



Technium.

49/2023



The 7th International Conference on Social Sciences
Organized by Faculty of Social Science
and Law Manado State University

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Job Quality Improvement Training: Analysis of Notary Performance Improvement

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ABSTRACT

Notaries are public officials whose roles and obligations are necessary for society and the state. As a very necessary profession, a notary should have good performance, but several media broadcasts that in Indonesia notaries tend to abuse their authority and violate the notary's code of ethics. The provision of training to improve the quality of positions is carried out by the government for prospective notaries to improve the performance of notaries. Through qualitative research, this study aims to find out how much influence the training has on notary performance improvement. Research data was obtained using a questionnaire and processed using SPSS. The findings of this study indicate that the effect of training on improving the quality of positions on notary performance improvement is 16.1%. From this training, notaries become disciplined at work, can carry out work effectively and efficiently, and work patterns are getting better by applying a careful pattern in completing work.

Keywords: *Training, Notary, Performance.*

1. INTRODUCTION

Notaries are not government officials, but their role is needed by the community (Monkkonen, 2016). The emergence of public awareness of the importance of law in running various businesses has made the notary profession increasingly popular. By the state, notaries are given the authority to make authentic written evidence (Yuanitasari, 2017). Notary assistance to the community can be in the form of legal advice or making deeds (Yuanitasari, 2017).

The importance of the role of notaries can also be seen from their capacity in providing legal counseling and verifying an agreement, whether the agreement made is in accordance with the rules for making agreements or meets the requirements and does not harm either party (Farokah, 2014; Pratama et al., 2022).

Considering that the role and authority of a notary is very important in public life, any behavior and actions carried out by a notary in carrying out his duties are considered very vulnerable to abuse of his professional position which can be detrimental to the community. In notary practice in Indonesia, many notaries have violated the ethics of the notary profession itself. For example, in making a deed, a notary does not read the minutes of the deed in front of the appeared, so the deed made results in a change in share ownership. Another case is where a notary made a fake deed, and the negligence of a notary in the land sale and purchase transaction process.

The emergence of various notary cases has become a highlight of the notary's performance. Therefore, the government to make changes to the performance of notaries has instructed that every notary candidate is required to undergo training. Mandatory training is training to improve the quality of notary positions. This is in accordance with the provisions of the Regulation of the Minister of Law and Human Rights No.19/2019 concerning Requirements and Procedures for Appointing Leave, Transferring, Dismissing, and Extending the Notary's Term of Office.

It is hoped that the government will instruct the need for training for prospective notaries so that in the future notaries can carry out their work properly, and no longer abuse the authority given to them. Therefore, this study is here to analyze notary training for performance improvement. This research is expected to provide a scientific contribution to the proper implementation of training for notaries in Indonesia.

2. METHOD

This research is located in the regional office of the Ministry of Law and Human Rights of the Republic of Indonesia, South Sulawesi. The purpose of this study is to determine the effect of the implementation of quality improvement training on the performance of notaries. So that the objectives of the research can be easily carried out,

the researchers used quantitative research methods. Through this method, the research was carried out by distributing questionnaires to 47 research samples (respondents), which had previously been determined by random sampling technique. Research respondents are employees who have attended training to improve the quality of their positions.

Research data originating from the questionnaire was processed using SPSS. The results of the data processing resulted in a description analysis of each research variable, which consisted of variable X (training) and variable Y (Employee Performance), and an analysis of the influence of variable X on variable Y. This research was also supported by data originating from observations and interviews. Research data is presented in the form of tables and narratives.

3. RESULT

3.1 Descriptive Statistical Analysis of Training

This analysis was conducted to determine the distribution of variable X (training) based on the responses of respondents regarding the questions that have been asked. Variable X (Training) is measured based on 4 indicators, namely: 1) Reactions from Training; 2) Learning Outcomes; 3) Organizational Impact, and; 4) Habit Change. The distribution of respondents' answers is presented as follows:

1) Reactions from Training

Through this indicator, researchers can find out the contribution of training to employee self-development. The results of the reaction from the training can be used as a reference in the future to make various improvements to the deficiencies in the training that has been given. To find out the results of the descriptive analysis of reactions from training can be seen in the following table:

