


## **Raising Public Legal Awareness in the Digital Age: Global Practices and Indonesia's Path Forward**

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### **Abstract**

This article explores the utilization of digital technology to enhance public legal awareness from a comparative global perspective. In the digital era, technology has become a significant tool for expanding access to legal information and empowering individuals to understand their legal rights and obligations. This study analyzes various global practices, including digital initiatives such as law-based mobile applications, e-learning platforms, social media-based legal awareness campaigns, and online legal aid systems. Furthermore, the article evaluates the necessary legal reforms to effectively support the use of digital technology in legal contexts, with a focus on Indonesia. By comparing approaches in countries such as the United States, the United Kingdom, and Scandinavian nations, this research provides recommendations to strengthen inclusive and equitable digital legal awareness strategies. The article underscores the importance of technological innovation in fostering a legally informed society and supporting legal transformation in the digital age.

## Keywords

*Legal Awareness; Digital Technology; Global Practices; Digital Inclusion; Legal Transformation.*

## Introduction

In today's digital era, technology has permeated almost every aspect of human life, including the legal field, creating significant opportunities to enhance public legal awareness as a crucial element in supporting effective law enforcement and fostering a just society.<sup>1</sup> Digital technology facilitates easy access to legal information through government websites, mobile applications, and other digital platforms, such as access to Supreme Court decisions via the Case Tracking Information System (SIPP).<sup>2</sup> Additionally, social media platforms like Instagram, TikTok, and YouTube are utilized by institutions like the Corruption Eradication Commission (KPK) and the National Narcotics Agency (BNN) to disseminate legal information in an engaging and easily understandable manner, reaching younger generations through educational campaigns.<sup>3</sup>

Online legal consultation applications, such as Justika, LegalSmart, or HukumOnline, simplify access to legal assistance, especially for those in remote areas, eliminating the need for in-person visits to legal offices. Even in dispute resolution, platforms like e-court enable online case filing, expediting legal processes and reducing administrative barriers. Artificial intelligence (AI) technology is also being adopted for the dissemination of legal information, with AI-based chatbots assisting in answering basic legal questions and providing practical solutions to everyday legal issues.<sup>4</sup>

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<sup>1</sup> Prayoga, Sandi Yudha. "The Criminal Justice System And Technology In The Digital Age." *Edunity Kajian Ilmu Sosial dan Pendidikan* 3.7 (2024): 550-557, <https://doi.org/10.57096/EDUNITY.V3I7.287>.

<sup>2</sup> Mulyana, Yusep. "Digitalization of the court in the settlement of cases." *International Journal of Latin Notary* 1.2 (2021): 36-42, <https://doi.org/10.61968/journal.v1i2.6>.

<sup>3</sup> Suntara, Reza Adriantika, Ndaru Satrio, and Muhammad Syaiful Anwar. "The Potential of Social Media in Increasing Young Generation's Legal Education." *Asatiza: Jurnal Pendidikan* 5.2 (2024): 221-232, <https://doi.org/10.46963/ASATIZA.V5I2.1473>.

<sup>4</sup> Sudha, S. et al., "Legal Ease Chatbot – Bridging Legal Knowledge Gaps for Marginalized Communities." *International Journal of Advanced Research in Science, Communication and Technology*, 4.6 (2024): 214–17, <https://doi.org/10.48175/ijarsct-17634>.

However, the integration of technology faces challenges such as the digital divide, which can be addressed by expanding infrastructure and providing digital literacy training in remote areas, as well as concerns over data security, necessitating updated regulations and advanced security technologies.<sup>5</sup> The complexity of legal language also poses challenges, requiring legal information to be simplified into infographics or educational videos that remain accurate. Furthermore, while technology is highly beneficial, communities must be empowered to understand legal principles directly through community-based education programs, with technology serving as a supporting tool.

Legal awareness plays a crucial role in establishing good governance and a law-abiding society.<sup>6</sup> However, many countries, including Indonesia, face challenges due to low levels of legal awareness among the public. In West Kalimantan, for instance, correctional data as of February 2024 recorded 5,238 prisoners and 1,338 detainees, with most legal violations stemming from drug abuse cases. This condition indicates that many individuals lack sufficient understanding of their legal rights and obligations, leading to intentional or unintentional violations of the law.<sup>7</sup> Factors such as limited access to information are among the primary causes, where people do not have adequate access to relevant and reliable legal resources.<sup>8</sup> Inadequate legal education also poses a significant barrier, especially when legal education is not an integral part of the curriculum or community learning programs.<sup>9</sup> Additionally, the complexity of the legal system exacerbates the situation, as the public often

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<sup>5</sup> Pooja Kumari & Anju Srivastava, "Challenges and Issues of Integrating Information and Communication Technologies in Higher Education in Rural Areas- A Review." *IJFMR - International Journal For Multidisciplinary Research* 5.6 (2023): 1–10, <https://doi.org/10.36948/IJFMR.2023.V05I06.8195>.

<sup>6</sup> Pradanna, Satrio Alpen, and Hendri Irawan. "The Vital Role of Legal Education in Societal Transformation: Fostering Legal Awareness and Social Justice." *Contemporary Issues on Interfaith Law and Society* 3.1 (2024): 153-176, <https://doi.org/10.15294/CIILS.V3I1.77220>.

<sup>7</sup> Pleasence, Pascoe, Nigel J. Balmer, and Catrina Denvir. "Wrong about rights: public knowledge of key areas of consumer, housing and employment law in England and Wales." *The Modern Law Review* 80.5 (2017): 836-859, <https://doi.org/10.1111/1468-2230.12290>.

<sup>8</sup> Jones, Yolanda, and Caroline Ilako. "Dynamic law libraries: Access, development and transformation in Africa and the United States." *IFLA WLIC 2015*, (2015): 1–12, <http://library.ifla.org/1120/1/114-jones-en.pdf>.

