

Digitalization Case Administration: Effectiveness Analysis Case Track Information System (SIPP) in Sinjai State Court

1st Jusniaty Jusniaty
Government Science
Sinjai, Indonesia
jusniaty@gmail.com

2nd Nurmiati Nurmiati
Public Administration
Sinjai, Indonesia
nurmiati1894@gmail.com

3rd Armayana Ardi
Public Administration
Institution
Sinjai, Indonesia

Abstract—Case track information system is a computer application built/designed to conduct monitoring, supervision and internal control of the Center/Work Unit. This study aims to analyze the effectiveness of the Case Tracking Information System in facilitating the disclosure of case information at the Sinjai District Court, and to identify factors that influence the process of implementing SIPP in achieving the objectives of the Case Tracking Information System. The research method used is mix method which combines elements of quantitative research and qualitative research in order to answer your research question. Qualitative research with a descriptive approach, which allows the collection of primary and secondary data to answer the research questions posed. Quantitative research tools used are surveys and questionnaires using likert scale. sampling technique in this research is using purposive sampling method. Data were analyzed using data collection, data reduction and data presentation and conclusion drawing. The results showed that from the effectiveness measurement indicators, namely the understanding of the program from the apparatus is very good in mastering the application, but the community still needs guidance or guidelines in using the application. Target accuracy, can be said to have been achieved with the guidelines for preparing community satisfaction surveys with a Likert scale with very good indicators. Timeliness is effective in taking care of public needs and accelerating the decision-making process, but there are still problems in data entry due to poor networks. The achievement of goals can be said to be effective with the fulfillment of open and transparent access standards. As well as real changes can also be said to be effective with the existence of community satisfaction surveys that have provided positive results related to the services provided. While the factors that influence the effectiveness of the

SIPP application in the Sinjai District Court are several two factors, namely (1) Internal factors such as public understanding of the SIPP application and (2) External factors such as the quality of the internet network in using applications that are not yet optimal.

Keywords— *Administrative Management; Information System; Case Tracking Information System*

I. INTRODUCTION

The rapid development of globalization supported by technology is a challenge for organizations because it will shift the human function into a system that can be driven by technology. Changes indicated by current technological developments cause a workforce that has low potential to lose competition because of the emergence of technology, organizations do not need blue collar workers but workers who master existing technological developments and have managerial talent [1].

Nowadays technology appears as a form of progress in organizations. The advancement of technology is a challenge for an organization to continue to develop its Human Resources to remain able to compete [2]. Information technology is a computer-based science in the field of information that is growing rapidly, for this reason, knowledge about the use of information technology is very important in supporting employee work activities in order to have an increase in the effectiveness of their work [3].

Information Technology is a support facility and infrastructure that can help organizations to complete their work more effectively and efficiently through human resources as the driving force of the system. According to [4] Technology-based information is a means and infrastructure

(hardware, software, useware) in a system and methods used to obtain, transmit, process, interpret, store, organize, and use data significantly. So that the use of information technology as a work facility will assist the organization in processing data that can be used in achieving its goals [3].

Information and communication technology has contributed a lot in facilitating activities such as communication, spreading and searching for data, teaching processes and is used in supporting the effectiveness of an organization. These developments also touch on the legal line which indirectly also affects the process of implementing justice in Indonesia.

The issue of public services is currently an important issue considering the current conditions in Indonesia are increasingly advanced in terms of science, information technology and digital communication. The current era of globalization and modernization of public services is a result of bureaucratic reform. High public demands urge all public service agencies to provide services that are easier, faster, and more professional (Public Relation Minister of Administrative Reform and Bureaucratic Reform 2021). In improving the quality of public services, it is necessary to develop and develop innovations for public service provider agencies [5].

The Supreme Court has long issued Decree of the Chief Justice of the Supreme Court of Indonesia Number: 144/KMA/SK/VIII/2007 of 2007 on Information Disclosure in Courts which aims to ensure transparency of information and accountability of the administration of justice. The seriousness of the Supreme Court in implementing transparency in judicial services was also realized by the issuance of Supreme Court Decree No. 1-144/KMA/SK/2011 on guidelines for information services in courts and Decree No. 026/KMA/SK/II/2012 on Judicial Service Standards with the aim of improving court public services.

These policies are in line with Law No. 25/2009 on Public Services which requires each Ministry/Institution to be able to realize government institutions that are accountable, transparent, and free from corruption, collusion and nepotism (good governance) [6]. Over time, technological advances in the era of globalization in society have made many changes and developments that occur, both in terms of economic, social, political, lifestyle, education, especially in communication and information technology which is increasingly sophisticated. Making it easy to get information only through electronic media [7]. With the development of technology, the District Court is now developing to adjust developments in the field of electronic information, there is a Case Tracking Information System (SIPP) [8].

