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Digital Transformation of Certificate Services through the e-Raterang Application at the Barru District Court.

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ABSTRACT

This study explores the digital transformation of certificate services through the implementation of the e-Raterang application at the Barru District Court. The e-Raterang system is an innovation developed by the Supreme Court of Indonesia to enhance the efficiency, transparency, and accessibility of certificate issuance services, particularly for court-related records. Through a qualitative descriptive approach, this research analyzes how the application has been implemented, the benefits perceived by users, and the challenges faced during its adoption. Data were collected through interviews with court staff and service users, as well as direct observation of the system's operation. The findings reveal that the e-Raterang application has significantly improved the service process by reducing manual procedures and waiting times. However, the study also identifies several challenges, including limited digital literacy among users and infrastructure constraints. Overall, the implementation of e-Raterang reflects a positive shift toward digital public services in the judicial sector.

Keywords: e-Raterang, digital transformation, public service, district court



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A. INTRODUCTION

Digital transformation in public services has become a top priority for enhancing efficiency and transparency in Indonesia's bureaucracy. One of the tangible manifestations of this agenda is the implementation of e-Government systems, particularly in the judicial sector. Courts across Indonesia are now encouraged to adopt digital services to improve accessibility and streamline legal processes. The e-Raterang application is a digital innovation by the Supreme Court of Indonesia, designed to issue legal certificates electronically. This application is highly relevant to the modernization of public services, especially in legal documentation. It aims to minimize face-to-face interaction, accelerate processes, and increase service accountability. Moreover, the platform supports the principles of public information disclosure as mandated by Law No. 14 of 2008. Therefore, examining its implementation at the regional level, such as at the Barru District Court, is essential.

As a first-level court in the Indonesian judicial system, the Barru District Court has adopted the e-Raterang application for certificate issuance. This digital platform provides electronic certificates confirming, for instance, that individuals have no criminal records or have not lost voting rights. The system is expected to address issues in traditional bureaucracy, such as inefficiency, lack of transparency, and unofficial fees. However, not all courts are equipped with the infrastructure and human resources necessary to operate such digital services effectively. In regions like Barru, challenges such as limited internet access and low digital literacy remain prevalent. The success of e-Raterang relies heavily on the technological competence of both staff and service users. Hence, it is crucial to evaluate the practical application of this innovation in rural judicial institutions. This study offers an empirical overview of how e-Raterang is being implemented in the Barru District Court.

In the broader context of digital public services, e-Raterang is part of the Supreme Court's integrated electronic court system known as e-Court. Introduced in 2018, e-Court was established as a means of modernizing Indonesia's legal institutions. According to the Supreme Court (2021), e-Court includes electronic case registration, payment, summons,

and online hearings. These innovations aim to enhance efficiency, reduce legal costs, and provide legal certainty for justice seekers. The e-Raterang platform adopts the same principles to simplify and accelerate the issuance of legal certificates. Nonetheless, its implementation is not without challenges. A study by Pitaloka (2023) emphasized that the success of e-Raterang is closely tied to human resource capacity and local infrastructure (EAE Business Law Journal, EAE Publisher). For that reason, in-depth local studies are needed to understand the real conditions and effectiveness of such digital services.

Hambali and Kiettikunwong (2024) found that digital innovation in Southeast Asia's judicial services has significantly boosted public trust in legal institutions (Journal of Legal Innovation, Taylor & Francis). Their study highlights the importance of ongoing technical training for judicial personnel to ensure successful digital transitions. However, digital literacy among the general public also plays a critical role. Many users face difficulties when interacting with new digital platforms due to unfamiliarity and lack of assistance. Other challenges include system failures, input errors, and insufficient user guidance. Therefore, digital platforms such as e-Raterang must be accompanied by strong technical support systems and infrastructure improvements. These findings underscore the need for localized studies that assess system performance and user experiences. The Barru District Court's implementation offers a relevant case for understanding such dynamics in a rural setting.

