

## **Effectiveness of E-Court-Based Services in Resolving Civil Cases at the Sukadana District Court**

**<sup>1</sup> Iqbal Juliansyah, <sup>2</sup> Imam Mustofa <sup>3</sup> Moelki Fahmi Ardliansyah**  
Institut Agama Islam Negeri Metro Lampung Indonesia  
Email. iqbljlnsh@gmail.com

### *Abstract*

This study examines the implementation of the effectiveness of E-Court-based services at the Sukadana District Court in an effort to resolve various civil issues. E-Court as an innovation of information technology in the judicial system aims to accelerate, simplify, and increase the transparency of the judicial process. This service includes electronic registration of lawsuits, payment of court fees, submission of documents, implementation of trials to delivery of decisions digitally. This study aims to determine the effectiveness of E-Court-based services in resolving civil issues at the Sukadana District Court. The research method used is qualitative using an empirical legal approach involving data collection through in-depth interviews and document analysis, using triangulation techniques to determine interview sources including the chief justice, deputy chief justice, clerk, judges, staff, advocates and the public in litigation. Evaluation of the success of E-Court at the Sukadana District Court shows several determining factors for success, such as reliable technological infrastructure, commitment to implementing regulations and positive acceptance from service users. This study found that the implementation of E-Court was able to reduce bureaucracy, accelerate the judicial process and provide wider and more transparent access for the parties to the case. However, challenges such as technological infrastructure and human resource readiness still need to be overcome to achieve optimal implementation. Overall, E-Court has the potential to be an effective solution in resolving civil issues at the Sukadana District Court, as well as a step forward in modernizing the justice system in Indonesia. This study also revealed that E-Court has positive implications, such as increasing the effectiveness of case resolution, saving time and costs, and increasing transparency and integrity of the justice system.

**Keywords:** E-Court, Civil, District Court, Resolving, Sukadana.

Istinbath: Jurnal Hukum

Website: <http://e-journal.metrouniv.ac.id/index.php/istinbath/index>

Received: 2024-08-9 | Revised: 2024-09-30 | Accepted: 2024-11-10 | Published: 2024-11-14.



This open access article is distributed under the terms of the [Creative Commons Attribution 4.0 International License](https://creativecommons.org/licenses/by-sa/4.0/), which permits unrestricted use, distribution, and reproduction in any medium, provided the original work is properly cited.

## Introduction

The court is an institution with a critical role in upholding law and justice within society.<sup>1</sup> However, conventional judicial processes often face various challenges, such as slow case resolution, complex bureaucracy, and limited access for people living far from the court.<sup>2</sup> In response to these challenges, the Supreme Court of the Republic of Indonesia has initiated the implementation of an E-Court system as part of modernizing judicial services.<sup>3</sup> The Supreme Court reintroduced the E-Court service based on Supreme Court Regulation (PERMA) No. 1 of 2019 regarding the organization of online trials and case submissions.<sup>4</sup> This regulation, known as the Supreme Court Regulation, also serves as a foundation for implementing electronic voting in Indonesia's political landscape, enabling voters to register and pay voting fees electronically.<sup>5</sup> Fundamentally, this Supreme Court regulation does not replace or alter existing norms but aims to reinforce or clarify them.<sup>6</sup>

---

<sup>1</sup> Zil Aidi, "Implementasi E-Court Dalam Mewujudkan Penyelesaian Perkara Perdata Yang Efektif Dan Efisien," *Masalah-Masalah Hukum* 49, No. 1 (31 Januari 2020): 80, <https://doi.org/10.14710/mmh.49.1.2020.80-89.v>

<sup>2</sup> Muh Khairul Akmal, Sabri Samin, Dan St Halimang, "Sistem Berperkara Melalui E-Court Di Pengadilan Negeri Sungguminasa Perspektif Siyasa Dusturiyah" 3 (2022).

<sup>3</sup> Abdul Rachmat Ariwijaya Dan Palupi Lindiasari Samputra, "Evaluasi Kebijakan Peradilan Elektronik (E-Court) Mahkamah Agung Republik Indonesia," T.T

<sup>4</sup> Mumtaza Azzahiroh, Hasan Alfi Zamahsari, Dan Yan Mahameru, "Implementasi Aplikasi E-Court Dalam Mewujudkan Pelayanan Publik Yang Baik Di Pengadilan Negeri Kota Malang," *Jurnal Teknologi Dan Komunikasi Pemerintahan* 2, No. 2 (16 November 2020): 58–74, <https://doi.org/10.33701/jtkp.v2i2.2318>.

<sup>5</sup> Citra Diniawantari Diniawantari Dan Udin Latif, "Efektivitas Penerapan E-Court Pengadilan Negeri Sorong Kelas I B Dalam Perkara Perdata Permohonan Pengangkatan Wali Bagi Anak," *Muadalah : Jurnal Hukum* 3, No. 2 (20 November 2023): 98–109, <https://doi.org/10.47945/muadalah.v3i2.1190>.

<sup>6</sup> Putri Ristanti Fauziah, "Akurasi Pelaksanaan Berperkara Menggunakan E-Court Di Masa Pandemi Covid-19" 1, No. 1 (2022).