<sup>9</sup> Trubek, Louise G., *Crossing Boundaries: Legal Education and the Challenge of the New Public Interest Law* (December 2004). Univ. of Wisconsin Legal Studies Research Paper No. 1016, <https://doi.org/10.2139/SSRN.896761>.

struggles to comprehend legal terminology, procedures, or mechanisms. These factors collectively create a significant gap between society and their understanding of the law.<sup>10</sup>

Digital technology, encompassing the internet, social media, mobile applications, and other digital platforms, has become an integral part of daily life, transforming the way people communicate, learn, and access information.<sup>11</sup> In the legal context, digital technology provides various tools and channels to disseminate legal information more broadly, conveniently, and effectively. Legal websites and applications enable the public to access relevant information, such as regulations, legal rights, or guidance on legal processes, in a simpler and more direct manner compared to traditional methods.<sup>12</sup> Social media serves as a powerful tool for legal awareness campaigns, facilitating the rapid spread of legal information and reaching a wider audience, including younger generations. Additionally, digital platforms like e-learning and webinars support legal education by providing structured, interactive, and accessible legal materials anytime, making it easier for the public to learn about the law without being constrained by time or location.<sup>13</sup>

In efforts to enhance public legal awareness, significant challenges remain in the dissemination of legal information and legal outreach efforts across various aspects. One major challenge is limited accessibility, particularly in rural or underdeveloped areas, where access to legal information and resources such as legal libraries or legal consultants is scarce. This condition makes it difficult for people to obtain the legal information they need, leaving them less aware of their legal rights and obligations. Additionally, formal legal education has yet to become an integral part of the primary or secondary education curriculum in many places, resulting in a lack of basic legal knowledge among the public about their rights. Another critical issue is legal

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<sup>10</sup> Wszalek, Joseph. "Ethical and legal concerns associated with the comprehension of legal language and concepts." *AJOB neuroscience* 8.1 (2017): 26-36, <https://doi.org/10.1080/21507740.2017.1285821>.

<sup>11</sup> Joshi, Renu, N. Pavithra, and C. K. Singh. "Internet an integral part of human life in 21st century: a review." *Current Journal of Applied Science and Technology* 41.36 (2022): 12-18, <https://doi.org/10.9734/cjast/2022/v41i363963>.

<sup>12</sup> Breuker, Joost, et al. "The flood, the channels and the dykes: Managing legal information in a globalized and digital world." *Law, Ontologies and the Semantic Web*. IOS Press, 2009. 3-18, <https://doi.org/10.3233/978-1-58603-942-4-3>.

<sup>13</sup> Putra, I. Made Aditya Mantara, Gede Agung Wirawan Nusantara, and Hartini Sarifan. "Development of E-Learning Method as a Digital-Based Legal Information Medium in the Development of National Law." *Journal Equity of Law and Governance* 3.1 (2023): 35-39, <https://doi.org/10.55637/ELG.3.1.6607.35-39>.

uncertainty, often caused by a lack of transparency in the drafting or implementation of laws, as well as the rapid changes in regulations without adequate socialization.<sup>14</sup> This leaves the public confused and struggling to understand the essence of the law, eroding trust in the legal system itself. These challenges collectively create a significant gap in the effort to establish a legally aware and law-abiding society.

In response to the aforementioned realities, digital technology holds significant potential to address challenges in raising legal awareness among the public through various means. Digital technology enables the dissemination of legal information more broadly and accessibly. Government websites, legal portals, and mobile applications can provide relevant and easily understandable information about legal rights and obligations.<sup>15</sup> E-learning platforms and educational applications can offer interactive and engaging legal education courses and modules, enhancing public understanding of the law in more captivating ways.<sup>16</sup> Additionally, Social media can enhance legal awareness through infographics, videos, and interactive content, making legal information more engaging and accessible to wider audiences.<sup>17</sup> Furthermore, technologies like teleconferencing and chatbots can provide direct legal advice without the need to visit a legal office. This increases the accessibility of legal services and benefits those who may lack access to such services in their location.

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<sup>14</sup> Muchmore, Adam I. "Uncertainty, complexity, and regulatory design." *Hous. L. Rev.* 53 (2015): 1321-1367, <https://doi.org/10.4000/ASSR.1487>.

<sup>15</sup> Ostendorff, Malte, Till Blume, and Saskia Ostendorff. "Towards an open platform for legal information." *Proceedings of the ACM/IEEE Joint Conference on Digital Libraries* in 2020. (2020), [https://doi.org/10.1145/3383583.3398616/SUPPL\\_FILE/3383583.3398616.MP4](https://doi.org/10.1145/3383583.3398616/SUPPL_FILE/3383583.3398616.MP4).

<sup>16</sup> Cheka, Cosmas. "Legal educational platforms and disciplines of the future." *Journal of Higher Education in Africa/Revue de l'enseignement supérieur en Afrique* 15.2 (2017): 133-146, <https://doi.org/10.57054/JHEA.V15I2.1484>.

<sup>17</sup> Zainuddin, Zainuddin, and Salle Salle. "The Legal Awareness of Juveniles in Archipelagic Areas Using Social Media." *SIGn Jurnal Hukum* 3.2 (2022): 163-173, <https://doi.org/10.37276/sjh.v3i2.177>.

## Method

This research employs normative legal methods<sup>18</sup> by adopting conceptual, comparative, and futuristic approaches to comprehensively analyze the role of digital technology in enhancing public legal awareness.<sup>19</sup> The conceptual approach provides a theoretical foundation by exploring key principles and ideas underpinning public legal education and digital transformation in the legal sector. The comparative approach analyzes best practices from various countries, such as the United States, the United Kingdom, and Scandinavian nations, offering insights into strategies that have successfully integrated digital solutions to improve legal awareness. Finally, the futuristic approach anticipates potential challenges and opportunities for integrating emerging technologies in this domain, particularly in the context of Indonesia. The nature of this research is descriptive-prescriptive, aiming to not only describe the current state of digital legal awareness initiatives globally but also to prescribe actionable recommendations for legal reform and policy development.<sup>20</sup> The data collected from various legal texts, international reports, and case studies is analyzed using the content analysis method, ensuring a systematic and in-depth understanding of the subject matter.<sup>21</sup> This methodological framework enables the research to provide robust and practical insights into how digital technology can be leveraged to foster a legally informed society while addressing contextual challenges and opportunities.<sup>22</sup>

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<sup>18</sup> Kristanto, Kiki, et al. "The Convergence of Drug Trafficking and Terrorism: Uncovering the Dynamics of Narco-Terrorism." *Yustisia* 13.3: 261-282, <https://doi.org/10.20961/yustisia.v13i3.81599>.

