

ABSTRAK

VENDRI ABILAH, NPM : 2022054, Judul **“EFEKTIVITAS PENERAPAN SISTEM *E-COURT* SEBAGAI INOVASI LAYANAN PUBLIK DALAM PENDAFTARAN PERKARA PERCERIAN DI PENGADILAN AGAMA AMUNTAI KELAS IB”** dibawah bimbingan Bapak **SUGIANOR, S.Sos., M.AP** sebagai Pembimbing I dan Ibu **NIDA URAHMAH, M.Pd** sebagai Pembimbing II.

Penerapan sistem *E-Court* dalam pendaftaran perkara perceraian di Pengadilan Agama Amuntai Kelas IB belum optimal, ditandai dengan kurangnya sosialisasi yang berdampak pada rendahnya pemahaman masyarakat, keterbatasan akses teknologi dan jaringan internet, serta gangguan teknis sistem. Penelitian ini bertujuan untuk mengetahui efektivitas penerapan sistem *E-Court* dalam pendaftaran perkara perceraian di Pengadilan Agama Amuntai Kelas IB serta faktor-faktor yang mempengaruhinya.

Penelitian ini menggunakan metode deskriptif kualitatif. Teknik pengumpulan data yang digunakan adalah observasi, wawancara, dan dokumentasi. Penentuan informan menggunakan teknik *purposive sampling* yang melibatkan panitera, hakim, operator *E-Court*, Petugas PTSP, serta masyarakat yang berperkara perceraian melalui sistem *E-Court*. Analisis data dilakukan tahapan reduksi data, penyajian data, dan penarikan kesimpulan.

Hasil penelitian menunjukkan bahwa efektivitas penerapan sistem *E-Court* sebagai inovasi layanan publik dalam pendaftaran perkara perceraian di Pengadilan Agama Amuntai Kelas IB cukup efektif. Hal tersebut terlihat pada aspek: *Pertama*, pencapaian tujuan meliputi indikator tujuan direalisasikan secara tepat yang sudah efektif karena pelayanan lebih cepat, mudah, dan berbiaya ringan; manfaat bagi sasaran sudah efektif karena memberikan kemudahan akses, penghematan waktu dan biaya, serta pemantauan persidangan secara elektronik; sedangkan kelancaran proses atau sistem cukup efektif meskipun masih terkendala jaringan, server, dan pengunggahan dokumen. *Kedua*, integritas meliputi indikator sosialisasi masyarakat cukup efektif, meskipun sosialisasi tatap muka belum optimal; penyampaian informasi cukup efektif, namun pemahaman masyarakat terhadap *E-Court* masih terbatas; sedangkan keterlibatan masyarakat sudah efektif dengan penggunaan *E-Court* mencapai 100% dalam pendaftaran perkara perceraian tahun 2025. *Ketiga*, adaptasi meliputi indikator penyesuaian dengan kondisi lingkungan cukup efektif melalui Pojok *E-Court* dan pendampingan petugas; penyediaan sarana pendukung sudah efektif meskipun masih terjadi gangguan jaringan; sedangkan kesiapan menghadapi dinamika eksternal cukup efektif melalui penyediaan genset dan pelayanan manual saat gangguan server atau pemadaman listrik. Faktor-faktor yang mempengaruhi meliputi faktor pendukung berupa sarana dan fasilitas pendukung serta pendampingan petugas *E-Court*, sedangkan faktor penghambat berupa kurangnya pemahaman teknologi masyarakat, khususnya lanjut usia dan masyarakat berpendidikan rendah.

Berdasarkan hasil penelitian tersebut, disarankan kepada Panitera Pengadilan Agama Amuntai Kelas IB agar meningkatkan sosialisasi dan kualitas pelayanan *E-Court*, serta kepada petugas PTSP dan petugas *E-Court* agar mengoptimalkan pendampingan dan penyampaian informasi kepada masyarakat.

ABSTRACT

VENDRI ABILAH, NPM : 2022054, Title **“EFFECTIVENESS OF THE IMPLEMENTATION OF THE E-COURT SYSTEM AS A PUBLIC SERVICE INNOVATION IN DIVORCE CASE REGISTRATION AT THE AMUNTAI CLASS IB RELIGIOUS COURT”** Under the supervision of Mr. **SUGIANOR, S.Sos., M.AP** as Supervisor I and Mrs. **NIDA URAHMAH, M.Pd** as Supervisor II.

The implementation of the E-Court system for registering divorce cases at the Amuntai Class IB Religious Court is not yet optimal, characterized by insufficient outreach resulting in low public understanding as well as limited access to technology and internet networks, and technical system disruptions. This study aims to assess the effectiveness of the E-Court system's implementation for divorce case registration at the Amuntai Class IB Religious Court and to identify the factors influencing it.

This study employs a qualitative descriptive method. Data collection techniques include observation, interviews, and documentation. Informants were selected using purposive sampling, involving court clerks, judges, E-Court operators, One-Stop Integrated Service (PTSP) staff, and individuals involved in divorce proceedings via the E-Court system. Data analysis was conducted through the stages of data reduction, data presentation, and conclusion drawing.

Research findings indicate that the implementation of the E-Court system as a public service innovation for divorce case registration at the Amuntai Class IB Religious Court has been quite effective. This is evident across several aspects: First, regarding goal achievement, the realization of objectives has been effective due to faster, easier, and more affordable services; benefits for the target audience have been effective, offering ease of access, time and cost savings, and electronic hearing monitoring; meanwhile, the smoothness of the process or system has been reasonably effective, despite lingering issues with network connectivity, servers, and document uploading. Second, regarding integrity, public outreach has been reasonably effective, although face-to-face socialization remains suboptimal; information dissemination has been effective, yet public understanding of E-Court remains limited; conversely, public engagement has been effective, with E-Court usage reaching 100% for divorce case registrations in 2025. Third, regarding adaptation, adjusting to environmental conditions has been reasonably effective through the provision of an E-Court Corner and staff assistance; the provision of supporting infrastructure has been effective, despite occasional network disruptions; and readiness to handle external dynamics has been effective through the availability of backup generators and manual service options during server failures or power outages. Influencing factors include supporting elements such as infrastructure, facilities, and E-Court staff assistance while inhibiting factors include a lack of technological literacy among the public, particularly among the elderly and those with lower levels of education.

Based on the research findings, it is recommended that the Clerk of the Class IB Amuntai Religious Court enhance the dissemination of information regarding E-Court and improve the quality of E-Court services; furthermore, PTSP and E-Court staff are advised to optimize the assistance provided to the public and the delivery of information.