

Research Article

Dynamics of Public Service Digitization Study on Case Tracing Information System (SIPP) in Court

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ORCIDAugustin Rina Herawati: <https://orcid.org/0000-0002-3417-4098>**Abstract.**

The court is one of the government agencies that has the task of providing public services to the community in the field of law and justice. The Supreme Court of the Republic of Indonesia oversees all four legal systems in Indonesia: regular courts, religious courts, military courts, and state administrative courts. The Supreme Court consistently implements numerous policies referencing the Blueprint for Judicial Renewal 2010–2035 in an effort to improve court services. A policy that greatly impacts the change in the quality of court services to be more informative, transparent, and accountable is the start of the implementation of the Case Investigation Information System (SIPP). The SIPP program is the first step in the transition of conventional judicial services to the digital age. The policy of digitization in the judiciary has gradually developed until the implementation of *e-court* and *e-litigation* as the main forum for the realization of electronic justice in Indonesia. This paper aims to look at the development of court services from time to time, which is analyzed descriptively to examine the application of existing judicial service policies up to the current era of globalization 4.0. The study's findings provide a history of court services policies that were traditional until Indonesia implemented electronic justice.

Keywords: digitization, e-court, e-litigation, court services, electronic justice

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1. INTRODUCTION

1.1. Background

In the current 4.0 era, which demands change in such a fast time, it has an impact on the development of public services in the courts. The judiciary responds to the challenge of change by developing new policies and work programs for court services. According to paragraph 4 of article 2 of Law No. 48 of 2009(1). Concerning Judicial Power, the realization of a simple, quick, and inexpensive judicial procedure is the goal of this innovation. The 4.0 era not only demands a speed of change in the needs of society and the realm of judicial matters but also about transparency and disclosure of information in the judiciary. A Decree of the Chairman of the Supreme Court of the

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Republic of Indonesia Number: 144 / KMA / SK / VIII / 2007 of 2007 has been issued by the Supreme Court for a long time (2) About Information Disclosure in Courts, which strives to ensure information transparency and judicial administration accountability.

The Supreme Court's issuance of Decree Number 1-144 / KMA / SK / 2011 (3) concerning guidelines for information services in courts and Decree Number: demonstrates the Supreme Court's seriousness in reducing judicial service transparency.026 / KMA / SK / II / 2012 (4) regarding Judicial Servants' Standards aims to enhance the public service provided by the courts. These policies are in line with Law Number 25 of 2009 (5) Regarding Public Services, which mandates that every ministry and agency be able to envision a government organization free from corruption, collusion, and nepotism (good governance). The Supreme Court program that has a major impact on changing the quality of service in the courts is through the court's Quality Assurance Accreditation (APM) program accompanied by support for the use of technology. The application of digital technology in court services can be seen for example in the Case Tracing Information System (SIPP) whose function is to make it easier for the judicial search community to know the status of the case being filed to what extent the process is running or is complete.

The SIPP application is an example of the digitization process from recording case information manually from written to digital data that can be accessed *online*. The use of this technology is then growing with the emergence of various applications that aim to provide court services more effectively and efficiently. These technological advances must certainly be supported by competent court human resources and mastering various service applications, financial support in terms of budget availability for application development and the provision of needed facilities. In this essay, we'll talk about how court services went from being traditional to being digital, based on electronic data.

The public's need for judicial information that can be obtained quickly and easily is the driving force behind the development of digital court services. The demands for the speed of information can be realized by the use of digital technology. The application of technology in court services begins with the Quality Assurance Accreditation (APM) process which must be carried out by all judges in Indonesia. After the accreditation process, it then developed with the implementation of One-Stop Integrated Services (PTSP) to make it easier for the public to get services and information in court. The PTSP covers all activities, both administrative and related to information about legal procedures.

In previous research, it has been stated that the application of technology utilization in public services can be used in various types of work ranging from data processing,

processing, preparation, storage for produce quality, accurate, timely, and accountable information that can be utilized for the public interest as well as in decision making (6). as well as crucial elements like support, capacity, and value that are required for the successful application of this technology (7). Departing from these studies, this paper focuses on discussing the dynamics of the development of the application of digital technology in court services which include: case information, the trial process and the publication of decisions. Judges who can lessen the workload associated with backlogs and unresolved cases, which may have an impact on how well judges and other court personnel function, as well as judges who can raise the transparency of the legal system up until a decision is made, are both desirable. Research Objectives

The purpose of this study is to find out the development of service policies in the courts supported by the application of digital technology.

