

A STUDY OF CITIZEN PREFERENCES REGARDING LEGAL LAND CONFLICT RESOLUTION: THE IMPORTANCE-PERFORMANCE ANALYSIS

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Abstract

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This paper addresses the critical issue of land ownership in society, given the increasing conversion of undeveloped land into developed property. The indicators include land certificates, regulations on land ownership rights and use, regulations on land use, the presence of land brokers, and the existence of a task force for eradicating the land mafia. The main findings show that the type of land certificate, regulations on land use, and regulations on the use and rights of land ownership are currently performing well, while the task force for eradicating the land mafia had the lowest level of urgency, indicating a possible overkill. The study also highlights the need for serious consideration when eliminating brokers, as it can lead to the rise of brokers/land mafia. Additionally, the study indicates that the community's readiness to seek legal aid for land disputes is directly proportional to the quality of law enforcement performance. Effective regulation and law enforcement are crucial in resolving land disputes to ensure the equitable distribution of land resources. The paper contributes to the ongoing discourse on land ownership and disputes and provides valuable insights for policymakers, landowners, and communities to develop effective strategies for resolving land disputes of land resources.

Keywords: Land Conflict, Legal Environment, Importance, Performance

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1. INTRODUCTION

Land use in society has a very close relationship with the welfare of a person, the development of family life, and groups (Enssle & Kabisch, 2020). Besides having economic value, the land also intrinsically

contains a very high and fundamental meaningful value. It is a natural resource that is crucial for human life. Therefore, Article 33, Paragraph (3) of the 1945 Constitution of the Republic of Indonesia (Republic of Indonesia, 1945) regulates that earth and water, and the natural resources contained

therein shall be controlled by the state and used for the greatest prosperity of the people. Land resources and other natural resources do not belong to one particular group but belong to all of the people as a nation. For this reason, the state, as the highest authorized institution of the entire nation, is entrusted with the mandate to regulate land use for the prosperity of all components of the nation — not for particular groups (Roestamy et al., 2022).

The availability and distribution of land play a crucial role in supporting human life and activities (Briassoulis, 2019; Peng et al., 2021). However, the limited availability of land in certain areas can cause problems and conflicts (Setälä et al., 2014), such as competition among individuals to acquire land. The imbalance between the number and area of available land and the community's increasing needs can also lead to conflicts over land use. To prevent or manage such conflicts, state intervention through its institutions in the land law order is deemed necessary. This is because land issues are not only legal matters but also social and economic issues that require a comprehensive and integrated approach. The identification of community preferences in handling land conflicts, therefore, is crucial to create a model that can effectively address and anticipate any latent conflicts over land.

A number of experts have carried out various studies on land dispute settlement (Purwendah et al., 2019). These studies showed that the settlement of land disputes start by strengthening local government initiatives, presenting the role of indigenous peoples' institutions in a mediation process. Although the studies have provided solutions to land disputes, they have not specifically explained the urgency of the legality of land ownership to avoid land dispute conflicts. The root of the problem in several land cases is related to the absence of legality of land ownership (de Souza, 2001), indicating the absence of legal and administrative order.

The public has been expressing their dissatisfaction with the services provided by the government, particularly in terms of the slow and unreliable services, irresponsible service officers, lack of transparency, and discrimination in the process. The public demands that the government can improve its services and regain public trust, ultimately serving the community in an honest and transparent manner. To ensure legal and land rights certainty, land registration activities need to be carried out by following government regulations (Lubis & Ramadhani, 2021). Land registration is a continuous process that involves collecting, processing, bookkeeping, and maintaining physical and legal data in the form of maps and lists of land parcels and apartment units (Ramadhani, 2021), including the issuance of certificates as proof of rights. The limited land availability and the increasing need for community use can cause land problems (Oliver & Morecroft, 2014); hence, state intervention through land law order institutions is deemed necessary to prevent and address such issues. Land competition among people can arise due to the imbalance between the number and area (Zhou et al., 2021) of available land that does not increase with the increasing need for community use.

