

## Evaluation of Complete Systematic Land Registration Policy in Gorontalo City

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**ABSTRACT:** This study aims to evaluate the Complete Systematic Land Registration (PTSL) policy in Gorontalo City using six main dimensions of policy evaluation: effectiveness, efficiency, adequacy, equity, responsiveness, and accuracy. The study adopts a qualitative approach with a descriptive-analytical design. Data were collected through in-depth interviews with relevant stakeholders, field observations, and a review of policy documents and PTSL implementation reports. The data analysis technique used was the interactive model by Miles and Huberman, which includes data reduction, data presentation, and conclusion drawing. The findings reveal that the PTSL policy has achieved a high level of effectiveness, with 87.4% of the 67,229 land parcels already certified. The implementation cost is considered efficient, averaging IDR 250,000 per certificate, with a completion time of one to two months. The program is also considered adequate in terms of regional coverage and accessibility, although challenges remain in documenting inherited land and reaching marginalized communities. In terms of equity, the implementation of PTSL has yet to show affirmative attention toward vulnerable groups such as the poor and female-headed households, although geographic distribution has been relatively even. The responsiveness of the implementation is fairly good, with quick handling of complaints and the existence of direct reporting mechanisms at the sub-district level. The policy is also considered accurate as it aligns with both national and local regulations and can adapt to the cultural values of the community, such as respect for burial land and the involvement of traditional leaders. The participation of local stakeholders significantly supports the successful implementation of this program.

**KEYWORDS:** evaluation, policy, complete systematic land registration.

### INTRODUCTION

Public administration plays a strategic role in ensuring effective, efficient, and accountable governance processes, particularly through the formulation and implementation of public policies. In this regard, public policy is not merely an administrative product, but also serves as a key instrument in addressing social, economic, and political problems within society (Hamid & Amin, 2023). One of the most important dimensions of the public policy cycle is the evaluation process, which aims to assess the impact and effectiveness of a policy on its target population. A systematic evaluation is a crucial element in improving policy quality and promoting transparency and accountability in governance [1;2].

As the challenges facing local governments especially in the land sector become increasingly complex, the need for comprehensive policy evaluation becomes more urgent. Policy evaluation not only seeks to identify the successes of implementation but also explores the obstacles encountered and provides an empirical basis for more adaptive and contextual policy reforms [3]. One of the widely used models of evaluation is the William N. Dunn evaluation model, which offers a multi-criteria and holistic approach to assessing public policy. It encompasses the dimensions of effectiveness, efficiency, adequacy, equity, responsiveness, and appropriateness [4]. In the Indonesian context, the Complete Systematic Land Registration (PTSL) policy has become one of the national strategic policies aimed at resolving land registration issues comprehensively. However, its implementation still faces various challenges, particularly in technical, administrative, community participation, and equitable access aspects. In Gorontalo City, the implementation of the PTSL policy has not yet optimally achieved its targets, both in terms of the number of land parcels registered and the quality of data and process efficiency. This indicates a gap between the designed policy and its field implementation, necessitating a thorough policy evaluation.

A general solution to this issue is to conduct a systematic and structured policy evaluation based on a comprehensive evaluation model. The Dunn evaluation model allows for a holistic analysis of policy by considering all critical aspects of public policy. Utilizing

this model also facilitates the development of more accurate, relevant, and context-sensitive policy recommendations tailored to local characteristics. Therefore, applying this model to evaluate the PTSL policy in Gorontalo City is considered both relevant and necessary in order to identify actual obstacles and formulate effective improvement strategies.

## METHOD

This study employs a qualitative approach with a descriptive-analytical design to gain an in-depth understanding of the implementation of the Complete Systematic Land Registration (PTSL) policy in Gorontalo City. Data collection techniques included in-depth interviews with key informants consisting of officials from the National Land Agency (BPN), village administration staff, and PTSL beneficiary community members; participatory observations at several program implementation sites; and documentation of policy materials and PTSL implementation reports. Informants were selected purposively, considering their direct involvement in the program. Data analysis was conducted using the interactive model of Miles and Huberman, which involves data reduction, data display, and conclusion drawing. Data validity was ensured through source and method triangulation techniques, as well as discussions with public policy experts to confirm the findings. This approach enables the researcher to comprehensively identify the strengths and weaknesses of policy implementation based on key policy evaluation dimensions such as effectiveness, efficiency, adequacy, equity, responsiveness, and accuracy.

