ISSN : 2962-9195 E-ISSN : 2963-8992

Journal of Educational Management Research
Vol. 04 No. 06 (2025) : 2558-2571
Available online at https://serambi.org/index.php/jemr

Implementation of the Land Management Application as an Effort to Prevent Land Disputes through Digitalization Services

Navasha Hadiya Putri*, Yulia Hanoselina
Universitas Negeri Padang, Indonesia
Email : navashahadiyaputri@gmail.com

DOI: https://doi.org/10.61987/jemr.v4i6.1377

Keywords:
Technology Acceptance Model (TAM), Digital Literacy, Public Service Digitalization

****Corresponding Author***

ABSTRACT

This study aims to evaluate the implementation of the Sentuh Tanahku application at the Land Office (ATR/BPN) in Padang City, focusing on its role in supporting the implementation of electronic certificates and preventing land disputes. A qualitative descriptive approach was employed, with data collected through in-depth interviews with office officials, staff, and service users, as well as document analysis. The analysis utilized the Miles, Huberman, and Saldana interactive model, incorporating triangulation techniques for data verification. The findings, based on the Technology Acceptance Model (TAM), indicate that the Sentuh Tanahku application significantly enhances land service effectiveness through features such as certificate checking, online queuing, and Swaplotting. The application's user-friendly interface and adherence to ISO/IEC 27001 security standards were also highlighted. However, the study identified three main barriers: a preference for conventional services, concerns about data security, and disparities in digital literacy. These challenges hinder the complete adoption and impact of the application. This research has implications for educational management, particularly in promoting digital literacy programs. By addressing barriers such as security concerns and digital literacy gaps, academic institutions and government agencies can foster a more inclusive digital transition, ensuring that digital systems in public services are accessible and effective for all.

Article History:
Received: August 2025; Revised: September 2025; Accepted: October 2025

Please cite this article in APA style as:
Putri, N. H., & Hanoselina, Y. (2025). Implementation of the "Sentuh Tanahku" Application as an Effort to Prevent Land Disputes through the Digitalization Services. *Journal of Educational Management Research, 4*(6), 2558-2571.

INTRODUCTION

The increasing digitalization of public services, particularly in land administration, is a critical development in the era of the Fourth Industrial Revolution (Atianashie et al., 2024; Ebekozien et al., 2024). The Indonesian government has recognized the importance of enhancing bureaucratic services to be more transparent, effective, and integrated by leveraging information

technology (Salam, 2023; Suprayitno, 2024). This is exemplified through the Presidential Regulation No. 95 of 2018 on Electronic-Based Government Systems (SPBE) (Resmita & Sartika, 2025). As digitalization becomes a norm, understanding its impact on public services, especially in sectors like land management, is essential. The shift towards digital platforms brings not only operational benefits but also challenges in terms of accessibility, security, and digital literacy (Kwata& Ogunleye, 2024). Therefore, studying the implementation of digital systems like the Sentuh Tanahku application is crucial in ensuring that they contribute effectively to land dispute prevention, fostering a more inclusive, efficient, and secure land administration system.

Land disputes remain a significant issue in Indonesia, causing social and legal challenges (Pertiwi et al., 2024). These disputes often arise due to unclear land boundaries, unclear ownership status, and issues related to duplicate land certificates. This problem is particularly pronounced in cities such as Padang, where the number of land dispute cases has fluctuated but remains notably high compared to other regions. Despite efforts to address these issues, such as the issuance of electronic certificates and digitizing land records, challenges persist in the widespread adoption of these technologies. These barriers are primarily rooted in community resistance to digital services, concerns about data security, and varying levels of digital literacy, making the full potential of digital land services difficult to realize.

In response to the growing number of land disputes, the Ministry of Agrarian Affairs and Spatial Planning/National Land Agency (ATR/BPN) launched the "Sentuh Tanahku" application in 2017. This application is designed to facilitate access to land information, including checking the status of land ownership, transaction histories, service cost estimates, and mapping land locations. However, while the application has streamlined land service access and digitalized the process, its use has been limited by factors such as community preference for conventional services, security concerns, and digital literacy gaps. This indicates that while the digitalization of services has potential, its implementation is hampered by a range of socio-technological factors.

