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**THE EFFECT OF KKP APPLICATIONS AND THE USE OF INFORMATION  
TECHNOLOGY ON EMPLOYEE PERFORMANCE AT THE MEDAN CITY  
LAND OFFICE**

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**Abstract**

The purpose of this study was to influence the chain reaction of KKP utilizations and the application of it on worker accomplishment at the city municipality solid ground Office. The disposition euphemistic pre-owned in this evaluation is a decimal evaluation method. The decimal evaluation disposition is a classification of evaluation whose particularizations are systematic, deliberate and understandably organic from the inauguration to the introduction of the evaluation design. therein glance at aggregate one-dimensional retrogression examinations were carried elsewhere to receive an approximation of how the self-governing variables influence the drug-addicted variable. The evaluation consequences of the fundamental possibility are accepted, the diligence of KKP (X1) has a cocksureness and substantial chain reaction on worker accomplishment (Y). The secondment possibility is accepted, the application of it (X2) has a substantial chain reaction on worker accomplishment (Y). The thirdly possibility is accepted, KKP diligence (X1) and application of enlightenment application (X2) chalk up a substantial contemporaneous chain reaction on worker accomplishment changeable (Y). it is a gimmick and transaction that lend a hand accomplishment and put together elbow grease easier to precipitation up work. patch the application of application in elbow grease videlicet working victimisationing the processed solid ground occupation (KKP) transaction which directs to constitute an well-organized solid ground administration, come around and precipitate services, in the environment of solid ground and come around the superiority of BPN information properly

**Keywords:** *KKP Application, Use of Information Technology and Employee Performance*

**Introduction**

In improving the service quality of the Medan City Land Office as a public service institution, it always strives to improve the quality of its services. One of the efforts is to change the pattern of service to the community, from manual services to web-based services that are integrated in the Land Office Computerized System (KKP). The Land Office Computerized System activity is an integrated computerized system activity within the ranks of the Land Agency of the Republic of Indonesia in order to improve the standardization of land services. The purpose of the Land Office Computerized System is to ensure the use of land information

for stakeholders (apparatus).The computerization of land services began in 1997 with the implementation of the LOC or computerization of the land office (National Land Agency (BPN), 2005).

Through this system the leadership at the Medan City Land Office can monitor the implementation of land services, both routine services, can find out information on land documents and the quality of land data, both textual data about subjects, objects and origins of acquisition of rights as well as spatial data about location. With the availability of this system, leaders can monitor anytime and from anywhere, without time or distance limitations so that it can be faster, more effective and efficient.The use of the Computerized Land Activities (KKP) information system supports the implementation of activities that provide various benefits for employees to date. However, in certain cases the KKP system cannot be enforced, such as during a power outage, the internet network is disrupted, and the server is down. Considering that the KKP system is one of the internal control instruments, the existence of an information system is very important to support users in carrying out their duties and achieving good governance. The best service quality must be applied because the most important task of every government agency is to provide services. In fact, basically the formation of every government agency is aimed at being the main tool in providing services.

According to O'Brien & Marakas (2011), Information Systems (IS) are an unionised compounding of anthropoid resources, metal goods software, indication networks, collections sources, procedures and course of action that distribute with the cognitive semantics of storing, retrieving/utilising, ever-changing and demonstration of enlightenment in an organization. To incorporate the comprehensive solid ground database in Indonesia thenBPN-RI should chalk up enforced enlightenment technology. This enlightenment application be required to be managed in a governmental solid ground enlightenment transaction (Sahabuddin et al, 2021). Several information services have been prepared on the BPN web <http://www.bpn.go.id> such as online maps, and information on the status of application files (Isnaini & Karim, 2021). This KKP function is to provide data regarding a plot of land that has been certified or not certified (Salle, 2011).

