

EFFECTIVENESS OF PROVIDING FREE LEGAL SERVICES BY NOTARIES IN NORTH LOMBOK REGENCY

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Abstrak

Undang-Undang Nomor 2 Tahun 2014 tentang Jabatan Notaris mengatur kewajiban notaris untuk memberikan layanan pembuatan akta autentik secara cuma-cuma kepada masyarakat tidak mampu. Namun, implementasi ketentuan ini masih menghadapi berbagai kendala dalam praktiknya. Penelitian ini menggunakan metode yuridis empiris dengan pendekatan peraturan perundang-undangan serta wawancara dengan notaris dan tokoh masyarakat di Kabupaten Lombok Utara. Data dianalisis secara deskriptif kualitatif untuk mengidentifikasi faktor-faktor yang mempengaruhi efektivitas penerapan Pasal 37 Ayat (1) UU Jabatan Notaris. Penelitian ini bertujuan untuk mengevaluasi sejauh mana aturan ini diterapkan dan hambatan yang dihadapi dalam pelaksanaannya. Hasil penelitian menunjukkan bahwa meskipun notaris memahami kewajiban tersebut, implementasi masih terbatas karena kurangnya kepastian hukum mengenai kriteria penerima layanan serta minimnya pengawasan dan fasilitas pendukung. Selain itu, rendahnya pemahaman masyarakat mengenai hak mereka terhadap layanan cuma-cuma ini juga menjadi kendala utama. Kesimpulannya, diperlukan perbaikan regulasi, penguatan pengawasan, serta edukasi hukum kepada masyarakat agar aturan ini dapat diterapkan secara lebih efektif.

Kata Kunci: *Jasa Hukum, Layanan Cuma-Cuma, Notaris, Kepastian Hukum, Edukasi Hukum.*

Abstract

Law Number 2 of 2014 on the Notary Position regulates the obligation of notaries to provide free notarial services for the underprivileged. However, the implementation of this provision still faces various challenges in practice. This study uses an empirical juridical method with a legislative approach and interviews with notaries and community leaders in North

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Lombok Regency. The data were analyzed descriptively qualitatively to identify the factors influencing the effectiveness of implementing Article 37, Paragraph (1) of the Notary Position Law. This study aims to evaluate the extent to which this regulation is implemented and the obstacles encountered in its execution. The findings show that, although notaries understand this obligation, the implementation is still limited due to the lack of legal certainty regarding the criteria for recipients of the service and insufficient supervision and supporting facilities. Additionally, the low public understanding of their rights to this free service also becomes a major barrier. In conclusion, regulatory improvement, strengthened supervision, and legal education for the public are necessary to enable more effective implementation of this provision.

Keywords: Legal Services, Free Services, Notary, Legal Certainty, Legal Education.

INTRODUCTION

A notary is a public official appointed by the state to provide legal services to the public through his authority to make authentic deeds as stipulated in Article 15 paragraph (1) of Law Number 2 of 2014 concerning the Position of Notary (Harahap, 2023). Although working for the benefit of the state, a notary is not a civil servant as referred to in Law Number 8 of 1974 because he does not receive a salary from the state, but rather receives an honorarium for legal services provided to clients. This honorarium is not merely a material imbalance, but a form of appreciation for the expertise and responsibility of the profession. In its implementation, a notary must not merely pursue material gain, but must uphold justice and integrity. The main authority of a notary in making authentic deeds plays an important role in creating certainty, peace, and legal protection, as stated in Article 1868 of the Civil Code and within the framework of a state of law based on Article 1 paragraph (3) of the 1945 Constitution. Notaries are expected to be able to carry out all of this professionally and responsibly in order to guarantee truth and justice in the national legal system (Asiva Noor Rachmayani 2015).

