

## **The Role of Notaries in The Limited Liability Company Registration Process Through Online Ahu Services in Tegal Regency**

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**Abstract.** *This study aims to analyze the role of notaries in the process of registering Limited Liability Companies (PT) through the AHU Online system in Tegal Regency, as well as to identify obstacles and solutions faced in its implementation. This study uses a juridical-empirical approach with legal analysis and field data. The sociological juridical approach is applied to understand the relationship between law and social conditions, as well as the challenges faced by notaries. Primary data were obtained from interviews with notaries, while secondary data were collected from legal sources and related literature. Qualitative analysis was used to describe the phenomenon and understand the role and responsibilities of notaries in technology-based PT registration. The results of the study indicate that notaries have a crucial role in ensuring legal certainty in PT registration through the AHU Online system, despite facing internal and external obstacles. The obstacles found include a lack of understanding of the system, technical problems, and a lack of technical support. This study recommends increased training, improvements in technological infrastructure, and closer collaboration between notaries, AHU managers, and the government to improve efficiency and quality of service.*

**Keywords:** *AHU Online, Notary, Limited Liability Company*

### **1. Introduction**

Indonesia is a country based on law as stated in Article 1 paragraph (3) of the 1945 Constitution, which states that all actions of the government and citizens must be based on law to guarantee the supremacy of law, equality before the law, and protection of human rights. As a country based on economic democracy and justice, Indonesia is responsible for advancing general welfare and social

justice as stated in the Pancasila and the Preamble to the 1945 Constitution. In supporting sustainable and environmentally conscious economic development in the era of globalization, notaries play an important role as public officials who make authentic deeds to guarantee legal certainty in various agreements and legal actions in accordance with laws and regulations.<sup>1</sup>

Notary, as regulated in Law No. 30 of 2004 in conjunction with Law No. 2 of 2014 concerning the Position of Notary (UUJN), is a public official who is authorized to make authentic deeds, guarantee legal certainty, and store and provide copies of the necessary deeds. The authority of a notary includes making authentic deeds for acts, agreements, or determinations that are required by law or desired by related parties, as well as inputting deed data for approval by the Ministry of Law and Human Rights through the Directorate General of AHU. In the complex modern era, the role of a notary is very important as a preventative of legal problems and a provider of strong authentic evidence in court to guarantee rights, obligations, and legal certainty in various legal acts.<sup>2</sup>

The deed made by a Notary has an important role in creating legal certainty in every legal relationship, because the Notarial Deed is Authentic, and is the strongest and most complete evidence in every case related to the Notarial Deed. In various business relationships, such as activities in the fields of banking, land, social activities, and others, both locally, regionally, and nationally, the need for Authentic Deeds as a means of proof is increasing. Along with the development of the era and the increasing diversity of human needs, the more important the existence of legal certainty, so that services in the field of legal profession are increasingly needed. Notary is a legal profession that is much needed by the community.

The development of the Digital Era and AHU Online has a significant influence on the notary field. The current digital era requires a well-formed ecosystem that integrates various actors, including Notaries and AHU Online. AHU Online is an innovation offered to achieve better goals in the notary field, with the disruptive influence of the Digital Era on Notarial Deeds. The use of AHU Online technology allows legal support to be carried out electronically, by integrating computer-based information systems and communication systems based on networks and telecommunications services. This allows activities that previously had to be carried out face-to-face but can now be done online.

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<sup>1</sup> Sylvia Putri and David Tan, 2022, "Implementation of Legal Entity Data Improvement of Foundations in the AHU Online System (Study at the Notary Office of Yondri Darto, SH)," in National Conference for Community Service Project (NaCosPro), Vol. 4, No. 1, pp. 1418–21.

<sup>2</sup> Explanation from the Researcher, "The Most Perfect Evidence Because of the Special Characteristics of an Authentic Deed in the Power of Proof. An Authentic Deed Gives the Parties and Their Heirs or People Who Receive Rights from It a Perfect Evidence," 2024.

