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Implementation of Legal Quality Audit on Electronic Civil Trial Procedures (E-Court)

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Abstract

Currently, electronic court (e-court) systems are being implemented in several countries. The Supreme Court in Indonesia has also been adopted e-court for legal administration tasks, such as determining judicial panel compositions. A qualitative approach is proposed to explore the implementation itself. The concept and characteristics of the Special Legal Quality Audit System for electronic justice arrangements (E-court) encourage the realization of an effective and fair Civil Justice System. The concept in this context is a philosophical aspect that serves as the source of the Legal Quality Assurance Paradigm, including: defect-free (deficiency), customer satisfaction, and continuous improvement without end. This concept is elaborated in parameters that are measured or evaluated to determine the quality level and make improvements to increase the level of quality. The quality parameters used by the researcherinclude: product reliability, minimal cost, accessibility, security, service friendliness, systematicity, and keeping pace with global developments.

Keywords: *E-Court, Quality System, Legal Quality Audit, Certificate of Quality Assurance System.*

Introduction

At the end of 2019, a calamity befell the world in the field of human health, namely the pandemic known as Covid-19. The impact of this pandemic was extraordinary as its spread was rapid, resulting in many casualties worldwide. Governments and entire communities have made various efforts, but the results have not been as hoped for.

One effective measure taken by the Government was the issuance of a Presidential Decision on Large-Scale Social Restrictions. This regulation limits the proximity of meetings among citizens, and mandates the use of masks, hand washing, and many other preventive measures to reduce the spread of the Covid-19 virus. Large-Scale Social Restrictions significantly impact the judicial process because on working days in courthouse areas, judges, clerks, court staff, legal consultants, the public, and other parties often meet closely and intensively.

The task of government is to realize the objectives of the state as formulated in the preamble of the 1945 Constitution of the Republic of Indonesia and this task is a very broad task. So broad is the scope of Government Administration tasks that regulations are needed that can direct the administration of Government to be more in accordance with the expectations and needs of the community (citizen friendly), in order to provide a basis and guidelines for Government Agencies and/or Officials in carrying out the duties of governance. This is stated in the explanation of Law Number 30 of 2004 concerning Government Administration. Act Number 30 Year 2014 of Governance Administration brings new paradigm in administrative law and Court, which regulates the government's activities in public sector, as guidance to make decision-making, administrative sanctions, abuse of power, ficititious positive and other related government's act. This development shows that administrative law and Court move to codified administrative law since previously there is no administrative law which regulates clearly and gives legal certainty (Aju & Kadek, 2021).

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The correct implementation of e-government will provide a much greater success rate of government programs by increasing the effectiveness, processes and procedures for completing government tasks. this certainly has a positive effect on the quality of better public services and increases the use of information in the decision making process by involving the community. The existence of e-court, which is an application or service created by the Supreme Court to simplify case administration because it is done electronically so that the judiciary is authorized to receive online registration through the e-Filing application, online estimation of fees through the e-SKUM application, online payment of case fees through the e-Payment application, online summoning of parties through the e-Summons application, and online trials (e-Litigation). This is in line with the main goal of the Supreme Court, which is to make a Modern Judicial Agency based on Integrated Information Technology (La Adu et al., 2022; Siti et al., 2023). This also is in line with Supreme Court Regulation No. 1 of 2019, states that "The judicial administration system that has used e-court is the Military Administrative Court, State Administrative Court, District Court, and Religious Court." (Article 1 (1) of Supreme Court Regulation No. 1 of 2019). Furthermore, Article 1 paragraph (7) stipulates that electronic trial is a series of processes for examining and adjudicating cases by the court which are carried out with the support of information and communication technology. The regulation is an improvement of the Supreme Court Regulation of the Republic of Indonesia Number 3 of 2018 concerning Electronic Court Case Administration which also regulates e-Litigation and e-court. The condition of the COVID-19 outbreak then adds to the urgency of the enactment of PERMA Supreme Court Regulation No. 1 of 2019 so that the Supreme Court Regulation of the Republic of Indonesia Number 3 of 2018 is declared invalid.

The Supreme Court of the Republic of Indonesia issued Circular Letter Number 1 of 2020 regarding Guidelines for Carrying Out Duties During the Prevention Period of the Spread of Corona Virus Disease 2019 (COVID-19) on March 23, 2020, within the Supreme Court of the Republic of Indonesia and the Judicial Bodies Under its Authority. This letter evaluates and at the same time revokes the Circular Letter of the Secretary of the Supreme Court of the Republic of Indonesia Number 1 of 2020 regarding the Adjustment of the Work System of Judges and Judiciary Apparatus in Efforts to Prevent the Spread of COVID-19 within the Supreme Court of the Republic of Indonesia and the Judicial Bodies under its authority, which was issued on March 17, 2020.

Literature Review

The regulation changes the judicial system from face-to-face proceedings to civil trials conducted using an electronic system (hereinafter referred to as e-court), which utilizes a method called "online," while face-to-face systems are referred to as "offline."

The E-court arrangement is specifically stated in the Regulation of the Supreme Court of the Republic of Indonesia Number 7 of 2022 concerning Amendments to the Regulation of the Supreme Court Number 1 of 2019 concerning Electronic Case Administration and Court Proceedings (The Electronic Case Administration and Court Proceedings Law). The regulation became an important milestone in the launch of an E-court website. For instance, The lawyer in Yogyakarta must not go to Semarang to register a case and settle the payment of court costs in advance. The Supreme Court's E-court map indicates that the Religious Court accepted 13 instances and the Semarang District Court received 15 cases. E-court users, known as advocates, are still scarce users of the E-court online system for some reason, whereas advocates play a role in the implementation of e-court in each court. This article used a qualitative approach, as it requires an advocate's perspective to use the E-court System. Since April 4, 2018, the E-court system has been actively serving users (advocates) (Dian Latifiani et al., 2020).

Article 3 of the Electronic Case Administration and Court Proceedings Law stipulates that electronic case administration and court proceedings apply to the courts of first instance and appeal for civil, special civil, religious civil, military administrative and state administrative cases. Related to this, the respective court websites can also be found. For example, https://pn-bandung.go.id/ for the Bandung region, https://pn-tegal.go.id/id/ for the Tegal region, https://pn-yogyakota.go.id/pnyk/ for the Yogyakarta region, and so on. Advances in Information and Communication Technology are growing rapidly in society, Electronic

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Government or E-Government is generally conceptualized by the government combined with organizational change to improve government structure and operations (Jean & Annika, 2019). The transition from offline to online systems has brought about numerous challenges because online systems utilize internet facilities for communication. Stakeholders in the judiciary, including judges, clerks, lawyers, and members of the public seeking justice, initially faced difficulties as they were not accustomed to using internet resources. Courts also had to prepare the necessary infrastructure for the smooth operation of e-court. Judges and clerks during the COVID-19 pandemic also encountered similar issues and therefore had to adapt to the new system. This method may also be referred to as the e-government. Also, this system originated from the e-government program in June 2003, following the rapid development of the USA E-Government Act 2002 Public Law (Tasya Safiranita, 2020). E-court as one of the components of E-Government requires readiness as well as coordination of stakeholders and also readiness among individuals/people to use this service. This will have an impact on the initiative levels of citizen awareness of the use of digital-based services. Failing e-government entails a lot of distress such as loss of time and money, loss of the good image of involved actors and last, but not least, an increase of future costs (Assaf & Muhammad Yunus, 2021; Jean & Annika, 2019). This condition raises the urgency of the need for supervision in the form of legal audit that can support the sustainability of E-court.

