

Innovation of Public Service E-Court of Bojonegoro Religious Court: Study Case of Divorce Case

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Abstract. *This article aims to describe the innovation of the Bojonegoro Religious Court in resolving divorce cases to create good public services and to find out whether there are challenges in developing this e-court application innovation. The problem focuses on how effective e-court innovation is in improving the quality of public services, especially divorce handling and identifying obstacles and aspects that need to be improved so that it becomes a sustainable application in the future. In order to approach this problem, a theoretical reference from M. Roger is used, with 5 innovation attributes, namely: relative advantage, suitability, complexity, possibility of trying and ease of observation. Data was collected through a case study approach, interviews, observations, and analyzed qualitatively. This study concludes that in this modern era the government is required to create a service that can make things easier for society through the use of technology. One of the uses of technology made by the Supreme Court is e-court. E-Court is an electronic administration service that allows people to conduct matters online. This service aims to make it easier for people who are constrained by time and costs, as well as reaching areas farthest from the court. Several service features available in e-court include online case registration (E-Filing), electronic down payment estimates (E-Payment), online summons (E-Summons) and online trials (E-Litigation).*

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INTRODUCTION

In Indonesia, divorce cases are not rare; this phenomenon has existed since ancient times, but why is divorce an option for solving problems in a household? According to the Central Statistics Agency, divorce cases in Indonesia in one decade reached 463,654. This number has decreased by 10.2% from 2022. Twelve years ago, divorce cases in Indonesia were around 276 thousand, while in 2022, divorce cases increased to 516 thousand cases; if divided by 365 days in a year, the result is 1400, so it can be seen that each court handles 1400 divorce cases a day (Badan Pusat Statistik, 2023).

In East Java, divorce cases in 2023 reached 33.57 thousand instances. This has caused the Java region, especially East Java, to be in the public spotlight. Most divorce cases in East Java are caused by gambling. Divorce due to gambling in 2023 reached a total of 1,572 cases; thus, within one year, there was an increase of up to 32% and a spike of 142.6% when compared to cases that occurred in 2020. President Joko Widodo asked the public not to gamble online or offline on this phenomenon (CNBC Indonesia, 2024).

Divorce cases in Bojonegoro are more than 1500 cases within 6 months in 2023. So, the Bojonegoro Religious Court is always open for visits to file cases. In the last 5 years, 13,537 people

filed lawsuits to the Religious Court, 13,638 had submitted divorce files to the Religious Court, and 13,606 had been declared broken up (Wahyudi, 2023). This is a public spotlight that the divorce rate in Bojonegoro is very high. Most divorces occur in people of productive age, namely those under 30. Based on data sources collected from the Bojonegoro Religious Court in 2024, from January to August, there were 485 cases of divorce and 1,3831 cases of divorce lawsuits that the Bojonegoro Religious Court had legally accepted (Bojonegoro, 2024).

The Religious Court is a government institution under the auspices of the Religious Court in every district or city. Positioned as a First Instance Court, there are duties and authorities carried out by the Religious Court based on Law Number 3 of 2006 article 49, namely to examine cases, decide, and provide resolution of disputes that occur in the Muslim community in cases of marriage, wills, inheritance, waqf, grants, or alms and the field of sharia economics (Ridlo, 2021). The Religious Court is obliged to provide detailed information to the public considering its position as a public institution by SKMA No.144/KMA/SK/VIII/2022 issued by the Supreme Court, which supports the reform of the Judicial system and openness in Judicial matters in Indonesia (Mahkamah, 2022).

The Industrial Revolution 5.0 era is oriented towards significant changes in information and communication technology, requiring all ASNs to be highly dedicated to providing excellent and maximum service to the community. Of course, the current situation requires the government as the organiser of public services to ensure the implementation of effective, clean, and efficient governance by Law Number 25 of 2009 concerning Public Services (Indonesia, 2009). Public services are defined as activities or efforts carried out by a group of people under the auspices of an institution to provide services to the needs of the local community in the form of goods, services, and management through service providers, both central and regional government agencies (Hidayat, 2017).

The Supreme Court has introduced a digital public service or E-Court Application as a form of reform in the technology and information carried out by the Supreme Court to improve the judicial system. E-court is an electronic government service that allows the public to file cases through an online system. This aims to provide convenience to the work of the community constrained by time and cost and to reach the farthest areas from the court. Some of the services available include the E-Filing feature, which is a service intended for registering cases online; E-Payment, which is a down payment service made electronically; E-Summons, which is summoning cases by sending electronic mail; and E-Litigation, which is holding trials through cyberspace (Mahkamah Agung Republik Indonesia, 2019). Following the regulation issued by the Supreme Court, Number 7 of 2022, the implementation of e-court will come into effect on October 10, 2022. This regulation is an update of Regulation Number 1 of 2019 concerning e-government and court hearing activities in the Court that can be carried out online (Sari, 2019).

