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Case Study: Public Satisfaction with Land Acquisition at Komodo Airport, Labuan Bajo, West Manggarai, Indonesia

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Abstract. The quality of public services is a variable that affects general satisfaction. Land acquisition for the development of Labuan Bajo Airport seeks to maintain a dynamic relationship between developers and land owners. This research focuses on 5 (five) indicators of public satisfaction with the airport development process, including aspects of *tangibles, Reliability, responsiveness, assurance, and empathy*. This study used a qualitative observational approach. The data collection method used interviews, surveys, *observations, and Focus Group Discussions* on airport service users. The study results show that five indicators, *tangibles, Reliability, responsiveness, assurance, and empathy*, have been carried out well in implementing land acquisition for airport development.

Keywords. Quality, Service, Komodo Airport, Labuan Bajo

A. Introduction

Labuan Bajo and the surrounding area have been designated super premium or priority destinations. The development of Labuan Bajo as one of the tourism-based economic areas, of course, must be supported by the availability of airports that maintain connectivity between domestic and foreign regions (Salukh et al., 2023). The airport is the accessibility in and out of domestic and international tourists. This certainly plays a role in the development of the National Tourism Strategic Area as a super premium or super-priority destination set by the Government in 2018, including Labuan Bajo in East Nusa Tenggara because it is unique compared to other regions because it has the only Komodo dragon in the world (Khan et al., 2020); (Kesuma & Ciptafiani, 2021).

The airport is a strategic public service facility, so it requires continuous development and innovation, especially in services that must meet national and international feasibility standards (Yuliana & Subekti, 2017); (BPK RI, 2017).

The problems found in other studies show that there are still no optimal facilities and infrastructure in waiting room facilities (Radha & Dewantari, 2022); (Prastika & Ginusti, 2022), information systems management (Prastika & Ginusti, 2022), synergy of services between airlines and airport managers (Nurhikmah, 2022), as well as potential conflicts over land acquisition for airport development (Padjo & Salim, 2014). The development of Komodo Airport must be supported by the availability of large land and meet the criteria, especially in

land management and systems (Septian, 2023); (Hayat, 2020). The airport land development process, of course, must maintain a dynamic relationship, which not only occurs between users and service providers but also with land owners in the land acquisition process to prevent potential conflicts in the future (Violin et al., 2022); (Widjaja & Harianto, 2017). This process must be strengthened by integrated management and comply with applicable regulations in the agrarian sector (BPK RI, 2017); (Sari, 2020). The role and involvement of the community in every land acquisition process, as well as the transparency and accountability in practice, can increase community satisfaction with the process and compensation through fairness and applicable regulations (Liani & Winanti, 2021).

Fair and accountable public service will generate public trust. An initial study is needed on general satisfaction with public services as a pillar and public trust as a basis with the echo of the infrastructure of a public service facility, specifically the airport (Widjaja & Harianto, 2017). Previous studies have yet to examine how the land acquisition process is carried out and the quality of public satisfaction with the process. Studies using relevant theoretical perspectives and applicable regulations can provide helpful input for the Government and airport managers in formulating strategic policies and evaluating the procedures carried out.

B. Research methods

This study is observational research *expose facto* (Sugiyono, 2017) ;(Manzini, 2015), using a qualitative approach. Data collection is carried out using interviews, surveys, and by *Foccus Group Discussion (FGD)* involving 118 resource persons who were owners of land used for the development of Komodo Airport.

C. Results of research and discussion

Komodo International Airport is located in West Manggarai Regency and has been operating since 2015.

This research focuses on the study of the land acquisition process for the development of Labuan Bajo Airport, which consists of several strategic stages, ranging from planning, preparation, and implementation to surveys of community satisfaction.

1. Planning Process

The team's initial stage is to plan development goals; this needs to be done so that the program is by the Regional Spatial Plan and Regional National Development Plan. Some important considerations are land location, land area, general description of land status, estimated price, budgeting plan, and implementation period. In this process, the planning process has referred to regulations related to land acquisition for public interest regulated by the state (Presiden of Indonesia, 1992).

The determination of the development of a public facility is certainly still obliged to pay attention to the Regional Spatial Plan. This document contains the regulation of land functions in an area (Ziaulhaq, 2023). The planning process for this land development has considered land use in zones such as settlement, industry, agriculture, conservation, and so on. In determining the location, the Government will evaluate the area that best suits the development needs of the public interest to be carried out (Indah & Ma'rif, 2014); (Presiden Of Indonesia, 2012).

