

PUBLIC SATISFACTION WITH HGB EXTENSION SERVICES AT THE BPN REGIONAL OFFICE OF JAWA TIMUR PROVINCE

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Abstract

Public services consist of administrative services, provision of goods, and services. The extension of Building Use Rights (HGB) is a form of administrative service under the authority of the National Land Agency. Given that HGB has a specific time limit, the extension process is an important aspect in ensuring legal certainty over land rights. The purpose of this study is to assess the level of public satisfaction with HGB extension services at the East Java Provincial BPN Office by reviewing aspects of service speed, information disclosure, officer competence, availability of facilities and infrastructure, and responsiveness to complaints. The research approach applied in this study is descriptive quantitative, with data obtained through questionnaires given to 100 applicants for HGB extension, supported by literature studies and field observations. Instrument testing proved that all research indicators had an excellent level of validity and reliability, as indicated by a Cronbach's Alpha value of 0.96. Based on descriptive analysis, the level of public satisfaction was in the fairly satisfied category, although there were still several aspects that needed improvement, particularly related to the timeliness of services, clarity of procedures, and the condition of service facilities.

Keyword: East Java, HGB, Public Satisfaction.

A. INTRODUCTION

Fulfilling basic human needs is not limited to food and clothing, but also includes a place to live as a shelter and to carry out daily activities. Shelter is an essential need directly related to the existence of a home. Initially, a home served as a means of personal protection, but over time, its role has shifted to become the primary space for family life (Jiwandono, 2023). In line with this, the public's need to improve the quality and aesthetics of homes continues to increase. However, efforts to repair and beautify a home cannot be separated from attention to the legal aspects of the land on which the building is erected (Wahyudi, 2024). Every building owner is required to have a valid legal basis for the building, which is generally in the form of a Building Use Rights (HGB) as stated in the land certificate. The extension of a Building Use Rights covers land rights granted for a specific period in accordance with applicable regulations. Therefore, the rights holder is obliged to apply for an extension before the validity period expires to ensure legal certainty (Muslimah & Dra. Meirinawati, 2016).

As part of the state apparatus, the provision of public services is a tangible form of devotion to the state and society. In the land context, the HGB extension service is one of the strategic services under the authority of the National Land Agency (BPN), including the East Java Provincial BPN Regional Office, which has the function of fostering and supervising the Regency/City Land Offices in the region (Misbahudin, 2025). Within the government structure, the National Land Agency is categorized as a non-ministerial government agency

under the authority of the President and led by a Head who reports directly to the President (President et al., 2020). The National Land Agency is responsible for implementing government functions in the land sector at the national, regional, and sectoral levels, as stipulated in applicable laws and regulations (Presidential Regulation 63, 2013).

As a public service provider, the BPN Regional Office is expected to strive to provide optimal service to the public as users of land services, including the extension of Building Use Rights (HGB) (Prasetyo, 2022). The quality of service is greatly influenced by the professionalism of its staff and adequate supporting facilities and infrastructure. Services that are well-organized and professional will have an impact on increasing public satisfaction (Khairunnisa et al., 2025). Therefore, service quality needs to be continuously monitored to be able to meet public needs and expectations. The government is required to provide public services that are fast, accurate, transparent, easily accessible, and free from discriminatory practices. Efforts to improve service quality must also be carried out continuously by all apparatus (Gumolung et al., 2023). To support the evaluation of public service performance, the preparation of the Public Satisfaction Index is guided by the provisions stipulated by the Ministry of Administrative and Bureaucratic Reform, functioning as a tool to measure the performance of service units and a medium for the public to assess the quality of government services objectively and periodically (Aslamiah et al., 2025).

B. LITERATURE REVIEW

Public Services

Sinambela (2011), in his study of public services, as cited by Mustanir (2022), defines public services as the activity of providing services (servicing) the needs of the public who have an interest in an organization, implemented based on established provisions, basic rules, and procedures. Meanwhile, referring to the Big Indonesian Dictionary (KBBI), service is defined in three ways: the activity of serving, the act of fulfilling the needs of others with compensation, and the provision of facilities or convenience in the sale and purchase of goods or services.

