



Analysis of Administrative Procedures for Issuing Land Sale and Purchase Letters in Pulau Semikat Village

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Abstract

This study aims to analyze the administrative procedures in the issuance of Land Sale and Purchase Certificate (SKJBT) in Semikat Island Village, Sirapit District, Langkat Regency. Village administration services have an important role in ensuring legal certainty for land purchase and sale transactions, but in its implementation there are still various obstacles. This study uses a qualitative descriptive approach with data collection techniques through in-depth interviews, direct observations, and documentation. The research informants consist of village officials and the community as service users. The results of the study show that the procedure for issuing SKJBT has followed formal rules, but is still carried out manually without the support of information technology. This has an impact on the slow service process, inefficient document management, and low information transparency. As many as 50% of the community does not know the flow of services and estimated completion time. In addition, limited human resources and lack of socialization are the main obstacles in the implementation of services. Based on Sinambela's public service theory, it was found that services have not fully met the criteria of transparency, efficiency, and accountability. The decrease in the number of SKJBT applications from year to year indicates a decrease in public trust in the village service system. This study recommends increasing the capacity of village apparatus, digitizing administrative procedures, and providing open information as strategic steps to realize effective, responsive, and equitable public services.

Introduction

Public administration at the village level has an important position in creating order of documents, legal validity, and clarity of community rights (Scott, 2025). One of the crucial forms of administrative services is the issuance of a Land Sale and Purchase Certificate (SKJBT), which is legal evidence of land purchase and sale transactions between residents. The Land Sale and Purchase Certificate is an important document required in the process of changing the name of land ownership at the National Land Agency (BPN). The existence of this document is an initial administrative requirement that bridges the village community with the national land law system (Amiq, 2013; Mills & Nie, 2021; Hariyanto et al., 2024).

In Pulau Semikat Village, Sirapit District, Lalat Regency, the process of issuing this letter is still carried out manually. This causes a number of obstacles, ranging from delays in the process to low transparency of information to the public. Administrative procedures that have not been properly organized make people often confused in completing documents, understanding the stages of service, and estimating the completion time (Tjilen, 2019; Parycek et al., 2024;

Bellantuono et al., 2021). This shows the need for a comprehensive improvement in village administrative governance.

Public administration services should not only be efficient and effective, but also responsive to the needs of the community. Unfortunately, in practice, there are still people who complain about the unclear cost, uninformative service flow, and long processing time. Based on data collected from the thesis (Hasibuan & Nasution, 2016), during the period 2022 to 2024, there was a decrease in the number of certificates issued, from 26 documents in 2022 to only 5 documents in 2024. This decline reflects a decrease in interest or increasing obstacles in the administrative service.

The decrease in the number of document issuances does not solely indicate a decrease in community needs, but can also indicate procedural obstacles, complicated bureaucracy, or even public distrust of the village administrative process. Theoretically, good administrative services must meet the principles of transparency, accountability, efficiency, and legal certainty. This is in line with the concept described by (Sinambela, 2021) which is the basis of this research.

Sinambela's theory emphasizes that administrative services must have clear objectives, measurable service criteria, and organizational aspects and procedures that support the effectiveness of public services. In the context of Semikat Island Village, many aspects of the theory have not been fulfilled optimally. For example, the lack of socialization about service procedures causes the public to be ignorant of the stages of managing certificates.

Limited human resources are also a challenge in itself. The limited number of administrative officers and the lack of training and technical briefing have led to the hampering of services (Bairizki, 2020). From the results of the interviews conducted, the document verification process by village officials can take up to 3-5 working days. This shows the low efficiency of the service.

In addition, services have not been supported by adequate information technology. All processes are still done manually, from filling out forms to recording, which has the potential to cause recording errors and data loss (Rusman & Suwardoyo, 2022). The low use of technology also has an impact on the unavailability of a document tracking or monitoring system by the public. The public does not have access to information regarding the extent to which their documents have been processed (Kassen, 2022; Kierkegaard, 2009; Longworth, 2000).

The study also noted that as many as 50% of respondents admitted that they did not know the details of the costs and procedures that had to be passed. This shows that the principle of transparency has not been implemented optimally. Some people consider that the quality of service is quite good, but express dissatisfaction related to the unclear completion time. This inconsistency indicates a lack of standardization of procedures at the village level (Albadry et al., 2024).

This situation requires a thorough evaluation of the administrative service system, including improving SOPs, increasing the capacity of village officials, and using technology to support service efficiency. In building ideal village administration services, a participatory approach and community empowerment are also important elements (Nurkomala et al., 2023; Fatem, 2012). Socialization, counseling, and information transparency must be carried out regularly to create public trust.

This study is important because it can be a material for reflection and reference for the village government and other stakeholders to improve the quality of public administration services, especially in the issuance of SKJBT which has a direct impact on the legal and economic

aspects of the community. Therefore, an analysis of the administrative procedure for issuing a Land Sale and Purchase Certificate in Semikat Island Village is not only relevant, but also urgent, as a first step towards effective, efficient, and fair village services.