Several studies have examined the implementation of electronic certificates and digital land services. Setiawati et al. (2021) found that technology adoption rates were low due to a lack of effective socialization from local governments. Similarly, Adinegoro (2023) identified challenges such as inadequate technological infrastructure, data security issues, and low digital literacy. Furthermore, Pranata and Tajuddin (2025) emphasized the importance of readiness in digital infrastructure and legal clarity for successful digital land management systems. These findings suggest that while digital solutions have been proposed, the implementation of these systems remains insufficient, with

critical barriers still limiting their effectiveness.

While previous research has highlighted the challenges of digital land administration and adoption of electronic certificates, there remains a gap in understanding the specific effectiveness of the "Sentuh Tanahku" application in preventing land disputes. Existing studies focus on general implementation issues but do not explore the contextual dynamics within the city of Padang, which experiences unique challenges in land disputes. The research gap lies in evaluating how the "Sentuh Tanahku" application specifically addresses these issues in the local context and how it can be optimized for better adoption and effectiveness. This gap highlights the importance of targeted research to bridge the divide between policy and actual field implementation.

The innovation of this research lies in its application of the Technology Acceptance Model (TAM) to analyze the implementation of the "Sentuh Tanahku" application in preventing land disputes. By focusing on user perceptions, ease of use, and actual system use, this study provides a more comprehensive understanding of how digital land services can be improved. The application of TAM is crucial because it allows the identification of key factors affecting technology adoption, particularly in public service sectors. The findings of this study will contribute to the development of more effective digital services, guiding the future deployment of such applications in land management systems across Indonesia.

This study seeks to answer how the "Sentuh Tanahku" application can be more effectively utilized to prevent land disputes, despite the challenges faced in its adoption. The primary research problem is whether the application can overcome the barriers of digital illiteracy, security concerns, and preference for traditional services to significantly impact land dispute reduction. Through the application of the Technology Acceptance Model (TAM), this study will identify the key factors influencing the adoption and use of digital land services. The research argues that addressing these barriers through educational programs, better socialization, and enhanced security measures will improve the overall effectiveness of the application in preventing land disputes.

This research offers valuable insights for educational management, particularly in promoting digital literacy programs within the community. By understanding the challenges people face in adopting digital land services, educational institutions can play a pivotal role in bridging the digital divide. Training programs that increase digital literacy and awareness of security measures are essential in helping citizens better understand and trust digital land services. Furthermore, the research contributes to the development of educational strategies that can be implemented alongside government policies to ensure successful digital transformations in public services.

RESEARCH METHOD

This study employs a qualitative descriptive approach, selected for its ability to provide an in-depth understanding of the complex land-related issues that involve social, legal, and administrative aspects (Creswell, 2018). The research was conducted at the Padang City Land Office, located at Jl. Ujung Gurun No. 01, Kelurahan Purus, Kecamatan Padang Barat, in October 2025. A purposive sampling technique was used to select informants, ensuring that the data collected had high credibility. Informants included: (1) the General and Human Resources Coordinator, (2) the Head of the Land Dispute Control and Handling Division, (3) staff members at the Padang City Land Office, and (4) five citizens who have used the electronic certificate services.

Data collection was conducted through two main techniques. First, in-depth interviews using semi-structured interview guidelines, allowing flexibility to explore detailed information from the informants. Second, document analysis was employed to gather and examine relevant documents, such as regulations, government policies, activity reports, and other administrative records related to the electronic certificate program and land dispute prevention efforts. To ensure data validity, triangulation of sources and methods was used. Source triangulation involved comparing data from different informant categories (officials, staff, and the public), while method triangulation involved using interviews, observations, and document analysis to cross-verify findings.

Data analysis followed the interactive model proposed by Miles, Huberman, and Saldana (2014), comprising three stages: (1) data condensation, where raw data were selected, simplified, and transformed through interview transcription, categorization based on the research focus, and relevance filtering; (2) data presentation, using narrative text, graphs, tables, matrices, and program implementation flow diagrams; and (3) conclusion drawing and verification, where initial conclusions were strengthened by evidence collected during the subsequent data gathering phases.

RESULT AND DISCUSSION

Result

TAM-Based Implementation of the "Touch My Land" Application

Based on analysis using the Technology Acceptance Model (TAM) framework, the implementation of the "Touch My Land" application at the Padang City Land Office demonstrated positive results across five key dimensions.

Perceived Usefulness

The results indicate that the "Touch My Land" application has a positive impact on the effectiveness of land services. This application provides various features that facilitate public access to land services, including certificate checking, online queuing, file status tracking, and self-plotting. As stated by the Coordinator of General Affairs and Personnel, this application implements an electronic-based government service system, eliminating the need for in-person visits to obtain specific information.