There is a significant difference between the 2019 E-court application and that of the previous application lies in the legal subjects (users) and their use in legal proceedings to a higher court. In 2018, E-court users were limited to advocates as registered users. Now, everyone can use the application in settling their civil cases. Another difference is that the use of E-court applications is now not limited to first-instance courts, but can also be used in appeals, cassation and case review at the Supreme Court (Ahmad & Achmad Cholil, 2020). Existence Regulation of the Supreme Court of the Republic of Indonesia Number 1 of 2019 concerning the Administration of Cases and Trials in Courts Electronically provides an opportunity for users other than registered users to settle cases using the E-Court (Dian Latifiani et al., 2022).

The implementation of e-court has some weaknesses. From July 2018 to June 2020, the Supreme Court noted that there were around 33,840 advocates registered in the e-court and e-litigation systems, but the number of verified advocates or those who had gone through the process of checking a number of requirements was 31,465 advocates as official users of the e-court and e-litigation systems in 30 High Courts throughout Indonesia. Meanwhile, the number of cases until June 2020 was recorded at 18,935 electronic cases. The crucial issue is e-payment related to the online application system, which also requires a thorough cooperation process with several related banks (Aida, 2024; Dian Latifiani, 2021).

This is a manifestation that in addition to the dimensions of organization, technology, and human resources, a service dimension is needed so that the target service users can be more targeted (R Pamungkas, 2020). In addition, the supervisory dimension is in the form of a legal audit that will monitor the running of the system. This is related to the principle stated in Article 2 Paragraph (4) of Law Number 48 of 2009 on Judicial Power, namely that the Judiciary shall be conducted simply, quickly and at low cost. The elucidation section stipulates that what is meant by "simple" is that the examination and settlement of cases is carried out in an efficient and effective manner. In addition, what is meant by "low cost" is the cost of cases that can be afforded by the community. However, the principles of simplicity, speed, and low cost in the examination and settlement of cases in court do not exclude thoroughness and accuracy in seeking truth and justice.

The issues addressed in this article relate to the transformation of civil trial proceedings in state courts from offline to online, encompassing three main problems: concerning the reliability of the online judicial system, the fate of e-court after the COVID-19 pandemic ends – whether it will be continued or terminated – and if continued, how to establish an audit system to measure the quality of e-court and its future improvements.

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Methodology

The legal research approach is beneficial for researchers because it gathers information from various aspects regarding the issue they are attempting to address. The approaches used in this research are the statutory and conceptual approach (Soerjono, 1986; Peter, 2008).

Peter Mahmud Marzuki outlines the approaches used in legal research. From the approaches outlined by Peter Mahmud, those applied in this dissertation are the statutory approach, conducted by examining all laws and regulations related to the legal issues being addressed, and the conceptual approach, which stems from viewpoints and doctrines that have evolved within the field of law.

According to Abdulkadir Muhammad (2004), based on its focus, legal research is divided into three types: normative legal research, normative-empirical legal research, and empirical legal research. This study is normative legal research because its main focus is on the normative system governing legal auditing. In this research, the researcheralso employs field study, not field research, as it only involves interviews to obtain data used to strengthen the arguments of this dissertation.

Normative legal research is conducted by examining literature sources, also known as library-based legal research. Normative legal research or library-based legal research includes research on legal principles, legal systematics, and legal comparisons. To strengthen the validity of the arguments, limited assistance is provided by socio-legal research, which involves legal research conducted by examining primary data (Abdulkadir Muhammad, 2004). According to Wheeler and Thomas, socio-legal studies are an alternative approach that tests doctrinal studies of law. The term "Socio" in socio-legal studies represents the interconnectedness of the law's contexts (Sulistyowati & Shidarta, 2009).

Discussion

The Feasibility of Sustaining the Implementation of Electronic Court Proceedings (E-Court) After the End of The Covid-19 Pandemic

Every individual engages with their government on numerous occasions to access services. From registering births and seeking child support to obtaining identity documents, we heavily depend on the government for education, healthcare, business ventures, home purchases, and assistance during unemployment (Scholta, 2019). William C. Menninger, in delivering the Arthur Dehon Little Memorial Lecture in 1951 on Social Changes and Scientific Progress at the Massachusetts Institute of Technology (MIT), stated that change would give rise to concerns, stemming from ignorance about the substance of the change; humans tend to be resistant to change. Concerns are further heightened when the results of the change are unknown or, if known, undesired. Rapid technological change will trigger concerns when the nature of the change is unknown or unwanted. It is certain that revolutionary change, driven by the use of information technology, greatly facilitates patterns of interaction and various economic activities among humans. Undoubtedly, positive outcomes from the use of information technology will be able to mitigate the emerging negative impacts of such technology utilization (Roostow, 1952).

Civilization started with physical work, but now workers rely more on their minds and creativity until an era where thinking comes from something called Artificial Intelligence (AI). The pace and magnitude of transformations driven by the fourth industrial revolution are unavoidable. These shifts will lead to changes in power dynamics, wealth distribution, and knowledge dissemination. The current and anticipated future capabilities of AI hold the potential for significant and widespread benefits for individuals, institutions, and society (Min Xu et al., 2018; Christopher et al., 2019). Massively, technology infiltrates various fields such as the economy, information, and government systems. In these circumstances, businesses can substitute various activities with information technology solutions, including roles like accountants, marketing professionals, manufacturing, and manual labor. To remain operational and progress, corporations must engage in fundamental business reengineering, ensuring agility, accuracy, and alignment with technological advancements and consumer trends (Nugroho & Murwadji, 2021).

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Menninger's opinion is in line with the experiences of legal stakeholders, including lawmakers, members of the legal field in parliament, government officials, judges, prosecutors, police officers, lawyers, clerks, professors, and students. For legal stakeholders, Indonesia is a rule of law country, which is an absolute necessity; non-legal aspects such as economic, political, social, and communication fields should be regulated by law, not vice versa.

The development of digital technology by legal stakeholders is considered as a tool or means used for communication, typing documents, and other administrative purposes. According to legal stakeholders, electronic and digital technology are objects rather than subjects of law. As legal objects, legal technology can be used as a means of communication.

Behind the growing use of the internet, legal institutions also face serious questions about how to regulate the internet legally and how to regulate everything related to the internet in such a way. The internet is not a physical or visible entity, but rather a massive network interconnected by numerous users linked through computer networks, thus forming a network of networks (Yee Fen, 2006).

Legal stakeholders are individuals or institutions who find it most difficult to accept the reality that the internet is a vast network. However, after witnessing its impact, where information can quickly spread and have legal consequences, legal stakeholders become aware that electronic technology, digital technology, and the internet need regulation. technological advancements are still considered legal objects for communication and conveying various information at this stage. In an Industry 4.0 context, human roles involve reduced physical labor but increased cognitive work. They must engage in extensive communication with partners throughout the value chain and adapt to customer preferences. Additionally, they'll grapple with the complexities of collaborating with or overseeing autonomous systems, all within a service-oriented organizational framework. Fourth industrial revolution characterized by the integration of digital technologies into manufacturing and production processes. It involves concepts like the Internet of Things (IoT), automation, data analytics, and smart factories. AI's involvement in society and the state is increasingly needed. One aspect is the economy where AI is widely recognized as a critical asset for enhancing firms' competitive edge in the digital economy (Grischa, 2020; Haiming & Zhifeng, 2022).