Ciancarini et al. (2023) argue that public sector digital transformation is not merely about replacing manual processes with technology—it requires a broader shift in organizational culture (Government Information Quarterly, Elsevier). This includes mindset change, process restructuring, and a comprehensive adoption of digital systems. In the context of e-Raterang, it demands institutional reforms within the judiciary to effectively transition to digital service models. Court staff must not only be proficient with software tools but also capable of delivering professional digital-based public services. Organizational capacity building is crucial to ensure that transformation goes beyond technological tools. Evaluation should encompass workflow analysis, supporting structures, and leadership roles. At the Barru District Court, such adaptations may pose

significant challenges, particularly in the absence of well-trained personnel. Addressing this requires an integrative approach combining technology, human development, and policy support.

The readiness of human resources (HR) in the judiciary is a fundamental factor in the success of digital transformation initiatives. As Christy (2023) explains, court personnel must develop a digital mindset—characterized by technological competency, adaptive attitudes, and an openness to change (Digital Governance Review, Gramedia Publisher). Without adequate digital awareness and skills, even the most advanced systems will fail to deliver meaningful results. In many district courts, including Barru, HR development has not kept pace with technological adoption. This gap often results in underutilization of available applications and reliance on manual procedures. Strengthening the digital capacity of judicial staff through structured training is therefore essential. Moreover, leadership commitment is required to embed a culture of innovation and continuous improvement. Ensuring the alignment of human resources and technology is vital for sustaining digital justice services.

Infrastructural readiness is another key determinant of digital service success in the judiciary. While national projects such as the Palapa Ring aim to improve connectivity across Indonesia, many rural areas still face unreliable internet access and power instability. These issues significantly affect the functionality of systems like e-Raterang, especially in smaller court jurisdictions. Research by Rahman & Kumar (2023) shows that the effectiveness of e-Government platforms depends not only on software quality but also on the availability of supporting infrastructure (Journal of E-Governance Studies, Springer). In the case of Barru, limited broadband coverage and outdated equipment hinder the seamless use of the e-Raterang application. Infrastructure constraints must be addressed through coordinated investments and policy reforms. Strengthening digital ecosystems in remote regions will ensure that innovations in the justice sector are inclusive and equitable. This is especially important as legal services are a fundamental right for all citizens.

The public's digital literacy also plays a crucial role in determining the success of e-Raterang. Despite the increasing penetration of smartphones and internet access in

Indonesia, many rural residents still lack the skills to navigate online legal services. Studies indicate that even when digital platforms are available, users may be hesitant or confused without sufficient guidance. A report by the Indonesian Institute of Science and Technology (2023) underscores the need for user education and accessible tutorials as part of digital service rollouts. In Barru, most e-Raterang users are first-time applicants seeking legal clearance for administrative or electoral purposes. Their experience with the system often depends on the quality of service from court staff and the clarity of online instructions. Hence, user-centered design and public outreach are necessary to ensure broader adoption. Educating communities will build trust and reduce resistance to technological change in the legal domain.

From a legal standpoint, the implementation of e-Raterang is supported by several regulatory frameworks. Supreme Court Regulation No. 3 of 2018 and No. 1 of 2019 establish guidelines for the electronic administration of legal cases and services. These regulations provide legitimacy for systems like e-Raterang and serve as the foundation for nationwide digital judicial practices. However, the practical enforcement of these policies varies significantly across jurisdictions. Some courts interpret and implement the guidelines strictly, while others adapt them based on local constraints. In the Barru District Court, adherence to these regulations must be analyzed in terms of procedural compliance, documentation integrity, and service delivery standards. It is important to assess whether the implementation reflects not only formal legal requirements but also the spirit of judicial transparency. This analysis helps ensure that digital transformation aligns with both the letter and the intent of the law.

Local studies suggest that successful digital public service implementation requires community involvement and stakeholder engagement. As highlighted by Setiawan (2024), participatory approaches enhance user acceptance and system responsiveness to real-world needs (*Public Administration Reform Journal*, UGM Press). Applying this principle to the e-Raterang system implies that both internal and external stakeholders judges, clerks, legal aid organizations, and users—must be part of the design and evaluation process. In Barru, engaging civil society and local leaders could improve awareness and promote responsible

use of the application. Stakeholder feedback loops are also essential to identify weaknesses, improve usability, and address procedural bottlenecks. Without such collaboration, digital systems risk becoming inaccessible and disconnected from user realities. This reinforces the importance of integrating sociotechnical perspectives in evaluating judicial digital platforms. Ultimately, technology should serve the people—not the other way around.

