

## Research Article

# Public Service of Religious Courts in Indonesia Based on the E-Court Application

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## Abstract.

This study aimed to compare the religious courts' service quality using qualitative methods with the PIECES analysis approach. They electronically facilitated proceedings through the *e-filing* application or online case registration, *e-payment* of litigation fees, *e-summons*, and *e-litigations*. The courts achieved this through Supreme Court Number 3 of 2018 concerning the Administration of Cases in Courts Electronically, complemented by the Regulation of the Supreme Court Number 1 of 2019 concerning the Administration of Cases and Trials in Courts. The results showed that all services at the Class IA Religious Court Tulungagung have used the e-Court application. However, there are various obstacles, such as user dependence on the internet network, inaccessible geographical locations, and network errors.

**Keywords:** Public Service, e-Court Application

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## 1. Introduction

Bureaucratic reform provides broad opportunities for all institutions to carry out public services. The paradigm shift in public services to produce an innovation has a long journey. One alternative is to innovate services in the technology 4.0 era in which the country is experiencing a new civilization. The country must deal with the 4.0-based industrial revolution and the COVID-19 outbreak and adapt to existing conditions. This situation provides an opportunity for the government to take strategic and innovative steps regarding public services. According to Damanpour quoting Saenab (2017, p. 2), innovation could be in the form of a new product or service, a production process technology, a structural and administrative system, or a plan for organization members. This opinion is strengthened by Rogers 2003 (Saenab, 2017) p. 2, that innovation is an idea, practice, or object perceived as new by an individual or the adopter.

Technology and information in government management improve the public service quality and the administrators' transparency and accountability. It also reduces transaction costs and improves communication and interactions in the government process,

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creating a high-quality public-based information society. The E-government concept implemented in government agencies has been widely applied in various regions to support public services. For instance, the Class IA Religious Court Tulungagung has applied the online application site "e-Court" (Electronic Court) to facilitate government services efficiently. The demands of an increasingly massive era force agencies to implement digital bases to overcome the time-space barriers and reach every group.

The Religious Courts must always provide maximum service as government institutions in charge of providing judicial services. Class IA Religious Court Tulungagung shows 3335 cases in 2016, which increased to 3525 in 2017. The cases decreased slightly to 3486 in 2018, increased to 3784 in 2019, and became 3030 in 2020 ([https://sipp.pa-tulungagung.go.id/statistik\\_perkara](https://sipp.pa-tulungagung.go.id/statistik_perkara), 2020). Based on previous studies, many divorce cases were motivated by economic factors, with a work background as migrant workers/Indonesian Migrant Workers (TKI).

The Supreme Court Regulation Number 3 of 2018 concerning the Administration of Cases in Courts Electronically complemented by the Supreme Court Regulations Number 1 of 2019 concerning the Administration of Cases and Trials in Courts Electronically facilitates the proceedings through the *e-filing*, *e-payment*, *e-summons*, and *e-litigations* applications.

The public service development in Indonesia's Religious Courts is seen in several innovations. In 2015, the Class IA Religious Court Tulungagung innovated the *e-document* System, Case Archive System, and Religious Court Session Queue Plus (ASIPA), included in the innovation competition by the Director General of the Religious Courts Agency. These three innovations have been implemented and are running effectively until present. The technology application and use in public administration have been discussed in the Handbook of Innovation in Public Services (Victor, 2013) p. 253. The book explains that e-government is the use of ICTs to design new or redesign information, communication, and transaction relationships between the government and citizens, companies and non-governmental organizations, and organizations and strong government layers to achieve certain goals. The aim is to increase government access and improve the quality and efficiency of the public service delivery process. Technology use also improves internal and external efficiency, strengthens inter-organizational cooperation, and supports public and political accountability, as well as citizen political participation (OECD 2003; Moon 2004)".

Various breakthroughs and service innovations adaptive to public conditions are continuously conducted by the Class IA Religious Court Tulungagung. Although there are many obstacles, the breakthrough of public service innovations is an adaptive form of government institutions in providing public services.

## 2. Theoretical Overview

Innovation is an obligation for organizations with roles, duties, and functions in providing public services. Machado et al. (2018) described innovations in Brazilian courts as information and communication technologies that have received the most positive attention, particularly the introduction of electronic lawsuits. The e-Court information system has carried out the administration of a case adequately. Partially e-Court have been implemented, where not all stages of case examination are carried out electronically (Sudarsono, 2019). In Indonesia, e-Court-based judicial service applications have been used but have not been effective. Therefore, the Supreme Court should provide a capable and stable internet network and protection from external threats such as hackers to computer viruses for the system to be implemented optimally.