Many public services are known for their bureaucratic nature and manyreceives complaints from the customer community, partly due to the fact that they have not paid attention to the interests of the user community. The paradigm used by public service managers tends to be more directive in nature which only pays attention to or prioritizes the interests of the leadership of the organization (Enemark, 2006). In general, the application of the National Land Information and Management System through the KKP web application has advantages including transparency of services to the community where the public can obtain information directly in terms of costs, implementation time and certainty of completing land registration (Harsono, 2005). Modernization of electronic land services is urgently needed in the current era

of information technology development.

Based on the results of the initial observations that the researchers conducted, it turns out that the Computerized Land Office (KKP) system at the Medan City Land Office still shows weaknesses in its management, especially that there are few human resources who professionally process KKP data, so that all of the existing land certificate data has not been accessed. so that in searching for this data it is sometimes a bit difficult and less programmed in processing the data. In addition, the internet network is old and there are data errors. This situation is real too supported by computer facilities and infrastructure whose specifications are still low. With Computerized Land Activities, all land activities are computerized or in other words, there are no more manual activities (Nurjanna et al, 2022). From the beginning of registration to the issuance of certificates or minutes of events. Computerization of Land Activities or hereinafter referred to as KKP is actually a program that has been operated by BPN.

Every incoming land data is automatically summarized in the data center or data bank belonging to the central BPN. The central BPN Data and Information Center then manage the data and enter it into the KKP web application (Soedarmanto, 2011). In this way, any data collected from various regions in Indonesia can be viewed directly in the application that is used in all BPN offices. It's just that the KKP web application can only be accessed by internal BPN only. In a sense, the data summarized in this application cannot be accessed by the public. The KKP Web application also displays all land registration activities from the beginning until the issuance of certificates or minutes of events. This allows all land activities in the Medan City BPN office (Kusnadi,1999). no longer done manually. Process progress checkland registration until the announcement of the lost certificate can be seen through the application. Likewise with the payment process even up to taking the queue number for the application for registration can be done digitally.

Based on initial observations and interviews conducted that the use of computerized systems has not been carried out optimally, this can be seen from the following indicators:

1. There is still work that has not been completed so that the quantity of work has not been achieved optimally. The following is a data recapitulation of the activity report on the application and completion of land activities which in its completion are inseparable from the application of the KKP system in the Medan City National Land Agency.

**Table 1.1**  
**Recapitulation of 2018-2022 Land Applications**

No	Year	Application			Completion			Remainder		
		BN	HT	RY	BN	HT	RY	BN	HT	RY
1	2018	12818	10758	7824	12717	9026	7724	101	53	100
2	2019	18989	11843	7564	18262	10705	7372	727	173	192
3	2020	11923	12211	5334	11785	11670	5251	138	92	83
4	2021	20006	15294	8383	16579	12119	6802	3427	2844	1281
5	2022	26466	18367	9135	21940	12450	7558	4426	3566	1577

Source: Data from the Medan City National Land Agency for 2018-2022

Description: a. Transfer Name (BN) b. Land Rights (HT) c. Roya (RY)

2. Quality of work that is not optimal. Data storage that is not well organized causes duplicate or repetitive data to occur in applicant data or other file data and time-consuming search for applicant data. The above problems make it difficult to find data on legitimate landowners so that the services provided by the Medan City National Land Agency are disrupted.

In addition to helping the public to access comprehensive information regarding land activities, the existence of an information system is very important to support BPN in carrying out its duties. BPN seems to realize that organizational units that want to be successful need an information management system in carrying out their duties. Certain task criteria will encourage the achievement of tasks appropriately, so that they function in decision making. The most important thing to remember is that the KKP Web application can also prevent data manipulation by certain parties. This is because all land information entered into this application is based on textual data and facts found in the field. All data submitted by the community applying for land registration is inputted into this application and can be monitored directly via the internet.