Table 1. Descriptive Reactions from Training

Do you feel helped by the Notary Quality Improvement Training program?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	6	12.8	12.8	12.8
	Agree	34	72.3	72.3	85.1
	Strongly agree	7	14.9	14.9	100.0
	Total	47	100.0	100.0	

Has the trainer/instructor delivered the training material well?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	5	10.6	10.6	10.6
	Agree	36	76.6	76.6	87.2
	Strongly agree	6	12.8	12.8	100.0
	Total	47	100.0	100.0	
Can participating in Notary Quality Improvement Training provide benefits to the Notary's performance?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Don't agree	1	2.1	2.1	2.1
	Neutral	5	10.6	10.6	12.8
	Agree	33	70.2	70.2	83.0
	Strongly agree	8	17.0	17.0	100.0
	Total	47	100.0	100.0	

If you pay attention, table 1 above provides information that the three questions given to respondents related to reaction indicators from the training received good responses. Regional Notaries of the Ministry of Law and Human Rights of the Republic of Indonesia, South Sulawesi through training to improve the quality of positions feel helped and benefited in improving their performance. In addition, the presenter or instructor conveys the material well so that notaries can easily receive and understand the training material. This is evidenced by the percentage of respondents who answered in agreement with an average of above 80%.

2) Learning Outcomes

Through this indicator, researchers can measure the results obtained by employees in cognitive competence and technical abilities after attending training. This indicator can also provide information about whether the objectives of the training can improve skills, attitudes, knowledge, and commitment in doing the job. The results of the descriptive analysis of the indicators of learning outcomes are presented as follows:

Table 2. Descriptive Learning Outcomes

Can the training material increase the notary's knowledge?	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Neutral	8	17.0	17.0	17.0
Agree	32	68.1	68.1	85.1
Strongly agree	7	14.9	14.9	100.0
Total	47	100.0	100.0	
Can the training materials improve notary skills?	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Neutral	10	21.3	21.3	21.3
Agree	33	70.2	70.2	91.5
Strongly agree	4	8.5	8.5	100.0
Total	47	100.0	100.0	
Is the material provided sufficient to meet the qualifications of your knowledge as a Notary?	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Don't agree	2	4.3	4.3	4.3
Neutral	11	23.4	23.4	27.7
Agree	31	66.0	66.0	93.6
Strongly agree	3	6.4	6.4	100.0
Total	47	100.0	100.0	

From table 2 above, it can be seen that the learning outcomes according to the distribution of the respondents' answers show good results. Of the three questions asked, all of them received a percentage of agreeing answers above 80%. This shows that learning outcomes can increase knowledge and skills, and the material obtained by the Regional Notary of the Ministry of Law and Human Rights of the Republic of Indonesia, South Sulawesi fulfills the qualifications of knowledge in supporting performance.

3) Organizational Impact

This indicator measures the impact of job training on employee performance after attending job training. Starting from increasing productivity, as well as understanding the responsibilities of their duties. The results of the descriptive analysis can be seen in the following table:

Table 3. Organizational Impact

After attending the training, has there been a change in your work pattern as a Notary?	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Don't agree	1	2.1	2.1	2.1
Neutral	22	46.8	46.8	48.9
Agree	20	42.6	42.6	91.5
Strongly agree	4	8.5	8.5	100.0
Total	47	100.0	100.0	
After attending the training, are you more obedient to the applicable rules & code of ethics?	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	1	2.1	2.1	2.1
Neutral	1	2.1	2.1	4.3
Agree	39	83.0	83.0	87.2
Strongly agree	6	12.8	12.8	100.0
Total	47	100.0	100.0	
Are the results of this training able to improve the quality of the legal counseling that you provide?	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Don't agree	1	2.1	2.1	2.1
Neutral	7	14.9	14.9	17.0
Agree	34	72.3	72.3	89.4
Strongly agree	5	10.6	10.6	100.0
Total	47	100.0	100.0	

Based on table 3, it is known that the training that has been provided to notaries in the Ministry of Law and Human Rights of the Republic of Indonesia, South Sulawesi, has had a positive impact on the organization. This is indicated by the respondents' agreed answers based on three questions related to organizational impact indicators, the average percentage is above 80%.

