

# A New Paradigm of Land Registratiton Services in Indonesia in The Era of The Industrial Revolution 4.0 and Society 5.0

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## ABSTRACT

*This study aims to describe the new paradigm of land registration services in Indonesia in the era of the industrial revolution 4.0 and society 5.0. It is time for the government to start being literate in technology that can be used in the implementation of land registration and is urgently needed in the current digitalization era and of course making it easier for the community. The penelitian method used in this study is a qualitative method with a descriptive approach. In this study, the data obtained such as observation results, interview results, shooting results, document analysis, field notes, compiled by researchers at the research site, were not poured in forms and figures. The results showed that in the face of the industrial revolution 4.0, the government has issued Presidential Regulation Number 95 of 2018 concerning electronic-based governance systems as the legal basis for its implementation. Article 1 (1) explains that the Electronic-Based Government System (SPBE) is a government administration that utilizes information and communication technology to provide services to SPBE users. The transformation towards the digital era is also carried out on land documents which are one of the supporting factors in the implementation of land administration in the modern era.*

## KEYWORDS

*New Paradigm; Land Registration Service; Industrial Revolution 4.0; Society 5.0*

## INTRODUCTION

Government Regulation Number 18 of 2021 concerning Management Rights, Land Rights, Flats Units and Land Registration as a derivative of the Job Creation Law which encourages land registration is encouraged to be carried out electronically. The implementation of electronic land registration is carried out in stages taking into account the readiness of the electronic system built by the ministry. The results of the electronic land registration are in the form of data, information, and electronic documents whose printouts can be used as valid legal evidence.<sup>1</sup> Furthermore, there is a regulation in the form of a Regulation of the Minister of ATR/Head of BPN Number 1 of 2021 concerning Electronic Certificates as the basis for the implementation of electronic certificates that need to be studied in the perspective of the industrial revolution 4.0 and society 5.0.

<sup>1</sup>Yanita Petriella, "Electronic Registration of Land, Here are the Rules", <https://ekonomi.bisnis.com/read/20210913/47/1441856/pendaftaran-tanah-secara-elektronik-berikut-aturannya>.

In today's era, technological developments have stepped on the industrial revolution 4.0 where competition between global markets is getting tighter, so inevitably the Indonesian nation must follow infrastructure developments that can then support the implementation of a more efficient economy. In addition, the development of human resources is also considered important considering the existence of quality human resources is one of the drivers of the development and growth of the country. One of the many obligations of the government is to fulfill the facilities and infrastructure needed, with funding through the state budget or investor assistance. The thing that can be an attraction for investors to invest in Indonesia is the government's policy in regulating land and investment issues.

In the face of the industrial era 4.0, the government is preparing to digitize all its services. In the industrial revolution 4.0, all services, information exchange, production work are carried out very quickly through digitalization and automation. Thus, to face this digitalization trend, the Government is actively improving services. Not to forget, the Ministry of Agrarian and Spatial Planning/National Land Agency (ATR/BPN) is ready to migrate to the digital world. As reported by Kompas.com, ATR/BPN Minister Sofyan Djalil hopes that the digitization of his ministry's services can reduce land cases.

To start the journey towards digitizing services, the Ministry of ATR/BPN is busy digitizing all land documents. All digitized documents will then be integrated with documents in other ministries to obtain reliable data. Given the large number of land frauds that take the toll of civil society. Currently, there are only 4 services that have been digitized, namely the registration service for dependent rights, the transfer of dependent rights, the elimination of dependent rights, and the change of the name of creditors. The digital service has been implemented in the 42 busiest Land Offices as pilot projects. Reporting from [atrbtn.go.id](http://atrbtn.go.id) Sofyan Djalil found that the queue numbers in the 4 services were reduced by around 30% to 40%, so that this success would soon be transmitted to other services.

Apart from being a form of response to the digitalization trend in the Industrial Revolution 4.0, the digitization of this service is carried out to minimize cases of land fraud. In carrying out its mode, fraudsters will exchange the owner's original documents for fake documents. So that the victim did not realize that the documents he was carrying had been forged. With the digitization of services, it is hoped that the public can always check the authenticity of their documents through matching with electronic documents that have been uploaded in the data of the Ministry of ATR/BPN. It is hoped that with wider access to the public to be able to check the authenticity of documents, it can reduce the space for fraud.