<sup>19</sup> Akhmad, A., Z. J. Fernando, and P. Teeraphan. "Unmasking Illicit Enrichment: A Comparative Analysis of Wealth Acquisition Under Indonesian, Thailand and Islamic Law." *Journal of Indonesian Legal Studies* 8.2 (2023): 899-934, <https://doi.org/10.15294/jils.v8i2.69332>.

<sup>20</sup> Putra, Panca Sarjana, et al. "Judicial transformation: integration of AI judges in innovating indonesia's criminal justice system." *Kosmik Hukum* 23.3 (2023): 233-247, <https://doi.org/10.30595/kosmikhukum.v23i3.18711>.

<sup>21</sup> Karianga, Hendra, and Z. J. Fernando. "The Damage of the Shadow Economy: The Urgency of Addressing Foreign Bribery in Indonesia." *Pakistan Journal of Criminology* 16.2 (2024): 783-796, <https://doi.org/10.62271/PJC.16.2.783.796>.

<sup>22</sup> Widyawati, Anis, et al. "The Regulation of Integrity Zone and the Corruption-Free Zone in Indonesia and Russia." *Bestuur* 11.2 (2023): 253-270, <https://dx.doi.org/10.20961/baestuur.v11i2.76306>.

## Result and Discussion

### A. Forms of Digital Technology That Can Be Used to Increase Public Legal Awareness

Digital technology offers various platforms and tools that can be utilized to enhance public legal awareness. Some forms of digital technology that have proven effective include:

#### 1. Legal Websites and Portals

Legal websites and portals are among the digital innovations designed to enhance public access to comprehensive legal information. Official websites of government institutions, legal organizations, and non-governmental organizations provide various legal resources, including legal guides, the latest regulations, and answers to frequently asked questions. The primary advantage of legal websites and portals lies in their ability to facilitate broad access to legal information, reaching people across different regions without geographical limitations. The information provided is centrally organized, allowing users to easily find the documents or guides they need. Furthermore, legal portals can be updated regularly, ensuring that the public always has access to accurate and relevant information in line with the latest regulatory or policy changes. With these features, legal websites and portals serve as essential tools in efforts to create a more legally literate society, empowering individuals to understand and protect their rights.

#### 2. Mobile Application

Mobile applications specifically designed for legal information provide convenient access and understanding of the law for the public through devices they use daily. These applications offer various features, such as interactive legal guides to help users understand their rights and obligations, legal notifications to provide updates on new regulations or policies, and direct legal consultation services that allow users to receive real-time answers from experts. The primary advantage of mobile applications is their accessibility, enabling users to access relevant information anytime and anywhere. Additionally, these applications often include extra features that enhance comprehension, such as legal calculators to estimate fines or specific legal obligations, and interactive quizzes that make learning about the law more engaging and easier to understand. Through these innovations, mobile applications play a crucial role in empowering

individuals to better understand and utilize the law in their everyday lives.

### 3. Social Media

Social media platforms such as Facebook, Twitter, and Instagram have become effective tools for raising legal awareness among the public. These platforms are utilized for legal awareness campaigns, disseminating important information, and creating interactive spaces for legal discussions. Through social media, government agencies, non-governmental organizations, and legal practitioners can reach a broad audience, including younger generations who are active in the digital sphere. The primary advantage of social media lies in its ability to present information in engaging formats, such as infographics, short videos, or other visual content, making complex legal concepts easier to understand. Additionally, social media enables direct interaction between the public and legal information providers through features like comments or online Q&A sessions, fostering more dynamic and responsive dialogue to address societal needs. In this way, social media not only serves as a means of legal education but also as a tool to strengthen the relationship between society and the legal system.

### 4. E-Learning Platform and Webinars

E-learning platforms and webinars represent digital innovations designed to provide online training and courses on various aspects of law. Through these platforms, participants can access learning materials in multiple formats, such as video tutorials, structured learning modules, and live Q&A sessions with legal experts. The primary advantage of these platforms lies in their flexibility, enabling participants to learn at any time that suits their schedules, free from rigid timetables. Additionally, these platforms often incorporate interactive elements, such as quizzes, case simulations, or virtual group discussions, aimed at enhancing participants' understanding of complex legal materials. With a comprehensive and personalized approach, e-learning and webinars not only deliver relevant legal knowledge but also empower individuals to apply this understanding in their daily lives. These platforms serve as effective tools to reach a broader audience, including those in remote areas or with limited access to formal legal education.

### 5. Chatbots and Virtual Consultation Services

Chatbots and virtual consultation services are AI-driven innovations designed to provide quick and accurate responses to general legal



inquiries. This technology enables users to ask questions and receive relevant information instantly, without the need to wait for consultations with lawyers or legal experts. Chatbots can direct users to appropriate legal resources, such as guides, documents, or official websites, based on their needs. The primary advantage of these services lies in their ability to deliver instant and consistent responses, making them highly effective in addressing frequently asked questions efficiently. Additionally, these services are accessible at any time, offering significant flexibility for users seeking legal information outside business hours or from remote locations. With their efficiency and accessibility, chatbots and virtual consultation services play a crucial role in enhancing public legal awareness in the digital age.

