilitates the development of the other planning tools such as the banks information covering land use, land values, population, etc. Land registration also provides a tool to restrict certain land uses with a negative environmental impact. A land registration system is based on parcels and it could lead to a more advanced land information system (UN ESCAP., 2010)

According to Solomon (2006) at ELTAP conference, land registration is participatory activity, because there is a community as local resident giving input for adjudication and demarcation of land, while the administrator and land office helped to keep the cost of registration low (ELTAP, 2006).

### **2.3.1. Information Technology in Land Registration**

The information technology (IT) systems introduction to land registration is one of the key ways to reduce the corruption and non-transparent land management practices. Moreover, effective IT systems increase the structure and accessibility of records, facilitating knowledge-based decision making and wider data dissemination (FAO., 2010).

The problem in the land registration and land adjudication is the complex process. To overcome that problem, it is needed system approach by improving service delivery with computerized

registration(Winoto, 2010; Zevenbergen., 2002). Utilization of IT, the use of a computer system broadly to include hardware, software, network communications, and electronic data. This system is an integrated system between human and machines that include hardware, software, standard procedures, human resources, and the substance of information that includes the information that includes the function of the input, process, output, storage and communication.

Historically, for fiscal and legal purposes, governments have established records (cadastres). The systems have been based on either ownership. Also parcel (plot) or a series of plots with the same owner (landholding). Cadastres records have been established. It kept separately. The raising complexity of the society with an abundance of data and information, there are many reasons for developing a system to attain and combine information on land in a systematic, rational and efficient manner. There are now considerable efforts being made in many countries around the world to create land information systems with data which come from different sources based on a cadastre where each parcel has an unique identifier(UN ESCAP., 2010)

There is evidence for the need to efficient land management systems in developing countries. However, technical equipment and skilled staff cost are still very high. Each country and city, they will have to assess their situation, and reach a decision on what is affordable. It is highly recommended based on a progressive land registration system. Land registration system will enable future expansion as the equipment. Also technology will eventually become more accessible for budgets which are tighter as well.(UN ESCAP., 2010).

Indonesia has introduced a system of mobile land registration offices. The mobile land registration office brings the system to the client to prevent duplication of data, this service, known as Larasita. Larasita is conducted using laptops that are connected to the main database through wireless connectivity (WLAN). Aside from reducing possible information distortion and deceptions due to using intermediaries to access registration services, Larasita aims to expedite the process of land titling.

### **2.3.2. Access to information**

According to Setha(2002)said that the current practice of arranging public information meetings prior to the fieldwork on people's rights and duties, and on technical and practical matters combined with effective utilisation of mass media and traditional grass-root information channels have proved suitable for the purpose. From Setha mentioned the firstly on accessing the information is having public meeting with the community. Having discussion with the community about land registration and land adjudication directly is the effective way to know the degree of understanding community about it. The collaboration with mass technology is other way to helping community to do effectively in land registration. On the view of illiteracy people and the degree of information technology on the pilot project area should be determine well before choose the type of method of information(Boserup, 2005). The information of land registration can spread through some tool such as:

1. Printed information: those are from brochures or booklets, newsletters, reports analyses and contributions to debates in printed media.
2. Radio and Television: an audio-visual media as the effective tool in order to give the information to the community on the pilot project area. The radio as an instrument has an advantage that cheap and can give the information to the entire area and village community, including to the illiterate villagers of the community.
3. Information and communication technology: On this case is internet which gives information that already published at brochures or booklets, newsletters, reports analyses and contributions to debates in printed media. This may be a way to empower citizens at the same time as it can remove an information burden from the workload of the administration.

4. Campaign : campaign do when the land officer introduce about land registration and adjudication to the villagers on the rural area
5. General education: General education can be used as a measure to actively engage adults in various issues and to enhance their knowledge about society and their ability to take actively part in public affairs

The indicators to measure access to information are type of information tools, which information tools more effective and awareness of the community about it.

### **2.3.3. Land Registration Process**

Land registration, in order to establish the certificate of land ownership, is requiring the process of land registration. The process of land registration includes the awareness, identification; demarcation, public hearing, registration and book holding (ELTAP, 2006).

a. Awareness

The information about land registration is announced before it implemented in the field. Government's awareness is needed by the community as the way to understand the process and what they should do in the registration process. The announcement could be done in vary ways such towards socialization, newspaper, local meeting, radio, television, and booklet with necessary information. Furthermore on Dale(1999) mentioned that the objectivity of the society on land depends on the accessing of reliable information on land and ownership.

b. Identification, Demarcation(survey)

The boundaries of the land parcel are marked by visible separators as special boundary markers like the monument, stone and iron bars(J. Zevenbergen, 1999); involving neighbours before the surveyor come to visit. And neighbours are needed when surveyor team come to measure the land as the witness. From a legal perspective, a boundary definition is as an invisible surface that differentiates one set of real property right from another. The two common ways of boundary demarcation are fixed and general boundaries (J. Zevenbergen, 1999). Based on his definition, fixed boundary refers to the legal boundary of real property. The precise lines have been agreed and recorded while general boundary refers to a boundary. The boundary as the precise line on the ground has not been determined. As (J. Zevenbergen, 1999) states, a general boundary is one where boundaries are agreed between neighbours. The monument of a parcel boundary is generally achieved in one of two ways. First is the emplacement of corner beacons and pegs in the ground, on the other hand the construction of linear features such as walls and fences or hedges. Land tenure information are collected by the officer or through land owner document information(Zevenbergen, 2010).In this term produce a cadastral map as the result of survey demarcation.

c. Public hearing/announcement

When all land is adjudicated, then the result is publicly displayed and will be commented and verification in few months either in field or in the land office(Zevenbergen, 2010). The reason is letting the community to know the result of adjudication. In case there is any objection with the result and the community, stakeholders and beneficiaries might be send a complain letter to the land office before the further process going through(Larsson, 1991).

d. Registration

All parcels are registered in the Land registry book at land office. Registration process are recorded all of the information were collected through identification and demarcation process (UN., 2005). The product produce by registration is a legal document namely certificate.

e. Management file

Registration document is maintained in order to protect private land right. The management of registration file is important for continuing update data of the land ownership in the future. A mechanism should be put in place to ensure consistency in their implementation (UN., 2005).

The steps of land registration above are drawn in sequence at the field below:

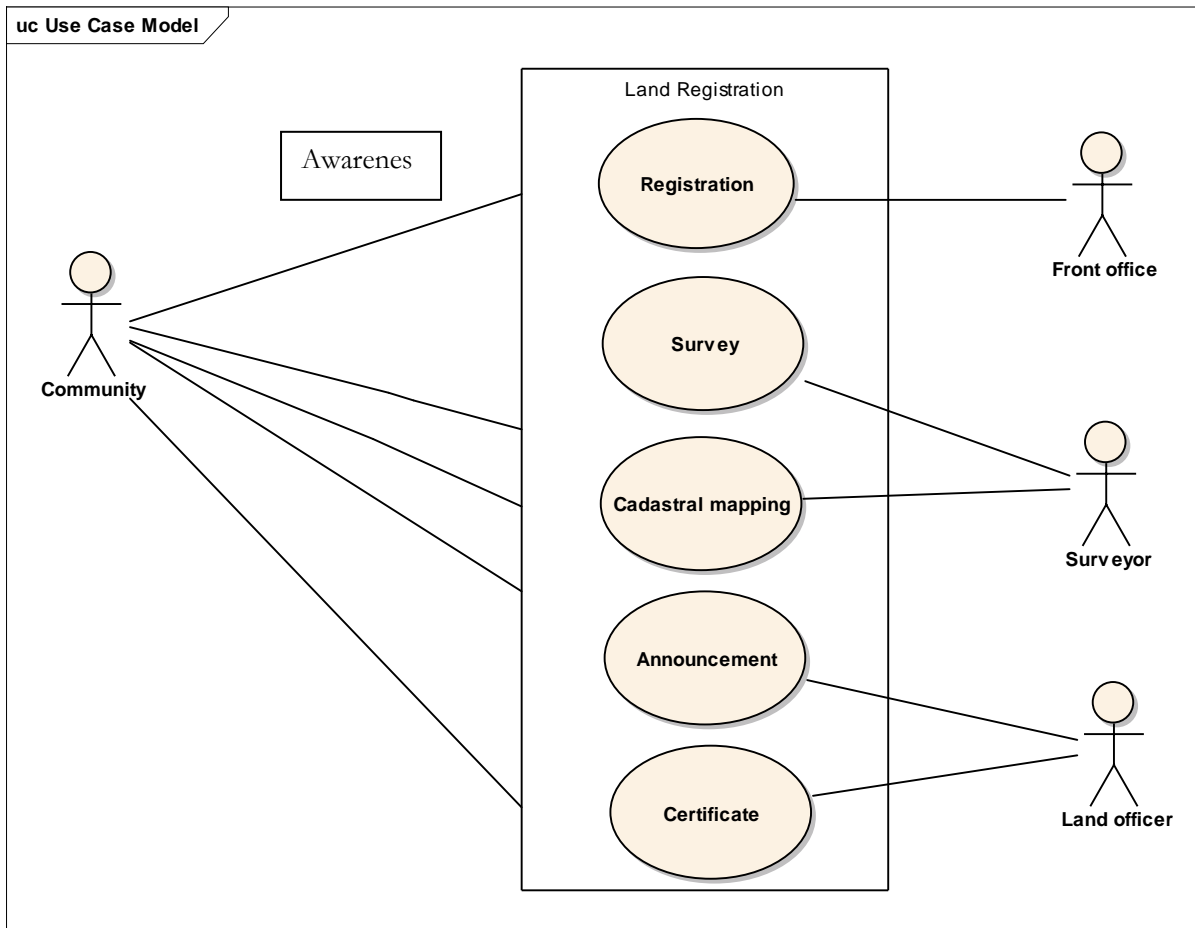


Figure 2-2: Use case diagram at land registration

## 2.4. The social actors of land registration

Land registration program is a complex system in the implementation where has actors involved. At a first land registration the actors involved are consists of institutional actor and citizen. The explanation the role of both actors explains below:

### 2.4.1. Institutional actor

Here, the institutional actor is government organization. The players of land registration at most country are governments' organizations. According to (Zevenbergen., 2002) there some country are played role as a key role in a system of land registration at one organization (e.g. Indonesia) and other is played more than one organization (e.g. England, Sweden and Ghana).

### 2.4.2. Citizen

The citizen participation to complete the process of land registration is needed. The citizen has a main role at first registration for the success of the system. The roles of citizen here are needed at land registration process, land adjudication process, demarcation and survey process(Dale, 1999).The citizen

actually needs a low cost and easy process at land registration, and they no need to spend their time on money on land registration. The support of citizen on the new registration system at local office level in order to provide information and give awareness is important. The citizens provide the document that needed at first registration and their awareness on the step of process at land adjudication and registration process. Especially the awareness at demarcation, citizen is pointed out their boundary with their neighbour.

## 2.5. Community Perception

Perception is an abstract concept of social attitude in the community. Community perception as people understand in land registration process is the way they think about something. As example, the service of registration of land in a district area to conduct perception with scientific way was found in some articles as described as follows:

There are only limited numbers of articles that reviewing the community's perception on land registration. As literature synthesis conduct with the topic of community's perception on land registration and the impact on the land adjudication are listed as in table 2.1 below;

Author	Define the issue	Measurement
(Quinn, Hubby, Kiwasila, & Lovett, 2003)	The way people <i>think</i>	Identifying problem in society
(Smith, Barrett, & Box, 2000)	Positive <i>think</i> about something	Identical subject
(Gilg, 2009)	What people <i>think</i> about land use	-Traditional land use and -Behaviour attitudes
(Lewis, 2008)	existence within the realm of opinion between the worlds of knowledge and sense	How people to respond
(J. Zevenbergen, 2004)	the representation of what is perceived or knowledge gained by perceiving about it	Trustworthiness of land registration
(Paradise, 2005)	The perception God will guide community from disaster	how community perceives itself as a physical space and a social unit within its cultural armature
(Lengoiboni Monica, Arnold K. Bregt, & Paul van der Molen, 2010)	Awareness the land use actor of land registration in Kenya	appropriate the existing land laws and property rights in LA are to the needs of pastoralist land use in northern Kenya
(Wallner, Bauer, & Hunziker, 2007)	The categories of factors influencing people's perceptions of biosphere reserves which are independent are (1) the economic situation, (2) the history of nature protection, and (3) the power balance between the involved stakeholders.	Factors influencing people's perceptions of biosphere reserves which are independent of the cultural context.

Table 2-1: List of community's perception articles



Based on the definition of community perception that was mentioned by the authors above, they defined community perception on their own boundary issue. Generally, every authors mentioned community perception as:

- a) The way people thinking about how community facing their problem was pointing on Quinn (2003), Gilg(2009)and Smith (2000),
- b) Based on community's knowledge, perceive and sense of problem ((Lewis, 2008),(J. Zevenbergen, 2004),(Paradise, 2005), (Lengoiboni Monica , et al., 2010),and (Wallner, et al., 2007).

Reframing definition of community perception refers to community perception as the way people regards, understand or interpret ate on something (Oxford, 2010).In the same way, study was made by Holden(2006) to know the farmhouse hold's perceptions of low cost land certification program, which was implemented on a broad scale in the Tigray region of Ethiopia in the late 1990s. It also showed that this program contributed to increasing tenure security and reducing land disputes among the households. Community's perception is as an ability of community to interpret and perceive land registration which is depends on the behaviour of community of land registration itself. Their perception is based on their understanding of land registration. According to Zevenbergen(2004), one aspect of perception in land registration is trust. Communities have a significant role for succession land registration programs. According to their perception of the land registration program, they can advise public officials on different aspect of the services that are needed. In the other words, they act as a conduit for knowledge sharing of important issue.

Perception is generally difficult to be predicting as it is very subjective and not directly measurable matter. Therefore in order to measure perception the indicators should be used like: view of the program, reducing the border conflict, getting credits for farm inputs, increasing tenure security, benefiting of land registration and participation in process and procedure of land registration program.(Deninger, 2008)

## **2.6. Trust and trustworthiness**

The definition of trust has different meanings based on its disciplinary background(Morawczynski & Miscione, 2008). Because trust will be defined in the context of public trust between community and the government, the definition of trust needs to be arranged based on that term.

According to the research in e- government services by Grimsley(2007), trust is shown be related to the extent to which people think that this program (e-government services) enhances their sense of being well informed, gives them greater personal control, and provides them with a sense of influence or contingency. Kelly et.al (2002) views the trust largely are defined in terms of the legitimacy it confers upon government, but others suggest that trust can make possible the achievement of community objectives that would not be attainable in its absence (Fukuyama, 2001). While, Kampen, Maddens &Vermunt(2003) mentioned that they could not prove the increases of the objective in the quality of public services have a direct positive impact on trust in government. Cloate(2007)said that to improve trust in government is free and transparent access to the information content are needed by citizens. According to (Locke, 2001), he argue that trust could build through, As such, his argument on how trust can be built relies on and combines elements of the literature. He said *"like the repeated game theorists, I too believe that trust-like behavior as manifest in cooperative behavior among utility-maximizing actors begins with self-interest"*. Access to information is defined as *'the ability of the citizen to obtain information in the possession of the state'* (Relly & Sabharwal, 2009). Transparency is therefore closely linked to the ability of all citizens to access the information relatively easily(Cloete, 2007). Based on Tuladhar and Van der Molen(2003), the value perceived by the customers increases satisfaction and similarly trust is also contributing factor to satisfaction. The degree of trust is contribution of service guarantee and higher standard of conduct.

