

Optimizing the Administration of Civil Appeal Cases through the Electronic Justice System to Realize the Principles of Simple, Speedy, and Low-Cost Justice

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Abstract

Appeal case administration continues to involve physical attendance, paper transfers between courts, and indirect costs for justice seekers. This study examines the regulation of electronic appeal administration under Indonesian positive law, evaluates its potential contribution to simple, speedy, and low-cost justice, and identifies strategies for optimization. A normative juridical method employed statutory, conceptual, and analytical approaches, supported by official secondary data and prior research. Lawrence M. Friedman's legal system theory provided the analytical framework. The findings identify Supreme Court Regulations No. 3 of 2018, No. 1 of 2019, and No. 7 of 2022 as establishing a normative foundation for electronic filing, notification, submission of appeal memoranda, file inspection, and transmission of case files and appeal decisions. Digitizing these stages has the potential to simplify procedures, shorten waiting times, and reduce costs. However, implementation faces fragmented regulation and reliance on technical guidelines, uneven infrastructure, inconsistent administrative compliance, and limited digital literacy among some users. The study concludes that optimization requires regulatory harmonization, standardized files and contingency procedures, stronger personnel capacity and data security, and assistance for justice seekers. These priorities provide a normative basis for aligning electronic appeal administration with procedural simplicity, timely justice, and affordability.

Keywords: Appeal Case Administration; E-Court; Simple, Speedy, and Low-Cost Justice; Regulatory Harmonization; Access to Justice.

INTRODUCTION

Simple, speedy, and low-cost justice is a fundamental principle governing the administration of judicial power in Indonesia. Law Number 48 of 2009 concerning Judicial Power establishes this principle as a guideline for all judicial institutions. The explanatory provisions define simplicity in terms of the efficient and effective examination and resolution of cases, while low-cost justice refers to costs that remain affordable for the public. This principle is not merely a normative slogan. Rather, it serves as a benchmark for determining whether courts are genuinely accessible, predictable, and affordable for individuals seeking justice (Cappelletti & Garth, 1978).

The right to appeal occupies an important position within Indonesia's multi-tiered judicial system. An appeal is an ordinary legal remedy that enables a party dissatisfied with a first-instance court judgment to seek a review by the high court of the case as a whole, based on the case file (Hukumonline, 2013). Such a review serves to correct errors in the application of law and the assessment of facts (Harahap, 2016). In practice, the quality of appellate proceedings depends heavily on the effectiveness of the administrative processes that precede them. The filing of an appeal, payment of the required court fee advance, notification to the opposing party, submission of appeal memoranda and counter-memoranda, examination of the case file (*inzage*), and transmission of the file to the high court constitute a series of administrative procedures that determine the speed of case resolution (Sutantio & Oeripkartawinata, 2009).

Conventional administrative procedures have inherent structural weaknesses. Voluminous case files must be organized, bound, and physically transported from the first-instance court to the high court. Meanwhile, justice seekers residing far from the courts must bear travel expenses to register appeals, examine case files, and obtain copies of judgments (Ismail et al., 2022). The Supreme Court has established a maximum time limit of three months for the resolution of appellate cases (Republik Indonesia., 2014). However, delays in administrative procedures often undermine efforts to meet this target because waiting times between procedural stages are not entirely within the control of the judicial panel.

In response to these challenges, the Supreme Court has pursued judicial reform through information technology, as outlined in the *Blueprint for Judicial Reform 2010–2035* (MA, 2010). The *e-Court* application was launched on July 13, 2018 (Retnaningsih et al., 2020a), under Supreme Court Regulation Number 3 of 2018 (MA, 2018). This regulation was

subsequently refined through Supreme Court Regulation Number 1 of 2019, which expanded the scope of electronic services beyond case registration to include electronic court proceedings (*e-Litigation*) (MA, 2019). The electronic appeal feature within the *e-Court* application was officially introduced on August 19, 2020. By early 2021, the Supreme Court had reported that 294 appellate cases had been registered through the application, of which 82 had been decided (Hukumonline, 2020). These developments indicate that appellate proceedings have entered the electronic justice ecosystem. Nevertheless, the figures also suggest that the adoption of electronic appeals remained limited during the initial implementation period.

The adoption of electronic systems at the first-instance level has progressed considerably faster. In 2020, a total of 186,987 civil, religious civil, and administrative court cases were registered through *e-Court* at first-instance courts, representing a 295% increase from 47,244 cases in 2019. Of these cases, 8,560 were conducted through electronic proceedings (Hukumonline, 2020). This substantial increase demonstrates that technology can gain broad acceptance when supported by appropriate systems and policies. However, monitoring conducted by the Directorate General of Religious Courts in late 2024 continued to identify several judicial units with low proportions of cases registered through *e-Court*. The Directorate also called on appellate courts to continuously evaluate *e-Court* performance within their respective jurisdictions. The gap between regulatory progress and consistency in implementation provides the context for this study.

