

Land Service Quality in Public Sector: A Bibliometric Analysis

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ABSTRACT

Few studies employed bibliometric analysis to examine land service quality in the public sector. Using bibliometric analysis, this research focused on identifying the topics studied, mapping the trend of studies, and presenting future research. This research extracted data from the Google Scholar database through Publish or Perish based on the keyword "land service quality". Data from this research were collected during April 2025 and yielded 992 articles published during 2020-2024. Data processing employed VOSviewer overlay visualization to map keywords and clusters of topics, the trend of topics, and the latest topics for future research regarding land service quality in the public sector. This research revealed that the most dominant topics focused more on environmental and spatial aspects than social, institutional, or administrative aspects of land service governance. This research also indicated the trend of research topics shifting from purely environmental issues to an integrative approach with aspects of land degradation, food security, arable land, evidence, and comprehensive review (data-based approaches). In addition, this research delineated studies emphasizing the land issues over the services as the core tasks of the public sector (the government). However, institutional governance, policies, public service systems, participation, and fairness of community access to land resources mainly influenced future research. This research was still limited by extracting data only from the Google Scholar database. Moreover, this research contributed as a valuable reference and literature for other researchers who have used bibliometric analysis to study the topic of land service quality in the public sector.



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1. Introduction

Public service is an integral part of the public sector. It can be seen as the detailed description of what is to be done for the public (what needs and wishes are to be satisfied) and how this will be achieved (Iqbal et al., 2023). Particularly in Indonesia, Law Number 25/2009, Article 1(1), stipulates public service as "an activity or series of activities in completing service needs by the legislation for every citizen and resident for the goods, services, and/or administrative services provided by public service organizer." In this context, public service includes the goods, services, and/or administrative services. The public sector emphasizes quality in providing and delivering its services. In the public sector, service quality is an important dimension of organizational performance as the main output of public organizations is services (Ilhaamie, 2010). It is critical to ensure effective governance, and government services meet citizens' expectations and operate efficiently (Azizzadeh, 2024). Service quality refers to the ability of the organization to meet or exceed public expectations. It is the difference between public expectations of service and perceived service. Perceived service quality results from comparisons of public expectations with their perceptions of service delivered by public sector organizations. If expectations are greater than performance, then perceived quality is less than satisfactory, and hence public dissatisfaction occurs (Salbiah et al., 2024).

Some researchers employ the ServQual model to examine the service quality in the public sector (Pataraiia et al., 2025; Ramseook-Munhurrun et al., 2010; Wisniewski, 1996). The ServQual model emphasizes that customers evaluate the quality of a service on five distinct dimensions named as TERRA: tangibility, empathy, responsiveness, reliability, and assurance (Muttaqin et al., 2020; Salbiah et al., 2024). The ServQual model assesses consumer perceptions and expectations regarding the quality of a service. Perceived service quality results from comparisons by consumers of expectations with their perceptions of service delivered by the service providers. Even public sector organizations have come under increasing pressure to deliver quality services and improve service quality (Salbiah et al., 2024; Siyum, 2024). The research on service quality in the public sector explores how government services are perceived and experienced by citizens. It examines the gap between expectations and perceived quality. The citizens as customers perceive "high service quality", that is, delivery of service perceived as equal to or better than expected service. Here is the role of the government in providing and delivering government services to citizens. One of the public services or government services is the land service, which is classified as an administrative service. The land service is provided and delivered by the public sector organization, such as the land agency/office (Didin et al., 2024; Hoang et al., 2022).

Particularly in Indonesia, land is an important element in the life of the nation and state. It needs to be managed and regulated to maintain the sustainability of the nation and state life system (Salbiah et al., 2019). In this context, land policy is directed to realize the land for "the greatest prosperity of the people" as stated in the 1945 Constitution, Article 33 Paragraph (3), that "The land and waters and the natural wealth contained in it shall be controlled by the state and utilized for the greatest prosperity of the people." The land policy conducted by the land agency/office includes 72 types of land services classified into six service groups, namely first-time land registration services, land registration data maintenance services, land registration and information services, land measurement services, land regulation and arrangement services, and complaint management services (Kusmiarto et al., 2021). Land service quality supports the development of a strategy for the continuity of the land service process (Kusmiarto et al., 2021). Land service quality is essential to the public sector. The land services need their civil servants to provide the best services to the public as customers/users (Zabri et al., 2016). The public demands that the public sector provide excellent land services. Hence, improving land service quality is a key strategy for public sector success (Kalisa, 2024). One

strategy to successfully improve the land service quality is to fully implement the digital services for the land registration products that are cheap, easy to operate, perform quickly, and are trusted by the community (Kusmiarto et al., 2021).

