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Understanding The Document Management Process For Registration And Rights Determination To Improve Services At The Pandeglang Regency Defense Office

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ABSTRACT

The internship at the Registration and Land Rights Determination Division of the Pandeglang Regency Land Office aimed to analyze the role of document management in supporting land services. The method used was qualitative descriptive research employing observation, direct participation, document analysis, and literature review over a 30-day period. Key activities included numbering DI.208 land title documents, writing NIBEL numbers, entering data into Microsoft Excel, verifying document consistency, grouping files, as well as archiving and organizing land title albums. The results show that orderly, systematic, and structured records management enhances the effectiveness of land administration. Proper archival organization facilitates document retrieval, expedites public services, and improves administrative accuracy and accountability. In addition to gaining knowledge of land administration, the interns developed skills in records management, attention to detail, discipline, responsibility, and professionalism. In conclusion, the Registration and Rights Determination Division plays a crucial role in effective records management, which in turn supports improvements in the quality of public services. These findings recommend the implementation of consistent records management standards to strengthen the efficiency and transparency of land administration services.

1. INTRODUCTION

Public services are one of the fundamental rights of citizens that the state is obligated to fulfill as a manifestation of the enforcement of the economic, social, and cultural rights of the people. In the era of modern administration, improving the quality of public services requires social innovation and institutional transformation oriented toward transparency, accountability, and responsiveness to the needs of the community. One sector of public service that holds strategic value and has a broad impact on socio-economic life is land administration. Land is not merely an economic asset but a source of livelihood closely tied to legal certainty and public welfare; thus, orderly and professional administrative governance is an urgent necessity that cannot be

ignored. The importance of addressing this issue stems from the fact that weaknesses in the administrative system can trigger legal uncertainty, potential disputes, and a decline in public trust in the performance of government agencies as providers of public services (Jurnal et al. 2021).

In the local context of the Pandeglang Regency Land Office, the effectiveness of land administration heavily depends on the role of a strategic unit, namely the Land Registration and Rights Determination Division. Based on initial observations and documentation of daily activities, this division bears significant responsibility for managing land records—vital documents that serve as the basis for physical data, legal data, and the legal history of land registration. However, problem identification in the field reveals specific challenges in the form of a high volume of archival documents that must be managed daily, such as Deeds of Sale (AJB), applications for Roya Mortgage Rights, and files

related to the Comprehensive Systematic Land Registration (PTSL) program. The manual organization and processing of these physical documents often take a relatively long time. If not managed systematically, the accumulation of these documents has the potential to pose a risk of document damage, make data retrieval difficult, and hinder the smooth process of providing land certification services to the public (Mooduto et al. 2021).

From an academic perspective, the organization of these public services aligns with the concepts of records management and organizational effectiveness. According to , systematic records management is a key factor in supporting organizational effectiveness, as records serve as a source of information, evidence, and the basis for decision-making. Public administration literature also emphasizes that the quality of public services is significantly influenced by an agency's ability to organize its internal resources and information infrastructure in an orderly and secure manner. Good records management is not merely a storage function but a tool that supports decision-making and legal accountability. Furthermore, (Bawono 2022) explains that the transition to digital records management has become a necessity for government agencies to improve service efficiency, ensure the sustainability of information, and minimize the risk of data loss. Furthermore, the concepts of document computerization and the digitization of land documents—such as the implementation of the Electronic Land Parcel Identification Number (NIBEL)—can modernize bureaucratic systems, ensure data security against the risk of forgery, and expedite service delivery to the public. A structured and adaptive governance approach to information technology serves as the primary theoretical foundation for unraveling the complexities of land administration at the regional level.

An analysis of these conditions reveals a clear gap between the current state (*das Sein*) and the desired state (*das Sollen*). On the one hand, national land administration policies require services that are fast, accurate, secure, and digitally-based to ensure public satisfaction. On the other hand, operational capacity in the field is still constrained by limited physical storage facilities and the sheer volume of historical documents that must be processed and entered into the computerized system. This gap between the workload resulting from the high volume of documents and the limitations of a rapid document management system is the primary obstacle to optimizing service quality at the Pandeglang Regency Land Office (Whidayanti 2025).