AHU Online, a digital platform owned by the Directorate General of General Legal Administration, Ministry of Law and Human Rights of the Republic of Indonesia, is designed to support more effective and integrated notary services in the Industrial Revolution 4.0 Era. As a public official, notaries play an important role in this system, in accordance with their authority based on Article 1 point 1 of the UUJN. To access AHU Online, notaries must register with the Ministry of Law and Human Rights, then obtain a user ID and password used to manage legal administration services digitally, increasing efficiency in carrying out their duties.<sup>3</sup>In the AHU Online service, Notaries who access the system must register themselves with the Ministry of Law and Human Rights, and after that are given a user and password to be able to access the system. Notaries are also equipped with a user ID or user name, usually the name of the Notary himself, to be used in opening or starting access on the AHU (General Legal Administration) website of the Ministry of Law and Human Rights.

Notaries, as officials authorized by the state, are tasked with providing legal certainty through the creation of authentic deeds that function as valid evidence for various legal acts, such as the establishment of PT, foundations, associations, wills, fiduciaries, cooperatives, BUMDes, and other agreements. In the era of modern public services, the demand for fast, efficient, free of unofficial levies, and accurate services is increasingly urgent, overcoming various weaknesses of manual systems such as long times, high costs, and the risk of losing documents. To answer this challenge, the Directorate of General Legal Administration (AHU) of the Ministry of Law and Human Rights of the Republic of Indonesia presents more effective and transparent digital services.

Some time ago, the public services of the Directorate General (Ditjen) of AHU were still mostly... done manually, or semi-online, meaning that even though tools are used in the form of a computer network but is still partial, that is, it is still followed by actions that are based on human activity, for example signing certificates, certificate submission, file submission, and so on. The situation has changed drastically since the issuance of the Minister of Finance Decree No. 130/KMK/2012, which requires Fiduciary Registration to the Fiduciary Registration Office of the Ministry of Law and Human Rights of the Republic of Indonesia, with the threat of revocation of business licenses if registration is not carried out Fiduciary.<sup>4</sup>Steps forward in online service system by the Directorate General of AHU, Ministry of Law and Human Rights (HAM) remind us of the era of securities trading in the Capital Market in the past. which is changing from a manual trading system to online trading, or scripless trading. The problems are almost the same but different in the purpose of the transaction. Online trading is

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<sup>3</sup>Setyawati, 2020, *Cyber Notary*, Unissula Press, Semarang, p. 45.

<sup>4</sup> Budi Santoso, 2019, "Legal Aspects of Online Public Services at the Directorate of General Legal Administration, Ministry of Law and Human Rights," *Recital Review*, Vol. 1, No. 1, pp. 1–12.

purely a trading activity in the form of buying and selling of securities, the meeting of sellers and buyers of securities in the capital market, while online *The system at the Directorate General of AHU is more of a public service.*<sup>5</sup>

The change from a manual system to AHU Online aims to increase efficiency and effectiveness in the registration and validation of deeds, still requiring the role of a notary as the deed maker. However, obstacles such as lack of understanding, technological skills, and the risk of errors or misuse of data can hinder its implementation, where the responsibility lies entirely with the notary. Only notaries are allowed to access this service, without the role of service bureaus or other parties, so notaries must understand their authority and obligations in the registration of deeds and validation of legal entities. AHU Online also simplifies various notary administrative processes, such as appointment, leave, transfer, dismissal, and extension of the notary's term of office more quickly and transparently.

This study aims to analyze the role of notaries in the process of registering Limited Liability Companies through the AHU Online service in Tegal Regency, with a focus on the contribution of notaries in ensuring efficiency, data validity, and legal certainty in implementing digital registration.

## 2. Research Methods

This study uses an empirical legal approach method to examine the role of notaries in registering Limited Liability Companies through AHU Online in Tegal Regency.<sup>6</sup>The sociological legal approach is used to look at the legal principles regarding social conditions in society.<sup>7</sup>The research specifications applied are descriptive analytical in nature to provide a clear picture of the problems raised.<sup>8</sup>Data was collected through literature studies and interviews with related parties, including notaries and users of AHU Online services.<sup>9</sup>The data obtained were analyzed qualitatively to draw conclusions based on the results of the research conducted.<sup>10</sup>

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<sup>5</sup> I Gede Agus Yudi Suryawan and Dewa Nyoman Rai Asmara Putra, 2020, "Responsibility of Notaries Using the Online Services of the Directorate General of Ahu in Terms of Deed Registration and Legalization of Legal Entities," *Acta Comitas*, Vol 5, No. 3, p. 5.