Few studies have employed aspects of service quality to examine perceived service quality or customers' perceptions of service quality in land services in the public sector. They focused on role of government (Didin et al., 2024), public service sector (Zabri et al., 2016; Pataraia et al., 2025), local government (Ashraf et al., 2018), land service (Kalisa, 2024), land administration (Salbiah et al., 2019, 2020, 2024); land registration (Hoang et al., 2022; Kusmiarto et al., 2021; Yubaidi et al., 2022), and land certificate (Hardiyansyah, 2018; Mahardika et al., 2022; Noor, 2021). However, the fact indicates that still few studies employing bibliometric analysis to examine the land service quality in the public sector (Firdaus et al., 2022; Liu et al., 2019; Lv et al., 2021; Razali et al., 2022; Xu & Xiao, 2022; Zhang et al., 2019). However, this research attempts to examine the quality of land service in the public sector using a bibliometric analysis approach. Bibliometric analysis of this research focuses on identifying the topics studied, mapping the trend of these studies, and presenting future research on land service quality in the public sector.

2. Methods

This research employed a bibliometric analysis approach that applied four stages of the bibliometric analysis procedure (Al Husaeni & Nandiyanto, 2022; Al Husaeni, 2022; Purnomo, 2025; Rejeb et al., 2023). For the first stage, a bibliometric analysis was conducted to examine the research topics related to the land service quality. Bibliometric analysis was employed because it could capture large datasets, provide patterns of interconnections between topics, identify trends in topic development, and offer suggestions for future research (Cobo et al., 2011; Donthu et al., 2021).

The second stage of bibliometric analysis was conducted to collect the research data. This research employed Publish or Perish as a data collection tool. Data collection employed Publish or Perish, which enabled a literature review of the chosen theme (Al Husaeni et al., 2023; Al Husaeni & Nandiyanto, 2022). Publish or Perish revealed the research development data and the most cited article data (Harzing, 2007). Data collection was conducted using the keyword "land service quality" in the public sector. Data from this research were collected during April 2025 from only journal articles (not including proceedings and books) published in Google Scholar over the last five years (2020-2024).

The third stage of bibliometric analysis was conducted to process the research data. This research processed the research data by employing VOSviewer as a key tool. VOSviewer presented cluster data on research topics, trends in research topics, and the latest topics through the overlay visualization (Donthu et al., 2021; Van Eck & Waltman, 2010). The data search using the keyword "land service quality" yielded 992 articles from Google Scholar. The research selected co-words from Google Scholar based on the number of co-words, namely, the maximum number of co-words generated by VOSviewer. Co-words refer to the frequency of keyword appearances in the title, abstract, keyword, and content to ensure a robust capture of relevant articles (Van Eck & Waltman, 2010; Al Husaeni & Nandiyanto, 2022).

The fourth stage of bibliometric analysis was conducted to analyze the research data. This research employed VOSviewer to map keywords and clusters of topics. VOSviewer processed keyword data to display an overlay visualization. Overlay visualization demonstrated the trend topics by year. Its figure denoted the topic, the trend of the topic, and the latest topic for future research (Al Husaeni, 2022; Al Husaeni & Nandiyanto, 2022). In this stage, analysis was based on the result of overlay visualization to map keywords and clusters of topics, the trend of topics, and the latest topics regarding the land service quality in the public sector for future research.