4) Habit Change

This indicator measures changes in employee habits in terms of work commitment and accountability after attending job training. The results of the descriptive analysis are shown in the following table:

Table 4. Habit Change

Is there an increase in performance after attending the training?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	23	48.9	48.9	48.9
	Agree	20	42.6	42.6	91.5
	Strongly agree	4	8.5	8.5	100.0
	Total	47	100.0	100.0	
After the training, are you more disciplined in doing your work?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	6	12.8	12.8	12.8
	Agree	37	78.7	78.7	91.5
	Strongly agree	4	8.5	8.5	100.0
	Total	47	100.0	100.0	
After attending the training, did you successfully apply the results of the training to your assignments/jobs?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	14	29.8	29.8	29.8
	Agree	27	57.4	57.4	87.2
	Totally Agree	6	12.8	12.8	100.0
	Total	47	100.0	100.0	

According to table 4 above, it is known that training for notary employees in the territory of the Ministry of Law and Human Rights of the Republic of Indonesia, South Sulawesi has changed in practice. From the answers given by the respondents, notaries are more disciplined, they are able to apply the results of the training on the job, and experience increased performance. From the Percentage answer found based on the results of the data, the average question reaches more than 80%, which get answers to agree.

3.2 Analysis of Employee Performance Descriptive Statistics

The performance of notaries in the territory of the Ministry of Law and Human Rights of the Republic of Indonesia, South Sulawesi in this study was measured based on 4 (four) indicators, namely quality, quantity, execution of duties and responsibilities. The distribution of respondents' answers regarding each employee performance indicator, according to the results of the analysis is presented as follows:

1) Quality

This indicator measures employees' perceptions of the quality of work produced and the perfection of tasks on the skills and abilities of employees. Quality of work can be described from the good or bad level of the work of employees in completing work as well as the ability and skills of employees in carrying out tasks. The results of the descriptive analysis of quality indicators are presented as follows:

Table 5. Performance Quality

Do you always work by prioritizing ethics and code of ethics as a Notary?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	1	2.1	2.1	2.1
	Agree	34	72.3	72.3	74.5
	Strongly agree	12	25.5	25.5	100.0
	Total	47	100.0	100.0	
Do you always feel that you are working accurately and rarely make mistakes?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Don't agree	15	31.9	31.9	31.9
	Neutral	24	51.1	51.1	83.0
	Agree	7	14.9	14.9	97.9
	Strongly agree	1	2.1	2.1	100.0
	Total	47	100.0	100.0	
Are you able to complete your workload without assistance?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Don't agree	10	21.3	21.3	21.3
	Neutral	30	63.8	63.8	85.1
	Agree	7	14.9	14.9	100.0
	Total	47	100.0	100.0	

Based on table 5, it is known that the quality of notary performance in accordance with the Respondents' answers showed good results. When the three questions were asked, the answers were agreed upon, and the cumulative percent average was above 70%.

2) Quantity

This indicator measures the number of activity cycles completed by employees so that employee performance can be measured through the number (cycles). The quantity of this work can be seen from the work speed of each employee. The results of the descriptive analysis of the quantity

indicators are presented as follows:

Table 6. Performance Quality

Are you able to do additional assignments on time without disturbing your routine tasks?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Don't agree	5	10.6	10.6	10.6
	Neutral	33	70.2	70.2	80.9
	Agree	9	19.1	19.1	100.0
	Total	47	100.0	100.0	
Do you always set targets at work?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	10	21.3	21.3	21.3
	Agree	33	70.2	70.2	91.5
	Totally Agree	4	8.5	8.5	
	Total	47	100.0	100.0	100.0
Can you do your job effectively & efficiently?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	1	2.1	2.1	2.1
	Agree	43	91.5	91.5	93.6
	Strongly agree	3	6.4	6.4	100.0
	Total	47	100.0	100.0	

According to table 6 above, the quantity of notary performance in the territory of the Ministry of Law and Human Rights of the Republic of Indonesia, South Sulawesi, is quite good. Based on the percentage of Respondents answers, which answered that they agreed, averaged above 80%. This shows that in terms of quantity, employees can work on time even if they get additional work. Notaries always set targets in completing work, so that performance is good in quantity and quality.