After the enactment of the basic agrarian law number 5 of 1960 concerning the basic regulations of Agrarian principles, in order to ensure legal certainty of land rights, the government held land registration throughout Indonesia. Land registration is carried out by the community in order to obtain proof of rights to land ownership issued in the form of a certificate, with the ownership of the certificate, the community feels relieved because they have committed legal actions.

However, in the current social reality, it is not uncommon for people to have problems related to land even though the rights to the land have been registered in accordance with the established procedures. Clichéd problems that often occur in the community, for example, a piece of land in the same location gets recognition of ownership of more than 1 person and each party can prove ownership through a certificate, this problem is often referred to as a double certificate or overlapping. If there is a problem, the author feels the need to further review the services and innovations that need to be carried out to support the implementation of land rights registration carried out by the community.

Farmers and fishermen have a very strategic position in fulfilling the food of the Indonesian people, so the improvement of agricultural and fishery commodities is very necessary. Agrarian conflicts and land disputes became one of the frictions that interfered with the effectiveness of agricultural and fishery life.

There are at least two triggers for agrarian conflicts, firstly the inaccuracy of laws and policies governing agrarian issues, both related to views on land, land status and ownership, land rights, and methods for obtaining land rights. Second, inaction and injustice in the process of resolving land disputes, which eventually leads to conflict.

As a result, many farmers and fishermen lost their livelihoods and eventually became unemployed. Unemployment leads to an increase in the poor in remote areas such as rural areas, most of whom are farmers and fishermen. Therefore, Agrarian Reform exists to narrow the inequality of land tenure and ownership which will actually provide new hope for change and socioeconomic equality of society as a whole.

Agrarian Reform is one of the National Priority Programs enhanced by the Jokowi-JK Administration in an effort to build Indonesia from the edge and improve the quality of life; as contained in the Jokowi-JK Nawa Cita. Looking previously at the Basic Agrarian Law of 1960, there are three noble goals to be achieved: First, Reorganizing the unequal agrarian structure to be equitable, Second, Resolving agrarian conflicts, and Thirdly, the welfare of the people after agrarian reform is carried out.

Agrarian reform fundamentally provides programs that can solve the problem of poverty in rural communities, improve welfare with national food independence, increase land productivity, provide recognition of rights to land owned both privately, state, and publicly owned land whose use is to meet the interests of the community. There are three forms of agrarian reform, namely the legalization of assets, the redistribution of land and social forestry. In its form, agrarian reform is targeted to be implemented covering an area of 9 million hectares as annex to Presidential Regulation Number 2 of 2005 concerning the National Medium-Term Development Plan for 2015-2019, in the scheme legalization of assets of 4.5 million hectares which includes legalization of unsecured transmigration lands covering an area of 600,000 hectares and legalization of lands that are already under community control covering an area of 3.9 million hectares. For the redistribution of 4.5 million hectares of land, it includes Exhausted Business Use Rights, wastelands and other State lands covering an area of 400,000 hectares and lands derived from the release of forest areas covering an area of 4.1 million hectares.

The role of the Ministry of Agrarian and Spatial Planning/National Land Agency (ATR/BPN) in Agrarian Reform is to provide assets and access. In terms of assets, the Ministry of ATR /BPN guarantees legal certainty of land owned such as providing land certificates, accelerating land registration and inventory of tenure, ownership and use and utilization of land within the framework of agrarian reform carried out through the Complete Systematic Land Registration Program (PTSL). In terms of access, the Ministry of ATR/BPN provides empowerment of road and irrigation infrastructure, including postharvest infrastructure, education and training, business credit, and marketing.

In 2018, the Ministry of ATR/BPN has a target of land sertypication through PTSL of 7 million fields and a land redistribution target of 350,650 fields spread across 31 provinces throughout Indonesia. Based on data owned by the Ministry of ATR/BPN, PTSL which uses potential data as of June 7, 2018, has been mapped as many as 2,077,139 fields, certificates as many as 519,759 and potential PTSL as many as 915,911 fields.

During 2018 the Ministry of ATR / BPN has scored *success stories* of Agrarian Reform, including; The redistribution of ex-Hak Guna Usaha (HGU) land released voluntarily in Siak, Riau amounted to 4,000 plots covering an area of approximately 4,000 ha, Land

Consolidation (KT) in the context of developing science and technology-based livestock on 510 ha of ex-HGU land in Soppeng, South Sulawesi, KT in the context of developing tourism areas on 47 ha of former HGU land in Pandeglang, Banten. Redistribution of former HGU and wastelands in North Sulawesi; Cocoa Village in Kolaka will be developed 3,000 ha, East Kolaka: Release of 6,070 ha of HGU and 225 ha of abandoned land, Muna ex HGU of 1,100 and 1,500 ha, an Inventory of Land Tenure, Ownership, Use, and Utilization (IP4T) has been carried out.

