

Registration Data Discrepancy *E-Court* with Implementation Trial *E-Litigation* at the Pemalang Religious Court

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Abstract

Digital transformation in the judiciary represents a strategic effort to enhance efficiency, transparency, and access to justice through the implementation of electronic court systems. At the institutional level, *E-Court* functions as an electronic case administration platform, while *E-Litigation* is designed to facilitate electronic hearings as an integrated continuation of the registration process. However, empirical data from the Religious Court of Pemalang during the period 2022–2024 indicates a significant and consistent discrepancy between the number of cases registered through *E-Court* and those processed through *E-Litigation*. This study aims to analyze the factors causing the discrepancy and to examine the strategies undertaken by the Religious Court of Pemalang in addressing the low utilization of *E-Litigation*. The research employs a socio-legal approach through field data collection based on in-depth interviews with court officials and practicing advocates. The findings reveal that the discrepancy is influenced by multiple factors, including low digital literacy among litigants, preference for face-to-face hearings, conventional legal culture, strategic considerations of advocates, the consent-based nature of electronic hearings, and institutional limitations. In response, the court has implemented strategies such as socialization programs, technical assistance services, legal aid support, capacity building for court personnel, system integration, and internal monitoring. Nevertheless, the increase in *E-Court*



usage has not been proportionally followed by the adoption of E-Litigation. The study concludes that judicial digitalization requires not only technological infrastructure but also cultural adaptation, institutional strengthening, and enhanced public digital capacity to achieve effective integration between electronic administration and electronic hearings.

KEYWORDS: *E-Court*; E-Litigation; Data Discrepancy; Digital Judiciary; Religious Court of Pematang

Introduction

Digital transformation in system justice is part from effort update law that aims For increase effectiveness, efficiency, and access justice for public.¹ Development This is results from utilization technology information as instrument strategic For improve governance justice to be more adaptive to need seeker justice . In the context In this case, the implementation of E-Court and E-Litigation is one of the form concrete from utilization technology in system judiciary. Implementation system This expected can pushachievement objective **SDGs 16 (Peace, Justice and Strong Institutions)** with increase transparency and speed up access justice. In addition, the utilization of technology in the judiciary can also strengthen system law in handle cases related related with management environment, as well as support progress through collaboration between various party related in implementation technology judiciary. The Supreme Court of the Republic of Indonesia responded development technology information with developing the judicial system based electronic through *E-Court* and *E-Litigation*.² Implementation This arranged in Regulation Supreme Court of the Republic of Indonesia Number 7 of 2022 concerning Administration Cases and Trials in Court Electronically .³

¹ G. Rahmadani, R. Novita, MA Lubis, A. AR, and M. Faisal, “ *E-Court* Innovation in Civil Court Processes: Electronic Litigation Management,” *METADATA Scientific Journal* 7 no.1 (2025): 32.

² Denov Pancarani, Donna O. Setiabudhi, and Ronald Elrik Rorie, “IMPLEMENTATION OF E-COURT IN THE CIVIL JUSTICE SYSTEM IN INDONESIA,” *Lex Privatum* 13, no. 4 (2024).

³ Pancarani, Setiabudhi, and Rorie.

E-Court functioning as means administration case secara electronics, while *E-Litigation* designed as mechanism possible trial all over stages inspection case done without presence physical condition of the parties in the room trial .⁴ In policy mentioned, *E-Court* and *E-Litigation* positioned as one of the unity of the judicial system interconnected electronics integrated. Registration case in a way electronic through *E-Court* ideally followed with implementation trial through *E-Litigation*. This integration intended For reduce obstacle administrative, speeding up the inspection process case, and expand access public to service justice. However, the implementation of the judicial system electronics in reality No always walk in accordance with normative framework that has been set.

Pemalang Religious Court is one of the unit Work religious courts that have implementing the *E-Court* system since 2019 as action carry on policy Supreme Court.

Utilization system *E-Court* at the Pemalang Religious Court reflected through proportion cases handled through mechanism the if compared to with overall amount registered cases. Notes administration 2022 shows that amount cases handled reaching 5,438 cases which constitute accumulation between case newly received throughout year walk as well as case remaining unused completed in the period previously.⁵ From the number said, since implementation *E-Court* until end 2022 recorded as many as 999 cases registered lawsuit through *E-Court*. However, only 6 cases were continued to stage trial through *E-Litigation*. With Thus, there are difference amounting to 993 cases between amount registration through *E-Court* and things really processed through *E-Litigation*.

Phenomenon similar continued in the years next, in 2023 , from a total of 5,015 cases received Pemalang Religious Court, there are 1,007 cases registered through *E-Court*, meanwhile only 13 cases were processed

⁴ Andara Tsabitha et al., "Analysis of the Implementation of E-Court in the Civil Justice System in Indonesia to Achieve Transparent Justice," *Indonesian Legal Media (MHI)* 2, no. 4 (2024), <https://doi.org/https://doi.org/10.5281/zenodo.14301016>.

⁵ Pemalang Religious Court, "Pemalang Religious Court Annual Report 2022," 2022.

through mechanism *E-Litigation*. Difference between registration electronics and implementation trial electronics in the year the reached 994 cases.⁶ Furthermore, in 2024, the number of registered case through *E-Court* increase in a way significant to 1,832 cases from a total of 4,580 cases received. Amount the consists of on 1,716 cases lawsuits and 115 cases application. However, from overall registered case in a way electronically, only 29 cases were continued to stage trial through *E-Litigation*.⁷ Difference amount registered case through *E - Court* and processed cases through *E-Litigation* in 2024 is recorded reached 1,803 cases so that describe existence quite a difference significant between stage registration and stages implementation trial based electronics.