## RESEARCH FINDINGS

### *A. Effectiveness of the Complete Systematic Land Registration (PTSL) Policy in Gorontalo City*

The PTSL program in Gorontalo City has demonstrated significant effectiveness in increasing the number of issued land certificates. According to data from the Land Office, out of a total of 67,229 land parcels, 58,769 parcels had been certified as of March 2025, representing approximately 87.4%. This indicates that the program's administrative achievements have nearly reached the national target. The Head of the Gorontalo City Land Office emphasized that policy effectiveness should not only be measured by numbers, but also by how the certified land contributes to improving community welfare (KK, April 9, 2025). The land certificates provide communities with opportunities to access credit and start businesses.

The reduction in uncertified land parcels also serves as a success indicator. Data shows that the number decreased from 5,471 parcels in 2017 to only 65 parcels in 2025. The Head of the Adjudication Committee noted that this achievement represents a major shift in land legality within the community (KP, April 11, 2025). Residents across various urban villages stated that land certification through PTSL has greatly helped them secure legal certainty over their land (MBA, April 12, 2025). The program has been widely appreciated for its phased approach that reaches various areas.

Spatially, the program targets all 50 urban villages (kelurahan) in Gorontalo City. Location selection is based on the PTSL Location Determination Decree (SK), ensuring regional equity. The Physical Task Force stated that while all land parcels have been mapped, not all have been certified yet (AFO, April 11, 2025). With a location rotation strategy each year, all residents in different areas have the opportunity to be served. This reflects the government's systematic effort to equalize access to land legality.

### *B. Efficiency of the Complete Systematic Land Registration (PTSL) Policy in Gorontalo City*

In terms of efficiency, the cost of issuing a PTSL certificate is relatively low, at IDR 250,000 per parcel, according to regional categorization under the Joint Decree of Three Ministers. The Adjudication Chair explained that this fee covers stamp duty, boundary markers, and village administration operations (NA, April 10, 2025). Several components such as land measurement and data validation are still covered by the state. Generally, residents considered this cost reasonable and much lower than regular land registration, which can cost millions of rupiah (HA, April 12, 2025). However, there is hope among some residents that the program will be made entirely free as part of a national initiative.

The certificate issuance process is relatively fast, typically taking one to two months depending on document completeness. According to the Adjudication Committee Chair, ideally, a certificate should be issued within 20 calendar days as per Ministry Regulation ATR/BPN No. 6 of 2018 (KP, April 11, 2025). Residents noted that the PTSL process is significantly faster than regular registration, which may take over a year (EP, April 12, 2025). Some delays were due to incomplete documents or administrative issues. However, in general, the service time was considered very satisfactory by the beneficiaries.

Budget allocation relative to target achievement is considered efficient, although some technical shortcomings remain in the field. The Head of the Land Office explained that measurement and data collection often require repeated visits due to unprepared

documents (NA, April 10, 2025). Nevertheless, the physical and budget realization has reached 98% annually since 2017 (AFO, April 11, 2025). This indicates effective budgeting in supporting certification targets. Field staff continued to show high commitment despite limited resources.

### ***C. Adequacy of the Complete Systematic Land Registration (PTSL) Policy in Gorontalo City***

The PTSL program in Gorontalo City has covered the entire urban area, using a systematic approach encompassing all urban villages. The Head of the Land Office explained that the "close, tight, and comprehensive" principle underpins PTSL implementation (KK, April 9, 2025). Land parcel mapping has been completed across the area, and the program is conducted in stages based on the Location Determination Decree. All landowners are able to access this service without having to submit individual applications. This demonstrates the adequacy of regional coverage and the program's target groups.

The registration process is considered highly accessible by the public. The Adjudication Chair stated that residents only need to submit documents to the urban village office, and staff will collect data at their homes or directly in the field (NA, April 10, 2025). The required documents are relatively simple, and village officials assist with the administration. Some residents mentioned that the process is much easier compared to the regular, individual-based registration (HA, April 12, 2025). The involvement of neighborhood units (RT/RW) and local data collectors (Puldatan) greatly helps the community understand and fulfill the administrative requirements.

This policy has had a positive impact on legal certainty and the reduction of land disputes. The issued certificates provide recognized legal power from financial institutions and other public bodies. The Chair of the Legal Task Force noted that the land boundaries stated in the certificates help reduce the potential for boundary conflicts (KP, April 11, 2025). However, challenges still exist in cases involving inherited land where legal heirs are not clearly identified. Some cases highlight the need for family deliberation to resolve land status issues.

