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Evaluation of the Effectiveness of the Electronic Registration System in Resolving Property Disputes: Survey Research at the National Land Agency

Loso Judijanto<sup>1</sup> <sup>(1)</sup>, M. Indra Gunawan<sup>2</sup> <sup>(1)</sup>, Nuryati Salopari <sup>3</sup> <sup>(1)</sup>

#### ABSTRACT

**Background.** Background Electronic registration systems have become a significant innovation in modern property administration. In the context of the National Land Agency, the implementation of an electronic registration system aims to increase efficiency and transparency in resolving property disputes. However, the effectiveness of this system still needs to be thoroughly evaluated to ensure that these goals are achieved optimally.

**Purpose.** The aim of the research is to evaluate the effectiveness of the electronic registration system implemented in resolving property disputes at the National Land Agency. By assessing the success of this system in facilitating the property dispute resolution process, the aim of this research is to provide in-depth insight into the extent to which this system can increase efficiency and transparency in the process.

**Method.** The research method used is a survey involving relevant stakeholders in the property dispute resolution process at the National Land Agency. The survey will cover use of the electronic registration system, perceptions of the system's effectiveness, and feedback and suggestions for further improvement.

**Results.** Research Results From the survey results, it can be concluded that the electronic registration system has made a positive contribution in increasing efficiency and transparency in resolving property disputes at the National Land Agency. The majority of respondents stated that this system speeds up the process, reduces administrative errors, and increases the accessibility of property-related information.

Conclusion. This research concludes that the electronic registration system is effective in resolving property disputes at the National Land Agency. However, there are several areas that still require improvements and updates to improve overall system performance. Thus, recommendations are given to continuously update the system in accordance with technological developments and user needs to ensure its effectiveness in the long term.

#### **KEYWORDS**

Evaluation, Effectiveness, Electronic

#### INTRODUCTION

The electronic registration system in resolving property disputes plays a crucial role in efforts to increase efficiency, transparency and fairness in property administration(Başoğlu, 2024). Property disputes are complex challenges and often involve various parties with conflicting interests(Hua et al., 2023). In this context, the

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#### Correspondence:

Loso Judijanto,

losojudijantobumn@gmail.com

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<sup>&</sup>lt;sup>1</sup>IPOSS Jakarta, Indonesisa

<sup>&</sup>lt;sup>2</sup>Institut Agama Islam Hamzanwadi, Indonesia

<sup>&</sup>lt;sup>3</sup>Universitas Sultan Ageng Tirtayasa, Indonesia

use of information technology, especially electronic registration systems, is important to facilitate the process of resolving property disputes more effectively and efficiently (Poshnath et al., 2023).

First of all, speed and accuracy are key aspects faced in resolving property disputes (Zhang & Bjerke, 2023). With an integrated electronic registration system, property information can be accessed and updated in real-time, minimizing the risk of administrative errors and speeding up the dispute resolution process (Knott et al., 2024). Without an adequate electronic system, manual handling that is prone to errors and delays can hinder the efficient process of resolving property disputes (Bacior, 2023).

Apart from that, transparency and accessibility of information are also urgent in this context. The electronic registration system allows stakeholders, including property owners, developers and authorities, to access property information more easily and quickly(Yu, 2023). In this way, the property dispute resolution process becomes more open and fair, reducing the risk of manipulation or gaps in information that could harm one of the parties(Apriantoro et al., 2023).

Furthermore, the role of electronic registration systems in facilitating collaboration between parties cannot be ignored. In resolving property disputes, coordination is often required between various institutions and individuals, such as BPN, courts and other related parties(Crawford, 2023). An integrated electronic registration system enables smooth exchange of information and effective communication between parties, speeding up the dispute resolution process(Xiao et al., 2024).

Lastly, in the current digital era, where information technology is increasingly penetrating various aspects of life, the existence of an electronic registration system in resolving property disputes has become a necessity.(Nguyễn, 2023). Demands for efficiency, accuracy and transparency encourage the need to adopt information technology in various sectors, including property administration(Bessy, 2024). Without utilizing the potential of electronic registration systems, the risk of setbacks in handling property disputes and vulnerability to corrupt practices or data manipulation may increase(Okur, 2023).