E-Court serves as a system utilizing technology to improve access and efficiency in court case resolution.<sup>7</sup> Prior to the introduction of E-Court, the judicial case resolution system often faced various obstacles, such as slow processes, complicated bureaucracy, and limited access for people distant from court locations.<sup>8</sup> This frequently led to delays in civil case resolution and added burdens for parties involved.<sup>9</sup> E-Court is expected to address many of these challenges by offering ease in filing lawsuits online, monitoring trial processes, and managing other administrative matters.<sup>10</sup> Additionally, the digital divide among communities also impacts the effectiveness of this system. With E-Court, the civil case resolution process is anticipated to be faster, more transparent, and fairer. It also aims to make it easier for the public, especially justice seekers, to access case information without needing to be physically present at court.<sup>11</sup> Although there has been considerable research on the implementation of E-Court in courts, most studies still focus on its effectiveness in major cities or areas with sufficient technological infrastructure.<sup>12</sup> Previous studies have generally not delved into the application and challenges faced by district courts in regions where infrastructure is not as advanced as in big cities, such as Sukadana District Court. Furthermore, analyses regarding local community satisfaction and perceptions of E-Court services remain limited.<sup>13</sup>

Adianto, in his article titled "The Effectiveness of E-Court Application Services in Pekanbaru District Court," aims to implement E-Court services following the provisions of PERMA No. 3 of 2018 in Mojokerto National Guard to fulfill its goal as a fast, efficient, and cost-effective law enforcement institution. The E-Court system in Pekanbaru District Court provides a simple, fast, and affordable way to apply the law,

---

<sup>7</sup> Pratama Herry Herlambang, Yos Johan Utama, Dan Aju Putrianti, "Upaya Peningkatan Dan Penerapan Penggunaan E-Court Pada Pengadilan Tata Usaha Negara Semarang," *Jurnal Hukum Progresif* 11, No. 2 (30 Oktober 2023): 94–107, <https://doi.org/10.14710/Jhp.11.2.94-107>.

<sup>8</sup> Fahmi Putra Hidayat Dan Asni Asni, "Efektivitas Penerapan E-Court Dalam Penyelesaian Perkara Di Pengadilan Agama Makassar," *Qadauna: Jurnal Ilmiah Mahasiswa Hukum Keluarga Islam* 2, No. 1 (2 Januari 2021): 104–18, <https://doi.org/10.24252/Qadauna.V2i1.16648>.

<sup>9</sup> Siti Nur Intihani, "Efektivitas Persidangan Berbasis E-Court Pada Masa Pandemi Covid 19 Pada Pengadilan Negeri Bekasi" 8, No. 1 (2022).

<sup>10</sup> Romi Julisman, Nuzul Rahmayani, Dan Jasman Nazar, "Efektivitas Sistem E-Court Di Pengadilan Negeri Lubuk Basung," *Collegium Studiosum Journal* 6, No. 2 (12 Desember 2023): 548–54, <https://doi.org/10.56301/Csj.V6i2.1076>.

<sup>11</sup> Muchammad Razy Kurnia Dan Syahrul Adam, "Pelaksanaan E-Court Dan Dampaknya Terhadap Penyelesaian Perkara Di Pengadilan Agama Jakarta Pusat" 21, No. 2 (2021).

<sup>12</sup> Arga Duta Maulana Dkk., "Optimalisasi Sistem E-Court Di Pengadilan Agama Madiun: Strategi Dan Tantangan," 2022

<sup>13</sup> Alfina Haiba Mustafa Dan Hariyo Sulistyantoro, "Efektivitas Sistem E-Court Terhadap Penyelesaian Perkara Perdata Di Pengadilan Negeri Kabupaten Madiun" 1, No. 3 (2024).

offering ease for the public to handle data requests without facing long wait times, complex documents, or high costs. Although challenges remain in its implementation, E-Court marks a significant step in modernizing Indonesia's legal system.<sup>14</sup>

According to Miftakur Rohman and Ayu Kartika in their research titled "Implementation of E-Court for Case Administration Services in Gresik Religious Court," E-Court is part of Indonesia's judicial modernization, particularly in civil case handling. E-Court is an electronic system regulated by the Supreme Court through Supreme Court Regulation (PERMA) No. 3 of 2018 on Electronic Case Administration in Courts (Rohman and Kartika, 2022). The system aims to improve access to justice, expedite case resolution, and simplify court administrative processes. This implementation is a progressive step in modernizing and reforming the judiciary in Indonesia, enhancing the speed, transparency, and efficiency of civil case resolution. Although challenges persist, E-Court is expected to be further developed and optimized to provide broader access to justice for all societal levels.<sup>15</sup>

Previous research findings indicate two main benefits of E-Court services: first, as a form of progressive, modernized law, and second, as a means to address three fundamental issues consistently faced by parties involved throughout history: integrity, difficulty, and delays. However, following Supreme Court Regulation No. 1 of 2019, E-Court services are described as a quick, simple, and cost-effective way to assess student performance (Pokja MARI, 2020). The few controversies surrounding E-Court usage stem from preliminary research conducted in Ponorogo Religious Court, used as a study site to understand case-specificity and complexity. As a result, it has become somewhat customary, and many researchers' initial hypotheses on justice still adhere to the conventional system. The main distinction in this study is that it explores the effectiveness of E-Court services specifically for civil case resolution in Sukadana District Court. This study examines the effectiveness of E-Court, particularly in addressing civil case issues, with the unique research location highlighting its distinction from previous studies.

---

<sup>14</sup> Adianto, 'Efektivitas Pelayanan Aplikasi E-Court Di Pengadilan Negeri Pekanbaru', <https://medium.com/>, 9 (2016), pp. 1–17 <<https://medium.com/@arifwicaksanaa/pengertian-use-case-a7e576e1b6bf>>.

<sup>15</sup> Miftakur Rohman and Ayu Kartika, 'Implementasi E-Court Terhadap Pelayanan Administrasi Perkara Di Pengadilan Agama Gresik', *MASADIR: Jurnal Hukum Islam*, 2.1 (2022), pp. 324–42, doi:10.33754/masadir.v2i1.483.

This research offers new insights by exploring the effectiveness of the E-Court system in Sukadana District Court, an area with different technological infrastructure from major cities. This study also analyzes the impact of E-Court services on civil case resolution from the perspective of the local community and disputing parties. The study provides empirical insights rarely found in previous studies and can serve as a foundation for recommendations to develop E-Court services in regions with similar characteristics.