### **Research methods**

The type of research euphemistic pre-owned in this evaluation is decimal research. decimal evaluation methods, as explicit by Sugiyono (2016: 8), namely: "Research undergrounds supported on the metaphysical philosophy of positivism, are euphemistic pre-owned to inspect trustworthy inhabitants or samples, gather together collections victimisationing evaluation instruments, collections psychoanalysis is quantitative/statistical, with the objective of investigation accepted possibility".

Population is a generalisation environment consisting of objects/subjects that chalk up trustworthy je ne sais quoi and characteristics mean business by researchers to be premeditated and so conclusions drawn(Sugiyono, 2016). therein case, the inhabitant of the contemplate were 46 staff member of the city municipality solid ground Office. The distribution disposition euphemistic pre-owned therein contemplate is the concentrated exemplification method. concentrated exemplification disposition is a distribution procedure when each colleagues of the inhabitant are euphemistic pre-owned as samples. therein glance at the representatives to be appropriated were many staff member of the Medan City Land Office, totaling 46 employees.

According to(Sugiyono, 2016)based on quantitative evaluation collections solicitation approaches buoy be finished close to on the authority of Esterberg in(Sugiyono, 2016)An press conference is a buzz session of cardinal general public to substitution enlightenment and conceptions nailed down enquiries and answers, so that signification in a subject-matter buoy be constructed. According to(Sugiyono, 2017)Questionnaire/questionnaire is a collections

solicitation procedure that is carried elsewhere by gift a establish of enquiries or backhand declarations to the responder to answer. Is a disposition of assembling collections by recitation and analysing and processing collections and enlightenment by conducting collection movements nailed down books, journals, preceding evaluation and over-the-counter fountain-heads substantial to the substantial to be euphemistic pre-owned in research. The analytic inclination inoffensive pre-owned is a conglomeration unidimensional transformation theatrical to consequence the succession of the indication between the independent and strung-out variables if each iridescent has a cocksurenness and falsehood indication with the equalisation.

## Results and Discussion

### Classic assumption test

The investigation of the graeco-roman assumptions with the SPSS 25. 00 announcement carried elsewhere therein contemplate incorporates:

### Normality test

The Normality Test administers to expenditure if in the transfiguration model, the confounding or residuary variables methamphetamine up a accepted parcelling (Ghozali, 2016). interrogation the normality of the solicitations channel mark be finished victimisationing statistical undergrounds victimisationing the one sample Kolmogorov Smirnov Test.

**Table 4.1. One Sample Kolmogorov Smirnov Test**

One-Sample Kolmogorov-Smirnov Test			Unstandardized Residuals
N			46
Normal Parameters, b	Means		,000000
	std. Deviation		1.78002265
Most Extreme Differences	absolute		,071
	Positive		,071
	Negative		-.066
Test Statistics			,071
asymp. Sig. (2-tailed)			,200c,d
Monte Carlo Sig. (2-tailed)	Sig.		,962e
	99% Confidence Intervals	LowerBound	,957
		Upperbound	,967

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

e. Based on 10000 sampled tables with 2000000 starting seeds.

Source: Processed data (2023)

From the production in the tabularize it channel mark be seen that depletion (Monte Carlo Sig. ) of each variables is 0.962 If the significance is bounteous 0. 05, so the residuary depletion is normal, so it watercourse deutschmark be realised that each variables are unremarkably apportioned.

### Heteroscedasticity Test

The heteroscedasticity valuation administers to valuation if from the transfigurement histrionic thither is an heresy of ramification from the residuals of discriminating interrogative to another. A distinguished transfigurement histrionic is discriminating that has homoscedasticity or does not enumeration heteroscedasticity.

**Table 4.2. Glejser Test Results**

		Coefficients <sup>a</sup>				Collinearity Statistics	
Model		Unstandardized Coefficients		Standardized Coefficients		tolerance	VIF
		B	std. Error	Betas	t		
1	(Constant)	2,162	1,689		1,280	,207	
	Technology_Information_X2	-.030	,092	-.069	-.329	,743	1,896
	Application_KKP_X1	-.003	,103	-.005	-.125	,980	1,896

a. Dependent Variable: ABS\_RES

Source: Processed data (2023)

Supported on the valuation in the wild blue yonder the significance depletion of KKP Application (X1) is greater than 0.05 (5%), namely 0.743, and testing the significance value of Information Technology (X2) is greater than 0.05 (5%), namely 0.980, so there is no indication Heteroscedasticity.

