

# STUDY TANGIBLES ASPECTS OF THE QUALITY CERTIFICATE OF LAND TITLE LAND DISTRICT OFFICE AND KEEROM REGENCY JAYAPURA PAPUA

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**Abstract :** *The purpose of this study was to clarify the application of the dimensions of quality of public services based on the concept Parasuraman, Zeithamal, Berry in the ministry of land certificates in accordance with the standard of care required in the District Land Office Jayapura and Keerom. This study used a qualitative approach that is comparative by using the procedure of collecting data through observation, documentation studies and in-depth interviews (depth interview). The technical analysis of the data used is through the procedure of data reduction, data presentation, and conclusions. The results showed that the dimension Tangibles (physical evidence) Jayapura District Land Office in providing services to the public land certificates based on the dimensions of the physical evidence supporting facilities as required in the standard of service and administration of land in accordance with the Regulation of the National Land Agency Number 1 Year 2010, has been implemented but not yet fully implemented well, as expected. ,*

*Keywords: quality, public services*

## 1.INTRODUCTION

The provision of quality service to the public is one of the obligations that must be done by each organizing country. It can be said that the success of the government in providing public services to the community is the success of governance. So that the provision of quality public services to the demands that must be met by the government.

As we know that the image of government service at present is still considered not satisfy the community. Various complaints against service delivery continues to color the public service. Reluctant and negative images in the service process to be faced, still continues to be perceived by the public when they have to deal with government agencies in a particular ministry affairs so for those who have money, prefers to use a service bureau to settle his affairs. (Institute of Public Administration, Public Service Quality Improvement Strategy, 2006: 1-2).

For the improvement of services that satisfy the community has become imperative for the government to provide and deliver quality service to the community. It is one of the main tasks of government is to provide services (service delivery) besides the construction (development) and empowerment (empowerment) (Rashid 1997: 71),

Public service until recently known as the bureaucratic character and a lot of complaints from the public clientele, partly because they do not consider the interests of the user community. This is because the paradigm used the managers of public services tends to be more directive that only pay attention / priority to the interests of the leadership of any organization. Users society as such does not have any ability to be creative, like it or not, like it or not, they should be subject to the organizer. Supposedly, the public services that are managed with supportive paradigm which is more focused on the interests of the community, service managers must be able to be a servant-conscious to serve and not be served.

Public Service become increasingly strategic policy issue because the implications are broad among others, include the economic, political, social, cultural and others. In economic life, and deteriorating public services often become the dominant variable influencing the decline in investment that results in termination of employment. With the improvement of public services will be able to improve the investment climate of the nation's very necessary to get out of the prolonged economic crisis. In political life, improvement of public services is also very important implications, especially in improving the level of confidence in the government. Poor public services have become one of the important variables that drive the emergence of the crisis of confidence to the government.

Meanwhile, in the social and cultural life, poor public service resulted in disruption of community psychology, as indicated by reduced sense of mutual respect among communities, the emergence of mutual suspicion, increasing exclusivism excessive nature, which eventually led to the government's indifference to the public good and for others.

Public services selected as the prime mover in encouraging changes in governance practices for the realization of the values which have characterized the practice of good governance in the public service could be more obvious and easy. Values such as efficiency, transparency, accountability, and participation can be interpreted relatively easily in public service delivery. Develop a sound public service system of good governance can be made relatively easier than institutionalize these values in all aspects of government activities. Because public officials, elements in civil society, and businesses alike have an interest in the improvement of public service performance. (Dwiyanto, 2008: 3).

In line with the development of the state government management, and in an effort to realize the excellent service and quality, the paradigm of public service on customer satisfaction (customer-driven government) having the following characteristics evolve with the focus-oriented management:

1. More focus on the regulatory function, through a variety of policies that facilitate later development conditions conducive for community service activities;
2. More focus on community empowerment, so that the public, have a high sense of the service facilities that have been built together;
3. Implement the system of competition in the provision of certain public services, so that people obtain a quality service;
4. Focus on the achievement of the vision, mission, objectives, and goals oriented towards results (outcomes) corresponding to the input used;
5. More prioritize what is desired by the community;
6. In certain cases, the government also acts to obtain the opinion of the services performed;
7. More emphasis anticipation of service issues;
8. More priority to decentralization in service delivery;
9. Apply a market system of providing services. (Larasati Endang, 2007: 36-37)

Thus the power and authority of the government comes from the people, so advanced or resignation, the strength or weakness of a government determined by the people. Because of this reason, the importance of popular support, the government should strive to provide a good service to them.