2. THEORITICAL STUDY

The Supreme Court has had a policy related to the types of court services that can be provided to the public. The policy is outlined in Decree 026 / KMA / SK / II / 2012 of the Chairman of the Supreme Court of the Republic of Indonesia (4) relating to the Judicial Service Standards. The four judicial contexts' four different services offered by the courts can be summed up as follows:

a. General Judicial Service

Courts that serve cases in the realm of the general judicial environment are called district courts. In district courts that are the standard of service include:

1. Civil cases, ranging from application services, lawsuits, mediation, legal remedies (appeals, appeals and reviews), to quasi-executors.
2. Criminal cases, including trials, application for suspension or transfer of detainees, services of minor crimes, legal remedies (appeals, appeals, review of returns) and clemency proceedings.

b. Religious Court Service

The religious judiciary in this case is that religious courts have standards of service in terms of the service of applications, suits, trials, mediation, mobile hearings, *itsbat rukyatul hilal*, and legal remedies (appeals, cassations, judicial reviews).

c. Military Justice Service

The military judiciary in this case is that the military court has a standard of service in terms of trial, suspension of detention, trial of traffic offenses and administrative level of appeals, cassations, judicial review and clemency.

d. State Administrative Court Service (TUN)

The Administrative Court (TUN) in this case is that the TUN court has a standard of service in terms of

the service of lawsuits, trials, and legal remedies (appeals, cassations, reviews).

The establishment of PTSP then increased the community’s access to high-quality judicial services. Table 1 below lists the PTSP’s responsibilities in four different legal contexts.

TABLE 1: Division of Duties of the PTSP Desk.

No.	General Judiciary ¹	Religious Justice ²	Military Justice ³	Administrative Court ⁴
1	Young Clerk of Criminal Justice	Information Services	Information Services	Information Services
2	Young Civil Registrar	Case Registration	Complaint Handling	Case Registration
3	Young Clerk of Law	Payment	Case Administration	Payment and Refund of The Cost of the Case
4	Administrative/General	Product Delivery Court	General Administration	Submission/Retrieval of Court Products
5		Service Complaint		

In table 1 above, it can be seen that the main services in the court PTSP are general administration and case proceedings. In each judicial environment, there is a different division of PTSP duties by not leaving the main service in each PTSP fairness. The development of PTSP is even more advanced with the application of technology to improve the quality of services to the community. An example is with the implementation of a queuing system so that the service delivery process can run in an orderly manner. Then, there is an E-SKUM application to help calculate the cost of studying cases so that information on the financing of the case process can be more transparent and there are no more illegal levies beyond the cost of the official case process in court.

3. METHODS

The research approach used is qualitative research with descriptive analysis methods. Descriptive analysis is used to provide a clear and detailed picture of the development of technology application policies in carrying out judicial processes. A literature review

of policy documents and scientific references on the subject of writing are used to provide scientific explanations for the subject under investigation, thereby bolstering the analysis.

4. RESULTS AND DISCUSSION

The Supreme Court as the state's highest institution that houses the four judicial environments has long issued policies to realize a transparent and accountable judiciary. The policy is explained in the Blueprint for Judicial Renewal 2010-2035 to make improvements to the substance aspects of decisions that can be accounted for, as well as administrative services for the judicial process in a fair manner (Supreme Court of the Republic of Indonesia, 2010). Until 2016, when the Quality Assurance Accreditation (APM) program was implemented for all Indonesian courts, the Supreme Court's policy innovations regarding court services increased. Following evaluation by several courts and accrediting grades ranging from B to A outstanding, Result was ejected from APM. This accomplishment demonstrates the dedication of court stakeholders to raising the standard of community legal services.. The advantage of this APM is that it is different from ISO certification which assesses the managerial process of the institution in general, but the APM has advantages in controlling the quality of the court through the process of supervision and guidance by the high court in each province (4).