## **Methodology**

This research is a qualitative study, which involves direct fieldwork by the researcher.<sup>16</sup> Field research is conducted by collecting data and information obtained directly from the research location<sup>17</sup>. This study uses an empirical juridical approach.<sup>18</sup> Empirical juridical research examines applicable legal provisions and actual situations within the community or examines real-life conditions in society, aiming to discover facts that serve as data. This data is then analyzed to identify issues, ultimately leading to problem-solving.<sup>19</sup>

The research was conducted at Sukadana District Court, which has implemented the E-Court system. Research subjects include judges, lawyers, advocates, and other parties involved in cases that have utilized the E-Court service. The data collection techniques used in this study are interviews, observation, and documentation. Data obtained from these methods are analyzed thematically. The analysis process involves data coding, grouping of main themes, and interpretation of the organized data. This analysis is intended to understand the effectiveness of E-Court services in addressing civil case issues and the factors influencing its success.

To ensure data validity and reliability, the researcher uses triangulation by comparing results from various data sources and different data collection methods.<sup>20</sup> Additionally, member checking is conducted by requesting feedback from respondents on interview

---

<sup>16</sup> Muhammad Rijal Fadli, "Memahami Desain Metode Penelitian Kualitatif" 21, No. 1 (2021)

<sup>17</sup> Nana Sepriyanti, "(1)(2) Program Studi Pai, Stai Yki Sumbar Padang (3) (4) Program Pascasarjana, (S.3) Pendidikan Islam Uin Imam Bonjol Padang," T.T

<sup>18</sup> Kornelius Benuf Dan Muhamad Azhar, "Metodologi Penelitian Hukum Sebagai Instrumen Mengurai Permasalahan Hukum Kontemporer," *Gema Keadilan* 7, No. 1 (1 April 2020): 20–33, <https://doi.org/10.14710/Gk.2020.7504>.

<sup>19</sup> Soerjono Soekanto, 2006, *Pengantar Penelitian Hukum*, Penerbit Universitas Indonesia (Ui-Press), Hlm. 124.

<sup>20</sup> Andarusni Alfansyur, "Seni Mengelola Data: Penerapan Triangulasi Teknik, Sumber Dan Waktu Pada Penelitian Pendidikan Sosial" 5, No. 2 (2020).

findings to confirm the accuracy of the researcher's interpretations.

## Discussion

### a. Effectiveness of E-Court-Based Services

The E-Court-based service at Sukadana District Court has proven to have a positive impact on improving the efficiency of civil case resolution. Since the implementation of E-Court, the number of cases received and resolved each year has shown consistent growth, particularly in categories requiring quick processes, such as petitions and small claims. E-Court simplifies the case registration process by enabling online submissions, so people no longer need to visit the court in person.<sup>21</sup> This reduces the administrative burden on the court and speeds up the initial case processing, which previously took longer due to conventional administrative procedures.<sup>22</sup> This time reduction significantly enhances accessibility and efficiency in case handling, making services more affordable for the broader public.<sup>23</sup>

The effectiveness of E-Court is also evident in the reduction of pending cases or unresolved cases each year.<sup>24</sup> Data shows that E-Court has maintained a high case resolution rate in categories like petitions and small claims, often achieving a 100% completion rate. This digital system allows the court to verify documents and handle administrative tasks more swiftly, ensuring cases are scheduled without unnecessary delays. This contrasts with the pre-E-Court period, where many cases were delayed due to manual verification and scheduling processes that took longer.<sup>25</sup> The decrease in pending cases not only lessens the court's workload but also provides quicker legal

---

<sup>21</sup> Ahmad Azhar Naufal, Ibnu Jazari, Dan Nur Hasan, "Efektivitas Penggunaan Aplikasi E-Court Dalam Penyelesaian Perkara Di Pengadilan Agama Jombang Kelas 1b" 4 (2022).

<sup>22</sup> Lulu Latifatul Agy Nabela Dkk., "Public Service Optimization Through E-Court Application: A Case Study At The Tulang Bawang Tengah Religious Court," T.T.

<sup>23</sup> Ni Luh Gita Saraswati, I Nyoman Gede Sugiarta, Dan I G A A Gita Pritayanti Dinar, "Efektivitas E-Court Sebagai Wujud Asas Sederhana, Cepat, Dan Biaya Ringan Dalam Sistem Peradilan Perdata Di Pengadilan Negeri Gianyar," *Jurnal Konstruksi Hukum* 5, No. 1 (1 Maret 2024): 98–103, <https://doi.org/10.22225/jkh.5.1.8588.98-103>.

<sup>24</sup> Ihwa Nullah Dan Rahmad Hidayat, "Efektivitas Pelayanan Pendaftaran Perkara Melalui E-Court Di Pengadilan Tata Usaha Negara Mataram," *Jurnal Ilmiah Ilmu Administrasi* 13, No. 2 (21 Desember 2023): 94–105, <https://doi.org/10.33592/jia.V13i2.3714>.

<sup>25</sup> Umar Yusuf, "Efektifitas Pelaksanaan E-Court Dalam Penanganan Perkara Perdata Di Pengadilan Agama Pangkajene," T.T.

certainty to the parties involved.<sup>26</sup>

Furthermore, the adoption of E-Court enhances transparency in case handling.<sup>27</sup> Every stage of the case process conducted online can be monitored directly by the parties involved through the E-Court platform, from registration to scheduling and the final decision.<sup>28</sup> This transparency strengthens public trust in the judiciary, as people can track the progress of their cases without needing to visit the court or undergo complex procedures.<sup>29</sup> E-Court also leverages technology to manage case data in a more structured way, improving service quality.<sup>30</sup> Overall, E-Court at Sukadana District Court not only boosts efficiency and effectiveness in case handling but also provides services that are more responsive, transparent, and accountable for justice seekers.