Case Tracking Information System is a computer application that was built/designed to carry out monitoring, supervision and internal control of the Work Units which are within the scope of authority and responsibility of each implementation based on the decision letter of the Supreme Court of the Republic of Indonesia Number: 71 / KMA / SK / IV / 2019 concerning "Application of case tracking information system applications for courts of appeal and courts

of first instance in four judicial circles" (Republic of Indonesia, 2019) under the Directorate General of Highways.

Case Tracking Information System has 2 types of components, namely offline and online Case Tracking Information System. Offline is used to enter data and send data to the Center, while online functions to display reports based on data that has been received [9]. In general, the Case Tracking Information System application works from the existence of the Budget Implementation List, pre-contract, contract implementation of each package, existing work plans to financial realization. The data that has been entered is then sent (uploaded) to the server in Jakarta and then every incoming data is ready to be reported by displaying it through the system available in the online Case Tracking Information System application program [10].

The Case Tracking Information System has its own advantages, including being able to facilitate access to case files quickly and easily, provide protection for the legal rights of citizens to obtain justice in the legal process, and can also increase the effectiveness of employee performance. This system is implemented with the aim of making it easier for the public to find out information about court activities, especially about trials, namely in terms of simplifying administration and access to data records and case information in the court such as an ongoing case, case stages, case status, case history, trial schedule, case fees and executive members in the trial. All of this information is freely available to the public online. For the general public, this is part of the transparency of the judicial process so that it will be more effective and also increase public confidence in the judicial process and the law in Indonesia.

The application of the Case Tracking Information System service application as a form of accountability of court institutions and to find out the stages, status and history of cases that are integrated with the original documents or case files at the Court [11]. Management information systems with information technology are closely related, because both are engaged in information (processing) and information technology is part of the information system. Because information systems can be composed of several information technologies. So that if information technology is damaged, it will also affect the information system [12]. However the problem faced is that the operation of SIPP has not been effective due to the process of inputting data that has experienced obstacles.

For this reason, it is important to study how the effectiveness of the application of the Case Tracking Information System in managing case administration at the Sinjai District Court? And what factors influence the effectiveness of the Case Tracking Information System in managing case administration at the Sinjai District Court? To answer these questions, it will be measured by indicators of program effectiveness according to Sutrisno which consists of: a) Program Understanding, seen from the extent to which the community can understand program activities. b) Right on Target, seen from what is desired is achieved or becomes a reality. c) Timely, seen from the extent to which the program

can affect the use of time in service delivery. d) Achievement of Goals, measured through the achievement of program objectives that have been carried out. e) Real Change, measured through the extent to which the program is able to provide an effect or impact and real change for the community.

II. METHOD

The research method used is mix method which combines elements of quantitative research and qualitative research in order to answer your research question. Qualitative research with a descriptive approach, which allows the collection of primary and secondary data to answer the research questions. Quantitative research tools used are surveys and questionnaires using likert scale [13]. The location of this research was at the Sinjai District Court Office class II. The data in the study consisted of primary data and secondary data. Data collection techniques were carried out using observation, interview, and documentation techniques. The sampling technique in this study is to use purposive sampling method, namely determining informants using certain criteria in accordance with what is desired to be able to specifically provide an understanding of the research problem. So that the sample in this study were people in the Sinjai Class II District Court consisting of employees and staff and the user community. The data analysis carried out in this study is data collection, data reduction and data presentation and conclusion drawing..

III. RESULTS AND DISCUSSION

The results of research on the effectiveness of the Case Tracking Information System in the management of case administration at the Sinjai District Court will be discussed and described in the research results with the indicators described in the introduction above.

A. Effectiveness of the SIPP Program

Indicators of program effectiveness are measured using indicators according to Sutrisno which consist of Program Understanding, Right on Target, On Time, Achievement of Goals and Real Change.

Understanding the Program

The Case Tracking Information System application is a platform that not only functions as an administrative tool for internal court parties in managing and recording cases, but also provides easy access to information to external parties such as lawyers and the general public. Based on observations related to this matter, it was found that this application aims to improve efficiency in case data management and ensure transparency of legal information needed by the public. The Case Tracking Information System application has two main roles, namely as an internal administrative tool for the court and as a source of case information that can be accessed by external parties.

Based on the results of interviews conducted with the public as users of the Case Tracking Information System application, there is a significant gap in the level of knowledge and skills required to operate this application effectively. Many users still experience difficulties in the account creation

process, which is an important step in starting to use the SIPP application. Therefore, more intensive educational measures and the provision of clear guidelines are needed to help people understand and master the features of the Case Tracking Information System application effectively.