The innovation of court services does not stop only at the accreditation process of court management and services, but continues to develop with the adoption of the application of PTSP. One-Stop Integrated Service (PTSP) was originally a policy applied to licensing offices that aimed to cut bureaucratic procedures so that the licensing process could be implemented more quickly. Seeing the magnitude of the benefits of this PTSP, the Supreme Court began to apply it in 2018 to all courts. The functions of this PTSP include the administrative process of the secretariat and the judicial process from the registration of cases, trials to the production of judgments. After the implementation of the PTSP, it had a very big impact in terms of order and smoothness of the process of providing court services. The justice search community no longer has difficulty in obtaining information because there are PTSP officers who are ready to help. In addition, the service delivery process is also running in an orderly manner because there is already a queue number per service desk to be addressed.

Along with the optimal implementation of APM and PTSP in the courts, the Supreme Court is trying again to produce technology-based innovations to support effective, efficient, informative and transparent service performance. The primary applications

that have been made available are e-court and e-litigation. Their purpose is to make it easier for people to go to court without having to worry about being far away from it because they can do so at any time and from anywhere. Following the implementation of e-litigation in 2019 in accordance with the Supreme Court of the Republic of Indonesia Regulation Number 1 Year 2019 on Case Administration and Trial in Court, the e-court application first went into effect in 2018 based on the Supreme Court of the Republic of Indonesia Regulation Number 3 of 2018 concerning The Administration of Cases in The Court Electronically. Electronically. If e-court focuses more on case management services and e-litigation concentrates on trials, then these two apps are not that distinct from one another. This e-litigation application itself is a comprehensive improvement of e-court , where its function is not only limited to the administration of cases but also to a trial. The consequence of the application of technology in this judicial service is that court stakeholders must have human resources who are able to adapt and master these judicial applications, so that they do not only able to use but also able to correct if there is a system error and is able to provide information to the public regarding the use of e-court and e-litigation. Figure 1 below shows the development of the Supreme Court's policy regarding the service of courts in four judicial environments.

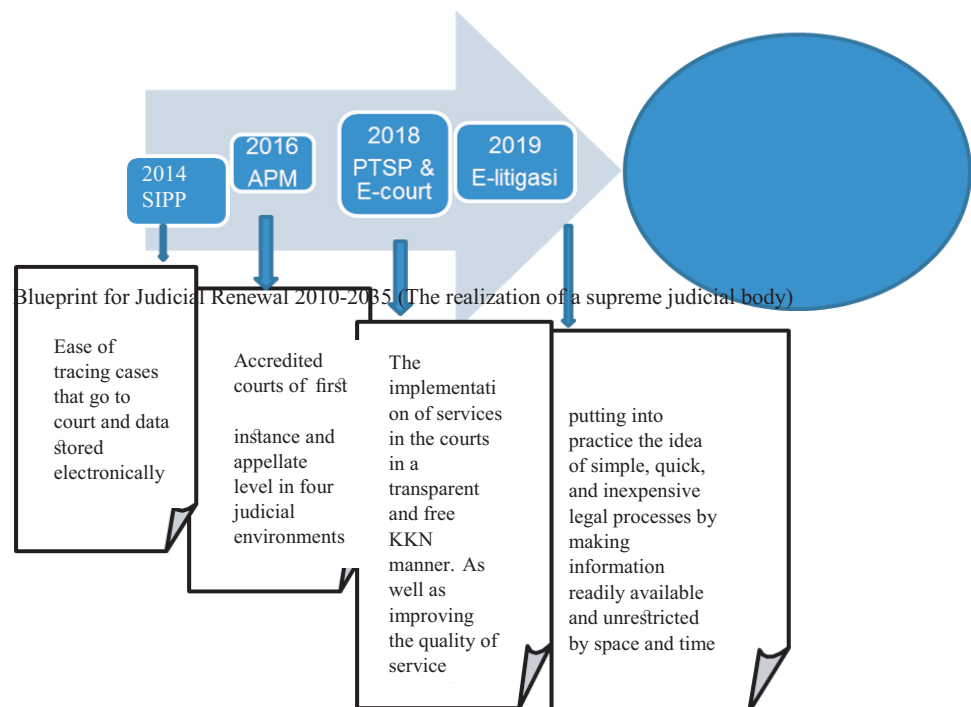


Figure 1: Development of Court Service Policy.

In Figure 1 above, it can be seen that major changes to court services occurred in 2014 with the implementation of the Case Tracing Information System (SIPP) in all courts. Then continued with the APM policy to ensure the quality standards of court services.