### ***D. Equity in the Complete Systematic Land Registration (PTSL) Policy in Gorontalo City***

The PTSL program does not specifically allocate quotas for vulnerable groups such as female-headed households, the poor, or customary landowners. According to the Chair of the Adjudication Committee, PTSL adopts a territorial approach, allowing all residents within a sub-district (kelurahan) to access services without distinction (NA, April 10, 2025). While not discriminatory, the absence of specific data on the distribution for vulnerable groups complicates the equity assessment. Informants noted that anyone who owns land can participate in PTSL (EP, April 12, 2025). This highlights the need for affirmative approaches to ensure equitable participation.

Participation rates among marginalized communities are influenced by literacy, access to information, and administrative capabilities. The Head of the Land Office stated that PTSL is designed to reach all layers of society, including those lacking formal land ownership documents (KK, April 9, 2025). However, barriers such as lack of information and unfamiliarity with procedures remain issues. The Head of the Physical Task Force emphasized the need for more intensive outreach and communication to engage these groups (AFO, April 11, 2025). Without active intervention from village officials, marginalized populations risk being left behind.

Geographic distribution of issued certificates is considered relatively equitable. The Chair of the Adjudication Committee noted that since 2017, all urban villages in Gorontalo City have served as implementation sites for PTSL (KP, April 11, 2025). The territorial approach ensures that all residents within a village can be served simultaneously. However, limited annual quotas mean that some residents must wait until the following year. Communities hope the quota will be increased so that all landowners can be served promptly (SY, April 12, 2025).

### ***E. Responsiveness in the Complete Systematic Land Registration (PTSL) Policy in Gorontalo City***

In general, residents expressed satisfaction with PTSL services. The Head of the Physical Task Force noted high enthusiasm among residents, who feel that the program helps them obtain legal ownership of their land (AFO, April 11, 2025). However, some residents reported that certificates could not be used for transactions without BPHTB (Land and Building Rights Acquisition Duty) validation. Additionally, misconceptions persist, such as the belief that all land types including already-certified inherited land can be included in the program. Further education by officials is essential to prevent misunderstandings about the program's scope.

Regarding complaint handling, the Land Office has established a rapid response mechanism. The Chair of the Adjudication Committee stated that as PTSL is a National Strategic Project, every complaint is addressed as quickly as possible, even on the same



day (NA, April 10, 2025). Residents can submit complaints through the village office or directly to the Land Office. However, there is a lack of documented data on how many complaints are resolved within seven days (AFO, April 11, 2025). Thus, the complaint and response tracking system needs to be strengthened.

The PTSL policy is well aligned with the local needs of Gorontalo City. Most land in the city is state-owned, not customary land, so the program proceeds without communal obstacles (NA, April 10, 2025). The Adjudication Chair emphasized that policy flexibility and involvement of local governments are key to adapting the policy to community needs (KP, April 11, 2025). Public announcement systems also help prevent conflicts by promoting ownership transparency. Therefore, the policy addresses local needs from both technical and sociocultural perspectives.

#### ***F. Accuracy in the Complete Systematic Land Registration (PTSL) Policy in Gorontalo City***

PTSL implementation procedures are in line with the Basic Agrarian Law, particularly Article 19, which promotes systematic land registration. The Adjudication Chair explained that technical implementation in Gorontalo City aligns with the prevailing Detailed Spatial Planning (RDTR) (KP, April 11, 2025). Thus, the legal procedures undertaken by the Land Office are accountable and consistent with both national and regional regulations. This alignment forms a solid foundation for the legitimacy of land certification results. Moreover, public understanding of procedures has improved through outreach activities.

Support from local stakeholders is substantial. The Head of the Land Office noted that Puldatan and Madasik local community members recruited for data collection and measurement serve as the primary agents (NA, April 10, 2025). Village governments also actively support outreach and mediation efforts. This reflects integration between national, local governments, and the community in implementing the policy. Residents reported that the presence of these facilitators greatly helped them understand and follow the certification process (EP, April 12, 2025).

The PTSL policy demonstrates its adaptability to local wisdom. For example, burial areas are excluded from certification to avoid cultural conflicts (NA, April 10, 2025). Land boundary measurements and determinations involve customary leaders to ensure recognition of local claims (KP, April 11, 2025). This enhances the social legitimacy of the PTSL policy. In addition, the low cost is considered suitable for the local economy, as most residents work as farmers (SY, April 12, 2025).