Methods

Approaches and Types of Research

This study uses a qualitative descriptive approach, with the aim of gaining an in-depth understanding of the administrative procedures in the issuance of Land Sale and Purchase Certificates in Semikat Island Village, Sirapit District, Lalat Regency. The qualitative approach was chosen because it allows researchers to describe administrative phenomena based on real perceptions and experiences of actors and service users. According to (Moleong, 2018), the qualitative approach places more emphasis on the meaning, understanding, and interpretation of social phenomena than just numbers and statistical data. Therefore, this approach is very suitable for examining the complex and often contextual process of village administrative services.

Research Location and Time

This research was conducted in Semikat Island Village, Sirapit District, Langkat Regency, which is one of the villages resulting from expansion and has a fairly high level of land buying and selling transactions. This location was chosen purposively because it is the main object of administrative services that is the focus of the research. The time for the implementation of the research lasts from June to August 2024, including the process of data collection, field observation, and data analysis.

Research Informant

The informants in this study were selected purposively, namely based on relevance and direct involvement with the research object. Informants fall into three categories: a) Key informant: Sirapit Sub-district Head, as a sub-district level official who understands the context of village service policies and supervision; b) Main informant: The Head of Semikat Island Village, as the holder of authority in the implementation of village administration; c) Additional informants: Village officials involved in administrative services and people who have managed land purchase and sale certificates.

In total, there were 15 informants: 1 sub-district head, 1 village head, 3 village staff, and 10 service users.

Data Collection Techniques

Data collection is carried out by three main techniques, namely: a) In-depth interviews. Interviews are conducted in person and openly using semi-structured question guidelines. The purpose is to explore information about service procedures, obstacles faced, and expectations for administrative services; b) Direct observation. The researcher conducted direct observation of the administrative service process at the village office. The aspects observed include workflow, interaction between officers and residents, and the condition of infrastructure facilities; c) Documentation. The documents collected include archives of land sale and purchase certificates, village annual reports, and data on the recapitulation of applications and issuance of SKJBT for the 2022–2024 period.

Data Analysis Techniques

The data analysis in this study refers to the model (Miles & Huberman, 1992) which includes three stages: a) Data Reduction. This stage includes sorting, simplifying, and categorizing data based on themes relevant to the research focus, such as service procedures, administrative constraints, and technology utilization; b) Data Presentation. The reduced data is compiled in the form of descriptive narratives, tables, and matrices to make it easier to read and draw conclusions; c) Conclusion Drawing and Verification. Conclusions are drawn based on patterns, tendencies, and relationships between data found in the field. All results are analyzed continuously to ensure validity and consistency.

Data Validity Test

To guarantee the validity of the data, four triangulation techniques are used: a) Source triangulation: comparing information from sub-district heads, village heads, staff, and the community; b) Triangulation techniques: combining interviews, observations, and documentation; c) Time triangulation: observations are made at several different times to avoid situational bias; d) Informant review: the results of the interview are reconfirmed to the informant for direct validation.

Results and Discussion

Overview of Research Results

This study was conducted to analyze the administrative services of issuing Land Sale and Purchase Certificates in Semikat Island Village, Sirapit District, Lalat Regency. The results of the study show that in general, the procedures applied are in accordance with applicable regulations. However, there are a number of obstacles that affect service quality, such as limited information, manual processes, delays in service time, and lack of use of information technology.

Implementation of Administrative Procedures

The service procedure consists of five main stages, namely: a) Application submission by sellers and buyers; b) Verification of documents by village officials; c) Village deliberations (if needed); d) Preparation of documents by village officials; e) Issuance and submission of SKJBT by the Village Head

Service time generally requires 2-5 working days, depending on the completeness of documents and the availability of officers.

The results of the study also revealed that the entire administrative process is still carried out manually, without the support of a digital system. This leads to slow document verification, increased potential errors, and difficulties in tracking the status of document management by the public. In fact, in modern public services, the use of information technology is an important indicator for improving the efficiency and accuracy of services.

This lag in digital aspects was also not found much in previous research. Therefore, this research makes a new contribution in showing the importance of digitalization at the village level, especially for legal administrative services, such as SKJBT. Digitalization is considered to speed up the process, strengthen documentation, and increase public trust in village services.

SKJBT Application Trends for 2022–2024

The following is data on the number of land purchase and sale certificates issued over the past three years:

Table 1. Number of Land Sale and Purchase Certificates Issued in Semikat Island Village (2022–2024)

Year	Number of Certificates
2022	26
2023	10
2024	5

Source: Documentation of the Semikat Island Village Office

The decline in the number of applications from year to year shows the existence of procedural obstacles and a decrease in public trust in administrative services.

Data showing a decrease in the number of SKJBT issuances from 26 documents in 2022 to only 5 documents in 2024 shows a trend that should be observed. If the need for land legality increases along with the development of the region, then this decline can indicate a decline in public trust in village administrative services.

This is in line with the concept of user-based quality from Evans and Lindsay in (Insurance, 2011), which states that user perception and satisfaction are the main measures of service quality. If people don't trust a slow and non-transparent system, they tend to delay or avoid the legalization process even though it's legally important.