Benny Riyanto in (Elnizar, 2018) examined the security of the electronic system provided by the Supreme Court, such as the ability of the technical team in the registrar's office in securing the e-Court network. Besides these potential problems, e-Court makes justice accessible to society and inspire simple, fast, and low-cost justice in administering judicial power.

The e-Court application is useful in teleconferencing media or remote examinations in the evidentiary stage because it does not wait for the individual to be examined in court. In this case, teleconference makes the planning process fast and efficient (Ni Putu Rivani Kartika Sari, 2018 in Azzahiroh et al., 2020).

The e-Court provides fast and low-cost service, and the case goes through an effective, efficient, fast, and uncomplicated process. Examples of trials supported by this application include case registration by lawyers, summons, and lawsuits for payment of court fees. Other examples are answers, replicas, duplicates, copies of decisions, as well as administrative activities for civil and religious cases, and state administration, all of which are accomplished online (W Rudi, 2018 in Azzahiroh et al., 2020).

### 3. Methodology (Ti)

This study used a qualitative approach to process and analyze data on the e-Court of the Class IA Religious Court Tulungagung. The method covered data collection, processing, and analysis to describe public services using PIECES analysis. The system analysis involved some evaluations, including Performance, Information, Economy, Control, Efficiency, and Service. This PIECES analysis is very meaningful to try before upgrading an information system. In this analysis, several important problems are indicative of the main case (Setiawan et al., 2021).

### 4. Discussion

Data were collected through observation by directly monitoring the ongoing system process. Table 1 shows data analysis using PIECES.

TABLE 1: The PIECES analysis in public service at the Class IA Religious Court Tulungagung.

PIECES	Old System	New System
Performance	Manual Service System	Using the Web (App)
Information	Face to face with the officers	Accessible anywhere
Economy	Using paper and operational media for high service users	The data is stored on the server and the users do not need to come directly for registration
Control	Manual	Using the app
Efficiency	Service users need to come directly to the Religious Court to register a case	Users register anywhere and any time
Service	Have to queue long	Users come according to a schedule in the application

e-Court is the Supreme Court’s web platform application to serve online proceedings. In electronic trials, the litigating parties should be registered as users and follow certain steps in implementing the e-Court based on the 2019 e-Court guidebook from the Supreme Court. The steps include:

a) Registration

Before registering cases of Advocates, it is a must to have an account on the e-Court application. Registering through e-Court requires opening the web page at <https://ecourt.mahkamahagung.go.id> and pressing the Register button. After registering, the users are directed to activate the account on the link sent to the e-mail inbox.

Figure 1.

**Figure 1:** Registration Interface.

### b) Login

Login to the e-Court application is accomplished on the Login button on the first page. After successfully logging in for the first time, registered users should complete the Advocate data. Registered users are accomplished by advocates, but other registered users from individuals, governments, or legal entities also access the e-course by registering directly to court.

### c) Advocate Registration

The registered accounts are directed to fill in advocate data by completing the documents according to Supreme Court Regulation No. 1 of 2019, which stipulates requirements regarding Identity Card, Minutes of Oath, and Membership Card (KTA). The registration ends by completing the correct Advocate data, but it should wait for verification and validation by the Court of Appeals before the Advocate is sworn in.

### c) Case Registration

The stages of case registration through e-Court are as follows:

#### 1) Selecting the Court

Advocates select a menu from Case Registration according to the needs and the type of case, including Online Claims, Rebuttals, Simple Lawsuits, and Applications. The advocate selects Add Lawsuit after determining the case type. Users should select the destination court when they want to register a case according to its type.

#### 2) Obtain an Online Registration Number (Not a Case Number)

After selecting the Court, registered users receive an Online Register Number and Barcode but not a Case Number. They should understand and agree to the terms and conditions of online registration via e-Court before pressing the Register Button.