As a country of law, Indonesia is obliged to provide guarantees of certainty regarding the fulfillment of the rights of its citizens by mandating



them in laws and regulations (Galguadi 2024). Because the purpose of a country of law is to provide certainty, create order and provide legal protection for its citizens. The life of a social society will give birth to various forms of legal acts, society is a container or place for the implementation of a law. Law exists because of the existence of society and the existence of society will be followed by the existence of norms or legal values that live in society (Handoko 2014). Notary is one of the professions that has a big role in accommodating legal acts carried out by the community. This is in line with the birth of the Notary position itself, because the Notary profession was born from the results of interactions between fellow members of society and was developed and created by the community itself (Habib Adjie 2008).

Notary is called a profession because a Notary must have high knowledge of law, especially civil law. With the knowledge that exists, Notaries are required to use it for the benefit of many people, not only to seek money but also to seek meaning or calling in life through service to the community (Permenta 2021). The profession they do is also a self-actualization to express freedom, honor, and responsibility. That is the basic thing that distinguishes work and profession (Pengurus Pusat Ikatan Notaris Indonesia 2008). The state grants authority to Notaries to provide services to the community. The authority of Notaries based on Article 15 paragraph (1) of Law No. 2 of 2014 concerning Amendments to Law No. 30 of 2004 concerning the Position of Notaries is to have the authority to make authentic deeds regarding all acts, agreements, and determinations required by laws and/or desired by the interested party to be stated in an authentic deed, guarantee the certainty of the date of making the deed, store the deed, provide grosse, copies and extracts of the deed, as long as the making of the deed is not also assigned or excluded to other officials or other people determined by law (Manik 2021).

Notaries are public officials appointed by the state, also working for the interests of the state, however, Notaries are not employees as referred to in Law No. 8 of 1974 concerning the Principles of Civil Service, because they do not receive a salary from the state (Suhrawardi K. Lubis 2014). In accordance with their authority as regulated in Articles 36 and 37 of the UUJN, notaries receive honorariums for legal services provided to clients.



Honorarium comes from the word Honor which means honor, glory, a sign of respect/appreciation, all containing the meaning of remuneration for clients. Then the meaning changed to compensation, service money or the results of someone's work which is not a fixed salary. The expertise or authority possessed by a Notary can actually be used to obtain money or wealth, but in carrying out their professional duties, Notaries are not solely driven by considerations of wealth, influenced by the amount of money, and not only merely creating formal evidence to pursue legal certainty, but ignore the sense of justice. A Notary must continue to adhere to the true sense of justice and carry out his main task, namely serving the community (Anand 2018).

LITERATURE REVIEW

Theory of Legal Effectiveness

This study adopts Soerjono Soekanto's theory of legal effectiveness, which outlines five determining factors of legal efficacy: the substance of the law, the law enforcement apparatus, supporting facilities, community involvement, and legal culture. These elements provide a framework for evaluating how legal norms governing notarial services are translated into actual practice (H.K 2023). Notaries have the authority to make authentic deeds and carry out other tasks as stated in "Article 1 paragraph (1) of Law Number 30 of 2004, which has been amended by Law Number 2 of 2014 concerning the Position of Notary". The position of notary plays an important role in the state legal system, functioning to resolve various legal issues in the field of notary (Moechthar Oemar 2017).

Given the main authority of a notary is to make authentic deeds. To ensure certainty, order and legal protection, authentic written evidence is needed regarding the circumstances, events or legal acts carried out through certain positions. Notaries are expected to carry out their duties with integrity and sincerity because their profession is related to upholding truth and justice. As part of the state legal system, as referred to in "Article 1 Paragraph (3) of the 1945 Republic of Indonesia Constitution", notaries have a primary role in ensuring legal provisions, protection and legal order through authentic deeds. "Article 1868 of the Civil Code" defines an authentic deed as a deed made in accordance with the provisions of the law



before an authorized public official at the location where the deed is made (Rosalinda 2023).