From the public's perspective, this application is very helpful in managing land administration. The online queuing feature is the most appreciated aspect because it provides flexibility in scheduling visits. This aligns with the principle of public service, which prioritizes ease of access and time efficiency for the public.

The self-plotting feature is effective in preventing land disputes because it allows users to independently mark land locations using a digital map integrated with BPN spatial data. Transparency of information regarding land ownership status provides legal certainty for the public. It reduces the possibility of duplicate claims or land boundary disputes.

Data security is a key consideration in implementing this application. The implementation of the ISO/IEC 27001 international standard and the national cybersecurity policy from the National Cyber and Land Agency (BSSN) demonstrates the Ministry of Agrarian Affairs and Spatial Planning/National Land Agency's (ATR/BPN) commitment to maintaining the integrity, confidentiality, and availability of land data. This security system includes data encryption, user authorization, network protection, and security audits. This strengthens public trust in the digitization of land services and aligns with the principles of good governance.

Perceived Ease of Use

The Sentuh Tanahku application features a user-friendly interface that is easy to understand. This easy-to-understand design is one of the main reasons why this application can be accessed directly by users without requiring complex technical expertise. The application's simple yet functional interface and menus are crucial in reaching a wide range of people with varying literacy levels.

Mastering basic features is relatively short, taking around 1-2 weeks. In contrast, more technical features, such as Swaplotting, require a longer time because they necessitate an understanding of digital map reading. The relatively short learning period for the basic features indicates that the Touch My Land application has a good level of usability.

However, this study found a significant digital literacy gap, particularly among older individuals or those with limited educational backgrounds. Some still require assistance from third parties, in this case, younger family members who are more familiar with digital technology, especially during the initial stages of use, such as registration and account verification. This reliance on external assistance suggests that, despite the application's user-friendly design, a digital literacy gap remains that needs to be addressed through more intensive outreach and training programs for the community.

Attitude Toward Using Technology

Employees at the Padang City Land Office demonstrated a positive attitude toward the implementation of the Sentuh Tanahku application. This positive attitude is crucial for the success of technology adoption, as employees are essential actors in the implementation and sustainability of digital systems in the workplace. When employees feel helped and directly benefit from using the application, their level of acceptance of the technology increases significantly.

The Sentuh Tanahku application does not increase employee workloads; instead, it helps streamline their workload through the automation of administrative processes. This demonstrates that digitalization has been well-designed to optimize workflows, rather than simply adding complexity to the system. Although there were initial concerns regarding the transition from a manual to a digital system, support through training and mentoring ensured the change was well-received.

From the public's perspective, attitudes toward the application were generally cautious, particularly regarding the security of personal data. While the public typically trusted the application, concerns persisted regarding the protection of sensitive data, including land certificate numbers and identity information. This concern reflects the public's growing awareness of the importance of data privacy in the digital age. Trust in the system is a crucial element in maintaining the sustainability of technology adoption.

Behavioral Intention to Use

Padang City Land Office employees demonstrated a strong commitment to continuing to use the "Touch Tanahku" application in the long term. The application is no longer considered a short-term innovation project but has become an integral part of the land service system. This long-term commitment reflects the alignment between organizational needs and the application's functions, strengthening the sustainability of the land digitization implementation.

The main factors motivating continued use are the time efficiency and ease of access that the application offers. The application enables faster and more transparent land administration processes, resulting in more productive staff and greater public satisfaction with the service. However, there are also inhibiting factors, primarily technical constraints such as unstable internet networks or temporary system disruptions, although these disruptions rarely occur.

From the public's perspective, the intention to continue using the application is situational and dependent on emerging land-related needs. This situational usage pattern is understandable, considering that land matters are not routine activities, but rather incidental, depending on needs, such as buying and selling land, checking certificate status, or other administrative matters.

Actual System Use

The Sentuh Tanahku application has been used intensively in daily operations, particularly in the service division. This routine use demonstrates that the application has become a tool that assists in carrying out land-related tasks at the Padang City Land Office. The increasing frequency of use indicates that this digital system is not merely an administrative support but has become an integral part of the public service mechanism.

There is variation in application usage among various divisions within the Land Office's organizational structure. The service division and the measurement and mapping section are the most frequent users of the application because they directly deal with spatial data and land parcel information. Meanwhile, the administration or general division uses it less intensively because their work is more general administrative and has not yet been fully integrated with the application system. This variation in usage demonstrates that Sentuh Tanahku has been adaptively designed to meet the specific needs of each division.