Based on the background and problem identification above, this paper aims to describe and analyze the role of the Registration and Rights Determination Division in the management of land documents at the Pandeglang Regency Land Office. Specifically, this article aims to examine the implementation of the stages in land document management—from DI.208 numbering, NIBEL entry, data entry using Microsoft Excel, to the compilation of archival albums—as well as to identify the tangible contributions of such administrative orderliness toward improving the quality of public services to be faster, more accurate, and more accountable for the community.

At the Pandeglang Regency Land Office, the main issue identified is the high volume of land document archives in the Registration and Rights Determination Division that have not yet been managed optimally. Based on initial observations and discussions with partners, the community faced several challenges, including a physical document organization process that remains manual, a backlog of documents following the

Comprehensive Systematic Land Registration (PTSL) program, and slow data retrieval when needed for service validation such as Deeds of Sale (AJB) and Mortgage Rights (Roya Hak Tanggungan). These issues disrupt the smooth flow of internal bureaucratic processes, increase the risk of damage to physical files, and ultimately prolong the waiting time for land certification for the public as service recipients (Anggraini and Muryono 2020).

This article aims to describe the implementation of an internship program through the optimization of administrative processes and the computerization of document archiving for civil servants and staff at the Pandeglang Regency Land Office. This article also examines the program's contribution to improving the efficiency of document management, the accuracy of Electronic Land Parcel Identification Number (NIBEL) data entry, and the agency's institutional capacity to deliver public services that are faster, more transparent, and more accountable.

2. MATERIALS AND METHODS

This section describes the approach, stages, participants, implementation techniques, and evaluation process of the program carried out at the Pandeglang Regency Land Office. As a manuscript focused on the involvement of partner institutions, this method emphasizes tangible collaboration with staff and civil servants at the agency to overcome administrative and archival challenges.

2.1 Program Approach

This internship program employs an integrated combination of training and mentoring, technology transfer, and advocacy and public policy support—particularly within the cluster of improving the quality of public services. This multidimensional approach is based on the specific needs of the Pandeglang Regency Land Office, which requires addressing not only technical aspects of records management but also strengthening human resource competencies and bureaucratic governance at the local level. Through the integration of these three approaches, the program is designed to deliver sustainable, systematic impacts that directly address the root causes of issues in land document management.

The training and mentoring approach was chosen because the program aims not only to provide theoretical understanding of records management but also to strengthen the practical skills of staff in the Registration and Rights Determination Division in systematically organizing physical documents. Under this framework, agency staff are actively engaged as operational partners, from the stage of identifying piles of historical files to the creation of neatly organized archival albums. On-the-job training ensures that each staff member is able to independently classify documents based on the type of right and serial number, thereby fostering self-reliance within the agency's internal environment.

Meanwhile, the technology transfer approach is implemented through the introduction and enhancement of Microsoft Excel-based digital tools for the computerization of document data, DI.208 numbering, and the entry of Electronic Field Identification Numbers (NIBEL). This digital approach is considered essential for modernizing the data retrieval process for documents, which previously took a long time due to piles of manual files. Through the digitization of this database, the record-

keeping system has become more structured, minimizes the risk of data entry errors (human error), and accelerates the integration of information into the digital system in use at the National Land Agency.

Simultaneously, advocacy and public policy support are used as a strategic foundation to promote the efficiency of land administration services at the regional level. By improving the management of documents such as Deeds of Sale (AJB), applications for Roya Mortgage Rights, and Complete Systematic Land Registration (PTSL) files, this program directly advocates for the realization of public service standards that are fast, transparent, and accountable. Consequently, officials and staff at the Pandeglang Regency Land Office do not merely act as beneficiaries of the program but become active, collaborative participants in designing solutions to achieve legal certainty and the satisfaction of service recipients.

In the final stage, all officials and staff involved were given the opportunity to provide feedback during the program evaluation phase. This participatory evaluation served to measure the extent to which the implemented administrative reforms were able to reduce public service wait times for the general public. Thus, this approach successfully positions all personnel at the Pandeglang Regency Land Office as active agents of development who are fully committed to promoting transparent and accountable public services.