The Jabodetabek area, which comprises Jakarta, Bogor, Depok, Tangerang, and Bekasi, is experiencing

rapid population growth and infrastructure development, leading to more land conversions from open land to built-up one (Robbany et al., 2019; Sari et al., 2022; Sarwono et al., 2021; Suryawan et al., 2022). This then has led land ownership to be a problem for society. Community participation is a concept that has been explained conceptually and theoretically, and several previous studies have used it as the central concept to analyze research problems. It is important to ensure community participation in government programs as it encourages the achievement of national and regional development goals (Moallemi et al., 2020). In the case of land conflict, community participation is necessary, and subordinates should be given an opportunity to participate in the budgeting process as it can improve the performance of local government officials. The models of public participation are expected to provide opportunities to develop public servants who adhere to the principles of democracy, transparency, accountability, and responsibility with a new public service paradigm. Community participation is also urgently needed in development and waste management, and the government must involve the community in implementing a policy to ensure its proper implementation (Gupta & Koontz, 2019).

This paper has both theoretical and practical implications. Theoretically, it provides a new perspective on mapping the stages of efforts required to manage land conflicts in the area of Jabodetabek and practically, it offers a concrete contribution to the local and central government by providing a model for managing the land conflicts. This model can help to improve the effectiveness of regulation and law enforcement in resolving land disputes and ensuring the equitable distribution of land resources. By identifying community preferences and creating a model for handling land conflicts, this paper can inform policy decisions and actions that will help to prevent and manage land conflicts in the Greater Jakarta area.

This paper fits within the broader research perspective of land use and ownership, which has been a critical issue in many countries worldwide. The equitable distribution of land resources is essential for social and economic development, and land disputes can have significant social and economic implications. Previous research has focused on various aspects of land use and ownership, such as the impact of land tenure systems on agricultural productivity, the role of land reform in poverty reduction, and the relationship between land ownership and environmental sustainability. This paper adds to this literature by examining community preferences for resolving land disputes and by identifying effective indicators related to land ownership. By doing so, this study provides insight into how regulation and law enforcement can be improved to ensure the equitable distribution of land resources.

Despite the prevalence of land disputes in Indonesia, few studies have investigated community preferences for resolving these conflicts.

The research question of the study is as follows:

RQ: What are the community preferences for resolving land disputes based on their relative relevance and effectiveness?

The study used importance-performance analysis (IPA) to examine five indicators: the type of land certificate, regulations on the use and rights of land ownership, regulations on land use, the presence of land brokers, and the existence of a task force in eradicating the land mafia.

The equitable distribution of land resources is critical to the development and stability of society. Effective resolution of land disputes requires an understanding of community preferences and the factors determining those preferences. The findings of this study provide insights into community preferences for resolving land disputes, which can be used to inform policy and decision-making.

The study used probability sampling to select random samples for data collection, and 400 respondents filled out the questionnaire. The data were analyzed using IPA.

The IPA diagram showed that the indicators currently running well are the type of land certificate, regulations on land use, and regulations on the use and rights of land ownership. The task force for eradicating the land mafia, in contrast, had the lowest level of urgency on the significance scale and performed well, indicating possible overkill. The quality that must be fixed promptly is the elimination of brokers, as it requires a serious concern due to the immense profits landowners may gain, leading to the rise of brokers/land mafia. The community's readiness to study and seek legal aid for land disputes is directly proportional to the quality of law enforcement performance. The contribution of this study is to provide insights into community preferences for resolving land disputes, which can be used to inform policy and decision-making.

The paper is structured as follows. Section 1, the introduction, highlights the importance of resolving land disputes in society and presents the research aim, objectives, and research questions. It also provides an overview of the conceptual framework applied and the significance of the study. Section 2 reviews the relevant literature on land conflict and its resolution, focusing on the gaps in the literature and identifying the research questions that the study aims to address. Section 3 describes the research design, sampling techniques, data collection, and analysis procedures. The IPA was used to examine citizen preferences for resolving land disputes. Section 4 presents the main findings of the study, including the performance of each indicator and the relative importance of each indicator in resolving land disputes. Section 5 interprets the results and provides insights into the implications of the findings. Finally, Section 6 summarizes the main findings of the study and their implications for resolving land disputes, highlights the limitations of the research, and suggests potential areas for future research. It also emphasizes the importance of effective regulation and law enforcement in ensuring the equitable distribution of land resources.