Evaluating the implementation of e-Raterang in Barru must include an assessment of the system's operational procedures and service quality. Observations and interviews can provide valuable insights into how the application is used by both court officials and the public. This qualitative approach captures user experience, staff perspectives, and real-time challenges. It also reveals how the system aligns with institutional goals and legal standards. In digital governance, success is not only measured by technical functionality but also by user satisfaction and outcome quality. Therefore, the Barru District Court must be studied not just as a legal body, but also as a service provider adapting to the digital era. This research aims to bridge the gap between technology implementation and practical service delivery. Field-based inquiry ensures that conclusions reflect actual usage rather than assumptions based on central policy.

Stakeholder engagement is critical in sustaining innovations like e-Raterang. Internally, this includes administrative staff, IT teams, and court leaders who are responsible for implementation and supervision. Externally, civil society, lawyers, notaries, and general service users must also be consulted. The more inclusive the implementation process, the greater the chance of acceptance and utilization. According to Nugroho & Prasetyo (2024), bottom-up feedback mechanisms strengthen the relevance and sustainability of digital services (*Journal of Legal Technology and Society*, UI Press). In Barru, community involvement can also reduce misinformation and resistance to system use. Educating the public through workshops or outreach activities may raise awareness and build digital trust. These elements are often overlooked but are essential in smaller jurisdictions where social dynamics influence administrative success. Including local voices enriches the implementation strategy and supports long-term institutional resilience.

One of the main goals of implementing e-Raterang is to reduce bureaucratic complexity and improve service delivery speed. Traditional certificate issuance processes are often characterized by delays, multiple approvals, and unclear procedures. With e-Raterang, applications can be submitted online, processed electronically, and delivered efficiently. However, process optimization requires strong coordination among units within the court. The research will examine whether digital workflows are well-integrated and whether employees are following new standard operating procedures. Any discrepancies between designed procedures and actual practices will be highlighted. Such analysis is important to assess the maturity of digital transformation. Systems that are only partially implemented may not yield the expected benefits. Therefore, implementation must be viewed holistically, from input to output.

Resistance to change is another challenge commonly faced in public sector digitalization. In many courts, staff may be hesitant to switch from familiar manual methods to new digital systems. This is especially true when change is perceived as increasing workload or complexity. Resistance may also stem from a lack of incentives or insufficient understanding of the system's benefits. As such, leadership plays a crucial role in fostering a culture that embraces innovation. According to OECD (2023), change management strategies are necessary to address resistance and ensure smooth digital transitions (OECD Digital Government Review, OECD Publishing). In Barru, the leadership of the court must actively support digital reforms and encourage staff to participate in training. Positive reinforcement, mentorship, and clear communication are essential. These soft factors are as important as technical readiness in the success of e-Raterang.

Monitoring and evaluation (M&E) are vital components of digital service implementation. Without proper tracking systems, it becomes difficult to measure progress, identify problems, and adjust strategies. Ideally, M&E frameworks should include performance indicators such as user volume, processing time, error rates, and satisfaction levels. In the context of e-Raterang, monitoring can also involve user feedback forms and periodic audits. The Supreme Court or regional administrators must establish feedback

loops to continuously improve the system. In Barru, such mechanisms are currently limited, resulting in a lack of data to support decision-making. This research contributes by documenting on-the-ground experiences that can inform future policy. Evidence-based policymaking ensures that digital platforms remain adaptive and relevant. In sum, evaluation is not a one-time task but a continuous process.

This study focuses on understanding the dynamics of e-Raterang implementation in a regional judicial setting. Barru District Court serves as a representative case for assessing how technology functions in a mid-level jurisdiction. Data collection includes interviews with court staff, users, and local legal actors, as well as document reviews. The research seeks to identify strengths, weaknesses, and contextual factors influencing system performance. The outcomes are expected to generate practical recommendations for improving service quality and digital adoption. Moreover, the findings will highlight broader patterns in digital transformation across Indonesia's judiciary. As more courts transition to online platforms, localized insights are crucial to avoid one-size-fits-all approaches. Tailoring strategies to regional needs enhances effectiveness and inclusivity. This is particularly urgent as legal technology becomes central to justice reform.