Referring to Decree of the Minister of State Apparatus Empowerment Number 63 of 2003, public services are defined as all forms of services provided by State-Owned Enterprises (SOEs) and Regional-Owned Enterprises (BUMDes), both at the central and regional levels, as well as within government agencies, realized through the provision of goods and/or services. The provision of these services is part of an effort to meet public needs while simultaneously implementing applicable legal provisions. Furthermore, Article 1 Paragraph (1) of Law Number 25 of 2009 concerning Public Services defines public services as a series of activities aimed at meeting the service needs of every citizen and resident for goods, services, and administrative services provided by public service providers in accordance with applicable laws.

In line with the aforementioned definition, public services encompass all types of services in the form of public goods and services provided by the central government, regional governments, and state-owned and regionally-owned enterprises (BUMN) as an effort to meet public interests and implement statutory provisions.

Referring to this description, public services involve at least three main elements. First, the service provider, namely the central and regional government organization or agency responsible for providing the service. Second, the service recipient or service user, who can be an individual, community group, or organization with an interest in the service. Third, the level of satisfaction felt by the service recipient is an indicator of the success of public service delivery. The first element emphasizes the role of the regional government as the party that selects and is responsible for providing services to the public.

Understanding Public Satisfaction

The level of public satisfaction reflects the assessment of the services received, which is determined by the extent to which service performance meets public expectations. This level of satisfaction can be identified through the quality of service perceived by service users. Improvements in the quality of service perceived by the public are directly proportional to the resulting level of satisfaction (Agustina & Suryana, 2024).

Service quality is a crucial factor that significantly influences public satisfaction. Service quality can be measured through various aspects, such as speed and timeliness of service, clarity and transparency of information, competence and attitude of staff, comfort of facilities and infrastructure, and the ability of service providers to respond to public complaints and needs. If these elements are implemented optimally, public satisfaction tends to increase (Adamuddin et al., 2025).

According to (Rezha 2013), as cited by (Mallu et al., 2022), "Public satisfaction is a primary factor that must be considered by public service providers, because public satisfaction will determine the government's success in providing public services."

Factors Influencing Customer Satisfaction

Customer satisfaction is significantly influenced by the quality of service received. Service quality is a highly valued aspect for customers as service users, particularly in service delivery. Referring to Parasuraman's opinion, as stated in Adhari, the basis for measuring service quality lies in five established dimensions:

- Reliability, which refers to the service provider's ability to consistently deliver services in line with established commitments, including the alignment between service promises and actual performance, and the optimal functioning of facilities and equipment.
- Tangibles, which refer to the physical quality of the service, reflecting the condition of facilities and infrastructure, such as available equipment or facilities.
- Responsiveness in service refers to the service provider's ability to respond quickly and innovatively to customer needs, including readiness to assist and the ability to answer all questions promptly.
- Assurance is a crucial factor in public satisfaction, including the competence, courtesy, and professionalism of staff to foster trust, along with clear procedures, punctuality, and reasonable costs. This allows personnel or members to foster a sense of trust and security among customers (the public).
- Empathy encompasses caring and individual attention to users.

C. RESEARCH METHODOLOGY

The research was conducted at the East Java Provincial Land Agency (BPN) Regional Office, specifically in the Rights Determination and Registration Division. The approach used in this study was quantitative descriptive, focusing on presenting an objective picture of a condition or phenomenon through the use of empirical data collected in the field. Descriptive research focuses on collecting baseline data to provide an overview of the situation under study, differing from historical or experimental research. In practice, this approach is implemented through a survey method using a questionnaire as the data collection instrument. This method was used to obtain a systematic overview of public satisfaction with the Building Use Rights (HGB) extension service at the East Java Provincial BPN Regional Office. The data analysis stages in this study were conducted using SPSS, which included Validity Testing, Reliability Testing, and Descriptive Analysis.

Data collection was carried out by distributing questionnaires to respondents, who served as the primary source of data and information for the study. The questionnaire instrument contained several questions related to respondents' level of satisfaction with the HGB

extension service at the East Java Provincial BPN Regional Office. The Likert scale was used to measure the research variables, which is a measurement scale used to assess individual attitudes, opinions, and perceptions of a social phenomenon (Sugiyono, 2013).