Description the identify existence differences that are consistent as well as own significant between utilization *E-Court* as a registration medium matters and applications *E-Litigation* as means organization trial electronics. Condition the reflect that system justice Electronics at the Pemalang Religious Court Not yet operate optimally according to with design policy as arranged through applicable regulations. A number of the matter that has been recorded through mechanism registration electronic still in the process of using pattern trial conventional in the form of meeting direct between the parties and the panel of judges. The situation This Then bring up question academic about various influencing factors to low utilization rate *E-Litigation* although *E-Court* has used in a way wide as door enter administration matter.

Various study existing previous Showfact that implementation *E-Court* and *E-Litigation* in the environment justice not yet fully running optimally, especially at the stage trial Electronics. Research by Siti Hartinah FN and Indriati Amarini at the Purwokerto Religious Court Showthat although registration case through *E-Court* walk effective, implementation *E-Litigation* Still limited consequence low understanding and readiness

⁶ Pemalang Religious Court, "Pemalang Religious Court Annual Report 2023," 2023.

⁷ Pemalang Religious Court, "Pemalang Religious Court Annual Report 2024," 2024.

user.⁸ Findings Ni Kadek Anggun Indrayani et al. also said something similar, emphasizing that that constraint community digital literacy and barriers technical cause low use trial electronics, although system administration electronic has available.⁹ Temporary that, research by Supriadi et al. Shows that *E-Litigation* in a way normative capable increase efficiency and transparency, however its implementation still face resistance culture laws and limitations understanding public.¹⁰ Research the confirm that success *E-Court* in aspect administration case No always compared straight with effectiveness implementation *E-Litigation* at the level trial.

Most of the researcher previously the Still put *E-Court* and *E-Litigation* as One unity assessed system from aspect effectiveness or obstacle implementation in a way general. Studies that are specific examine gap empirical between amount registered case through *E-Court* and amount the real thing to be continued to stage trial electronic Still relatively limited. Research This fill in gap the with focus analysis of data discrepancies between registration *E-Court* and implementation *E-Litigation* at the Pematang Religious Court, based on data S.Howing difference significant and consistent from year to year. Based on matter the clear that novelty study This lies in the approach empirical assessment implementation justice electronic through analysis suitability between design policies and practices trial, as well as link it with factor the behavior of the parties and the dynamics implementation at the level court.

From the facts said, the article This leave from existence significant and consistent discrepancies between amount registered case through *E-*

⁸ Siti Hartinah FN and Indriati Amarini, "Implementation of Electronic Trials (E-Litigation) in Settling Divorce Cases in Class IA Religious Courts," *UMPurwokerto Law Review* 4, no. 2 (2023), <https://doi.org/10.30595/umplr.v4i2.16234>.

⁹ Indrayani, Ni Kadek Anggun, I Nyoman Lemes, and I Gede Arya Wira Sena. "The Effectiveness of *E-Court* Regarding the Administration of Civil Case Registration and Electronic Trials in Providing Justice to the Community at Singaraja District Court Class IB" 11, no. 1 (2023): 33.

¹⁰ Supriadi, M. Muhibbin, and Suratman, "Legal Effectiveness of E-Litigation Implementation on Case Settlement : Evidence from the Malang City Religious Court," *Lex Publica* 12, no. 1 (2025): 131.

Court and amount continued case to stage trial through *E-Litigation* at the Pemalang Religious Court. Based on problem said, research This formulate two focuses study main factors, namely: (1) factors What only that causes occurrence difference significant between registration case through *E-Court* and implementation trial through *E-Litigation* at the Pemalang Religious Court; and (2) how steps or strategies carried out by the Pemalang Religious Court in respond as well as overcome constraint low utilization *E-Litigation*.

Methods

Study law empirical is study the law as behavior social that can observed in practice its application in society.¹¹ Based on framework said, research This use approach qualitative with perspective *socio-legal* For analyze discrepancy between registration case through *E-Court* and implementation trial through *E-Litigation* at the Pemalang Religious Court. Approach normative done through study to regulation legislation and policies The Supreme Court of the Republic of Indonesia, in particular Regulation Supreme Court Decision Number 7 of 2022, in order to understand design policy justice electronics. Approach empirical used For evaluate suitability between provisions normative the with practice implementation at the level court.

Data sources in study qualitative consists of on primary data and secondary data that are interconnected complete For get the whole picture to object research.¹² Primary data in study This obtained through interview deep with apparatus Pemalang Religious Court, including clerks and officers technology information, as well as advocate as users system *E-Court*. Secondary data originate from regulation legislation, documents

¹¹ Muhammad Hendri Yanova, Parman Komarudin, and Hendra Hadi, "LEGAL RESEARCH METHODS: ANALYSIS OF LEGAL PROBLEMS USING NORMATIVE RESEARCH METHOD AND," *Badam Law Journal* 8, no. 2 (2023): 394.

¹² Soerjono Soekanto, *Introduction to Legal Research*, 3rd ed. (Jakarta: University of Indonesia, 2014).

official court, report matters and literature scientific related justice Electronics. Statistical data case about registration *E-Court* and implementation *E-Litigation* used as supporting data For describe pattern discrepancies that occur in a way empirical.

Qualitative data analysis done through stage data reduction, data presentation, and data extraction conclusion in a way sustainable .¹³ In line with opinion said, data analysis in study This done in a way qualitative with focus on factors normative, technical and non-technical factors that influence sustainability case from stage registration electronic to stage trial electronic to stage trial. Data validity is maintained through technique triangulation sources and methods, with compare results interviews, observations, and studies literature to ensure validity findings study.