2.2 Location, Time, and Partner

This internship program was conducted at the Pandeglang Regency Land Office, strategically located in Pandeglang Regency, Banten Province. The entire series of activities was designed and implemented intensively during the practical internship period, which ran from January 19 to March 3, 2026. This timeline is aligned with the agency's operational academic calendar to ensure that the archival intervention program runs in harmony with the office's daily workflow without disrupting ongoing public service procedures.

The primary partner and collaborator in the implementation of this program is the Pandeglang Regency Land Office, specifically the Registration and Rights Determination Division. The number of participants involved in these administrative activities is tailored to the campus's internal needs and the operational capacity of the partner unit. The composition of participants includes the Head of the Subsection, who serves as the operational supervisor; structural civil servants (ASN); and administrative and archival staff who are directly responsible for managing files in the back office on a daily basis.

These partner units were selected purposefully because they face specific challenges in the form of a high volume of accumulated land-related documents, particularly following the aggressive rollout of national strategic programs such as the Comprehensive Systematic Land Registration (PTSL) program. Limitations in the physical document management system and the slow pace of digitizing historical data—such as Deeds of Sale (AJB) and Mortgage Rights (Roya Hak Tanggungan) increase the risk of document damage and prolong data retrieval times. These urgent conditions underscore the need for structured training, intensive mentoring, and the transfer of digital technology to optimize internal administrative management in order to achieve fast, transparent, and accountable public services.

2.3 Program Stages

The series of internship programs at the Pandeglang Regency Land Office is implemented through a structured, adaptive, and sustainable approach. To ensure that administrative governance interventions run optimally and align with the agency's work rhythm, all activities are organized into four interrelated main phases: problem identification, planning, implementation, and evaluation and follow-up. This chronological division of phases serves as an operational guide to ensure that progress in the transition from manual to computerized record-keeping can be clearly monitored, while also ensuring the active involvement of partner staff in every stage of the process. In detail, the program phases are outlined as follows

a. Problem Identification

The problem identification stage was conducted through initial observations, direct inspections of the physical condition of archival documents, and informal discussions with the Head of the Subsection and staff in the Registration and Rights Determination Division of the Pandeglang Regency Land Office. This stage aimed to identify key needs, operational obstacles, and potential resources available to the partner agency. Through this process, it was found that the greatest challenges lie in the high volume of accumulated files following the PTSL program and the slow data retrieval process due to an unsystematic filing system. The findings and actual data from this stage were then used as the primary basis for designing practical and targeted program strategies.

b. Program Planning

The planning phase involved intensive coordination between the implementation team and partner agencies to align the work program with the agencies' daily service routines. During this phase, the team prepared materials for archival management guidance, the DI.208 numbering control instrument, evaluation forms, and Microsoft Excel-based templates for the computerization of the Electronic Land Parcel Identification Number (NIBEL). In addition, archival logistics are arranged and daily activities are scheduled so as not to disrupt the delivery of core public services at the land office. The program design is fully tailored to the practical needs and operational capacity of the target staff to ensure optimal implementation.

c. Program Implementation

The implementation phase consisted of three main activities carried out continuously. First, the team held initial outreach and coordination sessions to introduce the objectives, workflow, and expected outcomes of this computerization and archival organization program to the Heads of Subsections and relevant staff. Second, participants received hands-on training on modern records management techniques, maintaining the DI.208 numbering register, and operating the Microsoft Excel-based digital database for entering Electronic Land Parcel Identification Numbers (NIBEL). Third, the team provided on-the-job training to help participants apply the knowledge and skills acquired during the training, ranging from the physical sorting of Deeds of Sale (AJB) and Mortgage Rights (Roya Hak Tanggungan) documents to the organization of structured archival albums.

d. Monitoring and Evaluation

Monitoring and evaluation were conducted to assess the effectiveness, success, and direct impact of the program. The evaluation focused on improvements in staff knowledge, technical skills, active participation, and ability to apply the

archival and data computerization materials provided. The tools used at this stage include daily performance observation sheets, participant feedback forms to measure internal satisfaction, physical and digital documentation of the organization results, and performance tests (stress tests) to measure the speed of document retrieval before and after the program's implementation.