3) Implementation of Tasks

Through this indicator, researchers can measure the ability of employees to implement work with accuracy or no error. This indicator consists of components of reliability in completing tasks and knowledge about work. For more details regarding the results of the descriptive analysis of the implementation of tasks, presented as follows:

Table 7. Implementation of Tasks

Do you follow the work standards set at work?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	8	17.0	17.0	17.0
	Agree	35	74.5	74.5	91.5
	Strongly agree	4	8.5	8.5	100.0
	Total	47	100.0	100.0	
Are you able to determine and manage work priorities effectively?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	6	12.8	12.8	12.8
	Agree	39	83.0	83.0	95.7
	Totally Agree	2	4.3	4.3	
	Total	47	100.0	100.0	100.0
In carrying out your duties, do you always maintain your behavior according to the applicable norms?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	35	74.5	74.5	74.5
	Strongly agree	12	25.5	25.5	100.0
	Total	47	100.0	100.0	

Table 7 above shows that the average respondent, in this case, the Notary, chose to agree to the three questions asked in the questionnaire with the Task Implementation indicator. This shows that the Notary in the Region of the Ministry of Law and Human Rights of the Republic of Indonesia, South Sulawesi has good reliability in carrying out his work. They carry out work following work standards, can determine priority work, and comply with norms in carrying out work.

4) Responsibility

In this indicator, employee performance is measured by looking at the ability of a worker to complete the tasks and work assigned to him as well as possible and on time and dare to take risks for the decisions he takes or the actions he takes. The results of the descriptive analysis of the implementation of the tasks are presented as follows:

Table 8. Responsibilities

Did you complete your assignments/work as well as possible?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	14	29.8	29.8	29.8
	Agree	28	59.6	59.6	89.4
	Strongly agree	5	10.6	10.6	100.0
	Total	47	100.0	100.0	
Did you complete your assignments/work within the allotted time?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	2.1	2.1	2.1
	Neutral	15	31.9	31.9	34.0
	Agree	29	61.7	61.7	95.7
	Strongly agree	2	4.3	4.3	100.0
	Total	47	100.0	100.0	
Do you always try to prioritize work interests over personal interests?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	34	72.3	72.3	72.3
	Agree	11	23.4	23.4	95.7
	Strongly agree	2	4.3	4.3	100.0
	Total	47	100.0	100.0	

Table 8 above shows that the responsibilities of the regional notary of the Ministry of Law and Human Rights of the Republic of Indonesia, South Sulawesi, are classified as good. Of the three questions asked, the average respondent answered agree, with a percentage of the average answer above 85%. This indicates that the notary in completing the work works seriously so that the work can be completed at a predetermined time. In addition, at work more concerned with work interests than personal interests.

3.3 Analysis of the Effect of Providing Training on Notary Performance

The effect of providing training on the performance of notaries at the Regional Office of the Ministry of Law and Human Rights of the Republic of Indonesia in South

Sulawesi can be identified through a simple linear description analysis. For more details about this influence can be seen in the following table:

Table 9. The Effect of Training on Notary Performance

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	95.327	1	95.327	8.643	.005 ^b
Residual	496.333	45	11.030		
Total	591.660	46			

- Dependent Variable: Notary Performance
- Predictors (Constant): Training

Based on the results of the simple linear regression test analysis, it can be seen that the significance value = $0.005 < 0.05$ and the calculated F value $> F$ table = $8,643 > 4,062$ so that interpreted that there is an influence between training to improve the quality of a notary's position on the performance of a notary at the notary's Regional Office of the Ministry of Law and Human Rights of the Republic of Indonesia, South Sulawesi.

To find out the magnitude of the influence of notary quality improvement training on notary performance, it can be seen from the results of the R test *Square*, as seen in table coefficient Determination as follows:

Table 10. Coefficient of Determination

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.401 ^a	.161	.142	3.321

a. Predictors: (Constant), Training

Based on the table above shows that the correlation value (R) is equal to 0.401. From these results obtained the coefficient of determination (*R Square*) of 0.161 which implies that the independent variable (training to improve the quality of notary positions) on the dependent variable (notary performance) is 16.1%.