Trust refers as a specific behaviour. Trust refers as community acceptance of decision or action from another person or institutions. Community trust to the government because they have to allow on decision and action of government takes for the community.

The sign of good democratic governance is community's trust in the government. Trust can be differentiated according to the driving force are (Cloete, 2007):

- a. Psychological instinct  
Trust on this term is based on the emotional instinct and no relation with the figure and fact. For instance the followers to their leader who gives them guidance, protection or assistance based on instinctive, emotional judgments
- b. Value based faith  
Trust in this term driven to religious believer asks to their Deity for assistance, forgiveness, or safety based on the sense of believes on the religious.
- c. Rational knowledge  
On the other reference it called institutional trust (Mishler, 2001). This trust comes out from knowledge and experience that accoutre in someone, therefore mainly based on subjective and perceptions of facts and figure. For instance the community trust to their government to protect, regulate, growth and welfare service to sustain them to evolve themselves and their lives and what they have to choose in their live according to their subjective ideas and perception of the best think is the best and well for them

The awareness in the community is the necessity that they are needed as system to support land registration. Community has to support the system in place and society has to use and rely on the system of land registration and the information. On the other words, the community wants to be able to trust to the system (J. Zevenbergen, 2004). To enhance the public trust in the land office, it might be considering the factor affecting the level of public trust in the land office itself. The importance of land office to knows in order to achieve the target to build public trust against the community itself. The idea behind is an increasing the public service sector in government presides to increasing satisfaction of community, which in turn would preside to increased trust in government (Kampen, 2003). The theory presides to the quality, perception, expectations, satisfaction of service delivery and governments and the final destination is building trust of government in the public sector. The quality refers to the process and output. The satisfaction refers to the quality of the process and output and the satisfaction will affect the level of trust of government.

The trustworthiness in land administration can be defined as combining on that the records are reliable and accurate, and on they are acceptable by the community. For the land registration system the main emergent property is trustworthiness. It is not attributed to one or a few elements, but it depends on the registration system as a whole (Zevenbergen., 2002). Lemmen said that *In a 'trustworthy' land administration system, on the one hand the information is reliable and accurate and on the other hand the information is acceptable to the proprietors; they must trust the processes and institutions involved* (Lemmens, 2006). For the land registration system the main emergent property is trustworthiness. It is not attributed to one or a few elements, but it depends on the registration system as a whole. As the research from (Rubasinghe, 2010) argue that trust and trustworthy give a big influence the acceptability of new system in the community.

From the literature above the following indicators to measure trust can be derived:

1. Sense of being well informed
2. Sense of personal control
3. Sense of influence or contingency
4. Transparent access to the information

5. Easy access to information
6. Trustworthiness of the land administration system

There is a research which is considerable with the factor of trust influence village community to register their land. Perception of community to interpret a new program, based on (Knack & Zak, 2003) is to raise the trust by facilitating interpersonal understanding. Social economic factors like income and education are affecting the trust of village community in a new program. The effect of age, income and attitude have an influence at the acceptance of new program (Green & Heffernan, 1987).

## **2.7. Conclusion**

In this chapter, we have discuss about land registration and land adjudication, community perception and trust issue and the concept relate of its. The community perception of trust is based on what they think of the program of registration and the trust principles are influence of citizen. From the literature mentioned before, it summarized the indicators to measure trust factors in this research are socio economic condition (age, income, and education), perception of the program (quality, the benefit, and participation on the process), awareness (access to information), benefit of the program and trustworthiness (time for issuing the certificate, satisfaction on the process of survey on registration and adjudication)

## 3. LAND REGISTRATION IN INDONESIA

### 3.1. Land registration and land adjudication in Indonesia

Indonesia recognizes formal and informal system for land registration. Formal registration system is based on Government Decree Number 24/1997 and Minister of Agrarian Number 3/1997. Land registration consists of first registration and data maintenance and updating. The first registration applies to land that have not been registered based on the existing regulations. Activities on the first registration are physical data acquisition and processing, evidentiary and bookkeeping, issuing certificate, provision of physical data and juridical data, documentation all of the registers. Data maintenance and updating (also called derivative registration) registers the change of physical data and juridical data due to all kinds of land transactions. Activities on data maintenance and updating are registration of right transfer and right encumbrance such as buying and selling, subdivision, exchange, grant, inheritance and mortgage.

First time registration carried out through systematic and sporadic registration. Systematic registration is a mass land registration done simultaneously on a whole unregistered object within a certain unit area; in Indonesia the smallest unit area is village or part of the village. Systematic land registration is based on work plan, by government program or community initiations. Sporadic registration is the registration of one or some unregistered object individually or mass in certain unit areas which are not covered by systematic registration. Sporadic land registration is conducted by request of interested parties. Data maintenance and updating registration carried out through sporadic system only, thus there is no systematic registration for land right transfer purposes.

The formal land registration system in Indonesia applies fix boundary principles. Article 14 Government Decree Number 24/1997 stated that physical data collection should be in the form of survey and mapping activities include boundary survey. The land owner must put physical marks on the boundaries, show it on the boundary survey and responsible for its maintenance; the surveyor only records it as legal data. Even the regulation also describes the specification of the boundary markers.

#### 3.1.1. The Current Condition of Land Registration System in Indonesia

By the early 1990s only 22% of the estimated land parcels were registered by BPN. Based on the information from <http://www.cadastraltemplate.org> up to now, there is properly registered and surveyed land parcels: 40%; legally occupied, but not registered or surveyed (includes the informal system): 50%; and informally occupied without legal title: 10% in the urban area. For rural area, there is properly registered and surveyed land parcels: 20%; legally occupied, but not registered or surveyed (includes the informal system): 20%; and informally occupied without legal title: 60%. With the existing resources and procedures, it was estimated that BPN needs about 90 years to perform the land registration process to all land parcels. This estimation uses the assumption that the process only deals with the new parcels, there is not in the aspect of the inordinate procedural delays, disputes and the derivative processes.

This situation mirrors that over 49 years since the enacting of BAL (Basic Agrarian Law), the land registration process in Indonesia is still slow ongoing. As the example, land registration in Thailand which is awarded by the World Bank for the excellence in 1997 in the "Land Titling Project" has showed a very efficient land registration process (Nanthamonty & Rakyao, 2007). Based on this statistic, BPN needs some strategic policies to accelerate the land registration process.

Other situation that needs to be handled by BPN is how to improve BPN's services to the community. The eagerness of the community to register their land parcels is still in low level. It relates to the reason of the cost and time that is needed to register. Even though there is a clear standard procedure or SPOPP, the community still has the image that BPN is one of the corrupted government bodies. Other reason is that most of Indonesian lives in the rural areas with low incomes. These conditions bring a slow process for the land registration process, more than 50% of its land parcels which have not been registered yet.

Land registration is a complex process with the technical part, a legal and organizational aspect that influences each other. The aspects have a relationship for the system of land registration has good function. The project was being taken in order to achieve good function in land registration (Zevenbergen., 2002). One of the projects that held in Indonesia with the aim to speed up/improving land registration is Larasita.

### **3.2. Larasita**

Larasita program started in December 2008 at Klaten, Central of Java and was supported by the World Bank. Larasita is land certificate service for rural community and an innovative policy that depart from the fulfilment of the necessary sense of justice. It is expected and considered by the rural community. Larasita built and developed to manifest the mandate of Article 33 paragraph (3) of the 1945 Constitution, Agrarian Law, and all setting legislation in the area of land and agrarian. Pilot was set up to build trust in the community for broader program of land registration and certification in the Region. The approach used is a cadastral survey, based on land measurements and identification of boundaries and locations, in Indonesia.

Development of Larasita depart from the will and motivation to bring the National Land Agency Republic of Indonesia (BPN RI) with the community, as well as the changing paradigm in the implementation of the main tasks and functions of BPN of waiting or active or passive to active pro come to the public directly. Larasita has tested on some districts and cities. The evaluation concluded been implemented throughout Indonesia.

According to (Kepala Badan Pertanahan Nasional Republik Indonesia., 2009) Larasita has six major objectives: 1. Building public trust in the National Land Agency (BPN RI); 2. Land services is closer to the community, especially those are geographically having obstacle to go to the Land Office; 3. Eliminate third-party role in the land services; 4. Reducing the occurrence of conflicts; 5. Achieve national target of land certificate; 6. Minimizing bias at land information to the public.

In the district of Bantul, Larasita service is popular for land certification. It is a moving BPN\_RI service where the front office and moves closer to the village community, especially locations far away from the land office and Larasita can do direct communication premises device in land office/ *kantab* through communications media. The back office remains in the land office/ *kantabat* Bantul land office.

The benefits of Larasita are:

1. Realizing the government commitment in order to give a better service, easier and affordable
2. Provide legal and process certainty and make it easier for people who want to perform a land certification
3. Cutting the chain of title agreements and minimize the management costs
4. An innovative program in the public services which is could encourage the land services creativity at land officer to the community

5. Community has a direct access enjoying the land registration services which is measurable, clear and easy in process and procedure
6. Increasing the public trust towards Land National Agency

In principal of Larasita program is offering the same service in the villages as is offered in the land office. The applicable regulation at Land office shall also apply at Larasita service. The general provisions of Larasita program are:

1. Certification service, i.e. first registration and maintains the registration data.
2. Other Land services, i.e. :
  - a. Supervision and control, hold, ownership, use and utilization of land, and conduct with identification and research of land that is indicated displaced.
  - b. The activity which has connection with synchronization and delivery the land use and Spatial Planning information.
  - c. Facilitate and getting closer to the accesses to create new economic sources in order to improve the welfare of society
  - d. to identify the problems, land dispute or conflict early to facilitate the handling effort
  - e. Do socialization and interaction to convey information on land and others land program and receive the input from community

At the study area Larasita has provisions at certificate service for first registration.

### **3.2.1. Planning and socialization of Larasita**

#### **3.2.1.1. Planning**

##### **a. Planning**

The preparation of planning and management of the Larasita program is a necessary in order to reach its objective. First of all the land office has to be decided where the location of Larasita, criteria used such location away from land office. Secondly is scheduling; Making a schedule of activity should consider on the number of human resources at the Land Office and the estimation number of people who have served. Thirdly, the material is another necessary part that needed at Larasita services.

After create the work location plan, the next step is arranging the activity schedule which content of: Day/Date/Hours, Village, sub district and coordinator of Larasita as the person in charge in the field. The sample of schedule is presented in table 4-2 (annex1):

Schedule of Larasita activities posted on the bulletin board of Village office, sub-district and land office and delivered through local media such as Radio Broadcast Local Government (RSPD) and others.

##### **b. Socialization**

Socialization implemented on many levels. It begins with the socialization at the district/city/municipality, the target are local government officials, the head of district, the head of village and community organizations. The next stage is at the sub district and village that involves the community directly.

### **3.2.2. Implementation**

Certification service mechanism based on statutory provisions that apply, and service procedures of Larasita is not different with service mechanism at land office, i.e.: a) Locket activity, i.e. activity that directly relate to the applicant such examine the file, receive a fee, make and deliver a receipt to the applicant, b) Activity at the land office is an activity for finishing the jobs that cannot be done completely in the field. These activities are follow-up activities in the field.

### **3.2.3. Larasita Application Service**

Larasita carried out by utilizing information and communication technology (ICT). Land offices have no ICT infrastructure; therefore Larasita will be carried out manually. The procedures are:

- a. Service with information and communication technology  
The service is connected directly with the server at the land office. If it does not connect in some way, then the service could still be carrying out because the application for this purpose already exists in the available computer equipment.  
Coordinator of Larasita prepares daily report of service activity that must be printed by the officer upon completion of service. The printed reports are as report file and financial handover to the officer at the Land Office.
- b. Larasita service manually  
Each activity is recorded and accounted in the field list. The form application is given temporary number. When the land officer returns back to the land office, the application form temporary number will be synchronized with the file number on the land office. For example, while Larasita registration the file number is: A.5/L/2009, A as the Larasita Tim A, L stands for Larasita. Once synchronized the temporary number becomes the last file number recorded on the DI (Field List) 301, for example be 59/2009. The new numbers should be recorded also in the relevant application file, so that the process of completion of such application can still be monitored.

### **3.2.4. The main step process of Larasita**

Larasita program as mention at Chapter 4 has the same process like land registration at land office, the difference is Larasita comes directly to the village community and serve them on village where village community leave. The different steps are at locket I/II/III/IV become one process in the minibuss.

Registration process towards Larasita is shown in table 4-3:

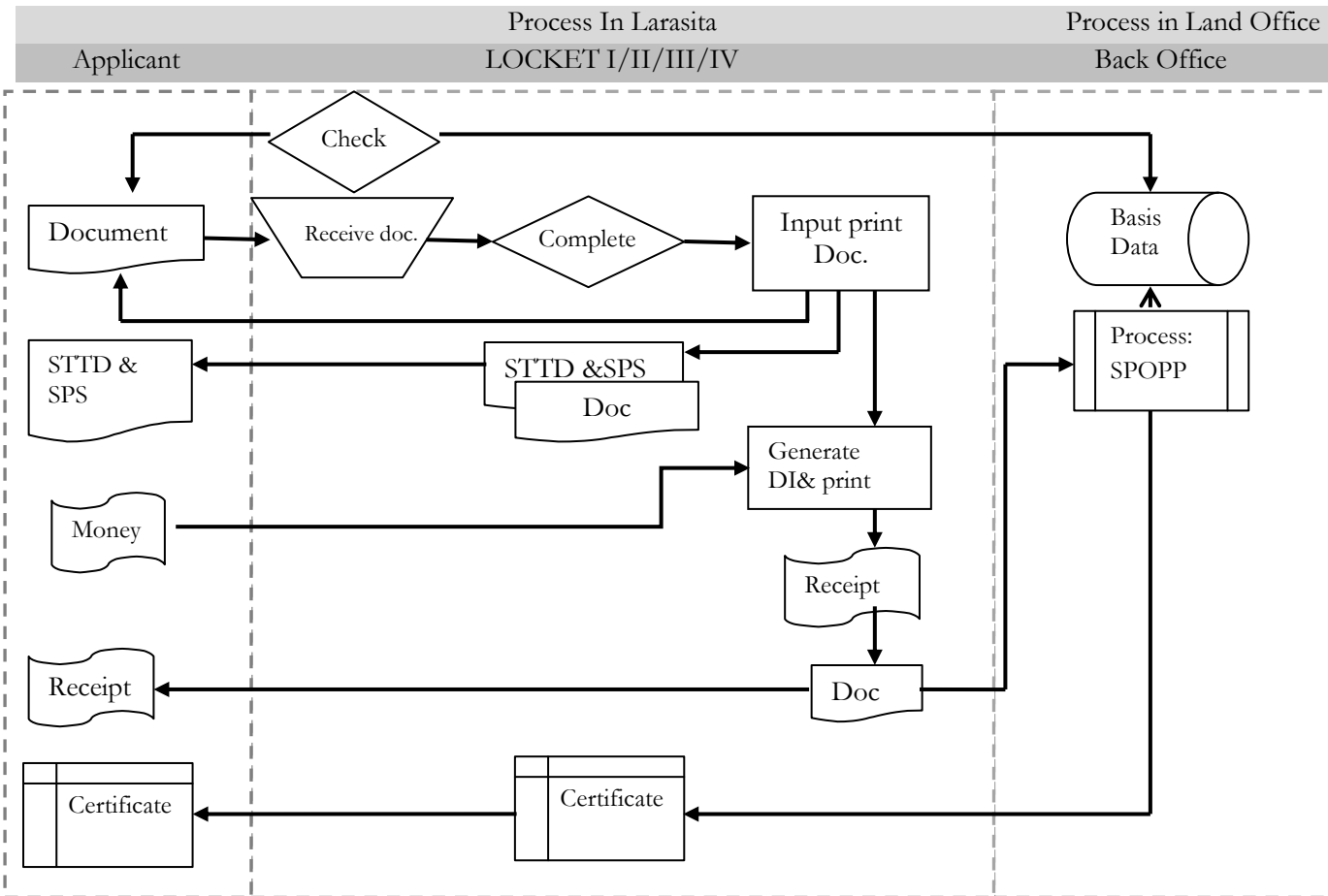


Figure 3-1: The process of registration through Larasita, Head of National Agency regulation (KaBPN) No 18 2009