Regarding this matter, Diane Rowland mentions that The internet also provokes fundamental questions about regulation: generally, what are the appropriate forms of regulation for online activities, how much regulation is required, and who should regulate? Regulation of and on the internet has been considered and examined in many different situations (Uta & Andrew, 2017).

Information and communication technology has transformed the behavior of society and human civilization globally. Moreover, the development of information technology has made the world borderless and has caused significant social changes to occur rapidly. Information technology is now a double-edged sword because, in addition to contributing to the improvement of human welfare, progress, and civilization, it also serves as an effective tool for unlawful acts (Ramli, 2010).

The speed at which data is stored and presented to be interconnected with each other, in this case, the internet, requires regulation, even though according to Lawrence Lessig, the internet has an original character within its scope that is invisible to everyone. Furthermore, Lawrence Lessig reveals that "The change that could and are pushing the net from the unregulable space it was, to the perfectly regulable space it could be." (Lessig, 2006).

An adaptive legal framework is crucial for constructing the direction of economic development by strategically incorporating the potential of digital economic development in Indonesia. A comprehensive picture of legislative products, throughout the periodic changes in government, will also provide a complete overview of the legal framework that can be prepared to produce adaptive legislative products (Saripudin, 2022).

As an example, the actual legal transplantation in China took place at the end of the 19th century and the beginning of the 20th century, when China began rewriting various regulations in its legal system by

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following the Japanese model of transplanting Civil Law from Europe. The impact of such transplantation is evident today, as China still claims to be a country of the Continental European Law tradition. However, a strong convergence between Civil Law and Common Law has been observed in the last 30 years of legal development in China (Shijian, 2015).

The term "legal transplantation" was coined in 1970 by Prof. Alan Watson from the United States to describe a situation where legal rules from one legal system or country can be "transferred" or "copied" to another system, country, or culture. Since then, legal scholars have explored the meaning of legal transplantation, considering the extent to which and how transplanted foreign laws need to be localized and modified to ensure the efficiency of the legal transplantation. Many countries worldwide have used legal transplantation as a fundamental approach to national legal development for hundreds of years, particularly within the Civil Law family. The Common Law family globally also provides an excellent example of a process where a country or jurisdiction copies, adopts, accepts, or learns from foreign legal systems to build or enhance its own legal system. It is also a good example of spreading legal traditions through legal transplantation. The practice of legal transplantation has also been evidenced in China since the early 20th century, when China began transplanting the Civil Law tradition. However, transplantation does not mean mere copying in many cases. Foreign rules must be modified to address local issues and values (Shijian, 2015). China utilizes legal transplantation to meet such complex legal needs within the broader framework of strengthening economic development.

Kenneth W. Dam (2011) emphasizes how China's legal transplantation involved adopting more substantive legislation as a best practice from the West. This was followed by strategies to reduce excessive state dominance in both development planning and price determination, making the approach more market-oriented. This step has been highly effective for China's significant economic development leap.

Regarding legal transplantation, it has long been implemented in Indonesia because the law in force before independence was the law of "the ruler." Before the era of kingdoms, communities were governed by traditional rulers, and thus Customary Law prevailed in various regions of Indonesia. During the kingdom era, the law in force was the law of the king. Full legal transplantation was carried out during the Dutch colonial period using the "concordance" method, which applied the laws in effect in the Netherlands fully to the Dutch East Indies.

Since independence, many legal stakeholders, including lecturers, lawyers, consultants, businesspeople, bureaucrats, and others, have studied or attended school abroad. Upon returning to Indonesia, they incorporate the laws they have learned into Indonesia's normative system. Thus, legal transplantation has been ongoing from the Dutch colonial era to the present.

The utility of Intellectual Property Rights is to be able to address various new challenges arising from innovation in the field of digital technology, which constitutes a dynamic role. R.L. Campbell, as quoted by Chidi Oguamanam (2008), states: "Digital technology expands the frontiers of Global Knowledge Economy in several respect including the practical translation of cyberspace or the internet as a domain of creativity, innovation, and wealth creation, and critical site for socio cultural interaction, and democratic exchange within and across national boundaries."

When the force of technology penetrates the boundaries of jurisdiction, creativity becomes the driving force of the economy, streamlining resource needs, and thus, law must be present with all its readiness. How can the law regulate it if there is no substantial understanding of what it will regulate? (Saripudin, 2022)

Chambell's analysis of the importance of legal stakeholders in Indonesia understanding the digital and internet systems as a substantive regulation that must be deeply understood so that the resulting regulations are truly needed. The main issue is normative and sociological aspects. Normatively, it is emphasized that according to the 1945 Constitution, Indonesia is a state of law, hence legal stakeholders "feel" more empowered compared to other professions. The sociological aspect is that their field of study is monodisciplinary law; they are reluctant to study other fields, especially those related to Engineering.

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Lawrence Lessig mentions there is an interdependence between: Law, Market, Architecture, dan Norms: The constraints are distinc, yet they are plainly interdependent. Each can support or oppose the others. Technologies can undermine norms and laws; they can also support them. Some constraints make others possible; other make some impossible. Constraints work togather, though they function differently and the effect of each is distinct. Norms constraint through the stigma that a community impose; market constraint through the physical burdens they impose; and law constraints through the punishment it threatens (Lessig, 2006).

According to Lawrence Lessig, the interconnectedness between law, markets, architecture, and regulations is indeed very apt because they mutually support and influence each other. This aligns with the quality science of law concept, which entails being flawless, satisfying users, and endless continuous improvement. These three concepts of the quality science of law strongly support the development of digital and internet law.

Furthermore, Erman Rajagukguk suggests that the primary factors for law to play a role in economic development are whether the law can create stability, predictability, and fairness. The first two are prerequisites for any economic system to function. The function of stability includes the potential of law to balance and accommodate competing interests. The need for predictability regarding the consequences of actions taken is particularly important for countries where much of the population is entering economic relationships beyond traditional social environments for the first time. Aspects of fairness, such as equal treatment and standard patterns of government behavior, are necessary to maintain market mechanisms and prevent excessive bureaucracy (Sembiring, 2010).

Finding the legal protection framework to respond to digital economy growth surely requires a broad framework of thought from legal scholars to better guide the direction and provide a strong foundation for translating it into the realm of current legal thinking. It is about delving into the meaning of law as explored by a philosopher like Ronald Dworkin; he poses a fundamental question and statement regarding the essence of law (Dworkin, 1986). Laws empire is defined by attitude, not territory or power or process. Laws attitude is constructive: it aims in the ninterpretive spirit, to lay principle over practice to show the best route to a better future, keeping the right faith with the past.

According to Dworkin, the "legal attitude" is constructive, laying down principles based on practice to show the best route towards a better future by maintaining a true belief in the past. True beliefs from the past can provide completeness and the ability to indicate the best direction for the future. The capability to indicate the best direction certainly requires the ability and mastery of legal scholarship to design something far ahead (visionary), a law that has adaptability to the development of time with various new developments in the fields of science and technology.