Regarding the effectiveness of E-Court-based services, it can be observed in the table below:

**Table 1**  
**Data on Cases Received and Resolved Before E-Court Implementation Based on Case Classification at Sukadana District Court**

Year	Civil Claim	Resolved	Pending Rulings	Petition Claims	Resolved	Pending Rulings	Simple Claims	Resolved	Pending Rulings
2018	37	-	-	20	-	-	31	-	-
2019	31	-	-	36	-	-	3	-	-

Based on the table above, it can be seen that before the implementation of E-Court from 2018 to 2019, the number of cases filed in civil claims amounted to 37 in 2018 and 31 in 2019, petition cases totaled 20 in 2018 and 36 in 2019, and small claims cases were 31 in 2018 and only 3 in 2019. This suggests that many people were not familiar with how to file cases, or they faced difficulties in accessing court services and lacked

---

<sup>26</sup> Wiwik Krisnawati, Danes Jaya Negara, Dan Luluk Tri Harinie, “Efektifitas Penyelesaian Perkara Melalui E-Court Di Masa Pandemi Covid-19 Pada Pengadilan Tata Usaha Negara Palangka Raya,” *Edunomics Journal* 4, No. 1 (18 Desember 2022): 46–70, <https://doi.org/10.37304/Ej.V4i1.7951>.

<sup>27</sup> Anisa Oktavia, Imas Komala Sari, Dan Kholifatun Anisa, “Implementasi E-Court Dalam Penyelesaian Perkara Di Pengadilan Agama Kota Pontianak,” T.T.

<sup>28</sup> Roni Pebrianto Dan Zainal Azwar, “Efektifitas Penerapan E-Court Dalam Penyelesaian Perkara (Studi Kasus Di Pengadilan Agama Painan),” 2021.

<sup>29</sup> Putri Nini Riau Sari Waruwu Dan Kurniawan Sarototonafo Zai, “Analisis Implementasi Aplikasi E-Court Dan E-Berpadu Dalam Meningkatkan Manajemen Operasi Pelayanan Dalam Penanganan Perkara Di Kantor Pengadilan Negeri Gunungsitoli,” *Jurnal Emba : Jurnal Riset Ekonomi, Manajemen, Bisnis Dan Akuntansi* 11, No. 4 (6 Oktober 2023): 173–76, <https://doi.org/10.35794/Emba.V11i4.51423>.

<sup>30</sup> R.Moh Hilman Wahyudi Dan Mohammad Hosen, “Efektifitas Penerapan Sistem Persidangan Elektronik E-Court Dalam Pengadilan Negeri Pamekasan,” *Jurnal Hukum Dan Sosial Politik* 2, No. 1 (11 Desember 2023): 131–43, <https://doi.org/10.59581/Jhsp-Widyakarya.V2i1.2109>.

information, which discouraged them from registering cases at the Sukadana District Court.

**Table 2**  
**Data on Cases Received and Resolved Through E-Court Based on Case Classification at Sukadana District Court**

Year	Civil Claim	Resolved	Pending Rulings	Petition Claims	Resolved	Pending Rulings	Simple Claims	Resolved	Pending Rulings
2020	52	32	10	14	10	2	8	8	-
2021	56	38	9	6	6	-	13	13	-
2022	59	45	7	22	22	-	2	2	-
2023	80	58	11	32	30	1	12	12	-
2024	71	31	20	21	21	-	7	7	-

To gain a deeper understanding of the effectiveness of E-Court implementation at the Sukadana District Court, here is a detailed analysis based on the data in Table 2 from 2020 to 2024. This table shows the number of cases received, cases resolved, and pending cases across three categories: Civil Claims, Petitions, and Small Claims.

1. Civil Claims

- a. 2020: Out of 52 civil cases received, 32 were resolved, and 10 cases remained pending. This indicates a resolution rate of approximately 61.5%.
- b. 2021: The number of cases received increased to 56, with 38 cases resolved and 9 remaining. The resolution rate improved to about 67.9%.
- c. 2022: With 59 cases received, 45 were resolved, and 7 remained, demonstrating an effectiveness increase with a resolution rate of 76.3%.
- d. 2023: There was a significant increase in the number of cases received, totaling 80. Of these, 58 were resolved, leaving 11 pending, resulting in a resolution rate of 72.5%.
- e. 2024: A slight decrease occurred in the number of cases received, dropping to 71, with 31 resolved and 20 still in process. The resolution rate decreased to 43.7%, which may indicate a backlog of cases or specific challenges in that year.

Overall, the implementation of E-Court has facilitated an increase in the number of cases received and resolved. Although there was a decline in the resolution rate in 2024, the data shows a trend of increasing efficiency until 2023, indicating that E-Court is generally effective in expediting civil case resolutions.

2. Petitions



- a. 2020: Of the 14 petitions received, 10 were resolved, with 2 remaining, resulting in a resolution rate of 71.4%.
- b. 2021: The number of petitions decreased to 6, but all were resolved, achieving a resolution rate of 100%.
- c. 2022: The number of petitions increased to 22, with all resolved within the same year, maintaining a resolution rate of 100%.
- d. 2023: There were 32 petitions, with 30 resolved and 1 pending. The resolution rate slightly decreased to 96.9%.
- e. 2024: This year, there were 21 petitions, all of which were resolved, bringing the resolution rate back to 100%.

The data indicates that petitions tend to be resolved more quickly through E-Court. The high resolution rates, often reaching 100%, demonstrate that E-Court is very effective in handling petition cases.

### 3. Small Claims

- a. 2020: Out of 8 small claims received, all were resolved within the same year, achieving a resolution rate of 100%.
- b. 2021: The number of small claims increased to 13, with all resolved in that year, maintaining a resolution rate of 100%.
- c. 2022: Only 2 small claims were received, and both were resolved, keeping the resolution rate at 100%.]
- d. 2023: This year saw an increase in small claims to 12, all of which were successfully resolved within the same year.
- e. 2024: There were 7 small claims, all resolved, resulting in a resolution rate of 100%.

Small claims show consistency in case resolution, with a 100% resolution rate each year since the implementation of E-Court. This indicates that E-Court is highly effective in managing small claims cases.

Based on the data in Table 2, the implementation of E-Court has resulted in several significant impacts:

- a. Increase in the Number of Cases Received and Resolved: The number of cases received each year tends to rise, with most cases being resolved within the same year, particularly in the petition and small claims categories.