2. LITERATURE REVIEW

Land conflict refers to a prevalent issue across the world, affecting both developed and developing countries (Curcija et al., 2019; Eriksen et al., 2021; Kalabamu, 2019). The conflict over land arises due

to various reasons, including ownership, utilization, access, and distribution (Briassoulis, 2019; Chigbu, 2019; Ntuhinyurwa et al., 2019). It often comes from the competing interests of multiple stakeholders, including government, private companies, communities, and individuals. The crucial problem with land conflict is related to the unequal distribution of land resources and inadequate regulation and enforcement of land-related laws. Land is a finite resource and its availability has become increasingly scarce due to urbanization and industrialization (Dong et al., 2021; Jiang et al., 2020), leading to competition for land resources. Land-related conflicts may arise due to disputes over land ownership, access, or utilization and may involve multiple stakeholders (Mempel & Corbera, 2021), including governments, communities, corporations, and individuals.

Land disputes may cause displacement, resulting in the loss of homes, livelihoods, and cultural ties to the land (Hilson, 2002). Additionally, land conflicts may lead to environmental degradation and loss of biodiversity, affecting the sustainability of ecosystems and natural resources (Maja & Ayano, 2021; Scheidel et al., 2020). The resolution of land conflicts requires effective regulation and law enforcement that prioritizes the equitable distribution of land resources and the protection of vulnerable communities' rights (Isnaini et al., 2020). This necessitates the establishment of transparent and efficient legal frameworks, the implementation of effective dispute-resolution mechanisms, and the strengthening of institutional capacity for land management.

One of the critical aspects that must be considered is the type of land certificate (Pourjabali & Almasi, 2019; de Vos, 2016) to ensure the legality and validity of land ownership, essentially to prevent land disputes. Additionally, regulations on land utilization and ownership rights must adhere to the ideology (Matusse, 2019) and constitution of the country. Non-overlapping and non-convoluted land use regulations (Paterson, 2010; Kus & Khisni, 2017) also play a crucial role in minimizing land conflicts. The presence of a land broker and land mafia (Ginting, 2020; Salma & Adjie, 2023) also becomes a serious issue to be concerned about. Landowners may gain immense profits through brokers, leading to the emergence of a land mafia. Thus, the elimination of brokers is crucial in preventing the rise of the land mafia. Understanding these factors is essential in ensuring the equitable distribution of land resources and resolving land disputes effectively. It is also essential to emphasize effective regulation and law enforcement to prevent the emergence of these issues and ensure the legality and validity of land ownership.

Community participation is crucial in supporting the resolution (von Borowski Dodl, 2021; Dorasamy, 2017; Monyai et al., 2022) of land conflicts (Kim et al., 2020). The involvement of the community will be helpful to provide valuable insights into the local context and cultural factors (Taylor & de Loë, 2012) that might be affecting land use and ownership. The community's participation can also help to increase transparency and accountability in decision-making processes related to land issues, as well as to promote social cohesion and prevent conflict escalation. Ultimately,

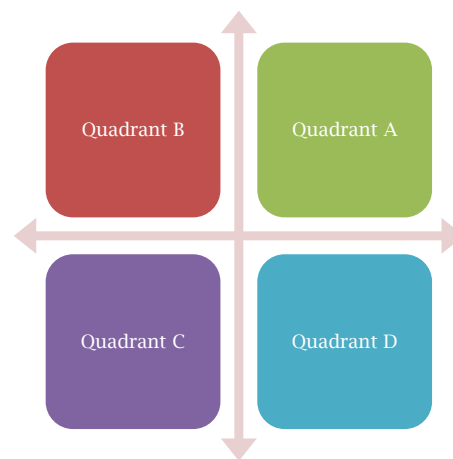
community participation is essential for ensuring that land resources are managed and distributed in a way that benefits everyone, particularly those who are vulnerable or marginalized.

