

RINGKASAN

Pendaftaran tanah merupakan langkah strategis untuk memberikan kepastian hukum atas kepemilikan tanah sekaligus mendukung pembangunan nasional. Program Pendaftaran Tanah Sistematis Lengkap Berbasis Partisipasi Masyarakat (PTSL-PM) menjadi salah satu upaya pemerintah dalam mempercepat sertifikasi tanah secara massal dengan melibatkan masyarakat secara aktif. Penelitian ini dilakukan di Kabupaten Jepara, dengan fokus mengevaluasi kualitas pelayanan publik dan tingkat partisipasi masyarakat dalam pelaksanaan program tersebut.

Penelitian ini menggunakan pendekatan kualitatif melalui wawancara mendalam, observasi lapangan, dan analisis dokumen. Berdasarkan penelitian yang telah dilakukan, hasil menunjukkan bahwa pelaksanaan program PTSL-PM di Jepara menunjukkan adanya transparansi dan keadilan dalam pelayanan yang diperkuat melalui pengawasan ketat, penyediaan jalur pengaduan, serta pelibatan aparat desa dalam mediasi konflik. Program ini memberikan dampak positif berupa kepastian hukum atas tanah, peningkatan rasa aman, serta manfaat ekonomi seperti potensi penggunaan sertifikat sebagai agunan. Kendati demikian, tantangan masih dihadapi, seperti ketidaklengkapan dokumen masyarakat, sengketa tanah, keterbatasan tenaga kerja, kondisi geografis yang sulit, serta rendahnya kesadaran masyarakat terhadap pentingnya program ini.

Hasil penelitian menunjukkan bahwa partisipasi masyarakat memiliki peran penting dalam keberhasilan program, terutama dalam tahap pengumpulan data dan pendampingan survei. Kesimpulan dari penelitian ini menekankan pentingnya peningkatan kualitas pelayanan publik melalui pelatihan petugas, optimalisasi teknologi, dan penguatan koordinasi antara Kantor Pertanahan, pemerintah desa, dan masyarakat. Upaya ini diharapkan dapat meningkatkan efisiensi program sekaligus memperkuat kepastian hukum atas tanah di Kabupaten Jepara.

Kata Kunci: Kualitas Layanan, Partisipasi Masyarakat, Pelayanan Publik, PTSL-PM

SUMMARY

Land registration is a strategic step to provide legal certainty over land ownership while supporting national development. The Community Participation-Based Systematic Land Registration Program (PTSL-PM) is one of the government's efforts to accelerate mass land certification by actively involving the community. This research was conducted in Jepara District, with a focus on evaluating the quality of public services and the level of community participation in the implementation of the program.

This research used a qualitative approach through in-depth interviews, field observations, and document analysis. Based on the research conducted, the results show that the implementation of the PTSL-PM program in Jepara shows that there is transparency and fairness in services which are strengthened through strict supervision, the provision of complaint channels, and the involvement of village officials in conflict mediation. This program has a positive impact in the form of legal certainty over land, increased sense of security, as well as economic benefits such as the potential for using certificates as collateral. However, challenges remain, such as incomplete community documents, land disputes, limited manpower, difficult geographical conditions, and low public awareness of the importance of the program.

The results show that community participation plays an important role in the success of the program, especially in the data collection and survey assistance stages. The conclusion of this study emphasizes the importance of improving the quality of public services through officer training, optimizing technology, and strengthening coordination between the Land Office, village governments, and communities. These efforts are expected to increase the efficiency of the program while strengthening legal certainty over land in Jepara Regency.

Keywords: Service Quality, Community Participation, Public Service, PTSL-PM