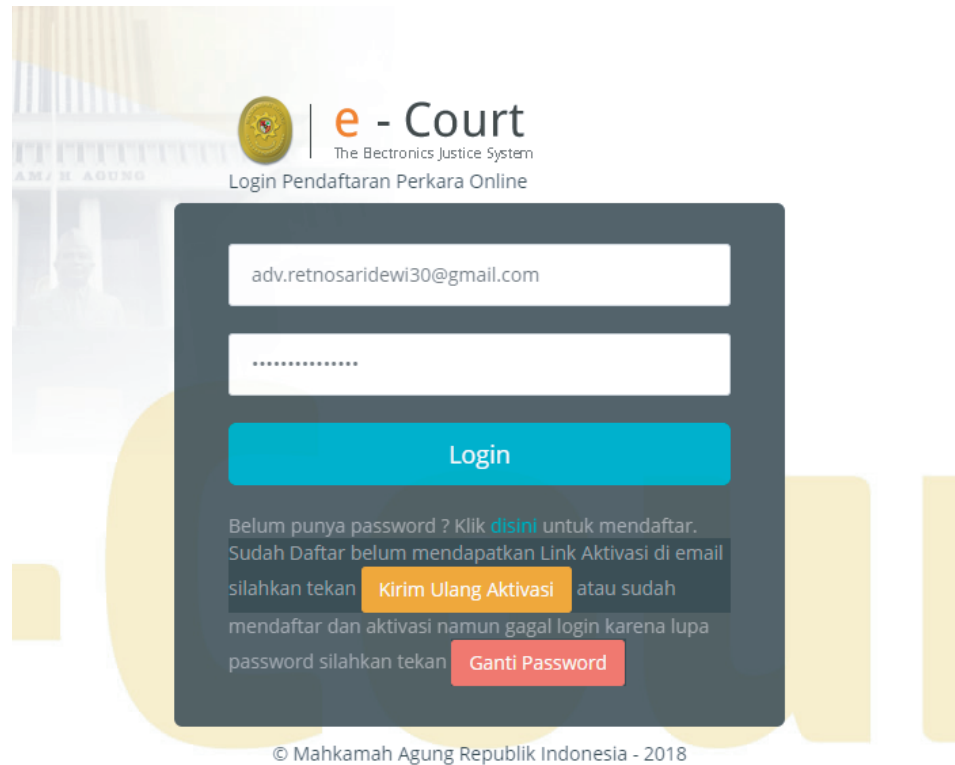


Figure 2: Login Interface.

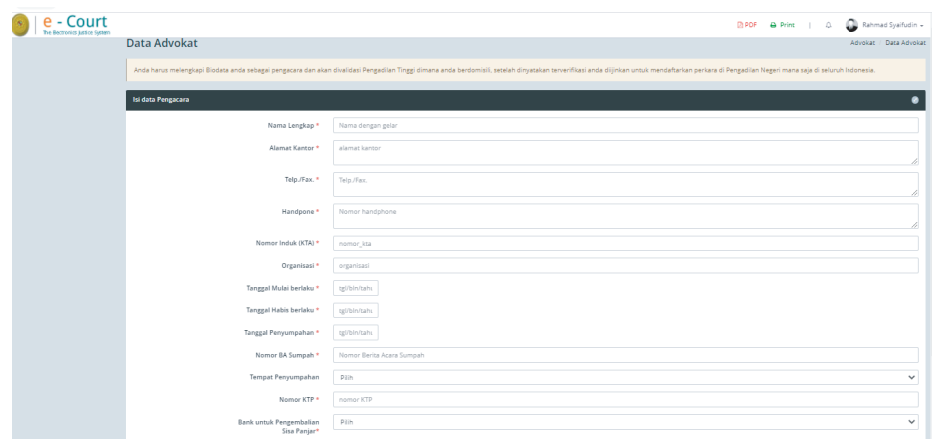


Figure 3: Advocate Data Filling Form.

When the registration is successful, the users view the details by clicking on the online registration number.

### 3) Power Registration

Registration of a Power of Attorney is where Advocates or registered Users should upload a Power of Attorney before proceeding with case registration.



Figure 4: Case registration interface.