2. Preparatory Process

The determination of the location of airport development is regulated in the Decree of the Governor of East Nusa Tenggara Number 52 / KEP / HK / 2020 concerning the Location of Komodo Airport Development in Batu Cermin Village, Wae Kelambu Village and Labuan Bajo Village, Komodo District, West Manggarai Regency East Nusa Tenggara, using several considerations regarding the needs of supporting tourism, the development area is not a protected forest area, agreement with land-owning communities.

The initial stage in this preparatory phase is forming a land acquisition team, which coordinates internally, conducts socialization, and conducts public consultation. In this internal phase, internal discussions involve relevant stakeholders and local communities. The results of the coordination provided several agreements, namely 1) the community supports the airport land development plan; 2) airport land development must follow applicable regulations; and 3) there is further regulation of land outside the pillars set by the Regent. This preparation process is also supported by a process of identification, investigation, verification, and a tiered socialization process, and with the agreement with the land-owning community, it is hoped that there will be transparency and community participation in decision making; this will undoubtedly be very effective in minimizing the occurrence of conflicts that occur due to differences in perception.

3. Implementation Phase

Based on Article 49 Paragraphs (1) and (2) and Article 50 of Presidential Regulation Number 71 of 2012 concerning the Implementation of Land Acquisition for Development in the Public Interest. The Executor of Land Acquisition by the Head of the National Land Agency was carried out by the Head of the Regional Office of the National Land Agency of East Nusa Tenggara Province as the Chief Executive of Land Procurement. However, based on Article 50, the Head of the Regional Office of the National Land Agency can delegate authority, thus issuing Letter Number AT.02.02/273-53/III/2020 dated March 4, 2020, for the delegation of authority to the Head of the Land Office of West Manggarai Regency as the Chief Executive of Land Acquisition by the Head of the Regional Office of the National Land Agency of East Nusa Tenggara Province with consideration of efficiency, effectiveness, geographical conditions and human resources. The Chief Executive of Land Acquisition for Komodo Airport Development submits preliminary data on the work of the Komodo Labuan Bajo Airport Land Acquisition Preparation Committee, then compiles and establishes a Land Acquisition Team consisting of task force A, which carries out identification, inventory, identification, assessment and compensation, task force B measurement and calculation of land circumference and boundaries. In contrast, Task Force C conducts data collection on identity, land ownership status, document status, type, and utilization of land.

Furthermore, the team counselled stakeholders, including local governments, district attorneys, police, and 118 land-owning communities. Essential data is generated to investigate and identify suitable landowners to receive compensation, and complete data collection is carried out. The results obtained from the inventory and identification activities of Task Force A and Task Force B are perimeter maps, 20 maps of land parcels, and 105 nominative lists containing subject data information based on field data collection. Then, it was handed over to the Chief Executive of Land Acquisition before it was announced.

The next stage in this implementation process is the collection of verification results for investigation and identification, according to the provisions, 2 (two) times for 21 (twenty-one) days. However, the Head of the Implementation Team announced another 7 (seven) days

so that the length of the announcement became 28 days and also carried out additional collection; this was done to ensure the principle of openness, transparency, and accountability so that the data produced is valid and accepted by the public, this is also by the mandate in public service reform (Sinambela, 2014); (Dwiyanto, 2005).

In solving the problem, the Implementation Team uses 2 (two) approach instruments, namely: (1) statutory approach (*Statute Approach*), which is done by reviewing all laws and regulations related to the legal issue being handled;(2)socio-cultural approach (Sinambela., 2014); (Blumm & Guthrie, 2011), is an approach model that emphasizes social and cultural values that are inherent and developed in a society such as social order systems, as well as religious systems (Blumm & Guthrie, 2011). This approach model aims to obtain similarities in mindsets, perceptions, and beliefs, ultimately influencing behaviour and how the individual lives in a community (Mula & Suryaningsi, 2020);(Marzuki, 2020).

4. Results Submission

The Chief Executive of Land Acquisition has submitted the results of the procurement of Komodo Labuan Bajo Airport as many as 102 files in stages to the Head of the Komodo UPBU Office as an agency that needs land. The first phase was carried out in 2022 with the Minutes of Submission of Land Acquisition Results Number: AT.02.01/BA.33-53.15/IV/2022, on Wednesday, April 13, 2022, signed by the parties, Chief Procurement Executive and Head of Komodo Airport Organizing Unit Office totalling 76 (seventy-six) plots of land. The second phase will be carried out in 2023 with the Minutes of Submission of Land Acquisition Results Number: AT.02.01/ba.52-53.15/III/2023, on Monday, March 13, 2023, signed by the parties of the Chief Procurement Executive and Head of the Komodo Airport Organizing Unit Office totalling 27 (twenty-seven) files, in stages located in Batu Cermin Village. and Labuan Bajo Village, Komodo District, West Manggarai Regency, East Nusa Tenggara Province. The submission of documents for the object of land acquisition is carried out after legal relations between the landowner and his land plot are terminated. Furthermore, it is stored by the Komodo Airport Organizing Unit as a government asset in the form of land acquisition documents.