Note: STTD: *Surat Tanda Terima Dokumen* = Receipt of Documents

SPS : *Surat Perintah Setor* = Deposited Warrant

The activities of each step explained below:

1. The applicant applies a form registration to the front office.
2. The document receives by collector officer on the minibus, and checks it. When the document completes and meet the procedure of registration, the entry staff will input the data through computer and check the information to the basis data at back office on Land office using internet connection. If the data match, it will process for the next step.
3. When the document is ok, the collector gives receipt of document and deposited warrant to the applicant
4. The applicant pays the registration fee based on the deposited warrant (SPS) to the collector, and the treasure receiver receive the money and makes receipt of registration payment and give the receipt back to the applicant as an evidence when they will get their certificate.
5. The applicant documents processed according to the standard operation system at back office (land office) on registration system. When it is possible and the requirements complete. The officers do the adjudication on that time. But mostly it was not complete, so the officers will accomplish their duty at registration and adjudication two days letter.
6. After that the certificate issued by the land office and give it to the applicant through Larasita officer



### 3.2.5. The process of registration through Larasita

Based on Article 5 Government Decree Number 24/1997, land registration conducts by National Land Agency (BPN). Authority of the implementation of land registration is delegated to Local Office. Minister-level official appoints Pejabat Pembuat Akta Tanah (PPAT) or Land Deed Official who making deeds as the evidence of legal land transactions for land registration purposes. For the rural especially remote areas government appoint temporary PPAT, usually the Head of Sub-district. In the physical data collection (survey and mapping), in addition to government surveyors within BPN, a licensed surveyor and survey and mapping companies can also perform this activity.

The Larasita registration system is based on government program, Minister-level official appoints adjudication committee and the adjudication team, on systematic registration base on community initiations; Head of Regional Office takes the authority. The adjudication committee and the adjudication team assist the Local Head Office in order to implement systematic land registration. This committee also involves Head of Local Village as committee member. Physical data collection have a very large capacity, therefore the mapping companies can also perform this activity to accelerate the survey and mapping part. Systematic registration also consider community participation; local community, head of village, elder people get involved in the parcel identification

In the Larasita, before surveyor comes to measure the land, village community with head of village, *Dukuh* and the witnesses measure the land to make sure the border of boundary and demarcated by using bacon. The participation of the village community to mark their land is necessary in order to make survey part easier; because one of the requirement parcels of land will measure is demarcated land by village community itself. In case avoid conflict of land. After that surveyor will comes and demarcated the field boundaries using GPS/Geo positioning system by surveyor when measure it again as a legal part.

The surveyor measures and registers parcels by walking from one parcel to the other; during registration a surveyor uses the form of applicant/village community applied before as a guide and simple forms to collect data at the field that has similar content with the main registry. A daily data-recording format can serve as field note for the experts and for the committee.

The result of the measurement bring to the land office to the next step of registration part is making cadastral map. After the cadastral map done will be checked again at head of sub-section land right and land registration (HTPT) to verify the data in the register and other relevant data as a juridical part., before final registration take place, it is presented to the public hearing to get approval. In the two months announcement through blackboard at land office and village office if there were objection with the result. When there are no complain, the document will process on the juridical part to produce and issue the certificate, before that it will be check trough each Head of sub-section Land rights and land registration, Head of sub-section Measurement survey and Mapping and Head of land office. They checked the boundary measurement, juridical of the land, the match with basis data, and type writing. Finally land office issues the certificate that assures holding right and tenure security. The head of land office sign on the certificate.

### 3.3. The team member of Larasita

Larasita implemented at rural area by using minibus where there are five people in it. Those actors in the team of Larasita influence the fluency of this program in the field. According to the desk research, there are three main teams whose work in the Larasita: First of all is the instructor team of Larasita consisting of head of national land agency as the instructor. Second is the controlling implementation team of Larasita on the region land office. The team consists of seven member from eselon III as head of Tim and eselon IV as members. They have responsibility to do supervision and controlling the work of Larasita and

report periodically the result of Larasita at Land office to the head of land agency. The last but not the least is the actors of Larasita team who are based in the land office. The team consist of coordinator, collector, entry data staff, treasure receiver, surveyor. The Larasita coordinator handles the part of responsibility to manage the work of officer when they have duty to the village. In minibas there are five land officers taking their duty.

On the implementation of Larasita at Tirtomulyo village, there are five team members are involved to handle this program, as mention above. The monitoring of registration activity did by coordinator of Larasita directly on the field and he must report all of the activity on the field to the Sub head of Control of Land and community empowerment as his superior on Larasita.

Larasita movement based on KaBPN No 18 in 2009. Larasita in the Bantul land office accommodation like car and motorcycle were moving to the village location according to the schedule have been made, since 2<sup>nd</sup>februari 2009. The schedule of Larasita made per 2 month and will be evaluate in the end of year period. Since Mei 2009 the on-line system could be done but still limited for pure land conversion. Globally Larasita has received many awards, including from the president of Indonesia and the word bank. "Indonesia-Pioneering mobile land information services" World Bank names the Larasita. Larasita was implemented at all district area in Indonesia.



## 4. METHODOLOGY OF DATA COLLECTION AND METHODOLOGY OF ANALYSIS

### 4.1. Introduction

This chapter describes the research methodology used for the data collection in the field. In this chapter are discussed the methods used in the fieldwork to obtain the data, questionnaire and interview design. The data collection procedure is including the criteria on how-to select the study area. Fieldwork was carried out on September-October 2010 at Tirtomulyo and Donotirto village in Bantul District as a study case area. There are two main data types were collected from the field towards study case, quantitative and qualitative approach, namely primary data towards questionnaire and secondary data towards official documents and statistical documents. Those methods to obtain the data are described in this chapter.

In this research case study approach was chosen to understand a dynamic phenomenon as single study (Yin, 2003) in a village community relate to their perception and behaviour (Nichols, 1991). In this case is towards Larasita. A detailed understanding about village community perception on Larasita program may come from research with a few respondents, and it would give a valuable insights. There were no sampling strategy; the data (100 respondents) were collected with the purpose to have an overview about my own case.

The data will be process through quantitative and qualitative process. Qualitative methods are to collect data relevant to the perception and opinions on the Larasita program in order to build public trust. Quantitative data were reverred to the total data.

### 4.2. Study Area

The Case study was at Bantul district Yogyakarta Province precisely in the rural area at Kretek sub-District, Tirtomulyo and Donotirto village. It was chosen because it is one of target village of the Larasita program in Bantul District. The other reason, Kretek Sub-District at Tirtomulyo village was a pilot project of Larasita. Larasita has been done in Bantul area since 2009.

#### 4.2.1. The criteria for study area

The study is used two villages with the criteria mention below as a sample and tries to combine both of these villages whether have different perception towards land registration and land adjudication program. This is depending on how they perceive and analyse the information of land registration and adjudication in their place.

Selection of survey area based on two things: 1) areas that have been visited by Larasita and 2) areas that have been not visited by Larasita.

1) Areas that have been visited by Larasita :

Based on the Larasita program implementation at Bantul land office district, there are registration criteria (Kepala Badan Pertanahan Nasional Republik Indonesia., 2009):

1. Site Location :
  - a. location away from land office
  - b. Socioeconomic level at Middle class society

- c. Proposed demand from the community
2. Land condition/ land owner :
  - a. Low number of registered land

According to the criteria above, Bantul District was chosen as study area, especially at sub-district Kretek in Tirtomulyo village as a pilot /project area of Larasita at year of 2009.

2) For village that have been not visited by Larasita is choose Donotirto village as the neighbour of Tirtomulyo village with the assumption there will be transfer information between both village or not.

#### 4.2.2. Map Location

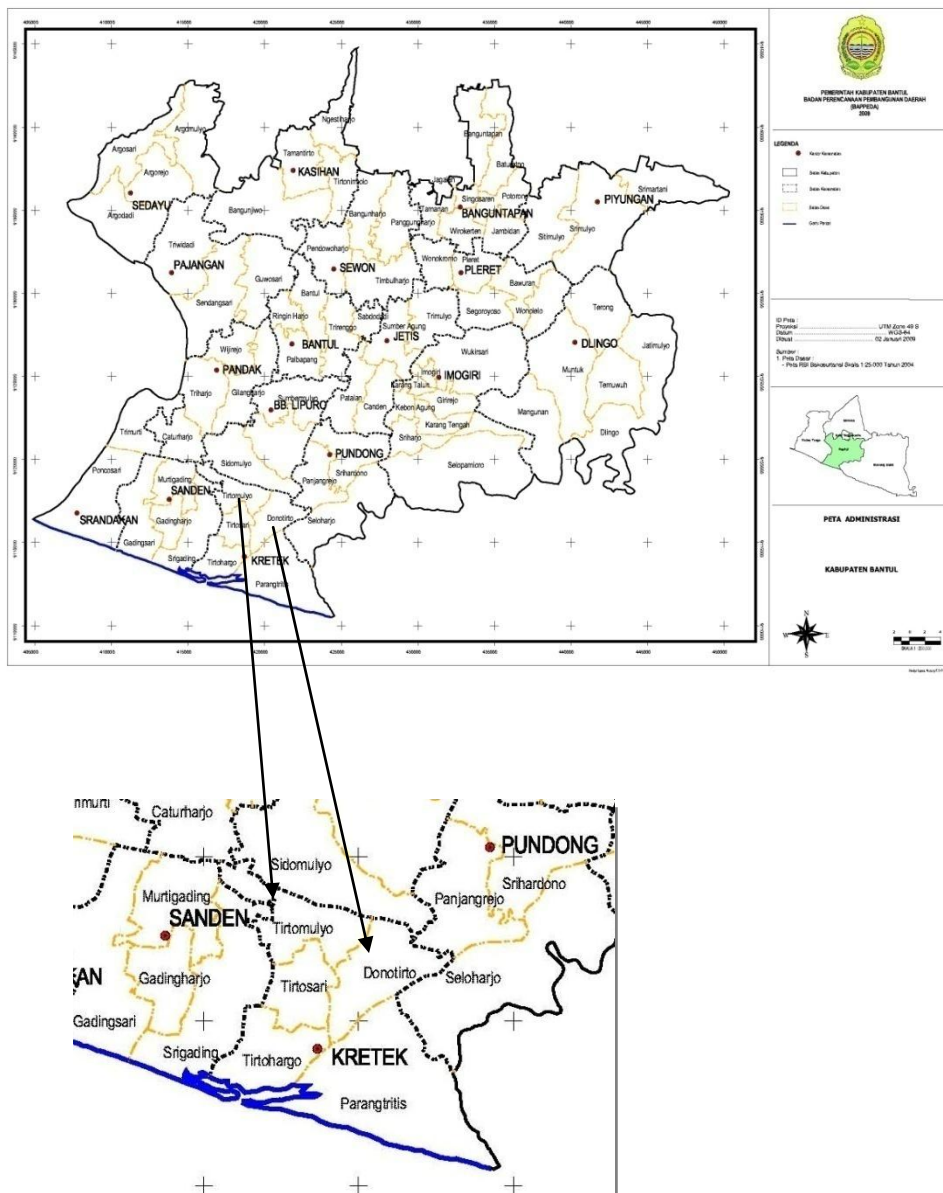


Figure 4-1: Map of Tirtomulyo and Donotirto Village District, Bantul

### 4.3. Data collection

#### 4.3.1. Primary Data Collection

Primary data collections were done to get required data for answering and validating research question through field observation and in-depth interviews (Nichols, 1991). Observation and interview at village had been visited by Larasita accompanied by *Dukuh*.

In depth interview, differ from those with those key informants in their scope is usually far wider and they are more open ended. In an unstructured interview, the person interviewed is free to voice their own concerns, and to share in directing the flow of the conversation. The interviewer relies on open questions to introduce topics of interest. Individual unstructured or semi-structured interviews are especially suitable for work on attitudes or opinion and for dealing with sensitive topics.

##### 4.3.1.1. Interviews

Due to answer the research objective, Interviews to collect valuable information were done towards the key informants. Key informants is a members of the community who are particularly knowledgeable about Larasita services (Nichols, 1991). They were land officers (coordinator of Larasita, and head of subdivision of Land rights and land registration, subdivision of Control of Land and community empowerment, and Subdivision of Thematic), head of villages, *Dukuh* and the household survey. In depth interview were done to dig the information about perception.

Data Interviews:

Namely of interviewers	Number of interviews	Status
Sub division of Control of Land and community empowerment;	1	Completed survey
Sub division Land rights and land registration	1	Completed survey
Sub division Measurement survey and Mapping	1	Completed survey
Coordinator Larasita	1	Completed survey
Head of Village	2	Completed survey
<i>Dukuh</i>	4	Completed survey
Household	100	Completed survey

Table 4-1: Data Interview

The questionnaire for the multiple was given and for unstructured and open questions was recorded through recorder and notes.

The house hold interview selected 100 samples from two villages, and the samples spread into 50 samples from village which has been served by Larasita and 50 samples not yet served by Larasita. The information's were collected. The information of village community include socioeconomic status (age, gender, income and education), perception of village community to Larasita, process of Larasita, benefit of land registration and land adjudication, access to information, time of issuing the correct certificate, trustworthiness was about the satisfaction of village community with Larasita and the feeling of tenure security towards Larasita program. Pictures below show up the interview part.



Figure 4-2: Interview with head of village (a), Interview with *Dukuh* (b), household at Tirtomulyo and Donotirto Village (c), coordinator of Larasita (d) at subdistrict Kretek, Bantul District, Letter C (e) and Form 201 of registration (f).

#### 4.3.1.2. Questionnaire

Questionnaire was conducted in the two chosen villages' communities in the Kretek sub-distinct, namely Tirtomulyo village and Donotirto Village. The observation visit was done to each village and to inform the *Dukuh* of the village the purpose of the study. The date, time and place were set, based on the availability of the village community.

The people from Tirtomulyo village, as village which has been served by Larasita program then were selected with the help of the *Dukuh* and the *Lurah* the head of village. In fact, how they choose the people to be interviewed based on their have been served by Larasita and their ability to answer the questionnaire. Likewise Donotirto village as a village has not been served by Larasita, the people from this village was chosen with help of *Dukuh*. The consideration of the *Dukuh* was the people ability to answer the questionnaire.