3. RESEARCH METHODOLOGY

This study used a quantitative-descriptive research method. Descriptive research aims to provide a systematic, factual, and actual description of a social or natural phenomenon. The researcher seeks to conduct scientific research by providing facts and data in a systematic and organized manner. To identify community preferences in handling land conflicts, this study used importance-performance analysis (IPA) as a tool for analysis. IPA is a method that combines the measurement of importance and performance level factors in a two-dimensional graph. This method enables the researcher to obtain data and practical suggestions for objects of interest clearly and concisely. By using IPA, it made it possible for this study to present its findings in a manner that is easily understandable and applicable to policymakers and stakeholders who are interested in improving the management of land conflicts in the Greater Jakarta area.

The IPA method, as shown in Figure 1, used a quadrant diagram to assess people's preferences for land services. The quadrant diagram has four quadrants, each of which has a different interpretation. Quadrant A represents attributes considered important that are expected to support customer satisfaction. Respondents expect management or service providers to ensure that the performance maintains the achieved level. Quadrant B represents attributes considered important by respondents, but their performance is low or unsatisfactory. Attributes located in Quadrant A are considered priorities that need improvement. Quadrant C represents attributes not considered important, but the level of customer satisfaction is quite good. Consumers ignore these attributes, so service providers do not need to prioritize them, but they may still make improvements. Quadrant D represents attributes considered less important, but the level of customer satisfaction is very satisfying, or the performance of employees is excessive. By utilizing the IPA quadrant diagram, this study could identify the priorities for improving land services and determine which attributes are essential for maintaining customer satisfaction. The IPA quadrant diagram is a practical tool for policymakers and stakeholders who are interested in improving the management of land conflicts in the Greater Jakarta area.

Figure 1. Quadrants in the IPA method



3.1. Sampling

In this study, the researchers used probability sampling to select participants for their research. Probability sampling is a technique that gives each member of the population an equal chance of being selected. The researchers used random sampling — a type of probability sampling that involves the random selection of participants. Other types of probability sampling include simple random sampling, proportionate stratified random sampling, disproportionate stratified random sampling, and area sampling. The researchers collected data from the participants using a questionnaire, which was administered online. The sampling location for the study was in the Greater Jakarta area and involved the participation of a total of 400 respondents. The researchers used the data from the questionnaires to analyze community preferences for managing land conflicts and to create a model for managing land conflicts in Jabodetabek (see Appendix).

In this study, the researchers used five attributes to assess community preferences for resolving land disputes. These attributes were broken down into questionnaire questions used as a data collection technique to gather information from the respondents. The questionnaire consisted of two parts: importance and performance. The importance part aimed to determine the importance level of each attribute, while the performance one aimed to evaluate the respondents' satisfaction with the current performance of each attribute. The questionnaire data collection used a 1-5 Likert scale weighting where 1 indicates "not important at all" or "very dissatisfied" and 5 indicates "extremely important" or "very satisfied". The use of a Likert scale allowed the researchers to quantify the respondents' attitudes towards each attribute, making it easier to analyze the data and draw conclusions.

Table 1. Indicators in land conflict resolution

No.	Indicator	Source
1	Type of land certificate (<i>SF</i>)	Pourjabali and Almasi (2019), de Vos (2016)
2	Regulations regarding land use and ownership rights must adhere to ideology and constitution (<i>RG</i>)	Matusse (2019)
3	Regulations on non-overlapping/convoluted land use (<i>LW</i>)	Paterson (2010), Kus and Khisni (2017)
4	There is a land broker (<i>IL</i>)	Abu (2020), Abubakari et al. (2020)
5	The existence of a task force for eradicating the land mafia (<i>TF</i>)	Ginting (2020), Salma and Adjie (2023)

The sample size of 400 respondents can be considered sufficient for this study as it employs probability sampling, ensuring that each member of the population had an equal chance of being selected. Additionally, the sample size was determined by various factors, including the research objectives, the degree of precision required, the variability of the population, and the desired level of confidence. Since this study aimed to identify community preferences for resolving land disputes based on their relative relevance and effectiveness, a sample size of 400 respondents could provide a good representation of the population's views and opinions (Ida et al., 2020; Panda et al., 2021).