In carrying out their duties, "Article 37 Paragraph (1) of the Notary Law" requires notaries to provide free legal services in the notarial field to the poor, in order to ensure justice for all parties. However, the application of this provision is often inconsistent. North Lombok Regency, the result of the expansion of West Lombok Regency in accordance with "Law Number 26 of 2008", has five sub-districts/districts with the capital in Tanjung District. The formation of this regency aims to accelerate public services and fulfill the aspirations of the community by considering the economic sector, regional wealth, socio-culture, socio-politics, area, and population. The earthquake disaster in 2018 had a significant impact, resulting in losses of IDR 9.9 trillion and an increase in poverty of around 2 percent. The recovery process is still ongoing, including physical development and socio-economic recovery. After the earthquake, the COVID-19 pandemic was added so that North Lombok Regency was even more depressed, especially in the tourism sector as the main source of "Regional Original Income" (PAD). The main tourist areas are deserted, and the poverty rate remains high at around 25.8% in 2023, making North Lombok Regency still classified as a disadvantaged area in West Nusa Tenggara (Aqmadea Eshafia et al., 2024; Lutfiah et al., 2024; Vianney Bagus Raditya et al., 2024).

The author links the conditions of the North Lombok Regency community with "Presidential Regulation of the Republic of Indonesia Number 63 of 2020 concerning the Determination of Disadvantaged Regions for 2020-2024" as an disadvantaged area, one of which is due to the economic conditions of the community. The underprivileged community requires notary services even though economic conditions affect their ability to pay for these services. As public officials, notaries are appointed by the government to serve the interests of the community, not just personal interests (Triwahyuningsih 2020). Although not receiving an honorarium from the state, notaries receive compensation according to their legal services (Sagala 2016). The amount of the notary's honorarium is not set as a standard, but rather adjusted to regional conditions and the agreement between the notary and the client (Imtihani & Nasser, 2024; O'Brien Kaawoan et al., 2024).



Theory of Justice

To complement the structural analysis, this study also applies Aristotle's theory of justice, particularly his distinction between distributive and commutative justice, to examine the ethical dimension of service allocation by notaries. These concepts are useful in evaluating whether the mechanisms for providing pro bono services reflect fairness and equity in serving economically disadvantaged groups. While the legal effectiveness theory offers an institutional lens, the justice theory provides an ethical framework, thereby enriching the overall analysis (Rawls 2019).

All levels of society in Indonesia require legal services in the notary field. Those who can afford the honorarium receive notary services, while those who are less able may not be able to pay (Risky, Utami, and Riyanto 2025). Economic differences affect the use of notary services, but It is expected that notaries, as public officials, uphold their obligation to serve all segments of society, including those economically disadvantaged, as mandated by national regulation. Previous research on "providing free notary services according to Law Number 2 of 2014 Article 37 Paragraph (1)" involved a study by Faishal Bafadal (2017) on Madura Island which identified humanitarian factors as well as legal and non-legal obstacles, Nuryani Puji Utami (2017) in Malang Regency which highlighted aspects of humanity, honesty, belief, and administrative sanctions, and Pebrianti Putri Sukma W (2023) in Mataram City which found legal and structural obstacles. Taking into account the different conditions in North Lombok Regency, this study aims to analyze the effectiveness of providing free legal services by notaries in North Lombok Regency.

This study distinguishes itself from previous research conducted in Madura, Malang, and Mataram by focusing on the effectiveness of providing free legal services by notaries in North Lombok Regency, an area with distinct geographical, social, and legal accessibility challenges. Unlike Faishal Bafadal's (2017) research on Madura Island which explored humanitarian concerns alongside legal and non-legal barriers, Nuryani Puji Utami's (2017) study in Malang Regency which emphasised values such as humanity, honesty, belief, and administrative sanctions, and Pebrianti Putri



Sukma W's (2023) findings on structural and legal obstacles in Mataram City, this research highlights the gap between legal mandates and actual practice in a disadvantaged region. It further advances the discourse by examining the institutional role of the Regional Supervisory Council (MPD) and exploring the potential replication of successful local initiatives from other regions, offering a policy-oriented contribution to enhancing notarial service delivery in under-resourced areas.