Questionnaires were given to obtain, not only the information for the valuation but also the general information of the characteristics of the respondents. Questionnaires were translated into Indonesian language. The questions of the questionnaire are in the multiple and open questions. The spread of questionnaire asked directly to the community face to face through interview by helping of *Dukuh* in the village due to the language barrier, village communities were used Javanese language, so *Dukuh* could interpreted well the interview.

#### 4.3.1.3. Field Observation

Field observation was performed during the fieldwork on both villages. The purpose of the field observation was to observe the condition socio economic from the villagers and the Larasita impact to the villagers.

#### 4.3.2. Secondary Data Collection

Secondary data collections were collected to support the analyses of the factor influence village community to register their land in order to build public trust trough Larasita. The information as the secondary data resources were official documents collection included (Darke, Shanks, & Broadbent, 1998)

land office annual report, annual report of Larasita program, booklet of Larasita, policy regulation of Larasita, cadastral map, application form and data statistical collection from BPS and head of village office. The secondary data collected during field work is presented below:

Data Source	Type of Data	
	General Information	Spatial Data
Land Office	<ul style="list-style-type: none"> <li>• Rule and regulation of Larasita 2008/2009</li> <li>• Progress report of Larasita in 2009</li> <li>• sample schedule of Larasita 2009</li> <li>• Distribution of certificate since 2008-2010</li> <li>• Type of land right owner since 2008-2010</li> <li>• Yearly reports of Land office activities in 2009</li> <li>• application form of registration</li> </ul>	<ul style="list-style-type: none"> <li>• Sample cadastral Map at Tirtomulyo village</li> <li>• Map of Land use Bantul District 1:50.000</li> </ul>
BPS(Statistic Berau)	<ul style="list-style-type: none"> <li>• Bantul Statistic on 2009</li> </ul>	
Head Villages office	<ul style="list-style-type: none"> <li>• Monographic book of the village</li> </ul>	
	<ul style="list-style-type: none"> <li>• Photograph</li> </ul>	

Table 4-2: Secondary Data

#### 4.3.3. Data Collection

The summarized of data fieldwork collection are mentioned below:

Organization	Contact Person	Primary/Secondary Data Collection
Land Office	<ul style="list-style-type: none"> <li>• Coordinator of Larasita</li> </ul>	<ul style="list-style-type: none"> <li>• Close and open interview</li> <li>• The experience/lesson of Larasita implementation <u>Secondary Data</u></li> <li>• The number of certificate that have been done in the area</li> <li>• Sample of 201 form registration</li> </ul>
	<ul style="list-style-type: none"> <li>• Sub head of Control of Land and Community Empowerment; Monitoring of Larasita</li> </ul>	<ul style="list-style-type: none"> <li>• Close and open interview</li> <li>• Progress report of larasita program 2009</li> <li>• Rule and regulation of Larasita 2008</li> <li>• Sample of schedule Larasita</li> </ul>
	<ul style="list-style-type: none"> <li>• Head of sub-section Land rights and land registration</li> <li>• Head of sub-section Measurement survey and Mapping</li> </ul>	<ul style="list-style-type: none"> <li>• Close and open interview <u>Spatial Data:</u></li> <li>• Sample cadastral Map at Tirtomulyo village</li> <li>• Map of Land use Bantul District 1:50.000</li> <li>• Type of land right owner since 2008-2010</li> <li>• Yearly reports of Land office activities in 2009</li> </ul>
Formal Head of Tirtomulyo village	<ul style="list-style-type: none"> <li>• Head of Village Tirtomulyo</li> </ul>	<ul style="list-style-type: none"> <li>• Close and open interview</li> </ul>
Formal Head of Donotirto village	<ul style="list-style-type: none"> <li>• Head of village Donotirto</li> </ul>	<ul style="list-style-type: none"> <li>• Close and open interview</li> </ul>
<i>Dukuh</i>		<ul style="list-style-type: none"> <li>• Open Interview</li> </ul>



People in Tirtomulyo and Donotirto Village Kretek, Bantul	<ul style="list-style-type: none"> <li>• 100 People in Tirtomulyo and Donotirto village (50 people for each village)</li> </ul>	<ul style="list-style-type: none"> <li>• 100 household survey data</li> </ul>
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Table 4-3: Data Collection

#### 4.4. Processing qualitative and quantitative data

As a mention above, the processing data will use qualitative and quantitative data analysis methods. Qualitative methods were coming from secondary data collection, multiple and open questionnaire where will be compiled and interpreted. The data from key informants through discussion will be used as qualitative data. Whereas quantitative data was from house hold interview result will be discussed by using descriptive statistical methods to interpret the survey major result and processed through SPSS and Microsoft excel.

## 5. RESULT AND ANALYSIS

### 5.1. Introduction

This chapter presents the result of data collection from fieldwork and form desk research, in particular data obtained through questionnaire survey and qualitative information of interview, informal talks and desk research. This chapter will present the answer of research question where research question 1 is presented with in section 5.1, while the answer of the research question number 2 deals in section 5.2 and section 5.3 is presented the answer of the research question number 3. The results will be analysed and used as input in the next discussion part.

At the result there were two terms of Larasita service to the community. Officially Larasita is a registration service where is connected land office to village community through Larasita in order to build trust of land office as government institution (figure 1-1). In the empirical analysis there is a factor which is connected between village community and Larasita namely *Dukuh* (Figure 1-2). For instance to connect the information and help the process, procedure of registration is through the *Dukuh*. Both of work flows are possible happen at different condition, therefore at the implementation in the study area Figure 1-2 occurred.

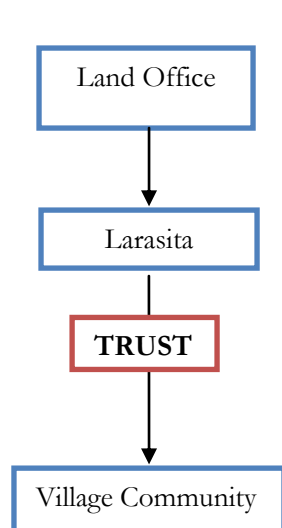


Figure 5-1: Flow diagram of Larasita service

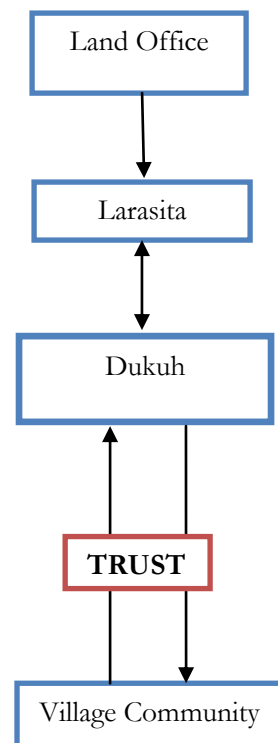


Figure 5-2: Flow diagram Larasita service finding after fieldwork

## 5.2. Larasita program at Tirtomulyo village and Donotirto village

### 5.2.1. The role of social actor of Larasita at the study area

At the land office side the roles are, the Larasita coordinator handles the part of responsibility to manage the work of officer when they have duty to the village. In minibas there are five land officers taking their duty. Each of them has the role which explained below:

Team member	Responsibilities
Coordinator	Coordinating of the activity
Document collector	Checking the documents
Entry staff	Data entry and calculating the cost that applicant have to pay for cadastral measurements
Treasure receiver	Receiving the payment and giving the receipt
surveyor	Measuring parcel of land

Table 5-1: The team members are involved in the Larasita program

According to the fieldwork result, on the village level, there is the role of village officer to inform the Larasita program to the village officer and *Dukuh*. *Dukuh* is a head leader on the sub village. He has a role to run the administration system on the sub village. Village community on Bantul especially at Tirtomulyo and Donotirto respect the *Dukuh* as their leader. They trust that everything are inform from *Dukuh* is the right thing. *Dukuh* on this study case is holding an important role for the success of Larasita program. As the 'right hand' of village officer on this program, he informs about Larasita to his society.

In the fieldwork found there are two type of *Dukuh* as a head of sub village on the registration section.

a. *Dukuh* who support the Larasita

According to the interview with Sub head of Control of Land and community empowerment, coordinator of Larasita, and head of village, the participation of *Dukuh* take an important part to the success of Larasita. They have a role to deliver the registration information to their village community.

*Dukuh* at Tirtomulyo village said he has to inform his community through local meeting, go to their house or his village community came to his house asking the registration information through Larasita when they have time. The ability of village community to receive new information is depends on the *Dukuh* reaction and interaction to socialize a new program. And he helps to collect the document/form registration from his village community.

b. *Dukuh* who are Not support the Larasita program

According to the interview result on Donotirto village, there is an statement of *Dukuh* who mentioned, they are not objection with the new program of registration such Larasita, if the Larasita program to their village, the *Dukuh* will let their village community to register their own land directly to the village office.

From the informal talk with the village community and discussion with *Dukuh*, it was found that village community trust with land office on their duty registering land before Larasita came. Otherwise the distance from their house to land office is far, they have to active checking the document and have to face with legal broker, it is better for them not register their land. When Larasita come with the first announcement through village office and bring new method, it serves village community directly at the

village office. The village community interest to register their land through Larasita. By the discussion above shows the positive reaction of villagers to this program. It means that Larasita could saturate the villagers needed in land registration.

The trust relations is between village community and land office in this case is Larasita. In the research problem mentioned that there is no trust of community of Land office especially at registration. Larasita comes to fix the relationship between land office and the community. The finding shows that community used Larasita because they trusted *Dukuh*. *Dukuh* is a head of sub village at village, he is a leader on his community, and in the study area villagers trust the *Dukuh* as their leader. *Dukuh* roles in the study area to convey the information related of land registration through Larasita. Because the character of Java community trusts to their leader and follow what their leader said and the influence of *Dukuh* is needed here.

#### **5.2.2. Information technology of Larasita**

A new information technology in land registration has been introduced in order to improve the service delivery at community. The service brings the system to the community to prevent duplication of data, this service, known as Larasita. Larasita aims to expedite the process of land titling. For example is Tirtomulyo village as a project village the implementation of Larasita.

The implementation of Larasita uses technology information based on the information through land officer, the Larasita service is connected through internet server at land office. At the study area Larasita services by using mini bus equipped with laptop, printer, computer, mini generator set, sound system, internet connection and surveyors tools. At service unit there is received document counter, payment, information counter, and taking product counter. Thus, Larasita do quick service online and reachable for the community. The online service means quick registration service, the officer at entry data check the document from community and compare with the data base at land office through internet connection. If they do manually, they have to wait when have to confirm the information of land right or not at land office and it is consume the time. By the online service it simplifies the bureaucracy of registration and the service registration to the community will be fast either. Villagers at Tirtomulyo village bring the requirement of registration and the information will input by counter officer and automatically the information restored at land office server. Information input and documents are using land officer computerize, i.e. land services application placed at front office. Here community could check their documents in order to prevent duplication of data and they could know the cost of registration will be paid at land services registration.

Villagers said *the service through Larasita is better than they have to register to land office, because it's faster on the register service, they could ask the information on registration and if there is a mistake it handled at the time. So it is not consuming their time on registration.* Therefore at the implementation the online service didn't work due to lack of signal and fund for access the internet. Larasita coordinator said he discussed the problem with the monitoring team and head of land office. The solution is worked manually.

Overall, the system by using internet connection as an early stage in the way giving fast service in order to build trust at registration process no need long time for community doing registration but this is the way from the land national agency towards land office doing the best and speedy way in serving community. In the future there should be further development at information technology through internet as a challenge to serve community.

### 5.3. Current situation of Larasita program at Tirtomulyo village and Donotirto village

The Larasita program came to Tirtomulyo village since the beginning of year 2009, until 2010 there are 154 certificates distributed to the villagers. In Donotirto there was not yet Larasita program instead will be rearrange on the future by the land office. Based on the interview, village community at Tirtomulyo said Larasita program was efficient enough. They do not need go directly to the land office so save their time because the distance from their house to the land office between 15-17 km. They spend two hours go back from their house to the land office. Saving their money because in register their land they have proactive to check and recheck the form at land office otherwise there is something that they have to fulfil and complete. The pro-active movement to check the status of document is needed. Otherwise if there is a problem, the document can't process to certificate. In this case, the village community thought better use legal broker to register their land, the consequences is they have pay more than they do by they own self.

Here it is tried to know whether the village community trust Larasita program or not and their suggestion of registration program do they prefer. The perception of village community on Larasita program is based on four indicators. There are quality of Larasita program, impact of land registration (tenure security), and participation in process and procedure of (Larasita), cost and time for issuing the certificate.

### 5.4. Quality of Larasita Program

Here is wanted to know the perception of village community of Larasita through their appreciation and opinion of Larasita service. From the survey, generally, 72 % of village community in Tirtomulyo appreciate Larasita as a good program and reflect what village community want to at registration. Others mention normal (22%) and rest of it said very good (6%). In case of Donotirto Village where Larasita have been not yet come to Donotirto village, the villagers there said don't have opinion about this program. Village community at Donotirto mentioned they want Larasita visited their village. Majority villagers have Letter C as their legal evident and at this moment there is an instruction from land office to rearrange letter C to the certificate as a legal evident (Government regulation No 3 year 2010).

The opinion of village community of this program according to the interview result, 58 % at Tirtomulyo village said they serve well and Larasita is good program. 42 % mentioned the Larasita serve is at average rate. Donotirto village community as neighbour of Tirtomulyo village said they don't know about this program.

The above description shows that majority village community appreciate and have good opinion at Larasita program service as a new tool of land registration and they aware about it especially at Donotirto village, even though Larasita is not yet visited their village, they have willingness of this program. The village community both village ever has experience a registering their land, and who has age 70 years old ever join other program namely Prona and register by they own self. Comparing the efficiency of the program with they have register by they own is better join with Larasita. They said it *'easy', no need come to the land office, and cheap*. During the interview it is found few of village community do not care whether they register their land to have certificate or not and mentioned they are already secure about their land and they pay tax of land every year. However they don't main if there is Larasita program visited their village.

### 5.5. Achievement and difficulties

At this section analyse the achievement and difficulties of Larasita as institutional system has been face on its implementation. This part analyse with the aims to recognize the barrier at the implementation of Larasita in order to achieve trust at community.

### 5.5.1. Achievement

Larasita is an innovation in order to accomplish the land office aims to serve the community on land registration. In order to fulfil their aims Larasita was implemented on 2009. In line the operation of Larasita, land office facing the difficulties and achievement.

The achievement of Larasita at Bantul District since it launched on 2009 the number of applicant are 938 applicants, 612 measurement certificate are not yet done, under announcement process are 146 applicants, certificate had been issued 332 pieces and already given to community are 298 certificates and 10 certificates are on the problems cause difference measurement between letter C as the previous legal letter of land and the present measurement by Larasita team. On 2010, there are 386 applications till April and the status is on the process. At Tirtomulyo village as the first project are the numbers of applicant at 2009 are 156 applicants and have been done 75 % certificates according to the land officer and head of village interviewed.

Tirtomulyo village is a rural area and there are 1317 parcel of land are not registered yet. By Larasita program there are 154 certificates were issued, through this program and 75 percent were done and the certificate already given to the village community. So there is still 1163 parcel of land not registered yet. In the implementation of Larasita at Tirtomulyo village is a first registration.

### 5.5.2. Difficulties

The difficulties are grouping to internal factor where the problem appear from the Larasita program and external problem which it comes from the community. The internal factors are 1) human resources where there is lack of staff to operate Larasita; 2) technical problems such un-function of modem, the officer cannot contact with land office administration on the day, slow entry data, lack of accommodation (only one minibus) because there were many request from the village community to register their land through Larasita. The external factors are unawareness of the community with the procedure at land adjudication such forgotten to put boundary mark with reason they have to wait the adjacent agreeing their boundary; there is a *Dukuh* which not giving enough motivation to their community to register the land.

