Analysis of Satisfaction Level of the Capa Paloh Village Community with the Sibanceh Toll Compensation

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Abstract
This study aims to determine the level of community satisfaction with the SIBANCEH toll compensation in Capa Paloh Village, Padang Tiji District, Pidie Regency. This study was conducted in March 2022. There were 42 samples from a population of 129 toll road compensation recipients in Capa Paloh Village, Padang Tiji District, Pidie Regency. Collecting data using questionnaires, interviews, and documentation. The method used is qualitative and descriptive analysis. Descriptive analysis technique, namely a technique for describing or explaining data related to the discussion, where this technique describes the toll compensation that occurred in Capa Paloh Village, Padang Tiji District. The results showed that the level of community satisfaction with the SIBANCEH toll compensation in Capa Paloh Village, Padang Tiji District, Pidie Regency was satisfied, because the people who used to have inadequate houses, with the payment of toll compensation, the houses have been renovated and after with the construction of the toll road, the area where they live is increasingly crowded and the population is growing. In addition, the people affected by land acquisition can use the compensation money recipients not only to buy houses or rice fields, but can also be used for business capital or the community's personal savings.

Keywords—Community Satisfaction, Compensation, Toll Road Development

Introduction
Sumatra Island is the third largest island in Indonesia which is experiencing economic growth every year. In 2019 the contribution of the Sumatra Island region to the national economy is expected to reach 21.63%, with an economic growth rate of 5.02%. One of the provinces supporting economic growth in Sumatra is Aceh, namely the agricultural sector, trade sector, construction sector, and mining sector. To support economic equality on the island of Sumatra, transportation facilities are needed. Transportation facilities needed are roads that are free of obstacles such as toll roads. With the economic growth in Sumatra, the Government is building the Trans Sumatra Toll Road. The Trans Sumatra Toll Road is a toll road that connects cities on the island of Sumatra. One part of the Trans Sumatra Toll Road is the Sigli-Banda Aceh Toll Road. Sigli-Banda Aceh Toll Road has a length of 74.82 km. Sigli-Banda Aceh Toll Road is divided into six sections, namely section I Padang Tiji-Seulimeum (25.2 km), section II Seulimeum-Jantho (6.1 km), section III Jantho-Indrapuri (16 km), section IV Indrapuri-Blang Bintang (14.7 km), section V Blang Bintang-Kuta Baro (7.7 km), and section VI Kuta Baro-Baitussalam (5 km).

Pidie District is one of the third largest districts in Aceh, consisting of 23 sub-districts, 730 villages spread across Pidie district, Padang Tiji sub-district is the second largest sub-district after Pidie sub-district consisting of 64 villages. Capa Paloh Village is one of the villages that has been compensated for ongoing development in Aceh, namely the construction of the toll road
connecting Banda Aceh-Sigli. In the process of building the Banda Aceh-Sigli toll road, the policy regarding land acquisition for development in the public interest with compensation for damages apparently is still problematic because the price offered by the Public Appraisal Service Office (KJPP) is deemed appropriate by the people of Capa Paloh Village. Even though a number of community representatives from Capa Paloh Village, Padang Tiji District, did not know anything about the actual price set by KJPP. Data obtained from the Ministry of Agrarian Affairs and Spatial Planning/National Land Agency (BPN) Aceh Province shows that:

<table>
<thead>
<tr>
<th>NO</th>
<th>Number of Residents Receiving Compensation</th>
<th>Land Area Range</th>
<th>Location</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>129 People</td>
<td>11M²-6.771M²</td>
<td>Capa Paloh</td>
<td>Rp.1.027.998,-Rp.1.270.036,893,-</td>
</tr>
</tbody>
</table>

Source: BPN, 2020

Based on the reality of the background, the problem is how the level of satisfaction of the farming community with receiving compensation for the SIBANCEH Toll Road land in Capa Paloh Village, Padang Tiji District, Pidie Regency so that this research can become a barometer of the realization of justice for the farming community regarding the provision of compensation land for the construction of the Sigli - Banda Aceh toll road. The purpose of this study was to determine the level of community satisfaction with the SIBANCEH toll compensation in Capa Paloh Village, Padang Tiji District, Pidie Regency.

**Literature Review**

Toll users are subject to the obligation to pay tolls used for return on investment, maintenance and development of toll roads. The existence of toll roads is expected to directly reduce the burden of traffic jams that occur on public roads and reduce air pollution due to vehicles running slowly or getting stuck (Kleinjans, 2020). Toll roads have a strategic role both for realizing equitable development and for regional development. In areas where the economy is already advanced, the mobility of people and goods is generally very high, so that reliable quality land or road transportation facilities are required. Without roads with sufficient capacity and reliable quality, it is certain that the traffic of people and goods will experience obstacles which will eventually cause economic losses (Todaro, 2019).