<sup>6</sup> Sigit Sapto Nugroho, et al., 2020, *Legal Research Methodology*, Oase Pustaka, Surakarta, p. 42.

<sup>7</sup>Zainuddin Ali, 2021, *Legal Research Methods*, Sinar Grafika, Jakarta, p. 32.

<sup>8</sup> Anim Purwanto, 2022, *Basic Concepts of Qualitative Research: Theory and Practical Examples*, P4I, Lombok, p. 44.

<sup>9</sup> Amiruddin and Zainal Asikin, 2018, *Introduction to Legal Research Methods*, Rajawali Pers, Jakarta, p. 87.

<sup>10</sup> Samiaji Sarosa, 2021, *Qualitative Research Data Analysis*, Kanisius, Sleman, p. 120.

### **3. Results and Discussion**

#### **3.1. The Role of Notaries in the Limited Liability Company Registration Process Through Online AHU Services in Tegal Regency**

Notaries play a significant role in various countries, with differences based on the legal system adopted. In countries with a common law legal system, notaries work independently as professionals, while in a civil law system, notaries are appointed by official authorities and are part of the government's authority. In a civil law system, the notary's authority is broader, including making deeds, handling property transactions, administering wills and inheritances, and archiving official documents, which are not fully owned by notaries in a common law system.<sup>11</sup>

The authority of a notary in making a limited liability company deed is regulated in Law Number 30 of 2004 and Law Number 2 of 2014 concerning the Position of Notary, as well as other regulations. For example, Article 7 paragraph (1) of Law Number 40 of 2007 in conjunction with Law Number 11 of 2020 concerning Job Creation stipulates that the establishment of a company must be carried out by at least two people through a notarial deed drawn up in Indonesian. This attribution authority is directly attached to the notary based on the law, providing original authority to carry out the assigned tasks without relying on other institutions. This strengthens the role of notaries as part of the legal system that supports the implementation of government authority, especially in the field of civil law.<sup>12</sup>

The main task of a notary in establishing a limited liability company (PT) is to prepare a deed of establishment which is the main formal legal requirement. This deed contains important information such as the company name, objectives, authorized capital, and shareholder data, which functions as a legal document to provide certainty of the company's legal status. Based on Law No. 40 of 2007 concerning Limited Liability Companies, the involvement of a notary in preparing a PT deed of establishment is a must, because the deed must be legalized by an authorized notary to ensure compliance with the law. In addition, notaries can also play a role in the establishment and registration of individual companies based on client requests. In this case, the role of a notary is more of a civil responsibility and authority based on the client's trust, not a direct mandate from

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<sup>11</sup> Freddy Harris and Leny Helena, 2017, *Indonesian Notary*, PT. Lintas Cetak Djaja, Jakarta, p. 133.

<sup>12</sup> Irwansyah Lubis Sulhan and Anhar Syahnel, 2018, *Notary Profession and Land Deed Making Official (Practical and Easy Guide to Complying with the Law)*, Mitra Wacana Media, Jakarta, p. 42.

the law. This shows the flexibility of the notary's role according to legal needs and public trust.<sup>13</sup>

The position of a notary can be seen from its role in providing services and legal assistance to the community and clients, which includes two main aspects, namely impartiality and independence. Impartiality is reflected when the notary provides a comprehensive explanation to the client about their rights and obligations, as well as the legal consequences of the actions to be taken. Thus, the client can make decisions based on accurate information, while the notary remains committed to the applicable legal principles. Meanwhile, the independence of a notary, although not regulated in detail in the law, is considered a norm that must be upheld by every notary. Notaries are not under the influence of other parties and are only bound to comply with laws and regulations, as well as ethical norms and order that exist in society.<sup>14</sup>

Many business actors in Tegal Regency still do not understand the PT registration procedure, especially those carried out online. Therefore, notaries often provide consultation and guidance to clients regarding the required documents, as well as the steps that must be taken in the AHU Online system. The role of notaries in the process of establishing a Limited Liability Company through the AHU Online platform has not changed. Access to the AHU Online Legal Entity Administration System (SABH) requires the use of authentic deeds, which makes notaries still important in this process.<sup>15</sup>The establishment of a Limited Liability Company through the AHU Online system must comply with the provisions stipulated in Permenkumham Number 4 of 2014 and the second amendment contained in Permenkumham Number 14 of 2020.