## 5.6. The factors that influence the community's to register their land

### 5.6.1. Socioeconomic of respondents

Questionnaires were given to the 50 respondents to Tirtomulyo and Donotirto village. The socioeconomic condition of respondents in the study area are categorizes to age, education level, income and job category.

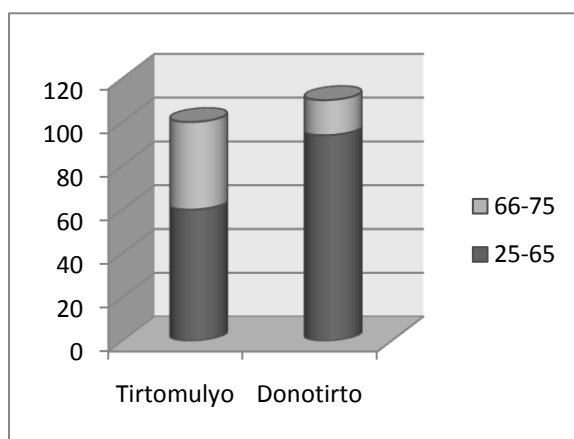


Figure 5-3: Age Percentage of two villages

#### 5.6.1.1. Respondents by age category

The figure shows the percentage of respondents by age category. The category based on a productive age (25-65 years old) and non-productive age (66-75 years old).

The age range between 25-66 year ages has capability to receive the information better than village community on range age 66-75 year old. This capability influences their ability to register their land. Village community who are younger have more willing to answer the question and better understanding in the important of to do register than the older. Therefore there is a perception of

the older, that they are more feeling secure of their land ownership, and thought no need to register the land. According to the figure 5-1, the majority of the respondents were at productive age around 25-65 year age, a total of 60 % at Tirtomulyo and 94 % at Donotirto village. The respondents were chosen because they have been served by Larasita program at Tirtomulyo village and their ability to give opinion and suggestion on both villages. A total of 40 % at Tirtomulyo and 16 % at Donotirto village were around 66- 75 year age.

#### 5.6.1.2. Respondents by education level

Based on the survey, it found at Tirtomulyo village that 38 % on the elementary education level, 16% villagers didn't finish their elementary school, 18 % finished their junior high school, 12 %are finishing their senior high school, 8 % finished their education until university and 8 % of villagers cannot read and write. In the Donotirto village showed that the villagers who educated until elementary school are 20 %and 18 % of them didn't finish it. 18% were ever in junior high school and 34 % in senior high school, only 8% ever in university and the rest of it (2%) cannot read and write.

From the result of education level showed that there are literate villagers. Here literate villagers categorize from elementary school, didn't finish their elementary school and cannot read and write. There are 62% at Tirtomulyo and 42% at Donotirto who are in literate condition. According to the interview result, there is less appraisalment on the important of education. Economy factor is the reason on why they didn't go to school. Level of education will influence of village community perception and their opinion toward registration and adjudication. The result of education level reflective a typical rural community with older generation was not highly educated. From the result of education level, villagers' who have been at junior high school, senior high school and university level of education completing the questionnaire and answering on Larasita service.

#### 5.6.1.3. Respondent by Income

Figure shows the percentage of income level for Tirtomulyo and Donotirto village. Based on the survey, it was reported that 52 percentage Tirtomulyo and 84 % at Donotirto village earnings in a month was less than Rp700.000. Job under this category was farmer and farm worker. 36 percent of respondents at Tirtomulyo and 10 % at Donotirto village reported that their earnings in a month were between Rp 700.001 – 1.500.000. The job category that would falls under this level was farmer with large land owner, government worker at base level and other. The income more than Rp 1.500.001 indicated that 12 percentage of respondents at Tirtomulyo and 6 % at Donotirto village having their income under this level, this income level mostly for those who work in government office and others. It shows that if there is a support in agriculture it causes the increasing of village community welfare.

The income level of the villagers influence the ability of villagers to registers their land. From the informal interview with Donotirto villagers as the place not yet visited by Larasita, villagers said they want to register their land, but they couldn't pay if the cost of registration higher than their income.

From the three indicators is shown that age and education indicators have an influence at villagers to register their land on the way to transfer the information at registration than income. The understanding of villagers on Larasitaat Tirtomulyo and Donotirto villages are shown that villagers at younger age and having more education at junior high school up can point the information of registration to support Larasita in serving villagers' at study area.

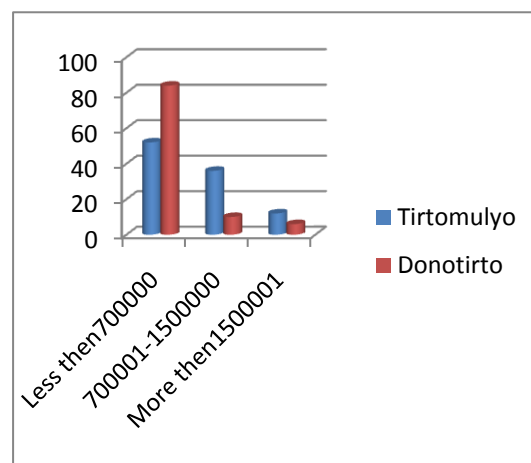


Figure 5-4: Income at Both of Village

#### **5.6.2. Perception of village community of benefit having certificate through Larasita**

It is necessary to know the perception of village community of the benefit having certificate through Larasita program, in order to know the success of Larasita achieve its aim on land registration. Perception is a difficult subject to describe. So here the perception is tried to see from different view and is categorize into knows the boundary; to reduce border conflict, Increase land tenure security for inherit land for their wife and children, helping village community to get loans, getting status at the community, helping the village community to sold their land. In order to measure the perception here the perception is described on five scale categories for two villages.

- **Knows the boundary; to reduce border conflict**

The village community is quite sure that the certificate will help them to know the boundary in order to reduce border conflict. Out of 50 respondent in each village answered of 94% village community at Tirtomulyo and 92% at Donotirto village totally agreed by having certificate reduce border conflict, and rest of it ( 6 % at Tirtomulyo village and 8 % at Donotirto village) agree in the matter positive response of the village community.

- **Increase land tenure security**

The survey showed 86% of Tirtomulyo villagers and 58% of Donotirto villagers agree that they feel more secured to inherit their land to their wife and children as they have a proof of their ownership after having certificate.

- **Helping village community to get loans**

Village community in order to increase their better life is needed funds. Financial is a problem for them, because majority they are farmer due to financial problem they couldn't use these farm input like fertilizer, seed, pesticide and others input. Especially at rainy season they will failed to harvest their farm and couldn't get the farm input in the other hand they are insolvent. From the survey, the result showed that 64 % Tirtomulyo villagers' agrees they could get loans and 24 % Donotirto villagers agree. The remaining 46% and 66% of villager's are confused they could get loans and they not being aware with such of thing and had not applied for loans till now because they said they don't want in trap of loans from financial institution due to they afraid couldn't payback the funds. As one of women villagers' said in her interview: *" yes, there was some bank offering a loan with certificate as guarantee, but I afraid that I couldn't return back the money to them and the consequence of the bank will take my land. I don't want it".* So here seems there is a lack of awareness of village community about using a certificate as a tool to get loans.

- **Getting status at the community**

Not much from both villagers community at study area said by having certificate they will be respected by the society. From the survey 46 % Tirtomulyo villagers and 34% Donotirto villagers agree they could be respect after having certificate.

- **Helping the village community to sell their land**

Village community showed, they are quite sure that the certificate will help them to sell their land. According their experience the buyer is looking at land which has legal evident (certificate). 60% village community at Tirtomulyo and 24% at Donotirto village totally agree that they will be able to sell their land, and rest of it agree in the matter positive response of the village community. According to the survey from informal interview, they rarely want to sell their land, except they move or needed money for emergency reason.

#### **5.6.3. The impact of registration to reducing land conflict**

Before was already described at benefit of certificate of village community perception by having certificate for tenure security. Now needed to know whether the perception of village community of the impact of



registration through Larasita to land tenure security in order to build trust or there are other factor influence the trust. The community in Tirtomulyo village mentioned by registering their land and getting the certificate will ensure their land ownership and therefore in Donotirto village, so by having the certificate they believe can protect their land from the conflict.

From questionnaire result, the percentage of the impact of registration to the land conflict according to level greatly reduce the villagers answers are 39 % at Tirtomulyo and 35 % at Donotirto village, to some extent reduces are 3 % at Tirtomulyo and Donotirto village, no any impact are 4 % at Tirtomulyo and 6 % at Donotirto village and no opinion are 4 % at Tirtomulyo and 6 % at Donotirto village.

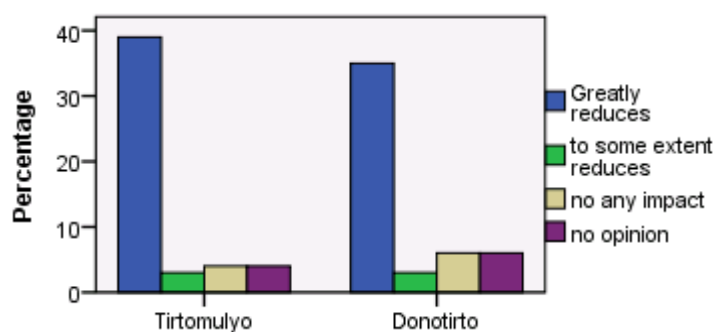


Figure 5-5: The impact of registration to the land conflict

#### 5.6.4. Traditional land management; in solving conflict resolution

This section describe shortly about the distribution of certificate in general of registration program on the both villages. In both villages, certificates are issued in the name of husband or wife and also the plot size and sketch. In the case of the deed, the certificate will be subdivided to the heritance. Village community at both villages sense the important of certificates and keep them in safe place.

They also mention the measurement of land done properly in Tirtomulyo village for Larasita program, but there were sometimes (not often happen, only one or two) a conflict at land boundary measurement/demarcation. Other conflict at adjudication happened on Larasita program cause of the different measurement between surveyor result and the measurement in Letter C as previous legal land letter. The differences are the measurement used at letter C included the river or the land near the main road and already reduce cause the development of the main road at their village. According to the interview with coordinator of Larasita, he said” *usually the area from the previous evidence (letter C) is wider than the new measurements. The result shown that at Letter C they include the road and river in measurement, but those entire items are public right, so when the surveyor measures the land, they exclude river and main road.*” Villagers at Tirtomulyo village agree and no argue about this. As mention on the interview with one of villager, he said “*it doesn’t matter for me, if it part of the rule of land office government*”.

In holding land conflict on the area, conflict mediation is the first way they used to handle the conflict. Conflict mediation has traditionally been handled by local conflict mediators that have been appointed by each of the parties in the conflict. Such kind of conflict is solved by discussion with the elders’ member in the village community. The discussion is called mediation. The mediators are village officer through head of village, *Dukuh*, and village community who have a conflict with their land. If the form of mediation failed, the parties could bring their case to the local court (district level); if they still not happy with the result they higher court on province even national court(Holden., 2006). Otherwise the conflict is about land boundary, and the case according on interview with *Dukuh* could be handling on village level. They resolved the problem by discussing between land owner and it adjacent. By their awareness the land

boundary problem could be resolved well. They don't want to bring it to the court because it will be costly. While asking about right and responsibility of village community after getting certificate, most of them said the legal ownership of their land as their right and they have to pay tax on their land as their responsibilities which describe such of awareness of village community about the importance of having certificate.

Land related conflict more or less here where conflict is peripheral and it is not very often accounted. In this case, conflict is not the central of topic.

#### 5.6.5. Access to land at study area

Access to land here is basically dealt with the ownership of the land. In both villages, they own land. None of the villagers rent their land. The land has been acquired through inheritance, purchase, and get through combination both inheritance and purchase. The following table view how village community acquired their land:

Land Acquired	Tirtomulyo		Donotirto	
	Frequency	Percentage	Frequency	Percentage
Inheritance	38	76	35	70
Purchase	3	6	8	16
Inheritance and purchase	9	18	7	14
	50	100	50	100

Table 5-2: Tabel Land acquired Source: Own survey

According to the interview with village community at Tirtomulyo and Donotirto villages, they live at those villages since their childhood. Based on the interview of villagers show in Tirtomulyo village 76 % acquired land through inheritance, 6 % got their land through purchasing and 18 % of their land got from both inheritance and purchase. In case of Donotirto village, majority of the village community got their land from inheritance (70%), 16 % of them purchase the land, and 14 % of them got their land through inheritance and purchase. The ownership of land in Tirtomulyo village 42 % is husband and at Donotirto village 39%. The rest of it is own by wife.

Land Use type	Tirtomulyo		Donotirto	
	Frequency	Percent	Frequency	Percent
Residential	19	38	26	52
Residential and agriculture	29	58	24	48
Residential and commercial	2	4	0	0
Total	50	100	50	100

Figure 5-6: Tabel Land use type, Source: own survey

The land use types at both villages are varied. Majority the used of land at Tirtomulyo village is for residential (38%), 58 % of land is used for residential and agriculture and 4 % for residential and commercial. In comparison to Tirtomulyo village, land use in Donotirto village for residential is higher 52 %, 48 % is for residential and agricultural, and none for residential and commercial. From the result

above the number of residential and agricultural at Tirtomulyo village is higher than Donotirto village, it means the village community at Tirtomulyo village depends on the agricultural.

Land officer said that the land ownership at Tirtomulyo and Donotirto village are in heritance and the registration through Larasita for the land which are not registered yet. The difference on land already registers and not is influenced the land price. The village community said the foreign will buy the land if they are having certificate of the land because it is secure. The land market orientation on both of village is affected by the type of land use. From the survey it is found that the land price for agricultural land is higher than residential land. Village community at both villages said *“it is better to sell agriculture land then residential, because the price is higher”*. The selling price for one row (1 row equal to 14 meter square) of agricultural land is one million rupiahs (euro=100) and residential is seventy thousands rupiahs per row (65 euro). It is strengthened the statement of *Dukuh* statement. According to Government regulation number 3 year 2010, before the community sell their land, they obligate to have a certificate because the previous evident such Letter C. Letter C is a legal evident letter of land in Indonesia since 1960. The difference on land already has legal evident and not is related to the land price. The village community said the foreign will buy the land if there is a legal evident (certificate) of land. Therefore certificate of ownership is a requirement of land market.

According to the survey of village office (governance part), the archives management is not well arrangement. The system is manual and they don't separate between sell, buy and inheritance land. The village officer said they that is the way the records all of land market situation on their village.

#### 5.6.6. Community participation at process of Larasita

Village community said through Larasita the process is easier compared with if they have to register by their self to land office. There are five indicators to know the process in Larasita. The indicators are attending announcement program, providing document, showing boundary agreement, participating in the field survey, and collecting the certificate.