Results and Discussion

In implementation system *E-Court* and *E-Litigation*, Pematang Religious Court Showexistence difference significant between registration case in a way electronics and implementation trial electronics. Although use *E-Court* Already Enough high, the use of *E-Litigation* is still low. This is indicates that although **SDGs 16 (Peace , Justice and Strong Institutions)** can puS.Hed with existence system more justice efficient, challenging main still lies in preference public to trial face face and limitations digital literacy. In addition, success implementation *E-Court* can strengthen with increase access and efficiency in handle cases environment, which is often need fast and precise handling. More implementation wide from system *E-Litigation* also requires role active from various party related, so that can achieved through more collaboration close between stakeholders interest in justice electronics.

¹³ Muhaimin, *Legal Research Methods* (Mataram: Mataram University, 2020): 58.

1. Data Discrepancy Registration *E-Court* and Implementation *E-Litigation* at the Pematang Religious Court

Digital transformation in system justice is part from policy modernization service public purpose increase efficiency, transparency, and access public to justice. One of the form implementation transformation the is implementation system justice electronic through mechanism *E-Court* as means administration case online, as well as *E-Litigation* as stages trial electronics that enable inspection case done without presence physical condition of the parties in the room trial. In design policy Supreme Court, *E-Court* and *E-Litigation* positioned as One unity system justice interconnected electronics integrated, so that registered case through *E-Court* ideally can continued at the stage trial electronics.

Pematang Religious Court is one of the unit Work religious courts that have apply court electronic since 2019. Implementation the give convenience for seekers justice, especially at stage registration case, payment cost case, and summons of the parties in a way electronics. Implementation system the Showexistence mismatch between height amount registered case through E-Court and low amount cases being processed through trial electronic or E-Litigation. Discrepancy the recorded in a way repetitive in report annual Pematang Religious Court during 2022–2024 period. The following are is comparison amount registered cases through *E-Court* with cases being processed through *E-Litigation* at the Pematang Religious Court:¹⁴

TABLE 1. Comparison Amount Registration *E-Court* and Implementation *E-Litigation* at the Pematang District Court (2022–2024)

¹⁴ Pematang Religious Court, “E-Court The Electronic Justice System,” accessed February 13, 2026, <https://pa-pematang.go.id/rev/index.php/layanan-publik-informasi-pengaduan/e-court-the-electronic-justice-system/e-court-berperkara-secara-elektronik>.

Year	Total Cases Incoming	Case Registered through <i>E-Court</i>	Case Processed through <i>E-Litigation</i>	Difference (Discrepancy)
2022	5,438 cases	999 cases	very small (not significant)	±993 cases
2023	5,015 cases	1,007 cases	13 cases	994 cases
2024	4,580 cases	1,832 cases	29 cases	1,803 cases

Sources: Report Annual Pemalang Religious Court 2022–2024 .

The data Showthat in 2022 the Pemalang Religious Court accept the total case as many as 5,438 cases, which is accumulation case entry and remainder case year previously.¹⁵In the implementation justice electronics, up to end year the recorded as many as 999 cases has registered through *E-Court*. This number Showthat mechanism *E-Court* has utilized in a way Enough wide as means administration case electronics.¹⁶ However, the number matters that continue in stages trial electronic through *E-Litigation* is very minimal and does not comparable with number registration.¹⁷ Condition This become indication beginning that system justice electronic Not yet walk optimally at the stage trial.

Phenomenon similar continued in 2023. In the year said, Pemalang Religious Court accept as many as 5,015 cases, with amount registration case through *E-Court* reached 1,007 cases. However, that 's a real thing processed through trial electronic only as many as 13 cases. With This, there are difference amounting to 994 cases that Showthat majority incoming cases through door administration electronic still completed through

¹⁵ Pemalang Religious Court, "Pemalang Religious Court Annual Report 2022."

¹⁶ Supreme Court of the Republic of Indonesia, "E-Court of the Supreme Court of the Republic of Indonesia | Electronic Justice System," Supreme Court of the Republic of Indonesia, accessed February 13, 2026, <https://ecourt.mahkamahagung.go.id/>.

¹⁷ Dimas Prasetyo, "Seeing E-Litigation in the Indonesian Justice System," Caraka Dhara Satya Legal Aid Institute, nd, <https://lbh-cadhas.com/melihat-E-Litigasi-dalam-sistem-peradilan-indonesia/>.

pattern trial conventional. Discrepancy This Showthat success *E-Court* as system administration case No in a way automatic pushutilization *E-Litigation* as continuation of the trial process.

In 2024 , the number of registered case through *E-Court* experience significant improvement. Of the total cases enter as many as 4,580 cases were recorded as many as 1,832 cases or around 40% have registered through mechanism *E-Court*. Case the consists of on case lawsuit a total of 1,716 cases and cases application as many as 115 cases. Although number registration *E-Court* increase S.Harp, continued matters to stage trial electronic only as many as 29 cases. This matter produce vast discrepancy more big compared to the years previously, namely amounting to 1,803 cases. This data Showthat improvement use *E-Court* No followed by a proportional increase in implementation *E-Litigation*.

Based on data during three year said, can concluded that discrepancy between registration case through *E-Court* and implementation trial through *E-Litigation* nature consistent as well as significant. System *E-Court* has walk Enough effective as door enter administration matter, however Not yet integrated optimally with mechanism trial electronics. Condition This Showexistence obstacle in sustainability case from stage administration electronic going to stage trial electronics, whether sourced from factors of the parties, advocates, and internal court practices.

Discrepancy the become base important for study This For study more carry on factors reason low utilization *E-Litigation* although *E-Court* has used in a way wide, and steps taken Pemalang Religious Court in respond constraint implementation trial electronics. With Thus, the presentation of data in part This become foundation empirical For discussion formulation problem in part furthermore.

