

The Effectiveness of E-Court Implementation in the Resolution of Civil Cases in Indonesia

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This study aims to analyze the effectiveness of the implementation of the e-Court system in the resolution of civil cases in Indonesia, particularly after the enactment of Supreme Court Regulation Number 1 of 2019 and its amendment in Supreme Court Regulation Number 7 of 2022. This research employs an empirical legal method with a qualitative approach, examining the conformity between normative provisions and practices in the field. Data were collected through interviews, observations, and documentation studies at the Palembang District Court, and were supported by secondary legal materials in the form of legislation, books, and scientific journals. The results show that the implementation of e-Court has had a positive impact in improving efficiency, transparency, and accessibility of judicial services, particularly in case administration processes such as registration, payment, and electronic document exchange. However, its effectiveness still faces several challenges, including limited technological infrastructure, low digital literacy among some users, and resistance to electronic court proceedings. Therefore, strengthening infrastructure, enhancing human resource capacity, and conducting continuous public outreach are necessary to ensure that the e-Court system can function optimally in realizing a simple, fast, and low-cost judiciary in Indonesia.

Keywords: e-Court, Civil Cases, Effectiveness, Electronic Judiciary

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1. Introduction

The modernization of the judicial system in Indonesia is an inevitability that is not only administrative in nature but also ideological, aimed at realizing legal services that are responsive to the developments of the times. This transformation is rooted in the need to establish a judicial system that is adaptive to the digital era while addressing public demands for effective, efficient, and transparent services. Philosophically, this modernization is grounded in the principle of *contante justitie*, namely a judiciary that is simple, fast, and low-cost, as stipulated in Article 2 paragraph (4) of Law Number 48 of 2009 concerning Judicial Power. This principle serves as a fundamental basis for all efforts to reform the judicial system in Indonesia.

However, in the practice of conventional civil procedural law, the implementation of this principle often encounters various structural and technical obstacles. Manual case registration processes, limited geographical access, and the high cost of summoning parties represent significant barriers for justice seekers. This condition reflects a gap between ideal legal norms and empirical realities in practice. Such circumstances have encouraged the Supreme Court of the Republic of Indonesia to reform the judicial system through the utilization of information technology, as outlined in the Judicial Reform Blueprint 2010–2035, which aims to establish a modern, technology-based judiciary (Supreme Court of the Republic of Indonesia, 2010).

As a concrete implementation of this vision, the Supreme Court introduced the e-court system, marking the initial milestone in the digitalization of judicial services in Indonesia. Juridically, the existence of this system is regulated under Supreme Court Regulation Number 1 of 2019 concerning Electronic Case Administration and Court Proceedings. This regulation introduces four main instruments within the electronic judicial

system: e-filing (online case registration), e-payment (electronic payment of court fees), e-summons (electronic summons of parties), and e-litigation (electronic court proceedings). These four instruments constitute innovations that significantly transform the paradigm of judicial services from a conventional system to a more efficient and transparent digital system.

Subsequent developments indicate that the dynamics of legal needs, particularly in the post-COVID-19 pandemic era, require the strengthening of regulations related to the e-court system. Therefore, the Supreme Court issued Supreme Court Regulation Number 7 of 2022 as an amendment to Regulation Number 1 of 2019. This latest regulation not only reinforces normative aspects but also expands the scope of electronic system implementation to cover all stages of judicial proceedings, from first instance to judicial review. Moreover, the use of electronic systems has become mandatory for registered users such as advocates, indicating that judicial digitalization has evolved from mere innovation into a standard operational procedure in civil procedural law in Indonesia.

From a sociological perspective, the effectiveness of e-court implementation can be observed through its ability to minimize direct interaction between parties and court officials. This has positive implications for preventing maladministration, illegal levies, and potential abuse of authority. In addition, the system promotes transparency and accountability in case management, as all documents and court proceedings are digitally recorded. The Decree of the Chief Justice of the Supreme Court Number 363/KMA/SK/XII/2022 further regulates the technical mechanisms for uploading litigation documents such as answers, replies, rejoinders, and conclusions, thereby strengthening the electronic case administration system.

Nevertheless, in practice, the implementation of e-court still faces various non-judicial challenges. One of the primary obstacles is the disparity in information technology infrastructure across different regions in Indonesia. Not all areas have stable and adequate internet access, which often hinders the implementation of e-litigation. In addition, the readiness of human resources, both among court officials and service users, is a determining factor in the success of this system. This aligns with the view that legal effectiveness is influenced not only by normative substance but also by legal structure and culture (Soekanto, 2014).

Another important issue concerns access to justice, particularly for individuals categorized as “other users” or those without legal representation. Although the e-court system is designed to facilitate access, not all members of society possess sufficient digital literacy. This condition potentially leads to legal exclusion for certain groups. Furthermore, evidentiary aspects in electronic proceedings remain subject to debate, considering that classical civil procedural laws such as HIR/RBg have not fully accommodated the comprehensive use of electronic documents (Mertokusumo, 2009).