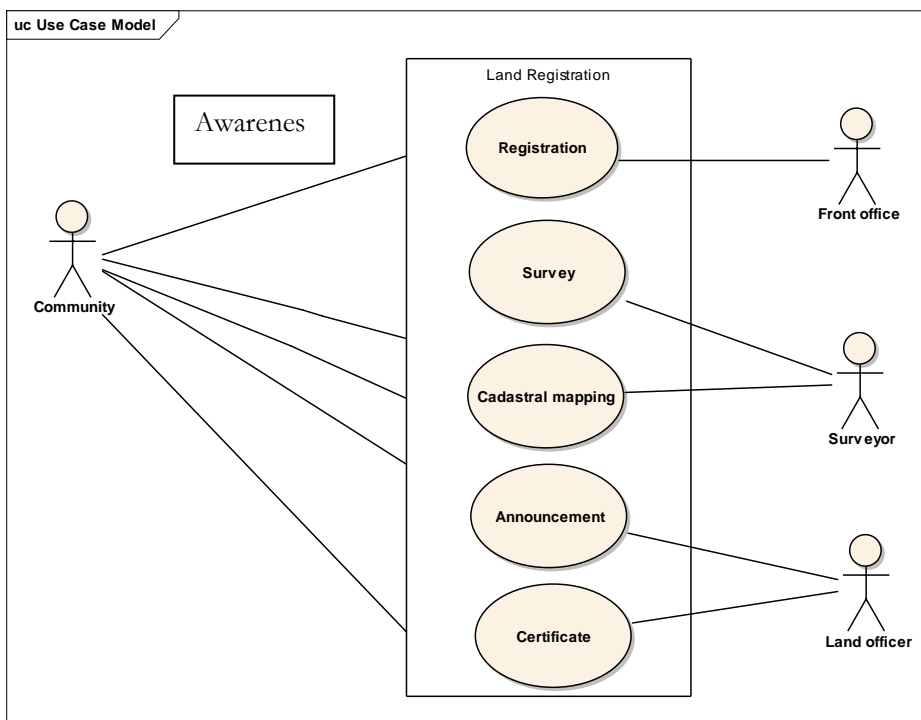


Figure 5-7: Use case model of land registration and adjudication process.

Figure 5-7 shows the registration process that was found from the field. From the survey, it was found that in Tirtomulyo village, they feel confident that they could follow all the processes in Larasita. The result of survey interview shows that 100% of the processes in all five indicators above were done well. There are no difficulties to fulfil the requirements.

The Larasita programme is started with announcement program which is attended by the villagers'. The publication of Larasita is firstly carried out through land officer to village officer and *Dukuh*. At study area the villagers come to the announcement part because of the announcement from *Dukuh* as the head of village community. The villagers are attending the announcement according to their needs. Therefore *Dukuh* announced through village meeting which is usually done at the night as the most available time for the villagers' or *Dukuh* come to house by house to give explanation concerning the land registration processes for those who do not come in the meeting and the villagers' who do not understand it yet.

Secondly are providing land-related documents. In this step, the village officer helps the villagers' in filling out registration form based on the requirements and re-check it before it is given to the land office to be registered by villagers'. For fulfil the requirements, village community is helped by *Dukuh* again, especially for literacy villagers'. The requirements of registering the land should be fulfil by the landowners includes giving an identity card, paying tax of land, providing last legal evident (letter C), and statement letter from village officer which declare that the land is belong to that person and there is no dispute over the land. After villagers was completed the requirements, the villagers who are in registration list, gather at village office to register their land through Larasita. Villagers deliver the documents directly to the Larasita officer at village office. Front officer (document collector) checks the documents based on the requirements and entry it to the database by entry staff there. The land parcel data are checked and verified through online to the database in land local office at Bantul District to avoid the duplication and check, whether the land has the dispute or not. In case sometimes the online service doesn't work, coordinator of Larasita will decided keeps the documents and gives receipt of the documents to villagers as owners. Then checking of the documents will be done at manually at land office and back to the village 2 days after. When it is found no conflict or dispute, the entry data gives the recommend to the treasure to give receipt of documents and deposited warrant to the villager. The owners (villagers') pay the bill and get the receipt proof document that they have already been registering their land. According to the interview result, villagers' said that the time should be fixed with their work time, because they could not attend the registration time if the registration time coincides with the cultivation. According to the villagers', this stage takes 2 days.

The next step is showing boundary agreement. In this stage, the participation of *Dukuh*, village officer, the land owner, and adjacent landowners as witness are required. At this step the participation of landowners and adjacent landowners is important to prove that there is conflict of their parcel boundary or not. Without an agreement of their boundary, the process could not be continued to the next step. The parcel boundary conflict is usually solved through mediation as explained on previous section 5.2.3. After the agreement is achieved, landowners (villagers') should mark the boundary (usually by beacon, concrete poles/hardwood). The boundary marker is important because without it, the surveyor will not measure the land during the land surveying process. The parcel boundary mark is as a sign there is an agreement achieved between the landowner and adjacent landowners concerning their parcel boundary. The villagers' said when *some of them have forgot to put the boundary mark the impact is the survey team were suspended the measurement because villagers' don't know the information of putting the boundary mark or they forgot to put it*. These cause the delay of measurements and time to produce the certificate at land office.

At the participation on field survey, the surveyor will come and measure the land based on the *form 201* that already fulfil by village community. In this term, the village participation of landowners (villagers') is

through attending the measurement and makes sure the parcel boundary have been put in right places. The surveyor from land office will measure the land based on *form 201*. The result of measurements then is mapped by surveyor at land office as cadastral mapping activity.

According to coordinator of Larasita, cadastral mapping is one of bottleneck on the registration process. Moreover, the head of survey section at land office confirm that this is because of the loaded work at his department due to less of staff too. According to coordinator of Larasita this part takes 2-3 months.

Before the final product (certificate) is produced. Land office announced the data concerning all parcel surveyed and registered through an announcement board at land office. The purpose is to let the landowners (villagers) revalidate their ownership. For those who do not agree with the result of registration and survey of parcel boundary, they can send claim through objection letter. From the interview, villagers as landowners said *we don't know about the announcement before the certificate produced and distributed. We only know regarding the announcement from Dukuh concerning the time when we will receive the certificate.* The announcement stage takes 2 months.

The last step is collecting certificate. To get the certificate, the villagers just wait announcement from *Dukuh* whether their certificate are already done or not yet. According to the interview with the community and *Dukuh*, they want the announcement of the certificate is done through letter to village office and to them, but so far the village officer and *Dukuh* have to check directly to the land office. After the certificate done, villagers come to the village office to take their certificate directly by themselves. Larasita has aim to make the registration office is getting closer with the community to build public trust and to give an easy way in land registration process. The community can register their land and get the certificate of land title directly when the minibuss of Larasita is visiting their village.

In over all, the Tirtomulyo villagers mentioned that the processes registration through Larasita is clear and they do not have an experience on difficulties on Larasita because the *Dukuh* provide appropriate guidance on registration process. Without guidance from *Dukuh*, the villagers couldn't do the process of land registration well. There were transparencies of processes of Larasita. The instructions are clear and the village community could follow it well. The assist of *Dukuh* to handle in the process of Larasita is important in this step. The community trust with their *Dukuh* and accept him in delivering the entire final guide of registration. The acceptance in taking the certificate, the villagers' have to take it by them due to compulsory imposed by land registration regulation.

#### **5.6.7. Time for issuing the certificate**

There was an opinion at village community that time for issuing the certificate is more than a year. Here it is wanted to know the villagers opinion about their perception for timing at certification product. The survey result showed the time that village communities at Tirtomulyo village 42 % have to wait until they got the certificate until more than 6 month (9 month), 24% said 3 until 6 month, and rest of it less than 2 month, and only one person did not get the certificate because the difference measurement at letter C and survey at land officer did. According to the interview, Tirtomulyo villagers satisfy with the time for issuing the certificate. They said it's faster than when they ever register by they own self, its need 1 year. For the villager who are not yet received the certificate cause of the difference measurements between Letter C and the survey result. And it is needed a time for the land officer to check the right way and ask agreement from the owner.

From the interview with villagers, they are satisfied with the time for issuing the certificate. They didn't wait until long time to have the certificate. Therefore the interview with coordinator of Larasita said that there are steps on the registration and duration in every step rivers to Head of National Agency regulation No. 1 year 2010 mentioned it is need 98 days for processing land registration.

#### 5.6.8. Access to Information

According to the figure below is based on interview report, both Tirtomulyo and Donotirto villages received the information of registration through their *Dukuh*. Rarely they read newspaper, brochure, and poster or watch the television. At Donotirto village based on interview with *Dukuh*, the *Dukuh* just inform the information, and if the community want to register their land, it is their village community business. The *Dukuh* don't want further involved. Different with Tirtomulyo village, the *Dukuh*'s of village involve directly helping their village community. The percentages of access information of registration are explained on the figure below:

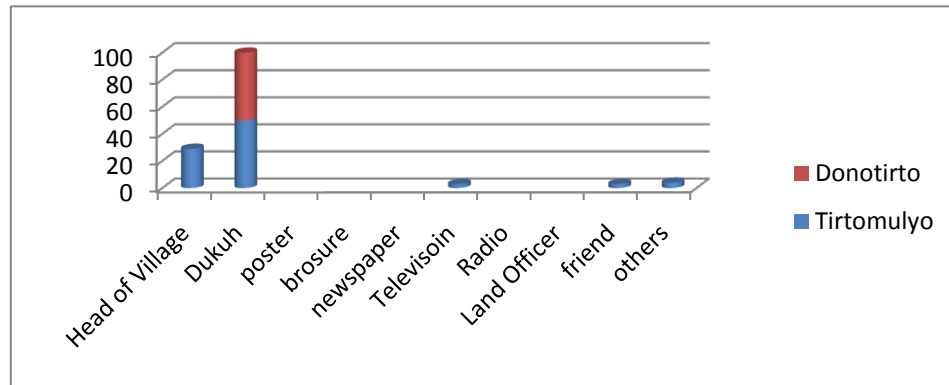


Figure 5-8: Access to registration information at Tirtomulyo and Donotirto Village

The *Dukuh* participated to spread the information about Larasita program. *Dukuh* announce the program through village meeting, and give explanation how to register the land with Larasita. The awareness of *Dukuh* influences the villagers' participation. In this case villager's trust the *Dukuh* as their leader.

#### 5.6.9. Cost

The registration in the reality of Larasita, there is some expense that village community have to pay as their obligation before get the certificate. From the survey wants to know the cost that village community have to pay on registration through Larasita. From interview with land officer (coordinator Larasita) there are some expense that have to pay such registration form document is fifty thousand rupiahs or equal to 4,16 euro ( one euro = Rp12.018,-) and adjudication expense according to land area of community have. The formula is based on the head of National Land Agency regulation number 24 year 1997 mention:

$$\text{Area}/500\text{m}^2 \times \text{Rp}80.000 + \text{Rp}100000$$

For instance the land area is 385 m<sup>2</sup>, so village community have to pay =  $385\text{m}^2/500\text{m}^2 \times 80000 + \text{Rp}100000 = \text{Rp} 161.600,-$

The total expenses are Rp 211.600, - or equal to 17, 6 euro

Comparing the registration and adjudication cost with the village community average income of village community at both village. It shows that the cost is affordable for community.

According to the survey to village community, there are others expense that they have to pay at village level, but this is for administration cost that have to pay for village officer exist in registration through Larasita. They have to pay around three thousand rupiahs or equal to 2, 49 euro for village administration.

So the total amounts they have to expense are around 241.600 rupiahs.

Furthermore register through Larasita is well choice right now than they have to pay legal broker, the cost for registration is higher three times here. Woman villagers' as one of respondent at Tirtomulyo village, she said *the cost for registration is not expansive as I ever try to register the land by her own self, and this program is helpful*

*for me as a poor but at Donotirto village, its villager said that we don't mine with the cost, in the other hand they have to fulfil the other expanses of their live.*

### 5.7. Trustworthiness

Does the presence of Larasita program for increasing trust of village community is a matter discussion. Here it is tried to know how village community perceive about Larasita program in order building trust after doing all the registration process and procedure. The previous results have been described of the factor influence villagers to register their land. The benefit of register through Larasita have been explain that villagers feels the benefit of this program and they have a big expectation of this program is pro to them. Villagers mentioned the impact they have a certificate is related to the conflict solving on their area.

In process of registration, Larasita cooperated with village officer and *Dukuh* in order to give service to villagers'. The village officer through the *Dukuh* was guiding the villagers to register their land. The trust to Larasita is built in the help of *Dukuh*.

Larasita comes with the aims to give fast, easier and cheap registration by coming directly to the village. The cost of Larasita has the same cost with regular registration, here Larasita help in other to reduce the villagers to expand money for transportation, and avoid third party.

The survey result show 48 % village community at Tirtomulyo satisfy with the correctness of certificate product and 2 % don't know. The correctness of certificate product valued when the villagers receive the certificate. In the other hand 48 % of Tirtomulyo villagers satisfy with field investigation and field survey on adjudication process. The access of registration and adjudication information from Larasita to the community is through many ways. According to the result role of *Dukuh* to transfer the information as a main point because villagers trust the *Dukuh* as their leader. The clear information of registration in order to avoid mistrust has an effect to the villagers' participation at registration. In order to give service delivery to the village community, Larasita gives an equal service. Even land officer through coordinator of Larasita said there was no distinction to serve community in registration and adjudication, in other to interact and build good perception to land office. We can say here that villagers' trusting to the Larasita is influenced of *Dukuh* as a key role in facilitating the communication between the villagers' and land office.

Village community awareness to Larasita program by having certificate, the community at both of villages have a confidence of the land ownership. They believe it could increase the tenure security of their land. According to the data at Land office, land ownership at Tirtomulyo and Donotirto village are in heritage. The land market orientation on both of village is affect by the type of land use. From the survey it is found that the land price for agricultural land is higher than residential land. Village community at both villages said *"it is better to sold agriculture land then residential, because the price is higher"*. The village community said the foreign will buy the land if there is a legal evident (certificate) of land. Therefore certificate of ownership is a requirement of land market. On the conflict of land boundary, the case according on interview with *Dukuh*, it could be handling on village level. They resolved the problem by discussing between land owner and it adjacent.

### 5.8. Conclusion

This chapter presents the result and analysis of data collection through survey and desk research.