Previous studies have examined the effectiveness of *e-Court* from various perspectives. Research by (Retnaningsih et al., 2020a) mapped the implementation of *e-Court* and *e-Litigation* in district courts across Indonesia. By (Aidi, 2020) examined the implementation of *e-Court* in achieving effective and efficient civil case resolution, while (Kartika Sari, 2019) investigated the role of *e-Court* in realizing the principles of simple, speedy, and low-cost justice. Studies specifically addressing electronic appeals, however, remain limited. Research (Ismail et al., 2022) empirically investigated online appeals at the Kisaran District Court and identified delays in uploading appeal memoranda and conducting *inazage* procedures due to the parties' limited technological proficiency. Research (Tobing, 2025) compared conventional and online appeal procedures at the Medan District Court and concluded that online appeals offered greater efficiency in terms of time and cost.

These studies have generally focused on individual courts and have not comprehensively examined appellate administration from a normative legal perspective, particularly following the amendments introduced through Supreme Court Regulation Number 7 of 2022. This study offers three main contributions. First, it maps the regulatory framework governing electronic appellate administration across multiple legal instruments. Second, it evaluates the contribution of the electronic justice system to each of the three principles of justice simplicity, speed, and affordability separately. Third, it formulates optimization strategies based on the interrelated dimensions of legal structure, legal substance, and legal culture. The role of technology in judicial systems is also relevant to this analysis. Research (Susskind, 2019) argues that online courts do not merely transfer manual procedures to digital platforms; rather, they have the potential to expand access to justice. Accordingly, this study aims to analyze the regulation of electronic appellate case administration under Indonesia's positive law, assess the contribution of the electronic justice system to the principles of simple, speedy, and low-cost justice, and formulate strategies for optimizing its implementation.

METHODS

This study employs normative legal research (also referred to as doctrinal legal research), which examines legal norms, principles, and doctrines as its primary objects of inquiry. Normative legal research relies on secondary data and does not depend on direct field observations (Soekanto & Mamudji, 2019). The study is descriptive-analytical in nature and adopts a prescriptive orientation, namely, describing applicable legal norms, assessing their consistency with the principles of justice, and formulating recommendations.

Three approaches are employed simultaneously. The statutory approach examines the Law on Judicial Power, provisions governing appellate proceedings, Supreme Court Regulations concerning electronic case administration, and relevant circulars and decisions issued by the Chief Justice of the Supreme Court (Marzuki, 2019). The conceptual approach draws on legal doctrines concerning the principles of simple, speedy, and low-cost justice, access to justice, and electronic judicial proceedings. The analytical approach examines the meaning of legal norms and assesses the consistency between different legal provisions, as well as between those provisions and administrative practices documented in official sources.

The legal materials consist of three categories. Primary legal materials include legislation, Supreme Court Regulations, decisions of the Chief Justice of the Supreme Court, circulars, and official correspondence issued by the directors general of the judicial bodies concerned. Secondary legal materials comprise textbooks, scholarly journal articles, previous research findings, and legal news reports containing official data. Tertiary legal materials include legal dictionaries and encyclopedias. The materials were collected through library research and subsequently analyzed using qualitative-prescriptive analysis, employing grammatical and systematic interpretation techniques. Quantitative data used in this study are secondary in nature and are cited as reported by their respective sources, without further statistical processing.

Lawrence M. Friedman's legal system theory serves as the analytical framework for this study. Friedman conceptualizes a legal system as comprising three elements: legal structure, legal substance, and legal culture (Friedman, 1975). Soerjono Soekanto further identifies five factors influencing the effectiveness of law enforcement: the law itself, law enforcement personnel, facilities and infrastructure, society, and culture (Soekanto, 2008). These two theoretical frameworks are used to identify implementation barriers and formulate optimization strategies. This study is limited by the absence of primary data collected directly from courts. Therefore, further empirical research is needed to test and validate the normative findings.

RESULTS

1. Regulation of Electronic Appellate Case Administration under Indonesian Positive Law

The regulation of electronic appellate case administration in Indonesia reflects the transformation of judicial administration from a conventional system based on physical documents toward an integrated digital system. This transformation aims to realize simple, speedy, and low-cost justice while improving the effectiveness of case administration. In its implementation, electronic appellate administration must continue to comply with procedural law, deadlines for filing legal remedies, the validity of documents, and the protection of the parties' rights.

Initially, appellate case administration was governed by procedural law provisions that relied on conventional mechanisms. Appeals were filed through the registry of the first-instance court in accordance with established procedures and statutory deadlines. These procedures required the physical handling of documents, including notification to the parties, submission of appeal memoranda and counter-memoranda, examination of case files, and transmission of files to the appellate court. As information technology developed, these procedures gradually began to be adapted through the implementation of electronic case administration systems.

This transformation is reflected in the use of the *e-Court* application and judicial information systems to support various stages of appellate administration. Procedures that previously required parties to appear in person at court can now be conducted through electronic services in accordance with applicable regulations. Case documents can be submitted in digital form, notifications can be delivered through the system, and case files can be examined electronically. Accordingly, digitalization not only changes the medium through which documents are submitted but also affects registry workflows and coordination between first-instance and appellate courts.