Based on research on electronic court system services conducted by Akhmad Shodikin et al. with the journal title "Effectiveness of Implementing the Religious Court E-Court System in Divorce Cases," it was found that the method applied in this study was qualitative to determine its effectiveness. The study's findings are that the electronic court system can make court activities run smoothly and efficiently and bring success to users. This is because electronic court filing does not require the parties to be present in person at the court, thus reducing the burden of transportation and increasing time efficiency (Shodikin et al., 2021).

The research entitled Implementation of Electronic Courts (E-Court) After the Enactment of Perma Number 3 of 2018 Concerning Electronic Court Case Administration conducted by Djatmiko (2019). The methodology applied is quantitative to determine its implementation. The findings obtained from this study are that the use of technology and information in the courts in Indonesia provides support to judges in conducting reviews, making decisions, and providing trials for cases. The social impacts arising from the implementation of e-courts for people who need justice are that they become more straightforward and faster, and the costs incurred are

relatively affordable. This method can support the introduction of electronic courtrooms, opening a new era for modern courts in Indonesia (Djatkiko, 2019).

Meanwhile, I am applying qualitative methods to determine its implementation, entitled *Implementation of E-Court Application in Realizing Good Public Service at Malang City District Court* and conducted by Azzahiroh et al. (2020). The findings show that before the introduction of the electronic court system, the community was more directed at the difficulties experienced in completing court cases due to travel, time, and cost factors, which had an impact on the ineffectiveness and inefficiency of service provision activities during registration, in addition to the trial process. Based on these community difficulties, the E-Court application is a tool to facilitate court activities assisted by digital technology (Azzahiroh et al., 2020).

From the discussion above, technology is critical to keep up with the times and make it easier for the public to receive quality and efficient services. For this reason, the author is interested in analysing the innovation of the E-Court application applied to the Bojonegoro Religious Court in divorce cases to produce excellent public services. Thus, the research aims to explain what innovations have been developed by the Bojonegoro Regency Religious Court to create good public services in resolving divorce cases and is intended to determine the challenges faced in developing the e-court system innovation.

According to Rogers et al. (2017), innovation is an idea, concept, practice, or object/thing recognised and accepted as something new by a person or group to be adopted. There are five attributes of innovation: (1) Relative Advantage (Relative Advantage). This is interpreted as an innovation with advantages and more value than previous innovations. An innovation can provide relative advantages to its users. (2) Compatibility (Suitability) This means the extent to which the innovation is based on the values, experiences, and needs required by the user. (3) Complexity (Complexity) With its new nature, innovation will have a higher level of complexity. So that prospective users can assess whether the innovation is simple, easy to understand, or complicated. (4) Trialability (Possibility to be tried) If innovation is easy to try, the potential to spread widely into society will be easier and faster. (5) Observability (Ease of observation) An innovation must be observable to what extent the results of the innovation can work and be assessed by others to produce something good (Pebriyanto & Suprastiyo, 2023).

METHODS

The type of research used is qualitative descriptive research with a case study approach. According to Suyitno (2018), this approach is carried out to intensively examine the interaction of the environment, location, and conditions in the field (Suyitno, 2018). This research was conducted at the Bojonegoro Regency Religious Court Office. This research focuses on innovation using the indicators of Relative Advantage, Compatibility, Complexity, Triability, and Observability. The data sources used in this study are primary data sources and secondary data sources. Primary data sources are obtained directly by researchers or informants through observation, interviews, and documentation. Secondary data sources are obtained indirectly through literature archives related to this research.

This study chose interview, observation, and documentation activities as data collection techniques. Interview activities were carried out by submitting proposal questions based on interview guidelines to informants to obtain relevant data per the research objectives. Observations were carried out directly in the field in actual conditions. Documentation includes notes and texts recorded in photos, images, documents, etc. The interview method was carried out by the informant, the Young Legal Clerk of the Bojonegoro Religious Court, who focused on developing e-court application innovations and the challenges of these innovations.

The formulation of the problem that is the outline related to the existence of the e-court application is whether the e-court application has met the service standards expected by the community and stakeholders in the Religious Court and how satisfied the community is from the plaintiff and defendant with the services provided through the e-court application. Observations

were conducted to determine whether there were obstacles to using the e-court application regarding behaviour, interactions, and environmental factors. This document collects data on the number of visitors using the e-court application in the past year and several documents related to existing standard operating procedures (SOP) (Septian, 2021).