Community is a living group that are interrelated and need each other among individuals with one another. Intertwined with certain systems and certain laws that are the same and direct. Satisfaction is the level of personal feelings after comparing what he received and his expectations (Umar, 2019:65). If someone is satisfied with the value provided by the product or service, it is very likely to be a customer for a long time. that consumer satisfaction is a person's feeling of pleasure or disappointment that arises after comparing the performance (results) of the product that is thought of against the expected performance (Philip Kotler and Kevin Lane Keller 2020).

Compensation is reward that received by land rights holders to replace the value of land including those on it that have been released or surrendered. If an agreement has been reached between the holder of land rights and the government agency and/or local government that requires the land, the Land Procurement Committee issues a decision regarding the form and amount of compensation in accordance with the agreement. Deliberations that were unsuccessful or an agreement was not reached, as stated in the land acquisition, determined the amount of compensation and entrusted the compensation money to the district court whose jurisdiction covers the location of the land in question. It can be concluded that those who are given
compensation are rights to land, buildings, plants and other objects related to land, while those who are entitled to receive are land rights holders or those who are entitled according to laws and regulations and Nazir for waqf land. This means that if there are cultivators on the land affected by the land acquisition or if there are people who live or control over state land, then they cannot be given compensation because of the conditions contained in (The Presidential Decree No. 65 of 2006).

Dheniswara Briyang Bribhada (2019) Faculty of Law, University of Muhammadiyah Surakarta, with the title “realisasi pelaksanaan ganti rugi pengadaan jalan tol solo-kertosono di wilayah sawah kan Kabupaten Boyolali”. Methods of data collection with library research and field studies namely observation, interviews and documentation. Furthermore, the data were analyzed qualitatively. This study aims to determine the progress of the construction of the Solo-Kertosono access road and the implementation of compensation from the government to local residents affected by the construction of the Solo-Kertosono access road in the Sawahan area of Boyolali Regency. The results of the study concluded that the progress of the construction of the Solo-Kertosono pass road based on planning, location determination, implementation of land acquisition and compensation, relinquishment of rights, management of land rights, implementation of physical development, and appraisal results went as expected.

Nurazima Faizrosadi in Notarius, Volume 13 Number 2 (2020) p. 605, with the title “Penitipan Ganti Rugi Pemegang Hak Dalam Pengadaan Tanah Pembangunan Jalan Tol Batang”, the results of the research show that the background in the construction of toll roads in Batang Regency is based on Law Number 2 In 2012 concerning Land Acquisition for Development for the Public Interest, there were land rights holders who did not want land acquisition to be carried out resulting in the deposit of compensation at the District Court (Consignment). The aim of the research is to find out the legal protection for land rights holders whose compensation is consigned and to find out the implementation of compensation to rights holders in the process of land acquisition for toll roads in Batang Regency. The research method is to analyze the problem, link the applicable regulations with legal theory, and implement the object of research. In conclusion, the consequence of holders of land rights is that they can file lawsuits with the state court and their land belongs to the state, and legal protection in the aspect of human rights does not guarantee legal protection, but land law already regulates that coercion is not justified by anyone and with the principles of agreement, humanity, and justice.

Research Method
The location used as the research location was Capa Paloh Village, Padang Tiji District, Pidie Regency. Those affected by the toll road were the greatest where almost all land and settlements around the sub-district were affected by land conversion for the construction of the Sibanceh toll road. In this study the authors used a finite population, a total population of 129 people.

Data analysis according to Maleong (2019) is the process of organizing and sorting data into categories, and basic descriptive units so that themes can be found and can be formulated in working hypotheses as suggested by the data. Data analysis is in the form of qualitative analysis. After various data has been collected, descriptive analysis techniques are used to analyze them, namely techniques to describe or explain data related to the discussion, where this technique describes the toll compensation that occurred in Capa Paloh Village, Padang Tiji District.

The process of qualitative data analysis begins by observing all available data from various related sources in the form of distributing questionnaires and looking for the percentage of results using the following formula:

\[ P = \frac{f}{n} \times 100 \]  

\[ \text{Ghozali, 2019} \]
Explanation:

\[ P = \text{Presentation} \]
\[ f = \text{Frequency} \]
\[ n = \text{Number of Respondents} \]

Data analysis at this stage includes reviewing observational data, interviews and documentation. The data obtained is analyzed by sharpening, combining, directing, removing unnecessary and organizing data. In this section the data is made into a collection of structured information and provides the possibility of interpretation, drawing conclusions and taking action. This presentation includes the presentation of observational data, interviews, questionnaires and documentation.