2. Causative factor Discrepancy between Registration *E-Court* and Implementation *E-Litigation*

Significant gap between amount case filed through E-Court system and number ongoing matters to stage trial electronic through E-Litigation at the

Pemalang Religious Court Showexistence problem structural in the digitalization process judiciary. Achievements administrative through registration case in a way electronic Not yet followed by optimization mechanism trial based technology information.¹⁸ Situation This indicates that success transformation administrative Not yet fully integrated with transformation procedural at the stage inspection case. Search to factor reason gap the done through interview deep with Clerk Pemalang Religious Court, PTSP officers and active advocate holding events in the neighborhood court the.

Fatihah, S.H as Junior Legal Clerk at the Pemalang Religious Court say:

" That implementation of E-Litigation does not walk automatic after case registered via E-Court. Trial electronic only can implemented if the parties present at the hearing first and stated agreement in a way explicit " (interview January 30, 2026)

Clerk explain that from around 5,000 cases received every year, level presence of the parties in a way complete only range between 25 to 30 percent. Condition the in a way direct influence low E-Litigation figures due to things that are not attended in a way complete No can diverted to mechanism electronics. Dominance case divorce that becomes burden main Pemalang Religious Court strengthen trend this, because in Lots case only One parties present at the hearing beginning.

Fatihah, S.H also revealed existence obstacle digital literacy in some public seeker justice.

" There is party carry on age and even the party that does not own ability reading and writing with estimate around two to five percent of the total cases. Half incoming cases No use power law so that the parties must

¹⁸ Gema Rahmadani et al., "E-COURT INNOVATION IN CIVIL COURT PROCESS: ELECTRONIC LITIGATION MANAGEMENT," *METADATA Scientific Journal* 7, no. 1 (February 5, 2025): 26–40, <https://doi.org/10.47652/metadata.v7i1.559>.

operate system electronic in a way independent ” (interview January 30, 2026)

In condition said, difficulties upload documents, understanding notification trial, as well as access E-Court account becomes real obstacles.¹⁹ Sigit Bayu Prakoso , S.H, as advocate who often handle case at the Pemalang Religious Court , which has its office at the Sigit Bayu Prakoso & Rekan Law Office, located at Jalan Panca Karya, Pedurungan, Taman District, Pemalang Regency state that :

“ The use of E-Litigation is relatively more easy implemented if second split party represented by power of attorney law , especially at the stage answer-answer in a way written. However, at this stage proof and examination witnesses, parties and advocates Still tend choose trial face advance Because assessed more effective in convey argumentation and clarification facts ” (interview January 29, 2026)

Findings the Showthat low The use of E-Litigation is influenced by a combination of factor social in the form of level digital presence and literacy, factors cultural in the form of preference to interaction directly in the room trial, factors related professionals with advocacy strategy, factors procedural requirements the agreement of the parties, and factor capacity institutions that are still is in phase adaptation post its validity Regulation Supreme Court Decree Number 7 of 2022. Interaction all over factor the form obstacle systemic at the stage transition from administration electronic going to trial electronic so that produce consistent discrepancy during period study.

Interview results with Ari Kurniati S.H, Legal Technology Expert at the Pemalang Religious Court, strengthening findings Ari Kurniati S.H added that even though E-Court has implemented with Enough both in the

¹⁹ Sahira Jati Pratiwi, Steven Steven, and Adinda Destaloka Putri Permatasari, “The Application of E-Court as an Effort to Modernize the Justice Administration in Indonesia: Challenges & Problems,” *Indonesian Journal of Advocacy and Legal Services* 2, no. 1 (March 31, 2020): 39–56, <https://doi.org/10.15294/ijals.v2i1.37718>.

Pemalang Religious Court, the implementation of E-Litigation is still face challenge bigger than nature social than technical.

" Although technology Already there is acceptance public towards him Still limited, especially Because low digital literacy and trends For choose trial face face " (interview January 30, 2026)

This is what must be done understood by everyone agency the law that wants integrate technology in the judicial process. Fatiyah, S.H, also emphasized that :

" The success of E-Litigation is not only depends on readiness technology , but also on readiness social. There is inequality big in matter ability access and use digital devices among society, which is direct influence " Utilization of E-Litigation" (interview January 30, 2026)

Preferences of the parties to trial face advance occupy position central in configuration factor reason the existence of *E-Court* of course make things easier stages beginning in the form of submission lawsuits and payments cost matter. However choice For continue the process electronic often not taken because the parties evaluate trial direct more provide a sense of justice and certainty procedural. Interaction physique with the panel of judges considered as more communication medium clear as well as more convincing.²⁰ Matters dominant family jurisdiction religious courts contain dimensions strong emotions so that presence physical in space hearing considered important For convey information in a way whole. Belief that face advance present legitimacy symbolic for the judicial process participate strengthen trend said. Administration case can accepted as innovation technical whereas trial Still understood as formal space that requires encounter direct.

²⁰ Pratiwi, Steven, and Permatasari.

Interview results with Fatiyah, S.H, as Clerk Pemalang Religious Court emphasize trend said. The trial electronic only can executed if the parties present at the hearing first and stated approval . Internal data Shows that level presence of the parties in a way complete only range between 25 to 30 percent from around 5,000 cases received every year. The low level presence This correlated direct with domination case divorce which is often only attended by one parties at trial initial condition the make E-Litigation mechanism does not can implemented although case has registered via E - Court. The lawyer interviewed also said that client in case family tend request trial face advance Because want to convey information in a way directly in front of a judge, esp when case concerning conflict House sensitive and engaging stairs aspect psychological. Preferences the show that perception about justice procedural and requirements communication direct Still become consideration the main parties in determine form selected trial.