The collection of informants was carried out based on purposive sampling techniques. According to Sugiyono (2019), purposive sampling techniques are defined as a method for obtaining samples that are carried out based on a particular point of view. These special considerations, such as determining sources with high knowledge potential based on research expectations or whether the source is an authoritative figure, allow researchers to understand the studied social situation (Sugiyono, 2019). Young Clerk of Law at the Religious Court of Bojonegoro Regency as an informant to dig up information related to the e-court application. Advocates are informants who access e-court for people who register cases using the application online, one person who has had a case electronically, and one case registrant who has never used the service.

To implement qualitative data analysis, several stages need to be carried out as follows: 1) Data reduction: Data reduction is a selection stage that focuses on the results of recording written data in the field through obtaining data collection and then evaluating the suitability of the actual data; 2) Data presentation is a collection of data obtained from informants so that conclusions can be drawn and used descriptively according to the studied aspects. Drawing and validating conclusions includes interpreting existing data based on the researcher's understanding. In this case, it is proven by tangible and measurable evidence (Beno et al., 2022).

RESULTS AND DISCUSSION

The community can accept and understand an innovation if it benefits and adds value for potential users. This principle is based on the principles of the court, namely simple, fast, and low cost, as well as references in both civil and criminal court processes. This principle ensures that the legal process is carried out effectively and efficiently, is not complicated and time-consuming, and legal costs can be accounted for by the parties to the case. To be more precise and more detailed, the Innovation attributes used to analyse the implementation of public service innovations in the E-Court application at the Religious Court are used and explained as follows:

Relative Advantage

Relative advantage is a level at which an innovation is considered better than an existing idea. Although the relative advantage can be measured economically, social practices such as comfort and satisfaction factors are also essential parts of this relative advantage. The greater the relative advantage felt from an innovation, the faster the rate of the innovation can be adopted. In this study, researchers explore how E-Court Innovation is a service developed by the Supreme Court to facilitate the community's benefits and convenience to create innovation.

In the e-court application, several services can make it easier for the public to litigate electronically by the legal basis of Supreme Court Regulation Number 3 of 2013 concerning the administration of cases in religious courts, namely as follows:

E-filing or online registration is for lawsuits, objections, simple lawsuits, and applications. There are two types of online registration: registration of registered user cases (lawyers) and registration of incidental user cases (non-lawyers). The first step before registering is creating an e-court application account. To create an account, visit the Supreme Court website at <https://ecourt.mahkamahagung.go.id/> and click the "Register" button. The next step requires registering an email address and password (Sachrudin et al., 2020).

E-Payment or online down payment: Registered users will immediately receive an SKUM generated by the e-court application via email notification. In this process, the estimated amount of the down payment is calculated based on the cost factor determined by the court chairman, and an electronic SKUM or e-SKUM (Payment Power of Attorney) is created.

E-summons or electronic summons means an electronic summons sent to a registered user via the registered user's electronic home address. However, the initial summons is usually done manually, and when the defendant appears for the first hearing, the defendant is asked for consent to be summoned electronically or not (Arifin et al., 2024).

E-litigation or electronic trial, in other words, in this case, both parties, both the plaintiff and the defendant, have agreed to file a lawsuit electronically by filling out a contract of agreement. In e-litigation, the parties can process answers, replies, duplicates, and conclusions (Ruslan & Talli, 2021).

E-Copy or electronic copy of the decision, namely a decision that contains decision information, including the date and notes of the decision, and an electronic copy can be downloaded in the application.

E-sign or electronic signature, namely, signing a copy of the decision, can be done electronically (Mahkamah Agung Republik Indonesia, 2019).

Implementing the e-court application in the Indonesian judicial system significantly increases the efficiency and accessibility of legal services. In practice, e-court allows the public to register cases, submit documents and follow the trial process until completion. So, when viewed from the perspective of relative benefits, this application has reached the community, including those less exposed to technology, since its implementation in 2022. E-court has proven to be effective and efficient.

For people unfamiliar with online registration, the court still provides registration services assisted by the Religious Court staff by providing an e-court service corner at the Religious Court office. The advantages of this E-court, such as fast case resolution, reduced costs and travel time to court, and accessibility from various devices, are intensely felt by law enforcers and users. A speedier process, time savings, and ease of document management are added value in this application. User experience, as expressed by Mrs Mudrikah, shows that e-court dramatically facilitates access to court services, reduces the need to be present in person at the office, and provides convenience in paying court fees through transfers. In terms of scalability, e-court has the potential to grow as the number of users and cases handled increases.