### Multicollinearity Test

The multicollinearity evaluation directs to influence if there is a coefficient of augmentation between the self-governing variables in the transfigurement model. The multicollinearity expenditure in this contemplate was seen from the broad-mindedness depletion or variance inflation factor (VIF).

**Table 4.3. Multicollinearity Test Results**

		Coefficients <sup>a</sup>				Collinearity Statistics	
Model		Unstandardized Coefficients		Standardized Coefficients		tolerance	VIF
		B	std. Error	Betas	t		
1	(Constant)	14,469	2,665		5,429	,000	
	Application_KKP_X2	,356	,146	,476	2,440	,001	1,896
	Technology_Information_X1	12160	,162	,392	2,987	,000	1,896

a. Dependent Variable: Performance\_Employee\_Y

Source: Processed data (2023)

Backed on tabularize it channel mark be seen that the broad-mindedness depletion of the KKP Application (X1) is 0.528, Information Technology (X2) is 0.528, all of which are greater than 0.10 while the VIF value of the KKP Application (X1) is 1.896, Information Technology (X2 ) of 1.896, all of which are less than 10. Supported on the deliberation consequences in the sky it buoy be seen that the broad-mindedness depletion of each independent variables is in a higher-calibre succession of instrumentation than 0.10 and the depletion of the VIF of each independent variables is what is bounteous by oneself dispassionate whatsoever than 10 so there is no coefficient of augmentation of substantiations on the independent variables. So it waterway deutschmark be accomplished that there are no substantiations of multicollinearity between independent variables in the transfigurement histrionic.

## Multiple Linear Regression Testing

Linear regression investigation interprets the impersonation of the independent variables on the strung-out variable. solicitations psychoanalysis therein excogitate inoffensive pre-owned fundamental unidimensional transformation equations, victimisation SPSS 25.00 for windows.

**Table 4.4. Multiple Linear Regression Results**

Model		Coefficients <sup>a</sup>				Sig.	Collinearity Statistics	
		Unstandardized Coefficients B	std. Error	Standardized Coefficients Betas	t		tolerance	VIF
1	(Constant)	14,469	2,665		5,429	,000		
	Application_KKP_X2	,356	,146	,476	2,440	,001	,528	1,896
	Technology_Information_X1	2160	,162	,392	2,987	,000	,528	1,896

a. Dependent Variable: Performance\_Employee\_Y

Source: Processed data (2023)

Backed on these borderline determination the conglomeration unidimensional transformation equalisation has the preparations a groundwork:  $Y = a + b_1X_1 + b_2X_2 + \epsilon$ , so that the equation is obtained:  $Y = 14.469 + 0.356 X_1 + 2.160 X_2$

### Coefficient of Determination (R<sup>2</sup>)

The coefficient of determination is euphemistic pre-owned to contemplate how each the freehanded the self-governing opalescent furnishes to the dependant variable. The in a higher-calibre progression of instrumentality the depletion of the coefficient of determination, the freehanded accessory the qualifications fitness appropriateness of opalescent X to interpretation for opalescent Y.

**Table 4.5. Coefficient of Determination**

Model	Summary model <sup>b</sup>				
	R	R Square	Adjusted R Square	std. Error of the Estimate	Durbin-Watson
1	,571 <sup>a</sup>	,738	,697	1,821	2,212

a. Predictors: (Constant), Application\_KKP\_X1, Information\_Technology\_X2

b. Dependent Variable: Performance\_Employee\_Y

Source: Processed data (2023)

Based on the table, it buoy be seen that the expenditure of the adjusted R square is 0.697 or 69.7%. This shows if the KKP Application (X1) and Information Technology (X2) can explain Employee Performance (Y) of 69.7%, the remaining 30.3% (100% - 73.8%) is explained by over-the-counter variables somewhere else this valuation theatrical.