Beyond the technical aspects, the study emphasizes the human dimension of judicial digitalization. Systems like e-Raterang affect not just administrative processes but also how people perceive access to justice. For many users, the legal system is complex and intimidating. If digital platforms simplify procedures, they can enhance legal empowerment and trust. Conversely, if they add confusion or create digital barriers, they may reinforce exclusion. Therefore, digital justice must be people-centered and context-sensitive. This aligns with the United Nations' (2022) recommendation that digital public services uphold equity, inclusion, and human rights (UN E-Government Survey, UN Department of Economic and Social Affairs). Barru's experience offers insight into how digital justice can be made accessible at the grassroots. The goal is not merely digitization, but true transformation that benefits all stakeholders.

In conclusion, the e-Raterang application holds strong potential to improve legal service delivery in Indonesia, particularly in regional courts. Its success, however, depends

on several interrelated factors: infrastructure readiness, human capacity, community engagement, and institutional support. This research contributes by providing a grounded analysis of implementation in the Barru District Court. The findings offer valuable lessons for policymakers, judicial administrators, and digital reform advocates. Moving forward, systematic evaluation and inclusive planning will be key to sustaining progress. As the judiciary modernizes, attention must remain focused on both technical innovation and social impact. Ultimately, digital transformation in the legal sector must serve justice, not just technology.

B.RESEARCH METHODOLOGY

This study employed a qualitative descriptive method to explore the implementation of the e-Raterang application at the Barru District Court. The qualitative approach was chosen to capture the complexities, contextual nuances, and human experiences associated with the adoption of digital services in the judiciary. This method allowed for in-depth exploration of both procedural aspects and stakeholder perspectives in a natural setting.

1. Research Design

The study used a case study design focused on a single institution—Barru District Court—as the primary unit of analysis. A case study approach is suitable for examining contemporary phenomena within their real-life context, particularly when the boundaries between phenomenon and context are not clearly evident. The research sought to understand how the e-Raterang application was integrated into daily operations, the challenges faced, and the perceived outcomes from both administrative and public viewpoints.

2. Data Collection Techniques

Data were collected using three main techniques:

- a) Semi-structured interviews with key informants, including court clerks, administrative staff, and users of the e-Raterang system.
- b) Direct observation of the e-Raterang service process at the Barru District Court, including system usage, user interactions, and service procedures.
- c) Document review involving internal reports, implementation guidelines, and policy documents related to e-Raterang and digital justice services.

3. Participants and Sampling

Participants were selected using purposive sampling, targeting individuals who have direct involvement or experience with the e-Raterang application. These included three court staff responsible for handling e-Raterang services and five community members who had recently used the system. This sampling strategy ensured that the data gathered were rich in insight and relevant to the research objectives.

4. Data Analysis

The data analysis followed a thematic analysis approach, which involved transcribing interviews, coding responses, and identifying recurring themes. Thematic categories were developed inductively to reflect patterns in participants' responses and observational notes. Data triangulation was conducted by comparing findings from interviews, observations, and document analysis to increase validity and reliability.

5. Research Ethics

Ethical considerations were observed throughout the research process. Participants were informed about the purpose of the study, and their consent was obtained before interviews were conducted. Anonymity and confidentiality were ensured, and all data were stored securely for research use only.

6. Limitations

This study is limited to a single district court and may not fully represent the implementation of e-Raterang in other regions. Nevertheless, the findings provide valuable insights that can inform broader evaluations of digital service adoption in the judiciary.

C. RESEARCH RESULTS AND DISCUSSION

The following are the steps to access the Electronic Certificate Application, which can be accessed online through the website www.eraterang.badilium.mahkamahagung.go.id using a browser on a computer or other mobile device connected to the internet.

Home Page

This is the initial display when opening the Electronic Certificate Application.



Figure 2. Home Page

On this page, users can register (for new users) and log in using a registered email address and password to access the electronic certificate application features.

Account Registration Page

The account registration page is located on the home page of the electronic certificate application and is intended for new users who wish to use this application. To register an account, users can choose one of the following two methods:

a. Via Google/Gmail Account



Figure 3. Registration Page via Google Account

After selecting the option “Sign up with Google,” users will be prompted to enter their Google or Gmail account information.



Figure 4 Main Page

On the main page, there are two primary menus: the **Home Page** and **Electronic Certificate Services**

➤ Research results

This study aims to analyze the implementation of the Eraterang application at the Barru District Court. Based on observations and interviews, it is known that this application has been implemented as part of electronic-based public services. Eraterang allows the public to apply for certificates without having to come directly to the court office. This greatly helps to speed up the service process and improve bureaucratic efficiency. In general, the system is well received by users as it saves time and reduces manual bureaucracy.