This finding reflects the gap between the legal mandate that regulates the duties and responsibilities of notaries and actual practices in the field, especially in less developed areas such as North Lombok Regency. Although regulations have stipulated the obligations of notaries, including the obligation to provide pro bono services and maintain professional standards, their implementation is often inconsistent. This indicates that the existence of legal regulations alone is not enough to guarantee compliance if it is not accompanied by a strict policy enforcement mechanism and adequate institutional support. Therefore, concrete steps are needed from policy makers to strengthen supervision, provide supporting facilities, and increase the capacity and integrity of supervisory institutions such as the MPD. Thus, the quality of notary services in disadvantaged areas can be improved and more in line with the applicable legal mandate.

RESEARCH METHODS

This study adopts a socio-legal research methodology, which is particularly suited to examining the dynamic interaction between formal legal norms and their practical implementation by public institutions. The main objective of this study is to obtain a clear and accurate understanding of the problems studied (Irwansyah 2022). Seeing the nature of the research problem, this study uses a socio-legal approach to analyze the effectiveness of providing free legal services in North Lombok Regency. This approach allows for an in-depth examination of the interaction between legal norms and their application in practice. This study uses primary, secondary, and tertiary legal data to ensure a comprehensive analysis of the main problem.

To ensure data credibility and trustworthiness, this study employed triangulation by cross-verifying interview data with official documents and field observations. Key informants included notaries, legal academics, and public officials directly involved in the provision of notarial



services (Khalid 2020). Purposive sampling was applied to select seven notaries from North Lombok Regency, based on their professional experience and direct involvement in providing pro bono legal services in accordance with national regulations.

RESULTS AND DISCUSSION

A. Effectiveness of Provision of Legal Services by Notaries in North Lombok Regency

This study assesses the effectiveness of the provision of pro bono notarial services based on multiple dimensions, including legal foundations, field-level implementation, and stakeholder perceptions. Article 37 paragraph 1 of Law Number 2 of 2014 concerning the Position of Notaries requires notaries to provide free legal services to the underprivileged (Mayasari 2020). The effectiveness of its implementation is measured by a clear legal basis, primary data from interviews with related parties such as notary officials, the Regional Supervisory Council, and community leaders in North Lombok Regency. The legal factor is an important indicator in assessing the effectiveness of this regulation (Yustisianto 2020). While Article 37 Paragraph (1) establishes a normative obligation, the absence of an operational definition of 'underprivileged' creates legal ambiguity, thereby weakening the enforceability of the provision. Notaries, as public officials, have the authority to make authentic deeds and various other services, including deeds of establishment of business entities, legal agreements, and land deeds. The existence of this regulation ensures that the underprivileged can still get access to the notary services they need.

The types of services that can be provided by a notary cover various legal aspects, ranging from making deeds of establishment of a business entity, civil agreements, to land deeds. Notaries are also authorized to legalize documents and record them in a special book. With the provisions in Article 37 paragraph 1, notaries are required to carry out the mandate of the law consistently. However, its implementation is not always easy because there is a dilemma when most clients in the notary's work area claim to be underprivileged. If a notary does not carry out this obligation, he can be subject to sanctions in accordance with Article 37 paragraph 2 of the Notary Law, which includes verbal warnings, written warnings,



temporary dismissal, to dishonorable dismissal. Thus, the effectiveness indicator can be said to be met if the notary implements the rules selectively while still paying attention to the economic conditions of the community in his area.