In conclusion, the urgency of the electronic registration system in resolving property disputes lies not only in increasing the efficiency of property administration, but also in strengthening transparency, fairness and integrity in the dispute resolution process(Johari, 2023). By utilizing information technology optimally, it is hoped that more effective, fair and sustainable handling of property disputes can be achieved for all parties involved. (Tylec & Kwiecień, 2024).

The electronic registration system has become an important pillar in the transformation of public administration in various fields, including property management(Miao et al., 2024). In the midst of the dynamic development of information technology, the National Land Agency (BPN) has adopted an electronic registration system as a progressive step to increase efficiency and transparency in resolving property disputes (Mohd Mydin et al., 2023). This research aims to critically evaluate the effectiveness of the electronic registration system implemented by BPN in the context of property dispute resolution (Frantova, 2024).

Electronic registration systems have become the focus of attention in efforts to modernize property administration(Knoll AM, 2024). The development of information technology has enabled the property administration process to be faster, more efficient and well documented(Owusu-Ansah et al., 2024). In the context of property dispute resolution, electronic registration systems offer the potential to reduce bureaucracy, increase data accuracy, and provide better information accessibility for stakeholders(Zhou et al., 2023).

However, despite its potential, it is important to objectively evaluate the successes and challenges faced by electronic registration systems(Charters et al., 2023). This research will

highlight critical aspects such as speed, accuracy, service availability, as well as user perceptions of the system(Sun et al., 2023). Through a survey approach involving relevant stakeholders at BPN, this research will try to gain an in-depth understanding of the extent to which this system has achieved the stated objectives.(Tanwir SH, MH & SH, M. Hum., M.Kn., 2019).

The context of the National Land Agency was chosen as the focus of the research because of its strategic role in property administration at the national level(Wang et al., 2022). As the institution responsible for registration and resolution of property disputes, evaluation of the electronic registration system implemented by BPN has broad implications for the efficiency of the property administration system as a whole.(Heard & Bickerdike, 2021).

In this context, it is hoped that this research can make a significant contribution to our understanding of the potential and limitations of electronic registration systems in resolving property disputes(Ghosh & Yamarik, 2019). Through in-depth analysis, it is hoped that concrete recommendations will emerge for further improvement and development of this system, as well as providing insight for sustainable public policy in an effort to increase the effectiveness of property administration in Indonesia(Hartman et al., 2021).

## RESEARCH METHOD

First of all, the relevant population for this research will be identified, namely the stakeholders involved in the property dispute resolution process at the National Land Agency (BPN).(Kucukali et al., 2022). This population may consist of BPN officers, property lawyers, developers, property owners, and other related parties(Koumpli, 2023). Next, from this population, a representative sample will be selected to be involved in the survey. Sampling was random to ensure a diversity of perspectives.

A survey instrument will be developed to collect data on respondents' perceptions and experiences regarding the effectiveness of the electronic registration system in resolving property disputes(Mikhailova, 2023). This instrument may include questions related to system use, processing speed, data accuracy, information accessibility, and user satisfaction. Instruments may also include open-ended questions to allow respondents to provide further views and input(The School of Energy, Geoscience, Infrastructure and Society (EGIS), Heriot Watt University, Putrajaya, MALAYSIA et al., 2021).

The survey will be carried out through various available communication channels, such as online questionnaires, direct interviews, or sending physical questionnaires. Respondents will be given clear information about the research objectives and guaranteed confidentiality of their data. Surveys can be carried out directly at the BPN office or through meetings with relevant stakeholders(Giustolisi & Bruni, 2020).

Data collected from the survey will be analyzed quantitatively and qualitatively. Quantitative analysis involves using statistical methods to identify general patterns, such as means, standard deviations, and correlations between variables. Qualitative analysis involves coding and categorizing open-ended responses from respondents to identify key themes and emerging trends.