The low community digital literacy seeker justice make things worse trend said. Many parties Not yet own ability operational For access and utilize feature trial electronic in a way effective. Obstacles technical in the form of difficulty upload documents, understanding channel notification trial, and operate application based network become constraint real.²¹ Dependence on aid other parties in access system electronic show that readiness technology Not yet evenly distributed. Inequality access to devices and internet networks add complexity problem. The digital divide is not only related availability infrastructure but also includes capacity cognitive and competency users in utilise technology in a way productive. The principle of access to justice which places technology as means expansion access justice Not yet fully achieved if part public precisely experience obstacle new consequence limitations digital literacy.

²¹ Mukhtar Mukhtar and Tanto Lailam, "Accountability and Transparency of the Electronic Court and Litigation Systems in Indonesia," *Law Journal* 39, no. 2 (December 7, 2023): 157, <https://doi.org/10.26532/jh.v39i2.32552>.

Interview results with Clerk Pemalang Religious Court Fatiyah, S.H, confirmed findings said . He said

" There is party carry on age as well as the party that does not own ability reading and writing with estimate around two to five percent of the total cases received every year " (interview January 29, 2026)

Condition This in a way direct hinder use E-Litigation system because operation account, monitoring timetable trial, and upload document need skills base in reading and using digital devices. Around fifty percent the matter is also not use power law so that the parties must manage own administrative and trial processes electronics. In this situation Thus, the parties often request help family or officer service integrated One door For access E-Court account. Sigit Bayu Prakoso , S.H, as the lawyer interviewed participate convey

"Clients without mentoring law often experience confusion in understand notification system and time limit upload document " (interview January 29, 2026)

The data Showthat problem digital literacy is not just issue technical, but rather obstacle substantive that influences sustainability case from stage registration electronic going to stage trial electronics.

Aspect culture law participate influence low number *E-Litigation*. Trial pattern conventional has take root in tradition judiciary and form habit professional apparatus as well as lawyer. Examination direct considered give room further evaluation comprehensive to attitude and sincerity of the parties.²² Evaluation to expression, language body, as well as response spontaneous in space hearing often considered important For get judge's belief. Culture face - to -face oriented law advance reflect preference institutions that have not yet fully transform going to digital patterns.

²² Annisa Dita Setiawan, Artaji, and Sherly Ayuna Putri, "IMPLEMENTATION OF THE E-COURT SYSTEM IN LAW ENFORCEMENT IN DISTRICT COURTS," *Jurnal Poros Hukum Padjadjaran* 2, no. 2 (May 31, 2021): 198–217, <https://doi.org/10.23920/jphp.v2i2.352>.

Systems theory Lawrence M. Friedman's law explains that effectiveness law No only determined by structure and substance but also by culture laws that develop in society and institutions enforcer law . Resistance to innovation procedural can appear if culture law Not yet experience adequate adaptation.

Interview results strengthen description The advocate who is present at the Pematang Religious Court that is Sigit Bayu Prakoso S.H, also said :

" communication directly in the room hearing more effective For build argumentation law as well as respond question assembly in a way spontaneous. Stage proof and examination witness viewed need interaction face face so that the judge can evaluate consistency information as well as sincerity of the parties." (interview January 29, 2026)

Clerk Pematang Religious Court Judge Fatiyah, S.H, explained that :

"In the period beginning implementation Regulation Supreme Court Number 7 of 2022, apparatus court Still is at in stage adjustment to mechanism electronic so that trend use procedure conventional Still Enough strong. Habit long - established professionals make trial face advance as the pattern that is considered the safest and most familiar for all parties." (interview January 29, 2026)

Information the show that factor culture law No only be at the community level seeker justice, but also reflected in orientation and habits institutions that develop in the environment court.

Behavior advocate as actor professionals also contribute to low use *E-Litigation*. Utilization *E-Court* at the stage administration relatively tall Because give efficiency time and cost. Choice For still use trial face advance often based on considerations strategic.²³ Delivery argumentation law,

²³ Siti Nur Intihani, Arifudin Arifudin, and Juliani Juliani, "Effectiveness of E-Court-Based Trials," *VERITAS* 8, no. 1 (March 21, 2022): 67–81, <https://doi.org/10.34005/veritas.v8i1.1804>.

examination witnesses, and dynamics mediation assessed more effective if done in a way right in front of panel of judges. Trial electronic considered own limitations in flexibility communication and control channel examination. Considerations rational in litigation strategy advocate for choose the mechanism that is considered the most profitable for interest client. Perspective theory behavior law explain that decision actor law determined by calculation benefits and risks so that choice to mechanism trial No solely determined by availability system.

Character procedural *E-Litigation* which relies on the agreement of the parties also affects number its use. The trial electronic only can implemented if all over party state willingness. Refusal of one of them party cause the process to return to mechanism conventional. Dependence on agreement the make *E-Litigation* nature optional and not automatic integrated with *E-Court*.²⁴When readiness technology and digital literacy of the parties Not yet evenly so trend For choose trial direct become more dominant. The consent-based character limit expansion use *E-Litigation* although infrastructure has available.

Types of cases handled Pematang Religious Court participate influence low number trial electronics. Dominance case family involving parties with background behind social economy medium to lower present challenge alone. Not all party accompanied by an advocate so that understanding to procedure electronic limited. Examination witnesses and the mediation process in case family often viewed more effective if done in a way face face. Complexity emotional as well as need clarification direct make trial electronic Not yet fully considered in accordance For all over matter.