The need for clear and accessible guidelines is critical to help users overcome technical and administrative obstacles that may arise during this process. Additional support in the form of technical assistance is also needed to ensure that users are able to utilize the application features optimally and according to their needs in the judicial context. Thus, improving the accessibility of information and providing adequate support is expected to reduce these barriers and support better integration of the SIPP application within the justice system as a whole.

Right on Target

Target accuracy is the extent to which program recipients are in line with the predetermined criteria for program recipients. Assessment of judicial performance uses target indicators that focus on the realization of a definite, transparent and accountable judiciary. The measurement method applied was Community Satisfaction Survey with the legal basis of Permenpan No. 14 of 2017 concerning Guidelines for Preparation of Community Satisfaction Survey for Public Service Delivery Unit. This approach aims to obtain an accurate picture of public satisfaction with judicial services, so as to provide a basis for evaluation and improvement for the judicial system to increase its trust and accessibility in the eyes of the public.

TABLE 1. COMMUNITY SATISFACTION INDEX WITH SERVICE QUALITY

Community Satisfaction Index	Anti-Corruption Perception Survey
3.93	3.91
3 Lowest Element	3 Lowest Element
1. Service Time	1. Selling Influence
2. Fees	2. Gift
3. Requirements	3. Brokering
First Quarter 2024	

Source: Office of Sinjai State Court

From the table above, it shows that the level of community satisfaction is very good with an interval between 3.5 - 4.00 for the services assessed. This reflects that the majority of respondents are satisfied or very satisfied with the quality of service received.

Timely

According to signal theory, timeliness is the availability of information to decision makers when needed before the information loses its power to influence decisions. So the ability of the court apparatus to provide information on the Case Tracking Information System system is very necessary.

By using a system that allows access from anywhere, individuals no longer need to visit the office to seek information or process criminal certificates. This indicates that the application of information technology, such as the Case Tracking Information System or similar systems, has successfully optimized efficiency and convenience in public services. In addition, this approach can also improve public

accessibility to legal information and criminal services, which in turn supports transparency and fairer access to legal processes. By effectively utilizing technology, the government can improve the quality of public services while meeting the public's needs and expectations for speed and convenience in interacting with legal agencies.

Based on the results of the interviews, it was found that the ability of court officials to master the SIPP application was very good, due to ongoing training that increased their understanding and expertise in using Case Tracking Information System effectively. The zero tolerance policy for errors in the use of Case Tracking Information System ensures the accuracy of the data generated. The penalties imposed for errors in the system are also an incentive for court officials to follow procedures properly.

Achievement of Objectives

The indicator of achieving the goal itself means that a program certainly has an initial goal that must be met according to a predetermined target, then the final results obtained meet these targets, so that the program can be said to be effective.

Based on the results of the evaluation, it was found that the implementation of the Case Tracking Information System had succeeded in creating open and transparent access to the courts, in accordance with the target indicator to realize a certain, transparent and accountable judiciary. This open access reflects a commitment to improve information disclosure to the public regarding the judicial process, as well as facilitating easier access to necessary data and information. Transparency in the use of Case Tracking Information System allows the public to monitor the judicial process more accurately, while accountability is strengthened by open access to information about ongoing cases. Overall, this analysis shows that the implementation of Case Tracking Information System not only meets technical standards, but also supports the fundamental principles of creating a more open, transparent and accountable justice system for the public.

Real Change

Real change, which is to find out how the real form of change before and after the program. So that it can be measured through the extent to which the program provides an effect or impact and real changes for the community[14].

Case Tracking Information System, has implemented a data integration feature known as Integrated Criminal Justice System Based on Information Technology. This feature allows data integration between various systems or modules related to the justice system, facilitating access and management of information in a more efficient and integrated manner. Based on observations, it was found that this integration improves coordination and consistency of data between judicial work units, which is an important step in improving the effectiveness and accuracy of services provided to the public and parties involved in the legal process.

With technology that facilitates such accessibility, the government can speed up service processes and improve responsiveness to the needs of the community more effectively. However, to ensure successful implementation, data security,

quality of digital services, as well as training for staff to maximize the use of these technologies must be considered. Thus, the integration of technology in public services can be the key to improving efficiency and overall public satisfaction.