From a theoretical perspective, research on the effectiveness of e-court is essential to assess the extent to which the system achieves the objectives of law, namely justice, legal certainty, and utility (Achmad Ali, 2021). Such effectiveness can also be analyzed through both normative and empirical legal research approaches, as proposed by Peter Mahmud Marzuki (2017), emphasizing the importance of synchronization between legal norms and their implementation in practice.

The novelty of this research lies in its focus on the implementation of e-court following the enactment of Supreme Court Regulation Number 7 of 2022 and the Decree of the Chief Justice of the Supreme Court Number 363 of 2022, which provide both technical and normative reinforcement to the electronic judicial system. This study aims to evaluate the extent to which these regulations enhance the effectiveness of civil case resolution in Indonesia, particularly in the context of infrastructural disparities and human resource readiness. In addition, this research seeks to identify challenges encountered in practice and to formulate recommendations for optimizing the e-court system in the future.

As an initial hypothesis, this study is based on the assumption that although the e-court system has significantly reformed the administrative aspects of the judiciary, its effectiveness in substantive litigation stages (e-litigation) still requires further strengthening in terms of regulation, technological infrastructure, and human resource capacity. Therefore, continuous efforts are needed to ensure that judicial digitalization not only improves efficiency but also guarantees inclusive justice for all segments of Indonesian society.

The objective of this study is to analyze and evaluate the effectiveness of the implementation of the e-court system in resolving civil cases in Indonesia, particularly after the enactment of Supreme Court Regulation Number 7 of 2022 and the Decree of the Chief Justice of the Supreme Court Number 363 of 2022. This includes examining the extent to which the system realizes the principles of a simple, fast, and low-cost judiciary, while also identifying various challenges encountered in practice both juridical and non-juridical such as limitations in technological infrastructure and human resource readiness, as well as assessing its impact on access to justice. Ultimately, this research is expected to provide constructive recommendations for regulatory improvement and the optimization of electronic judicial implementation in Indonesia.

2. Method

This study employs an empirical legal research method with a qualitative approach, aiming to examine in depth the implementation and effectiveness of the electronic court system (e-Court) in the practice of resolving civil cases in Indonesia. The empirical approach is chosen because this research does not merely focus on legal norms but also on their implementation within social realities (Soekanto, 2014). This study is grounded in the provisions of Supreme Court Regulation Number 1 of 2019 concerning Electronic Case Administration and Court Proceedings as the normative basis for the implementation of the e-Court system.

The data sources in this study consist of primary and secondary data. Primary data were obtained through interviews and direct observations involving judges, court clerks, advocates, and parties utilizing e-Court services. Meanwhile, secondary data were collected through library research, including legislation, books, scientific journals, and other relevant documents (Marzuki, 2017). Field research was conducted from October to November 2025 at the Palembang District Court, one of the courts that has implemented the e-Court system. Data collection techniques included interviews, observation, and documentation. The data were then analyzed qualitatively through stages of data reduction, data presentation, and conclusion drawing to obtain a comprehensive understanding of the effectiveness of e-Court implementation in the resolution of civil cases in Indonesia (Sugiyono, 2019).

3. Results and Discussion

Dynamics of E-Court Implementation in Judicial Practice

Based on field observations and analysis of primary data, the implementation of the e-Court system has brought significant paradigm shifts in the practice of civil justice in Indonesia. This transformation not only affects administrative aspects but also reshapes the interaction patterns between justice seekers and judicial institutions. Since the enactment of Supreme Court Regulation Number 1 of 2019, there has been a consistent increase in the use of electronic services in case resolution. This indicates that judicial digitalization has gradually been accepted as part of the modern legal system in Indonesia.

Operationally, the e-Court system integrates four main services: e-Filing, e-Payment, e-Summons, and e-Litigation. The e-Filing service has proven effective in eliminating the need for physical presence during the initial stage of case registration, thereby reducing administrative burdens within the court, particularly in the One-Stop Integrated Service (PTSP). This efficiency not only benefits court officials but also facilitates access for litigants who previously had to travel long distances merely to register a case (Arizon, 2020).

Empirical data indicate that the time required for case registration has significantly decreased. Previously, document verification could take several days; now it can be completed within hours, provided that the uploaded documents meet both formal and material requirements. Furthermore, the e-Payment system contributes substantially to enhancing transparency in court fees. Through electronic payment mechanisms, the potential for illegal levies is minimized, as all transactions are digitally recorded and integrated with the banking system (Sutiyoso, 2019).

However, the implementation of e-Summons demonstrates more complex dynamics. Although theoretically electronic summons are faster and more efficient, in practice their application still depends on the consent of the parties. In many cases, defendants are unwilling to use electronic domicile or lack adequate access to technology. As a result, summons procedures are often still carried out conventionally through court bailiffs, thereby reducing the overall efficiency expected from the e-Court system (Nurhadi, 2021).

Analysis of E-Court Effectiveness from a Sociology of Law Perspective

The effectiveness of e-Court implementation cannot be measured solely through quantitative indicators such as the number of electronically registered cases, but must also be analyzed from a sociology of law perspective namely, the extent to which the system functions optimally within society. According to the theory of legal effectiveness, the success of a legal system is determined by three main factors: legal substance, legal structure, and legal culture (Soekanto, 2014).