²⁴ Julianto Julianto et al., "EFFECTIVENESS OF E-LITIGATION POLICY IMPLEMENTATION IN DISTRICT COURTS AND RELIGIOUS COURTS OF BATAM CITY, INDONESIA," *Journal of Pancasila and Citizenship Education Communication Media* 3, no. 1 (2021), <https://doi.org/https://doi.org/10.23887/jmppkn.v3i1.224>.

Fatihah , S.H, as The Junior Legal Clerk at the Pematang Religious Court , confirmed that majority incoming cases every year is case divorce.

"At the Pematang Religious Court Lots case divorce or talaq divorced sue, Where only One parties present at the hearing First so that mechanism trial electronic No can executed Because need agreement second split parties. The level of attendance of the parties in a way complete only is in the range of 25 to 30 percent of the total cases received " (interview January 29 , 2026)

Condition the showthat character case personal and often conflictual family influence sustainability of the process to E-Litigation stage. Sigit Bayu Prakoso , S.H, as The advocate interviewed also said that

"In this case divorce, client tend want to convey information in a way directly in front of the judge especially when case concerning problem livelihood, rights foster care child, or accusation certain things that need clarification spontaneous " (interview January 29, 2026)

The data Showthat structure type dominant cases in the Pematang Religious Court own contribution significant to low level use trial electronics.

Capacity institutional the courts also have an influence to optimization *E-Litigation*. The Height burden case every year demand efficiency settlement. Trial conventional often assessed more practical Because the procedure has established and familiar to apparatus. Implementation *E-Litigation* need support adequate technical as well as training sustainable for source Power human. Limitations officer technology information and needs improvement digital competence of civil servants can hinder utilization system optimally. ²⁵ The theory of effectiveness law Soerjono Soekanto explain that success implementation something policy law

²⁵ Hasyim Sofyan Lahilote et al., "Digitalization of Justice in Central Indonesia: A Study of the Implementation of E-Court and E-Litigation in Courts," *Syariah: Journal of Law and Thought* 24, no. 2 (January 14, 2025): 315–32, <https://doi.org/10.18592/sjhp.v24i2.13879>.

determined by factors law That alone, the authorities enforcer law , means or facilities, community and culture law. When some factor the Not yet fulfilled in a way harmonious so effectiveness policy tend reduced .²⁶

Description the Showthat gap between *E-Court* and *E-Litigation* No just problem technical application but reflection from dynamics complex social and institutional environments. Digital transformation in justice need change orientation culture law , improvement literacy technology society, as well as strengthening capacity institutional administration successful electronics Not yet Enough For ensure transformation procedural if actors law and the parties Not yet experience adequate adaptation. Integration between stage registration and stages trial need comprehensive approach with notice readiness social , professional strategies , as well as support structural. Gap the describe that digitalization justice is a gradual process that requires synergy between regulations , institutions , and culture law for the purpose improvement access justice can achieved in a way effective.

3. Pemalang Religious Court Strategy in Responding to Low Constraints Utilization *E-Litigation*

Response institutional Pemalang Religious Court to low level utilization *E-Litigation* No can released from reality quantitative that has been presented previously. Data from 2022 to 2024 Shows existence significant gap between amount registered case through *E-Court* and amount ongoing matters to stage trial electronics. In 2022, 999 cases will be recorded submitted through *E-Court* of the total 5,438 cases received, meanwhile cases being processed through *E-Litigation* is very limited. 2023 Shows similar patterns with 1,007 cases registered through *E-Court* from a total of 5,015 cases, however only 13 cases were processed through *E-Litigation*. Even in 2024 show improvement significant on registration electronic with

²⁶ Zulfatun Ni'mah, "EFFECTIVENESS OF LAW ENFORCEMENT ON THE ERADICATION OF DOMESTIC VIOLENCE," *Law Forum - Faculty of Law, Gadjah Mada University* 24, no. 1 (July 27, 2012): 55, <https://doi.org/10.22146/jmh.16141>.

1,832 cases or around 40% of the total 4,580 cases received , meanwhile ongoing matters to stage trial electronic only 29 cases. Gaps quantitative the put Pemalang Religious Court in a demanding position adaptive strategy formulation for push optimization utilization *E-Litigation*.

Fatimah S.H, as Clerk revealed “ The first effort made court focused on strengthening communication and socialization service trial electronic to the seekers justice . Socialization done through Service One Door Integrated , table service *E-Court* , as well as delivery information at the time registration case ” (interview January 30, 2026)

He gives explanation about stages *E-Litigation*, procedures upload documents, mechanisms summons electronics, as well as procedures follow online trials. This strategy based on awareness that low utilization *E-Litigation* no fully caused by rejection active, but rather due to limitations understanding public to digital procedures.²⁷ Communication effective policies become prerequisite important in implementation something innovation judiciary. ²⁸Implementation theory policy public opinion put forward by George C. Edward III placed communication as variables key success implementation policy.²⁹ Without delivery clear and consistent information, policies tend No understood in a way intact by the implementation target. The socialization carried out court intended For reduce distance knowledge between designer policies and users service.

The low utilization of E-Litigation is not always born from rejection substantive to system electronics, but rather more often caused by misunderstanding procedural. Fatimah , S.H, as Clerk state

²⁷ Anggie Felysha; Raehana Harahap Syarifa; Mallongi, Maryati, “Implementation of Electronic Trials (E-Litigation) in Resolving Civil Cases at the Makassar Religious Court Class 1 A,” *Socius: Journal of Social Sciences Research* , no. Vol 3, No 1 (2025): August (2025), <https://ojs.daarulhuda.or.id/index.php/Socius/article/view/2060/2220>.