5. Public Service Satisfaction with Land Process and Compensation

The results of observations and interviews conducted by an integrated team of 118 landowners respondents are as follows: 1) Dimensions *tangibles* is a service dimension related to physical facilities and infrastructure (Zeithaml, 1991). The observations and interviews with landowners show that the service process has been carried out appropriately and correctly, from the fulfilment of regulations and administration. According to the community, expanding airport land will further maximize the direct display in appearance, comfort, and ease of access to information and accommodation and facilitate navigation and communication systems for both airlines and operators. Some inputs that need to be improved in addition to land development are wifi capacity and the addition of seats in the waiting room. This result is also similar to the results of previous research, which found that the improvement and development of facilities at the airport have been carried out well. However, additional facilities in the airport lounge are needed (6). The planning process for this land development has considered land use in zones such as settlement, industry, agriculture, conservation, and so on. In determining the location, the Government will evaluate the area that best suits the development needs of public interest to be carried out (Sinambela, 2008); (Indah & Ma'rif, 2014). Airport land development is an innovation in supporting aspects of *tangibles*. This development is carried out not only to

improve the arrangement of infrastructure facilities. However, it can be an essential variable that supports the management of public transportation services from the aspect of arrangement (Hardiyansyah, 2018). Innovation in aspects of *tangibles* will be a catalyst for the performance, Reliability, aesthetics, desires, and needs of service users (Fitriana, 2014); (Dwiyanto, 2005).

The second dimension is *Reliability*; the placement of officers has been carried out appropriately, and landowners have been well informed of some information related to regulations, compensation prices, and information. Dimension *Responsiveness* is the desire to serve service users (Suryani, 2017) ; (Zeithaml, 1991); the assessment of respondents in general shows that airport land development activities have gone through a process of identification, counselling, socialization, and loss assessment by an integrated team formed by the West Manggarai district land office appropriately. According to most respondents, they have been involved from planning and socialization to the time of determination. The land pricing process has been carried out by deliberation with the principle of openness, involving regional leaders, land offices, and land owners. The result of the Focus Group Discussion reached an agreement that there were 115 nominative data on land that met the criteria as a form of a fair chance. The implementation team's response to the information needs has been well underway, and consistent procedures are in place. The quality of information services has a significant influence on service user satisfaction. A previous study at Komodo Airport showed that the quality of information services had an effect of 71—3% (sig 0.000 <.005) on public satisfaction (Prastika & Ginusti, 2022). With accountability and transparency, it will undoubtedly minimize social and legal impacts in the future (Izzah et al., 2023).

Assurance is characterized by the level of attention to ethics and morals in providing services. In solving the problem, the Implementation Team uses 2 (two) approach instruments, namely: (1) the *statutory approach (statute approach)*, which is carried out by reviewing all laws and regulations related to the legal issue being handled; (2) the *Socio-cultural approach (culture social approach)* is an approach model that emphasizes social and cultural values that are inherent and developed in a society such as social order systems, as well as religious systems (Marzuki, 2020). Through this approach, similarities in mindsets, perceptions, and beliefs can ultimately affect behaviour and how the individual lives in a society.

Empathy is the level of willingness to know the wants and needs of consumers. Public service satisfaction is closely related to the sustainability and existence of service providers; continuous fulfilment and improvement can maintain a dynamic relationship between service providers and users (Widjaja & Harianto, 2017); (Violin et al., 2022). The fulfilment of some of the above service indicators in the land acquisition process for the development of Komodo Airport will undoubtedly positively impact public perception of public service implementing agencies, especially in the trust aspect (Bafadhah & SAB, 2021).

D. Conclusion

The land acquisition process for the development of Komodo Labuan Bajo West Manggarai airport has been carried out starting from the stages of planning, preparation, implementation, and evaluation well through collaboration and good coordination and synergy from the central, provincial to regional governments by consistently aligning with applicable regulations; community involvement can strengthen and minimize the potential for conflict both socially in the future. Satisfaction with public services in the above process has met the indicators of *Tangible, Reliability, Responsiveness, Empathy, and Assurance*.

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