## **DISCUSSION**

#### ***A. Effectiveness of the Complete Systematic Land Registration (PTSL) Policy in Gorontalo City***

Effectiveness in policy evaluation, according to Dunn [4], refers to the extent to which a policy achieves its intended objectives. In the context of PTSL in Gorontalo City, program effectiveness is evident from the certification rate, which reached 87.4% of 67,229 land parcels as of March 2025. This indicates that the program has nearly met the national target of providing legal certainty over land ownership. Moreover, the reduction in uncertified land parcels from 5,471 in 2017 to just 65 in 2025 further confirms its success in addressing legal uncertainty.

The PTSL program in Gorontalo City has significantly increased the number of certified land parcels. By March 2023, 58,769 parcels had been certified, closely aligning with government targets. This achievement not only reflects administrative success but also contributes to socioeconomic benefits, such as increased access to credit and business development. These findings align with studies by Panigoro et al. [5] and Cahyadhi & Nawangsari [6], who emphasize the role of land certification in driving local economic growth.

This success is further reflected in the dramatic decrease in uncertified parcels, addressing the land certification backlog, as highlighted by Syahdan et al. [7]. The reduction in legal uncertainty has also positively impacted the community, reinforcing findings from Putri et al. [8] and Listyowati et al. [9], who point to the importance of land legality in enhancing security and ownership rights.

The PTSL Adjudication Chair noted that this achievement represents a significant shift in land legality and addresses longstanding agrarian issues, consistent with Mambrasar et al. [10]. Spatially, the program covers all 50 subdistricts in Gorontalo City, with locations determined through official decrees, ensuring fair distribution. The location rotation strategy allows every area to be served systematically, a proactive and equitable approach supported by Cahyadhi & Nawangsari (2022) and Mambrasar et al. (2020).

Overall, the findings support broader literature that frames PTSL as a key mechanism for guaranteeing land rights and legal protection. As Panigoro et al. [5] and Cahyadhi & Nawangsari [6] suggest, ongoing development and evaluation of this program are crucial to ensure sustainable socioeconomic impacts.



## ***B. Efficiency of the Complete Systematic Land Registration (PTSL) Policy in Gorontalo City***

Efficiency in policy evaluation, as defined by Dunn [4], refers to the relationship between outcomes achieved and resources used. In Gorontalo City, the efficiency of the PTSL program is demonstrated by the relatively low cost per certificate (IDR 250,000 per parcel) and the average processing time of 1 to 2 months. These features highlight the program's ability to deliver fast and affordable services.

PTSL has been a major innovation in improving the efficiency of land certificate issuance. The government-established cost of IDR 250,000 includes stamp duty, boundary markers, and other operational needs, significantly lower than the cost of regular registration, which may reach millions of rupiah. This cost efficiency reflects the government's commitment to equitable access, as highlighted by Sianturi [11] and Ardani [12].

Despite this, some citizens hope the program will be fully free to enhance participation, especially among low-income groups. Haikal et al. [13] argue that removing fees would strengthen inclusiveness and accessibility of agrarian services.

Time efficiency is another strength. Most certificates are issued within 1 to 2 months, compared to regular processes that can take over a year. Ideally, the process can be completed within 20 calendar days, per Ministry Regulation ATR/BPN No. 6 of 2018 [14]. Although administrative delays occur, the average processing time is still considered satisfactory.

From a budget management perspective, the PTSL program has achieved an average 98% physical and budget realization annually since 2017. Despite technical setbacks like repeated visits due to document issues, implementation has remained effective. This indicates optimal budget use in supporting certification goals, as also discussed by Ferdiansyah et al. [15]. Parmono et al. [16] highlight that field staff's commitment has been crucial despite limited resources.

In summary, PTSL not only ensures land ownership rights but also helps resolve land disputes, legalizes assets, and improves access to land rights strengthening the social and economic fabric. As Maulina et al. [17] and Kartiwi & Hasyim [18] note, PTSL plays a strategic role in promoting agrarian justice and public service transparency through sustainable, effective land policies.

## ***C. Adequacy of the Complete Systematic Land Registration (PTSL) Policy in Gorontalo City***

According to Dunn [4], adequacy in policy evaluation refers to how well a policy meets public needs or solves societal problems. In Gorontalo City, PTSL has reached all areas with a systematic approach covering every subdistrict. This indicates that the policy has achieved sufficient geographic and demographic coverage. However, challenges remain in cases of inherited land without legally defined heirs, suggesting that not all community needs have been fully met.