²⁸ Julianto et al., “EFFECTIVENESS OF E-LITIGATION POLICY IMPLEMENTATION IN DISTRICT COURTS AND RELIGIOUS COURTS OF BATAM CITY, INDONESIA.”

²⁹ George C and Edwards III, *Implementing Public Policy* , 1st ed. (Washington, DC: Congressional Quarterly Press, 1980).

“There are actually many parties willing using *E-Litigation* after get explanation about benefit efficiency time and cost. However, the level of the mere presence of the parties around 25 to 30 percent at the trial First limit effectiveness persuasi This means that the communication strategy no stand alone, but rather face to face with reality social in the form of low participation active parties in the trial process " early "

(interview January 30, 2026)

Findings the interview also S.Howed that socialization own dimensions more educational wide than just delivery information administrative apparatus make an effort build trust that trial electronic own strength the same law with trial face face . The lawyer interviewed Sigit Bayu Prakoso, S.H, said that :

“Some clients initially doubtful validity online hearing and worry to validity the resulting decision . So the interaction direct between officers and parties functioning as mechanism clarification on doubt"(interview January 30 , 2026)

Communication process This show that implementation digital policy does not only concerning provision infrastructure, but also touches aspect perception , belief , and construction meaning about justice procedural.

Strengthening socialization is also directed For build trust public to trial electronics . Interview results to Fatiyah , S.H, as Clerk Pemalang Religious Court and Sigit Bayu Prakoso , S.H, as Advocate who is in court Showthat part party Still own doubt to validity and strength law online trial . Fatiyah, S.H, Clerk Pemalang Religious Court convey that :

"Not a little the party asking whether the verdict handed down through E-Litigation has equal power with hearing face face. Worry the appear because the parties Not yet used to with a trial model without presence physical in the courtroom” (interview January 30, 2026)

Sigit Bayu Prakoso, S.H as The advocate also confirmed that at this stage beginning implementation of E-Litigation, clients often state desire For meet direct with the judge to feel more Certain to the process being undertaken. Situation This Showthat problems faced No solely technical use application, but rather concerning construction social about meaning presence, legitimacy, and certainty law.

In response condition said, the apparatus court in a way active give explanation that E-Litigation remains implemented based on applicable procedural law and all stages trial recorded in integrated system . Explanation given in a way right on time hearing First and when the parties come to table service. Approach persuasive This aim build understanding that digitalization no reduce guarantee justice procedural . Interview results Showthat trust public to trial electronic grow in a way gradually after the parties get experience direct or get sufficient information from apparatus and advocates. This process Showthat transformation going to trial electronic related close with change perception and culture law public.

The second step taken is provision support adequate technical and facilities in the environment court. Based on results interview with Ari Kurniati S.H, Legal Technology Expert, Pematang Religious Court provide table E-Court services at the PTSP unit which are special help those who experience it difficulty technical. Officer help the manufacturing process account, upload documents, as well as checking timetable hearing Electronics. Ari Kurniati S.H, Legal Technology Expert at the Pematang Religious Court say :

“Some users service come return to court only For ensure document has succeed uploaded or For request help read notifications received through the system, facilities computers and internet networks are also available here exploited by parties who are not own device personal or experience constraint connectivity ” (interview January 30, 2026)

Based on results interview, part big incoming cases originate from public with background behind social economy medium to below. Case data in 2024 there will be 3,056 cases recorded divorced lawsuits and 782 cases divorce divorce , which describes domination case family. Interview results Showthat in group users service the there is party carry on age as well as around two to five percent the party that owns limitations reading and writing. Conditions This cause need mentoring technical become tall .

The court also attempted increase capacity source Power internal human as part from the strengthening strategy implementation of E-Litigation. Based on results interview with Fatiyah, S.H, as Clerk and Ari Kurniati., S.H, officer E-Court technical, obtained information that internal training and coaching technical in a way periodically has done For ensure apparatus understand channel trial electronics. Training materials covers management document electronic, verification files uploaded by the parties, settings timetable online hearings, as well as data synchronization with System Information Search Matter.

In phase beginning the implementation of E-Litigation is still found confusion technical at the level operational, especially related validation document electronics and adjustments timetable hearing if happen disturbance network. Apparatus confess that transition from pattern manual administration towards system integrated requires an adaptation process that is not instant. Adjustment the No only concerning ability technical use applications, but also changes pattern work and coordination intersection.

Leave from results interview with Fatiyah , S.H, as Junior Legal Clerk of Pematang Religious Court, it is known that improvement capacity No only directed at mastery technology, but also on understanding consequence procedural from use system electronics. Apparatus need ensure that every stages trial still fulfil principle orderly administration and certainty procedures. Internal readiness of the apparatus become factor important in

build trust public , because unpreparedness technical can impact on delays notification, error upload documents, or ambiguity timetable hearing.

Findings the Showthat digital transformation is not only target users external, but also demanding restructuring capacity institutional. In perspective effectiveness law as put forward Soerjono Soekanto, factor enforcer law and means is element determinant success implementation policy. ³⁰ From the results interview that if apparatus not yet own readiness adequate technical and coordinative, innovation procedural potential walk slow or No utilized optimally. Improvement internal competence therefore become prerequisite strategic For ensure E-Litigation does not stop at the level regulation, but rather functioning effective in practice justice daily.

Mentoring to the party that does not accompanied advocate become the next strategy. Characteristics cases in religious courts Showthat No all party use service power law. Many parties have submitted lawsuit in a way independent so that need guidance more intensive in access system electronic. Court utilise Legal Aid Post services for help compilation documents and provide explanation about procedure trial electronics. The year 2024 recorded as many as 1,297 people took advantage of service Posbakum with realization budget amounting to 38,400,000 rupiah. ³¹ The data show that need help law enough tall so that mentoring in use system electronic become relevant as part from the strengthening strategy access justice. This effort principle - oriented equality access , namely ensure that digital innovation does not only can enjoyed by the party who has capacity technology more tall.