The AHU Online system is a computerized platform used in the process of ratifying the deed of establishment of a Limited Liability Company and approving changes to the articles of association of a Limited Liability Company. This system is a public service initiative presented by the Ministry of Justice and Human Rights of the Republic of Indonesia, especially the Directorate General of General Legal Administration. Through AHU Online, notaries can submit applications for ratification of the deed of establishment and applications for approval and acceptance or reports of changes to the articles of association of a Limited Liability Company online, which can be accessed at the site <http://www.ahu.go.id>.<sup>16</sup>The AHU Online system in the establishment of a Limited Liability Company legal entity according to Permenkumham Number 14 of 2020 is

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<sup>13</sup> Interview with Prasetyaningsih, Notary in Tegal Regency, July 25, 2024.

<sup>14</sup> Herlien Budiono, 2018, *Collection of Civil Law Writings in the Notary Sector*, (Second Book, Third Printing), Citra Aditya Bakti, Jakarta, p. 78.

<sup>15</sup> Interview with Prasetyaningsih, Notary in Tegal Regency, July 25, 2024.

<sup>16</sup> Erina Permatasari and Lathifah Hanim, 2017, "The Role and Responsibility of Notaries in the Implementation of Registration of Limited Liability Companies Through an Online System," *Jurnal Akta*, Vol. 4, No. 3.,p. 406.

closely related to the theory of legal certainty. This theory is an inseparable aspect of the law itself. In the context of the theory of legal certainty, it is stated that a law that does not provide certainty will lose its function, because it cannot function as a guideline for behavior for individuals.<sup>17</sup>

Given the significance of the guidelines in the implementation of the AHU Online system for the establishment of legal entities, this system provides great benefits for notaries and beneficial owners in registering Limited Liability Companies. Without clear guidelines and legal certainty as stipulated in Permenkumham Number 14 of 2020, which is the second amendment to Permenkumham Number 4 of 2014 concerning the procedures for submitting applications for ratification of legal entities and approval of changes to the articles of association and data of Limited Liability Companies, notaries and beneficial owners are at risk of experiencing uncertainty, chaos, and non-compliance in every process of registering legal entity status. Therefore, it is very important to always include legal certainty in every matter related to the law, so that it can be an effective guide for all parties involved.<sup>18</sup>

According to Radbruch, there are four aspects related to the meaning of legal certainty, namely:<sup>19</sup>

1. Legal certainty in positive law is regulated by Law Number 2 of 2014 (amendment to Law Number 30 of 2004), Law Number 40 of 2007, and Permenkumham No. 14 of 2020 which regulates the procedures for ratification of legal entities and changes to the articles of association of PT.
2. The second legal certainty emphasizes laws that are based on facts and clear provisions, as regulated in Permenkumham No. 14 of 2020, which guarantees certainty in the registration of PT legal entities.
3. The third legal certainty prioritizes the preparation of clear facts to avoid misunderstandings, with guidelines in Permenkumham No. 14 of 2020 for the implementation of AHU Online in the establishment of PT.
4. The fourth legal certainty states that positive law should not change easily, ensuring stability in the regulations governing the establishment and registration of PT.

Furthermore, the regulations governing the procedures for submitting an application for the establishment of a legal entity are stated in Permenkumham Number 14 of 2020, which is the second amendment to Permenkumham

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<sup>17</sup> Reza Mulya Arum, 2023, "Legal Study of the Establishment of Limited Liability Companies Through the Online General Legal Administration System (AHU)," *Kabillah: Journal of Social Community*, Vol. 8, No. 2.,p. 146.

<sup>18</sup> *Ibid.*

<sup>19</sup>

Number 4 of 2014, which explains in detail in Articles 11 to 15. Article 11 states that an application for ratification of a Company's legal entity must be submitted no later than 60 (sixty) days after the date the deed of establishment is signed.<sup>20</sup>

In an interview with Prasetyaningsih, the stages carried out by a notary in the PT registration process via AHU Online were explained as follows:<sup>21</sup>

1. Consultation Schedule
2. Verify PT Name
3. Signing of Documents
4. Issuance of Copy of Deed

The role of a Notary in registering a Limited Liability Company (PT) through the AHU Online system is regulated in Article 11 of Permenkumham Number 14 of 2020, which simplifies the process of submitting a PT establishment application. This process begins with the Notary accessing the site [www.ahu.go.id](http://www.ahu.go.id), using a personal username and password, and following the AHU Online system procedures to obtain a Decree (SK) for legal entity approval.