#### 6. Infographics and Educational Videos

Infographics and educational videos are highly effective visual communication tools for simplifying complex legal information into easily understandable formats for the general public. Infographics use visual elements such as graphics, diagrams, and concise text to explain legal concepts, while educational videos often employ narration, animation, or illustrations to convey legal information in an engaging manner. These formats are frequently utilized in legal awareness campaigns and educational materials, reaching a broader audience through interactive and captivating approaches. The primary advantage of infographics and educational videos lies in their ability to make legal information easier to comprehend and remember, especially for individuals without a legal background. Additionally, these formats are easily shareable across various digital platforms, such as social media, messaging apps, and websites, enabling the rapid dissemination of legal information to a wide audience. With their visually appealing approach, infographics and educational videos have become essential tools for fostering legal awareness in the digital era.

Digital technology offers significant advantages in enhancing the accessibility, efficiency, and appeal of legal information. However, challenges such as the digital divide, lack of legal literacy, and data privacy issues must be addressed to ensure that this technology is truly inclusive and maximizes its

benefits for all members of society.<sup>23</sup> By strategically leveraging a combination of these platforms, Indonesia can foster a more legally aware, participatory, and equitable society in the digital era.

## **B. Global Practices in Digital Legal Awareness: Lessons from Comparative Approaches**

In an effort to enhance public legal awareness, developed countries such as the United States, the United Kingdom, and Scandinavia have optimally leveraged digital technology through various innovative initiatives. These approaches demonstrate that digital technology can serve as a highly effective tool for expanding public access to legal information, providing better understanding of their rights and responsibilities, and empowering individuals to address legal issues.

The United States has emerged as a frontrunner in utilizing digital technology to support public legal awareness.<sup>24</sup> Innovations in this area not only broaden access to legal services but also reach diverse segments of society, including vulnerable groups. Several digital applications and platforms have been developed to ensure that people receive efficient, affordable, and relevant legal services tailored to their needs. LegalZoom and Rocket Lawyer are prime examples of technological innovation in the legal sector that are highly popular in the United States.<sup>25</sup> These platforms are designed to provide fast, efficient, and affordable legal services without the need to directly involve attorneys in many cases.

LegalZoom offers a variety of customizable legal documents, such as business contracts, wills, or company formation documents. By following simple steps to input relevant information, users can produce legal documents that meet the legal standards in the United States.<sup>26</sup> With significantly lower

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<sup>23</sup> Herdiyanti, S. H. ., H. . Kurniati, and H. . Ras. "Ethical Challenges in the Practice of the Legal Profession in the Digital Era". *Formosa Journal of Social Sciences (FJSS)* 2.4 (2023): 685-92, <https://doi.org/10.55927/fjss.v2i4.7451>.

<sup>24</sup> Shabalin, Andrii, et al. "Use of Digital Technologies in Judicial Proceedings in Some Countries of Europe and the USA." *Petita* 9.1 (2024): 1–17, <https://doi.org/10.22373/petita.v9i1.218>.

<sup>25</sup> Barton, Benjamin H. and Rhode, Deborah. "Access to Justice and Routine Legal Services: New Technologies Meet Bar Regulators". *Stanford Public Law Working Paper* (2018), <http://dx.doi.org/10.2139/ssrn.3183738>.

<sup>26</sup> Lam, Brie. "The Role of LegalTech in Financial Services: A Case Study." *The LegalTech Book: The Legal Technology Handbook for Investors, Entrepreneurs and FinTech Visionaries* (2020): 24-26, <https://doi.org/10.1002/9781119708063.ch6>.

costs compared to traditional attorneys, LegalZoom provides a practical solution for individuals and small businesses looking to manage their legal needs independently. Meanwhile, Rocket Lawyer offers similar services with the added feature of online legal consultations. Through a subscription, users can consult professional attorneys when needed, offering greater flexibility and support in resolving legal issues.<sup>27</sup> These platforms empower people to address their daily legal needs independently, while also enhancing accessibility to legal services for those previously hindered by high costs or the complexity of legal processes.

To support low-income individuals, the United States also offers initiatives such as LawHelp.org. This platform is specifically designed to help vulnerable groups access free or low-cost legal resources.

1. LawHelp.org collaborates with various legal aid organizations across all states to provide relevant and practical legal information. The available information covers a wide range of topics, such as workers' rights, tenant protections, immigration issues, and domestic violence;
2. In addition to providing legal information, this platform also connects users with local legal aid organizations that can offer direct services, such as consultations or legal representation in court.

LawHelp.org demonstrates that technology can be an effective tool for bridging the legal gap faced by low-income communities. With easy access and a user-friendly interface, the platform helps ensure that individuals' legal rights are protected, regardless of their financial limitations. In the United States, social media is extensively utilized to raise public legal awareness, including through the well-known "Know Your Rights" campaign initiated by various non-governmental organizations.<sup>28</sup> This campaign aims to educate the public about their constitutional rights, such as the right to free speech, protection from arbitrary detention, and the right to due process. By leveraging interactive formats like educational videos, infographics, and live Q&A sessions on platforms such as Facebook, Instagram, and Twitter, the campaign is designed to be accessible and understandable, even for those without a legal background. Social media enables information to spread rapidly, reaching people in various regions, including those difficult to access through traditional campaign

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<sup>27</sup> Clark, Gerard J. "Internet Wars: The Bar Against the Websites" *Suffolk University Journal of High Technology Law* 13 (2013), *Suffolk University Law School Research Paper* 13-40, (2013): 247-296, <https://ssrn.com/abstract=2364567>.

<sup>28</sup> Nah, Seungahn, and Gregory D. Saxton. "Modeling the adoption and use of social media by nonprofit organizations." *New media & society* 15.2 (2013): 294-313, <https://doi.org/10.1177/1461444812452411>.

methods. The content is often tailored to address current legal issues of public concern, such as workers' rights during the COVID-19 pandemic, legal protections against discrimination, or guidelines for interacting with law enforcement. Campaigns like "Know Your Rights" not only enhance public understanding of their legal rights but also empower individuals to actively safeguard these rights. Social media has proven to be an exceptionally effective tool in fostering widespread public engagement in discussions about law and justice.