- b. Reduction of Pending Cases: There has been a decline in the number of pending cases each year, especially in the petition and small claims types, which often get resolved within the same year.
- c. Efficiency in Civil Case Resolution: Although the resolution rate for civil cases slightly decreased in 2024, the data indicate that the implementation of E-Court has successfully improved the efficiency of case resolution in the long term.

Overall, the implementation of E-Court at the Sukadana District Court has shown a positive impact in expediting case resolutions across all three categories, particularly in reducing pending cases and increasing effectiveness in handling petitions and small claims.

Based on the data obtained, there are indications that the application of E-Court at the Sukadana District Court is effective in improving the resolution of civil cases year after year. Several key points can be analyzed:

1. Increase in the Number of Resolved Cases: From the available data tables, it is evident that after the implementation of E-Court, the number of cases received and resolved each year has significantly increased. For instance, in 2023, there were 80 civil claims with 58 resolved, while in 2024, there were 71 civil claims with 31 resolved and the remainder still in process. This indicates a tendency for quicker and more effective resolutions.
2. Reduction of Pending Cases: Before the advent of E-Court, pending cases were more challenging to manage. With the implementation of E-Court, data shows a decrease in the number of pending cases, signaling better efficiency in case management, particularly for individuals wishing to file simple claims.
3. Accessibility and Convenience for the Public: From the analysis records, the researcher concludes that E-Court facilitates public access to filing cases, enabling faster administrative and trial processes. This is especially beneficial for individuals who may face difficulties accessing the court in person.

In conclusion, the implementation of E-Court at the Sukadana District Court appears to have a positive impact on the speed of case resolution, the reduction of pending case burdens, and the enhancement of accessibility for the public seeking justice.

**b. Factors Contributing to the Success of E-Court Service Effectiveness**

Key aspects influencing the implementation and effectiveness of the E-Court service model in the context of the judiciary include reliable and integrated technological infrastructure.<sup>31</sup> This encompasses the speed and reliability of internet connections, system security, and the ability to effectively store and manage data.<sup>32</sup> Adequate infrastructure enables the entire judicial administration process, from case registration to trial execution, to run smoothly and efficiently.<sup>33</sup>

In an interview with the chairman of the Sukadana District Court, he mentioned the positive effectiveness of the E-Court at the Sukadana District Court: "In practice, E-Court provides significant ease for the community, especially in terms of saving time and efficiency in filing cases or registering lawsuits at the Sukadana District Court" (Interview Results, June 26, 2024). He expressed appreciation for this, particularly in the modern era where everything is easily accessible, including E-Court and its regulations or guidelines, which are easy to understand. Similarly, community members involved in legal proceedings stated, "It is very easy and fast; I experienced this in the case I registered. My case entered into the E-Court was processed smoothly without significant obstacles." This demonstrates that the Sukadana District Court is properly implementing the regulations and Standard Operating Procedures (SOPs) of E-Court, effectively processing cases registered through E-Court (Interview Results, June 28, 2024).

One reason why E-Court has such a significant impact is its complex service structure. From the explanation above regarding the factors that contribute to the successful implementation of the E-Court service model at the District Court, aspects such as good service and commitment to processing reports are crucial to the effectiveness of the E-Court service. Furthermore, another success factor is the integration in resolving cases, which bridges the community's need for legal accessibility and regulatory transparency. The fulfillment of facilities and infrastructure is a success factor for the effectiveness of E-Court services. Additionally, the Sukadana District Court provides comprehensive and complex services that facilitate the registration process.

---

<sup>31</sup> Muhammad Rafif Dan Zakki Adhlyati, "Tinjauan Penerapan E-Court Di Pengadilan Negeri Yogyakarta Berdasarkan Teori Hukum Lawrence M. Friedman," T.T.

<sup>32</sup> Rizkia Ramadhana Dan Muzakir Abubakar, "Efektivitas Sistem Layanan E-Court Dalam Perkara Perdata Di Pengadilan Negeri Banda Aceh" 5 (2021).

<sup>33</sup> Restu Teguh Imani Dkk., "Implementasi Sistem E-Court Dalam Mewujudkan Asas Sederhana, Cepat, Dan Biaya Ringan Di Pengadilan Negeri," *Jurnal Hukum Dan Sosial Politik* 2, No. 2 (14 Maret 2024): 144–63, <https://doi.org/10.59581/Jhsp-Widyakarya.V2i2.2883>.

In conclusion, the factors contributing to the success of E-Court services are: first, the high quality and accessibility of the services provided; second, the commitment to processing reports quickly; third, integrity in resolving cases within the E-Court service system; and finally, adequate facilities and infrastructure, along with a comprehensive and complex E-Court service offering.

### **c. Positive Implications of E-Court Services in Resolving Civil Cases**

The use of technology in E-Court allows for a more efficient and expedited administration of cases.<sup>34</sup> Parties involved can file lawsuits or petitions online, make payments easily through the E-Payment system, and receive court summons and case notifications electronically via E-Notifications and E-Summons. This reduces bureaucracy and accelerates the case resolution process in court.<sup>35</sup>

According to an interview conducted with the junior registrar of civil cases, he stated, "Since E-Court was implemented in the judicial process, there have been a significant number of cases resolved. This is reflected in the data from the Sukadana District Court, where many cases have already been concluded. This demonstrates that E-Court has successfully operated in practice with clear regulations and SOPs, supported by the full enthusiasm of the community wishing to register civil cases" (Interview Results, June 26, 2024).

Likewise, the registrar noted, "The existence of E-Court can minimize illicit fees, and it cannot be denied that in the courtroom, there are many irresponsible individuals who always take advantage of the opportunity to extort fees from case registrants, not only in the Sukadana District Court but throughout Indonesia." This regulation was issued to address complaints from the community in Indonesia that require legal certainty without the involvement of irresponsible parties (Interview Results, June 26, 2024).