Ronald Dworkin's philosophical standpoint aligns with one of the characteristics of legal quality, which is keeping up with global developments. In developed countries, the development and implementation of information technology have been very rapid. In the United States, the United Kingdom, Canada, the European Union, and New Zealand, AI has already been applied in the legal field and dispute resolution in courts for legal analysis, and it has even been used to predict court decisions. By comparison, the chatbots in Spain are basic technologies with limited features and functionalities. Most of them are designed to provide information on regulations and events, and some assist with service processing. (Cortés-Cediel et al., 2023)

The legal status of AI in Indonesia is not yet defined under Intellectual Property Law. However, many Intellectual Property (IP) objects are supported by AI as patentable inventions and can be considered as IP security assets. Throughout human history, intellectual property has been a key factor distinguishing humans from other creatures. Creativity has driven progress, leading to numerous discoveries that showcase human intellectual capabilities. AI, however, also possesses the potential for creativity and invention. Consequently, AI-generated products can be protected under intellectual property regimes (Ramli et al., 2023).

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In Indonesia's current legal framework, AI is not explicitly regulated, but its status can be inferred through legal interpretation. The existing status of AI can be referenced in Law Number 19 of 2016 on Electronic Information and Transactions (ITE Law), which addresses Electronic Agents. According to Article 1, Number 8 of the ITE Law, an Electronic Agent is defined as a device within an Electronic System designed to perform actions on Electronic Information automatically on behalf of a person. The term "automatically on behalf of a person" includes both natural persons and legal entities, whether Indonesian citizens or foreign nationals. Nevertheless, ITE Law actually emphasizes the regulation of electronic transaction information rather than cyber problems (Lestari et al., 2022).

In addition to regulations on information and transactions, personal data protection has become a crucial pillar. The e-court application, which can be used by Registered Users (Advocates) and Incidental Users who only need to enter data and a password, also emphasizes this. Personal data protection is covered by various legal instruments in Indonesia, including Law Number 36 of 1999 on Telecommunications, Law Number 10 of 1998 on Banking, Law Number 39 of 1999 on Human Rights, Law Number 24 of 2013 on Population Administration, Law Number 1 of 2024 on the Second Amendment to Law Number 11 of 2008 on Electronic Information and Transactions (ITE Law), and Law Number 27 of 2022 on Personal Data Protection (PDP Law) (Sembiring, 2024).

Telecommunication network providers have an obligation to meet the needs of the community, including in remote and/or underdeveloped areas, to ensure access to telecommunication services with good quality and affordable rates.

To achieve national development goals, telecommunication network providers must adhere to the following principles as the foundation for delivering telecommunication services:

Providing equal treatment and the highest quality service to all users;

Enhancing efficiency in telecommunication operations; and

Meeting service standards and ensuring the provision of necessary facilities and infrastructure.

In the context of providing telecommunication networks, applying these principles means that providers must consistently deliver top-quality service and user experience, while also ensuring the availability of sufficient telecommunication facilities and infrastructure. Furthermore, they need to plan and execute their services efficiently, taking into account resource constraints such as spectrum, workforce, and budget (Hidayat et al., 2023).

The evaluation of the quality and implementation of legislation will generate an understanding of what needs to be regulated. The readiness of regulatory content certainly requires a multidisciplinary thinking perspective. This multidisciplinarity will crystallize and generate regulatory content to respond to the speed of technological discoveries, thus contributing to country's economic growth (Saripudin, 2022). As a supporting theory of the "Economic Analysis of Law Theory" as proposed by Richard A. Posner. According to Posner (2022): "The most aggressive version argues that economics not only explains the rules and institutions of the legal system but also provides the ethically soundest guide to improving the system."

According to Hari Chand (2005), Posner's economic approach to law can elucidate the connectivity between economics and law. The economic approach to law aims to achieve efficiency in what is technically referred to as the Pareto Criterion. Scholars who adopt the economic approach to law discover a connection between principles of justice, morality, or beliefs in truth based on economic law and the efficient allocation of resources.

Josef Kohler was born in Offenburg, Germany on March 9, 1849. He completed his education at the Gymnasium of Offenburg and Rastatt, and then continued his studies at the Universities of Freiburg and

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Heidelberg. In 1878, he became a law professor at Wurzburg, and later he became a law professor at the University of Berlin (Kohler, 1921).

Kohler's thought is so substantive and comprehensive that, according to him, the legal system is not always constant; it changes. Law must adapt to a continuously advancing culture, a culture that moves positively to generate various advancements in civilization, advancements supported by the development of science and technology. Law does not hinder, or even stifle, the various potentials that will develop culture. The changing meaning of law is dynamic law, law capable of creating spaces for the creation of various human intellectual creations that give birth to various inventions.

Therefore, no law is eternal. The law suitable for one period may not be suitable for another society's period. In addressing this, the effort made is to try to provide each culture with an appropriate legal system. What is good for one person does not necessarily mean good for another. Law, like existing cultures, does not always align with the law in place, as in many cases; certain requirements remain unconsidered, or the appropriate means are not used to fulfill them. In such cases, efforts in two directions are justified: efforts to change the law to fit cultural needs, and efforts to find legal interpretations that will, as far as possible, align with cultural demands (Kohler, 1921).

On a micro scale, Kohler makes a very precise comparison, stating that what is good for one person does not necessarily mean good for another individual. When drawing a more general understanding, a good legal system in one community (country) may not always be suitable and effective for another country. This means there is still the possibility of suitability even though it may not always be suitable for law enforcement in other countries. Kohler emphasizes in his broader thinking that there are two things when the law becomes unsuitable and cannot be effectively applied within the scope of society over a period of time. Firstly, according to Kohler, there is an effort to change the law to fit cultural needs, and secondly, there is an effort to find legal interpretations that align with cultural demands.

This forms the foundation of Kohler's significant thinking about the necessity for legal changes to align with cultural needs. The rapidly moving cultural needs, which have led to an information technology-based culture, a culture driven by the power of knowledge revolutionizing various human activities with the speed and significant changes in digital-based information technology with the discovery of the internet. Hence, there is a need for laws that can meet the current cultural needs, which do not hinder the current culture's development. Additionally, efforts in legal interpretation are also needed to align with the demands of cultural development at present.

With his philosophical thinking, Josef Kohler further guides us to enter spaces of thought that are so deep and contemplative. The variety in evolution makes it impossible to establish a specific type of development for all cases where universal history can be assessed (Saripudin, 2022).

Laws should be crafted in such a way that they can align with culture. They should help cultivate cultural seeds and suppress elements that contradict it. But it must be remembered that the path of culture is often indirect, that it achieves its goals circuitously, and that often it must advance through long periods that are uncultured. But even in such times, a legal system is demanded. Naturally, it would desire a system that is as much in line with its uncultured condition as possible; while on the other hand, a higher understanding of the law aims to minimize things contrary to culture so that antagonistic tendencies weaken conditions that contradict culture and even tend towards being uncultured will recede, thus normal conditions for progress can be reshaped more quickly (Kohler, 1921).