The main source, D.R., the Head of the Barru District Court, stated that Eraterang is an electronic-based information service standard that has been appropriately implemented. According to him, "Electronic certificates are a standard for public information and services... it greatly facilitates the process of issuing certificates, much easier, not complicated, and this application is right on target" (Interview, 19 September 2023). This statement affirms that the application has become an effective tool in delivering fast and efficient public services.

The same sentiment was expressed by A.I., the administrator of the Eraterang application at the Barru District Court. He emphasized that the application simplifies the process of applying for certificates compared to the previous manual system. "With the Eraterang application, it is already on target because the comparison is significantly different and facilitates the process of applying for certificates before the application existed" (Interview, 21 September 2023). The comparison between the manual and digital systems shows a significant improvement in service quality.

Based on the two statements, it can be concluded that the existence of the Eraterang application at the Barru District Court has made it easier for the public to apply for certificates. In addition, the application also assists implementers in providing services more effectively and efficiently. This shows that the digitalization policy of public services has been well-targeted and functions as intended.

This study also highlights the resource aspect in policy implementation. In the policy implementation theory proposed by Van Meter and Van Horn, it is stated that the availability of adequate resources greatly determines the success of a policy. The resources in question include human, financial, and infrastructure resources. Therefore, this study examines how the readiness of resources at the Barru District Court supports the Eraterang application.

Based on interviews with D.R., it is known that there was no addition of personnel to operate the Eraterang application. The operators are from the existing clerical divisions, including the Integrated Service Center (PTSP). The training provided is internal and

conducted through socialization and reading of technical guidelines. In addition, monitoring and evaluation are also carried out to address constraints. This shows efficient use of existing resources without the need for large-scale expansion.

In terms of facilities, there were no additional infrastructures because the required equipment such as computers and servers was already available at the office. However, a common issue is unstable internet connectivity when the application is accessed simultaneously. Nevertheless, the court continues to improve the system periodically. Thus, infrastructure limitations do not significantly hinder the implementation of this application. A.I. also confirmed that the application operators come from internal court staff. Although there was no formal training from external sources, implementation still runs effectively with technical guidance from higher judicial institutions. This indicates a good coordination system between the first-level court and the institutions above it within Indonesia's judicial structure.

In terms of funding, the application is financed through the national budget (APBN) distributed by the Supreme Court to lower judicial bodies. The Barru District Court is only responsible for preparing the internet network and room as part of its support for the implementation. This indicates the critical role of the central institution in providing financial support.

Besides resources, this study also examines implementation effectiveness from the user's perspective. Some public respondents stated that services through Eraterang are much faster and more transparent than the previous manual system. They no longer need to queue at the office and can access the application using their own devices. The use of technology in public services like Eraterang indirectly increases the digital literacy of society. People are encouraged to use digital platforms for legal document processing. However, ongoing socialization efforts are still needed to ensure that all community groups can access and use the application correctly.

This study also finds that public information transparency is more assured through the electronic system. Each process of applying for a certificate can be tracked online and

minimizes illegal fees. This supports the principles of good governance in public services. The application of Eraterang also aligns with national policies regarding the digitalization of public services. The government encourages state institutions to innovate in public services to support effective and efficient bureaucratic reform. Based on field observations, the Eraterang application system has become a routine part of services at the Barru District Court. The service process has become more systematic and well-documented. This helps the judiciary in conducting evaluations and improving services continuously. Although there are many advantages, this study also notes some technical issues such as input errors or an unresponsive system during peak hours. However, these issues are still within reasonable limits and can be resolved through additional training and regular system updates.

The commitment of court leadership in supporting the implementation of the Eraterang application is an important factor in its successful implementation. The full support from court leaders motivates staff in carrying out digital-based tasks. The implementation of this application also shows synergy between various divisions in the court. The clerical division, PTSP, and IT operators collaborate to ensure the certificate application process runs smoothly.