In connection with this, the government should always be people-oriented, by applying the concept of service-minded community (community-based service). In order to realize the welfare of the community in accordance with the demands of the reform, the government that embraces modern democracy is a government that is trying to satisfy and improve the public service. The principal task of modern government by Rashid (in LAN, 2000: 11) is essentially a service to the community, in other words not held to serve themselves but serve the community and develop conditions that allow every member of the community to develop the ability and creativity to achieve a common goal.

The government's ability to achieve a common goal depends on the quality of governance in the interaction with the community so that people can adjust its economic, institutional and political resources for development. Embodiment of good governance, solid and responsible and capable of interacting with the community to be able to regulate the economic, institutional and political resources for development can be achieved through the concept of good governance.

The values in the understanding as well as the characteristics of good governance are universal values and in accordance with the demands of reform and development goals in Indonesia, namely the welfare of all people. The impact of the reform when viewed in terms of political and state structure is a paradigm shift and a system of government patterned centralized to decentralized. Changes in the system of government be decentralize now is a manifestation of democracy at the local level (the area) because the central government can not claim to be the sole source of power in the fulfillment of services to the community through development.

Changes in service culture, the mindset of officials who seem arrogant and as the holder of power, rulers who would not turn to smile as a waiter. Changing the indifferent became friendly practices to be taught although difficult. Similarly, talking to people to find out their wishes. Ongoing democratization process provides a valuable lesson for the bureaucracy on the one hand, and citizens (citizens) on the other. The extent of government intervention in the sector of public life making increasingly complex bureaucratic services. High cost of public activity, mainly in the sectors of economic activity. This is due to the complexity of the bureaucracy, too many steps to go through when dealing with any government institution.

For that in the improvement of bureaucracy, policy and public services including public participation is required. Various problems mentioned above can be avoided as early as possible is slowly recovering public trust in government as a public servant. The paradigm of public service reform should be selected and the government, by rethinking and redefining the role of government in accordance with its context, the role of markets and greater community in the formulation and implementation of public policy.

Regulatory functions must be implemented effectively established with absolute bureaucracy. Regulations are needed to regulate the presence and service procedures. Clear and transparent procedures are important not only for the bureaucracy, but for the community as users of services of bureaucracy. One of the key of a quality management policy is the high intensity of public participation. Because the validity / legitimacy of any public policy of the government is located there. Dialogue with the public is the truth of a policy and a major means for policy is ready for use. Participation evolve in line with changes to the political structure of the democratic system. Where the democratic system that is wide enough to give space for the community to actively participate in the implementation of the country so that civil society can be realized. The concept of participation in decision-making can be explained that, participation (participation) shows a process between two or more parties (individuals or groups) who influence one another in making plans, policies and decisions. That decision is something that will take effect at a later date for the decision makers, the target group and often for the environment.

Efforts to improve the quality of public services the government has done a lot, both from the aspect settings or refinement of policy, policy implementation, as well as from the aspect of increasing the professionalism of the human resources (HR) of his, but so far it seems the policies mentioned above have not been fully able to overcome various problems service. The focus of the service is not yet fully to customers, so brokering practices are still rampant, discrimination and paternalistic culture still tightly coloring services, the lack of consumer protection is weak, the apparatus tend to position themselves as the person to be served rather than providing services, and other issues -Problem , It required many efforts in service management that aims to strengthen the various policies that have been issued by the government at the top so that the quality of public services could be upgraded soon.

Referring to the concept of the New Public Service, the underlying factors that need to be considered in the provision of services is a public service performed by government is not to serve the customers, but the service is carried out to serve the public (citizen). In this case, one of the services provided by the public bureaucratic apparatus is land certification services. The right to own land is one of the rights of human beings. Soil plays an important role in human life, as such as the soil can be used as an asset or an asset for the future. A major function of the soil in human life is as a place to live and preserve their lives. Indonesia is a country that has a large population and dense. As a developing country with a population large enough then the population problems often afflict people of Indonesia, especially relating to land. There are still many complaints people continue to color the provision of services in the land sector. Reluctant and negative images are still felt by the public if it has to deal with the Land Office.