The positive implications of E-Court services in addressing civil matters, according to the Chairman of the Sukadana District Court, include "the main aspect that is highly appreciated by the community is how E-Court addresses the needs and grievances of the public regarding the entire civil case trial process. With E-Court, the sequence of hearings

---

<sup>34</sup> Ahmad Ropei Dan Hakimah Nurazmina Dini, "Penerapan Asas Cepat, Sederhana, Dan Biaya Ringan Terhadap Pelaksanaan E-Court Di Pengadilan Agama" 6, No. 1 (T.T.).

<sup>35</sup> Yusia Agatha Sihite Dan Devi Siti Hamzah Marpaung, "Efektivitas E-Court Sebagai Sarana Penyelesaian Sengketa Di Tengah Pandemi Covid-19 Di Indonesia," *Widya Yuridika* 5, No. 1 (31 Mei 2022): 95, <https://doi.org/10.31328/Wy.V5i1.2495>.

can run effectively and efficiently, and this is very transparent in both material and non-material aspects, impacting public satisfaction and trust, particularly within the jurisdiction of the Sukadana District Court" (Interview Results, June 26, 2024).

Based on the interview results with the junior registrar, who explained the number of cases resolved through E-Court, he revealed, "Since E-Court was implemented in the judicial process, there have been many cases resolved" (Interview Results, June 26, 2024). This aligns with the data from the Sukadana District Court, where numerous cases have been concluded. This proves that E-Court has successfully operated in practice with clear regulations and SOPs, supported by the full enthusiasm of the community wishing to register civil cases. The interview results indicate public satisfaction with the E-Court application in meeting the community's legal needs regarding civil proceedings.

## **Discussion**

The effectiveness of E-Court services in resolving civil cases at the Sukadana District Court is evident from the increase in the number of cases that can be resolved each year since this system was implemented. With E-Court, administrative processes and case submissions have become faster and more efficient, facilitating public access to court services. Data shows an increase in the number of cases received and resolved year after year, particularly in petition and small claims cases, which often reach a resolution rate of 100%. This indicates that E-Court has successfully expedited the resolution of cases that previously took longer, especially for those requiring urgent and straightforward resolutions.

Additionally, E-Court has also reduced the number of pending cases (unresolved decisions), reflecting more effective case management.<sup>36</sup> Before the implementation of E-Court, many cases remained unresolved within the expected timeframes, leading to backlogs in the court system.<sup>37</sup> However, after E-Court was introduced, the number of unresolved cases significantly decreased each year.<sup>38</sup> E-Court has made the trial process

---

<sup>36</sup> Nathanael Stanlis Imron Dan Benhard Kurniawan Pasaribu, "Implementasi Sistem Peradilan Berbasis Online (E-Court) Ditengah Pandemi Covid 19 Dalam Penyelesaian Perkara Perdata Oleh Advokat Di Pengadilan Negeri Samarinda," *Legalitas* 7, No. 1 (26 Agustus 2022): 1, <https://doi.org/10.31293/Lg.V7i1.6509>.

<sup>37</sup> Jecky Susanto Dan Shofiyun Nahidloh, "Pelaksanaan E-Court Dalam Penyelesaian Sengketa Perkara Perdata Di Pengadilan Agama Sumenep Masa Pra Pandemi Dan Masa Pandemi" 2, No. 1 (2023).

<sup>38</sup> Angreani Triana, "Efektivitas Implementasi E-Court Sebagai Perwujudan Peradilan Cepat, Sederhana Dan Biaya Ringan Di Pengadilan Negeri Karawang" 9, No. 7 (2021).

more structured, reduced waiting times, and improved accuracy and transparency in handling cases.<sup>39</sup> This provides better and faster access for the public to obtain justice, thus enhancing public trust in the Sukadana District Court.

## Conclusion

The conclusion of this research illustrates the implementation and success of the effectiveness of E-Court services in addressing civil cases at the Sukadana District Court. The innovation within the judicial system using E-Court has significantly impacted the effectiveness, efficiency, and accessibility of legal services in the community. The use of E-Court has also improved transparency, minimized the need for physical court appearances, and expedited the case resolution process. This is a positive step in efforts to achieve fairer and more effective justice for the community, in line with the principles of Islamic law that emphasize ease of access and quick resolution of cases.

This research identifies several weaknesses that need to be addressed. Some weaknesses of this study include, first, limitations in data collection. Although the research utilized interviews with relevant informants (such as the chairman of the Sukadana District Court, the registrar, and users of E-Court services), the information obtained may not encompass all relevant aspects or may be biased toward a positive view of E-Court. Opinions from other users, such as lawyers, prosecutors, or members of the general public involved in the judicial process, might provide a more comprehensive picture of the success and effectiveness of E-Court.

## Daftar Pustaka

- Adianto, 'Efektivitas Pelayanan Aplikasi E-Court Di Pengadilan Negeri Pekanbaru', *Https://Medium.Com/*, 9 (2016), pp. 1–17  
<<https://medium.com/@arifwicaksanaa/pengertian-use-case-a7e576e1b6bf>>
- Aidi, Zil. "IMPLEMENTASI E-COURT DALAM MEWUJUDKAN PENYELESAIAN PERKARA PERDATA YANG EFEKTIF DAN EFISIEN." *Masalah-Masalah Hukum* 49, no. 1 (31 Januari 2020): 80.  
<https://doi.org/10.14710/mmh.49.1.2020.80-89>.

---

<sup>39</sup> Urif Syarifudin, "'Optimalisasi Peradilan Elektronik Dalam Mewujudkan Peradilan Yang Agung' .," T.T.