3.2. Data analysis

The paired-sample t-test was used to compare the difference between the two means of two paired samples assuming that the data were normally distributed. Paired samples come from the same subject, and each variable is taken in different situations and circumstances (Sutrisno et al., 2023; Nguyen et al., 2021). This test is also called the paired t-test showing whether the paired samples experience a significant change. The results of this test are determined by their significance value. This value then determined the decisions taken in the study. The significance value (2-tailed) < 0.05 indicates a significant difference between the initial and final variables. This significantly affects the difference in the treatment given to each variable. The significance value (2-tailed) > 0.05 indicates that there is no significant difference between the initial variable and the final variable. This shows no significant effect on the difference in the treatment given to each variable.

Furthermore, in this study probit and logit regression were used as the analytical method. The logit and probit models analyze the relationship between the dependent variable in the form of dichotomous qualitative data with a value of 1 if there is a characteristic and a value of 0 indicating the absence of a characteristic (Suryawan et al., 2023). The logit and probit regression model uses the dependent variable model, which is also dichotomous and uses a value of 1 or 0, used in situations where the dependent variable has a possible "yes" or "no" response. In contrast, the possible response in this study was 1 = for choosing to participate and 0 = for choosing not to participate. The probit regression in this study determined individual preferences for choosing the desire to learn to anticipate latent conflicts about land.

To ensure that the results of this study can be replicated or used as a basis for future research,

the methodology used in this study was designed with transparency and replicability in mind. The sampling method used in this study was probability sampling, which is a widely accepted and commonly used technique in social science research. The sample size and sampling location were clearly stated, and the research instrument in the form of a questionnaire was made available for review. The Likert scale weighting used in the questionnaire was also clearly stated, allowing for easy replication of the survey instrument. Furthermore, the calculations performed in this study, which included the IPA, were explained in detail, allowing for easy replication of the analysis. The results of the analysis were presented clearly and concisely including the use of a quadrant diagram to visualize the results. Finally, the conclusions drawn from the study were based on the data that have been collected and analyzed, providing a solid basis for future research and replication of the study.

There are several alternative methods that could have been used for conducting this research. One possible method is the use of focus groups, which would allow for more in-depth discussions and exploration of the community's preferences and opinions on resolving land conflicts. Another method is the use of case studies, which could provide a more detailed analysis of specific land conflict cases and the effectiveness of different resolution methods. Additionally, a survey using a Likert scale could have been used to measure the level of agreement or disagreement on specific statements related to land conflict resolution. Another alternative method that could have been used is the Delphi method, which is a structured communication technique that involves multiple rounds of anonymous surveys and feedback from experts in a particular field. The Delphi method could have been used to gather opinions and feedback from experts in the field of land conflict resolution to help identify the most relevant and effective indicators to include in the study. While the IPA used in this study is a suitable method for examining citizen preferences regarding legal land conflict resolution, the alternative methods mentioned could provide additional insights and perspectives that may enhance the understanding of the issue.

4. RESULTS

In this study, data were obtained based on the results of the questionnaires randomly distributed in the Jabodetabek area. From the questionnaire distribution, it was found that 400 respondents had filled out the questionnaire. Table 2 shows the demographic data of the respondents obtained from the results of the questionnaires distributed.

Table 2. Socio-demography of respondents

	Variable	Frequency	%	Cumulative %
Gender	Male	192	48	48
	Female	208	52	100
Income	≤ Rp.5.000.00	139	34.75	34.75
	Rp.5.000.000-Rp.10.000.000	96	24	58.75
	Rp.10.000.001-Rp.15.000.000	85	21.25	80
	> Rp.15.000.000	80	20	100
Age	20-29	192	48	48
	30-39	168	42	90
	> 39	40	10	100
Occupancy	Formal	232	58	58
	Non-formal	83	20.75	78.75
	Unemployed	85	21.25	100