Korkunov is a Professor of Public Law at the University of St. Petersburg, Russia. He will provide enlightenment on how comprehensive Korkunov's analysis of the law is. Korkunov offers clear insights into various theories related to societal conditions and legal development. On the other hand, if e-government becomes a component of the political agenda, it will be treated as a legal framework or regulation, providing support for government employees to facilitate e-government adoption. However, if it remains within the government's broader agenda, relevant ministries and departments will adhere to

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existing laws and regulations, disregarding any e-government circulars issued by authorities if they conflict with established legal norms.

According to N.M. Korkunov (1909), classical juridical literature is capable of laying the foundation of legal philosophy that can provide space for societal concerns, responding to worries and fears, accommodating the tendency to attain happiness, which, when interpreted more broadly, consists of the ability to fulfill physical and psychological needs inherent in human nature. In a more concrete form, this is interpreted as welfare, where welfare is understood to occur when there is a surplus between economic potential and the needs that must be fulfilled. Furthermore, the law responds to the values of equality, freedom, and the harmonious development of a range of principles. However, according to Korkunov, there is a practical inability when faced with more concrete social dynamics. This is where a scientific method established for the study of law is needed to be able to respond to something practical in the dynamics of human life, as he puts forth regarding The Mechanical Theory.

Such are the great thoughts of Korkunov, who views law as a series interconnected between the existence of individuals, culture, and society. Therefore, in achieving the goal of societal progress, technical rules are needed because technical norms are rules that indicate the actions needed to achieve specific goals (Kurkunov, 1909).

Roscoe Pound is a great legal thinker, who has also produced great thoughts. One of Pound's great ideas is the importance of understanding and mastering legal philosophy in comprehending law more comprehensively. Pound (1921) explains the importance of legal philosophy in constructing regulations that will govern a constantly dynamic society.

After Pound laid down the very fundamental and philosophical foundations as a basis for reconstructing and reformulating regulations that evolve dynamically with the dynamics of social development. Pound, furthermore, explains: "Finding the law may consist merely in laying hold of a prescribed text of a code or statute. In that event the tribunal must proceed to determine the meaning of the rule and to apply it. But many cases are not so simple. More than one text is at hand which might apply; more than one rule is potentialy applicable, and the parties are contending which shall be made the basis of decision. In that event the several rules must be interpreted in order that intelligent selection may be made."

In the "Use of AI in litigation: A quick look at today and the future" Andrew Judkins, a senior lawyer in London, suggests that data and AI play a remarkable role in predicting court decisions. Judkins explains that machine learning technology has wide-ranging applications. It is being used in relation to analysis, court data, judges, parties, the impact provided, and more. In its development, AI-based applications, data, and algorithms can be used as litigation strategies, even to predict the outcome of litigated cases handled in court.

Judkins explains that in 2016, researchers from three universities, namely University College London, University of Sheffield, and University of Pennsylvania, created a machine learning algorithm model capable of predicting the outcomes of cases in the European Court of Human Rights. The remarkable thing is that the model had an accuracy of 79 percent. Similar studies have also been conducted for cases in the US Supreme Court, achieving an accuracy of 70 percent. The applications used in this study were retrospective, analyzing cases based on jurisprudence.

With the increasing use of litigation data analysis, it will drive the emergence of data-input-based applications that can generate futuristic predictions based on existing judgments. Predictive case and decision models are certainly very interesting not only for judges, legal practitioners, lawyers, and anyone involved in the litigation process. These applications can be used for predictive evaluation, benefits, steps, and attitude choices in case handling, even before starting the litigation process, including its strategies. This reality underscores the urgency of regulations to ensure that procedural law and ethics in court are upheld. Practice also shows that AI outputs are widely used, including in the form of electronic evidence in court, for civil, criminal cases, and even in arbitration forums. The results of a study showed that although

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people do desire AI to play a role in public sector decision-making, their preference for AI influence is notably lower compared to politicians, citizens, and human experts (Haesevoets, 2024).

The Chief Justice of the Supreme Court of Indonesia, H. M. Syarifuddin, has a special concern for the presence of AI in the judicial world. During the Seminar on the Use of AI in the Legal System and Judiciary organized by the Indonesian Retired Judges Association on December 14, 2022, in Jakarta, the Chief Justice stated that the role of technology has become so dominant in judicial practice.

The Supreme Court has also implemented AI for the appointment of judicial panels through the "Smart Majelis" application. This application can randomly assign judicial panels, taking into account workload, case type, and the judges' expertise. This model can eliminate subjectivity in the process of appointing panels to handle cases. According to the Chief Justice, AI is expected to be used in the future to assist judges in analyzing cases. This will be based on various factors and provide input and insights on the best conclusions for each case resolution.

The Supreme Court also emphasized a futuristic approach centered on the human role, stating that even though AI is used, the judges will ultimately make the final decisions. This stance by the Supreme Court is very appropriate and futuristic, aligning with the development of AI in practice in various developed countries. AI can be utilized, but it must remain under human verification, supervision, and control. AI is not the same as humans; it is merely a system model devoid of emotional intelligence and conscience, thus the final decisions are still made by human judges.

In the seminar, Chairman of Indonesian Retired Judges Association HM Saleh stated that the judiciary and legal profession are not isolated from the development of AI. The presence of AI is a reality, and its use has already extended into the judicial world. As one of the speakers at the seminar, HM Saleh was asked to present material comparing the use of AI in practice and regulations in various countries. I am also sharing this material with Kompas.com readers for broader benefit. AI can assist in the judicial process in various ways, including legal research, decision prediction, contract analysis, due diligence, legal argumentation, judicial administration systems, trial transcription, minute taking, and even preparation and strategy for litigation by lawyers.

Feasibility of The Continued Implementation of Electronic Court Hearings (E-Court) After the End of The Covid-19 Pandemic

E-government serves as a digital channel that links government services with the public, enabling a two-way interaction that can evolve with changes in technology, design, and strategy. This interaction is not merely normative but can also facilitate direct, beneficial exchanges between the two parties. To support public values effectively, the government must ensure that the e-government content it creates is of high quality. This also applies to e-court. Moreover, e-court contains private value with direct impact on citizens. Private value acquisition has a significantly greater impact on continuous e-participation intentions compared to public value creation, highlighting the importance of private value in citizen e-participation. Both values play a significant mediating role in the relationship between antecedents and participation intentions (Hariguna et al., 2022; Ju et al., 2019).

Concerning the hypothesis on the relationship between the percentage of e-government users and the level of trust in governments, it was observed that higher trust in a government correlates with increased use of e-government services, and vice versa (Pérez-Morote et al., 2020). Once citizens believe that the government is transparent and that its policies serve their interests, they develop higher levels of trust in the government. This increased trust, in turn, leads to a greater intention to use and recommend e-government services (Mensah, 2020). Though e-government can produce both tangible and intangible outcomes, the primary objective of the government in implementing these initiatives should be to enhance governance efficiency and achieve tangible benefits, such as cost and time savings. Therefore, all e-government websites should be designed and developed in accordance with accessibility standards to enhance their quality and promote greater citizen participation (Malodia et al., 2021; Paul, 2023).