Table 1. Development of the Regulatory Framework for Electronic Appellate Case Administration

Regulatory aspect	Applicable regulation or legal instrument	Regulatory outcome
Principles of judicial administration	Law on Judicial Power	Provides the legal foundation for the principles of simple, speedy, and low-cost justice.
Conventional appellate procedures	Law Number 20 of 1947 and applicable procedural provisions outside Java and Madura	Establishes the procedures for filing and examining appellate cases.
Electronic case administration	Supreme Court Regulation (PERMA) Number 3 of 2018	Provides the initial legal basis for electronic case administration.
Expansion of electronic services	Supreme Court Regulation (PERMA) Number 1 of 2019	Expands the regulation of electronic case administration and proceedings, including legal remedies within its scope.
Operational technical guidelines	Supreme Court Decree (KMA) Number 129/KMA/SK/VIII/2019 and KMA Number 363/KMA/SK/XII/2022	Provides technical guidelines for implementing electronic case administration.
Regulation of appellate administration	Supreme Court Regulation (PERMA) Number 7 of 2022	Strengthens the regulation of electronic case administration at the appellate stage.
Legal validity of digital documents	Law on Electronic Information and Transactions	Establishes the legal basis for recognizing electronic information

Regulatory aspect	Applicable regulation or legal instrument	Regulatory outcome
		and documents as legally admissible evidence in accordance with applicable provisions.
Administration of criminal appeals	Supreme Court Regulation (PERMA) Number 4 of 2020 and PERMA Number 8 of 2022	Demonstrates the existence of specific regulations governing electronic criminal case administration and proceedings.

Source: Compiled and processed from the research materials.

Based on Table 1, the regulatory framework for electronic appellate case administration is established through several complementary legal instruments. Conventional procedural law remains the foundation for procedural requirements, while Supreme Court regulations and technical decrees provide guidance on the application of technology in case administration. These regulations demonstrate that digital transformation in the judiciary is being implemented through adjustments to existing legal procedures.

The research findings also indicate that electronic appellate administration encompasses nearly the entire sequence of administrative activities, from filing an appeal to delivering copies of judgments. Nevertheless, the distribution of regulations across multiple legal instruments creates a need to strengthen legal harmonization and standardize implementation. Certainty regarding document transmission procedures, proof of file receipt, the handling of system disruptions, and the protection of case data is essential to ensure that the use of technology does not create legal uncertainty for the parties.

2. The Contribution of the Electronic Justice System to the Principles of Simple, Speedy, and Low-Cost Justice in Appellate Case Administration

The implementation of the electronic justice system has transformed appellate case administration, particularly by simplifying procedures, accelerating document exchange, and reducing indirect costs borne by the parties. These changes can be observed by comparing conventional appellate administrative procedures with those conducted through electronic systems.

Table 2. Comparison of Conventional and Electronic Appellate Case Administration

Administrative stage	Conventional system	Electronic system	Result of the transformation
Filing an appeal and payment of the advance court fee	Conducted through visits to the court registry and cashier	Registration and payment are conducted through electronic services in accordance with applicable regulations	Reduces the need for physical visits to the court.

Administrative stage	Conventional system	Electronic system	Result of the transformation
Notifications and document submission	Uses conventional notification procedures and physical document delivery	Uses system notifications and document uploads	Facilitates document submission and tracking.
Submission of appeal memoranda and counter-memoranda	Documents are physically submitted in accordance with established procedures	Documents are submitted through the electronic system	Reduces the need to manage paper documents.
Examination of case files (inzage)	The parties visit the court to examine the case files	Case files are examined electronically in accordance with applicable procedures	Improves access to case files.
Transmission of case files to the high court	Physical files are transported between courts	Digital files are transmitted through the judicial information system	Reduces the time required for physical file delivery.
Delivery of copies of judgments	Uses printed documents and conventional delivery mechanisms	Uses electronic copies of judgments bearing electronic signatures in accordance with applicable regulations	Accelerates the distribution of judicial decisions.

Source: Compiled and processed from the research materials.

As shown in Table 2, the main differences between the two systems concern document management, communication mechanisms, and file transmission procedures. The electronic system enables several administrative stages to be completed without physically transferring documents. These changes have the potential to reduce waiting times and administrative burdens, although their effectiveness continues to depend on document completeness, accurate uploading, and the readiness of both the system and its users.

a. The Dimension of Simplicity

The research findings indicate that the electronic justice system contributes to simplifying appellate case administration by consolidating various service stages within a digital system. Appeal registration, payment of advance court fees, notifications, document submission, case file examination, and document transmission can be managed electronically in accordance with applicable regulations. This mechanism reduces the need for repeated visits to the court and minimizes the handling of printed case files.

Simplicity is also reflected in the increased ease of monitoring case status. Through the information system, the parties can obtain updates on the progress of administrative procedures without relying entirely on direct communication with court personnel. Electronic recordkeeping also improves document traceability and helps reduce the risk of lost documents or delayed submissions. However, simplifying procedures does not eliminate

the formal obligations that the parties must fulfill. Accurate document uploading, compliance with administrative requirements, and adherence to procedural deadlines remain essential. Therefore, electronic systems should provide clear procedural information and mechanisms for confirming document receipt to ensure that improved service convenience does not compromise the protection of the parties' rights.

b. The Dimension of Speed

In terms of speed, electronic systems have the potential to shorten the time required to complete appellate administration, particularly during document exchange and file transmission between courts. Under conventional procedures, the physical transportation of case files requires time for delivery and administrative coordination. By contrast, digital document transmission enables files to be received through the information system without waiting for physical transportation.