The PTSL program has adopted an integrated, inclusive approach that ensures legal certainty and reduces agrarian disputes, long-standing issues in Indonesia [5]. Mapping of land parcels in every subdistrict ensures legal recognition [8], highlighting the synergy of geographic and legal efforts to safeguard land rights.

From an accessibility standpoint, community responses have been positive. The Adjudication Chair noted that citizens only need to submit documents to the subdistrict office, and field staff collect data directly [5]. This process saves time and cost, reflecting government efforts to reduce administrative participation barriers. Winarta & Trimurni [19] emphasize the crucial role of village officials particularly neighborhood unit in helping citizens meet requirements, expediting registration. Ayu [20] finds that the collective PTSL model is more practical than complex and expensive individual registration.

PTSL's positive impact is clear in the increased legal certainty of land. Issued certificates are recognized by financial institutions and usable as collateral or for economic development. The Head of the Legal Task Force added that clearly defined land boundaries in certificates help prevent border disputes [21]. Nonetheless, challenges persist in registering inherited land with unclear heirs, often requiring family consensus for resolution [22].

In conclusion, PTSL contributes significantly to legal certainty and social harmony in land ownership. The systematic, participatory, and inclusive approach has proven effective in realizing a well-regulated, efficient, and equitable land system. While some challenges remain, the program sets a strong precedent for more sustainable national agrarian policy implementation.

## ***D. Equity in the Complete Systematic Land Registration (PTSL) Policy in Gorontalo City***

In policy evaluation, equity according to Dunn [4] refers to the fair distribution of policy benefits among various social groups. In the implementation of PTSL in Gorontalo City, a territorial approach is used, allowing all residents in a given subdistrict to access services without discrimination. However, the absence of specific data on the distribution of services among vulnerable groups complicates equity evaluation, indicating the need for an affirmative approach to ensure equal participation.

Although PTSL is designed to provide legal certainty and land rights protection for all citizens, the program does not explicitly define quotas or special strategies for vulnerable groups such as female-headed households, the poor, or customary landholders. This lack of beneficiary data related to vulnerable populations presents challenges in assessing the equity and fairness of access [11; 23].

The Chair of the Adjudication Committee emphasized the territorial nature of PTSL, where services are provided to all residents within a designated subdistrict. While the principle of non-discrimination is upheld, the absence of affirmative strategies or vulnerability-sensitive indicators limits equitable access for marginalized groups [23; 13].

Barriers such as limited access to information and procedural understanding also inhibit participation. Although the Head of the Land Office asserts that PTSL targets all layers of society including those without formal land ownership documents low literacy and information gaps persist [13;24]. The Head of the Physical Task Force highlighted the need for more intensive and inclusive outreach to prevent vulnerable populations from being left behind, a view supported by Ferdiansyah et al [15].

Geographically, PTSL implementation has involved all subdistricts in Gorontalo City since 2017, demonstrating a commitment to equitable service distribution [11;25]. However, annual certificate issuance quotas require some residents to wait their turn, which disproportionately affects those with less access to information networks. Increasing the annual quota could accelerate service and reduce access disparities, particularly for at-risk populations [6;21].

A more inclusive and participatory approach is necessary to ensure social justice in land rights distribution. Aristo & Mujiburohman [24] and Ferdiansyah et al. [15] advocate for improved program governance, including the development of beneficiary indicators that account for socioeconomic vulnerabilities.

Thus, although PTSL represents a progressive step in land rights recognition, significant challenges remain in achieving equitable access. These include quota expansion, inclusive outreach, and strengthened coordination at the village level to ensure fair participation for vulnerable groups [26;27].

### *E. Responsiveness in the Complete Systematic Land Registration (PTSL) Policy in Gorontalo City*

Responsiveness in policy evaluation, according to Dunn [4], refers to how well a policy responds to public needs and aspirations. In Gorontalo City, most residents express satisfaction with PTSL services. However, some complain that the certificates are not usable for transactions without BPHTB validation, and misconceptions persist regarding eligible land types. These issues highlight the need for better public education on the scope of the program.

The PTSL program has generated a high level of satisfaction due to its perceived role in helping residents gain legal recognition of their land. The Physical Task Force noted strong community enthusiasm, suggesting that need-based policies can have real impact. This aligns with Devi & Suwirmayanti [28] and Kusbudiyanto et al. [29], who find that satisfaction with public services is closely tied to service quality, process clarity, and timeliness.