From the perspective of legal substance, the existence of regulations such as Supreme Court Regulation Number 1 of 2019 and Supreme Court Regulation Number 7 of 2022 has provided a strong legal foundation for the implementation of e-Court. From the structural aspect, the Supreme Court has established a relatively adequate information system infrastructure, although disparities remain in certain regions. However, from the perspective of legal culture, challenges persist, including low digital literacy among the public and resistance from some legal practitioners toward the use of technology in court proceedings (Siahaan, 2022).

Sociologically, e-Court has had a positive impact in expanding access to justice, particularly for individuals living far from urban centers. Reductions in transportation, accommodation, and time costs constitute tangible benefits for justice seekers. Nevertheless, these advantages have not been evenly distributed, resulting in disparities in access between urban and remote areas (World Bank, 2023).

Structural and Technical Constraints in E-Court Implementation

Although normatively the e-Court system has been well designed, its implementation in practice still encounters various structural and technical challenges. One of the primary obstacles is the limitation of information technology infrastructure, especially in regions lacking stable internet access. Network disruptions frequently occur during the uploading of litigation documents such as answers, replies, and rejoinders, thereby hindering the smooth conduct of electronic proceedings (Mukti Arto, 2020).

These technical issues not only affect time efficiency but also have the potential to prejudice the rights of the parties involved. In certain cases, delays in document submission due to system disruptions may result in the loss of the right to present a defense or even lead to default judgments (*verstek*). This indicates that the success of e-Court heavily depends on the readiness and uniformity of technological infrastructure across Indonesia.

In addition, human resource factors represent another significant constraint. Not all court officials and service users possess adequate capabilities to operate the e-Court system. The lack of training and technical assistance is one of the main reasons for the suboptimal utilization of the system (Zainuddin Ali, 2016).

Data Security and Issues in Electronic Evidence

Data security is a crucial indicator in assessing the effectiveness of the e-Court system. Considering that the documents uploaded into the system are often confidential and sensitive such as corporate documents or personal data the protection of such information is of utmost importance. Risks of data breaches or cyberattacks may undermine public trust in the electronic judicial system (Sutiyoso, 2021).

Therefore, robust security mechanisms are required, including the use of encryption technologies and multi-layer authentication systems, to ensure that data stored within the e-Court system remains secure. In addition, more comprehensive regulations regarding data protection in electronic judicial systems are necessary.

From a procedural law perspective, the evidentiary value of electronic documents remains an issue requiring further attention. Although electronic documents are already used in court proceedings, classical civil procedural law frameworks such as HIR/RBg have not explicitly regulated their evidentiary status. This creates legal uncertainty for judges in assessing the probative value of digital evidence (Mertokusumo, 2009).

As a result, in some cases, judges still request physical documents as supporting evidence, which indirectly reduces the efficiency of the e-Court system. Therefore, harmonization between modern regulations such as Supreme Court Regulations and classical civil procedural law is necessary to ensure stronger legal certainty.

Comprehensive Evaluation of E-Court Effectiveness

Overall, the effectiveness of e-Court implementation in resolving civil cases in Indonesia can be categorized as moderate. Its success is evident in administrative aspects, particularly in terms of time efficiency, cost transparency, and ease of access to services. However, in the substantive aspects of proceedings especially in the implementation of e-Litigation the system remains in a transitional phase.

The future success of e-Court largely depends on the synergy of three main factors: strengthening information technology infrastructure, enhancing human resource capacity, and reforming civil procedural law regulations. Without proper integration among these factors, the e-Court system risks becoming merely an administrative innovation without producing substantial transformation in the Indonesian judicial system (Marzuki, 2017). Thus, strong commitment from all stakeholders including the government, judicial institutions, and society is required to continuously support the development and refinement of the e-Court system in order to realize a modern, transparent, and just judiciary.

4. Conclusion

The results of this study and discussion indicate that the implementation of the e-Court system in the resolution of civil cases in Indonesia has generally produced positive impacts, particularly in improving efficiency, transparency, and accessibility of judicial services. The application of the system, as regulated under Supreme Court Regulation Number 1 of 2019 concerning Electronic Case Administration and Court Proceedings by the Supreme Court of the Republic of Indonesia, enables case administration processes such as case registration, payment of court fees, and the exchange of litigation documents to be conducted electronically. This has demonstrably reduced both time and costs for litigants, while also minimizing maladministration through a more transparent and digitally documented system.

However, findings from the Palembang District Court reveal that despite the ability of e-Court to accelerate administrative processes and enhance transparency in proceedings, several challenges remain in practice. These include limited technological proficiency among some users, technical disruptions within the system and internet network, and the continued preference of certain parties for conventional litigation

mechanisms. Therefore, continuous efforts are required, including the improvement of technological infrastructure, strengthening of human resource capacity, and broader public dissemination, to ensure that the implementation of e-Court operates optimally and effectively realizes a judiciary that is simple, fast, and low-cost.

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