Previous research summarized in the research materials indicates that online appeals at the Medan District Court were considered more time-efficient than conventional procedures. In addition, indicators measuring the timeliness of appeal application registration and file transmission demonstrate that administrative speed has become part of judicial performance monitoring. Nevertheless, faster processing is not determined solely by the availability of technology. Delays in uploading appeal memoranda or counter-memoranda, limited user proficiency, and technical problems can impede the completion of administrative procedures. Accordingly, the benefits of electronic systems can be maximized when supported by administrative discipline, stable network connectivity, and the ability of both court personnel and users to operate the system effectively.

c. The Dimension of Low-Cost Justice

The contribution of electronic systems to the principle of low-cost justice is evident in the reduction of indirect expenses associated with appellate administration. Under conventional procedures, the parties may incur transportation, accommodation, and other expenses resulting from the need to visit the court. Electronic services can reduce some of these expenditures because several procedural stages can be completed without physical visits.

Furthermore, electronic payments improve transaction traceability and enable users to monitor payments of advance court fees more easily. Digital document management also reduces the need for printing, photocopying, and physically delivering documents. Previous

research discussed in the research materials indicates that online appellate administration at the Medan District Court was considered less costly in administrative terms than conventional procedures. However, these cost savings may not be experienced equally by all members of the public. The use of electronic systems requires adequate devices, internet connectivity, and digital skills. For people living in areas with limited internet access, data costs and the need for technical assistance may instead create additional financial burdens.

Therefore, the implementation of the principle of low-cost justice must take into account the total expenditure incurred by users, rather than official court fees alone. Overall, the research findings indicate that the electronic justice system has the potential to support all three dimensions of the principle of justice: procedural simplicity, faster administration, and reduced indirect costs. However, realizing this potential requires stronger infrastructure, improved user competence, and guarantees that all parties retain access to judicial services.

3. Implementation Barriers and Strategies for Optimizing Appellate Case Administration through the Electronic Justice System

The research findings indicate that the implementation of electronic appellate case administration continues to face obstacles relating to legal substance, institutional structure, and legal culture. These three aspects are interconnected and influence the effectiveness of digital services. Therefore, optimization cannot be achieved solely through application development; it also requires regulatory improvements, enhanced personnel capacity, and assistance for service users.

Table 3. Barriers and Optimization Strategies for Electronic Appellate Case Administration

Aspect	Identified barriers	Optimization strategies
Legal substance	Regulations are dispersed across multiple legal instruments and technical guidelines; procedural details are not yet fully standardized; procedures for handling system disruptions remain unclear.	Harmonize regulations, standardize procedures, and establish integrated guidelines for electronic appellate administration.
Institutional structure	Unequal network infrastructure, limited storage capacity, differences in staff competence, and uneven supervision.	Improve infrastructure distribution, provide continuous training, strengthen supervision, and enhance system security.
Legal culture	Uneven digital literacy among users, difficulties in following procedures, and delays in uploading documents.	Conduct public outreach, provide user assistance, establish help centers, and collaborate with advocates' organizations and legal aid institutions.

Aspect	Identified barriers	Optimization strategies
Data protection	Risks of unauthorized access to and leakage of information contained in digital case documents.	Strengthen access controls, implement data backups, and apply information security standards.
Access to justice	Some users lack adequate devices or internet connectivity.	Provide assistance services and non-electronic mechanisms for groups facing access limitations, in accordance with applicable regulations.

Source: Compiled and processed from the research materials.

As shown in Table 3, the barriers to implementing electronic appellate case administration arise not only from technological limitations but also from regulatory conditions, institutional capacity, and public readiness. Therefore, optimization strategies must be developed comprehensively to ensure that digitalization genuinely improves administrative effectiveness without creating new barriers to accessing justice.

a. Barriers Relating to Legal Substance

Barriers relating to legal substance primarily arise from the distribution of regulations governing electronic appellate administration across multiple legal instruments. Provisions concerning case administration, electronic proceedings, and their implementing technical guidelines have different scopes depending on the relevant judicial jurisdiction. This situation may lead to differing interpretations of the procedures that court personnel and service users must follow.

Another issue concerns the need for procedural certainty in the transmission and receipt of electronic documents. Appellate administration involves deadlines that carry legal consequences; therefore, the system must ensure that every document is properly recorded. Uncertainty regarding proof of transmission, document receipt status, or the actions required when a system disruption occurs may create difficulties for the parties.

The optimization strategy in this area is to develop integrated guidelines governing digital document formats, transmission and receipt mechanisms, online case file examination, and alternative procedures in the event of system disruptions. Strengthening the statutory legal basis is also necessary to ensure greater certainty and consistency between electronic administrative regulations and the applicable procedural law.

b. Barriers Relating to Legal Structure

At the structural level, the barriers concern the preparedness of judicial institutions, the quality of human resources, the availability of infrastructure, and the effectiveness of

supervision. Electronic administration requires adequate equipment, stable internet connectivity, sufficient data storage capacity, and personnel capable of operating and maintaining the system.