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In the context of taxation, e-filing involves the electronic submission of tax returns, known as e-SPT. It was first introduced by Application Service Providers (ASP) and authorized through the Director General of Taxes Regulation Number KEP-05/PJ./2005 on Procedures for Electronic Submission of Tax Returns (e-Filing) through Application Service Providers (ASP). Over time, the Directorate General of Taxes (DJP) developed a government-owned e-Filing application that can be accessed through the DJP website. This means that the implementation of e-government in Indonesia has been ongoing for quite some time (Mekari, 2018). Implementing full automation ensures that all community service processes are conducted online, aiming to provide more effective and efficient services in line with e-government objectives. The effectiveness of the e-filing program is demonstrated by its ability to eliminate factors that influence taxpayer compliance in fulfilling their tax obligations. These factors include individual differences, feelings of injustice, perceptions of low risk, and risk-taking behavior. However, manual reporting is also available so that people who prefer this service can still receive good service. The phases of e-government include pre-implementation (design and goal setting), implementation (Planning and implementation), and also post-implementation (Operational, Monitoring and Evaluation) (Rokhman et al., 2023; Ashaye & Irani, 2019).

The rapid development in society, especially in information technology and the internet, cannot be stopped. This development is certainly beneficial for achieving efficiency if e-court is conducted quickly and wisely. This is evidenced by the formulation of Supreme Court regulations and their implementation in practice, specifically the program for conducting court proceedings electronically (e-court). Furthermore, the impact of e-government implementation on government organization costs reveal that managers and experts recognize its substantial role in cost reduction. Specifically, leveraging electronic services not only saves time but also decreases reliance on human resources, minimizes transaction costs, streamlines user communication, and lowers overall operational expenses (Mahmoodi & Nojedeh, 2016).

The Electronic Court Program (e-court), hereinafter referred to as e-court, was prompted by the COVID-19 pandemic. The government issued several regulations to prevent the spread of COVID-19 through handwashing programs, wearing masks, and maintaining social distance between individuals. Courts, as places where the public gathers—whether they are seeking justice, lawyers, judges, prosecutors, clerks, etc.—are vulnerable to the spread of the COVID-19 virus. Therefore, the e-court program is evidence that the Supreme Court and the judiciary have implemented one of the characteristics of quality, which is continuous improvement without end.

Currently, e-court services are available in all general courts in Indonesia, namely 382 (three hundred eighty-two) courts. As of October 10, 2019 in the general judicial environment, the District Courts (PN) that received the most number of civil cases through e-court were Surabaya District Court with 686 cases, Tangerang District Court with 384 cases and Palembang District Court with 238 cases (Mahkamah Agung, 2019). Based on these data, it is important to examine and analyze the extent of e-court implementation in realizing the effectiveness and efficiency of civil cases in the courts, in this study the Surabaya District Court and Palembang District Court as the two District Courts with the highest number of registrations in Indonesia (Aidi, 2020). Another reality faced at present is that case registration can only be applied to general, religious and state administrative courts, while military administrative cases in the Military Court are not yet operational. Another example is in 2021, the E-Court policy was not implemented effectively. Out of 7210 cases, only 316 used E-Court, which is just 4.38%, far below the target of 40% (2884 cases). Similarly, E-Litigation was also underutilized, with only 4 out of 216 targeted cases resolved this way, representing just 0.06% of the total cases (Berutu, 2020; Ulumudin et al., 2022).

In classical law, the procedures and oversight of regulation implementation are governed by statutes, such as the Civil Procedure Code. In contrast, the science of legal quality considers regulations as not the only form of law. There is a new form that is a continuation of the law, referred to as "operational law" or the implementation of law, which includes methods and audits of its application. The writer refers to this as "legal management," which is a legal document known as a manual system or often referred to as a documentation system.

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The Manual System in the science of legal quality is essentially a continuation of regulations or implementing regulations that are not recognized as a form of regulation under Law No. 12 of 2011. As a legal consequence, law enforcement officers and legal service providers will experience difficulties in the application of the law. Besides not considering it as law, law enforcement officers are reluctant to implement it as law.

With the lack of recognition of "Legal Management," judicial institutions that conduct court processes will experience difficulties in carrying out judicial processes. This is because legal management is essential for organizing the necessary legal quality documents.

In legal proceedings within judicial institutions, we are familiar with Procedural Law, as exemplified by Law No. 8 of 1981 concerning the Criminal Procedure Code which regulates the procedures in adjudicating criminal cases. However, the detailed procedures for adjudicating these cases are not explicitly stipulated. In practice, business entities such as banks, hospitals, and the police may not realize that they are already implementing a legal management system. This can be observed through the development and implementation of procedures known as Standard Operating Procedures (SOPs), or in the case of the police, one of these is called Standard Operating Procedure. The issue lies in the fact that the SOPs they create only serve as regular procedures separate from the fundamental regulations and are not considered unlawful if not fully implemented.

According to the hierarchy of legislation in Indonesia, a legal form in the shape of a manual system is not considered law. Efforts to convince legal scholars about legal management as an operational form of law are also challenging. The issue that arises is that the manual system is not regarded as a regulation or implementing regulation, making it difficult for leaders to impose sanctions. In the Science of Legal Quality, a manual serves two functions: procedure or method of implementing regulations that must be followed and a means of auditing implementation.

In the science of legal quality, manuals can be grouped into three categories, namely:

Policy Manual

It is a manual prepared and must be implemented by the top management (highest leadership) of an institution, in this case, the Chief Justice of the Supreme Court along with the officials of echelon 1 (the director-generals), who formulate quality policies covering planning, directing, and overseeing.

Procedure Manual

This is a manual prepared and implemented by mid-level officials or managers, in the case of the Court, it is carried out by the Chief Justice of the High Court and the Chief Justice of the District Court. This manual is the implementation of the policy manual, containing the steps that must be formulated and implemented to ensure that procedures are carried out correctly. This manual is also used for supervision by managers in an effort to ensure that the targets of the policy manual are achieved.

Work Instruction Manual

It is a manual prepared and implemented by operators to outline the actual actions that field implementers must take. This manual is implemented by judges and functional personnel, such as substitute court clerks. It details the actions that must be taken at each stage of the procedure manual.

The purpose of Legal Management through the development and implementation of manual systems is user satisfaction, meaning that users feel satisfied due to the alignment between their expectations and the provision of services/goods needed for their tasks. According to the researcher, satisfaction in the science of legal quality differs from satisfaction in classical legal science. Satisfaction in the science of legal quality is categorized into 3 levels, namely:

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Basic Satisfaction,the lowest level of satisfaction. Actions regulated in regulations, agreements, or legal agreements constitute the lower limit that must not be exceeded. For example, a Judge in a District Court handling first-level cases according to the SOP must be completed within 3 months or 12 weeks. If the officer completes their task within the specified time frame, they receive recognition for being deemed professional in fulfilling their duties and responsibilities. In fact, the judge may receive commendation for their good performance. According to the science of legal quality, the performance of the District Court Judge only achieves basic satisfaction. Basic satisfaction, according to the science of legal quality, should be avoided as much as possible because users do not actually feel satisfied.

Intermediate Satisfaction, is satisfaction above basic satisfaction. For example, suppose the District Court Judge can resolve the case within 10 weeks, which means 2 weeks earlier than the SOP. In that case, it already falls into the category of intermediate satisfaction because it is 2 weeks faster than their legal obligation. Intermediate satisfaction, according to the science of legal quality, marks the starting point of genuine satisfaction. Professionals must understand that the concept of legal certainty needs to be altered; they must grasp that they should be able to complete tasks better than the allotted time and must be faster than the required time.