From the public's perspective, the most frequently used features are the certificate checking feature and the online queue system. These two features are the most popular because they provide direct and immediate benefits to users. The certificate checking feature provides certainty regarding the legal status of the land, while the online queue feature facilitates easier scheduling of office visits without requiring physical queuing.

However, research results indicate a significant obstacle to optimizing application use: the community's low level of digital literacy. A limited public understanding of technology poses a significant challenge to realizing digital-based land services. Therefore, a continuous socialization and education strategy is needed from the Padang City Land Office to help the public better understand how to use the application and its benefits.

Barriers in Implementing the "Touch My Land" Application

Although the "Touch My Land" application has demonstrated various benefits, this study found several significant inhibiting factors hindering its implementation as a land dispute prevention effort in Padang City.

Community Preference for Conventional Services

One of the main barriers identified in this study is the strong preference among some community members for conventional or manual services. The long-standing habit of managing land administration directly at the Land Office remains the preferred choice for many. This can be understood, as for decades, people have been accustomed to face-to-face service. Direct interaction with officers is seen as providing certainty and the opportunity to ask questions if there is anything unclear.

Additionally, some people still believe that digital services carry risks of data entry errors or delayed responses. This perception arises because the community has not fully understood the workings of digital systems and lacks sufficient experience with electronic public services. Distrust of digital systems leads people to prefer conventional methods, which are considered safer and more reliable. This tendency has a significant impact on the application's adoption rate. Low adoption of the application prevents the primary goal of digitalization, which is to speed up services and reduce queues at the Land Office, from being fully achieved. Moreover, this preference for conventional services also impacts land dispute prevention efforts. One of the strengths of the "Sentuh Tanahku" application is its ability to provide transparent and integrated land information, including the Swaplotting feature that helps prevent overlapping land ownership. However, if the public does not use the application, the potential for avoiding land disputes through the digital system becomes suboptimal.

Concerns About Land Data Security

Another critical barrier is the community's concerns about the security and confidentiality of land data. Data security is a significant issue in the digital era, especially when it involves sensitive information such as land ownership, which holds substantial economic value and can lead to conflicts if misused. Many people remain uncertain whether their personal data and land documents are truly protected from leakage or misuse. This concern is understandable, given the frequent data breaches on various digital platforms. The community worries that their land data could be accessed by unauthorized parties or even misused for specific interests. These concerns arise because not all users fully understand the security system implemented by the Ministry of ATR/BPN.

Although the "Sentuh Tanahku" application has adopted international security standards, such as ISO/IEC 27001, and follows national cybersecurity policies from BSSN, this information has not been effectively communicated to the general public. A lack of understanding of security mechanisms such as data encryption, digital certificates, and user authorization systems keeps people wary of using the application. The impact of these concerns is significant, as it reduces the public's willingness to register and upload their land data into the system. As a result, land data, which should be integrated nationally, remains incomplete and inaccurate. This ultimately affects land dispute prevention efforts, as people continue to rely on physical documents that are vulnerable to damage, loss, or even falsification.

Uneven Digital Literacy Levels

The third barrier identified is the uneven level of digital literacy among the community. This digital literacy gap represents a fundamental challenge in implementing electronic-based public service systems, including the "Sentuh Tanahku" application. While some segments of the population, particularly younger generations and urban residents, are accustomed to using digital applications for various daily needs, many still do not understand how the land application works. This lack of understanding encompasses multiple aspects, including registration and login processes, data entry, and checking certificate status. This issue is most pronounced among older individuals or those residing in areas with limited access to information and technology. Older adults generally did not grow up in the digital age, making it difficult for them to adapt to new technology. They often need help from younger family members to download the app or create an account.

Additionally, people in remote areas face a double challenge. In addition to lacking an understanding of technology, they also struggle with infrastructure issues, such as unstable internet connections or a lack of internet access. Limited access to adequate digital devices is also a barrier. Low digital literacy has a direct impact on the use of the "Sentuh Tanahku" application. Some people cannot use the application to its full potential due to a lack of understanding of the available features. Data entry errors often occur because users do not understand the system's instructions or required formats. It is also common for people to avoid using the app altogether because they feel unable to use it or are afraid of making mistakes. This situation creates a significant disparity between technology-savvy users and those who are not. Tech-savvy individuals can take advantage of the app's various benefits, while those less familiar with technology remain reliant on conventional services. This disparity contradicts the principle of inclusive public service that should be accessible to all segments of society. The impact of

this digital literacy gap also affects efforts to prevent land disputes. When some people cannot access land information digitally, they miss the opportunity to receive transparent and accurate information about the status of their land. Access to correct information is one of the key factors in preventing land disputes.