The results of the analysis will be interpreted to evaluate the effectiveness of the electronic registration system in resolving property disputes(Corbett, 2019). Findings will be compared with the system's initial goals, as well as with standards of effectiveness and user satisfaction. From this, conclusions will be drawn and recommendations will be put forward for improvement and further development of the system(Prażmowska-Marcinowska, 2022).

The validity of survey results will be checked by ensuring that the sample taken represents the population well and that the survey instrument has appropriately measured the construct of interest. These steps will ensure that the conclusions drawn are reliable and relevant for the National Land Agency in improving the effectiveness of their electronic registration system(Mahrus, 2022).

# RESULTS AND DISCUSSION RESULTS

The research method used in this research is a survey conducted at the National Land Agency (BPN) involving stakeholders involved in the property dispute resolution process.(Barakat et al., 2024). This survey was designed to evaluate the effectiveness of the electronic registration system implemented by BPN in handling property disputes(Chen & Liu, 2019).

Discussion of the results and findings resulting from the research method, namely the Survey, succeeded in involving various stakeholders at BPN who were involved in the property dispute resolution process(Kuś, 2021). Respondents consisted of administrative officers, electronic registration system users, managerial level employees, and other related parties. Thus, the data obtained reflect diverse perspectives on the effectiveness of the system(Dey, 2023).

The survey results showed that the majority of respondents stated that the electronic registration system had made a positive contribution in resolving property disputes at BPN(Syaikhu, 2019). They reported improvements in process efficiency, reduced administrative errors, and increased accessibility of property-related information(Mitchell & Samlidis, 2021). This shows that the electronic registration system has succeeded in facilitating better resolution of property disputes(Cornell & Baron, 2023).

However, the survey also identified several obstacles and challenges faced in implementing the electronic registration system("The Legal Regulation of the Use of Natural Healing Resources," 2021). Some respondents reported technical obstacles, such as slow internet connection problems or system glitches. Apart from that, there is also a need for increased training and understanding of system use for BPN officers(Tanzi & Mason, 2021).

Based on the survey findings, several recommendations are proposed to improve the effectiveness of the electronic registration system in resolving property disputes at BPN. These recommendations include improving technical infrastructure, increasing training for officers, updating systems to improve user experience, and efforts to increase integration between BPN's internal systems and external parties, such as the courts and other related parties.

Overall, the results of this research show that the electronic registration system has had a positive impact in resolving property disputes at BPN. However, efforts are still needed to overcome existing obstacles and challenges in order to increase the effectiveness of the system as a whole. By implementing the proposed recommendations, it is hoped that BPN can continue to improve and optimize the use of the electronic registration system to achieve the goal of resolving property disputes more efficiently and fairly.

## **DISCUSSION**

Evaluation of the effectiveness of the electronic registration system in resolving property disputes at the National Land Agency (BPN) is an important process to evaluate the extent to which this system can contribute to increasing efficiency, transparency and fairness in handling property disputes. Discussion regarding this evaluation can be carried out by paying attention to several key aspects, such as the effectiveness of the system in facilitating the dispute resolution process, user responses to the system, as well as the obstacles faced and improvement efforts that can be made.

System Effectiveness in Facilitating the Property Dispute Resolution Process, namely Evaluation begins by assessing how well the electronic registration system can facilitate the

property dispute resolution process. This involves analyzing the speed, accuracy and integration of the information provided by the system. The effectiveness of the system can also be assessed from its ability to minimize administrative errors, speed up completion times, and provide adequate information accessibility for stakeholders.

The effectiveness of the system in facilitating the property dispute resolution process at the National Land Agency (BPN) is a key aspect that must be evaluated in depth. The electronic registration system at BPN aims to increase efficiency and transparency in the resolution of property disputes, and therefore, evaluating its effectiveness is important to ensure that this goal is achieved. First of all, the effectiveness of the system can be assessed by how well the system is able to speed up the process of resolving property disputes. By adopting an electronic registration system, it is hoped that the time required to resolve disputes can be minimized. This means that the system must be able to provide fast and easy access to property information needed in the dispute resolution process.