## **RESEARCH METHODS**

The method used in this study is a qualitative method with a descriptive approach. In this study, the data obtained such as observation results, interview results, shooting results, document analysis, field notes, compiled by researchers at the research site, were not poured in forms and figures. Descriptive qualitative in this study is a new paradigm of land registration services in Indonesia in the era of the industrial revolution 4.0 and society 5.0, connecting the results of the data obtained and then poured into the research results. The data used in this study are primary data and secondary data. Primary data in this study is like the results of researchers' interviews with informants, while secondary data is a source that does not directly provide data to data collectors, for example through other people or through documents, so we just need to find and collect. Data collection techniques are interviews, observations, and document studies. The analysis technique used is the qualitative data analysis technique of Miles and Huberman's model. This analysis was carried out on the processing of data from interviews with informants related to the management of digital warkah, direct observation, study of documents obtained from land warkah, as well as other supporting documents both from print and digital media. All the data obtained is then reduced data by summarizing or grouping data and then presenting data, namely by making a detailed picture of the process of managing digital warkah then making a propositional statement and compiled systematically and clarified with images of how the new paradigm of land registration services in Indonesia is the era of the industrial revolution 4.0 and society 5.0.

## **RESULTS AND DISCUSSION**

One of the areas that is interesting for further review is the city of Batu, in the land registration service carried out by the Batu City Land Office it seems to be to add a fairly good service implementation, considering that the Batu City Land Office provides an opportunity for the people of oro-oro Ombo Village to register 4000 plots of land that have not been certified. To support the land certification process, the local government relies on the application of certified computerized policies and land plots. The land registration process is carried out by involving two divisions, namely the subsection for determining land rights and the subsection for registration of rights, the duration required to process the certification of land plots is also carried out with different periods of time according to the area of the land plots registered. The flow of the implementation of land rights registration carried out by the Batu City Land Office goes through several stages, namely with counseling to residents as an initial stage and continued with the collection of juridical data. After the data is collected at the committee, land measurements are carried out and then after completion the certificate will be issued by the Batu City Land Office.

The Ministry of ATR/BPN currently continues to develop various types of technological innovations, both for the acceleration of land registration and for public services. In the road map for the transformation of land services from 2019 to 2024, one of the program priorities is the digitization of land warkah activities. Digital warkah

management is one way to minimize space and save more time in the search for warkah and can help speed up the process of completing work compared to management that is still manual / conventional. The Bantul Regency Land Office is one of the offices that has begun to manage warkah digitally. The Bantul Regency Land Office has now started implementing online-based land services and has also begun to carry out digital warkah management.

The policy of implementing digital warkah management refers to Circular Number. 5/SE-100.TU.02.01/VIII/2019 On Standardization of Digitalization of Warkah. This circular letter is used as a technical guideline for the implementation of digitization activities/transfer of land document media so that it can be carried out effectively and efficiently. This digital warkah management activity in addition to aiming to protect against physical damage, facilitate search, and become one of the supporting factors in the realization of electronic/online-based land services. The manual/conventional archive management system used by the land office to manage land warkah is felt to be ineffective and inefficient anymore, because it requires a lot of space for storage. Digital warkah management is one way to minimize space and save more time in the search for warkah and can help speed up the process of completing work compared to management that is still manual/conventional. The Bantul Regency Land Office is one of the offices that has begun to manage warkah digitally. Warkah, which has been digitized or transferred media, is then integrated with a map of land plots, which can then later be used in an effort to support online-based land services.

It's just that the management of warkah as a result of digitization and electronic land data uses a website-based electronic warkah management system (Sloka Ethnic) application that has been integrated with spatial data on land plots. The use of digital warkah has been carried out in the Electronic Dependent Rights (HT-el) service, for other land services there are still no rules in its implementation (Mohamad Fatriyanto Mooduto, 2021).

Innovations that need to be done to help facilitate the implementation of land certification registration can be done using the concept of e government, because in this era of the industrial revolution 4.0, there is nothing wrong with trying to apply technology into the joints of government, including the Land Office which serves the needs of community land certification. The e-government service can be realized through the enrichment of online-based applications that can be used to take care of land certification, the city of Batu itself is one of the areas that is very potential if developed by obtaining online-based land services. One of the areas that can be used as an example in terms of land service innovation is the City of Surabaya which has been successful in enacting BPN Go Mobile as an effort to innovate in the field of land services.