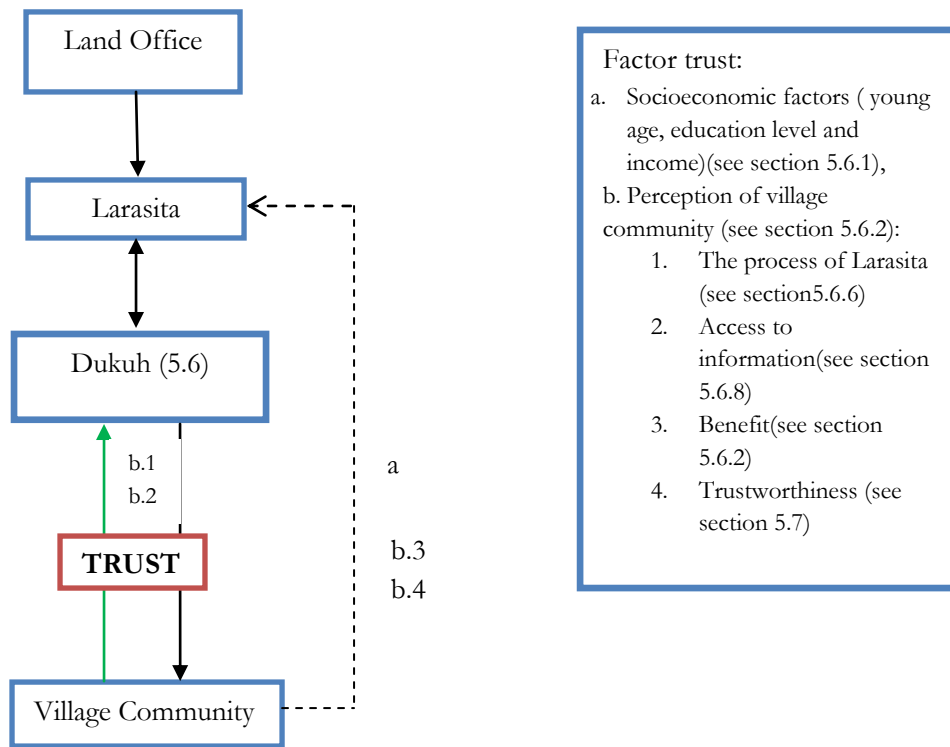


Figure 5-9: The institutional trust in the village community of Land office through Larasita program

Note:

- > : Community relation to Larasita
- > : The flow of trust from Land office to village community
- > : The relation between *Dukuh* and Larasita
- > : Trust of community to the *Dukuh*

In the land registration system a main concern between government (land office) and citizen (village community) is trust. In order to build public trust in the village community, the land office create a Larasita program which it aims to get closer to the community and bridge the communication on land registration between land office and community by coming and serving directly at the village. It is illustrated at figure 5-9 above. The figure above illustrated two way relations between Larasita and the village community. First of all, the interaction between Land office and village community through Larasita is bridged through the *Dukuh*. The arrow show two way process as a symbol the relationship between the elements. The main point in implementing of Larasita is trust and in this case the *Dukuh* plays a key role in the communication and trust building between land office and village community. The village community trust Larasita because of the *Dukuh* presence to strengthen the Larasita position.

Secondly there are factors influence the village community to register their land through Larasita; The social economic such age, education, and income are influence the understanding of village community of Larasita. Also the process, this represents the performance of the Larasita. When there is a transparency appears so the clearness will open to inspection by the village community and trust will be open. The experience with the land registration has an influence in building trust on village community. As long as the land office gives a fairly services, give a satisfaction on services, shows the responsibility on the service, gives transparency in information of land registration, as time goes by, the trust will be build. Building public trust is the aims of Larasita program that want to achieve. For the acceptability of trust in



the practical there should be good information and the reliable attitude, so cooperation between land office and village community and the good perception on the new system.

## 6. DISCUSSION

### 6.1. Introduction

This chapter provides the discussion and interpretation of the empirical data as described in chapter 5 and related to the literature review in the chapter 2 (community perception to Larasita program and the way Larasita to build trust of village community based on the service that it gave to them). Section 6.2 discusses about Larasita program at Tirtomulyo and Donotirto village, 6.3 the factors influence the community's to register their land (trust factors), 6.4 the impact of Larasita to the process of land registration and adjudication and 6.5 Limitation of the research.

### 6.2. Larasita program at Tirtomulyo village and Donotirto village

Larasita is a project land registration program in Indonesia. This program is facilitating the village community in land registration and over time aims to increase trust of village community in the land office. Larasita is a registration program which is used sporadic mass registration system. Team consist of coordinator, collector, entry data staff, treasure receiver, surveyor. Larasita in the Bantul land office accommodation such minibus was moving to the village location.

From discussion and interview, in Tirtomulyo village 58 % villagers' served well. They said that Larasita is good program. 42 % mentioned the Larasita serve is at average rate. Donotirto village community as neighbour of Tirtomulyo village said they don't know about this program.

Larasita received international attention and got awards from world bank. Despite its international recognition, the Larasita program faces several shortcomings. The shortcomings on the implementation at study area is the internal factors are 1) human resources where there is lack of staff to operate Larasita; 2) technical problems such un-function of modem, the officer cannot contact with land office administration on the day, slow entry data, lack of accommodation (only one minibus) and The external factors are unawareness of the community with the procedure at land adjudication that be a factor entrust villager to the Larasita.

Information technology existence moreover is to improve the structure and accessibility of records, facilitating knowledge-based decision making and wider data dissemination (FAO., 2010). In our case Larasita used internet connection (see section 6.2.2), is not only providing service through internet to give a fast service on registration but it is also giving information on registration to villagers' on the service day. This is the way from the land national agency towards land office doing the best and speedy way in serving community (Winoto, 2010).

Overall, the system by using internet connection as an early stage in the way giving fast service in order to build trust at registration process no need long time for community doing registration but this is the way from the land national agency towards land office doing the best and speedy way in serving community. In the future there should be further development at information technology through internet as a challenge to serve community.

#### 6.2.1. Role of the actors at land registration and adjudication

Our finding that beside the role of land officer at Larasita team, the role of the *Dukuh* is important to mention. As the community trust the *Dukuh*, his role is crucial in the success of the land registration

process. The message of Larasita goes from the *Dukuh* to the village community. *Dukuh* role is as a bridge from Larasita to village community. Because the village community has a trust in the *Dukuh* as their leader and what the *Dukuh* said like an order for them. As we see before, the *Dukuh* plays their role in the land registration process. *Dukuh* has a power to talk to their community and influence them to trust Larasita.

(Mishler, 2001) argue on his paper that the trust to the institution because of the influence of the third person. Here are *Dukuh* roles such deliberate the information of land registration to the community, giving access from villagers to the land office by helping villagers to arrange the registration document, guide villagers to follow the step of registration process.

### **6.3. The factors influence community to register the land**

At section 5.6 have been discussed that there are factors influencing the community in register their land. Communities have a significant role in the success of land registration programs. They can advise public officials on different aspect based of the services that are needed. In the other words, they act as a conduit for knowledge sharing of important issues. (Quinn, et al., 2003) mentioned perception as the way people think about a thing. Public trust will influence the way people think about new program (Larasita) (Grimsley & Meehan, 2007). The community think is on knowledge sharing depending on their trust to the land office.

#### **6.3.1. Socioeconomic factor**

All respondents, from socioeconomic factors were confirmed of Larasita program. The socioeconomic factors were different age, education levels, and income. The interview results in Tirtomulyo and Donotirto villages showed that the level of education influences the villagers' perception and their opinion toward registration and adjudication. The interesting result comes from the different education level. Villagers' with junior high school, senior high school and university level of education background or namely more educated villagers' give a positive reaction of the program; they have an understanding on the Larasita program and the benefits of the program than villager with less education. Or their educational backgrounds make them easier to understand the question and then they can understand better the question during discussion and interview. Here, education has an impact on the perception of village community of the Larasita program.

Similarly, age is influence whether the village community recognize the Larasita program as a tool of registration and their ability to register their land. Younger village community are more willing to answer the question and have better understanding of the importance to register than the older villagers. The older villagers are feeling more secure of their land ownership, and thought no need to register the land. But however education and age were not clearly explored during the discussion and interview.

The welfare of villager's community is indicated by income where income is a good indicator in access the registration program. Income influences the villagers' ability to register their land. Before Larasita registration of land could only be done by a person who has high income, villagers with low income were unable to register their land. Larasita reduces the cost for the community, so now villagers' could register their land.

Our finding related education and age have a relation with the understanding villagers' to register their land support the findings of (Green & Heffernan, 1987). They found that young age and more educated people are more likely to identify a new program. Similar study done by (Knack & Zak, 2003), stated that trust in a new program can be detected by using income and education level. They mention in their analysis that trust can be raised by increasing education and income.

### **6.3.2. Perception of village community of benefit having certificate through Larasita**

According to UN ESCAP (2010), the benefits of land registration are: securing ownership and tenure rights, easier land transferring, getting credit/loan, public control of land market and intervention, helping on land taxation system, and improving at land use and management at land office. (Dale, 1999) and (ELTAP, 2006) argue that land registration and adjudication is offering benefit by knowing the boundary and increase land tenure security after having certificate. In registration and adjudication through Larasita program with the aim to build public trust, it offers the benefit if the village community register their land through Larasita. According to land officer they tried to keep their commitment for achieve those benefit

From this research it can be revealed that in the study area villagers' were feeling secure after registering their land. Villagers' understood by having ownership could reduce border conflict in the other way increasing land tenure security and easier to sell their land. (Payne, 1997) argues that after land registration the owner attracted by higher market land price and sold their land. In the study area the villagers actually have a change to sell their land but rarely do they want.

One of benefit having certificate is that they can use certificate as collateral to the financial institute to get loans and they could buy farm input (Deininger, 2003). In the study area 64% villagers' from Tirtomulyo were used certificate to get loans, but the remains of villagers' (44% of Tirtomulyo and 66 % Donotirto villager's) have a lack of awareness of village community about using a certificate as a tool to get loans. Because villagers' afraid couldn't return back the loan to the bank.

The benefit of Larasita could understand well by village community, they realize the importance to register their land by listing the benefit of registration. It is in line with the main aims of Larasita is building trust in the community, and it offer the benefit security tenure.

### **6.3.3. Process of registration on Larasita**

Larasita is providing an easier and clearness process on registration. (ELTAP, 2006) mention there are a few steps on land registration. The steps namely awareness, registration, survey, cadastral mapping, announcement and management file. The result shows the progress of certification process depends on the villagers' as landowner participation. One the issue the survey didn't do well is caused the villagers' forgot to put beacon at their land. This happen sometimes because of villagers' forgot also they don't know the important of putting beacon for the next step of survey. From the research, at registration process villagers' were helped by *Dukuh* and village officer on the fulfilling the form and giving information of registration. It is similar what Larson (1991) said on his book that giving an easier process on registrations the purpose of land registration.

The next step is public hearing/announcement, in case there is any objection with the result and the community, stakeholders and beneficiaries might be send a complain letter to the land office before the further process going through (Larsson, 1991). From the result, villagers' only know the announcement of they received the certificate, so there should be announcement of the cadastral result to villagers' through village office.

From the interview, village community at Tirtomulyo village had ability to accomplish the registration process. There were no difficulties to complete the requirements of registration. The process was clear, according to the *Dukuh* report and Tirtomulyo villagers'. Tirtomulyo villagers' appreciate the clearness of registration process and procedure with good opinion, because there were guided from the *Dukuh* and village office for Tirtomulyo community at Registration process. The guided on the form taking the requirements to village community, typing the form and giving the right information of land based on the file at village office records. For the most part from our finding, we can conclude those villagers' didn't

have difficulties on the process of registration due to *Dukuh* guide. So if there is no guided from *Dukuh*, villagers' have difficulties on the process of registration and adjudication.

Cost of registration here is according to the regulation the head of National Land Agency regulation number 24 year 1997. Cost of registration according to the area of land that villagers have. The more land area owned by the community, the more costs that must be incurred by the community for registration. As Larson(1991) argues that the biggest cost in land registration is at surveying and demarcation, especially in developing country like Indonesia. Otherwise it needs to set the cost on the affordable limit for the community.

On the term of access to land, land tenure from development literature is defined as the rights, restrictions and responsibilities that community has with respect to their land. In other words, tenure security could be interpreted as the recognition and protection of such rights (Burns., 2006). Regarding to the Van der Molen(Van der Molen P., 2002) a main characteristic of land tenure is that it reflects a social relationship regarding right to land, which means that in a certain jurisdiction the relationship between people and land is recognized as a legally valid one. Giving certificate for land titling to increase land tenure security among village community is one matter discussion. Land tenure is a structure to determine by the relationship between person and land or in others way land tenure is determined who can hold and use the resources(USAID., 2010).

The awareness on Larasita of village community at Tirtomulyo is good. By having certificated the village community at both villages feel confidence of their land ownership, and they believe it could increase the tenure security of their land. For the time issuing the certificate is acceptable for villagers'. The time for finishing the certificate was 6 month on the study area. The process in issuing certificate is influence the perception on trust of community to Land office. The average time for issuing the certificate is 6 month as the head of National Land Agency regulation number 24 year 1997, the completion of certificate is 98 days.

For the most of part, we can conclude that the process of registration through Larasita is acceptable and bringing a trust to the villagers' of land office image.

#### **6.3.4. Access to Information**

Rural landholders cannot exercise their rights or could not fulfil their obligations relates on the requirements of land registration if they do not have adequate knowledge of these(ELTAP, 2006).

The socialisation actually handled by land officer at Bantul District through many media such poster, brochure, newspaper, television, radio and campaign. Even though Setha(2002) argue that others source information such poster, brochure, and newspaper help the village community on transfer the information of registration and adjudication, especially radio and television will guide illiterate villagers but in the study area they didn't play a role. But based on coordinator of Larasita and head of village information, the effective information medium is through *Dukuh*. He helps on the spread of registration information to his villagers' community on the project area and helps the illiterate villagers to fulfil the requirement of it. Because villagers didn't have time to read or didn't know there were exist.

#### **6.4. The Impact of Larasita to the land registration and land adjudication**

Larasita program in the Tirtomulyo village is considered trustworthy by the villagers and trust the Larasita through the *Dukuh*. The village community trust the Larasita because of they are satisfied with the correctness of certificate, field investigation and field survey on adjudication process and Larasita gives equal service to the village community. Zevenbergen(2002) argue the trustworthiness in land

administration can be defined as combining between reliable and accurate the records, and acceptable by the community. Lemmen argue too that *In a 'trustworthy' land administration system, on the one hand the information is reliable and accurate and on the other hand the information is acceptable to the proprietors; they must trust the processes and institutions involved (Lemmens, 2006)*. It is not attributed to one or a few elements, but it depends on the registration system as a whole.

As mentioned on the previous chapter the aim of Larasita is to build public trust in the community by providing easy access to register their land. From the benefit that villagers achieve from this program, the expectation of villager of getting secure of land, easy access to register their land through easy process and procedure on registration and adjudication, easy to accessing the land information, timely at certificate production, and provide the affordable cost of registration and adjudication, it can be stated that Larasita is fulfilling its objective. Therefore the Larasita on the villagers view, it could convince the villagers of benefit of having certificate and increase the public trust towards Land office.

Overall Larasita program contributed to building public trust in land registration and land adjudication in the study area. Villagers want Larasita come again for the second time to do their job in registration of land because villagers are satisfied with the Larasita service.

#### **6.5. Limitation of the research**

During the interview and discussion, language is a significant constraint in this study. The role of the interpreter (*Dukuh*) became significant during the interview and discussion session. Thus, when the *Dukuh* could not explain properly of the questions and the answers, it led to the misunderstanding of the information needed.

The barrier was from bureaucracy also happen in the procedural research. The lack of data handling methods in Land Office, because they were occupied new office for a year. Data handling from all data sources relate to land were under arrangement. Document obtained from Land office and village offices were in Local Language. Translation required extra time and efforts.

There were no sampling strategies on this research. The data were collected as an overview of the Larasita case at the study area.



## 7. CONCLUSION AND RECOMMENDATION

### 7.1. Introduction

This chapter is providing the conclusion where described sequentially of sub objective in order to address the main objective to investigate how far the land registration program is successful in building public trust in land registration and land adjudication processes in Tirtomulyo and Donotirto villages at Sub-district Tirtomulyo Bantul and followed by some recommendation. Here is the result of the summarized three sub-objectives:

### 7.2. Sub Objective 1: The role of Larasita program in land registration and adjudication program at study area

Larasita as a Pilot project in land registration was set up to build trust in the community for a broader program of land registration and certification in the Region. The benefit Larasita offer to the community is realizing the government commitment in order to give a better service by using internet and giving direct service. Larasita implemented at rural area by using minibus where there are five people in it.