The steps taken by the Notary in this process include:<sup>22</sup>

1. Purchase of PNPB Vouchers: Notaries purchase vouchers for Name Approval and Legal Entity PT via the Your All Payment (YAP!) application, which is provided by BNI Bank. Payment is made non-cash using the YAP application.
2. PT Name Reservation: After purchasing a voucher, the Notary opens the voucher list menu and selects "purchased voucher." Then, the Notary fills in the PT data and checks the availability of the PT name. If the name is available, the Notary continues by confirming and checking the preview of the PT name. Before continuing, the Notary provides a statement stating responsibility for information related to PT name regulations to the founder.

After the Notary has purchased the voucher and paid the PNPB fee for the ratification of the Company's legal entity through the Your All Payment (YAP) application provided by Bank BNI, in accordance with Government Regulation of

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<sup>20</sup> Minister of Law and Human Rights of the Republic of Indonesia, "Regulation of the Minister of Law and Human Rights Concerning Procedures for Submitting Applications for Legal Entity Approval and Approval of Amendments to the Articles of Association and Submission of Notification of Amendments to the Articles of Association and Amendments to Limited Liability Company Data".

<sup>21</sup> E. Erni and Ninne Zahara Silviani, 2022, "Assistance in Processing Limited Liability Company Establishment Documents at the Notary Office of Aryanto Lie, SH," in National Conference for Community Service Project (NaCosPro), Vol. 4, No. 3, p. 1404.

<sup>22</sup>E Erni and Ninne Zahara Silviani, Op. Cit., p. 1403



the Republic of Indonesia Number 10 of 2015, the Notary then fills in the Limited Liability Company (PT) establishment format in AHU Online. This process includes filling in data related to the Company, such as the name of the PT, type of PT, complete address, intent and purpose, capital classification, management, shareholders, and beneficial owners. The Notary also uploads the deed of establishment of the PT that has been prepared, and includes a statement of responsibility regarding the data submitted, before confirming the application and uploading a copy of the deed to the AHU Online system for further processing.<sup>23</sup>

After the Notary completes the company establishment format and uploads supporting documents electronically through the AHU online system, the Notary will upload an electronic statement letter regarding the establishment of the PT together with the Deed of Establishment of the PT. These documents are the main requirements in the company establishment process, and the Notary is fully responsible for their validity.<sup>24</sup> After the payment of PNBP fees is made, the Notary uploads the deed of establishment of the PT, and then saves the supporting documents and minutes of the deed. The final stage is uploading proof of the PT's capital deposit into the AHU Online system, which must be done within 60 days of the signing of the PT's deed of establishment. Proof of capital deposit can be in the form of a photocopy of a deposit slip, a bank statement, a joint account in the name of the founder, a profit and loss balance sheet, or a stamped statement stating the capital deposit, signed by the management and all founders of the PT.<sup>25</sup>

The procedure for establishing a PT through AHU Online begins with a consultation between the notary and the client regarding the requirements for establishment, such as name, position, capital, and management. The notary fills in the data in AHU Online, purchases a PNBP voucher through the YAP application, and uploads the deed of establishment and supporting documents. After checking the availability of the name, the notary submits an application for ratification of the PT legal entity. After the ratification is received, the notary prints the Ministerial Decree regarding the ratification of the PT legal entity, ensuring that all steps are in accordance with regulations and on time.<sup>26</sup>

Notaries play an important role in the Indonesian legal system, as regulated in Law Number 30 of 2004 and Law Number 2 of 2014 concerning the Position of Notary, as well as laws related to the establishment of a PT. In a country with a civil law system, a notary is tasked with drafting the deed of establishment of a PT and ensuring that all legal requirements are met. In Tegal Regency, many

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<sup>23</sup>E Erni and Ninne Zahara Silviani, *Op. Cit.*, p. 1300

<sup>24</sup> Reza Mulya Arum, *Location. Cit.*, p. 146.