It is time for local governments to start to be literate in technology that can be used in the implementation of daily governance, digital government breakthroughs as a tool that can help and allow the public to access various information and government services wherever and whenever, of course, it is needed in today's digitalization era. By presenting innovative land services based on digital government, of course this will affect the level of effectiveness and efficiency that is getting better. Not only big cities in Indonesia have implemented this system but small areas such as Batu city can also start the concept of digital government through their Land services. In addition to facilitating services and helping the community, the application of this concept is also considered to be able to influence the Indonesian nation because it supports this country to be able to compete in the era of globalization and the industrial revolution 4.0, as is being developed by the central government.

Not long ago, precisely in July, at the closing of the Limited Work Meeting (Rakertas) of the Ministry of Agrarian and Spatial Planning/National Land Agency (ATR/BPN), as many as 34 Land Offices declared electronic services in order to realize the transformation of the digital era in the industrial revolution 4.0, one of which was the North Jakarta Administrative City Land Office (Kantah North Jakarta) which has organized digital services in the form of North Jakarta on Digital Public Service. The digital counter system must be combined with counter management where all types of counters have the same function, namely one stop service with the Land Office Computerized application facility (KKP), web announce and EDC (Electronic Data Capture, for payment), "said Asnaedi as Head of the North Jakarta Administrative City Land Office when met by the Public Relations Team of the Ministry of ATR/BPN in his office space which is located at Jl. Melur No.10, Rawa Badak Utara, Koja District, North Jakarta City.

Upon entering the lobby of Kantah North Jakarta, the applicant will immediately see the sophistication of the antrian machine that has been connected to the announce web which can be accessed with tools consisting of registration counters, checking counters, and online counters that have the function of facilitating and making queues more tight, systematic and modern. The most significant result that can be seen at this time the counter is very comfortable and conducive, in terms of the number of queues at the counter that was once long, there are now no more queues. Mes in this tel ah connected in real time with the MPA system which is useful for applicants in order to find out the stages of their berkas with various tools, in it contains the terms and conditions, fees and time of completion in each type of service and information on the application file.

Asnaedi said that all forms of service lead to improving the quality of service and quality, but according to him, it is better to be oriented to the process and progress in building this, therefore it will result in an increase in the community satisfaction index. "For this reason, we made a web-based community satisfaction index survey and applicants can directly fill out the survey in mesin which has been provided in the lobby.

Furthermore, to answer the challenges of the industrial revolution 4.0 Kantah Jakarta Utara also has a Big Data Center that functions to control all digital services, including the connection between the front office and the land book room. This is intended so that every service that requires a land book, both online services and direct services at the counter, then each registration input will be directly connected to the land book room where the officer will immediately prepare a land book so that it can shorten the service time.

In addition, Big Data Centre also organizes a job monitoring application that is directly connected to all implementers from staff, Head of Subsection, Head of Sexi to Head of Office. The goal is for all implementers to know the burden to the rja per person in real time, how much has the potential to be in arrears and how many have become arrears, so that at any time each of them knows the burden of their work with the ultimate goal being to carry out fast service without arrears.

Furthermore, the Big Data Center also controls the Short Message Service (SMS) directly to service users whose measuring letters and rights grant decrees have been completed, so that arrears at the service delivery counter can be minimized. In addition, there are three types of reports that are also managed here, namely Complaints through the COMPLAINT APPLICATION LAPOR!, online complaints through social media and complaints that go directly through the [www.kantahjakut.id/pengaduan](http://www.kantahjakut.id/pengaduan) website which can be directly accessed by the applicant. In this space, e-warkah is also managed as a form of smart office, Kantah, North Jakarta.

In addition to the authority of the National Land Agency, land-related authority also lies in Notaries and PPAT, in addition, the ethics of the Notary position concern issues related

to the notary's attitude based on values and morals towards notary colleagues, society and the state. With service imbued with the core respect for the dignity and dignity of human beings in general and the dignity of notaries in particular, the characteristics of carrying out the notary profession are:<sup>2</sup>

1. Honest, independent, impartial, and responsible;
2. Prioritizing service to the interests of society and the state;
3. Does not refer to disinterestedness;
4. Rationality which means referring to objective truth;
5. Functional specificity, that is, an expert in the field of notarization;
6. Solidarity between others with the aim of maintaining the quality and dignity of the profession.