The primary data source used in this study is primary data, obtained directly from respondents through questionnaires. In the data collection process, a five-level Likert scale was used as the basis for measuring respondents' satisfaction levels, namely:

Table 1. Questionnaire Scores

<i>Statement</i>	<i>Score Value</i>
Strongly Disagree	1
Disagree	2
Undecided	3
Agree	4
Strongly Agree	5

Source: Processed by Researchers, 2025

D. RESULT AND DISCUSSION

Validity Testing

Validity testing is conducted to assess the accuracy of the questionnaire instrument in accurately representing and measuring research variables in accordance with the stated research objectives. A questionnaire is considered valid if the questions it constructs are able to represent and reveal the aspects to be measured (Sugiyono, 2019:175). Validity testing in this study was conducted in two stages: developing the questionnaire as a research instrument, and validating it to assess the instrument's suitability before use in subsequent analyses.

Validity testing is conducted to measure the accuracy of each question item in representing the research variables. The validity of a questionnaire is determined by the extent to which its questions accurately describe the variables being measured. Therefore, the Corrected Item-Total Correlation Value is used to assess the validity of each question item.

Data validity was tested using a Pearson Bivariate correlation analysis, correlating the scores of each question item with the overall score. The test was conducted using a two-tailed test with a significance level of 0.05. A questionnaire item is considered correlated (valid) if the calculated r value is greater than the table r value, while a questionnaire item is considered uncorrelated (invalid) if the calculated r value is less than the table r value.

Reliability Testing

Reliability testing is a process to ensure that a measuring instrument, such as a questionnaire, produces consistent data when measured repeatedly on the same symptoms or subjects. A commonly used testing method is the Cronbach's Alpha test, with the stipulation that an instrument is considered to have good reliability if the coefficient value is greater than 0.60 or 0.70, depending on the criteria used. The reliability test criteria are as follows:

- Coefficient value > 0.60 : The instrument is reliable or trustworthy.
- Coefficient value < 0.60 : The instrument is unreliable.
- Coefficient value > 0.70 : Often considered a satisfactory minimum limit for reliability, based on several references.
- Coefficient value > 0.80 : Indicates a strong level of reliability in the research instrument.
- Coefficient value > 0.90 : Indicates that the instrument has high or near perfect reliability.

Descriptive Analysis

In descriptive analysis, descriptive statistics are used to process data by describing, summarizing, and displaying the main characteristics of a data set. The goal of this analysis is to gain an understanding of the data obtained without drawing generalized conclusions about the population as a whole. Descriptive analysis utilizes measures of central tendency and data dispersion, such as the mean, median, mode, and standard deviation. Furthermore, the data can be presented using visualizations such as histograms and bar charts to facilitate clearer interpretation of the analysis results.

Table 2. Descriptive Analysis of Variable X1 (Community Satisfaction)

Descriptive Statistics												
	N	Mean	S.E. Mean	Std Dev	Kurtosis	S.E. Kurt	Skewness	S.E. Skew	Range	Minimum	Maximum	Sum
X1	100	20,37	,69	6,93	-,78	,48	-,72	,24	23,00	7	30	2037,00
Valid N (listwise)	100											
Missing N (listwise)	0											

Source 1: Data Processed Using SPSS by Researchers

Descriptive Analysis of the Public Satisfaction Variable (X1)

The descriptive analysis in this study aims to provide an overview of respondents' perceptions of the Public Satisfaction variable (X1) regarding the Building Use Rights (HGB) extension service in the Determination of Rights and Registration Sector. The public satisfaction variable was measured using six indicators, compiled using a Likert Scale to gauge respondents' level of assessment.

Based on the analysis results, the X1 variable had a mean value of 20.37, with a standard deviation of 6.93, a minimum value of 7, and a maximum value of 30, out of a total of 100 respondents. This finding reflects variation in respondents' responses, but overall, the average value indicates that the public gave a fairly good assessment of the Building Use Rights (HGB) extension service.