The United Kingdom has become one of the leading countries in leveraging technology and online platforms to enhance public legal awareness and provide access to legal services. One of the key initiatives is the implementation of online legal education programs organized by various organizations, notably Citizens Advice. As a prominent charity, Citizens Advice offers an online platform that provides comprehensive legal information on crucial issues, including employment, housing, consumer rights, debt, and family matters.<sup>29</sup> This platform is designed to help the public understand their rights and offers practical guidance on addressing common legal problems encountered in daily life. The information provided is written in plain and accessible language, ensuring inclusivity even for individuals without a legal background. Additionally, Citizens Advice offers direct consultation services, either face-to-face or through online channels, to assist those requiring further support.

The UK government also plays a significant role in promoting legal awareness through centralized online services available on Gov.uk. This website serves as an official, highly comprehensive source of information, covering various legal and administrative topics, such as visa and immigration matters, workers' rights, company registration, social benefits applications, and tax management. One of the notable strengths of Gov.uk is its straightforward and user-friendly presentation, allowing the public to access relevant legal information without navigating complex legal documents. Furthermore, the platform integrates administrative legal services, such as submitting online visa applications, extending residence permits, or registering new companies, streamlining and simplifying legal processes often perceived as cumbersome by the public.

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<sup>29</sup> Kirwan, Samuel. "The UK Citizens Advice service and the plurality of actors and practices that shape "legal consciousness"." *The Journal of Legal Pluralism and Unofficial Law* 48.3 (2016): 461-475, <https://doi.org/10.1080/07329113.2016.1235770>.

Another noteworthy innovation in the UK is the use of artificial intelligence (AI)-based technology in legal services. A standout example is the DoNotPay application, designed to assist users in resolving minor legal issues automatically. Initially developed to help individuals appeal parking tickets, the app has since expanded to include a variety of legal services, such as filing flight compensation claims, canceling subscriptions automatically, and even pursuing small claims in court.<sup>30</sup> With its user-friendly interface, DoNotPay leverages AI to provide tailored step-by-step guidance for individual cases, enabling people to address their legal issues without the need for an attorney, which is often costly. The success of these programs highlights the UK's focus not only on increasing legal awareness but also on its commitment to creating more inclusive and affordable legal access. By utilizing digital technology, legal information becomes accessible to anyone, anywhere, and at any time, overcoming geographical and financial barriers that often hinder public access. Initiatives like Citizens Advice, Gov.uk, and DoNotPay demonstrate how collaboration between the public and private sectors can foster innovative solutions to help people understand and protect their rights. Furthermore, this approach serves as a model for other countries to integrate technology into their legal systems, strengthening global efforts to achieve inclusive and equitable justice.

Scandinavian countries, such as Sweden, Norway, and Denmark, are renowned for their innovative approaches to promoting legal awareness through technology, emphasizing accessibility and social inclusion. Governments in this region recognize the importance of simplifying public access to legal information as part of efforts to create equitable justice. One notable example is Sweden's online legal portal, Allmänna Reklamationsnämnden (ARN). This platform is designed to assist citizens in resolving consumer disputes directly, bypassing the complexity and expense of traditional court proceedings. By utilizing ARN, consumers can file complaints about services or products, and the resolution process is efficiently conducted through online mediation. This approach not only reduces the burden on the judicial system but also provides practical solutions for everyday issues faced by the public.

In Norway, the Altinn platform stands out as a significant innovation for providing direct access to legal documents and information relevant to daily life. The platform offers a range of services, including tax management, business

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<sup>30</sup> Fernando, Zico Junius, et al. "Robot Lawyer in Indonesian Criminal Justice System: Problems and Challenges for Future Law Enforcement." *Lex Scientia Law Review* 7.2 (2023): 489-528, <https://doi.org/10.15294/LESREV.V7I2.69423>.

licensing, and administrative documentation.<sup>31</sup> Altinn is designed with a user-friendly interface, making it easier for individuals from diverse backgrounds to find the information they need. Furthermore, Altinn has become an essential tool for small and medium-sized businesses, enabling them to ensure legal compliance without relying on costly legal consultants.

Similarly, Denmark shares a strong focus on digital literacy as part of its strategy to spread legal awareness. Digital literacy programs targeting vulnerable groups, such as the elderly and individuals with disabilities, ensure that all segments of society can utilize technology to understand the law and protect their rights. These initiatives include hands-on training, beginner-friendly online guides, and technological tools tailored to meet the specific needs of users.

The success of these advanced nations in implementing technology-based approaches to enhance legal awareness and access is underpinned by several interrelated key factors. Below is a detailed explanation of these factors:

1. Established Technology Infrastructure

Developed countries generally possess robust and widespread digital infrastructure, enabling technology to serve as the foundation for delivering legal services. Extensive internet access, even in remote areas, is a key factor supporting this success. Additionally, the use of advanced technologies such as cloud computing, reliable data centers, and high-speed communication networks ensures that online legal platforms are accessible anytime and from anywhere. This infrastructure facilitates the integration of legal services into a single portal, eliminating the need for individuals to navigate multiple platforms to access information or address their legal needs.

2. Government Support

The active role of the government is one of the key determinants of the success of technology-based legal initiatives. This support includes adequate funding for the development of infrastructure, technological upgrades, and the operation of online services. Additionally, the government introduces policies that encourage legal innovation, such as tax incentives for private sectors contributing to legal technology development or strategic partnerships with non-governmental organizations. Such collaborations create a conducive ecosystem for delivering legal

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<sup>31</sup> Tokovska, Miroslava, et al. "E-Government—The inclusive way for the future of digital citizenship." *Societies* 13.141 (2023): 1-14, <https://doi.org/10.3390/soc13060141>.

services that are accessible, efficient, and aligned with the needs of society.

### 3. Inclusive Approach

Developed countries recognize the importance of social inclusion in technology-based legal services. Programs are designed not only to target the general population but also vulnerable groups such as the elderly, persons with disabilities, and immigrants. To achieve these inclusive goals, online legal services are provided in multiple languages commonly spoken by residents, along with additional features such as audio guides for the visually impaired or support services for those with limited technological literacy. This approach ensures that no segment of society is left behind in efforts to enhance legal awareness and access.