**Self-Promotion Through Internet Media** The word "promotion" is any marketing effort whose function is to provide information or convince actual consumers or potential consumers about the usefulness of a (certain) product or service with the aim of encouraging consumers to either continue or start a purchase. products or services of the company. at a price. <sup>3</sup> promotion is as news order to encourage, persuade the public about the objects and services that are laughed at, advertising can also mean to bucket it to the general public about the goods or services sold, posted in mass media such as newspapers and magazines or in public places.<sup>4</sup>

Meanwhile, because information and communication technology has changed the behavior of society and human civilization globally. In addition, the development of information technology has caused the world to become borderless and caused significant social changes that are taking place so quickly.<sup>5</sup>

The strong desire of the leadership to realize a modern service office that provides products, services and land information centers and spatial planning electronically based on information technology is also an impetus for changes in the paradigm of land registration services based on the industrial revolution 4.0 In this case, electronic services of the Ministry of ATR/BPN related to auctions, namely the creation of a Land Registration Certificate (SKPT). The Head of Pusdatin said that the SKPT-el was only running in 56 State Wealth and Auction Service Offices (KPKNL) with the number of SKPT files for the period 2020 to 2020. March 2022 there were 28,535 files.

In the future, in addition to this SKPT-el, it can cooperate with KPKNL to obtain minutes. So if the minutes of this auction are already in electronic format then we can also from the application can take and verify the auction minutes included by the applicant for the transfer of rights for the auction. That the auction is one of the legal acts of transfer of rights. Based on land statistics, skpt and auctions are in 11th and 35th place with a growth of around 0.1 percent of all land services in Indonesia. This auction land service includes medium land services.

Furthermore, to increase significant growth, an SKPT with up-to-date physical and juridical data is needed. To avoid the occurrence of auctions whose object is not clear, the Head of the Auction Office must request the SKPT to the Land Office no later than seven

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<sup>2</sup> Herlien Budiono, *Kumpulan Tulisan Hukum Perdata di Bidang Kenotarian*, Bandung, PT. Citra Aditya Bakti, 2010, p. 166.

<sup>3</sup> Sultan et. al, *Implementation of the Code of Ethics in Carrying Out the Position of Notary*, pasca.unhas.ac.id/jurnal/files

<sup>4</sup> Departemen Pendidikan Nasional, *Kamus Besar Bahasa Indonesia Pusat Bahasa*, Cetakan pertama, Edisi Keempat, Jakarta, PT Gramedia, 2008, p. 521.

<sup>5</sup> Ahmad M. Ramli, *Cyber Law & HAKI – Dalam Sistem Hukum Indonesia*, Bandung, PT. Refika Aditama, 2004, p. 1.

working days before the land rights are auctioned. Then the Land Office within five working days is obliged to issue an SKPT.

So this SKPT is the most up-to-date data related to physical data and juridical data on objects to be auctioned. The Head of the Auction Office must have requested this SKPT to ensure that the juridical data and physical data of this auction are indeed no problems. Even if there is a problem, such as a dispute or block, the SKPT must still be issued. Because this is indeed the most up-to-date information. That currently digital transformation through *lelang.go.id* platform to facilitate auction transactions. In the future, he hopes to synergize with the Ministry of ATR/BPN to integrate his application.

The Ministry of Agrarian and Spatial Planning/National Land Agency (ATR/BPN) has launched four electronic services to make it easier for people to take care of the legality of their land. The four electronic services that have been launched by the Ministry of ATR/BPN are Electronic Dependent Rights (HT-el), Land Certificate Checking, Land Value Zone Service (ZNT), and Making Land Registration Certificates (SKPT). Bahwa the involvement of information technology (IT) in land services is useful for cutting queues at the Land Office. Recently, the Ministry of Agrarian and Spatial Planning/National Land Agency (ATR/BPN) has launched the Loketku service. This service makes it easier for someone if they want to go to the Land Office, because they can determine their own schedule and determine what needs are needed, so that the necessary documents have been prepared when the community comes. Digital transformation makes public services faster and easier, and shortens queues at the Land Office because it is done online. In the near future, the Ministry of ATR/BPN will also enforce electronic land certificates or e-certificates.

The Ministry of ATR/BPN is conducting land registration throughout Indonesia by utilizing digital technology through the Complete Systematic Land Registration (PTSL) program. The activity is targeted to be completed in 2025 and it is expected that all land plots in Indonesia can be recorded at the Ministry of ATR/BPN. In addition, the Ministry of ATR/BPN also continues to resolve land disputes and conflicts that occur in the community. The government and law enforcement officials also continue to carry out the eradication of the land mafia. After digitizing, because in the future the Land Office will use technology, such as blockchain, where it is almost impossible for someone to forge land.