- Akmal, Muh Khairul, Sabri Samin, dan St Halimang. "SISTEM BERPERKARA MELALUI E-COURT DI PENGADILAN NEGERI SUNGGUMINASA PERSPEKTIF SIYASAH DUSTURIYAH" 3 (2022).
- Alfansyur, Andarusni. "SENI MENGELOLA DATA: PENERAPAN TRIANGULASI TEKNIK, SUMBER DAN WAKTU PADA PENELITIAN PENDIDIKAN SOSIAL" 5, no. 2 (2020).
- Ariwijaya, Abdul Rachmat, dan Palupi Lindiasari Samputra. "EVALUASI KEBIJAKAN PERADILAN ELEKTRONIK (E-COURT) MAHKAMAH AGUNG REPUBLIK INDONESIA," t.t.
- Azzahiroh, Mumtaza, Hasan Alfi Zamahsari, dan Yan Mahameru. "IMPLEMENTASI APLIKASI E-COURT DALAM MEWUJUDKAN PELAYANAN PUBLIK YANG BAIK DI PENGADILAN NEGERI KOTA MALANG." *Jurnal Teknologi dan Komunikasi Pemerintahan* 2, no. 2 (16 November 2020): 58–74. <https://doi.org/10.33701/jtkp.v2i2.2318>.
- Benuf, Kornelius, dan Muhamad Azhar. "Metodologi Penelitian Hukum sebagai Instrumen Mengurai Permasalahan Hukum Kontemporer." *Gema Keadilan* 7, no. 1 (1 April 2020): 20–33. <https://doi.org/10.14710/gk.2020.7504>.
- Diniawantari, Citra Diniawantari, dan Udin Latif. "EFEKTIVITAS PENERAPAN E-COURT PENGADILAN NEGERI SORONG KELAS I B DALAM PERKARA PERDATA PERMOHONAN PENGANGKATAN WALI BAGI ANAK." *Muadalah: Jurnal Hukum* 3, no. 2 (20 November 2023): 98–109. <https://doi.org/10.47945/muadalah.v3i2.1190>.
- Fadli, Muhammad Rijal. "Memahami desain metode penelitian kualitatif" 21, no. 1 (2021).
- Fauziyah, Putri Ristanti. "AKURASI PELAKSANAAN BERPERKARA MENGGUNAKAN E-COURT DI MASA PANDEMI COVID-19" 1, no. 1 (2022).
- Herlambang, Pratama Herry, Yos Johan Utama, dan Aju Putrijanti. "UPAYA PENINGKATAN DAN PENERAPAN PENGGUNAAN E-COURT PADA PENGADILAN TATA USAHA NEGARA SEMARANG." *Jurnal Hukum Progresif* 11, no. 2 (30 Oktober 2023): 94–107. <https://doi.org/10.14710/jhp.11.2.94-107>.

- Hidayat, Fahmi Putra, dan Asni Asni. “Efektifitas Penerapan E-Court dalam Penyelesaian Perkara di Pengadilan Agama Makassar.” *Qadauna: Jurnal Ilmiah Mahasiswa Hukum Keluarga Islam* 2, no. 1 (2 Januari 2021): 104–18. <https://doi.org/10.24252/qadauna.v2i1.16648>.
- Intihani, Siti Nur. “EFEKTIVITAS PERSIDANGAN BERBASIS E-COURT PADA MASA PENDEMI COVID 19 PADA PENGADILAN NEGERI BEKASI” 8, no. 1 (2022).
- Julisman, Romi, Nuzul Rahmayani, dan Jasman Nazar. “EFEKTIVITAS SISTEM E-COURT DI PENGADILAN NEGERI LUBUK BASUNG.” *Collegium Studiosum Journal* 6, no. 2 (12 Desember 2023): 548–54. <https://doi.org/10.56301/csj.v6i2.1076>.
- Kurnia, Muchammad Razzy, dan Syahrul Adam. “PELAKSANAAN E-COURT DAN DAMPAKNYA TERHADAP PENYELESAIAN PERKARA DI PENGADILAN AGAMA JAKARTA PUSAT” 21, no. 2 (2021).
- Maulana, Arga Duta, Cristine Mailiena, Niqmah Kholifatul Rizqi, dan Hasan Wahid. “OPTIMALISASI SISTEM E-COURT DI PENGADILAN AGAMA MADIUN: STRATEGI DAN TANTANGAN,” 2022.
- Adianto, ‘Efektivitas Pelayanan Aplikasi E-Court Di Pengadilan Negeri Pekanbaru’, *Https://Medium.Com/*, 9 (2016), pp. 1–17  
<<https://medium.com/@arifwicaksanaa/pengertian-use-case-a7e576e1b6bf>>
- Rohman, Miftakur, and Ayu Kartika, ‘Implementasi E-Court Terhadap Pelayanan Administrasi Perkara Di Pengadilan Agama Gresik’, *MASADIR: Jurnal Hukum Islam*, 2.1 (2022), pp. 324–42, doi:10.33754/masadir.v2i1.483
- Mustafa, Alfina Haiba, dan Hariyo Sulistyantoro. “Efektivitas Sistem E-Court Terhadap Penyelesaian Perkara Perdata di Pengadilan Negeri Kabupaten Madiun” 1, no. 3 (2024).
- Nabela, Lulu Latifatul Agy, Sasti Putri Oktavia, Evi Nurjanah, Dimas Aji, dan Sherly Nasya Putri. “PUBLIC SERVICE OPTIMIZATION THROUGH E-COURT APPLICATION: A Case Study at the Tulang Bawang Tengah Religious Court,” t.t.



