

Mentoring Education Administration Land through Activity Internship in the Field Settlement Land Office Dispute Regency Pasuruan

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Abstract

Problem administration land Still be one of reason main emergence dispute land in Indonesia. The low literacy public about procedure registration land. land data maintenance, and mechanism settlement dispute cause increasing potential conflicts that result in uncertainty law. Community service program to public This aim increase understanding public about administration land through mentoring educational activities carried out by student internship in the field Settlement Land Office Dispute Regency Pasuruan Activities implemented use approach Participatory Learning and Service (PLS) which integrates observation service assistance consultation. education law land as well as reflection learning. Target activity covering community consultation about dispute land, applicant service land, as well as student participant internship. Activity results show improvement understanding public to procedure administration land, mechanism settlement disputes, and the importance of completeness document ownership. Share students, activities give experience Study contextual about implementation service public and settlement dispute land. Collaboration between college height and Land Office proven become an effective learning model in increase literacy law land at a time support improvement quality service public.

1. Introduction

Land is a strategic resource that possesses economic, social, cultural, and legal dimensions. Legal certainty regarding land rights is one of the key factors in creating a favourable investment climate, ensuring the protection of community rights, and reducing the potential for agrarian conflicts (Widyanti et al., 2024). Therefore, orderly and accountable land administration is essential for establishing effective land governance. The Government of Indonesia, through the Ministry of Agrarian Affairs and Spatial Planning/National Land Agency (ATR/BPN), has continuously undertaken reforms in land services, including service digitalisation, the implementation of electronic land certificates, accelerated land registration, and the strengthening of dispute resolution mechanisms. Nevertheless, land-related disputes remain a persistent issue in many regions of Indonesia. Low levels of land administration literacy, limited understanding of land registration procedures, and poor management of ownership documents frequently contribute to the emergence of land disputes (Prasetyo & Saefudin, 2023).

The success of these land service transformations depends not only on the readiness of systems and technology but also on the level of public legal literacy regarding land administration. In this context, educational and mentoring programs play a strategic role as preventive measures to enhance public awareness from the early stages of land ownership, management, and registration. Communities with adequate land administration literacy are more capable of fulfilling administrative requirements, understanding their rights and obligations, and utilising land services appropriately. According to various government reports, land disputes continue to be one of the dominant legal issues in Indonesia. Information released by the Ministry of ATR/BPN in 2025 indicates that, by the end of 2024, more than eleven thousand land disputes, hundreds of agrarian conflicts, and tens of thousands of land-related cases

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requiring administrative and legal resolution had been recorded. These figures demonstrate that preventive efforts through improving land administration literacy remain urgently needed.

In response to this situation, numerous community engagement initiatives have been implemented to improve public literacy regarding land law, including the promotion of the Sentuh Tanahku application, legal education on land ownership rights, and assistance in using digital land services (Putri & Hanoselina, 2025). These initiatives have shown that direct educational activities can significantly improve public understanding of land administration procedures while encouraging the utilisation of official services provided by ATR/BPN. However, most community service programs still rely on conventional public outreach approaches. There have been relatively few initiatives that integrate student internships as both a learning medium and a mechanism for providing land administration education to the community through direct involvement in the services of the Land Dispute Resolution Division. This collaborative model represents a novel approach because students not only gain practical experience but also act as educational facilitators who help improve community legal literacy under the supervision of Land Office officials.

Based on these circumstances, this community service program aims to enhance public land administration literacy through educational assistance activities implemented within an internship program at the Land Dispute Resolution Division of the Pasuruan Regency Land Office. In addition to improving public understanding of land administration, the program is intended to strengthen students' competencies in understanding public service governance and land dispute resolution mechanisms through direct practical experience. The Land Dispute Resolution Division of the Pasuruan Regency Land Office continues to face several challenges related to the low level of public land administration literacy. Many community members still lack adequate understanding of administrative procedures such as land registration, transfer of rights, and the fulfilment of documentary requirements. This often results in incomplete administrative records that may later trigger disputes. Furthermore, public understanding of dispute resolution mechanisms, whether through administrative procedures or litigation, remains limited, causing difficulties in determining appropriate legal remedies. Another issue is the under utilisation of digital land services provided by the Ministry of ATR/BPN. Limited knowledge regarding these services causes the public to remain heavily dependent on face-to-face consultations for obtaining basic information related to land administration. At the same time, the high demand for consultation services has not been adequately supported by simple, accessible, and easily understood educational materials. Therefore, an educational assistance program on land administration is needed to improve public understanding while simultaneously supporting the effectiveness of services within the Land Dispute Resolution Division of the Pasuruan Regency Land Office.