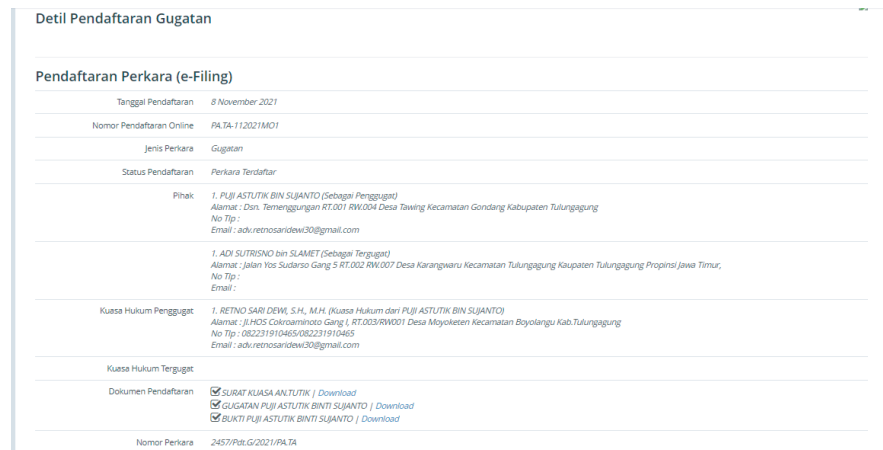


Figure 5: Case Registration Details.

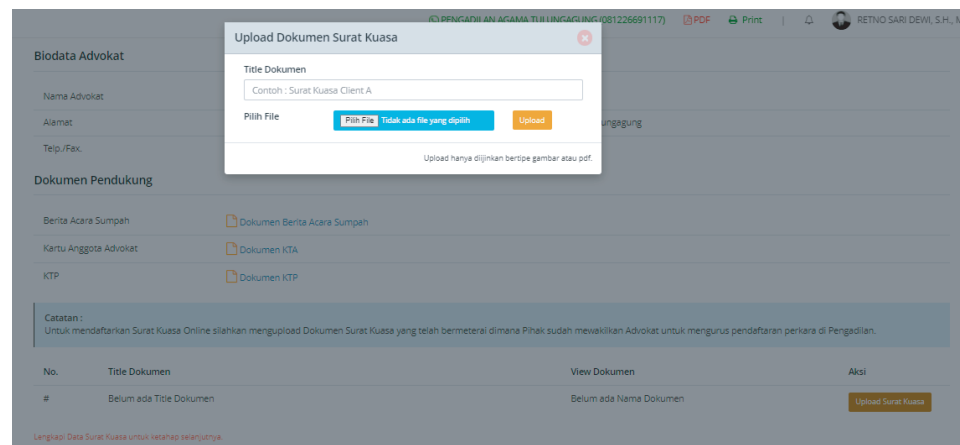


Figure 6: Uploading Power of Attorney.

#### 4) Filling Party Data

Filling in the Party Data is mandatory in case registration. This stage has columns for the addresses of the plaintiff, defendant, and Co-Defendant to determine the Province, Regency, and Sub-district. By completing the address data, the down-payment fee is

estimated according to the radius of each court area based on the Chief Justice's decision. The users add the data of the Plaintiff, Defendant, and Co-Defendant.

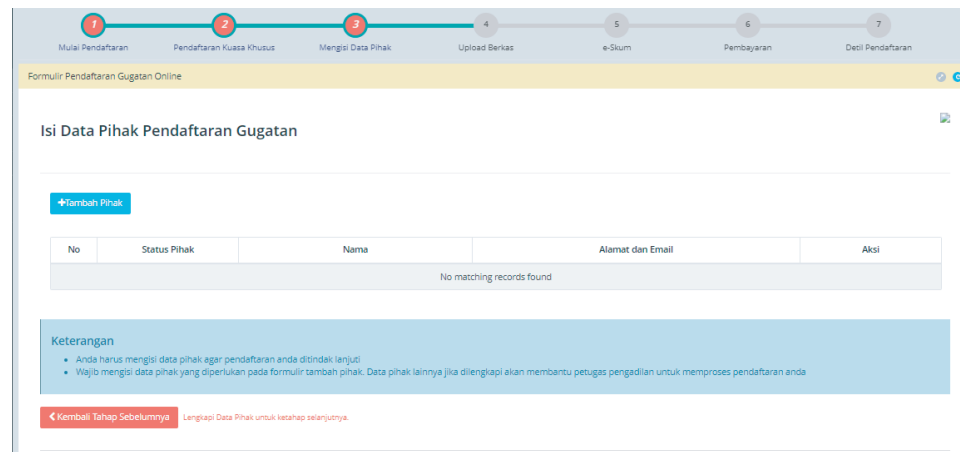


Figure 7: Party Data Filling Interface.

### 5) Upload Lawsuit File

The next stage is completing the Claim Document that should be uploaded at the File Upload stage before moving to the next step.