High Satisfaction: Satisfaction beyond imagination because it is considered beyond human capability, for example, if the tax officer can resolve the case within 8 weeks and all parties accept the judge's decision, and the lawyers as well as the community seeking justice are very satisfied with the officer's performance.

The concept of satisfaction levels when juxtaposed with the concept of "defect-free" is actually the essence of the legal quality science paradigm, which fundamentally alters, or in other words, dismantles the concept of "legal certainty" according to the classical legal science upheld until now.

Legal certainty in legal science is the accuracy or conformity between what is regulated or agreed upon and what is done. For example, in the above example, if the District Court Judge can resolve the case within 8 weeks and all parties accept the decision without objection, then the highest level of legal certainty is achieved and praised.

This adage is crucial to be localized among all stakeholders of the judiciary, including court officials, judges, clerks, legal advisors, and the community seeking justice in court. The localization of this adage is especially important, particularly in district courts, as they are the "headwaters" of all judicial activities since all judicial processes start from the district courts. Additionally, district courts examine legal facts, particularly evidence, which would take a long time without the application of this adage.

The approach of legal quality science is a multidisciplinary approach, encompassing approaches used in both legal and non-legal disciplines, including economics, psychology, local knowledge, communication, and mathematics. Therefore, legal science must shift its paradigm from a monodisciplinary approach to a multidisciplinary one by applying legal quality science. Associated with Mochtar Kusumaatmadja's opinion that the function of law is as a change agent in society, law must act as a leader of change tasked with planning, directing, supervising, and auditing such changes. Thus, legal professionals must understand and apply legal quality science, which employs multidisciplinary methods.

With this manual system, there are two important issues regarding human resources (HR), namely, the actors and their supporters. The actors referred to by the researcher are the implementers of the manual, in this case, the leadership of the district court, the judges, clerks, and the court administration team, while their supporters are the community and their legal advisors. Second, external HR, which institutions or organizations are authorized to conduct legal quality audits.

The concept and characteristics of quality must be localized among the court leadership, judges, clerks, court administrative staff, prosecutors, legal advisors, and bar associations. A new task for the chief of the district court is to prepare the Work Instruction Manual, localization, and implementation of the system. With this system's implementation, the district court's leadership and the judges work with a new and modern system.

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The researcher distinguishes legal certainty according to classical law, which is currently in effect, and according to Legal Quality Science. Legal certainty according to classical law constitutes normative legal certainty, which is certainty regulated by legislation or agreed upon in agreements. This certainty is currently considered by legal experts as something ideal because normative law is situated within the realm of necessity *(das Sollen)*.

According to the researcher, such legal certainty becomes very rigid because as long as normative certainty is fulfilled, there is no legal violation. This kind of legal certainty makes legal actors work in a "minimalist" manner, and the law does not encourage society to strive for better than what is agreed upon.

Legal Quality Science is present to strengthen classical legal certainty by providing space for results that are better viewed from a multidisciplinary analysis. In the Introduction to Legal Science course, the application of Legal Quality Science is an example of legal refinement *(rechtsvervijning)*. Legal certainty according to classical law currently in force, according to Legal Quality Science, represents the "ultimate limit" of legal application, and as a result, if exceeded, it constitutes what is called "unlawful conduct."

Concept and Characteristics of Legal Quality Audit System Towards The Regulation of Electronic Court Proceedings (E-Court) In Realizing an Effective and Just Civil Justice System

From the comparison on the topic of "Judicial Review" from these three countries, it turns out that the material is the same as material review as carried out by the Constitutional Court and the Supreme Court. In Indonesia, with the new Law on Judicial Authority, namely Law No. 4 of 2004 (replacing Law No. 14 of 1970 jo. Law No. 35 of 1999), regarding the authority to review material, it is regulated in Article 11 paragraph (2) b which states: "The Supreme Court has the authority to review regulations under the law against the law."

Article 12 paragraph (1) a of Law No. 4 of 2004 regulates the authority of the Constitutional Court to adjudicate at the first and final level, with its decisions being final, to review laws against the 1945 Constitution of the Republic of Indonesia.

From the literature review related to the comparison of "Judicial Review" in the United States, Japan, the Philippines, and Indonesia, it turns out to be different from the topic of this dissertation, which is Legal Quality Audit. The difference is that "Judicial Review" in these four countries is an activity to test a regulation against a higher regulation, whereas Legal Quality Audit is an activity to measure the degree or level of quality, in this case, the implementation of electronic court proceedings for civil cases in district courts or "e-court" and other activities that support its implementation.

In an effort to address the third identification, the researcher utilizes the Theory of Legal Quality Science and the Theory of Economic Analysis of Law by Richard Posner. Posner's opinion is used to assist in analyzing the effectiveness of using e-court in terms of trial costs and comparing them with the benefits obtained after the execution of the verdict.

Many argue that law enforcers and legislators, as law makers, have never based their analysis on economic analysis, but this is not entirely true. Considering that both law enforcement officials and legislators often use economic analysis in every policy they make, albeit implicitly. In civil cases, the reasons are mostly questioned in economic calculations, namely inheritance, compensation, and unlawful acts.

In general, the existing economic value will definitely decrease rather than increase in such a condition, where the cost of preventing losses is added just to avoid lower loss costs. Conversely, if the benefits of avoiding the loss costs incurred exceed the prevention costs, then society, in general, benefits when such prevention costs are incurred and those losses can be avoided.

Law and Economics or commonly known as Economic Analysis of Law was not initially known and developed. This is because it represents a fusion of scholarly horizons between law and economics. Law

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and economics were not categorized as part of the legal discipline, so they did not have academic recognition.

The stagnation of the development of Law and Economics is partly due to the development of jurisprudence, which at that time still revolved around the core teachings of legal certainty and justice, and even until now, the evolution of law and the study of jurisprudence seem to still revolve around these core teachings.

Based on this relationship, Posner argues that economics is the science of rational choices amidst human desires for desired resources. The existence of law in the midst of life is essentially as a set of regulations or sanctions aimed at regulating human behaviors that fundamentally seek to increase their satisfaction, as this is part of economics. Law is made and used for the purpose of maximizing the common interest as widely as possible.

Posner's theory is actually still monodisciplinary, meaning it only uses one discipline along with its methods, namely economics. Thus, Posner's theory is used to reduce the costs of legal proceedings conducted by the Courts handling civil cases electronically (e-court).

The Theory of Legal Quality Science by Tarsisius Murwadji is more comprehensive and advanced than Posner's theory because its approach is multidisciplinary and interdisciplinary. The Legal Quality Science approach utilizes engineering, psychology, economics, social sciences, and new fields such as hospitality and lifestyle. Legal Quality Science analysis is not only qualitative but also quantitative (Murwadji, 2017).

The analysis of law and the Theory of Legal Quality Science essentially share the same nature, which is refinement or perfection *(Rechtsvervijning),* so that obstacles to legal development caused by internal factors of the legal discipline can be overcome. These internal factors revolve around the core teachings of legal certainty (legal certainty or *veritas*) and justice (justice or *iustitia*). Even now, the evolution of law and the study of jurisprudence seem to still revolve around these core teachings.