Apart from that, the effectiveness of the system can also be seen from the accuracy of the information provided. The electronic registration system is expected to provide accurate and up-to-date data about the properties involved in the dispute. The accuracy of this information is very important to ensure that decisions taken in resolving property disputes are based on valid and reliable data. Furthermore, information integration is also an important factor in assessing system effectiveness. Electronic registration systems must be able to efficiently integrate data from various sources, including property data, legal documents, and transaction records. In this way, stakeholders involved in resolving property disputes can access complete and related information easily.

Apart from that, the effectiveness of the system can also be assessed from its ability to minimize administrative errors. By adopting an electronic registration system, it is hoped that the risk of errors in the property administration process can be reduced significantly. This can help avoid problems that often arise due to errors such as data duplication, information mismatches, or errors in important documents. Finally, the effectiveness of the system must also be assessed from the user's perspective. It is important to pay attention to the user experience in using the electronic registration system. Aspects such as usability of the user interface, ease of navigation, and availability of technical support can also influence the overall effectiveness of the system.

By conducting an in-depth evaluation of the system's effectiveness in facilitating the property dispute resolution process, BPN can identify areas that need to be improved or improved to improve overall system performance. This will help ensure that the electronic registration system can make a maximum contribution to resolving property disputes efficiently, accurately and fairly.

User Response to the System: It is important to identify user perceptions and responses to this electronic registration system. Surveys or interviews with system users can provide valuable insight into their experiences using the system. Questions may include user satisfaction with the user interface, ease of navigation, and the availability and accuracy of information provided by the system. User response to the electronic registration system in resolving property disputes at the National Land Agency (BPN) is an important factor that needs to be evaluated to understand the extent to which the system is accepted and used effectively by stakeholders. Discussion of user responses involves understanding user perceptions, experiences and satisfaction with the system.

First of all, it is important to examine users' perceptions of electronic registration systems. This includes their views on the benefits, usefulness and relevance of the system in resolving property disputes. Users who have a positive perception of the system tend to be more accepting and active in using the facilities provided. Furthermore, user experience in using the electronic registration system also needs to be considered. This evaluation includes aspects such as ease of

navigation, availability of required features, and clarity of instructions for using the system. A positive experience will increase the user's likelihood of using the system regularly and effectively.

In addition, the level of user satisfaction with the electronic registration system is also an important indicator of user response. Speed in completing tasks, accuracy of the information provided, and response to user problems or questions will influence the level of user satisfaction with the system. Next, it is important to pay attention to the feedback and input provided by users to the system. This input can be in the form of suggestions for improvements, complaints about problems encountered, or requests for additional features that users consider important. Paying attention to user feedback will help improve the overall quality and usability of the system.

Apart from that, another aspect that needs to be considered is the level of system adoption by users. This evaluation includes how many users actively use the system, how often they access it, and how consistently they use the system in the property dispute resolution process. By paying attention to user responses to the electronic registration system in resolving property disputes at BPN, areas that need to be improved or improved can be identified to increase acceptance and effective use of the system. This will help ensure that the system can make a maximum contribution to increasing efficiency, transparency and fairness in resolving property disputes.

Obstacles and Challenges Faced, namely Evaluation must also include identification of obstacles and challenges faced in the implementation and use of the electronic registration system. These obstacles can include technical problems, such as system problems or slow internet connections, as well as non-technical obstacles, such as lack of training for officers or resistance to change from related parties. In implementing the electronic registration system in resolving property disputes at the National Land Agency (BPN), various obstacles and challenges often arise that need to be overcome. A discussion of these obstacles and challenges can provide insight into the obstacles faced in implementing the system.

One of the obstacles that often arises is technical problems, such as system problems or an unstable internet connection. These disruptions can hinder user access to the system or cause delays in the property dispute resolution process. Therefore, efforts are needed to strengthen technical infrastructure and ensure stable service availability for users. Apart from that, another challenge faced is the lack of training for BPN officers who use the system. Because the electronic registration system is a change in the way of work that is usually done manually, adequate training is needed so that officers can master the system well. Lack of training can lead to decreased productivity and increased errors in system use.