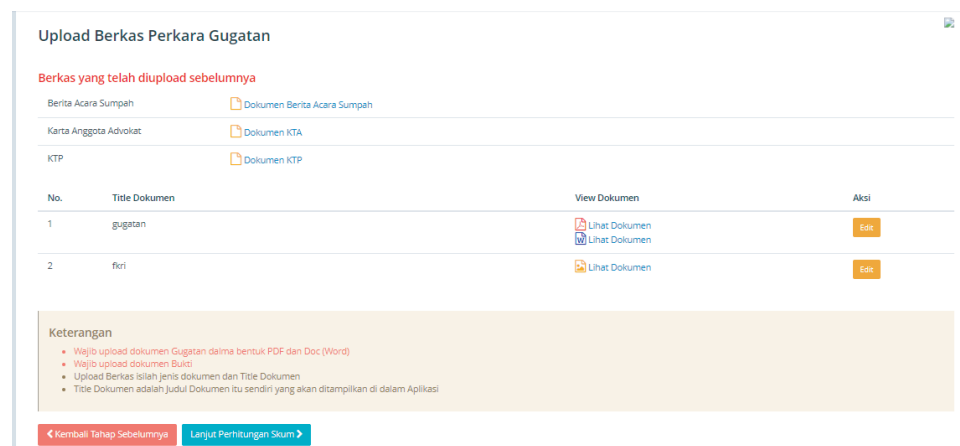


Figure 8: The Lawsuit File Upload Interface.

### 6) Electronic SKUM (e-SKUM)

After completing the registration data and documents, the Registered Users receive an estimated down-payment of court fees in the form of Electronic SKUM (e-SKUM) automatically generated by the system and Radius Components determined by the Chief Justice. Users then select the 'Continue Payment' button, the checkbox, and the advanced menu to enter the payment stage or re-correct when any data.





Figure 9: Disclaimer interface.

A notification appears regarding the down payment component of the case, including Registration, Processing Fee, Plaintiff's Summon, Defendant's Summon, Pnbp Relas P, Pnbp Relas T, Unseen Call, Editorial, Stamp, and duplicating files

#### 7) Payment (*e-Payment*)

After getting an estimated payment or *e-SKUM*, registered users receive a Payment Number with a bank transfer system. They make payments and confirm by filling out the bank name form on behalf of the sender, transfer date, amount, and upload proof of transfer of case fees.

Users view the account mutation status by selecting the check payment menu.

#### 8) Receiving Case Number

The court is notified when the case registration has been paid before verifying, validating, and registering the case at the case tracing information system (SIPP). This case administration management application automatically obtains a case number. The information on successful case registration is delivered automatically through e-Court and SIPP.

#### 9) Receiving e-Call (*e-Summons*)

Jl. Ir. Soekarno Hatta No.117 Balerejo, Kauman, Tulungagung  
(0355)336516  
Rincian Pembayaran SKUM

Informasi Pembayaran SKUM :  
Jumlah Panjar Perkara yang telah dihitung berdasarkan Keputusan Pengadilan. Besarnya jumlah pembayaran Panjar Perkara adalah perkiraan menurut perhitungan, jika dalam proses persidangan terdapat kekurangan, Pengadilan akan meminta tambah Panjar Perkara dan apabila Panjar Perkara yang telah dibayarkan sampai dengan Putusan Perkara terdapat kelebihan, Pengadilan akan mengembalikan sisa panjar kepada Penggugat.

Segera lakukan pembayaran sebelum :

**Hari Jumat, 01 April 2022 Pukul 00:10:04 WIB**

Jumlah Panjar Perkara yang harus anda bayar sebesar :

**Rp. 655.000,-**

Nomor Pembayaran Panjar Perkara anda adalah :

**90060088862203256**

Lakukan Transfer ke Nomor Rekening diatas dengan tujuan :

**Bank BSM (Kode Bank : 451)**

*Tambahkan Kode Bank diatas jika Transfer antar Bank dengan ATM atau SMS Banking*  
Rincian Jumlah Panjar Perkara dan Nomor Pembayaran telah dikirimkan ke email anda, namun demikian silakan baca petunjuk cara pembayaran berikut :

**Status : Belum Dibayar**

Figure 10: Fee details and payment status.