The research materials also indicate that supervision of electronic register implementation has not been fully consistent across judicial units. In addition, there is a need to increase the number of *e-Court* service personnel and conduct continuous evaluations of its implementation. These conditions demonstrate that the success of digitalization cannot depend solely on the availability of an application; it also depends on institutional capacity to ensure service continuity. Optimization at the structural level can be achieved by improving the distribution of technological infrastructure, expanding storage capacity, strengthening system security, and providing regular training for court registrars and information technology personnel. Supervisory mechanisms should also be strengthened through measurable performance indicators, particularly those relating to the timeliness of appeal registration, document completeness, and transmission of case files to appellate courts.

c. Barriers Relating to Legal Culture

Barriers associated with legal culture concern digital literacy, established habits of using conventional services, and the public's ability to understand electronic administrative procedures. Not all users have the same level of experience in operating applications or uploading digital documents. These differences in ability may lead to delays in submitting appeal memoranda and counter-memoranda, as well as difficulties in conducting electronic case file examinations.

These conditions demonstrate that digital transformation requires changes in service delivery practices alongside improvements in user understanding. A system that is technically available may not be used optimally if its procedures are difficult to understand or users cannot obtain adequate assistance. Strategies to address these challenges include expanding public outreach on electronic appellate administration procedures, establishing help centers within courts, and providing guidance to members of the public who experience difficulties. Collaboration with advocates' organizations and legal aid institutions can also help broaden the reach of educational initiatives. In this way, a digital legal culture can develop through service experiences that are understandable, transparent, and reliable.

d. Phased Optimization Strategies

The optimization of electronic appellate case administration should be implemented in phases to ensure that regulatory reform, institutional strengthening, and legal culture development proceed in a systematic manner.

Table 4. Phased Strategies for Optimizing Electronic Appellate Case Administration

Phase	Program priorities	Expected outcomes
Short term	Develop integrated guidelines, establish emergency procedures for system disruptions, and strengthen supervision by appellate courts.	Clearer procedures and greater consistency in administrative implementation.
Medium term	Improve infrastructure distribution, enhance personnel competence, provide user assistance services, and strengthen data security.	Improved institutional readiness and greater user capacity to utilize electronic services.
Long term	Integrate electronic administrative regulations into procedural law reform and utilize administrative performance data for policy evaluation.	A more integrated, consistent, and sustainable appellate administration system.

Source: Compiled and processed from the research materials.

Table 4 demonstrates that optimization strategies must combine procedural improvements, institutional capacity building, and long-term system development. In the initial phase, procedural certainty and the handling of system disruptions should be prioritized to ensure that administrative processes do not obstruct the exercise of the parties' rights. In the medium term, improvements in infrastructure and personnel competence are necessary to maintain service quality. In the long term, the focus should be on strengthening the legal foundation and using administrative data as a basis for policy evaluation.

In addition to these three phases, personal data protection must be incorporated into every optimization process. Case documents may contain personal and sensitive information; therefore, access to case files must be appropriately managed. Access controls, data backups, and system security maintenance should be implemented consistently to reduce the risk of information misuse. Assistance services and non-electronic mechanisms for users facing access limitations should also be considered in accordance with applicable regulations. This approach is essential to ensure that digitalization does not create new inequalities between members of the public who have access to technology and those who do not.

DISCUSSION

1. Regulation of Electronic Appellate Case Administration under Indonesian Positive Law

The regulation of electronic appellate case administration forms part of the transformation of Indonesia's judicial system in response to developments in information technology and the public's need for more effective legal services. This transformation should not be understood merely as a shift in the medium of administration from physical to digital documents, but also as an adjustment to judicial workflows to ensure legal certainty, procedural order, and the protection of the parties' rights. Its principal foundation is the principle of simple, speedy, and low-cost justice, as stipulated in Article 2(4) and Article 4(2) of Law Number 48 of 2009 concerning Judicial Power. This principle requires the administration of justice not only to comply with the formal requirements of procedural law but also to provide effective and accessible services to the public. In this context, electronic administration serves as an instrument of institutional reform that must continue to operate within the framework of applicable procedural law (Republik Indonesia, 2009).

Historically, civil appellate case administration in Indonesia has remained grounded in procedural provisions established when document management relied on conventional methods. Law Number 20 of 1947 concerning Appellate Proceedings serves as one of the legal foundations for appeals in Java and Madura, while the relevant procedural provisions applicable to other regions govern appellate proceedings outside these areas. The formal nature of civil procedural law means that each procedural act carries legal consequences for the parties. Therefore, the application of technology to appellate proceedings must ensure that registration, document submission, case file examination, and the transmission of judgments remain consistent with applicable legal provisions. Digitalization does not, in itself, eliminate established deadlines or formal requirements prescribed by procedural law.

Developments in electronic administration regulations can be observed through Supreme Court Regulation Number 3 of 2018 concerning the Electronic Administration of Cases in Courts, which was subsequently refined through Supreme Court Regulation Number 1 of 2019 concerning the Electronic Administration of Cases and Court Proceedings, together with its subsequent amendments. These regulations demonstrate that the Supreme Court has gradually established a legal framework for the use of information technology in judicial services. Subsequently, Supreme Court Regulation Number 7 of 2022

strengthened the regulation of electronic case administration and proceedings, including provisions relating to legal remedies. This series of regulations demonstrates that electronic administration has become part of judicial modernization policy rather than a temporary administrative innovation (MA, 2018; MA, 2019; MA, 2022).