In terms of legal justice, this rule has fulfilled the principle of justice in the context of national law and Pancasila. The law is not only intended to protect and protect the community from arbitrary actions but also actively creates conditions that support social welfare. Thus, the implementation of the notary's obligation to provide free legal services can be said to be effective if it can be carried out in accordance with existing provisions, and considers aspects of justice and balance between the rights and obligations of the notary and the community receiving the services. Article 37 paragraph 1 of Law Number 2 of 2014 concerning the Position of Notary regulates the obligation of notaries to provide free authentic deed making services to the underprivileged. However, the effectiveness of this article in North Lombok Regency is still questionable. Based on the results of interviews with notaries in the area, this article has not been implemented effectively due to several factors that influence its implementation. To test the effectiveness of this article, Soerjono Soekanto's theory of legal effectiveness is used, which includes five factors: law, law enforcement, facilities and infrastructure, society, and culture (Soekanto 2015).

In terms of legal factors, the norms in Article 37 paragraph 1 already exist and provide a legal basis for notaries in providing free services to the underprivileged. However, the unclear definition of "underprivileged" causes legal uncertainty. In addition, the implementation of this article by notaries is more focused on social institutions such as foundations and places of worship, not directly to individuals in need, so that its implementation is not in accordance with the substance of the article. The law enforcement factor is related to notaries as officials who are authorized to implement the law. All notaries interviewed were aware of Article 37 paragraph 1, but not all of them implemented it. This shows that even though knowledge of the rules is good, the implementation of this article is still not effective because not all notaries carry out their obligations.

From the facilities and infrastructure factor, the role of the Regional Supervisory Council (MPD) in supervising the implementation of Article 37



paragraph 1 is very important. However, the MPD in North Lombok Regency faces facility constraints, such as the absence of a permanent secretariat office and official vehicles. In addition, the honorarium received by the MPD to carry out supervision is very limited, so it affects the effectiveness of their work in enforcing this regulation. Community factors also influence the effectiveness of this article. Interview results show that most people are unaware of the obligation of notaries to provide free authentic deed making services. This ignorance causes the underprivileged not to utilize their rights, so that the effectiveness of this article in helping them is low.

From the perspective of distributive justice required by Aristotelian theory, current legal practices tend to give disproportionate advantages to institutions over individuals, which may ultimately hinder the achievement of the normative goal of equal and fair access to the law; this reflects the inequality in the allocation of resources and legal protection, where distributive justice according to Aristotle should be realized through proportional distribution according to the needs and contributions of each party. Cultural factors also play a role in the effectiveness of this article. People in North Lombok Regency are still accustomed to conducting sales transactions with evidence in the form of receipts witnessed by the village head or neighborhood head, without involving a notary. This habit shows the low level of public understanding of the importance of authentic deeds as strong legal evidence, so that free services from notaries are not widely utilized (Aulia 2021).

Overall, the effectiveness of Article 37 paragraph 1 of Law Number 2 of 2014 in North Lombok Regency is still low. This is due to the unclear legal norms, lack of implementation by notaries, limited means of supervision, public ignorance, and habits that do not yet support the use of notary services. To increase its effectiveness, there needs to be wider socialization and strengthening the role of the MPD in supervising the implementation of this article.

B. Efforts to improve the effectiveness of legal services provided by notaries in North Lombok Regency

The legal factor variables or laws and regulations related to the notary's obligation to provide free authentic deed services to the



underprivileged have been regulated in Article 37 Paragraph (1) of Law Number 2 of 2014 concerning the Notary's Office. Normatively, this regulation has fulfilled the legality required to regulate the implementation of this obligation. However, in terms of legal certainty, the provisions in Article 37 Paragraph (1) are formulated in general and do not explicitly explain the criteria for underprivileged people who are entitled to receive these services. This causes ambiguity in the implementation of the rules due to the absence of definite indicators regarding who is entitled to receive this service.

In practice, the implementation of the provisions of Article 37 Paragraph (1) of the Notary Law does not fully comply with the established norms. Based on the results of interviews with several notaries in North Lombok Regency, it is known that the majority of notaries provide free services to social institutions such as foundations, orphanages, educational institutions, and places of worship. This shows that the implementation of the article has not optimally reached individuals who really need it. However, from the aspect of benefits, this practice still provides benefits to the community and is part of the social responsibility and charity for the notary concerned.