e. Follow-Up

The follow-up phase involves providing a space for ongoing communication and consultation with the Pandeglang Regency Land Office even after the internship program has ended. The team also encouraged participants to continue applying the administrative best practices learned during the program and to develop independent digital initiatives in line with the agency's evolving needs. Additionally, a concise guidebook on the physical maintenance of archival albums and recommendations for a periodic data backup system using Microsoft Excel were provided to ensure that transparent and accountable public service efficiency can be sustained in the long term.

2.4 Techniques of Program Implementation

The internship program was implemented using a structured combination of techniques, including group discussions, technology demonstrations, practical exercises, and one-on-one mentoring. Group discussion techniques were used in the early stages to encourage active participant engagement and align perceptions regarding the importance of records management reform. Through these discussion sessions, the implementation team and staff can collaboratively identify daily challenges and formulate alternative solutions best suited to the workflow of the Registration and Rights Determination Division at the Pandeglang Regency Land Office.

Next, technology demonstration techniques were applied to provide a clear conceptual and visual understanding of the computerized land data system. In this session, the implementation team provided a hands-on demonstration of how to use digital control sheets and operate a Microsoft Excel-based database. This demonstration was crucial for helping staff navigate the transition from manual document recording to a digital system, ensuring they gained a comprehensive understanding of an effective, error-minimized, and systematic data entry workflow.

As complementary tools, practical exercises and mentoring were used as core techniques to ensure participants could directly apply the material in the context of their daily work. Through practical exercises, staff received hands-on guidance in sorting Deeds of Sale (AJB), filling out DI.208 numbering forms, and updating Electronic Land Parcel Identification Numbers (NIBEL). Meanwhile, one-on-one mentoring is conducted on an interpersonal basis to help address the specific challenges each staff member faces when organizing physical archive albums, ensuring that the transformation of public service administration can proceed accurately, independently, and sustainably.

2.5 Data Collection and Evaluation Instruments

Data for this internship program was collected through a comprehensive combination of instruments, including observation sheets, informal interview guides, physical and digital documentation, and partner feedback forms. This data collection not only serves to chronologically describe the entire archival governance transformation process but also to measure

the tangible outcomes of the implemented intervention program. Observation sheets were used periodically throughout the internship to record the levels of engagement, adaptation, and active participation of staff in the Registration and Rights Determination Division while receiving training materials.

Furthermore, informal interview guides and partner feedback forms were used to obtain in-depth, direct evaluations from the Sub-Section Head and the implementing staff. These interviews and feedback focused on assessing the ease of use of the new recording system, the convenience of using the Microsoft Excel database, and the technical challenges encountered during the transition from the manual archival system. In addition, the implementation team also used performance test instruments or product outcome assessment rubrics to measure the efficiency of the time spent by staff retrieving land records before and after the internship program was implemented.

To complement this, documentation tools and attendance records were systematically used to objectively record every physical development of the program. Documentation involved taking photographs and visual recordings of the condition of the piled-up files before they were organized, the process of entering Electronic Land Parcel Identification Numbers (NIBEL), the DI.208 numbering system, and the final condition of the documents neatly arranged in structured archive albums. All data collected through these various instruments is then analyzed to support the discussion on how administrative order contributes to improving the quality of public services at the Pandeglang Regency Land Office.

2.6 Data Analysis

The data obtained throughout this internship program were analyzed using a qualitative descriptive approach focused on direct observation. This data analysis aims to provide an in-depth, concrete, and systematic description of each stage of the administrative governance transformation process within the partner agency. Through this qualitative approach, all data collected from daily interactions in the field were not processed using statistical formulas but were narrated descriptively to illustrate changes in work behavior and the efficiency of record management.