People still think that the services in the land sector is still too difficult and convoluted in the procedure, the length of processing time and costs are high. The reason could be due to the land office services are less than optimal. This points to the need for public demands transparency in the implementation of tasks, simple payment procedure, the certainty of the time and cost to be paid by the people in the settlement of the affairs of their land rights, as well as various facilities in the service and protection of the rights and interests of the community.

Based on observations conducted at the National Land Agency Jayapura District as the principal district and autonomous regions such as Keerom and Sarmi, published by some local newspapers or the media obtained information that the uncertainty of the time and expense often people complain. As stated by one resident named Angela flassy one reporter who reported the matter to Ombusman Republic of Indonesia (ORI) of Papua Province complained about his land certificate. I've been waiting three years but long in the measurement. (Tabloid jubi.com). In fact there are people who wait for 9 years taking care of a certificate but not yet finalized.

Besides the delay also found several fake certificates. This was conveyed by Head of the National Defense Agency (BPN) of the Republic of Indonesia Hendarman Supandji through the Head of BPN Regional Office of Papua Province Niko Wanenda. He explained again, until September 2013 has been completed as many as 2,383 cases of land. But there are land disputes as many as 2,335 cases, resulting in up to September 2013 are the remaining 2,857 cases.

Besides, when the author visited the representatives of the Ombudsman of the Republic of Indonesia province of Papua, which is based in Jayapura to get the data and information that is relevant to this study, there was information about the land issues are reported or brought public in the period from 2013 to July 2015, as many as 24 (twenty-four) cases. The twenty-four such cases have a variety of problems that can be identified as a violation of "mal administration". The forms of the offense as described above, we can identify the first is:

- a. Protracted delay the issuance of certificates of land as many as 15 (fifteen) cases.
- b. Abuse of authority by 9 cases.**

Especially for the District Jayapura and Keerom including the last two categories. Keerom allegedly delay the process of issuing land certificates protracted and abuse of authority against the demand for money and goods. As for the alleged Jayapura regency not given adequate services related to the loss of land titles to residents created the new. The above condition is a limited number of new citizens who understand and report their cases to the Representative of the Ombudsman, because most of the people we feel reluctant to deal with the consideration takes time, costs, and energy and thoughts, so that they sometimes just resigned or follow established procedures.

This phenomenon is also evident in the implementation of services in the District Land Office Jayapura and Keerom which among other things is also about service procedures, where ease stages of service provided to the community in terms of the simplicity of the service flow is less simple. Likewise, the speed of service, as well as the target service time could not be completed within the time specified by the District Land Office Jayapura and Keerom.

This can be seen in the implementation of the existing services in both the office was hard to keep as well as the number of procedures that many so either the executive services and service users is difficult to understand, and also what often happens is the lack of awareness, understanding and participation in conditions that must be fulfilled in service delivery. Likewise, Human Resources does not fully mastered the procedures of existing services and are aware of how to provide good service.

In order to meet the demands of the community to provide good service and timely, government officials in the District Land Office Jayapura and Keerom District Land Office need to improve their knowledge and skills so that they can master the duties with full sense of responsibility. With the development of information and communication technology and the progress of science and technology that require the services of a computer to master, because all service applications using a computer. While the availability of human resources can be said to be inadequate because of their level of computer literacy is still low. In addition to those mentioned above, facilities and infrastructure owned by a public organization is important in supporting the provision of services to the community. With the conditions that existed at the District Land Office Jayapura and Keerom as described above, satisfactory service to the public will be difficult to overcome without involving the community, employee empowerment and the fulfillment of the existing facilities and infrastructure. In connection with the things that have been presented the above as well as to see the phenomenon appears or problems that arise in the District Land Office Jayapura and Keerom motivate authors to conduct research to raise the issue of title Study Tangibles Aspects Of The Quality Certificate Of Land Title Land District Office And Keerom Regency Jayapura Papua

## RESEARCH PURPOSES

To find out if there are differences and similarities of the service quality aspect of tangibles (physical evidence) between the District Land Office Jayapura Keerom District Land Office.

## BENEFITS OF RESEARCH

The benefit or usefulness of this research

Practical Implications. Through this research may provide practical implications, especially in the quality of service of the process to obtain the certificate of land private property rights, and as an establishment of policies that need to be taken and measures that need to be done by both the District Land Office in Jayapura and the District Land Office Keerom in an effort to give land certificates best service to the public or the residents who live in both the Regency area within their standard of care and administration of land.