### Hypothesis testing

Hypothesis investigation is a decision-making disposition supported on collections analysis, both from contained experimentations and from examinations.

#### t test (Partial)

The t statistical valuation is moreover established as the characteristic significance test. This valuation make evident how indifference elsewhere the aftermath of the independent variables a trustworthy proportion on the strung-out iridescent.

**Table 4.6. Partial Test (t)**

Model		Unstandardized Coefficients		Standardized Coefficients		t	Sig.	Collinearity Statistics	
		B	std. Error	Betas				tolerance	VIF
1	(Constant)	14,469	2,665			5,429	,000		
	Application_KKP_X2	,356	,146	,476		2,440	,001	,528	1,896
	Technology_Information_X1	,160	,162	,392		2,987	,000	,528	1,896

a. Dependent Variable: Performance\_Employee\_Y

Source: Processed data (2022)

- a. Effect Hypothesis Test KKP Application (X1) on Employee Performance (Y). From this description it can be seen that  $t_{count} (2.440) > t_{table} (2.015)$ , as well as with a significance value of  $0.001 < 0.05$ , it can be concluded that the first hypothesis is accepted, meaning KKP Application (X1) positive and significant effect on Employee Performance (Y).
- b. Effect Hypothesis Test Information Technology (X2) on Employee Performance (Y). From this description it can be seen that  $t_{count} (2.987) > t_{table} (2.015)$ , as well as with a significance value of  $0.000 < 0.05$ , it can be concluded that the second hypothesis is accepted, meaning Information Technology (X2) significant effect on Employee Performance (Y).

**F Test (Simultaneous)**

This test essentially constitute unmistakable if each the self-governing variables included therein histrionic methamphetamine up a stick series rejoinder on the dependant opalescent.

**Table 4.7. Simultaneous Test Results (F)**

Model		ANOVA <sup>a</sup>				
		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	22,744	2	11,372	13,430	,001b
	residual	142,582	43	3,316		
	Total	165,326	45			

a. Dependent Variable: Performance\_Employee\_Y

b. Predictors: (Constant), Application\_KKP\_X1, Information\_Technology\_X2

Source: Processed data (2022)

From this discription it buoy be seen that  $F_{count} (13,430) > F_{table} (3.21)$ , and a significance value of  $0,001 < 0.05$ , it can be concluded that the third hypothesis is accepted, meaning Variable KKP Application (X1) And Information Technology (X2) significant effect simultaneously on Employee Performance Variable (Y).

Based on the results of this study, the advice given to the Medan City Defense Agency is that the Land Office must have a real and regular contribution to improving people's welfare, providing extra services, and improving the management structure. In addition, the Land Office needs to update the application or technology to create effective service to the community, the new policy with the KKP application is expected to expedite the running of all components of performance management at the Medan City Land Office and it is necessary to provide guidance for operators or counter officers to be continuously implemented. This needs to be done to seek input or possible improvement of service quality in order to achieve good governance.

## Conclusion

Backed on the consequences of the expenditure and interaction in the self-effacing chapter, it watercourse deutschmark be realised as come after:

1. The first hypothesis is accepted, KKP application (X1) positive and significant effect on Employee Performance (Y).
2. The second hypothesis is accepted, Use of Information Technology (X2) significant effect on Employee Performance (Y).
3. The third hypothesis is accepted, KKP application (X1) and Use of Information Technology (X2) has a significant simultaneous effect on the Employee Performance Variable (Y).
4. Information Technology is a device and systems that help performance and make work easier for speed up work. While the use of technology in work, ie work using the computerized land office (KKP) system aims to create orderly administration of land, improve, and accelerate service, in the land sector and improve quality BPN information well.

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