3. Results and Discussion

3.1. Results

3.1.1. Research Development on Land Service Quality

Figure 1 delineates the curve of research development on land service quality over the last five years (2020-2024). Based on Figure 1, the research development on land service quality over the last five years, from 2020 to 2024, has experienced a significant decline. In 2020, research on land service quality reached 305 articles (30.75%) published and indexed by Google Scholar. The following year, the number of publications on land service quality declined. In 2021, it became 263 (26.51%). Likewise, in the following years (2022, 2023), it continued to decline to 214 (21.57%) and 145 (14.62%) articles, respectively. Research on land service quality declined in 2024, namely 65 (6.55%) articles out of 145 (14.62%). A clearer description can be seen in Table 1.

Table 1 Number of articles published in google scholar

Year	Count	Percentage (%)
2020	305	30.75
2021	263	26.51
2022	214	21.57
2023	145	14.62
2024	65	6.55
Total	992	100

Figure 1 illustrates the number of "land service quality" articles in Google Scholar-indexed publications. The highest number of publications was in 2020. The number of publications in Google Scholar-indexed publications has been decreasing from 2020 to 2024.

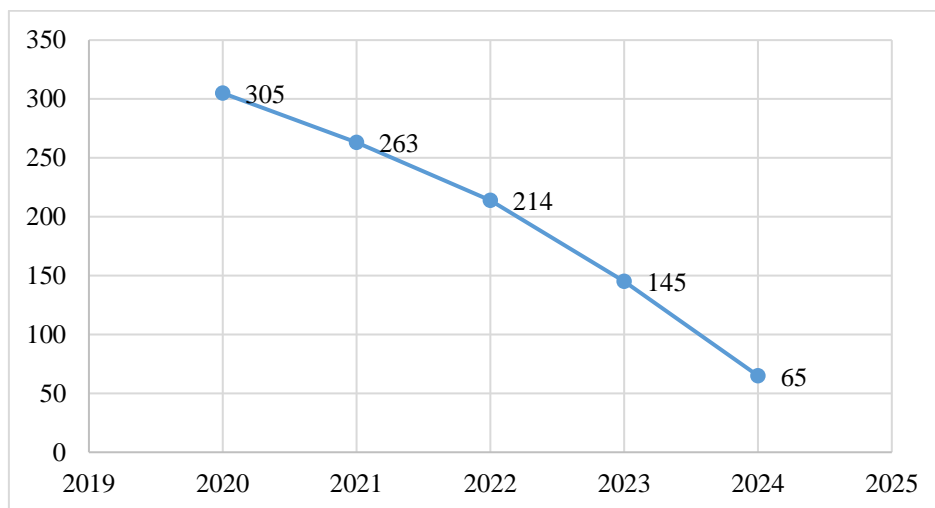


Figure 1 Development of Article Publication Indexed in Google Scholar

Based on Figure 1, the trend of the number of article publications indexed in Google Scholar with the keyword "land service quality" search using the Publish or Perish application is shown from 2020 to 2024. The total number of articles reached 992 publications. The graph shows a significant decrease in articles from year to year. In 2020, 305 articles were recorded, which decreased to 263 in 2021. The decline continued in 2022 with 214 articles, and in 2023, only 145 articles were found. This trend reached its lowest point in 2024, with the number of publications being only 65 articles.

The consistent decline over the past five years may indicate a decrease in attention or research focus on the topic of "land service quality" in academic literature indexed in Google Scholar. Possible influencing factors include shifting research focus to other topics that are more relevant to current global or national issues, data limitations, or methodological challenges in assessing land service quality. Analysis of these trends is important to identify research gaps and formulate directions for developing land service policy and governance studies in the future.

3.1.2. Most Cited Articles on Land Service Quality

Table 2 displays the five most cited articles in Google Scholar-indexed publications from a total of 992 articles found through a search with the keyword "land service quality" using the Publish or Perish application. These five articles were published in 2020 and 2021, and all of them are scientific articles. They come from reputable publishers such as frontiersin.org, Elsevier, mdpi.com, and nature.com.