Legal quality science is used to change legal experts' perspective from being traditionally conservative to being adaptive, innovative, and modern. One of its developments is supervision based on systems (supervision by system) through audits, which measure the level of quality. Therefore, its analysis is qualitative (formulation) and quantitative (measurement). The instrument used is the Legal Quality Audit System.

Broadly speaking, this Legal Quality Audit System consists of two parts, namely Concepts and Parameters. Tarsisius Murwadji developed a universal Legal Quality Audit System which serves as a general guideline or reference. Of course, this guideline cannot be used to audit specific fields. This dissertation will develop this guideline into a Specific Legal Quality Audit System for the process of resolving civil disputes in district courts electronically (e-court).

The concept is a philosophical aspect that contains business ethics, which is what should be done and what should be avoided or not done by legal subjects.

The concepts developed by the researcher in this research include 3 (three) topics, namely:

Lacking in defects

Satisfying Service Users

Continuous Improvement

The three concepts in the Legal Quality Audit System are not separate from each other or have barriers between them but synergize into one process. As an illustration, user satisfaction comes from a defect-free process, in this case, the seekers of justice in the registered cases, namely the plaintiff and defendant, feel

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satisfied as a result of the judge's performance that is objective, impartial, considers all legal facts of the trial, and provides legal education to them. The satisfaction of seekers of justice should not make judges complacent but rather encourage continuous improvement.

It can be concluded that the concept of the Special Legal Quality Audit System for Electronically Conducted Court Proceedings is a theoretical finding from this dissertation, which is a theoretical development of the General Legal Quality Audit System.

The concept of the Legal Quality Audit System consisting of "freedom from defects," "customer satisfaction," and "continuous improvement" forms the qualitative philosophical foundation, thus requiring elaboration in a sociological-quantitative assessment in the form of legal quality audit characteristics. These quality characteristics are quantitative aspects measured and then analyzed and explained qualitatively.

The quality characteristics of law proposed by the researcher are as follows:

Quality of Product

Cost

Delivery

Safety

Mores

Sistemic

Environmental

Based on these parameters, the analysis technique of law quality isn't just qualitative but also quantitative, in the form of numbers that actually represent the measurement or indicate the level of quality being measured. The researcher will conduct a simulation of Quantitative Quality Measurement Analysis.

First, determine the number of parameters to be measured, for example, there are 7, namely:

- quality of product
- cost
- delivery
- safety
- mores
- systemic
- environmental

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Table 1. Parameters

Score	Quality	Cost	Delivery	Safety	Moral	System	Env
100	80	-	-	-	90	-	-
80	-	70	60	-	-	70	70
60	-	-	-	50	-	-	-
40	-	-	-	-	-	-	-
20	-	-	-	-	-	-	-

- Determine the measurement score, which ranges from 10 to 100, regarding the parameters and their scores have been discussed earlier.
- Create a diagram containing the parameters, scores, and quality assessment numbers.
- Determine the eligibility value, which is a specific average value set as the measurement target. For example, Court A sets the eligibility score for the period from January to April at 70.
- The actual quality score is determined by dividing the total score by the number of parameters, in this case, it is 490 divided by 7, which equals 70. Therefore, it can be concluded that the quality audit result of Court A for January to April aligns with the target. With this result, the Chief Justice of Court A can raise the target value from 70 to 72 for the period from May to August, meaning the score needs to be increased to 2 x 7 = 14 over the course of 3 months. The judges and court clerks simply need to select which parameters to increase to achieve the score of 72.
- The mitigation value is determined, which is the average value below the target value that judges and court clerks can achieve. For example, if the target value is 70 and the mitigation value is 10, it means that if the score obtained is 60 x 7 = 420. In such a situation, the Chief Justice of Court A for May to August does not increase the target value but instructs the judges and court clerks first to meet the target value, which is 490 - 420 = 70.

In relation to the manual system, the issue lies in determining which institution conducts the audit and certification. The audit here does not involve monitoring, investigation, or inquiry into the performance of judges and courts, but rather aims to ascertain whether the Legal Quality Assurance System is in place, measure the level of legal quality, provide assessment, and issue a certificate called the Court Legal Quality Assurance Certificate.

The issue with the audit here is which institution has the authority to conduct legal quality audits, issue certificates, and provide guidance. This institutional issue is crucial because, according to Mochtar Kusumaatmadja, the realization of law consists of three elements: regulations, institutions, and processes. The institutional function here is vital because this institution will be responsible for drafting regulations and overseeing the implementation of these processes.

Essentially, legal quality management does not unnecessarily burden user institutions, thereby avoiding unnecessary costs. Therefore, the researchersuggests optimizing the performance of existing internal institutions, in this case, the General Court Supervisory Body.

The General Judiciary Body is one of the level 1 units within the Secretariat of the Supreme Court, established based on the Decree of the Secretary of the Supreme Court of the Republic of Indonesia No. MA/SEK/07/III/2006 dated March 13, 2006 concerning the Organization and Work Procedures of the Secretariat of the Supreme Court of the Republic of Indonesia. The main task of the **Directorate General of the General Judiciary Body** in Indonesia, known as "Direktorat Jenderal Badan Peradilan Umum" or "Badilum" is to assist the Secretary of the Supreme Court in formulating policies and technical standards

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in the field of technical personnel development, judicial administration development, and case management in the general judiciary environment at the Supreme Court and the Courts within the General Judiciary.

Periodic certification is indeed necessary to prove whether a particular district court has implemented the Legal Quality Assurance System or not. In addition, the certificate includes an assessment or measurement of the quality level, as well as annexes containing improvement suggestions or ways to maintain the quality level.

The quality certificate is not awarded to individual judges or specific panels of judges, but to the first-level court institutions, including district courts, religious courts, military courts, and administrative courts. This certificate essentially serves as a Legal Quality Assurance System Certificate that can be used for various purposes, including determining the ranking of first-level courts, supervision, guidance, infrastructure improvement, and awards.

For the court itself, this certificate proves the level of quality achieved, which is beneficial for those seeking justice to resolve their legal issues. Therefore, this certificate is also useful for investors who will invest in a region in Indonesia because they will feel more comfortable doing business in districts or cities that guarantee legal certainty and business certainty.

The researcher believes that in the future, this Legal Quality Assurance System certificate can be equated with the Quality Assurance System certificate in general, such as the ISO 9000 Edition 2000 certificate. The researcher believes that the Legal Quality Assurance System certificate produced by the researcher has many significant advantages.

Conclusion

The procedure for electronic civil case hearings (e-court) in the District Court is suitable for implementation after the end of the COVID-19 pandemic. This suitability is based on the analysis of Legal Quality Management which states that e-courts operate based on a reliable system, satisfy all stakeholders, and consistently follow technological advancements in the field of justice.

The gradual implementation of e-court enhances foreign investor interest by portraying Indonesian law as modern, reducing country risk associated with investment. With a manual trial system, court leaders can measure the quality level of judicial panel teams and provide coaching based on a measurable system for the court's internal operations.

The implementation of e-court, especially in simple cases, allows progressive judges to mediate disputes between parties. By providing protection and education, judges can prevent recurring disputes. Additionally, the Supreme Court of Indonesia should issue a Legal Quality Audit Regulation, appointing the Director General of the General Judiciary Supervisory Agency (Badilum) to develop the Special Legal Quality Audit Assurance System, responsible for improving the performance quality of judges, judicial panels, and district courts.

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