Pendaftaran Perkara (e-Filing)	
Tanggal Pendaftaran	8 November 2021
Nomor Pendaftaran Online	PA.TA-112021MO1
Jenis Perkara	Gugatan
Status Pendaftaran	Perkara Terdaftar
Pihak	1. PUJI ASTUTIK BIN SUJANTO (Sebagai Penggugat) Alamat : Dsn. Temenggungan RT.001 RW.004 Desa Tawing Kecamatan Gondang Kabupaten Tulungagung No Tlp : Email : adv.rencosaridewi30@gmail.com
	1. ADI SUTRISNO bin SLAMET (Sebagai Tergugat) Alamat : Jalan Yos Sudarso Gang 5 RT.002 RW.007 Desa Karangwaru Kecamatan Tulungagung Kabupaten Tulungagung Propinsi Jawa Timur, No Tlp : Email :
Kuasa Hukum Penggugat	1. RETNO SARI DEWI, S.H., M.H. (Kuasa Hukum dari PUJI ASTUTIK BIN SUJANTO) Alamat : Jl.HOS Cokroaminoto Gang 1 RT.003/RW001 Desa Moyoketen Kecamatan Boyolangu Kab.Tulungagung No Tlp : 082231910465/082231910465 Email : adv.rencosaridewi30@gmail.com
Kuasa Hukum Tergugat	
Dokumen Pendaftaran	<input checked="" type="checkbox"/> SURAT KUASA AN.TUTIK   Download <input checked="" type="checkbox"/> GUGATAN PUJI ASTUTIK BIN SUJANTO   Download <input checked="" type="checkbox"/> BUKTI PUJI ASTUTIK BIN SUJANTO   Download
Nomor Perkara	2457/PdL.G/2021/PA.TA 09/11/2021

Figure 11: Registration summary.

After users make a payment and receive the case number, they obtain a summons sent by the court where the case is registered.

### 10) Electronic Trial (e-Litigation)

In this e-Litigation, the electronic trial by the parties starts from the Answer, Replic, Duplic, and Conclusion events. The implementation of services at the Class IA Religious Court Tulungagung should undergo the mechanism of Standard Operating Procedures as follows:

Through the e-Court application implemented at the Class IA Religious Court Tulungagung, the data of service from 2019 to 2021 is displayed in Table 2.



No	BULAN	A. Perkawinan																									Jumlah	Metrengin							
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25									
1	Januari							125	257	1																2	2	393							
2	Pebruari	1		1				95	178		1										4					67	3	3	1	364					
3	Maret							79	212	1											10					58	1	1	1	367					
4	April	1						59	141	2	1										3					49	4	2	1	3	266				
5	Mei				1			43	101	1											2					37	6	1	1	3	197				
6	Juni							107	211			1									7				2	2	59	6	1	2	398				
7	Juli							43	135												7				2	2	43	2	1	4	239				
8	Agustus	1						57	170	3											7				1	1	31	4	2	1	278				
9	September	2		1				60	153	2	1										7				1	3	39		6	2	277				
10	Oktober							56	173	2											8					3	38	1	4	1	286				
11	Nopember				1			65	175												7				2	1	34	2	1	6	3	297			
12	Desember							72	160	2											7					1	44	1	1	4	2	294			
JUMLAH		5	0	6	0	0	0	796	2022	13	4	1	0	0	0	0	77	0	0	0	11	0	18	0	550	36	0	9	0	0	1	0	33	22	3604

Source: Class IA Religious Court Tulungagung

Figure 15: Case Reports submitted to the Class IA Religious Court Tulungagung in 2021.

Tables 2, 3, and 4 show that service users in the Class IA Religious Court Tulungagung tend to increase, with a decrease only in 2021, as shown in Table 4. However, service users in Tulungagung Regency could be categorized as high.

### 5. Conclusion

According to the analysis, the conclusions can be drawn as follows:

1. The public is more interested in using e-Court than the manual model, as proven by the annual increase in users.
2. e-Court helps the public register cases online
3. The e-Court system is web-based, with no mobile-based application
4. e-Court is an application used to process, claim, request, pay for cases, and make e-Court summons. It is used by the Supreme Court to develop simpler facilities to file a lawsuit or application. This is because the public with litigation comes directly to the court even when the area of the case is far and costs time and money. Also, the system is used for payments to summon the plaintiff's opponent.
5. The e-Court system has some difficulties, such as user dependence on the internet network, inaccessible geographical locations, and errors in the Religious Courts.

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Sipp.Pa-Tulungagung.Go.Id.~[https://sipp.pa-tulungagung.go.id/statistik\\_perkara](https://sipp.pa-tulungagung.go.id/statistik_perkara)
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