A skewness value of -0.72 indicates that the distribution of respondents' responses is skewed to the left, meaning that most respondents gave scores above the average. Meanwhile, a kurtosis value of -0.78 indicates that the data distribution tends to be flatter than a normal distribution. Overall, these descriptive results indicate that the level of public satisfaction is high, thus the service provided is considered quite satisfactory.

Table 3. Validity Test of Variable X1 (Public Satisfaction)

		Correlations						
		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1
X1.1	Pearson Correlation	1,000	,829	,798	,773	,827	,811	,912
	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000
	N	100	100	100	100	100	100	100
X1.2	Pearson Correlation	,829	1,000	,833	,803	,817	,775	,915
	Sig. (2-tailed)	,000		,000	,000	,000	,000	,000
	N	100	100	100	100	100	100	100
X1.3	Pearson Correlation	,798	,833	1,000	,811	,851	,793	,921
	Sig. (2-tailed)	,000	,000		,000	,000	,000	,000
	N	100	100	100	100	100	100	100
X1.4	Pearson Correlation	,773	,803	,811	1,000	,849	,822	,916
	Sig. (2-tailed)	,000	,000	,000		,000	,000	,000
	N	100	100	100	100	100	100	100
X1.5	Pearson Correlation	,827	,817	,851	,849	1,000	,826	,940
	Sig. (2-tailed)	,000	,000	,000	,000		,000	,000
	N	100	100	100	100	100	100	100
X1.6	Pearson Correlation	,811	,775	,793	,822	,826	1,000	,912
	Sig. (2-tailed)	,000	,000	,000	,000	,000		,000
	N	100	100	100	100	100	100	100
X1	Pearson Correlation	,912	,915	,921	,916	,940	,912	1,000
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	
	N	100	100	100	100	100	100	100

Source : Data Processed Using SPSS by the Researcher

Validity testing was conducted using the Pearson correlation technique by calculating the Corrected Item–Total Correlation value. The test results indicate that all indicators in variable X1, including X1.1 through X1.6, exhibit high correlation coefficients, as described below:

X1.1 = 0.912

X1.2 = 0.915

X1.3 = 0.921

X1.4 = 0.916

X1.5 = 0.940

X1.6 = 0.912

The two-tailed sig. value for all items was 0.000, less than 0.05. This indicates that each statement item is valid, adequately represents the Community Satisfaction variable, and is suitable for use in the next stage of analysis.

Table 4. Reliability Test for Variable X1 (Community Satisfaction)

Reliability Statistics	
Cronbach's Alpha	N of Items
,96	6

Source: Data Processed Using SPSS by Researchers

The reliability of the instrument for the community satisfaction variable (X1) was assessed using the Cronbach's Alpha method to assess its consistency. The Cronbach's Alpha method was used to test the reliability of the six statements that comprised the research instrument. The Cronbach's Alpha value obtained from the test was 0.96, indicating that the reliability level exceeded the minimum required criterion of 0.70. These results indicate that the instrument for variable X1 can be considered to have a very high level of reliability and stability in measuring community satisfaction with the services provided.

E. CONCLUSION

Based on the results of a descriptive analysis of 100 respondents applying for Building Use Rights (HGB) extensions at the East Java Regional Office of the National Land Agency (BPN), it is clear that public satisfaction with the HGB extension service is quite satisfactory. This finding is indicated by a mean score of 20.37, with respondents' responses varying considerably but generally pointing to a positive assessment of the quality of service received.

The results of testing the research instrument indicate that all indicators of public satisfaction meet validity criteria, and a Cronbach's Alpha value of 0.96 indicates high reliability. The research findings indicate that the measurement tool used has good consistency and reliability in measuring public satisfaction, thus the research results can be considered methodologically sound.

Although the HGB extension service was generally considered quite good, the results also indicate room for improvement, particularly regarding the timeliness of service completion, clarity of procedural information, and the convenience of service facilities. Therefore, the East Java Provincial BPN Regional Office needs to continuously improve the quality of services in order to increase public satisfaction and strengthen public trust in the implementation of land services.

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