Table 2 Most cited articles in Google Scholar-indexed publications

No.	Cite	Author	Title	Publisher	Document Type	Year
1	1538	Yan et al.	Phytoremediation: A promising approach for revegetation of heavy metal-polluted land	frontiersin.org	Article	2020
2	1074	Nishant et al.	Artificial intelligence for sustainability: Challenges, opportunities, and a research agenda	Elsevier	Article	2020
3	1069	Talukdar et al.	Land-use land-cover classification by machine learning classifiers for satellite observations – A review	mdpi.com	Article	2020
4	981	Weiskopf et al.	Climate change effects on biodiversity, ecosystems, ecosystem services, and natural resource management in the United States	Elsevier	Article	2020
5	968	Bardgett et al.	Combatting global grassland degradation	nature.com	Article	2021

The most cited article is the work of Yan et al. (2020) entitled "Phytoremediation: A promising approach for revegetation of heavy metal-polluted land", which has been cited 1,538 times. This article highlights the phytoremediation approach as a solution to land pollution by heavy metals. The second article with the highest number of citations (1,074 times) was written by Nishant et al. (2020) and discusses the application of artificial intelligence in environmental sustainability. The third article, by Talukdar et al. (2020), highlights the use of machine learning classification for land cover observation with 1,069 citations. Meanwhile, the fourth article by Weiskopf et al. (2020) discusses the impact of climate change on biodiversity and ecosystem services in the United States with 981 citations.

also appear, showing the relationship between land quality and aspects of human welfare and regional development potential.

The results of the co-word overlay visualization of research development regarding “land service quality” (47 items), as stated in Figure 2, are grouped into four clusters, as shown in Table 3.

Table 3 Cluster and keyword

Cluster	Color Mark	Item	Keyword
Cluster 1	marked in blue color	consists of 8 items	including health, crop, concept, outcome, time, case, state, and environmental quality
Cluster 2	marked in green color	consists of 17 items	including land cover, opportunity, data, city, life, China, land cover change, nature, need, forest, person, regulation, demand, context, lack, food, and case study
Cluster 3	marked in bright green color	consists of 16 items	including ecosystem, restoration, degradation, land quality, benefit, trend, progress, world, information, water resource, literature review, lulc (land use/land cover), land-use land-cover, land surface, challenges, and critical review
Cluster 4	marked in bright yellow color	consists of 6 items	including land degradation, food security, arable land, India, evidence, and a comprehensive review

Based on Table 3, keywords that implicitly indicate land service quality in public sector refer to state, environmental quality (Cluster 1), regulation, demand (Cluster 2), lulc (land use/land cover), land-use land-cover (Cluster 3), land degradation, and arable land (Cluster 4).

3.1.4. Research Trend and Future Research on Land Service Quality

Based on Figure 2 and Table 3, in terms of temporal trends, several keywords that appear in bright yellow, such as land degradation, food security, arable land, evidence, and comprehensive review, indicate that these topics are the focus of the latest research in the last two years. Conversely, health, environmental quality, land cover, land cover change, nature, forest, food, ecosystem, restoration, degradation, land quality, water resource, land-use land-cover, and land surface are more dominant in previous years (blue to green color).

This finding shows that the research on “land service quality” in publications indexed by Google Scholar tends to discuss more environmental issues and spatial technology than institutional aspects or administrative governance of land services. This opens up an opportunity for further research that integrates technical aspects with policy governance, public services, and institutional innovation in the context of land.

Thus, the overlay visualization in Figure 2 provides thematic and chronological mapping of the dynamics of research topics in the field of land service quality. It also identifies future research directions and opportunities, especially in bridging ecological and administrative aspects to support sustainable and inclusive land governance.

3.2. Discussion

Using the Publish or Perish application, this research employs the keyword "land service quality" that yields 992 articles in the Google Scholar-indexed publications from 2020 to 2024. Data from this research was processed by the VOSviewer overlay visualization, which displays

keywords in the title, abstract, keywords, and content of 992 articles. Based on this, the most dominant topics studied in land service quality in the public sector tend to focus more on the environmental and spatial aspects than the social, institutional, or administrative aspects of land service governance. The technical and environmental aspects refer to the most prominent keywords, including land degradation (Yan et al., 2020; Bardgett et al., 2021), ecosystem (Zhang et al., 2019; Weiskopf et al., 2020; Firdaus et al., 2022), land cover, degradation, and food security (Wei et al., 2025).