Despite this success, several implementation issues remain. A key complaint is the limited transactional use of certificates prior to BPHTB validation. Additionally, some mistakenly believe that all land including already-certified inherited land is eligible. These findings highlight the crucial role of education in public service. Asriani & Putrawan [30] and Irawan & Laksono [31] argue that lack of understanding about program mechanisms often leads to public dissatisfaction.

To address complaints, the Land Office has adopted a rapid response system, in line with PTSL's status as a National Strategic Project. However, documentation shows that not all complaints are resolved within the targeted seven-day period. This reflects administrative challenges in implementing responsiveness protocols. Research by Asriani & Putrawan [30] and Jamal & Asmarianti [32] indicates that effective complaint management significantly influences public perceptions of service quality.

From a policy standpoint, PTSL implementation in Gorontalo City is well-aligned with local characteristics. Most land in the region is state-owned, easing the process of legal certification. Flexibility in implementation and strong local government involvement are key success factors, as also supported by Masito et al. [33] and Elvariana et al. [34]. Public announcement systems further enhance transparency and reduce ownership conflicts.

In conclusion, while PTSL has greatly improved legal access and public satisfaction, it still faces challenges. Strengthening public education, improving communication systems, and enhancing complaint resolution mechanisms are key to ensuring the program's sustainability and quality.

## *F. Appropriateness in the Complete Systematic Land Registration (PTSL) Policy in Gorontalo City*

In Dunn's [4] framework, appropriateness refers to how well a policy fits the local needs and context. The PTSL program in Gorontalo City aligns with the Basic Agrarian Law, specifically Article 19, which promotes systematic land registration. The Adjudication Chair noted that implementation has been adjusted to local Spatial Planning (RDTR), demonstrating that the policy has been tailored to local needs and conditions.

As a strategic national policy, PTSL is rooted in the aim of establishing a comprehensive land registration system. It focuses on resolving ownership issues through official certification, enhancing legal certainty, and reducing land disputes [23]. In Gorontalo City, integration with spatial planning regulations indicates transparency and procedural accountability [10].

These procedural adaptations also reflect a participatory orientation. Community representatives, including local data collectors (Puldatan and Madasik), play a vital role in data gathering, reinforcing the link between government and citizens. This supports Dewi & Winarni [35], who highlight public involvement as essential to local policy legitimacy.

Cultural sensitivity has also shaped implementation. Sacred sites such as cemeteries are excluded from registration to respect local values. This avoids social resistance and acknowledges cultural norms [36;10]. Customary leaders are involved in boundary identification, adding moral legitimacy to the program [37;38].

Affordability is another key strength. Most Gorontalo residents work as farmers, so low costs are essential. Hidayati & Adinegoro [39] argue that financial accessibility fosters program acceptance. In this context, PTSL's participatory approach enables community learning about legal processes, raising legal awareness and agrarian rights knowledge [23].

Ultimately, PTSL in Gorontalo City is not just an administrative tool, but a means of empowering citizens. It opens participatory space consistent with democratic development principles, in which policies are co-created with the public [35]. Aneta et al. state that policies can be implemented effectively if communication is carried out using transmission, consistency, and clarity. This shows that the effectiveness of policy implementation is highly dependent on how information and instructions are conveyed to implementers and stakeholders [40]. According to Mozin, et al., the implementation of regional policies in Gorontalo City is greatly influenced by institutional capacity and community participation, which are also crucial factors in the implementation of national strategic programs such as PTSL [41]. Through a combination of regulatory compliance, social engagement, respect for local wisdom, and effective communication, the PTSL in Gorontalo City has become a model for the adaptive and responsive implementation of agricultural policies tailored to the local context.

## CONCLUSION

This study concludes that the Complete Systematic Land Registration (PTSL) policy in Gorontalo City has generally succeeded in terms of effectiveness, efficiency, and alignment with local needs and characteristics. Land certification has significantly improved through an efficient and adaptive process. However, challenges remain in ensuring equitable access and land utilization, particularly for vulnerable groups. To sustain the benefits of the policy, further inclusive interventions are necessary. The policy implications of this study highlight the importance of strengthening equity and responsiveness through affirmative strategies for marginalized communities. Program outreach must be expanded and adapted to suit the local demographic characteristics. Enhancing the complaint-handling system, performance monitoring, and public training on land utilization should be integral components of future PTSL derivative policies. A collaborative approach among the National Land Agency (BPN), local governments, and community leaders must be maintained and expanded. If managed under the principles of inclusiveness, sustainability, and local adaptation, the PTSL initiative in Gorontalo City can serve as a replicable model for national implementation.

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