Substantively, these regulations are important because appellate proceedings comprise several interconnected stages, each of which carries legal consequences. An appeal must be properly registered, notifications to the parties must be delivered in accordance with established procedures, appeal memoranda and counter-memoranda must be submitted within the applicable time limits, and case file examination and document transmission must ensure the completeness of the case administration. Electronic systems can facilitate this entire sequence through digital recordkeeping, system-based notifications, and electronic file transmission. However, their effectiveness depends on procedural clarity and the system's ability to provide verifiable proof of document receipt. Accordingly, legal certainty in electronic appellate administration cannot be established solely by recognizing the use of technology; it also requires clarity regarding the legal consequences of every action performed digitally.

The recognition of electronic documents under Indonesian positive law is another important element supporting this transformation. The Law on Electronic Information and Transactions provides a legal basis for recognizing electronic information and documents, together with their printed outputs, as lawful evidence in accordance with applicable legislation. Nevertheless, such recognition must be distinguished from compliance with all procedural law requirements. Electronically recognized documents must still satisfy the applicable requirements concerning authentication, integrity, authority, and submission procedures in the relevant proceedings. Therefore, technological validity and procedural validity must be ensured simultaneously so that digitalization does not give rise to new disputes concerning document validity or compliance with procedural deadlines (Republik Indonesia, 2008).

The findings of (Retnaningsih et al., 2020; Lahilote et al., 2024) concerning the implementation of *e-Court* and *e-Litigation* in Indonesian courts demonstrate the importance of aligning judicial administration with the electronic regulatory framework. These studies are relevant to explaining that successful judicial reform depends not only on the availability of applications but also on the implementation of provisions governing interactions among

users, judicial personnel, and judicial institutions. This need is particularly significant in appellate administration because it involves coordination between first-instance and appellate courts. Any inconsistency in document formats, recordkeeping, or transmission mechanisms may disrupt administrative processes and cause delays.

Based on the foregoing analysis, the principal challenge in regulating electronic appellate case administration lies in maintaining a balance between technological innovation and legal certainty. Existing regulations provide a foundation for electronic administration, but their implementation requires regulatory harmonization and consistent technical guidelines. Guidelines governing document formats, submission deadlines, proof of file receipt, procedures for handling system disruptions, and data security must be clearly formulated and uniformly implemented. In this way, the modernization of appellate administration can provide procedural certainty while strengthening the protection of justice seekers' rights.

2. The Contribution of the Electronic Justice System to the Principles of Simple, Speedy, and Low-Cost Justice in Appellate Case Administration

The implementation of an electronic justice system in appellate case administration should be evaluated according to its ability to comprehensively support the principles of simple, speedy, and low-cost justice. These three dimensions are interrelated but have distinct indicators. Simplicity concerns procedural accessibility and the elimination of unnecessary administrative steps; speed concerns the efficiency of the time required to complete each stage; and low-cost justice concerns the affordability of both official fees and indirect expenses borne by the parties. Therefore, the success of digitalization cannot be measured solely by the number of documents converted into electronic form, but must also be assessed in terms of the tangible benefits delivered to users of judicial services (Sari, 2019).

In terms of simplicity, electronic systems enable various administrative activities to be conducted through digital channels, thereby reducing the need for repeated visits to court. Registration, payment of advance court fees, document submission, notifications, and case file examination can be carried out electronically in accordance with applicable regulations. Digital document management also reduces the need to print, duplicate, organize, and transport large volumes of physical files. These changes have the potential to simplify registry workflows and make it easier for the parties to monitor the progress of their cases. Research (Sari, 2019) explains that *e-Court* is an instrument of administrative reform designed to

support the realization of simple, speedy, and low-cost justice. In appellate proceedings, these benefits are particularly associated with reducing administrative obstacles previously caused by dependence on physical documents and in-person attendance.

Simplicity is also related to procedural transparency and document traceability. Electronic systems can provide information on the administrative status of a case, allowing the parties to monitor ongoing proceedings. Digital records enable administrative actions to be traced through system logs, thereby helping improve service accountability. However, procedural simplification must not undermine the guarantee that every party receives proper notification and an equal opportunity to exercise their procedural rights. The system must provide clear information regarding document status, submission deadlines, and confirmation of receipt (Pribadi et al., 2024). If such information is difficult to understand or the system fails to provide adequate proof of receipt, digitalization may instead create additional difficulties for users (Ernungtyas et al., 2024).

Regarding speed, electronic systems have the potential to reduce waiting times previously associated with the physical transmission of files between courts. Under conventional procedures, file delivery is affected by geographical distance, transportation time, and administrative coordination. Through digital systems, documents can be transmitted without waiting for physical transportation, potentially enabling appellate courts to receive case files more quickly once first-instance administrative procedures have been completed. This advantage is particularly relevant in areas where the distance between courts is considerable. Nevertheless, faster document transmission does not automatically mean that all cases will be decided more quickly, since the overall duration of proceedings is also influenced by file completeness, caseload, examination schedules, and the judicial panel's decision-making process.