The law enforcement factor variable in this case refers to the implementation of the rules by the notary official himself. A person who wants to become a notary must meet the academic requirements, namely having a Master of Notary (M.Kn) degree, and go through a strict selection by the Ministry of Law and Human Rights (Kemenkumham). Notaries who work in North Lombok Regency have been legally inaugurated and have the authority based on Law Number 2 of 2014 concerning the Position of Notary. Therefore, in terms of the quality of law enforcement, it can be said that notary officials in the area have complied with applicable regulations (Sridana, Claudia Verena Maudy 2020).

Although in general notaries in North Lombok Regency understand the obligations stipulated in Article 37 Paragraph (1) of the Notary Law, in practice not all notaries implement this provision. This shows that although understanding of the regulation has been fulfilled, its implementation is still not optimal. Thus, the indicator of the effectiveness of law enforcement in this context can be said to have not been fully fulfilled.



Another factor that influences the implementation of this regulation is supporting facilities and infrastructure. According to the law enforcement theory put forward by Soerjono Soekanto, the success of law enforcement is not only determined by the legal norms themselves, but also by the availability of adequate facilities and infrastructure. In this context, the role of the Regional Supervisory Council (MPD) is very important in supervising the performance of notaries (Karianga, Indra, Maria Permata Dewi n.d.). The MPD has duties and authorities as stipulated in the Regulation of the Minister of Law and Human Rights Number 16 of 2021 concerning the Organizational Structure and Work Procedures, Procedures for Appointment and Dismissal, and the Budget of the Regional Supervisory Council (Aulia 2021).

Based on the results of interviews with the Chairperson and members of the MPD of North Lombok Regency, it was found that the facilities available to support supervision of notaries are still very limited. The MPD does not have a permanent secretariat, so it has to borrow a room for meetings and supervision purposes. In addition, official vehicles are also not available, so MPD members have to rent vehicles to carry out supervision in the field. The honorarium given to MPD members is also not commensurate with the duties and responsibilities they carry out. Thus, from the aspect of facilities and infrastructure, it can be concluded that the effectiveness of law enforcement in this case is still low (Djumardin, Djumardin 2023).

Community factors are also one of the variables that influence the effectiveness of the implementation of Article 37 Paragraph (1) of the Notary Law. Based on the results of interviews with several community leaders, it is known that the majority of the community is not aware of the existence of legal provisions that require notaries to provide free services to the poor. This ignorance causes low utilization of these services by the entitled community, so that the effectiveness of this regulation is not optimal. In addition to the lack of public understanding of the regulation, cultural factors also play a role in the low use of notary services to create authentic deeds. Based on the results of interviews with the community, it is known that in land or other asset sales transactions, the community tends to use receipts or stamped statements signed by the relevant parties and



witnessed by the village head or neighborhood head. This habit hinders the implementation of regulations that require the use of authentic deeds made by notaries as stronger legal evidence (Anjulika 2023).

Thus, the effectiveness of Article 37 Paragraph (1) of the Notary Law in providing free services to the underprivileged still faces various obstacles. From a regulatory perspective, existing regulations do not provide clear legal certainty regarding the criteria for underprivileged communities. From a law enforcement perspective, although notaries understand the regulation, not all implement it optimally. Limited facilities and infrastructure factors also hinder supervision of the implementation of this regulation. The lack of detailed regulatory guidelines in notarial practice in North Lombok Regency is a major obstacle in creating uniform legal service standards. Inaccuracy or ambiguity of technical norms in regulations creates a wide scope for interpretation, so that each notary can carry out their duties with different approaches. This not only affects the quality of legal services provided, but also creates legal uncertainty for the community as service users. Therefore, regulatory updates are needed that are implementative and detailed in nature to ensure that each notary operates with the same legal guidelines.