The approach taken Pemalang Religious Court in the implementation of E-Litigation is adaptive and gradual. Fatiyah, S.H, said:

³⁰ Soerjono Soekanto, *Factors Influencing Law Enforcement* , 1st ed. (Jakarta: Rajawali Pers, 2013).

³¹ Faisal Rama Dani et al., "EFFECTIVENESS OF POSBAKUM SERVICES IN HELPING UNDERPRIVATE COMMUNITIES IN THE BENGKULU RELIGIOUS COURT," *Kultura: Journal of Law, Social Sciences, and Humanities* 2, no. 11 SE-Articles (November 20, 2024): 155–60, <https://jurnal.kolibi.org/index.php/kultura/article/view/4155>.

“The trial electronic is not enforced in a way of force, but rather still depends on the agreement of the parties in accordance with regulated consent-based character in policy justice electronics. At the hearing first, the panel of judges offered use of E-Litigation and give explanation about stages, mechanisms upload documents and procedures online trial. If one party state Not yet Ready or No approve, inspection case still implemented through trial face face” (interview January 30, 2026)

Interview results show that attitude taken for guard smooth inspection process and avoid potential object procedural later day.

Approach persuasive in results interviews are also assessed more effective in increase reception towards E-Litigation compared application of a nature coercive. Apparatus convey that part party new willing use trial electronic after get explanation details about efficiency time saving cost transportation, as well as convenience delivery document online. Improvement utilization of E-Litigation occurs gradually along increase understanding of the parties. Phased strategy the viewed as form adaptation institutional to condition social public seeker justice in the legal area Pematang Religious Court.

System integration *E-Court* with SIPP becoming part from modernization of governance case. Administration connected matters digitally makes things easier recording, reporting, and monitoring performance settlement case. Pematang Religious Court take notes level settlement case in 2024 it will be 92.65% with 4,565 cases disconnected out of a total of 4,927 cases that must be done completed. System integration information support efficiency administration and simplify internal monitoring. Although integration the Not yet impact significant to improvement amount E -*Litigation*, modernizing governance case still become foundation important for development system trial electronic to front.

Internal evaluation and monitoring are also carried out For evaluate development E-Litigation implementation. Report annual load quantity data case electronic as part from indicator performance service and become material discussion in meeting leadership. Interview results with Fatiyah, S.H, as Clerk Pemalang Religious Court , statistical data on E-Court and E-Litigation periodically analyzed for see trend use as well as identify obstacles that arise at this stage trial electronics.

“Supervision by leaderS.Hip courts and supervising judges field directed For ensure that procedure justice electronic executed in accordance guidelines technical Supreme Court ” (interview January 30, 2026)

More continue, results interview Showthat difference among 1,832 registered cases via E-Court and only 29 cases were processed through E-Litigation in 2024 to become material serious internal evaluation. Apparatus confess that number the reflect Not yet optimally transition from administration electronic going to inspection case online so that required adjustment of socialization and mentoring strategies.

Responsive strategy the Not yet fully produce improvement significant impact on E-Litigation figures, however Showexistence commitment institutional for repair implementation. Digital transformation is understood as a gradual process that must be customized with condition social public seeker justice in its jurisdiction. Fatiyah , S.H, said :

“ Modernization service no can released from reality partial users big originate from background behind social economy medium to lower with level diverse digital literacy. Socialization, provision facilities, assistance technical, strengthening capacity apparatus, integration system information, as well as regular monitoring designed as series mutually beneficial policies related For reduce gap between success administration electronics and low utilization trial electronics” (interview January 30, 2026)

That matter Showthat response court nature administrative , technical, and educational policies trial electronic implemented through approach persuasive and adaptive so as not to cause excessive resistance. Changes pattern service justice demand balance between innovation technology and protection rights of the parties. The gap between *E-Court* and *E-Litigation* are still tall indicates that the existing strategy need Keep going developed , especially in aspect improvement community digital literacy and optimization trust to mechanism electronics. Digitalization justice is an evolutionary process that requires consistency policy as well as support culture progressive law. With paying attention to quantitative data and the steps that have been taken taken, can concluded that Pematang Religious Court has do various strategies for pushutilization *E-Litigation*, although the result Not yet Showcomparable increase with number registration *E-Court*. Response institutional the reflect awareness will importance modernization system justice at a time confession to limitations social and technical aspects that are still faced. Strengthening long-term strategy long required for integration between administration electronics and courts electronic can come true in a way more effective and sustainable.

Conclusion

As conclusion, research This disclose existence gap significant between amount registered cases via E-Court and which is processed through E-Litigation at the Pematang Religious Court, which remains consistent from 2022 to 2024. Although registration case through E-Court Shows high numbers, E- Litigation adoption remains low, which indicates that digital transformation in the judicial process Still hampered by factors social, technical, and cultural. Some influencing factors including the low digital literacy, preferences to trial face face, and limitations institutional findings **SDGs 16 (Peace , Justice and Strong Institutions)**. This Showthat For optimize utilization of E-Litigation, is needed approach comprehensive

which is not only involving infrastructure technology, but also improvements digital literacy in society, adaptation culture in the community law, and strengthening support institutional. More strategies carry on Can covers strengthening socialization programs, increasing accessibility, and building trust to procedure electronics. This effort will be very important For ensure more integration smooth between E-Court and E-Litigation systems, so that can increase efficiency and access justice in a way overall.

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