The Ministry of Agrarian and Spatial Planning/National Land Agency (ATR/BPN) has implemented electronic-based land services to improve public services. These services are Electronic Dependent Rights (HT-el), Land Value Zone Information (ZNT), Checking Land Certificates and Making Land Registration Certificates. These four electronic-based services are already in effect in all land offices throughout Indonesia.

Thus, the media is a vehicle for distributing learning information or transmitting messages. Media can be interpreted as anything that can be used to convey a message or information. Media can be tools, materials, means, intermediaries, or methods/techniques used to carry, disseminate, or convey messages or information from the sender to the recipient. One of the media that can be used to carry, disseminate or convey information is the internet. The Internet can be defined as a worldwide method of exchanging information and communicating through interconnected computers.<sup>6</sup>

The Internet is used by humans to communicate with others. Communication is the driving force of social processes, which is determined by the accumulation, exchange and dissemination of knowledge. Without communication, man would have remained i in a

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<sup>6</sup> George E. Belch & Michael A. Belch, *Advertising and Promotion: An Integrated Marketing Communications Perspectives*, New York, Fifth Edition, Irwin/Graw Hill, 2001, p. 495.

primitive lifestyle without social organization. Through communication, human beings maintain social institutions and all their values and behavioral norms.<sup>7</sup>

In addition to responding to technological developments at this time, the integration of services from conventional to digital is also to improve service quality. In addition, it provides integrated and transparent services for the community and provides security in terms of technology that can be relied on and can be trusted by the community. In order to implement electronically based services, there are at least six countries sampled, namely South Korea, Australia, Turkey, Malaysia, New Zealand, and Singapore. In South Korea, he continued, the digitization of land certificates has been started since 1998.

In this activity, the challenge faced by the Korea Land Information System (KLIS) is to duplicate and consistency data. In addition to South Korea, New Zealand has also enacted electronic land certificates that began in 1996. One of the breakthroughs of electronic certificate services in New Zealand is a publicly accessible land data platform, including a variety of maps and topographic data as well as e-dealing or transacting land actions online. Malaysia is pioneering an electronic certificate program. The process of digitizing their land data started since 2018 and this is supported by the emergence of several applications such as e-Tanah, eKadaster and MyGeoName.

Actually, this digital-based service is not new at the Ministry of ATR/BPN. He pointed out that 54.1 per cent of the total land services in the Ministry of ATR/BPN had been implemented electronically. The government has a desire to transform from analog certificates to electronic certificates. This got a pro and contra reaction from the community. This is actually a challenge for the Ministry of ATR/BPN in convincing the public.

## **CONCLUSION**

Advances in information and communication technology are marked by the beginning of the era of the fourth industrial revolution or 4.0, where the efficiency of machines and humans began to be connected to the internet. The industrial revolution not only penetrated the industrial sector but also penetrated the government sector. Facing the industrial revolution 4.0, Facing this technological development, the Government has issued Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems, or better known as other terms, namely e-government (e-gov) as the legal basis for its implementation. Article 1 (1) explains that the Electronic-Based Government System, hereinafter abbreviated as SPBE, is a government administration that utilizes information and communication technology to provide services to SPBE users. The Ministry of Agrarian and Spatial Planning/National Land Agency (ATR/BPN) currently continues to develop various types of technological innovations, both for the acceleration of land registration and for public services. The transformation towards the digital era is also carried out on land documents which are one of the supporting factors in the implementation of land administration in the modern era. The efforts of the Ministry of ATR/BPN according to the direction of the meeting leaders during the Limited Work Meeting (Rakernas) are to create a road map for transformation from 2019 to 2024 (Ministry of ATR/BPN 2019). One of the program priorities in the transformation road map is the digitization of land warkah activities. This activity is in addition to supporting online-based land services, the general problem behind it is related to storage space. Land registration application activities that continue to increase every year and are supplemented

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<sup>7</sup> Haris Munandar & Dudy Priatna, *Mass Media & Modern Society* Second Edition, Second Printing, Jakarta, Prenada Media, 2004, p. 33.

by the existence of the Complete Systematic Land Registration (PTSL) program. This increase also has an impact in archiving land registration documents which makes the storage space narrower and can no longer even accommodate the land registration activities. This is a common problem in almost every land office throughout Indonesia.

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