The most important thing in measuring the performance of an organization is to provide a rating because it can be used as a benchmark in determining the organization's success (Gunasekaran et al., 2004). As for government services that provide services to the community, measuring their performance is essential. By doing so, it can be seen to what extent the organization's performance provides services to the community and whether its performance in providing services is suitable to the expectation of the community as the service users. There is a more focused performance improvement to realize the organization's vision, mission, and optimal public services. High organizational performance will make the tasks and functions of the organization more effective and efficient and more responsive in providing services to service users. Community demands in various fields of need make public service organizations have to optimize their performance even more, which in achieving a performance can be carried out properly by the public service organization as understood by convoluted government procedures. Inefficient and frequently abused power and authority make government performance questionable.

The IPA has the main function of displaying information about service factors which, according to citizens, greatly determine their satisfaction and loyalty, and service factors that, according to citizens, need to be improved because they are not satisfactory currently. A positive gap will be obtained if the perception score exceeds the expectation score, whereas a negative gap will be

obtained if the expectation score is greater than the perception score (Phan et al., 2022). The higher the expected score and the lower the perception score, the bigger the gap. The customer is satisfied with the company's services if the total gap is positive. This value is shown in the indicator of the existence of a task force to eradicate the land mafia, then regulations on land use and ownership rights, land certificates, and land use.

Conversely, if not, the gap is negative, and the customer is less/dissatisfied with the service. The smaller the gap, the better. Commonly, companies with good service levels will have smaller gaps. This is shown in the indicator of eradicating land brokers. Table 3 overall shows the differences in the I-P level of the respondents. The t-test paired analysis for I-P showed that all indicators had significantly different levels. Quadrant analysis using the IPA diagram aims to determine which indicators need to be increased, maintained, or reduced, the level of performance considered excessive for legal aid services to be maintained. Quadrant analysis using a quadrant diagram also aims to determine which indicators need to be increased, maintained, or reduced in terms of performance that landowners consider excessive. Based on the calculations, land certificate (*SF*), land use (*LW*), and land ownership rights (*RG*) are in the keep-up-the-good-work quadrant. Task force (*TF*) is a possible overkill, meaning that the existing task force already has good performance even though, in terms of urgency, it has a priority level on the lowest importance scale of the other indicators.

Table 3. The paired-sample t-test between importance and performance level

Code	Indicator	Paired differences			t	Sig. (2-tailed)
		Mean (rank)	Std. dev.	Std. error mean		
<i>SF</i>	Type of land certificate	0.1425 (3)	1.0049	0.0502	2.836	0.005
<i>RG</i>	Regulations on land use and ownership rights	0.165 (2)	0.9461	0.047	3.488	0.001
<i>LW</i>	Regulations on non-overlapping/convoluted land use	0.15 (4)	0.9406	0.0470	3.189	0.002
<i>IL</i>	There is a land broker	-0.3825 (5)	1.2570	0.0629	-6.086	0.000
<i>TF</i>	Land mafia eradication task force	0.375 (1)	1.2643	0.0632	5.932	0.000

While the attribute that needs to be repaired immediately is *IL*, namely eradicating brokers (Figure 2). This cannot be separated from the enormous profits the landowners can obtain, which have led to the emergence of brokers/land mafia. The scalpers and land speculators who take advantage of this situation are the land mafia. They will only sell their land if the compensation given is above the market value of the land. There are still several problems in the policies issued by the government on land acquisition for development. Therefore, there are often disagreements regarding the value of compensation for land prices between the government and the community. Currently, there is a straightforward procedure regarding land compensation. The issue will be settled if lengthy discussions over the manner and amount of compensation have been repeated without consensus. Regarding the implementation of this policy, the government must be more committed to

implementing it. The central government must be able to coordinate with the regional governments.

The study results indicated that *IL* issue is Indonesia's most significant barrier to infrastructure development. The execution of the land broker policy for infrastructure development becomes the source of the problem (Flyvbjerg et al., 2009). When purchasing property from communities impacted by development projects, disputes emerge. For this reason, we looked at people's preferences with a binary model (Table 4). It can be seen in Table 4 that the higher the level of law enforcement performance, the more willing to participate in studying and seeking legal assistance related to land conflicts the community is. In addition, the model also showed that the age in the probit equation had a level of significance that directly stated that the older they are, the more they will participate in seeking legal assistance related to land conflicts.