Public trust in the judiciary tends to increase along with the improvement in service quality. The court is considered more open, responsive, and efficient than before. The success of the Barru District Court in implementing the Eraterang application can serve as a model for other courts in regions with similar characteristics. Knowledge transfer and best practices between institutions should be conducted. This study recommends that the court continuously conduct periodic evaluations of the system used and expand the reach of services by considering the needs of the community in its jurisdiction.

Local governments can also play a role in supporting the sustainability of this service, such as by providing stable internet networks in rural areas. In conclusion, the implementation of the Eraterang application at the Barru District Court has had a positive impact on digital-based public services. Support in terms of resources, leadership, and positive public response are the main factors for the program's success.

➤ Discussion

The findings of this study demonstrate the strategic role of digital transformation in judicial public services through the Eraterang application. The application not only aligns with the government's digitalization agenda but also fulfills the principles of public service delivery such as accessibility, efficiency, and transparency. In line with the theory of policy implementation by Van Meter and Van Horn, the success of a policy depends on the availability of resources, clarity of standards and objectives, and the communication among implementers all of which are present in the Barru District Court's context.

The digitalization of certificate requests via Eraterang illustrates how technological innovation can solve long-standing issues in public administration, such as slow service, long queues, and lack of documentation. As evidenced by both D.R. and A.I., the use of Eraterang has significantly reduced service times and improved procedural clarity. This improvement supports previous research that digital platforms increase service responsiveness and reduce public complaints.

Resource management has emerged as a critical aspect of implementation. Although no additional human resources were deployed, the reallocation and optimization of existing staff, especially in the PTSP and clerical units, enabled the smooth running of the application. This demonstrates an efficient internal capacity and adaptability, a necessary component in sustaining digital innovation within public institutions.

From an infrastructural standpoint, although minor constraints such as unstable networks were identified, the pre-existing IT infrastructure such as servers and desktop computers was adequate to support the application. This confirms that digital reforms can be implemented even with limited budgets, provided there is leadership commitment and strategic planning. The participation and trust of the public are essential indicators of success. As interview results and user feedback suggest, the public perceives the service as easier and faster. This improved perception builds institutional trust, a crucial component in strengthening the image of the judiciary and improving citizen engagement with legal services.

Another critical point discussed is the role of leadership. The active support from D.R. as the Head of Court and continuous coordination from A.I. and team highlight that institutional leadership is vital in overcoming resistance to change. Organizational culture that is open to reform fosters a conducive environment for policy adoption. Moreover, the research validates the relevance of Eraterang as a responsive innovation. It not only serves court users better but also functions as a governance tool that mitigates discretionary practices by ensuring traceability and documentation of every application. This enhances transparency and combats irregularities, supporting the broader goal of accountable governance.

Overall, the discussion indicates that the implementation of Eraterang at the Barru District Court serves as a model of localized innovation with the potential for replication. The combination of institutional readiness, technological capability, and stakeholder support has turned a simple application into a strategic component of judicial reform. This finding supports global calls for technology adoption in court systems, particularly in regions where access to justice remains limited.

D.CONCLUSION AND RECOMMENDATIONS

➤ Conclusion

The implementation of the Electronic Certificate Application (Eraterang) at the Barru District Court has proven to be an effective innovation in improving public service delivery in the judiciary. Through this digital platform, the process of applying for certificates has become more efficient, transparent, and accessible to the public. The success of Eraterang is supported by several key factors, including strong leadership commitment, adequate internal resource management, sufficient infrastructure, and positive public response. The application not only facilitates the court staff in carrying out their duties but also enhances public trust in judicial institutions.

Moreover, the integration of technology in legal services aligns with national efforts to reform bureaucracy and improve governance. While some technical challenges remain,

such as unstable internet connections and the need for broader socialization, these issues are manageable with ongoing evaluation and adjustment. The presence of Eraterang illustrates how localized digital solutions can drive meaningful change in public institutions.

➤ Recommendations

1. The Barru District Court should continue to monitor and evaluate the implementation of Eraterang to address any technical issues and improve system performance.
2. Additional training and technical support should be provided to staff to ensure consistency and accuracy in using the application.
3. Further efforts should be made to expand public awareness, especially in rural areas, through outreach programs and user-friendly guides.
4. The central government, particularly the Supreme Court, should consider replicating this model across other district courts with appropriate customization based on local needs.
5. Collaboration with local government units can enhance infrastructure, especially in ensuring stable internet connections, to support the sustainability of the application.

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