

ABSTRACT

With the rapid development of information technology, the government of the Republic of Indonesia issued Ministerial Regulation ATR/Ka BPN No. 1 of 2021 on Electronic Certificates and Government Regulation No. 18 of 2021 on Management Rights, Land Rights, Apartment Units, and Land Registration. Electronic land registration is a necessity to increase productivity and efficiency in the Indonesian land registration system. This regulation transitions the land registration system from a paper-based process to an electronic one.

This study aims to identify the determining factors for the success of the electronic land certificate program at the Ministry of ATR/BPN. Additionally, it seeks to provide recommendations for the Ministry of ATR/BPN in implementing the electronic land certificate program.

This study uses a qualitative approach with in-depth interviews with three informants from the Ministry of ATR/BPN, two informants who are employees at the Land Office with the best electronic services, and two informants who are employees at the Land Office with the lowest electronic services. The analysis is conducted by linking the interview results with relevant literature and collecting secondary data.

The digital transformation in the ATR/BPN Ministry has been successfully supported by four key factors, including technology as an enabler, effective leadership, human resource development, and adequate regulatory and budgetary support. The implementation of technology enables service acceleration, enhances transparency, and reduces the risk of physical data loss. Committed leadership has also accelerated the implementation of the electronic land certificate program, while human resource readiness plays a crucial role in facing digitalization challenges.

This research provides a significant contribution to the literature on digital transformation in the public sector, especially in developing countries, by highlighting the roles of visionary leadership, human resource readiness, and technology in improving the efficiency and transparency of public services. As a recommendation, the ATR/BPN Ministry is advised to strengthen its technological infrastructure, regularly enhance human resource training programs, update regulations to be more adaptive to technological advancements, and intensify public outreach and education to improve public understanding and acceptance of the electronic land certificate program.

Keywords: Digital transformation, digital transformation factors, electronic land certificate