4. DISCUSSION

The results of the data processing presented in the previous discussion, it shows that there is an influence of providing training to improve the quality of positions on the performance of notaries. This indicates that the provision of training to employees can directly improve their performance. This research has strengthened research that has been conducted (Arucy & Juma, 2018) that the provision of training can increase work commitment and productivity. Table 4 shows that notaries at the Regional Office of the Ministry of Law and Human

Rights of the Republic of Indonesia, South Sulawesi, after attending training to improve the quality of positions, become more disciplined in their work, their performance is getting better, they can carry out work effectively and efficiently as shown in table 6.

From the success of providing training on the performance of notaries, it can be said that the Regional Office of the Ministry of Law and Human Rights of the Republic of Indonesia, South Sulawesi can meet the needs of notaries to improve their performance which is highlighted by the public, and the steps taken are in line with the views (Elnaga & Imran, 2013) that training is the right way to find out employee deficiencies, and then be able to improve the competencies needed so that employees can return to work properly to achieve the goals of the organization. This is directly evidenced by the recognition of a Notary at the Regional Office of the Ministry of Law and Human Rights of the Republic of Indonesia, South Sulawesi, that after the training there was a change in work patterns, those who were previously negligent in carrying out their work now prioritize the precautionary principle.

Even though training has a positive effect on performance which has also been proven by previous studies (Haryono et al., 2020; Niati et al., 2021; Otuko & Musiega, 2013), the results of the research show that the effect shown in table 9 is only by 16.1%. This indicates that the effect is relatively small.

The results of the research show that the implementation of the training conducted by the Regional Office of the Ministry of Law and Human Rights of the Republic of Indonesia, South Sulawesi only pays attention to how to improve skills, and knowledge to improve employee performance. The Regional Office of the Ministry of Law and Human Rights of the Republic of Indonesia, South Sulawesi has not been able to formulate the objectives of the training precisely.

The findings of this study indicate that the cost of implementing the training is still borne by the notary, so this reduces the motivation of the notary to attend the training. In addition, the training material obtained was considered insufficient to qualify as a notary. Notaries who have attended training are still encouraged to take part in apprenticeships and practice the knowledge and skills acquired. The implementation of this apprenticeship is also quite long, namely at least 24 consecutive months after graduating from Notary Education as evidenced by a diploma, and has been registered as an extraordinary member of the Indonesian Notary Association. Existing training is also seen as adding to the list of paths that must be passed to become a competent notary. According to the view (Gunu et al., 2013) training and development have a significant influence on performance, but what needs to be considered is providing motivation to employees to attend training. Therefore, in order for training to improve the quality of positions to have a greater influence on

employee performance, what needs to be done by the Regional Office of the Ministry of Law and Human Rights of the Republic of Indonesia, South Sulawesi is to build and maintain the motivation of notaries to attend training.

5. CONCLUSION

Training to improve the quality of positions is able to improve the performance of notaries at the Regional Office of the Ministry of Law and Human Rights of the Republic of Indonesia, South Sulawesi. From this training, according to the results of statistical analysis, it is known that it has an effect of 16.1%. After attending the training, notaries become disciplined at work, and can carry out work effectively and efficiently, work patterns are getting better by applying a prudent pattern in completing work.

Weaknesses in this study, only pay attention to the results of the training on performance. This study focuses less on the training process which can also affect performance, such as giving motivation. It is hoped that future research will be able to conduct research that does not only pay attention to the results of training.

AUTHORS' CONTRIBUTIONS

1. Herlina Sakawati is the main writer responsible for the coordination and research of ideas.
2. Muhammad Fajri Syapar as a co-author, acted as the initial problem analysis at the research site and helping data analysis and finalizing article manuscripts
3. Sulmiah as a co-author and corresponding author. acts as a data collector in the field and makes article manuscripts
4. Widyawati as a co-author acts as a data collector field, writing reports and making the article manuscripts.

ACKNOWLEDGMENT

The author would like to thank all the informants who provide assistance and information during the research held. The same was conveyed to the Dean Faculty of Social Sciences which has provided financial support for this research

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