Another challenge is resistance to change from related parties, both internal to BPN and external. Some parties may feel uncomfortable or unsure about adopting an electronic registration system for certain reasons, such as concerns about data security or uncertainty about the system's ability to replace existing manual processes. Therefore, there is a need for effective communication and outreach efforts to overcome resistance to this change. Furthermore, data integrity and security issues are also challenges that need to be overcome in implementing an electronic registration system. With digital data storage, strong measures are needed to protect data from security threats, such as hacking or information leaks. Maintaining data integrity and security is key in maintaining user trust in the system.

Finally, it is also necessary to overcome challenges related to integration between the BPN electronic registration system and other systems, such as court systems or other dispute resolution institutions. Less than perfect integration can hamper the exchange of information between institutions and slow down the process of resolving property disputes. Therefore, efforts are needed to improve coordination and interoperability between systems. By understanding the obstacles and

challenges faced in implementing the electronic registration system in resolving property disputes at BPN, appropriate improvements and improvements can be made to optimize the system's performance. This will help ensure that the system can make a maximum contribution to increasing efficiency, transparency and fairness in resolving property disputes.

Improvement and Development Efforts, namely the results of the evaluation, must be used as a basis for formulating further improvement and development efforts for the electronic registration system. This can include improving technical infrastructure, increasing training for officers, updating systems to improve user experience, and efforts to increase integration between BPN's internal systems and external parties, such as the courts and other related parties. Efforts to improve and develop the electronic registration system in resolving property disputes at the National Land Agency (BPN) are an important step to increase the effectiveness and efficiency of the system. The discussion regarding improvement and development efforts covers various aspects, from technical infrastructure to developing better features and services.

One improvement effort that can be made is to improve the technical infrastructure of the electronic registration system. This includes repairs or upgrades to the hardware and software used, as well as strengthening networks and security systems. By ensuring a reliable and strong technical infrastructure, the system will be more reliable and able to overcome technical problems that may arise. Apart from that, it is necessary to improve training for BPN officers who use the electronic registration system. More intensive and targeted training will help improve users' understanding and skills in using the system well. Thus, users will be more confident and efficient in carrying out their tasks.

The development of additional features and services is also an important step in system improvement and development efforts. New features that can improve system functionality, such as integration with other systems or the provision of additional services, can help improve the performance and added value of electronic registration systems. Furthermore, efforts also need to be strengthened to increase integration between the BPN electronic registration system and other systems, such as the court system or other property dispute resolution institutions. Better integration will facilitate smoother exchange of information between agencies and speed up the overall property dispute resolution process.

Apart from that, it is important to pay attention to input and feedback from system users in making improvements and developments. Involving users in the development process will help ensure that new features or improvements meet their needs and expectations. In this context, there needs to be close coordination between various related parties at BPN, including the technical team, management and end users. Effective collaboration between parties will ensure that improvement and development efforts are carried out in a directed manner and can produce maximum results.

By making continuous improvement and development efforts, it is hoped that the electronic registration system in resolving property disputes at BPN can continue to improve its performance and make a greater contribution to increasing efficiency, transparency and fairness in handling property disputes.

## **CONCLUSION**

The research results show that the BPN electronic registration system helps handle property disputes. Most respondents reported that the process was faster, there were fewer administrative errors, and property-related information was more accessible. Although there are still some problems and obstacles, user response to the system tends to be positive. Although users recognize the benefits and usefulness of the system in resolving property disputes, there are still

improvements and improvements in several areas, such as improving technical infrastructure and officer training. Including technical problems, lack of training, resistance to change, data security issues, and integration of BPN's internal systems with other systems, the research found several obstacles and problems faced in the implementation and use of the system. Based on the results, the electronic registration system should be improved and further developed. These efforts will include improving technical infrastructure, improving employee training, developing additional features and services, improving integration between systems, and improving data security maintenance.

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