<sup>25</sup>E. Erni and Ninne Zahara Silviani, *Op. Cit.*, p. 1400

<sup>26</sup> Interview with Dewi Nilasari, Notary in Tegal Regency, July 25, 2024.

business actors need guidance in the PT registration procedure through the AHU Online system, which is regulated by Permenkumham Number 14 of 2020. Notaries assist in the stages of consultation, name verification, document signing, and uploading deeds and supporting documents. This process ensures that the establishment of a PT is carried out in accordance with the law and on time, with the notary printing a Ministerial Decree regarding the ratification of the PT legal entity after the process is complete.

### **3.2. Obstacles and Solutions in the Limited Liability Company Registration Process Through Online AHU Services in Tegal Regency**

Notaries in carrying out tasks related to the establishment and registration of Limited Liability Companies through AHU Online, notaries often face various challenges and problems that can hinder the process of completing the work. The problems faced by notaries can generally be divided into two types: internal obstacles and external obstacles. Internal obstacles are usually related to the human resources (HR) involved in this work, including the notary concerned. In the context of the establishment and registration of Limited Liability Companies (PT) through AHU Online, notaries play an important role. However, based on in-depth interviews with several notaries in Tegal Regency, it was revealed that they are often faced with various challenges that hinder the smooth running of the process.

One of the main obstacles he faced was the lack of understanding of the AHU Online system. Many employees at the notary office do not fully understand how to enter data correctly. According to him, errors in data input can cause legal problems for clients later on, often requiring time-consuming revisions, resulting in delays in the registration process.<sup>27</sup>

Another obstacle faced is the problem of internet connectivity. Several times, when registering online, suddenly the internet connection was disconnected. This is certainly very annoying, because you have to repeat the entire process from the beginning. And also underlines the importance of better technical support from the government in this regard. In addition, the high workload because you often handle many clients at once, and this makes it impossible to focus properly on each registration that is carried out. According to him, excessive workload often leads to careless and less careful data input.<sup>28</sup>

The internal obstacles faced by notaries in the PT registration process through AHU Online are quite diverse. Lack of understanding and training for human resources in the notary environment is a significant problem. Without adequate knowledge of the system and procedures, the risk of data errors becomes higher, which in turn can harm clients and affect the notary's reputation. Technical

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<sup>27</sup> Interview with Prasetyaningsih, Notary in Tegal Regency, July 25, 2024.

<sup>28</sup> Interview with Dewi Nilasari, Notary in Tegal Regency, July 25, 2024.

obstacles, such as internet connectivity problems, are also issues that need attention. Given that registration is done online, network stability is crucial. This issue indicates the need for better technology infrastructure to support notary business processes. Furthermore, the high workload highlights the need for more effective time and resource management. Notaries need to consider better scheduling and perhaps involve more workers to reduce the stress experienced when handling multiple registrations at once.

External Constraints in the Registration of Limited Liability Companies by Notaries through AHU Online, the main obstacle is the uncertainty in the AHU Online system itself. Sometimes, the server experiences unexpected disruptions or maintenance. This makes it difficult for us to access the platform to enter client data, that often the procedures set by the government experience sudden changes. And must always be ready with new regulations and understand their implications for the registration process. This requires more time and attention, which we do not always have.<sup>29</sup>

Another problem faced is the lack of technical support from AHU. When experiencing technical problems while using the platform, it is difficult to get help quickly. The response from the technical support team is often slow, and this causes delays in the registration process. Unclear communication from AHU regarding new procedures and regulations greatly hampers work,<sup>30</sup>

External obstacles faced by both notaries in registering Limited Liability Companies through AHU Online can be categorized into several aspects. First, technical disruptions to the system that hinder access and use of the platform. Second, regulatory changes that are often not accompanied by adequate notification, causing notaries to have to adapt quickly. Third, unresponsive technical support from AHU, which adds to the notary's workload when facing problems. These obstacles not only affect the notary's work efficiency, but also have the potential to harm clients who rely on them for a timely registration process in accordance with applicable regulations. Therefore, collaborative efforts are needed between notaries and related parties, such as the government and system managers, to create a more supportive and efficient working environment in the implementation of Limited Liability Company registration.