So, improving IT infrastructure, especially in remote areas such as elderly communities and communities with internet network constraints, is a step to ensure that this application remains sustainable. For this reason, it is necessary to increase digital literacy and investment in Internet network development. However, this implementation requires adaptation by all related parties, from judges and lawyers to the community in dispute, so that this application can be maximally beneficial. Thus, E-court contributes positively to increasing the relative benefits and quality of public services in the Religious Court.

Compatibility

Compatibility refers to the extent to which an innovation is considered according to society's values, experiences, and needs. Ideas inconsistent with the values and norms prevailing in the social system will not be readily accepted as compatible innovations. The Bojonegoro Regency Religious Court Office, according to the Service Operational Standards, has similarities to manual service requirements, which differ in that it can only be done online and offline. When viewed from the aspect of compatibility, this innovation is considered by society's values, experiences, and needs.

Although e-court offers services that can be accessed online and offline, religious courts still adhere to the Standard Operating Procedures (SOP) by KMA Decree Number 363 of 2022 concerning technical instructions for the administration and trial of civil, religious civil, and state administrative cases in court electronically to ensure quality of service (Indonesia, 2022). User feedback indicates that the courts are trying to maintain procedures aligned with best practices in handling divorce cases. The Bojonegoro Religious Court is committed to continuously

improving its services based on the feedback received and making improvements when necessary to create optimal services for the community in seeking justice.

The following table shows Key Performance Indicators (KPI) for analysing e-court applications at the Bojonegoro Religious Court. KPIs can measure the performance of e-court applications in various aspects, such as effectiveness, efficiency, security, and user experience.

Table 1. Key Performance Indicators (KPI)

No	KPI	Description	Measurement Method	Target	Measurement Frequency
1	Accessibility Level	Measuring the ease of user access to the e-Court application.	Percentage of users who can access the application without technical issues.	≥ 88% uninterrupted accessibility	Monthly
2	System Response Time	The average time it takes for an application to respond to a user request.	Average response time to open a page or make a transaction.	≤ 10 seconds per page	Monthly
3	Security Level	Measures the extent to which an application safeguards user data and information.	Several security incidents occurred (e.g., hacking and data breaches).	0 security incidents	Quarterly
4	User Success Rate	Measures the percentage of users who complete a transaction or process without problems.	The percentage of successful transactions or processes.	≥ 95% successful transactions	Monthly
5	Case Resolution Time	Measuring the average time to resolve a case through the e-Court application.	Average time from registration to final decision.	≤ 30 days per case	Monthly
6	User Satisfaction Level	Measuring the level of user satisfaction with the e-Court application.	User satisfaction survey (e.g., scale 1-5).	≥ 4.5/5	Quarterly
7	Frequency of Application	Measuring how often users use the e-Court application.	Number of logins per user or frequency of use per month.	≥ 40 times per user/month	Monthly
8	Use Problem Resolution Level	Measuring how quickly user problems or complaints are resolved.	Average time taken to respond and resolve complaints.	≤ 24 hours	Monthly

9	Number of Registered Users	Measuring the number of registered users in the e-Court application.	Total number of registered and active users.	Increase 25-50% per quarter.	Quarterly
10	Number of Registered Cases	Measuring the number of cases registered through the e-Court application.	Total cases registered and processed.	Increase 25-50% per quarter.	Quarterly
11	Application Availability Level	Measuring the level of application uptime.	Percentage of time the application was available.	≥ 99.9% uptime	Monthly
12	Administrative Burden Reduction Level	Measuring how much The e-court application reduces the administrative burden.	Education in the amount of physical paperwork or time admins require to process cases.	30% reduction in 6 months	Semesterly
13	Percentage of Users Using Other Features	Measuring the level of utilisation of additional features in the application, such as case tracking, document delivery, etc	Percentage of users utilising more than two key features	≥ 60% of users taking advantage of additional features	Monthly

Complexity

Complexity is the degree to which an innovation is perceived as complex. In general, new ideas that are easy to understand will be more widely adopted than developing new skills with complex understanding. The existence of digital-based services certainly has complexity compared to previous services. Although this innovation offers convenience, the community faces challenges and obstacles. Based on the results of interviews with the community by Mrs Mudrikah and Siti Nur Aisyah, related obstacles in internet network problems, difficulty editing locked files after being uploaded and lack of understanding of technology can complicate the online registration process. Some users feel more comfortable processing manually because they can interact directly with the court, reducing anxiety and confusion as older users with limited digital literacy can affect the effectiveness of the e-court system. So, to overcome this, an e-court corner is provided at the Bojonegoro Religious Court office to help people constrained by these problems.