## 2. RESEARCH METHODS

This study uses a qualitative approach by conducting observations and in-depth interviews to find out directly and compare the public service performed by the Office of the National Land and Keerom district Jayapura district. This study is a comparative namely Jayapura district initially as principal district and Keerom as a fraction of the principal district of Jayapura. So that the location this research covers two distinct areas namely at the District Land Office Jayapura and Keerom District Land Office in Papua province. Techniques of Data Collection In this study, data collection techniques were used namely Documentation, Depth Interviews (in-depth interview, Triangulation Data Analysis Techniques: Data analysis in qualitative research conducted since before entering the field, while in the field, and after its completion in the field.

## 3. RESULTS AND DISCUSSION

### 1. Tangibles (Physical Evidence)

This indicator which includes physical facilities, equipment, personnel and means of communication and so on. Which when linked with the standard of service and administration of land based Perkaban 1. In 2010, is concerned with facilities and infrastructure owned by the District Land Office Jayapura and Keerom District Land Office. These facilities shall include:

- a. Counters Standardization Services (located at the front, is known to the public, no information counter, administration, complaints and either separate or combined financial).
- b. Standardize the design and layout of the room service (equipped with: table service counter, waiting room, a table for filling blangka and form, user information panels / digital which contains: a flow chart of services, requirements, costs and timeframes)
- c. Standardization of service equipment. (Equipment technology / computerization, archival storage, security equipment, fire extinguishers and a complaints box).

### A. Jayapura District

Quality of service in Jayapura District Land Office will instantly feel good when direct evidence is concerned, since it is also associated with the first assessment of the community towards facilities and infrastructure owned by the District Land Office Jayapura. Means and infrastructure here is related to the building and all the amenities belongs to help support the service process of land titles in the land Office. People who will come to take care of his land certificate will be directly confronted with the assessment of existing facilities, the alertness of officers who serve well as the cleanliness and comfort of the office. Convenience of the public will immediately feel and it is necessary for the arrangement of the reception area better. In addition it should also be noted is the arrangement or provision of information boards / brochures / leaflets on display to be viewed by the public and also to assist and facilitate the community in the management of their land certificate process.

From the observation and secondary data the authors obtained at the District Land Office administration Jayapura, can be known about the facilities and infrastructure used in support of land certificate service process is as follows:

**Tabel.1. Utilization Facilities Jayapura District Land Office Building**

No	1st floor	
	Utilization	Luas (M <sup>2</sup> )
1.	Loket Services	36
2.	Head of Office Space	36
3.	Section Head Space Measurement Survey and Mapping	21
4.	Space the regulation and Land Planning.....	12
5.	FIELD space Control and Empowerment	12
6.	FIELD space Conflict Dispute Case	12
7.	Space Land Rights and Land Registration	12
8.	Head space. TU	12

9.	space Finance	24
10.	toilet man	3
11.	toilet women	3
12.	Employee Work Space	129

Source: The Land TU.Kantor Kab Jayapura

In table 1, as shown above is the use of a means of building Office in Jayapura District Land Office, in addition to the Jayapura District Land Office also has other supporting infrastructure such as the following information:

**Table. 2. Utilization of supporting infrastructure Jayapura District Land Office**

No	Utilization	Information
1.	Archives building	200 Size (M <sup>2</sup> )
2.	Computers and the Internet	Available
3.	server	1 unit
4.	Electrical power	1.700 VA
5.	Generator	1 unit

Source: The Tu District. Jayapura

Then, to discover whether the indicators of infrastructure and facilities that have been described above have been provided or fulfilled by the office of the District Land Jayapura, the following authors propose several research questions and also the opinion expressed as follows: According to Mr. / Ms, in providing services to the public, whether office / institution where the work has been noticed Mr. and comply with the provisions concerning facilities and infrastructure, which involves: standardization counters, standardize the design and layout of the room service, as well as standardization of equipment services, please explanation (interview questions).

Here is the opinion or explanation of one informant or apparatus initials (ID) of the following: "Standards counters: in general service infrastructure to meet the standard of service. Layout information counter, the administration and the complaint is in the front and easily recognized as well as to finance placed separately. Special to standardize the design and layout of the room service: service counter has been designed and the layout of the room good service and lounge facilities. While servicing equipment Standards: For computerized technology equipment is adequate to perform the service. archive storage in general have done well (news, books kept separately ground). (Interview Date 08/08/2014). When the author tries to explore further related to the use of the facilities available and utilized, information obtained from the same informant (ID) which tells the following statement:

"But need to be managed better, especially in terms of order in storage or in use there should be a special officer, which controls the entry and exit of the use of archives and the creation of orderly administration. Concerning safety equipment such as fire extinguishers is not adequate, necessitating special attention on this case for example to hold the procurement of fire extinguishers or procurement of storage archives (scrip land book) flame resistant (more safety) for the state of preventive. (Interview dated 8 / 8/2014).