Figure 2. Level of community preference in handling land problems

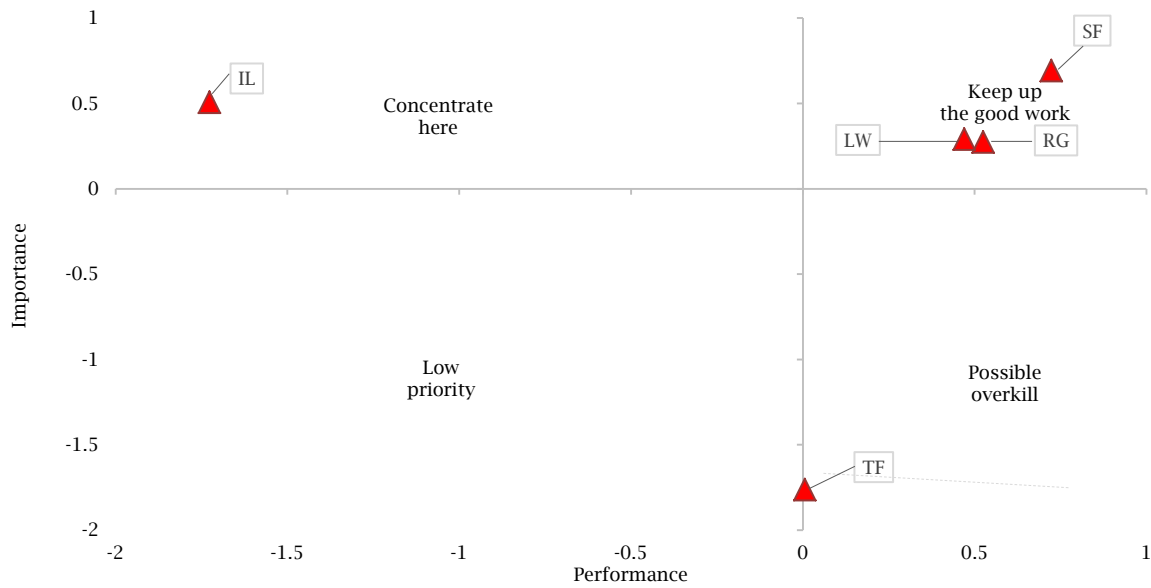


Table 4. Model of willingness to participate citizens in seeking legal assistance related to land conflicts

Variable	Probit model	Logit model
Constant	-1.475**	-3.167**
Gender (1 = Male, otherwise = 0)	0.162	0.394
Income gender (1 > Rp.5000.000, otherwise = 0)	0.086	0.157
Age (> 30 = 1, otherwise = 0)	0.376*	0.717
Occupancy (Formal = 1, otherwise = 0)	0.084	0.152
Mean of importance	-0.035	-0.046
Mean of performance	0.648**	1.257**
Model summary		
LLR	148.751	148.751
McFadden Pseudo R-squared	0.1447	0.1528
AIC/N	0.671	0.665
Chi-squared value	$\chi^2 (0.01, 6) = 12.592$	

Note: **, * significance at 1% and 5% levels, respectively.

5. DISCUSSION

A concrete step the government can take is to publish the procedures in social media for using and servicing land without going through brokers. In addition, they must strengthen and strongly gain the community's trust (Holman, 2008). After implementing the anti-corruption bureaucracy, the services provided are more open regarding procedures and costs, enabling people to know and not be easily fooled by irresponsible individuals. Thus, zero extortion can be realized. Furthermore, who has a decree, with the implementation of services that are only provided by officers who have a decree, there will be no more services through people who are known/close people in the office, and the service period also follows the applicable procedures. Therefore, it can be stated that since the implementation of the anti-corruption bureaucracy, the services provided by the state have become better, more accountable, professional, transparent, effective, and efficient.