To address these issues, the community service program developed an educational mentoring model on land administration implemented through student internships within the Land Dispute Resolution Division of the Pasuruan Regency Land Office. The activities began with administrative consultation assistance, where students provided preliminary information to community members regarding document completeness, administrative requirements, and service procedures in accordance with applicable regulations under the supervision of Land Office personnel. Subsequently, the community received education regarding land service procedures, including land registration, transfer of rights, maintenance of land records, and dispute resolution mechanisms through both administrative and litigation pathways. To enhance the effectiveness of information delivery, educational materials were developed containing service procedures, administrative requirements, and basic land administration information in a simple and user-friendly format. The program also introduced the use of ATR/BPN digital land services as an alternative means of obtaining information and accessing services more quickly, conveniently, and efficiently (Dea & Arsin, 2021). In addition to benefiting the community, the program served as a contextual learning opportunity for students through direct observation of the land dispute handling process, from complaint submission to case resolution. Through this series of activities, it is expected that public land administration literacy will improve while simultaneously strengthening students' competencies in understanding public service practices in the land administration sector.

2. Method

The program employed the Participatory Learning and Service (PLS) approach, adapted from the principles of participatory and experiential learning proposed by Biggs and Tang (2011). The implementation consisted of several interconnected stages, beginning with the identification of community needs related to land administration and dispute resolution. This stage was followed by field observations of existing land dispute settlement services to understand the problems, procedures, and challenges encountered by the community. Based on the findings, the program provided assistance and consultation regarding land administration, as well as legal education on the procedures and mechanisms for resolving

land disputes. The community was also assisted in accessing and utilizing digital land administration services to improve the efficiency, accessibility, and transparency of public services. The final stage involved reflection and evaluation to assess the effectiveness of the activities, community participation, and the achievement of the program objectives. This method combined experiential learning for students with community empowerment through legal education, practical assistance, and increased public understanding of land dispute resolution procedures.

3. Result and Discussion

3.1 Initial Conditions of Community Land Administration Literacy

Land administration literacy is a fundamental prerequisite for ensuring legal certainty over land rights. Public understanding of land registration procedures, transfer of ownership, land data maintenance, and dispute resolution mechanisms plays a critical role in preventing the occurrence of land-related conflicts. Nevertheless, limited knowledge of land administration remains one of the primary factors contributing to land disputes in many parts of Indonesia. To address these challenges, the Ministry of Agrarian Affairs and Spatial Planning/National Land Agency (ATR/BPN) has introduced several initiatives, including the Complete Systematic Land Registration Program (Pendaftaran Tanah Sistematis Lengkap—PTSL), the digitalisation of land services, and the implementation of electronic land certificates. Despite these efforts, official data from ATR/BPN indicate that land disputes and agrarian conflicts remain relatively high, suggesting that improvements in administrative systems should be complemented by continuous public education. This situation has become increasingly significant due to rising demand for land resulting from population growth and regional development, as reported by Statistics Indonesia (BPS, 2025).

Observations conducted during the student internship at the Land Dispute Resolution Division of the Pasuruan Regency Land Office revealed that many members of the public seeking consultation still encountered various administrative challenges. These included incomplete ownership documents, the failure to process changes of ownership following inheritance or property transactions, and limited understanding of land dispute resolution procedures. In addition, many community members were not fully aware of the authority of the Land Office or the available mechanisms for resolving disputes through administrative and litigation processes.

These findings are consistent with previous community engagement studies demonstrating that land administration education and assistance in using land services significantly improve public understanding of document legality, administrative procedures, and the utilisation of ATR/BPN digital services (Prasetyo & Saefudin, 2023). Therefore, implementing educational mentoring through student internship programs represents a strategic approach to enhancing public legal literacy while supporting the delivery of more effective, transparent, and legally accountable land services.



Figure 1: Land Administration Activity

3.2 Implementation of the Educational Mentoring Program

The land administration educational mentoring program was implemented through student internships at the Land Dispute Resolution Division of the Pasuruan Regency Land Office using an experiential learning approach. The program began with an orientation covering the roles and responsibilities of the Land Dispute Resolution Division, land regulations, and both administrative and judicial mechanisms for dispute resolution. Students subsequently assisted public consultation services by providing preliminary information regarding administrative requirements, ownership documentation, procedures for transferring land rights, and complaint submission procedures within the jurisdiction of the Land Office.

In addition to supporting consultation services, students observed the handling of land dispute cases, including participation in court proceedings as part of their contextual learning experience. These practical experiences enabled students to educate community members about the importance of maintaining orderly land administration as a preventive measure against future disputes.