To overcome external obstacles faced by notaries in registering Limited Liability Companies through AHU Online, several solutions need to be implemented. First, the AHU management must improve the technology infrastructure, including repairing the server and implementing a backup system so that data access is maintained even if there is a disruption. Second, socialization and education of new regulations through workshops and the provision of practical guides will

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<sup>29</sup> Interview with Dewi Nilasari, Notary in Tegal Regency, July 25, 2024.

<sup>30</sup> Interview with Prasetyaningsih, Notary in Tegal Regency, July 25, 2024.

help notaries adapt quickly. In addition, improving technical support services by forming a rapid response team and clear follow-up to notary problems is very necessary. Better communication can be done through a communication platform that allows notaries to ask questions directly and receive the latest information, as well as regular announcements regarding changes in procedures. Cooperation between notaries and AHU management with the government must also be strengthened through regular discussion forums to find joint solutions. Finally, building a feedback system so that notaries can provide input regarding their experiences with the AHU Online system will be useful for future improvements. By implementing this solution, it is hoped that the registration process can be more efficient, meeting client expectations for fast and timely service.

The solution in the process of registering a Limited Liability Company (PT) through AHU Online shows that there are various challenges that must be faced by notaries. The first and most striking obstacle is the lack of understanding and training regarding the AHU Online system among notaries and their staff. This lack of understanding not only causes errors in data input, but also has the potential to cause legal problems for clients in the future. This shows that investment in training and education must be a priority, because sufficient knowledge can significantly reduce the risk of errors and increase efficiency in the registration process.

One of the main solutions to overcome the obstacles faced by notaries in the process of registering Limited Liability Companies through AHU Online is to provide adequate training and education to notaries and employees, including workshop sessions, learning materials, and mentoring systems. This will improve understanding and skills in data input, reduce errors that can harm clients, and increase trust in the services provided. In addition, improvements in technological infrastructure are also needed, such as investment in a more stable internet connection and support from the government to ensure that notaries can operate smoothly. To overcome the high workload, notaries need to implement better scheduling, involve more workers, and use project management software to track each registration. By implementing these solutions, it is hoped that notaries can improve the efficiency and effectiveness of the registration process, as well as provide better service to clients.

In implementing the online system, the Minister of BKPM acknowledged that there were various shortcomings and challenges, especially in areas that still lack internet access and electricity. As a result, many entrepreneurs have difficulty in obtaining permits, especially because they have not been able to migrate data. In some areas, such as Tanjung Pinang, Riau, problems often arise that are reported to the PTSP. However, the PTSP cannot respond to these complaints; they can

only submit reports regarding the conditions experienced by entrepreneurs to the BKPM ministry.<sup>31</sup>

#### **4. Conclusion**

Notaries play a very important role in the establishment of a Limited Liability Company (PT) in Indonesia, especially in preparing and ratifying the deed of establishment in accordance with applicable legal provisions. In the civil law system, notaries act as officials appointed by the government, in contrast to the common law system where notaries are more independent. The implementation of the AHU Online system provides better legal certainty in the process of establishing a legal entity, with clear stages, starting from consultation to uploading the deed to the system. This reflects the synergy between notaries and the legal system to ensure that the establishment of a PT runs according to the provisions. However, notaries also face obstacles, both internal such as lack of training and technical problems, and external such as system uncertainty and technical disruptions. These obstacles can be overcome by increasing training, improving infrastructure, and better communication between notaries, AHU managers, and other related parties. With these steps, it is hoped that the PT registration process will be more efficient and provide better service to clients.

Prospective entrepreneurs are advised to attend training or seminars on PT establishment procedures and the AHU Online system to speed up the process and reduce errors, and consult with experienced notaries to ensure that requirements are met. Notaries need to continue to improve their competencies through training and workshops, organize effective work schedules, and use project management software to improve efficiency. They must also build networks with other notaries and maintain good communication with the AHU. The Directorate General of AHU must improve technological infrastructure to ensure stable access, conduct regular socialization and education regarding regulatory changes, and strengthen technical support by forming a rapid response team to assist notaries in dealing with technical problems and provide practical guidance to overcome common problems.

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<sup>31</sup> Harsanto Nursadi, 2022, "Implications Arising in the Ease of Issuance of Business Licenses Based on Government Regulation Number 5 of 2021 Concerning Risk-Based Business Licensing," *Supremacy: Journal of Thought, Research in Social Sciences, Law and Their Teaching*, Vol. 17, No. 1, p. 134.

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