The findings of (Sepriana et al., 2024) concerning the implementation of the principles of simple, speedy, and low-cost justice through *e-Court* at the Makassar District Court indicate that the effectiveness of electronic services may vary across procedural stages. The study identified certain administrative stages that had operated effectively, while others continued to encounter obstacles. These findings reinforce the argument that digitalization should be evaluated across the entire process rather than solely on the basis of successful registration and payment. In appellate administration, evaluation indicators may include the timeliness of appeal registration, the speed of notification delivery, the completeness of

digital documents, file transmission time, and the handling of incomplete files. Measuring these indicators is necessary to assess the benefits of technology objectively.

Furthermore, in terms of low-cost justice, electronic systems have the potential to reduce indirect expenses arising from court visits, document duplication, file delivery, and lost working time associated with managing cases. Electronic payments also facilitate transaction recording and enable users to make payments without physically visiting the court cashier. These cost reductions are particularly important for people living far from courts or facing economic constraints. Research (Ardianto et al., 2021) examine the realization of simple, speedy, and low-cost justice through *e-Court* and *e-Litigation* as part of judicial service reform that requires analysis in terms of the implementation of procedural law principles. Accordingly, cost efficiency should be understood as part of the broader effort to expand access to justice, rather than merely as a reduction in the courts' internal administrative expenses.

Nevertheless, the benefits of low-cost justice must be assessed proportionately. The use of digital services requires devices, internet connectivity, and the ability to operate applications. For users living in areas with limited connectivity, expenses for internet data, devices, or technical assistance may create additional financial burdens. Similarly, (Denvir & Selvarajah, 2022) emphasize the importance of digital support and diverse service channels in maintaining access to justice during the development of online courts. This perspective is relevant to Indonesia because geographical conditions, infrastructure, and public digital literacy vary considerably. Therefore, electronic services should be accompanied by assistance mechanisms and alternative service arrangements consistent with applicable regulations, ensuring that people facing access limitations do not lose the opportunity to obtain judicial services.

Based on these three dimensions, the electronic justice system can be understood as an instrument with the potential to strengthen the implementation of the principles of simple, speedy, and low-cost justice in appellate administration. However, the relationship between technology and judicial effectiveness is not automatic. The benefits depend on regulatory quality, infrastructure readiness, personnel competence, system usability, and the protection of the parties' rights. Therefore, evaluations of electronic appellate administration must treat efficiency as one indicator while maintaining legal certainty, equal access, transparency, and procedural fairness as essential standards of judicial service.

3. Implementation Barriers and Strategies for Optimizing Appellate Case Administration through the Electronic Justice System

The implementation of electronic appellate case administration continues to face obstacles relating to legal substance, institutional structure, and legal culture. These three aspects influence one another in determining the effectiveness of judicial services. According (Friedman, 1975) explains that a legal system can be understood through three principal elements: legal substance, legal structure, and legal culture. This framework is relevant to the analysis of electronic appellate administration because the system's success depends not only on the availability of regulations but also on the preparedness of judicial institutions and the public's ability to use the services provided.

From the perspective of legal substance, the principal obstacle lies in the distribution of electronic case administration provisions across several Supreme Court regulations and technical decrees. Layered regulations may create difficulties when they are not accompanied by adequate harmonization and standardization. Differences in technical provisions, uncertainty regarding procedures to be followed during system disruptions, and the need to ensure proof of document receipt may create uncertainty in the implementation of appellate administration. These issues are important because procedural law establishes stages and deadlines that the parties must observe. Therefore, regulatory reform should focus on developing clear, consistent, and readily applicable guidelines without diminishing the procedural guarantees established under positive law.

Furthermore, technological developments require regulations capable of ensuring the security and integrity of case documents. Electronic documents may contain identifying information, personal data, and information relating to disputes between the parties. Accordingly, file management must address access restrictions, user authentication, system activity logs, and data recovery mechanisms. These safeguards should be aligned with Law Number 27 of 2022 concerning Personal Data Protection and the applicable provisions governing electronic information and transactions. Thus, reform of appellate administrative law should not focus exclusively on efficiency but must also ensure that digitalization does not increase the risk of misuse or improper disclosure of information.

From the perspective of legal structure, the effectiveness of electronic appellate administration is influenced by infrastructure readiness, the quality of human resources, and inter-institutional supervision mechanisms within the judiciary. Digital systems require stable

networks, adequate storage capacity, regular application maintenance, and personnel with the competence to manage electronic documents. Infrastructure disparities across regions may result in inconsistent service quality. Similarly, insufficient staffing or personnel changes without adequate knowledge transfer may disrupt service continuity. From Soekanto's (2008) perspective, facilities and infrastructure, together with the quality of law enforcement personnel, are factors influencing the effectiveness of law enforcement. This framework indicates that successful digitalization of appellate administration requires institutional support commensurate with regulatory reform.

Institutional obstacles are also associated with coordination between first-instance and appellate courts. Appellate proceedings involve the transmission and examination of file completeness; consequently, delays at one stage may affect subsequent stages. Supervision should therefore focus on the timely registration of appeals, document completeness, file transmission times, and the resolution of administrative deficiencies. These indicators can serve as a basis for evaluating and identifying obstacles arising from the system, procedures, or personnel performance. Strengthening evaluation mechanisms also enables court leadership to determine corrective measures based on data rather than relying solely on general reports.