The application of direct observation methods within the Registration and Rights Determination Division allowed the implementation team to closely observe the day-to-day development of staff members' technical skills. The qualitative data recorded in field notes during the observations were analyzed by identifying recurring themes and patterns of staff adaptation to the new system. The focus of the observations was on how staff sorted Deeds of Sale (AJB) documents, their accuracy in filling out the DI.208 numbering system, and the smoothness of the process for computerizing the Electronic Division Identification Number (NIBEL) using Microsoft Excel.

Furthermore, the results of direct observations of the physical conditions before and after the organization of documents into archival albums were analyzed using a descriptive comparative approach. This analysis was used to evaluate the effectiveness of the internship program by examining tangible changes in the neatness of the document storage area and the efficiency of the data retrieval process. All results from the synthesis of this observational data were then used as an objective basis for formulating a discussion on the tangible contributions of the

internship program toward improving the quality of public services at the Pandeglang Regency Land Office.

2.7 Indicators of Program Success

The success of this internship program is measured by the extent to which the objectives set during the planning phase are effectively achieved. This success is evaluated through direct, on-site observation; physical and digital documentation of the reorganization results; assessments by field supervisors; and feedback from internal staff at the Pandeglang Regency Land Office regarding the implementation of the system.

The first indicator is an increase in understanding and knowledge regarding land administration, the management of land title documents, procedures for land rights services, and the use of computerized administrative systems. This increase in knowledge is demonstrated by the staff's ability to understand new workflows and perform document management tasks in accordance with applicable standard operating procedures (SOPs) for records management.

The second indicator is the improvement in staff's practical skills in carrying out the office's archival administrative tasks. These skills include the ability to systematically sort Deeds of Sale (AJB) and Mortgage Rights (Roya Hak Tanggungan) files, maintain control sheets on the DL208 numbering form, and use Microsoft Excel to enter Electronic Parcel Identification Numbers (NIBEL).

The third indicator is the level of active participation and adaptation by staff throughout the internship program. This participation is measured through attendance, active engagement in each coordination session, the ability to collaborate and communicate effectively, and a sense of responsibility in completing the organization of structured physical archive albums within the workplace.

The fourth indicator is the improvement in administrative capacity and service efficiency within the Registration and Rights Determination Division of the Pandeglang Regency Land Office. The success of this indicator is demonstrated by the internship program's tangible contributions in resolving the backlog of files following the PTSL program (), organizing storage spaces, and reducing the time required for retrieving land documents.

The fifth indicator is partner satisfaction, which is assessed based on written and verbal feedback from the Heads of Subsections and implementing staff regarding the quality of program implementation, work discipline, the performance of document organization, and the tangible contributions of the internship team to daily public service activities.

In addition, the sustainability of the archival and computerization systems that have been implemented is also a key indicator of success. This sustainability is achieved through strong collaboration between the university and the Pandeglang Regency Land Office, the handover of a guidebook for maintaining archival albums, and the partner agency's commitment to continue using and maintaining the Microsoft Excel digital database that has been developed to ensure long-term administrative order.

Through all these indicators, the success of this internship program is measured not only by the completion of the entire series of daily activities but also by the concrete benefits it provides in supporting the effectiveness, transparency, and

accountability of public service administration at the Pandeglang Regency Land Office.

3. RESULT AND DISCUSSION

The implementation of the internship program at the Pandeglang Regency Land Office, particularly in the Registration and Rights Determination Division, has yielded positive results in deepening practical understanding of records management and supporting the smooth flow of document administration and public service processes. Throughout the program, interns were directly and closely involved in various land administration activities, document organization, control sheet record-keeping, land information services, and the use of the digital-based administrative system implemented at the agency.

Based on direct observation, documentation of daily activities, and evaluations by field supervisors, there was a significant improvement in understanding of government administrative procedures, the management of land records, and the mechanisms for land rights services in accordance with applicable Standard Operating Procedures (SOPs). In addition, this internship program provided valuable practical experience in carrying out administrative tasks professionally, ranging from sorting Deeds of Sale (AJB) and Mortgage Rights (Roya Hak Tanggungan) files, recording them in the DL208 numbering form, entering Electronic Parcel Identification Number (NIBEL) data, to systematically organizing physical documents into archival albums.