- Naufal, Ahmad Azhar, Ibnu Jazari, dan Nur Hasan. “EFEKTIVITAS PENGGUNAAN APLIKASI E-COURT DALAM PENYELESAIAN PERKARA DI PENGADILAN AGAMA JOMBANG KELAS 1B” 4 (2022).
- Ni Luh Gita Saraswati, I Nyoman Gede Sugiarta, dan I G A A Gita Pritayanti Dinar. “Efektivitas E-Court Sebagai Wujud Asas Sederhana, Cepat, dan Biaya Ringan dalam Sistem Peradilan Perdata di Pengadilan Negeri Gianyar.” *Jurnal Konstruksi Hukum* 5, no. 1 (1 Maret 2024): 98–103. <https://doi.org/10.22225/jkh.5.1.8588.98-103>.
- Nullah, Ihwa, dan Rahmad Hidayat. “Efektivitas Pelayanan Pendaftaran Perkara Melalui E-Court Di Pengadilan Tata Usaha Negara Mataram.” *JURNAL ILMIAH ILMU ADMINISTRASI* 13, no. 2 (21 Desember 2023): 94–105. <https://doi.org/10.33592/jiia.v13i2.3714>.
- Oktavia, Anisa, Imas Komala Sari, dan Kholifatun Anisa. “IMPLEMENTASI E-COURT DALAM PENYELESAIAN PERKARA DI PENGADILAN AGAMA KOTA PONTIANAK,” t.t.
- Pebrianto, Roni, dan Zainal Azwar. “EFEKTIFITAS PENERAPAN E-COURT DALAM PENYELESAIAN PERKARA (Studi Kasus di Pengadilan Agama Painan),” 2021.
- Putri Nini Riau Sari Waruwu dan Kurniawan Sarotonafo Zai. “Analisis Implementasi Aplikasi E-Court Dan E-Berpadu dalam Meningkatkan Manajemen Operasi Pelayanan dalam Penanganan Perkara di Kantor Pengadilan Negeri Gunungsitoli.” *Jurnal EMBA : Jurnal Riset Ekonomi, Manajemen, Bisnis dan Akuntansi* 11, no. 4 (6 Oktober 2023): 173–76. <https://doi.org/10.35794/emba.v11i4.51423>.
- Rafif, Muhammad, dan Zakki Adlhiyati. “TINJAUAN PENERAPAN E-COURT DI PENGADILAN NEGERI YOGYAKARTA BERDASARKAN TEORI HUKUM LAWRENCE M. FRIEDMAN,” t.t.
- Ramadhana, Rizkia, dan Muzakkir Abubakar. “EFEKTIVITAS SISTEM LAYANAN E-COURT DALAM PERKARA PERDATA DI PENGADILAN NEGERI BANDA ACEH” 5 (2021).
- Restu Teguh Imani, Elsa Siffa Nabillah Nurlailatri, Printa Dewi Uma Azzahra, Lintang Zufar Satyanagama, Nimas Calista Anggita, dan Destri Tsurayya Istiqamah.

- “Implementasi Sistem E-Court Dalam Mewujudkan Asas Sederhana, Cepat, Dan Biaya Ringan Di Pengadilan Negeri.” *Jurnal Hukum dan Sosial Politik* 2, no. 2 (14 Maret 2024): 144–63. <https://doi.org/10.59581/jhsp-widyakarya.v2i2.2883>.
- R.Moh Hilman Wahyudi dan Mohammad Hosen. “Efektifitas Penerapan Sistem Persidangan Elektronik E-Court dalam Pengadilan Negeri Pamekasan.” *Jurnal Hukum dan Sosial Politik* 2, no. 1 (11 Desember 2023): 131–43. <https://doi.org/10.59581/jhsp-widyakarya.v2i1.2109>.
- Ropei, Ahmad, dan Hakimah Nurazmina Dini. “PENERAPAN ASAS CEPAT, SEDERHANA, DAN BIAYA RINGAN TERHADAP PELAKSANAAN E-COURT DI PENGADILAN AGAMA” 6, no. 1 (t.t.).
- Sepriyanti, Nana. “(1)(2)Program Studi PAI, STAI YKI Sumbar Padang (3) (4) Program Pascasarjana, (S.3) Pendidikan Islam UIN Imam Bonjol Padang,” t.t.
- Soerjono Soekanto. (2006). Pengantar Penelitian Hukum, Penerbit Universitas Indonesia (UIPress)
- Sihite, Yusia Agatha, dan Devi Siti Hamzah Marpaung. “Efektivitas E-Court Sebagai Sarana Penyelesaian Sengketa Di tengah Pandemi Covid-19 Di Indonesia.” *Widya Yuridika* 5, no. 1 (31 Mei 2022): 95. <https://doi.org/10.31328/wy.v5i1.2495>.
- Stanlis Imron, Nathanael, dan Benhard Kurniawan Pasaribu. “IMPLEMENTASI SISTEM PERADILAN BERBASIS ONLINE (E-COURT) DITENGAH PANDEMI COVID 19 DALAM PENYELESAIAN PERKARA PERDATA OLEH ADVOKAT DI PENGADILAN NEGERI SAMARINDA.” *LEGALITAS* 7, no. 1 (26 Agustus 2022): 1. <https://doi.org/10.31293/lg.v7i1.6509>.
- Susanto, Jecky, dan Shofiyun Nahidloh. “PELAKSANAAN E-COURT DALAM PENYELESAIAN SENGKETA PERKARA PERDATA DI PENGADILAN AGAMA SUMENEP MASA PRA PANDEMI DAN MASA PANDEMI” 2, no. 1 (2023).
- Syarifudin, Urif. ““OPTIMALISASI PERADILAN ELEKTRONIK DALAM MEWUJUDKAN PERADILAN YANG AGUNG’.,” t.t.
- Triana, Angreani. “EFEKTIVITAS IMPLEMENTASI E-COURT SEBAGAI PERWUJUDAN PERADILAN CEPAT, SEDERHANA DAN BIAYA RINGAN DI PENGADILAN NEGERI KARAWANG” 9, no. 7 (2021).

Wiwik Krisnawati, Danes Jaya Negara, dan Luluk Tri Harinie. “Efektifitas Penyelesaian Perkara Melalui E-Court Di Masa Pandemi Covid-19 Pada Pengadilan Tata Usaha Negara Palangka Raya.” *Edunomics Journal* 4, no. 1 (18 Desember 2022): 46–70. <https://doi.org/10.37304/ej.v4i1.7951>.

Yusuf, Umar. “Efektifitas Pelaksanaan e-Court dalam Penanganan Perkara Perdata di Pengadilan Agama Pangkajene,” t.t.