

LARASITA – Reaching the Unreached

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Organisation: Karanganyar Regency Land Office

Country: Indonesia

Level of government: Local government

Sector: Housing and community amenities

Type: Data, Digital, Public Service

Launched in: 2006

Overall development time: 5 year(s)

Link to the innovation's website

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Description

LARASITA is a mobile land office (in Sports Utility Vehicles or vans) offering services previously only offered on-site at the Karanganyar Land Office. LARASITA's services deal with land permit services, land certification controls, land measurements, land registrations and rights ownership. The LARASITA mobile Land Office is connected to the regency's Land Office, which accesses and processes information in real time through the 'physical' office's ICT system. Data input, receiving land registration application, settling of payments, setting up follow-up appointment's for land measurement are some of the services available through LARASITA.

Why the innovation was developed

- Karanganyar Regency in Central Java Province covers an area of 77.378,64 hectares with 10 sub-districts and 177 villages. In general terms, it suffers from a weak transportation infrastructure, making it difficult for citizens to access any centralized service. This was particularly evident when it came to accessing land administration services, primarily certification of land ownership. Owners of land, or those acquiring new land, rarely made the seemingly disproportionate effort to travel large distances to legally certify their land ownership.
 - Other reasons for this lack of certification were weak internal management and performance of the Karanganyar Regency Land Office, which was perceived to work in non-transparent, ineffective and overly bureaucratic ways. There were no formal complaint mechanisms for citizens to use, if unsatisfied with the Office's performance. Moreover, the need for and benefits of certifying land ownership were insufficiently socialised to potential end users of the service.
 - In practise, this resulted in a low rate of certification of land possession. If citizens chose to engage in the process of legally acquiring certification for their land, they would primarily rely on the services of 'middlemen' – a third agent party, which would assist in facilitating this process with the Karanganyar Land Office. This increased the costs of accessing the service and simultaneously reinforced the lack of transparency of the service. Lastly, it proved highly prone to corruption.
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Objectives

Enhance public trust, Improve access, Improve effectiveness, Improve efficiency, Improve service quality, Improve user satisfaction

- People gain easier access to land services which were previously only offered at the Land Office.
 - The transaction cost of accessing land administration services is lowered for the end user by not having to travel long distances to access the service.
 - Registration rate of currently un-registered land is increased.
 - The practise of middleman/agents as third party actors is eliminated.
 - Accountability and Transparency of land services is increased.
 - Complaint mechanisms are in place to offer end users the opportunity to voice concerns with service.
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Main beneficiaries

Civil Society, General population, Government bodies, Government staff

- All citizens who want to access Land Administration services in the regions.
- All citizens who want to access Land Administration services and who live in regions which benefitted from the scaling-up of the innovation.
- The Karanganyar Land Office benefits from increased trust and satisfaction with its services.
- All citizens who want to lodge complaints about any aspect of Land Administrations services.

Results

Effectiveness

- The Karanganyar Land Office increased its productivity in issuing documents/clearances in relation with its mandate: 2008 - 28 271 2009 - 34 063 documents were issued 2010 - 35 857 documents were issued
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Service quality

Accessibility:

- By taking frontline services directly to the end-client, who previously had limited access to services due to geographical distance but also lengthy administrative processes, accessibility has been improved.

Responsiveness:

- Quantitatively increasing the number of end users, as has been done through LARASITA, indicates the improved responsiveness achieved by this innovation. Whereas previously it took several time-consuming trips to the Land Office for land documents to be completed, clients can now access the mobile front office of LARASITA, when it stops in their respective villages.

Reliability:

- LARASITA buses tour Karanganyar Regency on certain pre-announced dates, mostly on several days a week. Therefore, citizens interested in using the Land office's services would reliably know when they could access them.

Development

Design

The main drivers of this innovation were members of the Karanganyar Regency government (executive branch), local legislative members (legislative branch) as well as the Land Office (local line-agency). In later stages (most notably the first launch of LARASITA in December 2006), the National Land Agency (BPN) played a major role in further disseminating the practise of LARASITA and adopting it as a national policy.

Testing

- Trialling was used to test the new service: during a ministerial visit, the service was tested in Segorogunung village, roughly 20 kms away from the Karanganyar Land Office in June 2006.
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Implementation

Tools used:

- Policy Framework - the Regent of Karanganyar Regency issued the Decree No. 590/554/2006, stipulating the inception of LARASITA. Simultaneously, the Karanganyar Land Office issued standard operating procedures for the practical implementation of LARASITA.
 - Staff Preparation - preparation of officials by holding training on the operation of LARASITA's application.
 - Infrastructure - operational costs were budgeted for within the annual budget of the Land Office. Equipment - SUVs were purchased and equipped with necessary technology to connect to the Land Office from anywhere in the Regency. Technology - placement of two Hyperlink Antennas to ensure the coverage of the whole Regency.
 - Implementation plan - selection of locations to be regularly served by LARASITA, based on defined factors
 - Socialisation - LARASITA's implementation schedule was announced through the Land Office, Village Office and Subdistrict Office. Furthermore, announcements were also made through a variety of media such as radio, leaflets, letter, banners, mobile phone, etc. Socialisation events were held at regency level, subdistrict level and village level.
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Diffusion

- After successful implementation in Karanganyar Regency, LARASITA was taken over and adopted as a national programme by the National Land Agency (BPN) in 2007.
 - Initially, the first financial annual plan budgeted to set up LARASITA in 30 land offices country-wide.
 - In 2008, implementation of the system was extended to 94 land offices.
 - The long term objective was to cover up to 60% of Indonesia's land mass with the service. As of 2009, over 25% had been covered.
 - The launch of the national programme was hosted by President Susilo Bambang Yudhoyono.
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Lessons Learned

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- Leaving sub-national governments enough space to conceptualise and implement local solutions for their respective local service delivery problems can have considerably high pay-offs for the national level. If highly successful, as in the case of LARASITA, local solutions can be adopted into national programmes, resulting in higher citizen satisfaction, as well as international and national recognition.
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Conditions for success

- Financial commitment from national and sub-national budgets is key when implementing ICT solutions, since the major constraint initially is the lack of infrastructure. As a second step, continuous training funds for staff have to be budgeted to ensure appropriate application of the innovation.
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