### 4. Integration of Cutting-Edge Technology

The use of advanced technologies such as artificial intelligence (AI), big data, and blockchain has become one of the pillars of success in technology-based legal approaches in developed countries. AI is utilized to rapidly analyze legal data and provide relevant solution recommendations, while big data enables the mapping of legal needs in society based on existing patterns and trends. Blockchain, on the other hand, offers high security for online legal transactions, such as digital contracts and legal documents requiring authentication. The integration of these technologies not only enhances the efficiency of legal services but also provides high accuracy, minimizing errors in data management.

### 5. Improving Digital Literacy

In addition to providing technology-based services, developed countries also invest in digital literacy programs to ensure that their citizens can utilize technology optimally. These programs include hands-on training, online guides, and digital awareness campaigns designed for people of all ages and backgrounds. For instance, senior citizens are given specialized training to understand how to use relevant online platforms, while younger generations are taught how to use technology wisely and safely. This improvement in digital literacy ensures that technology does not become a barrier but rather a tool for empowering people to understand and protect their legal rights.

The success of developed countries in implementing technology for legal awareness is inseparable from the synergy between established infrastructure, government support, social inclusion, integration of cutting-edge technology, and adequate digital literacy. With this combination of factors, technology-based legal services not only enhance accessibility and efficiency but also empower people to understand and protect their rights more independently and inclusively. Such models can serve as an inspiration for other nations, including developing countries, to adopt similar approaches in efforts to achieve more equitable and sustainable justice.

### **C. Legal and Policy Challenges in Integrating Digital Technology for Public Legal Awareness**

The utilization of digital technology to enhance public legal awareness holds significant potential in creating a more legally literate society. However, it also presents challenges that require serious attention. In this context, several legal theories and philosophies are relevant for analyzing the opportunities and obstacles that arise. John Rawls' Theory of Justice emphasizes the importance of distributive justice, ensuring that the social and economic benefits of legal technology are distributed equitably, particularly to the most disadvantaged groups such as the poor, the elderly, and persons with disabilities.<sup>32</sup> This requires the development of equitable digital infrastructure and inclusive features on legal platforms. Meanwhile, Jeremy Bentham's Utilitarianism measures the success of legal technology based on the principle of the greatest happiness for the greatest number, where fast, affordable, and efficient access to legal information is expected to enhance the overall well-being of society.<sup>33</sup>

However, this approach faces ethical dilemmas when collective interests risk sacrificing the protection of individual rights, such as personal data privacy. The right to access legal information is also an integral part of the philosophy of human rights, as recognized in Article 19 of the Universal Declaration of Human Rights (UDHR). Digital technology can serve as a tool to realize this right but must be balanced with regulations that protect user privacy to safeguard individual freedom, aligning with Isaiah Berlin's concept of negative

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<sup>32</sup> Faiz, Pan Mohamad. "Teori Keadilan John Rawls (John Rawls' Theory of Justice)." *Jurnal Konstitusi* 6.1 (2009): 135-149, <http://dx.doi.org/10.2139/ssrn.2847573>.

<sup>33</sup> Pratiwi, Endang, et al. "Teori Utilitarianisme Jeremy Bentham: Tujuan Hukum Atau Metode Pengujian Produk Hukum?" *Jurnal Konstitusi*, 19.2 (2022): 268-93, <https://doi.org/10.31078/jk1922>.



liberty. From the perspective of Hans Kelsen's positive legal theory, the successful utilization of digital technology requires clear and hierarchical regulations to ensure the accountability of platform providers, the protection of user data, and ethical standards in providing legal information. Without adequate regulation, the potential misuse of technology can undermine justice itself.

A socio-legal approach complements this analysis by emphasizing the importance of understanding the social and cultural context of society in adopting legal technology. Digital literacy levels, local needs, and public trust in technology are critical factors that must be considered, aligning with progressive legal theory that stresses the adaptation of law to social and technological changes. With this comprehensive approach, digital technology can become a tool for ethical, inclusive, and effective legal transformation.

In the context of Indonesia and other developing countries, an in-depth analysis is necessary to understand these challenges and determine relevant legal reform measures to support the integration of digital technology in the legal sector.

#### 1. Digital Infrastructure Limitations

Uneven digital infrastructure remains one of the main obstacles to leveraging technology for legal awareness. In Indonesia, internet access is still concentrated in urban areas, while many remote regions lack adequate internet connectivity. In 2024, internet penetration in Indonesia reached 66.5%, with 185.3 million internet users. However, around 93.4 million people still lack internet access, particularly in rural and remote areas. The disparity in internet access between urban and rural areas remains significant. Before the pandemic, the digital divide between urban and rural areas reached 24.8 percentage points. Although it decreased to 22.5 percentage points in 2021. This creates a significant digital divide, making it difficult for people in remote areas to access legal information through digital platforms. Additionally, limited access to technological devices, such as smartphones or computers, poses a challenge for lower-middle-income groups. The government needs to invest in developing digital infrastructure, such as expanding internet networks to 3T areas (Disadvantaged, Frontier, and Outermost regions), and providing subsidies for technological devices to underprivileged communities. Without adequate infrastructure, digital technology will not be able to reach all levels of society.

## 2. Gap in Access to Technology

In addition to infrastructure issues, the gap in technology access is also caused by low digital literacy among some segments of Indonesian society. Data shows that low digital literacy in Indonesia significantly hinders access to legal information, particularly among vulnerable groups such as the elderly, persons with disabilities, and those with lower levels of education. Only 18% of persons with disabilities have internet access, compared to 50% of the non-disabled population. Many individuals, especially vulnerable groups such as the elderly, persons with disabilities, and those with lower levels of education, are not yet accustomed to using technology to access legal information. Low digital literacy not only hampers access to legal information but also increases the risk of technology misuse, such as fraud or personal data abuse. Comprehensive and inclusive digital literacy training programs need to be developed to ensure that the public can utilize technology wisely and effectively. The government, educational institutions, and community organizations must collaborate in organizing these training programs.