Results and Discussion

Characteristics of Respondents

Most of the respondents were male with a total of 23 people at 54.8% while 19 people were female with a percentage of 45.2%. This shows that it is men who own a lot of land in Capa Paloh Village. The largest respondent in this study was > 60, namely 13 people, amounting to 30.9% because their age was no longer able to work. So having a recipient of toll compensation can help their economy a little. The largest land area is found in a land area of 1000-3000 M² by 15 respondents with a percentage of 35.7% of land area which is one of the factors determining the amount of money that is compensated by the government.

Level of Community Satisfaction with SIBANCEH Toll Compensation

Based on the results of the questionnaire distributed to the community who were respondents, as many as 42 respondents stated that the level of satisfaction of the community receiving the SIBANCEH toll compensation was satisfied because the community whose houses used to be inadequate with the payment of toll compensation for their homes, had already been renovated. and after the construction of the toll road the area where they live is getting busier and the population is growing. Apart from that, the receipt of the SIBANCEH toll compensation can be used to build a better place to live and can be used for business capital or to buy rice fields or fields that have been evicted so that the income they get is better than before. The conversion of land functions to a change of profession, even though the impact of toll road construction greatly affected rice fields and caused a change of profession, but most people took advantage of compensation for losses due to the impact of toll road construction, where most people benefited and switched professions from farmers to entrepreneurs.

Capa Paloh Village is one of the villages most affected by the construction of the toll road. Some also stated that carrying out the construction of the toll road was an inappropriate step because they had to move to find a new place. Land release creates social conflict, due to land problems both between the community and the community and the government. As a result of the construction of the toll road, the community gets compensation, but the money is used to buy various non-essential goods, resulting in an increase in expenditure in meeting the basic needs of the community.

Plantation Land Value

Plantation land is extensive agricultural land, usually located in tropical or subtropical areas, which is used to produce agricultural trade commodities on a large scale and is marketed to distant places, not for local consumption. Based on the results of interviews with the people of Capa Paloh, with the transfer of plantation land to the toll road, they are satisfied with the toll
compensation. Because the house that used to be unfit for habitation with the payment of the toll compensation for the house, has already been renovated.

The transfer of plantation land to the toll road also has an impact on the work of the planters, because the planters have to buy other plantations. So, they have to start farming again, especially since the community relies a lot on plantation land and even though the garden land is paid for by the government to turn it into a toll road.

Building Land Value

Based on the results of interviews with the people of Capa Paloh, with the transfer of house land to the toll road, they feel satisfied because after the construction of the toll road there are alternative routes that can be used. So that transportation becomes faster and more efficient. In addition, the receipt of the SIBANCEH toll compensation can be used to build better residences and can be used for business capital.

Paddy Land Value

Based on the results of interviews with the people of Capa Paloh Village, with the transfer of paddy fields to the toll road, farmers are satisfied. Because they can build a better place to live, they can use it for business capital or to buy rice fields or fields that have been evicted so that their income is better than before. The conversion of land functions into a change of profession, even though the impact of toll road construction greatly affected rice fields and caused a change of profession, but most people took advantage of compensation for losses due to the impact of toll road construction, where most of the people benefited and switched professions from farmers to workers in toll construction.

Problems Arising in the Implementation of Land Compensation

Entering the stage of determining the price of land, for the Land Acquisition Committee the existence of this stage will really be tested, the extent to which one sided with an interest will be easier to read at this stage. How to determine the price of land, in most cases in practice is done after there is a proposal to free the applicant or land user. Prior to that, it was almost unknown with certainty how much the value of land in the area was, even if land prices in the land market could be monitored per region, and synergistic cooperation was not yet established, for example between PBB and BPN Ministry of Agriculture, and making real and potential land prices cannot be determined precisely. This inability is one of the main reasons for the very speculative and subjective value of land which contains very deep social-psychological elements and is difficult to quantify. Determine the appropriate price and value of land, so that it can be used as a replacement for a decent life in the future and for the welfare of the community.

Based on research data in Capa Paloh Village, Padang Tiji District, Pidie Regency, where the majority of the population are farmers/planters, the implementation of growing planting calculations is very important and it is hoped that the value of compensation received can be appropriate so that it can improve the welfare and prosperity of the community. Compensation for both physical and non-physical losses as a result of land acquisition to those who own land, buildings, plants and others related to land must be able to provide better survival than the level of socio-economic life before being hit by land acquisition.

Conclusion

The level of community satisfaction with the SIBANCEH toll compensation in Capa Paloh Village, Padang Tiji District, Pidie Regency is satisfied, because the people whose houses used to be inadequate, with the payment of toll compensation, some of their houses have been renovated and after the construction of the toll road the area where they live is increasingly
crowded and growing population. In addition, the people affected by land acquisition can use the compensation money recipients not only to buy houses or rice fields, but can also be used for business capital or the community's personal savings.

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