Evaluation of Service Quality

The assessment of service quality was obtained from the results of interviews with the community and village officials, with the following conclusions: a) 70% of people stated that the service was quite good; b) 50% of respondents do not know information about the cost and stages of service; c) All processes are still carried out manually, without the support of a digital information system.

This shows that the principles of transparency and efficiency have not been optimally fulfilled

As many as 50% of the people who became respondents stated that they did not understand the procedures and costs required to take care of SKJBT. This shows that service transparency, as outlined in Sinambela's theory as part of the criteria for administrative service, has not been properly implemented. This is exacerbated by the lack of socialization and the absence of written information media in the village office that explains the flow of services.

This finding is in line with research (Istiqomah et al., 2022), which emphasizes that land deed administration services often experience obstacles due to unclear costs and lack of standardization of procedures. In Semikat Island Village, the same problem occurred: information about service times, supporting documents, and process flows were not disseminated effectively.

Major Obstacles in Service

Based on interviews with village officials and the community, the main obstacles in service are:

Table 2. Interview with Village Officials

Yes	Obstacles	Information
1	Unclear procedure	People are confused about understanding the flow and documents needed
2	Human Resources Limitations	Village staff are limited, technical training is minimal

3	Incomplete documentation	Many residents do not understand the documents that must be prepared
4	Manual and convoluted process	There is no digital system for document verification or tracking
5	Lack of socialization	Information about procedures and fees is not publicly disclosed

Source: Results of Observations and Field Interviews

The results of the study show that the administrative service for the issuance of Land Sale and Purchase Certificate (SKJBT) in Semikat Island Village has been carried out in accordance with formal procedures, but still faces various technical and structural obstacles. The service process is carried out through the stages of submission, verification, letter preparation, and signing by the village head. This procedure, although administratively standardized, in practice often does not run efficiently due to human resource factors, limited information, and not optimal use of technology (Rachman, 2021).

According to Widnyani (2017), public administration services must meet three main components: service objectives, service criteria, and technical aspects such as organizational structure, coordination, and resource management. In the context of Semikat Island Village, administrative services do aim to provide legal certainty for land transactions, but service criteria such as time efficiency, transparency, and accountability have not been achieved optimally.

The Role and Response of Village Officials and Community Perception of Services

The Village Head and village officials admitted that the service has not been maximized due to limited facilities and the absence of a digital system. However, they showed a commitment to improving procedures through a participatory and educational approach to the community

Some people stated that the service was good, especially in terms of hospitality and information assistance by village officials. But most expect improvements in the speed of the process and clarity of information about cost and time.

Results of the interview with Mr. Nasri

"The service is quite good, but if it can be faster and the information is displayed at the village office." – Mr. Saipun Nasri

The limited number and competence of human resources (HR) in village offices is another inhibiting factor. Some village officials do not have adequate administrative training, while the workload is quite high in line with increasing public demand for land legality. This disrupts the criteria of efficiency in public service as theorized by Goetsch and Davis in (Andi et al., 2024), which emphasizes the importance of human resource capabilities in responding to people's expectations quickly and precisely.

This condition was also found in research Rampengan (2015) in Kema District, North Minahasa. Different from Semikat Island Village, Royke pointed out that the quality of service can be achieved due to sufficient human resources support and clear service procedures. Therefore, these findings reinforce that service performance is highly dependent on personnel capacity and clarity of operational standards.

Conclusion

Based on the results of the research and analysis that has been carried out regarding the administrative procedure for issuing a Land Sale and Purchase Certificate (SKJBT) in Semikat

Island Village, Sirapit District, Lalat Regency, it can be concluded that in general administrative services have been carried out in accordance with applicable regulations. The formal procedure for submitting, verifying, and issuing letters has been running, but its implementation still faces a number of significant challenges, both from technical, structural, and quality aspects of public services. One of the main findings of this study is that service procedures are still conventional and carried out manually, without the support of information technology. This has an impact on slow service processes, inefficiencies in document management, and low data accuracy. In addition, the lack of use of digital systems leads to the absence of a document tracking mechanism by the public, thus causing a negative perception of information disclosure and service transparency. The quality of service is also considered not optimal. Although 70% of the public stated that the service was quite good, most respondents also complained about the lack of information about procedures, required documents, estimated completion time, and lack of clarity about the cost, even though the service is formally free. This shows that the principle of transparency—as explained in the theory of public service by Sinambela—has not been fully applied in the field. The limitation of human resources is another fundamental problem. The limited number of officers, lack of training, and low technical competence are obstacles in achieving service efficiency. In addition, coordination between village officials and the community has also not run effectively due to the absence of systematic communication channels. Data on the trend of SKJBT issuance over the last three years (2022–2024) shows a significant decrease, from 26 documents in 2022 to only 5 documents in 2024. This decline is estimated not to be due to a decrease in community needs, but due to increasing obstacles in services or a decrease in the level of public trust in the ongoing administrative system.

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