## 3. Lack of Relevant Regulations

The legal framework supporting the use of digital technology in the legal sector remains limited in Indonesia. For example, there is no clear legal framework regarding the accreditation or quality standards of law-based applications, leaving the public vulnerable to invalid or misleading legal information. Moreover, existing regulations are often unresponsive to technological advancements such as artificial intelligence (AI) or blockchain, which are increasingly utilized in legal services in developed countries. The government needs to accelerate regulatory updates that are adaptive to emerging technologies. Establishing an independent oversight body to monitor and regulate digital law-based applications and platforms could be a critical step toward ensuring the quality and reliability of digital legal services.

## 4. Ethical Challenges in the Use of Personal Data

The use of digital technology in the legal sector often involves the collection of users' personal data, such as identity information, legal records, or user preferences. On one hand, this data is crucial for delivering personalized and efficient legal services, but on the other hand, improper data management can lead to privacy breaches. Cases of personal data misuse in various sectors have raised public concerns about the security of their information. Indonesia needs to strengthen the implementation of its recently enacted Personal Data

Protection Law by ensuring effective oversight mechanisms, strict sanctions for violations, and public education on the importance of personal data protection. Additionally, the development of encryption-based and anonymity-focused technologies should be encouraged to ensure the security of user data.

#### 5. Legal Reform to Support Technological Innovation

Legal reform is an urgent necessity to support the integration of digital technology into public legal awareness. Several reform measures to consider include:

##### a. Updating Technology Regulations

Developing adaptive regulations for new technologies, including artificial intelligence and big data, to ensure that technological innovations do not violate principles of law and justice.

##### b. Strengthening Stakeholder Collaboration

Promoting cooperation between the government, private sector, and civil society organizations in developing and managing digital legal platforms.

##### c. Enhancing Funding and Incentives

Providing incentives to legal technology start-ups to encourage innovation, as well as allocating state budgets to support these initiatives.

## D.Future Directions for Legal Reform and Digital Inclusion in Public Legal Awareness

The integration of cutting-edge technologies such as artificial intelligence (AI), blockchain, and big data holds tremendous potential to revolutionize public legal awareness strategies.<sup>34</sup> These technologies offer innovative solutions to enhance accessibility, efficiency, and inclusivity within the legal system, particularly in delivering accurate and relevant legal information to the broader public. However, adopting these technologies also faces challenges that require adaptive, forward-looking legal and policy approaches.

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<sup>34</sup> Adelekan, Odunayo Adewunmi, et al. "Evolving tax compliance in the digital era: a comparative analysis of ai-driven models and blockchain technology in US tax administration." *Computer Science & IT Research Journal* 5.2 (2024): 311-335, <https://doi.org/10.51594/csitrj.v5i2.759>.

1. Potential of Cutting-Edge Technology in the Legal System

Cutting-edge technologies such as artificial intelligence (AI), blockchain, and big data hold immense potential to revolutionize the legal system, particularly in enhancing public legal awareness.<sup>35</sup> Artificial intelligence (AI) has become the centerpiece of innovation, enabling the development of AI-powered legal assistants, such as chatbots or applications like DoNotPay. These tools can answer basic legal questions, provide step-by-step guidance in legal processes, and help individuals understand their rights and obligations. Furthermore, AI can be utilized for predictive analysis, where algorithms analyze legal trends, offer insights into recurring case patterns, and identify legal areas requiring special attention. On the other hand, blockchain technology offers unparalleled transparency and security in managing legal data. Blockchain can be employed to store digital legal documentation while ensuring document integrity, such as contracts, making them tamper-proof without authorization. Additionally, blockchain-based platforms can enhance legal transparency by allowing the public to access secure and reliable legal records, thereby fostering a better understanding of applicable legal processes. The use of big data in the legal system complements these potentials by leveraging large-scale data analysis to map societal legal needs. Through big data, governments can identify areas underserved by legal services and design policies more responsive to public needs. Moreover, big data enables the personalization of legal information, allowing legal service providers to deliver information tailored to the specific needs of individuals, thus improving the effectiveness of legal communication. By combining AI, blockchain, and big data, the legal system can become more inclusive, efficient, and responsive to the dynamic legal needs of society.

2. Challenges in Adopting Cutting-Edge Technology

Although cutting-edge technology offers significant potential to enhance public legal awareness, its integration into the legal system is fraught with complex challenges. One of the primary challenges is digital inequality, where not everyone has equal access to technology, particularly in remote areas or among vulnerable groups such as the poor and the elderly. This disparity risks widening legal gaps, as technology becomes accessible only to communities with adequate

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<sup>35</sup> Anastasiia. "Legal Awareness in the Digital Society," *Economics. Finances. Law*, 11 (2020): 30–33, <https://doi.org/10.37634/EFP.2020.11.6>.

infrastructure. Additionally, the lack of adaptive legal frameworks poses a major obstacle to the implementation of technologies like AI and blockchain, as many regulations have yet to address their use. This ambiguity can lead to legal uncertainty and slow down innovation. Privacy and data security issues are also significant concerns, especially in the collection and analysis of big data, which risks infringing on individual privacy if data is not carefully managed and robust protection mechanisms are absent. Finally, resistance to change among the public and legal practitioners is an equally pressing challenge. A lack of understanding about the benefits of technology or fear of change often triggers rejection of new technological adoption. These challenges demand comprehensive solutions, including improving digital literacy, developing regulations that are responsive to technological advancements, and fostering public trust in the integration of technology into the legal system.

### 3. Equitable Digital Inclusion

Equitable digital inclusion is a core principle in ensuring that technological transformation for legal awareness is accessible to all societal groups without discrimination. This is particularly crucial for reaching vulnerable groups such as the elderly, persons with disabilities, and communities in remote areas, who often face significant barriers in utilizing technology. For instance, the elderly requires tailored training to understand the use of digital devices, while persons with disabilities need platforms designed with accessibility features, such as screen readers for the visually impaired or voice controls. Meanwhile, communities in remote areas need adequate internet infrastructure and subsidized technological devices to access legal information digitally. To achieve this inclusion, governments and civil society organizations must implement inclusive digital literacy programs, provide subsidies for devices and internet access, and ensure that online legal platforms are designed with simple and accessible interfaces. Supportive policies, such as investments in digital infrastructure and regulations on accessibility design standards, are also key to promoting widespread digital inclusion. With these measures, the technological transformation in the legal sector will not only enhance public legal awareness but also reduce disparities in access to justice, fostering a more inclusive and empowered society in the digital era.