TABLE II TRANSPARANCY OF COST INCLUSION

Transaction Date	Description	Nominal		
		Income	Spanding	Remaining
Monday, 27 Mei 2024	Down Payment of court cost	Rp. 1.472.500		Rp. 1.472.500
Monday, 27 Mei 2024	Cost Registration/ PNPB		Rp. 30.000	Rp. 1.442.500
Monday, 27 Mei 2024	Filling Fee		Rp. 50.000	Rp. 1.392.500
Rabu, 29 Mei 2024	Defendants Summon's Fee		Rp. 282.000	Rp. 1.110.500
Wednesday , 29 Mei 2024	First Summons to Respondent		Rp. 90.000	Rp. 1.000.000
Total		Rp. 1.472.500	Rp. 452.000	Rp. 1.000.500

Sumber: Kantor Pengadilan Negeri Sinjai Kelas II 2024

It can be seen from the table that information on case-related costs is clearly and easily accessible to all parties involved in the legal process. The transparent inclusion of court costs supports a fairer and more reliable legal environment for all parties involved. By providing clear and accessible information on court fees, agencies or organizations can increase public confidence and promote fairer and more equitable access to legal or administrative services. However, to achieve maximum effect, it is important to ensure that this transparency is consistently applied and closely monitored, so as to not only follow the principles of transparency but also ensure that the process truly meets the needs and expectations of the community.

For the private sector, transparent information enables more strategic business planning and better risk mitigation. As for the general public, this transparency provides an opportunity to engage more actively in public affairs and ensure that their interests are well represented in decisions made by the government. However, to maximize the benefits of this increased accessibility and transparency, it is important to ensure that the information available in the SIPP is easy to understand, relevant, and well protected to maintain data security and privacy.

B. Factors affecting the effectiveness of Case Tracking Information System implementation .

The factors that influence the effectiveness of SIPP implementation consist of:Faktor Internal.

Understanding of the Case Tracking Information System application is influenced by various interrelated internal factors. First, users' technological capabilities play an important role; individuals who have basic skills in information technology will adapt more quickly to the application. In addition, the quality of training provided is also crucial; clear and detailed

training will facilitate the learning process. Previous experience with similar systems also affects how quickly users can understand Case Tracking Information System.

User engagement and motivation in using the app also play a role, where active and passionate users tend to master the app faster. Internal support, such as technical assistance and guidance from the IT team, as well as intuitive user interface design, are also very influential in improving the understanding and efficiency of using the application. All these factors contribute significantly to how well and quickly users can utilize the Case Tracking Information System application in their work.

The need for clear and easily accessible guidelines or guidelines is essential to help users overcome technical and administrative obstacles that may arise during this process. Additional support in the form of technical assistance is also needed to ensure that users can utilize application features optimally and according to their needs in the judicial context. Thus, increasing the accessibility of information and providing adequate support is expected to reduce these barriers and support better integration of SIPP applications in the justice system as a whole. Faktor Eksternal

Understanding the application of the Case Tracking Information System is influenced by various significant external factors. One of them is the available technological infrastructure, such as the quality of the internet network and supporting hardware, due to slow connections or slow devices tidak memadai dapat menghambat penggunaan aplikasi.

The challenge faced in the process of synchronizing data to the Supreme Court is that the internet network sometimes lacks support, causing errors. Therefore, anticipatory steps have been taken by backing up data to reduce the risk of information loss. This shows awareness of the importance of network system reliability and data protection in the context of managing sensitive information such as relations with the Supreme Court.

Based on the results of research and discussion regarding the effectiveness of the Case Tracking Information System in managing case administration at the Sinjai District Court, it can be concluded that the Case Tracking Information System application has an important role in increasing transparency and efficiency in case management in court. SIPP not only functions as an internal administrative tool to facilitate the management of case data by judges and court staff, but also as an open source of information that can be accessed by external parties. However, the main challenge faced is the lack of understanding among users, which requires additional efforts in providing guidance and technical assistance to ensure effective and optimal use of Case Tracking Information System.

Meanwhile, there are several factors that influence the effectiveness of the Case Tracking Information System application in the Sinjai District Court, namely internal factors, namely the public's understanding of the Case Tracking Information System application and external factors such as the quality of the internet network in using the application, which hinders the case investigation process at the Sinjai District Court.

IV. CONCLUSIONS

The implications or findings of this research are that the effective use of SIPP can be achieved if there is an understanding of the operation of SIPP both on the organizers and on the user community, besides that the quality of internet connection is also important to support the successful use of SIPP. Effective use of SIPP is proven to increase time efficiency, and cost transparency has been proven to increase public satisfaction. This shows the importance of prioritizing systems that reduce bureaucracy, speed up the decision-making process, and provide clear visibility into administrative processes and costs.

Limitations of this research is that the assessment of SIPP effectiveness in this study tends to measure certain indicators (e.g. speed of processing, accuracy of data), but does not cover all broader dimensions, such as the impact on public confidence in the justice system or the overall socio-economic impact.

Future research could include a comparative study between courts that have implemented SIPP and those that have not, both in terms of speed of case completion, user satisfaction, and the accuracy of data recorded in the system. This would provide a clearer picture of the effectiveness of digitization at a broader level.

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