From the perspective of legal culture, obstacles arise from differences in users' ability to understand and utilize digital services. Advocates and justice seekers may encounter difficulties when creating accounts, uploading documents, monitoring case status, or fulfilling administrative requirements through electronic systems. This situation demonstrates that the availability of an application does not necessarily mean that all users can access it easily. Research (Sepriana et al., 2024; Lahilote et al., 2024) found that *e-Court* implementation continues to be influenced by social conditions, users' technological capabilities, infrastructure, and the professionalism of service providers. Although their study addresses civil case administration more generally, its findings are relevant to assessing the need for assistance in electronic appellate administration.

Digital literacy is closely related to the principle of access to justice. Research by (Denvir & Selvarajah, 2022) indicates that the development of online courts must take account of groups at risk of digital exclusion and the importance of assistance for users. These findings demonstrate that electronic judicial systems may expand access for some members of the public while creating new barriers for those without adequate devices,

internet connectivity, or digital skills. In Indonesia, geographical and socioeconomic disparities make user assistance an important component of judicial service delivery. Therefore, digitalization should not merely require the public to adapt to technology; it should also ensure that systems are designed according to users' needs and capabilities.

Strategies for optimizing electronic appellate case administration should integrate regulatory harmonization, institutional strengthening, and improvements in digital literacy. From a regulatory perspective, the Supreme Court should ensure the availability of guidelines governing digital document standards, file transmission and receipt procedures, notification mechanisms, system disruption management, and data protection. Institutionally, infrastructure improvements should be accompanied by continuous training for court registrars and information technology personnel. In terms of legal culture, public outreach and assistance should be expanded through court-based help centers, easy-to-understand system user guides, and collaboration with advocates' organizations and legal aid institutions. This integrated approach would enable judicial reform to progress not only technically but also organizationally and socially.

Optimization strategies should also incorporate continuous evaluation of system performance. Courts may use indicators such as the timeliness of appeal registration, file transmission speed, document completeness rates, service disruption frequency, and the number of user assistance requests. These data can be used to determine improvement priorities and assess whether the system genuinely delivers more effective services. In addition, alternative mechanisms for users facing access limitations should be maintained in accordance with applicable regulations. This approach is consistent with the views of (Mentovich et al., 2023; Mulcahy & Tsalapatanis, 2022), who emphasize that digital support and diverse service channels are important elements in protecting access to justice amid the transition toward online courts.

Based on the overall analysis, optimizing electronic appellate case administration should be understood as a process of judicial reform encompassing legal, institutional, technological, and societal dimensions. Regulatory harmonization provides procedural certainty; stronger infrastructure and personnel competence improve service reliability; and user assistance helps reduce digital access disparities. These three dimensions must operate simultaneously to ensure that digitalization goes beyond changing document formats or

communication mechanisms and genuinely supports the administration of justice in a manner that is simple, speedy, low-cost, secure, and fair.

CONCLUSION

This study concludes that the electronic administration of appellate cases in Indonesia's positive legal system has a normative foundation in Supreme Court Regulation Nos. 3 of 2018, 1 of 2019, and 7 of 2022, supported by decisions of the Chief Justice of the Supreme Court serving as technical guidelines. These regulations are dispersed across multiple legal instruments with varying levels of detail and occupy a position subordinate to the principal procedural law. Consequently, procedural certainty has not yet been fully achieved. The electronic justice system contributes to the realization of the principles of simple, speedy, and low-cost justice. Procedures become more streamlined through online registration and document management; processing times can potentially be reduced through electronic document transmission and notifications; and both direct and indirect costs can be lowered through online payments and fewer physical visits to court. However, these benefits remain potential rather than automatic and depend on the readiness of legal substance, institutional structures, and legal culture. Implementation barriers include fragmented regulations, disparities in infrastructure, limited personnel capacity and oversight, and low levels of digital literacy among some users. Optimization strategies include regulatory harmonization, infrastructure and data security improvements, human resource capacity development, and public education and assistance implemented in stages.

This study contributes to the development of research on procedural law and judicial administration in Indonesia by analyzing the relationship between the normative framework governing the electronic administration of appellate cases, the implementation of the principles of simple, speedy, and low-cost justice, and the barriers to implementation. Theoretically, this study enriches the understanding of the electronic justice system as part of the transformation of legal services, which needs to be examined in terms of legal substance, institutional structure, and legal culture. Practically, the findings may serve as a reference for the Supreme Court and the courts in evaluating regulations, improving appellate case administration procedures, enhancing judicial personnel capacity, and expanding public access to effective, transparent, and accountable judicial services.

Future research should examine the implementation of electronic appellate case administration through empirical studies at both courts of first instance and appellate courts. Such research would provide direct evidence of the system's effectiveness in accelerating administrative processes, reducing costs, and improving user satisfaction. Further studies could also compare the implementation of the electronic justice system across courts or regions to identify differences in infrastructure, personnel competence, and public digital literacy. In addition, future research should explore data security and personal data protection, legal certainty regarding electronic documents, and barriers to access faced by groups with limited access to technology. Through these approaches, subsequent studies are expected to generate evidence-based recommendations to strengthen regulatory harmonization and formulate sustainable strategies for optimizing the electronic administration of appellate cases.

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