#### 4. Policy Recommendations

To maximize the benefits of cutting-edge technology in raising public legal awareness, strategic and comprehensive policy reforms are essential. A key step is the modernization of legal technology regulations, by drafting rules that specifically accommodate emerging technologies such as AI and blockchain in the legal sector. These rules should include ethical standards, transparency, and accountability in their development and use to ensure the protection of public rights. Additionally, enhancing digital literacy is an urgent necessity, which can be achieved by integrating digital literacy into formal education curricula and community training programs. This effort aims to ensure that all segments of society, including those with limited exposure to technology, possess the skills to effectively utilize legal technologies. The reform should also encompass the provision of equitable technology infrastructure, such as expanding internet networks to remote areas (the 3T regions: underdeveloped, frontier, and outermost areas) and providing subsidies for technological devices to enable access to technology-based legal services without financial barriers. Furthermore, multi-stakeholder collaboration is crucial for success, involving the government, private sector, academia, and civil society organizations in designing and implementing inclusive legal technology initiatives. Such collaboration ensures that the solutions produced are not only innovative but also relevant and sustainable, addressing the needs of all societal groups without exception. By taking these measures, the potential of advanced technology can be fully harnessed to create widespread and equitable legal awareness.

#### 5. Visionary View on Technology Transformation

The integration of technology into public legal awareness is a visionary step that goes beyond merely enhancing efficiency, it aims to create a more inclusive, legally conscious, and participatory society. Technologies such as artificial intelligence (AI) hold the potential to automate basic legal services, such as providing simple legal guidance or assisting in the resolution of minor disputes, thereby reducing barriers to accessing legal services.<sup>36</sup> Meanwhile, blockchain offers high transparency and trust in the legal system by ensuring the

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<sup>36</sup> Zafar, Ammar. "Balancing the scale: navigating ethical and practical challenges of artificial intelligence (AI) integration in legal practices." *Discover Artificial Intelligence* 4.1 (2024): 27, <https://doi.org/10.1007/s44163-024-00121-8>.

integrity and security of legal documents, such as digital contracts, which cannot be altered without authorization.<sup>37</sup> Additionally, big data presents significant opportunities for governments to design more responsive legal policies by analyzing real-world data, such as patterns of legal violations or areas requiring specific legal interventions. With an inclusive and strategic approach, technology can serve as a catalyst for building a legal system that is more just, transparent, and aligned with the dynamic needs of society in the digital era. This vision not only transforms how society understands the law but also fosters greater participation in shaping equitable justice for all.

The integration of technology into public legal awareness can be analyzed through various legal theories and philosophies to understand its potential, challenges, and policy recommendations. John Rawls' Theory of Distributive Justice emphasizes the importance of fair distribution of technological benefits, particularly for vulnerable groups such as remote communities, the elderly, and persons with disabilities. This highlights digital inclusion as a key principle in reducing legal access disparities. The Utilitarianism theory of Jeremy Bentham and John Stuart Mill supports the use of technologies such as AI and big data to achieve the greatest benefit for the majority, such as efficiency in legal services and personalized information. However, this principle also underscores the need to protect individual rights, particularly privacy and data security, which may be at risk in large-scale data analysis.

The philosophy of human rights, recognizing the right to legal information, reinforces the urgency of privacy protection and transparency in the implementation of technologies like blockchain, which ensures the integrity of legal documents and secure access. In the context of Hans Kelsen's positivist legal theory, the development of legal technology regulations is essential to create an adaptive legal framework for innovations like AI and blockchain, providing legal certainty and supporting the application of clear ethics. The socio-legal approach highlights the importance of understanding social and cultural contexts in adopting technology, including local needs, levels of digital literacy, and community resistance to change.

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<sup>37</sup> Rama Rao, Akula VS, et al. "Blockchain-Backed Verification Systems for Enhanced Interoperability and Trust in Managing Legal Documents across Multi-Cloud Environments." *Journal of Electrical Systems* 19.4 (2023): 154-269, <https://doi.org/10.52783/jes.637>.

Aligned with Max Weber's theory of legal modernization, technology can serve as a tool to create more efficient and data-driven legal systems, while ensuring that human values are preserved to avoid dehumanization. By synthesizing these various perspectives, the transformation of legal technology can be designed ethically, inclusively, and responsively to meet societal needs in the digital era.

## Conclusion

The utilization of digital technology to enhance public legal awareness presents a significant opportunity to create a more legally literate, inclusive, and participatory society. Global practices from developed countries such as the United States, the United Kingdom, and Scandinavia demonstrate how technological innovations like law-based applications, e-learning platforms, social media campaigns, and online legal assistance services can expand access to legal information. However, significant challenges such as infrastructure gaps, low digital literacy, regulatory limitations, and ethical issues related to personal data protection must be addressed to optimize the use of technology in Indonesia. The integration of cutting-edge technologies such as artificial intelligence (AI), blockchain, and big data offers opportunities to revolutionize the legal system. AI can provide efficient automated legal services, blockchain ensures transparency in legal data management, and big data helps governments understand the legal needs of the community. To materialize this potential, adaptive legal reforms, investment in digital infrastructure, inclusive digital literacy programs, and a legal framework that supports technological innovation are essential. The future of public legal awareness lies in multi-stakeholder collaboration between the government, private sector, academics, and society to create sustainable technology-based solutions. With strategic measures, Indonesia can adopt digital technology to support inclusive legal transformation, ensure equal access for all citizens, and promote civilized justice in the digital era.

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*Het Recht Hink Achter  
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