This mentoring model is consistent with the findings of Sari (2025), who reported that land administration education and consultation improve public understanding of administrative procedures. Similarly, Putri and Hanoselina (2025) found that assistance in utilising ATR/BPN digital services enhances public access to information while improving service efficiency. Consequently, collaboration between higher education institutions and the Land Office not only strengthens students' practical competencies but also contributes to improving community land administration literacy and the overall quality of public services.



Figure 2: Mentoring Activity

3.3 Improvement in Public Understanding of Land Administration

The implementation of the educational mentoring program resulted in improved public understanding of the importance of orderly land administration as a preventive strategy against land disputes. Through direct consultation and assistance, community members obtained clearer information regarding land registration procedures, transfer of ownership, administrative requirements, and dispute resolution mechanisms within the authority of the Land Office. The interactive nature of the program enabled participants to discuss specific problems they faced, making the information easier to understand and apply in practice.

Beyond increasing knowledge, the program also encouraged behavioural changes by raising public awareness of the importance of maintaining complete ownership documentation and updating land records promptly. Such awareness serves as an important preventive measure to minimise disputes arising from administrative errors or overlapping land ownership claims (Mochtar & Nugroho, 2026).

These findings are consistent with those reported by Utomo et al. (2025), who demonstrated that participatory legal education significantly increases public awareness of the importance of document legality and proper administrative practices. Likewise, Rizky and Pertiwi (2025) found that land administration assistance enhances public understanding of service procedures while strengthening public trust in the official services provided by ATR/BPN. Accordingly, land administration education

delivered through internship programs represents an effective preventive strategy for promoting legal certainty and improving the quality of land administration services.

3.4 Strengthening Student Competencies through Experiential Learning

The mentoring program provided students with valuable experiential learning opportunities that strengthened their competencies in land administration and land dispute resolution through direct field experience. Students participated in service observations, consultation assistance, document reviews, and observations of court proceedings, enabling them to integrate theoretical knowledge acquired in the classroom with practical experience in public service institutions. This experience not only enhanced their understanding of land regulations but also developed their communication skills, problem-solving abilities, and professional ethics in serving the public.

Through direct interaction with Land Office personnel and community members, students gained valuable insights into the importance of administrative accuracy, reliable land data management, and inter-agency coordination in resolving land disputes. Reflective learning throughout the internship also enabled students to recognise that effective dispute resolution depends not only on legal frameworks but also on the quality of administrative processes and public service delivery.

These findings support Kolb's (1984) experiential learning theory, which emphasises that learning through direct experience enhances reflective thinking and facilitates the application of knowledge in real-world contexts. Furthermore, Sari (2025) reported that student involvement in public service activities improves professional competence, communication skills, and work readiness. Therefore, internship-based community engagement programs benefit not only the community but also serve as an effective mechanism for developing graduates with strong academic, professional, and social competencies aligned with labour market demands.

3.5 Contribution to Improving Public Services at the Land Office

The implementation of the land administration educational mentoring program made a positive contribution to improving the quality of public services at the Pasuruan Regency Land Office. Student involvement in providing preliminary information regarding administrative requirements, service procedures, and dispute resolution mechanisms enabled community members to gain a better understanding before meeting with Land Office officials. This contributed to smoother service delivery, reduced administrative errors, and improved communication between the public and Land Office personnel (Sapioper & Flassy, 2021).

In addition to its benefits for the community, the program strengthened collaboration between higher education institutions and government agencies in supporting public service improvement through educational and community empowerment activities. This collaborative model reflects the concept of public service co-production, which emphasises the active participation of multiple stakeholders in enhancing government service quality (Pardiyansyah & Istianda, 2024).

Previous community engagement studies support these findings. Prasetyo and Saefudin (2023) reported that land administration mentoring improves service effectiveness by increasing public understanding of administrative procedures, while Rizky and Pertiwi (2025) found that education on the utilisation of ATR/BPN digital services contributes to greater service efficiency. Overall, the internship-based community service program not only enhances community land administration literacy but also supports the development of more effective, transparent, and legally accountable land administration services.

4. Conclusion

The implementation of the land administration educational mentoring programme through student internships at the Land Dispute Resolution Division of the Pasuruan Regency Land Office demonstrates that collaboration between higher education institutions and government agencies can enhance public legal literacy while simultaneously strengthening students' professional competencies. The experiential learning approach provides students with a comprehensive understanding of land administration procedures and land dispute resolution mechanisms by integrating classroom knowledge with practical field experience. Consequently, this internship-based community engagement model has strong potential to serve as a replicable framework for similar programmes at Land Offices in other regions of Indonesia.

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