The level of engagement between internal staff and interns throughout this internship program was also very strong and synergistic. Staff in the Registration and Rights Determination Division actively participated in every stage of coordination, collaborated effectively to expedite the resolution of document backlogs following the PTSL program, and demonstrated a high sense of responsibility in maintaining the accuracy of the newly established digital database. This active involvement by both parties has proven successful in improving the efficiency and effectiveness of administrative work within the work units where the internship program was carried out.

Overall, this internship program provides tangible benefits not only to the interns by allowing them to apply their theoretical knowledge in the field, but also to the Pandeglang Regency Land Office as a partner agency. The structured organization of documents and the computerization of data using Microsoft Excel have proven effective in reducing the backlog of files, supporting the reliability of long-term document management, and shortening data retrieval time all of which ultimately contribute directly to improving the quality, speed, and standard of public services provided to the community.

Table 1. Perbandingan Kompetensi Peserta Sebelum dan Setelah Program

Indicator	Before Program	After Program	Change
Understanding of document	sufficient	Good	Improving
Practical skills	limited	good	Increasing
Participation level	moderate	active	Increasing
Confidence in service delivery	fair	High	Increasing

The results of this internship program show that document organization activities make a positive contribution to enhancing knowledge, skills, and practical experience in the field of land administration as well as the quality of public service. The direct involvement of interns alongside staff in daily work activities in the Registration and Rights Determination Division of the Pandeglang Regency Land Office facilitated effective information exchange, enabling the application of records management theory to real-world workplace practices.

This improvement in work efficiency and staff competence was influenced by several key factors, including intensive guidance from field supervisors, the active involvement of staff in every stage of the organization process, and the opportunity to be directly involved in restructuring archival business processes. This practice-based learning approach, or “learning by doing,” provides a far more effective experience than theoretical understanding alone. Through this method, work systems can be developed in a tangible way, both in terms of technical data computerization skills and collaborative abilities within a professional work environment.

From an institutional perspective, this internship program has provided immense benefits to the Pandeglang Regency Land Office by offering tangible assistance in clearing backlogs of administrative tasks, organizing post-PTSL files, and optimizing document management. As a result, work efficiency in the service units has increased significantly. The collaboration between the higher education sector and the Pandeglang Regency Land Office is a form of synergy that not only supports the improvement of human resource quality but also promotes the creation of public services that are more transparent, efficient, and accountable.

Nevertheless, several challenges arose during the implementation of this internship program, such as the time required to adapt to the complex land document classification system and the extremely high volume of accumulated Deeds of Sale (AJB) and Roya documents in the archives. These challenges were successfully overcome through intensive coordination with the Subsection Head, effective two-way communication, and consistent on-the-job mentoring throughout the program.

Overall, the program’s results demonstrate that the success of this internship was supported by the high relevance of the digital records management program to the agency’s actual needs, active participation from all target staff, full support from the Pandeglang Regency Land Office, and the provision of ongoing mentoring. This program not only succeeded in organizing physical documents and computerizing Electronic Land Parcel Identification Number (NIBEL) data but also made a tangible contribution to improving the effectiveness of records management to deliver excellent service to the people of Pandeglang Regency.

4. CONCLUSION

Based on the results of the internship program in the Registration and Rights Determination Division of the Pandeglang Regency Land Office, it can be concluded that land document management conducted in an orderly and systematic manner, supported by computerized administration, can improve the effectiveness of document management and support the enhancement of land service quality. Activities such as DI.208 numbering, entering the Electronic Parcel Identification Number (NIBEL), data entry using Microsoft Excel, and organizing archival albums have proven to facilitate the document retrieval process, improve data accuracy, and reduce the risk of loss or damage to records. These

findings align with the study “ , which states that digital records management can improve the efficiency of records management and accelerate land administration services, as well as the study “ , which explains that the implementation of digital records management is a key factor in achieving effective, transparent, and accountable governance. Therefore, strengthening the digital-based records management system, improving human resource competencies, and implementing sustainable records management standards must continue to be carried out to support the transformation of land services toward a modern model focused on public satisfaction

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