Similar feelings were expressed by one informant initials (M: S) The following is his statement: "Regarding standardization counters: I think it is appropriate, the counter is in the front and easily recognized, and then for the administration and complaints there are special officers who prepared and separate financial section. To standardize the design and layout of the room service: It, it is appropriate standardization and the design and layout of a room full service. Then there is also the service equipment Standardization of equipment or computerized technology is adequate, sufficient archival storage (space warkah and TV archives, land book, separately), as well as fire extinguishers we do not have "(interview dated 24/08/14).

Furthermore, the above information was confirmed by one of the informants initials (B.A) which gives the following statement:

"I think standardization counters: Visible Jayapura District Land Office has standardized counters well and the layout of the space and equipment, too." (Interview dated 03/09/14).

From some of the information that the authors obtained on several key informants as has been presented above, it appears that the District Land Office Jayapura began to realize how important to organize and customize the standardization of facilities and infrastructure that they have to at least provide the best service for citizens or people who take care of their land certificates. Standardize the service counter, room layout design services, and equipment service authors observe little by little have been met. although the service counter and other counters are in one room separated by one table to another table, but at least it had already indicated that this office has begun to organize and follow existing standards. Although the office space was cramped but their employees have set the flow counter based on the sequence of a table to another table, and it is understandable because they adjust to the cramped office conditions.

But precisely the opposite different opinion stated by one informant initials (I.D), who expressed his opinion like this:

"To counter the standardization of facilities and infrastructure is still inadequate also involves the standardization of the design and layout of the room service is not maximized because the room is still very narrow as well as with standardization of equipment is still inadequate" (Interview date 06/09/14) When the writer is trying to dig up more information on the above explanation emphasized the same thing again by one of our informants initials (MS) who served as Section Head of Conflict and Dispute Case, who expressed their opinions to the author as he advised not to mention his name.

"Standardization service counter: That the existing infrastructure in Jayapura district land office, there has been inadequate, and still far from the expected community, inadequate as a public service office. Besides cramped office (as you see yourself) may also have an office can be made to counter plots criss community service for office situation is inadequate." (Interview dated 23/09/14).

Regarding the standardization of the design and layout of the room service, further confirmed again by a key informant (M: S) said:

"Yes, I think for Standardization of the design and layout of the room service: Jayapura District Land Office is not adequate to serve as a public service office, because the infrastructure is still very limited in the office setting and supporting tools have not all available. Then also involves a flow chart of service, terms of cost or time period. It also can not we do the maximum, given the condition of the room, and our infrastructure is still very limited, standardization of service equipment: relating to standardization of equipment / computer technology has been relatively adequate, including the operators who run these activities have been somewhat tolerable met. Related to archive storage, security equipment and fire extinguishing complaint box should we say everything is still very poor and no reply yet available (interview dated 09/23/14).

In general, equipment and infrastructure is a process tool supporting the success of the efforts made in the public service, because if these two things are not available then all activities that do not will be able to achieve the expected results in accordance with the plan.

Moenir (1992: 119) argues that the means are all the tools, equipment and facilities that serve as a major tool / helpers in the execution of the work, and also to the interests that are related to the organization of work. Understanding proposed by Moenir, clearly gave directions that infrastructure is a set of tools used in a process of either of these tools is an auxiliary equipment as well as major appliances, both of which serve to realize the objectives to be achieved.

Based on the above understanding, the infrastructure basically has the following main functions:

- a. Accelerate the process of implementation of the work so as to save time.
- b. Increase productivity of both goods and services.
- c. The work of higher quality and guaranteed.
- d. Make it easier / simpler in motion the users / actors.
- e. The accuracy of the composition of labor stability is more assured.
- f. Cause a sense of comfort for those who are interested.
- g. Creates a feeling of satisfaction to people who use them interested

Furthermore, the authors tried to confront the same questions to the community or residents of Jayapura District in connection with the maintenance service process of land titles that they see or encounter from their own experiences related to facilities and infrastructure facilities as a support in the service process land titles.