The shortcoming of Larasita program is grouped in internal factors where the problem appears from the Larasita program and external problem which it comes from the community. The internal factors are 1) human resources where there is lack of staff to operate Larasita; 2) technical problems such un-function of modem, the officer cannot contact with land office administration on the day, slow entry data, lack of accommodation (only one minibus).

The team influences the fluency of this program in the field, the team are: coordinator of Larasita, collector, entry data staff, treasure receiver, surveyor. In this case it found *Dukuh* plays a key role the acceptance of Larasita at study area.

### 7.3. Sub Objective 2 :To investigate the community perception on Larasita program in Bantul Yogyakarta

The village community expects is having a positive benefit of land registration. The benefit that village community sense from the Larasita are secure boundary; to reduce border conflict, increase land tenure security, helping village community to get loans, getting status at the community, supporting the village community to sell their land.

The factors that influence to register the land are chosen:

1. The socioeconomic factors, such as age, education and income have influence on the acceptance of Larasita program in the study area. Villagers' at young age and more education are influence in the way people understanding of Larasita. Income influences the willingness of villagers to register their land.
2. Perception of the community :  
Process on land registration was clear for the community. The process for understanding of registration process and procedure is by supporting of *Dukuh* and village officer. Access to information gives a contribution to build public trust in the community. The clear information in registration through Larasita gives knowledge to the community. The registration information is going announced by land officer through Larasita coordinator, village officer and the important actor is *Dukuh* as head of the community to the villagers. Expectation benefit of Larasita: the main benefit



that community expects from land registration is secure of land. The benefit of Larasita could understand well by village community, they realize the importance to register their land by listing the benefit of registration. At trustworthiness, the communities are satisfied with the correctness of certificate, satisfy with field investigation and field survey on adjudication process, and equal service to the village community. Due to this reason the Larasita is trusted of the community and the satisfactory as trustworthiness.

#### **7.4. Sub objective 3: to determine the level of success of the Larasita program in building trust in land registration and land adjudication process**

Based on the Larasita program aims objective for building public trust in the community as far as the survey result, the Larasita could run well. The trust is built on 2 way conditions, first of all between Larasita as a program to the community and the Larasita with the community through the *Dukuh*. *Dukuh* is bridging the Larasita information to villagers'. Villagers' could participate well and feel the advantages of Larasita such villager feel secures of land and easy access to get loans.

Determining the level of success the Larasita program in building trust in land registration and adjudication process is through the contribution of the Larasita program in building trust in land registration and land adjudication process. The success level is shown from the participant of villagers and the numbers of certificate have been produced at the time. The participation of villagers at land registration and adjudication at study area reached 156 certificates on the last June 2009 and 117 certificates have been received by villagers.

The existence Larasita with its program aims to establish public trust in public services in land registration. The result shows that the trust of villagers to land office trough Larasita is built of influence of *Dukuh* as villagers leader. Even though is immature to say that Larasita is success to build public trust in the community. It needs a research to do for huge territory to have a comparison with other region on Larasita program; even on the other region has different case on facing Larasita program.

#### **7.5. Recommendation**

As mentioned at the previous chapter, that this thesis focused on two villages on the sub-district. Even though it gives small proportion on community perception on Larasita program in Indonesia, future study should expand the scope of current research by utilizing multi-region samples from across the nation. Exploring land policy in multiple locations would enable comparative analysis.

The *Dukuh* strengthen the connection between Larasita and village community. Don't try to side line the *Dukuh* on the project, because according to the discussion they play important role in the connection between villagers' and government institution. Villagers' get trust on Larasita and asked Larasita to come back again. Here is Larasita could be sustainable.

The study was conducted at the rural area and found that Larasita gives an impact to the trust building of village community of land registration because there were the participation in the process and procedure was done well. The *Dukuh* is as 'the right hand' of Larasita .. The recommendation here is to improve relation and education of *Dukuh*. Future research about role of *Dukuh* to support Larasita is recommended.

It is proposed for land office on the request of human resources for surveying, so they can handle on time for registration process. Adding the infrastructure such minibus is needed and human resource that works in it. The information of registration more refer to the *Dukuh*, the socialisation should be improved. The

implementation of Larasita need more support at human resources and technology data handling. The schedule of Larasita should be discussed with village officer so the schedule will not clash with villager's work time at their farm land.

The information to villagers at survey should be clear enough. Otherwise there is misunderstanding on the field survey implementation. This is influence the trust of villagers to the information at land registration. The time to produce cadastral map at land office should be more intensive work at the land officer, because the delay is caused by overload work at cadastral mapping at produce map. The time of completed the certificate is based on the regulation of head office. According to the coordinator Larasita the time could be reduce at surveys which at the implementation need 2 weeks.

Villagers' suggestion for the future Larasita should be consistence, keep promises, tell the truth, and show competences are the way to keep the trust in the community.



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## APPENDICES

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Appendix 1: The sample of Larasita schedule

No	Day/Date/Hours	Village	Sub district	Coordinator of Larasita
1	Monday/ 3.11.2008 Hour 09.00- 12.00	Adikarti	Sidomukti	Bambang, SH
2	Tuesday/ 4.11.2008 Hour 10.00- 13.00	Sambi	Baru	Drs. Sakdila
3	Wednesday/ 5.11.2008 Hour 10.00 - 13.00	Sura	Surnandi	Ir. Sunandar



## Appendix 2: Questionnaire for Community

### Introduction:

This is a study on the community perception of Larasita program program how far the land registration program successful in building trusts in land registration and land adjudication process in Bantul.

Your participation is highly appreciated. The information remains confidential and anonymous, and will be used for academic research only.

Villagers name:.....village:.....

code:.....position in

GPS:.....

### A. Socio-economic and cultural factor:

#### 1. General Information

- a. Age: .....
- b. Gender: ☐Male ☐Female
- c. Ethnic Group :.....
- d. Educational Level
- e. Occupation:.....  
side job.....
- f. Income/month:.....

#### 2. Land and Ownership

- a. How long have you been living on this land? ..... Years
- b. How many land parcels do you have?.....
- c. How much acres of land do you own?/ Extent of land: HA
- d. Type of land use
  1. Residential
  2. Residential and agriculture
  3. Agriculture :
    - a. crops ,specify.....
    - b.cattle, specify.....
  4. Commercial
  5. Residential and commercial
  6. Other, please specify.....
- e. Access to land:
  1. Inheritance
  2. Gift
  3. Purchase
  4. Other, please specify.....
- f. Land Ownership
  1. Husband
  2. Wife
  3. Children
  4. Others
- g. What is the value of land with certificate?
- h. Do you ever apply a loan on bank after having certificate? ☐Yes ☐No

### Perception

3. How far is your house to land office?.....km

4. How many hours do you need to go to land office?.....
5. How much money did you have to pay when go to the land office?.....
6. Do you ever join the other land registration program? ☐Yes ☐No
7. What do you think about land registration program(Larasita)?
8. Did you participate in the Larasita program?☐Yes ☐No
9. Why did you participate in Larasita program?
10. If no, why did not participate?
11. What process that you know or/and in which process did you participate? (tick all possible answers)

No	Process	Know	Participation
1	Attend the announce program		
2	Provide detail about document		
3	Show the boundaries & give boundary agreement		
4	Participate in the field survey		
5	Collect the title certificate....		
6	Other, please specify		

12. Do you have any comment on steps above (both positive nor negative comment)?
13. What is your opinion about the quality of the Larasita program?☐Good ☐Average ☐Bad
14. Who did registration for your land when Larasita come to your village?☐Ownself☐wife ☐child  
☐Others
15. What is the impact of registering your land?
16. What is the impact of registering your land in land conflict?  
☐Greatly reduces ☐to some extent reduces ☐no any impact ☐no opinion

**Process and procedure of Land registration:**

17. Was the land registration process clear to you? ☐Yes ☐No
18. If yes, were you able to complete the whole registration process? ☐Yes ☐No
19. If no, why?....
20. Was the adjudication process clear to you ?☐Yes ☐No
21. Did you experience difficulties? ☐Yes ☐No
22. If yes, what are the difficulties?....
23. Are you satisfied with the quality of the certificate product? ☐Yes ☐No
  - a. If yes;
    - How long did BPN produce the title certificate?
    - Are satisfied with the time duration?☐Yes ☐No
  - b. If no;
    - Why did you don't get the title?
    - Did the Land office staff give the reason?
    - What is the reason?
24. How much do you have to pay in land registration process?
25. Did you pay others payment beside registration? ☐Yes ☐no
26. In which step?
27. If yes, how do you appreciate it? ☐Very good ☐Good☐Normal
28. If no, why?
29. With join this program; do you can solve your land problem?

**Benefit of land registration and land adjudication:**

30. Is land registration beneficial to you?

No benefit	
Having a title give me a higher status in the community	
I do not need to protect my property from other people claim	
To get a loan with low interest	
For securing my wife and children when I die from people who want take my land away	
Title registration will increase land value	
Help me to sold the land and it will influence the cost	
Other, specify.....	

31. Who will benefit from Larasita?

32. What the benefit to participate on Larasita?

- Easier to get loans
- Protection their wife or children with people with bad will
- Security tenure will increase
- Other specify

**Access to information:**

33. Land Registration program/Larasita

- Do you know about Larasita program?
- How did you know about Larasita program? (tick in all possible answer)

Announcement from head villages		Land officer	
Announcement from sub head villages/ <i>Dukuh</i>		Neighbor/relations	
Poster		friends	
Hand leaf			
News Paper		Other, please specify	
Television			
Radio			

34. Did you read the booklet provided at the Larasita program? ☐Yes ☐no35. If yes are the given information : ☐clear ☐Understandable ☐Accurate ☐Truthful36. Did you ease get information about cadastral map? ☐Yes ☐no—why?**Time for issuing and correctness of certificate :**37. How long did it take to issue the title certificate? ☐ Less than 2 month ☐3-6month ☐more than 6 month38. Are you satisfied with the correctness of the title certificate? ☐Yes ☐no

**Trustworthiness:**

39. Are you satisfied with the field investigation? ☐Yes ☐no
40. Are you satisfied with the field surveying? ☐Yes ☐No
41. Did you get the certificate to your land? ☐Yes ☐No
42. Are you satisfied with the parcel plan given in the certificate? ☐Yes ☐no  
If no,  
a. Did you know, for what reason you didn't get the title certificate? ☐Yes ☐no  
b. Have you been informed the reason by the land registration office? ☐Yes ☐no  
c. Did you response for it? ☐Yes ☐no
43. Did you pay for the land registration process other than mentioned? ☐Yes ☐no  
If yes, for which step:....
44. Do you think all landowners are treated equally? ☐Yes ☐no
45. If not, what is your experience?
46. What is your opinion about the trustworthiness of the land registration program?
47. Do you think that tenure security will increase when your parcel is titled? ☐Yes ☐no
48. What do you think about the process of land registration by using Larasita? ☐effisien ☐not effisien
49. What is your suggestion for improvement of the land registration process by using Larasita?

### **Appendix 3: Questionnaire for Land officer:**

#### **Land Officer Interview Form**

Introduction:

This is a study on the community perception of Larasita program how far the land registration program successful in building trusts in land registration and land adjudication process in Bantul.

Your participation is highly appreciated. The information remains confidential and anonymous, and will be used for academic research only.

Officer's name:

Departement :

Position in organization:

#### **General Information about Land registration program:**

1. When Larasita was implementing in Bantul? And what regulation behind it?
2. Why do you think Bantul need Larasita as a tool in land registration program?
3. Apa What are the purposes of the Larasita program?
4. What is your role in Larasita program? What does the benefit Larasita offers for the community?
5. What is the current status of Larasita program in Bantul?
6. What are the actors and their responsibility in land registration process in Larasita program?
7. What are the steps in land registration and how long to complete each steps?
8. How much money does community have to pay on each step or whole process?
9. What is the standard operating structure of land registration program?
10. What is your opinion about the quality of the Larasita program?
11. Do you observe the progress of land registration program by using Larasita? ☐Yes ☐no
12. How do you observe them?
13. What are the strength and weaknesses in Larasita program in Bantul?

#### **Access to information:**

14. How do you announce the information about Larasita?
15. Which media do you choose to announce the information?

#### **Question about the factor influence community to register their land:**

16. Do you train your staff before implementing Larasita program?
17. Are the staffs enough to cover the entire register program? ☐yes ☐no
18. No, why and how to handle it?
19. Do your job are supported with sufficient equipment, technology and others? ☐yes ☐no
20. What are the supported tools?
21. Do Larasita program is supported with enough founding? ☐yes ☐no
22. Based on your experience, does the community participate sufficiently in Larasita program? ☐yes ☐no
23. What are your efforts to attract them to participate on Larasita program?
  - a. Easier to get loans
  - b. Protection their wife or children with people with bad will
  - c. Security tenure will increase
  - d. Other specify
24. What are the factor influence communities to register their land?
25. What is your suggestion to improve land registration and land adjudication in Bantul?

**Thank You for your participation**

#### Appendix 4: Questionnaire for Head of Village

##### Questioner for head of village

###### Introduction:

This is a study on the community perception of Larasita program how far the land registration program successful in building trusts in land registration and land adjudication process in Bantul.

Your participation is highly appreciated. The information remains confidential and anonymous, and will be used for academic research only.

Village office name:.....village:.....

code:.....position in

GPS:.....

Date:

1. What is the general issue/problem in your village? .....
2. How is land being managed in your village?
3. When your village was registered?
4. When your village boundary was surveyed?
5. What is your role in Larasita program?.....

##### Access to information

###### 6. Land Registration program/Larasita

- a. How did you announce the Larasita program to your community?
- b. Did you read the booklet provided at the Larasita program? Yes somewhat no

If yes ,are the given information (tick all possible answers)

Information on the booklet			
Clear			
Understandable			
Accurate			
Truthful			

- c. Did your community ease get information about cadastral map? Yes no—why?

##### Perception

7. How did you attract your community to join this program?
8. What is your opinion about the quality of the Larasita program?
9. Do you think the participation in registration process is too time consuming?  
If yes, in which process?
10. Is land registration beneficial for your community?
11. In your opinion, who will benefit from Larasita?
12. Do you think that title registration process is complicated for your community? Yes No
13. If yes, what are the reasons?
14. With join this program; do you can solve your community land problem?

##### Transparency:

15. Do you think that the land registration process and procedure is clear enough? Yes No
  - a. If yes, how do you appreciate it? Very good Good Normal
  - b. If no, why?

**Trust and trustworthiness:**

16. Are you satisfied with the field investigation? Yes somewhat no
17. Are you satisfied with the field surveying? Yes somewhat No
18. Did you get the certificate to our land? Yes No
19. Are you satisfied with the correctness of the title certificate? Yes no
20. How long did it take to issue the title certificate?
21. Are you satisfied with the parcel plan given in the certificate? Yes no
22. Did you know, for what reason you didn't get the title certificate?
23. Have you been informed the reason y the land registration office? Yes no
24. Did you response for it? Yes no
25. Did you pay for the land registration process other than mentioned? Yes no
26. Do you think project officers treat equally for all landowners? Yes somewhat no
27. If somewhat or not, what is your experience?
28. What is your opinion about the trustworthiness of the land registration program? Highly trusty  
to some extent less trusty not at all no opinion
29. How would you assess the level of tenure security once a parcel is titled?
30. What is our perception about the impact of registering your land in land conflict?  
Greatly reduces to some extent reduces no any impact no opinion
31. What do you think about the process of land registration by using Larasita?
32. What is your suggestion for improvement of the land registration process by using Larasita?