Although notaries in North Lombok Regency are generally aware of the legal obligations inherent in their profession, this awareness is not necessarily directly proportional to the level of compliance in daily practice. Factors such as weak external supervision, ineffective sanctions, and lack of periodic evaluations make the law enforcement aspect less than optimal. As a result, there is a gap between applicable norms and professional behavior carried out, which in turn has an impact on the credibility of legal services. There needs to be a stricter and more measurable law enforcement mechanism so that compliance with legal provisions is not merely normative, but is actually implemented consistently.

In comparison, several regions such as Sleman Regency in the Special Region of Yogyakarta Province have shown significant progress in the effectiveness of notary legal services through clearer regional regulations and proactive initiatives by the Regional Notary Supervisory Board (MPD). In this region, the MPD routinely organizes community outreach programs, such as free legal counseling in remote villages, while also supervising the



implementation of pro bono obligations by local notaries (Galguadi 2024). These activities not only increase the community's legal literacy, but also strengthen the awareness and compliance of notaries with their social obligations. This model shows that with firm regulations and active supervision integrated with community empowerment activities, public trust in notary services can be significantly increased. North Lombok Regency can learn from this approach by designing adaptive local policies and encouraging the MPD to carry out its supervisory function as well as legal education in a more structured and sustainable manner (Toryanto 2008).

Limited supervisory resources, both in terms of the number of personnel and administrative and technological support tools, are major obstacles in increasing the effectiveness of legal services by notaries in North Lombok (Kusuma 2024). This limitation causes the monitoring process of notary performance to be slow and incomplete, so that potential violations are often not detected or are followed up too late. To overcome this, it is necessary to strengthen institutions through the procurement of digital systems, human resource training, and synergy with external supervisory institutions so that accountability can be maintained and the quality of legal services increases.

The low level of legal literacy among the people of North Lombok Regency, coupled with a culture of dependence on problem solving through informal mechanisms such as traditional or religious figures, is a challenge in itself in optimizing notary legal services. Many residents do not fully understand the role and function of notaries, so they are reluctant or even unaware of the importance of using notary services in legal matters that require legal certainty. For this reason, increasing the effectiveness of legal services needs to be accompanied by ongoing public education in order to build public legal awareness and reduce dependence on informal channels (Kinasih and Himma 2024).

On the other hand, the lack of legal knowledge among the community and the habit of still relying on non-authentic deed transaction evidence also become obstacles in the implementation of this regulation. Therefore, it is necessary to make improvements in various aspects, including the formulation of clearer regulations, increasing the



effectiveness of supervision by the MPD, and legal education to the public regarding the importance of authentic deeds in legal transactions. With these steps, it is hoped that the implementation of Article 37 Paragraph (1) of the Notary Law can be more optimal and provide wider benefits to the public.

CONCLUSION

Based on the description above, the author concludes as follows: Based on the analysis of the implementation of Article 37 Paragraph (1) of Law Number 2 of 2014 concerning the Notary Position, it can be concluded that the effectiveness of this regulation still faces various obstacles. From the aspect of legal certainty, the existing regulations have not explicitly stipulated the criteria for underprivileged people who are entitled to receive free services, thus creating ambiguity in their implementation. From the law enforcement side, although notaries understand the obligation, its implementation is still not optimal because most notaries provide more free services to social institutions than to individuals who really need them. In addition, limited supervision facilities and infrastructure are also factors that hinder the effectiveness of this regulation.

In addition, community factors and legal culture also influence the effectiveness of this regulation. The low level of public understanding of their rights to free services from notaries and the community's habit of using non-authentic transaction evidence have resulted in a lack of demand for these services. Therefore, improvements are needed in various aspects, including the formulation of clearer regulations regarding the criteria for service recipients, strengthening supervision by the Regional Supervisory Council (MPD), and legal education to the public regarding the importance of authentic deeds in legal transactions. With these steps, it is hoped that this regulation can be more effective in providing benefits to the underprivileged and supporting legal certainty in notary services.



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