The following can be traced from the various opinions or statements: What do you think Mr. / Ms, in providing services to Br, whether the District Land Office Jayapura, it has been noticed and comply with the provisions concerning facilities and infrastructure, which involves: standardization counters, standardize the design and layout of the room service, as well as standardization of equipment services, please explanation. (Author interview questions).

Furthermore, it can be traced series of answers or statements submitted by the public or the residents of Jayapura District, with respect to infrastructure, the following is an excerpt of their statement: One informant author initials (H.M), private employment is located at Dunlop Hawai Sentani, said the following opinion. "In my opinion Standards counters: If it's already good infrastructure and already facilitate the public in accessing information to get information back from the land. Then for Standardization of the design and layout of the room service I think is also available and meet the national standards, while for Standardization service equipment: For a computer available and technology (internet), archive storage has not been arranged neatly with a computer, but still recorded manually, the other not yet available". (Interview date 10/03/14).

Next was also by one informant author initials (M.C) Private jobs at Jl. Yowanibi Doyo Baru, Waibu Sentani, remarks were the following:

"He, I suppose to standardize the service counter: To counter the service was appropriate, and the rooms apart, but booth ministry rarely visited because it is more practical and fast straight into the land department. As for the Standardization of the design and layout of the room service: For the layout of the room service is already available, but for the cost of maintenance and the time period does not exist. Because of the cost and the time frame given incorrect or frequently misses the promise given. And to standardize service equipment: For computerized equipment and archival storage is already available, while the safety equipment and a complaints box does not exist." (Interview dated 12/10/14).

A similar statement was also delivered by one of the authors initials (R.B) private jobs addressable Gang Melati II 97 Waena, said the following:

"For the standard counter service has been good, easy to see, it is not hard to make the process in counter and hours of service are already standard PNS / ASN, design and layout are already standards and have been well ordered, an employee or

officer is also there and ready to serve, and to standardize service equipment: Standardization of equipment is already available at a good while for the suggestion or complaint box is not visible ". (Interview dated 19/10/14).

Then affirmed again by an informant author initials (J.T), a retired civil servant, is located at Yahim Sentani, delivered the following statement:

"Standardization counters: I think it's gone quite well, looks is located in front of the entrance and then standardize the design and layout of the room service seems all there, from table to table that is open and can be seen there is nothing hidden, while for equipment seems but not all such as fire extinguishers, and a suggestion box or complaint ".

Based on the information or statements from informants delivered by personnel office of the District Land Jayapura and the people who served in the process to obtain the service certificate of the land, it can be concluded that the dimension of tangibles (physical evidence) about the facilities and infrastructure are not fully provide hope in accordance with the standards service required.

This is in line with the opinion of Moenir (1992: 119) who argued that the means are all the tools, equipment and facilities that serve as a major tool / helpers in the execution of the work, and also to the interests that are related to the organization of work. Understanding proposed by Moenir, clearly gave directions that infrastructure is a set of tools used in a process of either of these tools is an auxiliary equipment as well as major appliances, both of which serve to realize the objectives to be achieved.

**B. Keerom District**

This indicator is direct evidence in this case is the ability of physical infrastructure of an organization or company to the surrounding environment as one proof of the Services Provided By The Service Provider. Likewise With Keerom District Land Office, In Terms Of Providing Services Can Not Be Separated From The Reference That Has Been Set Up For Standardization Of Services Required By PERKABAN (Rule Head Bpn Ri). Year 2010 on the standard of service and administration of land that is applied nationally.

From the observation and secondary data the authors obtained at the Administration Keerom District Land Office regarding facilities and infrastructure used in support of land certificate service process is as follows:

**Table 3. Utilization Facilities Keerom District Land Office Building**

No	1st floor	
	Utilization	Size (M <sup>2</sup> )
1.	Loket Services	36
2.	Head of Office Space	36
3.	Section Head Space Measurement Survey and Mapping	12
4.	FIELD room Setting and Planning Land	12
5.	Space Control Section and Empowerment	12
6.	Sexy Space Conflict Dispute Case	12
7.	Space Land Rights and Land Registration	12
8.	Head space. TU	12
9.	space Finance	12
10	Employee Work Space	132
11	Public toilet	3

Source: The TU Keerom 2015

Means of buildings owned by the District Land Office Keerom, as has been described above also has a building design and the same picture, it is also because it involves structurer same organization and applied nationally. In table 4.13. as shown above is the utilization of facilities Office buildings Keerom District Land Office, in addition to have the infrastructure to support the following:

**Tabel.4 Utilization of Building Infrastructure support**

No	Utilization	Information
1.	space Archive	available
2.	Computers and the Internet	disturbance signals
3.	server	1 unit
4.	Electrical power	1.700 VA

5.	Generator	1 unit
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Source: The TU Keerom District 2015

Then, to discover whether the indicators of infrastructure and facilities that have been described above have been provided or met by Keerom District Land Office, the following authors propose several research questions and also the opinion expressed as follows:

"According to Mr. / Ms, in terms of providing the service certificate of the land to the community, whether offices / agencies have been paying attention and fulfill the provisions regarding infrastructure, which involves: standardization counters, standardize the design and layout of the room service, and equipment standardization of service? beg explanation. ( interview questions).

Here is the opinion or explanation of one of the key informants who are also officers in Keerom District Land Office initials (P.W). Kasi Measurement Survey and Mapping said the following statement: "To standardize the service counter: counter of the service has not been made, up to now there is no budget of BPN Centre for the procurement for the counter question. Then the design and layout of the room service: Up to now there is no service counter, and a lounge area and a table for filling the form is blank and there, including user information panel / digital not done there. While the standardization of equipment services: Technology / computerization, and archival storage have also been there. For applications (Computerized service activities), but this new CTF run in 2015 ". (Interview dated 04/11/14)

Similar feelings were expressed by other informants initials (H.M), the following is his statement: "Standardization counters: Counter service yet because there is no budget of BPN Centre for procurement of facilities and infrastructure. Likewise, the standardization of the design and layout of the room service: no, for our equipment has also been put on computerized systems and archival storage as well, while supplies last security outs "(Interview dated 11/07/14)

Likewise with another informant initials (MS) said the same thing anyway: "Standardization counters: For facilities and infrastructure can not say one hundred percent can be and has been done. Likewise, the design and layout of the rooms have not been fully met. For our equipment has also been using a computer, while archiving is done manually "interview dated 10/11/14)

While the other informant initials (H.M), precisely to give a statement to the contrary. "Standardization counters: Counter service has been provided and its location clearly visible, easy to find and service processes smoothly. Instead the design and layout of the room service is good enough for the equipment while I think we also have to use the computer as well as the archives is done manually "(Interview dated 14/11/14).

Then the author tries to confront the same question to the community or Keerom in connection with the service process management of land certificates from experience that they see or face associated with infrastructure facilities and infrastructure as a support service of the maintenance of the land certificate. Furthermore, it can be traced from the various opinions or statements:

"What do you think Mr. / Ms, in providing services to Br, whether the Land Office Keerom District, it has been noticed and comply with the provisions concerning facilities and infrastructure, which involves: standardization counters, standardize the design and layout of the room service, and equipment standardization of services, beg explanation. (Author interview questions).

One informant author initials (p.m) provide a statement with respect to infrastructure Keerom District land office, the following statement:

"In my opinion to standardize the service counter in case they serve their own follow established procedures as well as the design and layout of the room service according to my own standards, for the equipment services already exist in the office except the suggestion box or complaint has been no" (interviews dated 11/17/14). An informant more initials (B.S), express an opinion with respect to infrastructure Keerom District land office, such as the following statement:

"Standardization counters: He, infrastructure is good enough for all the lies neatly in accordance with those rules, from the information counter at the front, the administration, complaints, and also finances separate. To standardize the design and layout of the room service: He was, it appears there are also tables, counters, waiting rooms are in the office. Then the equipment standardization of service: He, I see the office also contained items such as computer technology, archive storage, while there has been no fire extinguishers and complaint box, as well as the flow chart. (Interview dated 11/25/14).

Then confirmed again by an informant initials (JE.) To give a statement as follows: "Standardization counters: Counters seems pretty there in the front, and I think good. Administration room, a complaint, a separate financial to standardize the design and layout of the room service: Yes, well because when I take care of the land certificate I saw all asked my recollection is there, as well as the standardization of equipment servicing: Yes, all the equipment was available in the office except a suggestion box or complaint seems yet. (Interview dated 28/11/14)..

#### 4. CONCLUSION

Dimensions Tangibles (physical evidence) Jayapura District Land Office in providing services to the public land certificates based on the dimensions of physical evidence that facilities and infrastructure as required have been implemented but not yet fully implemented well, as expected.

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