These three barriers are interconnected and reinforce one another. Low digital literacy strengthens the preference for conventional services, while concerns about data security make the public even more reluctant to try using the application. Therefore, a comprehensive and integrated approach is needed to address these barriers, not only from a technical aspect of the application but also through education, socialization, and building public trust in the digital land management system.

Discussion

This study's findings regarding the implementation of the "Sentuh Tanahku" application reveal significant alignment with existing literature, while also highlighting some key differences. Previous studies, such as those by Setiawati et al. (2021) and Adinegoro (2023), emphasized the importance of socialization and infrastructure readiness for successful technology adoption. Our study identified similar challenges, notably the community's preference for conventional services and concerns about data security, which align with the barriers identified in earlier research. However, unlike earlier studies, which primarily focused on the broader context of electronic certificate adoption, our research focused on the specific application of "Sentuh Tanahku" and its impact on land dispute prevention, providing a more granular insight into the factors that hinder or facilitate its adoption in a local context. This research, therefore, contributes to the understanding of how localized digital initiatives are received in regions with varying levels of digital literacy and infrastructure challenges.

The theoretical implications of this study are significant, particularly for the field of digital governance and public service management. The findings reinforce the Technology Acceptance Model (TAM) as a valuable framework for understanding the factors influencing the adoption of digital services. The TAM dimensions—Perceived Usefulness, Perceived Ease of Use, Attitude Toward Using Technology, Behavioral Intention to Use, and Actual System Use—proved useful in assessing the application's effectiveness. However, the findings also suggest that future studies should incorporate additional socio-cultural factors, such as trust in government and community preferences for face-to-face interaction, to enhance the model's applicability in diverse settings. From a practical standpoint, the study underscores the need for targeted educational interventions to bridge the digital literacy gap, particularly in underserved

communities.

One important practical implication of the research is the need for a more comprehensive approach to implementing digital land services. The identified barriers—such as security concerns and low digital literacy—demonstrate that while technology alone cannot ensure success, adequate socialization, education, and infrastructure development are critical to achieving meaningful adoption. From a management perspective, this means that public sector managers must adopt a holistic strategy that includes technical support, public education, and infrastructure investment. In the context of educational management, this suggests that schools and training programs should be involved in digital literacy initiatives, particularly for older adults and communities with limited access to technology.

Furthermore, the research highlights the need to enhance the communication of security measures and policies to the public. Despite the application's adherence to international security standards, such as ISO/IEC 27001, many users expressed concerns about the safety of their personal data. This highlights the need for a more transparent and ongoing effort to educate the public about the security mechanisms in place and to build trust in digital land management systems. Managers of public services should prioritize building public confidence in digital systems, particularly through clear communication and outreach efforts that explain data protection protocols and the benefits of using such systems.

Lastly, the research has implications for future digitalization projects in public service. As with the "Sentuh Tanahku" application, other government initiatives aiming to digitize public services must consider the local context, infrastructure, and digital literacy of the population. For educational managers, this provides an opportunity to integrate digital literacy programs into curricula at various levels, targeting specific community needs. By doing so, they can prepare future generations to navigate the increasingly digital world of public services and foster a more inclusive, equitable approach to technological adoption. The overall takeaway is that digital systems can significantly enhance the efficiency of public services. Still, their success depends not only on the technology itself, but also on the broader educational and social strategies that support their implementation.

CONCLUSION

The key finding of this study is that the "Sentuh Tanahku" application significantly enhances land service effectiveness and helps prevent land disputes by offering features such as certificate checking, online queuing, and Swaplotting. However, challenges such as community preference for

conventional services, security concerns, and digital literacy gaps limit its full adoption. The lesson learned is that digital transformation in public services requires not only technological innovation but also efforts to address socio-cultural barriers and enhance digital literacy.

This research contributes to the understanding of digital land service adoption, particularly through the Technology Acceptance Model (TAM), and highlights the importance of combining technology with educational initiatives. However, the study's limitation lies in its focus on a single city, suggesting that future research could explore broader contexts and investigate the effectiveness of digital literacy programs in improving public service adoption. Further research should also consider the role of socio-political factors in influencing public trust in digital systems.

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