In this case, there is a need for an effort that can be made by conducting participatory mapping. Participatory mapping is encouraged by various civil society organizations to assist indigenous peoples in Indonesia in protecting their lands. Therefore, participatory land mapping efforts by indigenous people are important (Ramirez-Gomez et al., 2013). This step is expected to minimize the occurrence of

conflicts between tribes and the private sector or the government over claims to customary land ownership. In addition, the map that has been produced can be an advocacy tool for defending community rights. Commonly, implementing participatory mapping is not the beginning of interaction between non-governmental organizations and the community. Organizing usually occurs because there are problems in the village related to land, or natural resources. Thus, mapping is the next stage to respond to existing problems. Mapping is a tool for clarifying community rights to land related to tenure issues or claims from outsiders, such as companies that hold permits to utilize the land. It also aims to show the relationship between the community and the land, the history of the community's existence in the area, or where historical places are. This participatory mapping process further can open the community's minds regarding the management of the existing land conflicts.

The government has created a land registration strategy for residents, including nine work program strategies, which can also be referred to as *Nawacita*. As a manifestation of one of the dream program points, the government has provided a program regarding complete systematic land registration (*Pendaftaran Tanah Sistematis Lengkap, PTSL*) in which there is a goal of encouraging the implementation of land reform. Complete systematic land registration provides an opportunity

for citizens whose land has not been registered with the Unitary State of the Republic of Indonesia, including villages and sub-districts. The community must carry out land certification to receive legal clarity and authentic evidence regarding land ownership. The following strategy is realized based on the simultaneous time in which this is carried out by the Indonesian government, including initially collecting, managing, reviewing, calculating, reviewing, and maintaining physical data by providing evidence on a land in which there are rights in the land.

6. CONCLUSION

This study aims to identify a number of indicators that need improvement, maintenance, or reduction to maintain the current level of performance of legal aid services. The study found that indicators *SF*, *LW*, and *RG* performed well and should be maintained, while *TF* became a potential overkill. However, indicator *IL*, which represented the elimination of brokers in land transactions, required an immediate concern for having the lowest priority level but the greatest impact on legal aid services. The rise of brokers or land mafia is related to the high profits that landowners can obtain, which creates a need for government-community negotiations regarding compensation for land prices. To address this issue, the government needs to collaborate with regional governments and improve law enforcement performance. The study found that as law enforcement performance increases, the community's desire to seek legal advice regarding land disputes also increases.

To ensure legal clarity and genuine documentation regarding property ownership, the community needs to participate in the complete systematic land registration program. The land certification process requires the government to collect, manage, review, calculate, and maintain physical data, providing evidence of land rights. The study recommends that the government be

more dedicated to implementing this strategy, which has already been carried out in Indonesia.

The implications of the results suggest that policymakers and government officials should focus on improving regulations on land use and ownership rights, as well as eliminating land brokers to prevent the rise of the land mafia. Furthermore, improving law enforcement performance can increase the community's readiness to study and seek legal aid for land disputes. One limitation of the research is the limited sample size and geographical scope, which may not represent the diversity of land disputes in Indonesia. Future research can expand the sample size and geographical scope to provide a more comprehensive understanding of community preferences for resolving land disputes.

The policy implications and benefits for the community from this research are significant. First, the findings suggest that the government must prioritize the elimination of brokers in the land acquisition process to prevent any fraudulent practices and ensure fair compensation for landowners. This can be achieved through increased collaboration between the central and regional governments and the implementation of a complete systematic land registration program to provide legal clarity and documentation of property ownership. Second, the research emphasizes the importance of community participation in government programs, particularly in the resolution of land conflicts. This can improve the performance of local government officials and encourage the achievement of national and regional development goals. Finally, the study highlights the need for improved legal aid services and increased law enforcement performance to support citizens in seeking legal advice and resolving land disputes. Overall, these policy implications have the potential to improve land ownership and management practices, promote sustainable development, and enhance the well-being of communities particularly in the Jabodetabek area and beyond.

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APPENDIX. JABODETABEK STUDY AREA



Source: Google Map, 2023.