These keywords indicate that the primary focus of researchers is still on ecological issues such as land degradation (Yan et al., 2020; Bardgett et al., 2021), land cover change (Surya et al., 2020), and their impacts on food security (Wei et al., 2025). Keywords such as data, information, and evidence also appear quite significantly, reflecting the use of evidence-based approaches and spatial technology in these studies on the land service quality in the public sector. This shows that the researchers rely more on geospatial data and quantitative approaches to analyze land changes and quality. The social and institutional aspects of the land service quality in the public sector receive less attention. Keywords such as opportunity (Nishant et al., 2020), life, and health relate to human welfare, but their roles are still secondary or not the primary focus in the research. This delineates that the social dimension of land services is more often discussed as a consequence or impact of environmental degradation, rather than as the main object of study. In this context, publications that examine issues such as transparency of land services, accessibility to land information, community participation in spatial planning, or land institutional reform are still minimal.

The colors in the VOSviewer overlay visualization also indicated temporal trends in the research. The topics such as food security (Wei et al., 2025), arable land, evidence, comprehensive review, and land degradation (Yan et al., 2020; Bardgett et al., 2021) appear in bright yellow, indicating that these issues are a relatively new research focus and have developed in the last two years. Meanwhile, the topics such as health, environmental quality, land cover, land cover change (Surya et al., 2020), nature, forest (Zhang et al., 2019), food, ecosystem (Zhang et al., 2019; Weiskopf et al., 2020; Firdaus et al., 2022), restoration, degradation, land quality, water resource (Brontowiyono et al., 2022), lulc/land use/land cover (Liu et al., 2019; Lv et al., 2021; Razali et al., 2022; Xu & Xiao, 2022; Firdaus et al., 2022), land-use land-cover (Brontowiyono et al., 2022; Shantiko et al., 2021; Soubly & Khatun, 2021; Talukdar et al., 2020), and land surface appear in blue-green colors, indicating that these issues have been the focus of researches in the previous years. This indicates a shift from purely environmental issues to a more integrative approach with food security and data-based approaches.

Data from this research indicate a strong tendency that emphasizes physical-environmental and spatial aspects, particularly related more to the land issues than the services, as the core tasks of the public sector, namely the government. The issue of the land service quality is greatly influenced by factors such as institutional governance, policies, public service systems, and participation and fairness of community access to land resources (Weiskopf et al., 2020). This inequality is a gap as well as an opportunity for future research. Future research will be needed to integrate the social dimensions, governance, and policy innovation into the broader framework of the land service quality that emphasizes sustainability (Nishant et al., 2020; Firdaus et al., 2022). Such research is important to encourage inclusive, equitable, and adaptive land services to increasingly complex socio-ecological challenges in the future.

4. Conclusion

The bibliometric analysis on land service quality in the public sector reveals that the most dominant topics in this research tend to focus more on environmental and spatial aspects

than social, institutional, or administrative aspects of land service governance. This research delineates the trend of research topics shifting from purely environmental issues to an integrative approach with aspects of land degradation, food security, arable land, evidence, and comprehensive review (data-based approaches). This research also provides an overview of studies emphasizing physical-environmental and spatial aspects, particularly related more to land issues than services, which are the core tasks of the public sector (the government). Institutional governance, policies, public service systems, participation, and the fairness of community access to land resources will mainly influence the future research on land service quality in the public sector.

This research has limitations as it needs to review articles explicitly focusing on the quality of land service in the public sector. This limitation is due to the limited specific issue of land service quality in the public sector. This research is still limited by extracting data only from the Google Scholar database. The limitation of bibliometric analysis, which cannot assess the context of each keyword, indicates that this analysis cannot directly conclude the Google Scholar-indexed research during 2020-2024, emphasizing the land service quality in the public sector. The future research will be expected to conduct a more in-depth review of published articles to address the need for studies on the land service quality in the public sector. This research contributes as a valuable reference and literature for other researchers who deeply use bibliometric analysis to study the topic of land service quality in the public sector.

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