After the quality of court services is guaranteed, the PTSP policy is implemented to support the realization of *good governance* of government institutions that are free of KKN, transparent and accountable until it develops into a virtual PTSP to make it easier for the public to access information in court. Not stopping there, the Supreme Court is always innovating and following developments in the era of globalization where technology is needed to help accelerate the completion of a job. This is made possible through the use of e-courts and e-litigation in Indonesia as a type of electronic justice. The purpose of the policy is to implement blueprint for judicial renewal 2010-2035 to realize the Supreme Court's vision of establishing a supreme judicial body.

The Supreme Court has employed a few of them, such as the development of applications, to expedite the legal process in courts:

1. Case Tracing Information System (SIPP)

The purpose of implementing the SIPP application in all courts to facilitate the tracing of case administration to obtain complete information related to case data, improve cash flow management, and reduce delays and arrears case. In addition, SIPP can indirectly improve the performance of judges and court employees (8) because the extent to which the proceedings of cases entered in the court can be monitored from SIPP. The justice-seeking community can monitor the case process in court using SIPP which can be accessed online on the official website of the court where the case is registered. The realization of information disclosure of the history of this case will increase public confidence in the judiciary in providing the verdict of the case.

2. E-Court

One service that SIPP's integrated e-court application can be utilized for is completing registration electronically (e-filing); another is paying projected case fees electronically (e-SKUM); and a third is making electronic court calls (e-summon), notification and delivery of judgments electronically. Court services that are starting to develop electronically are not new in the field of law and justice, because such as Malaysia, Singapore, India, Australia, and America have implemented it much earlier before Indonesia (9). Therefore, the application of e-court in the Indonesian judiciary still needs to be addressed and improved its service function. This can be done with the support of strengthening infrastructure such as increasing server speed, network protection, and improving the operating system of the programs used.

3. E-Litigation

E-litigation is an application that is integrated with e-court where in this application can provide trial services electronically in civil cases except in terms of proof. The advantages of e-litigation include: 1) a more certain hearing schedule; 2) You can send written evidence, duplicates of conclusions, and response documents online; 3) Teleconferences can be used to interview witnesses and experts; 4) electronic reading of the award without the parties attending; and 5) An electronic copy of the award is sent, and it carries the same legal weight as the paper version. Because there is no longer a court summons fee, those seeking justice are no longer required to appear in court and are more cost-effective. The difference between e-litigation and e-court is that in its users, e-court can only be used by registered advocates, while in e-litigation it can be used by prosecutors, law firms, individuals or incidental agencies or powers.

The three applications above SIPP, e-court and e-litigation are the main applications that must exist in all courts in terms of litigation. In addition to these applications, the court is also free to innovate in implementing other applications that can improve the quality of court services. For example, the General Judicial Agency has a Case Service Application (SILAPER) launched by the Central Java High Court, the e-raterang application is an electronic certificate application service, such as the Information Media digital assistant service (Miss Ling) as a form of PTSP virtual service at the Singkawang District Court. In the Religious Judiciary (10) it is no less developed than in Badilum. Badilag has seven excellent applications, namely: 1) case notifications; 2) case information and court products; 3) the queue of the hearing; 4) verification of poverty data; 5) Badilag Actual Court Online; 6) e- examination; and 7) PNPB cases ("Seven Excellent Applications of the Directorate General of Badilag," 2019).

Judicial applications developed in each judicial environment are expected to improve the quality of services to the community that are transparent and free from KKN.

5. CONCLUSION

Based on the above explanation, it can be concluded that the development of court services has been initiated since the issuance of the blueprint for judicial renewal 2010-2035. Court improvements are carried out from all aspects of management, HR, finance. The process of improving court services, which was originally still manual along with the development of the times and technology began to be transitioned towards digitalization. The process of digitizing court services begins with the administration of documents, namely with SIPP applications which then extends to the processing

of cases from registration to the issuance of judgments that have legal force. The conventional judicial process that had been the parties had to be present at the trial and the collection of physical documents case began to shift to electronic justice where all proceedings related to the case could be served on the e-court application and e-litigation. Applications in the courts can continue to develop in line with the demands of the needs of the justice-seeking community in the current era of globalization 4.0 with the aim of realizing a simple, fast and low-cost judicial process while adhering to the principle of good governance.

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