According to the results of an interview with a young legal clerk, it was explained that "The Religious Court is different from the High Court in resolving a community case; in the Religious Court, communication from the heart is prioritised so that face-to-face communication is needed to overcome anxiety between the two parties. Therefore, there is a summons for the first trial before filling out a contract agreement." It can be seen that the religious court continues to provide good service to the community but still adheres to the applicable regulations. For this reason, the e-court application has a summons for the first trial, which is carried out face-to-face. The religious court cooperates with the post office. Still, in the delivery of the summons letter,

sometimes there are obstacles, such as the letter not being delivered by the person concerned or the delivery of the letter not by the point. This results in the parties suing and being sued without knowing about the trial information. However, the trial schedule is now on the Bojonegoro Religious Court website. It states the name, time, and date of the trial at the office.

The Religious Court also implements a data security system to anticipate the risk of user data leaks by collaborating with the National Cyber and Crypto Agency (BSSN) and implementing encryption and firewalls. From these challenges and obstacles, of course, the Bojonegoro Religious Court is trying to provide solutions so that the e-court application continues to run by the Supreme Court regulations with community outreach initiatives starting from socialisation to advocates, which this year has been carried out twice at the Bojonegoro Religious Court office. Overall, although the e-court application has the potential to increase efficiency, the complexity and challenges in its implementation need to be continuously considered and improved.

Trialability

Trialability is the level at which an innovation can be tested on a limited basis, and new ideas can be tested at the beginning. E-Court is undoubtedly designed to facilitate the service system in the Religious Court to be more effective and efficient. Before being inaugurated, an innovation must be tested whether the community readily accepts the service or not. The Bojonegoro Religious Court showed that this application had undergone a trial phase before being introduced to the community. The trial involved 20 advocates, including court staff, to ensure that the service system was acceptable and running well under the direction of the Supreme Court.

The feedback from advocates showed that the e-court application was considered valid. To ensure the sustainability of the e-court application in the future, the Bojonegoro Religious Court has taken proactive steps, such as in early 2024, targeting around 25 to 50 per cent of users to start using the e-court application, providing socialisation to advocates working in religious courts as many as 20 advocates. It has been implemented 2 times in 2024. The court has also introduced the Public Satisfaction Survey (SKM) service to continue improving service quality. Thus, the court is committed to optimising the use of e-court and making it better known and accepted by the public. The number of cases using the e-court application at the Bojonegoro Religious Court Class IA from January 2024 to October 2024 is depicted in the following table:

Table 2. Number Of E-Court Users

No.	Month	Remaining Last Month	Cases Received	Withdrawn	Electronically	Total	Still in Process
1.	January	6	39	4	13	13	28
2.	February	28	20	4	25	25	19
3.	March	19	32	4	18	18	29
4.	April	29	46	2	25	25	48
5.	May	48	37	2	39	39	44
6.	June	44	31	3	32	32	40
7.	July	40	34	0	43	43	31
8.	August	31	34	4	27	27	34
9.	September	34	55	4	48	48	37
10.	October	37	185	5	54	54	163
TOTAL			513	32	324	324	473

(Source : Bojonegoro Religious Court Office)

Observability

Observability is the degree to which others can observe an innovation. The easier it is for individuals to observe, the more likely they are to adopt it. An innovation must be visible and observable in how it works and produces something good. This application has been proven to

provide a more responsive and effective justice system with many positive benefits felt by the community and court staff. To support the community in providing excellent service, the Religious Court provides various technical assistance services, including the SIWAS complaint system for violations and assistance services via JATI Whatsapp for questions regarding court information. Complete information about the e-court application can also be accessed through the official website of the Bojonegoro Religious Court, which includes community satisfaction survey (SKM) services, service SOP guidelines, case information, and various other services. Thus, the transparency and technical support provided increase user satisfaction and facilitate the adoption of this innovation. Below is the SKM data for the Bojonegoro Religious Court as follows:

Table 3. Public Satisfaction Survey

Year	Quarter I	Quarter II	Quarter III	Quarter IV	Category
2023	3,74	3,68	3,69	3,69	Very Good
2024	3,90	3,90	3,96	3,96	Very Good

(Source : Bojonegoro Religious Court Website)

CONCLUSION

Digital-based public services carried out by the Bojonegoro Religious Court are one of the steps to facilitate the public in accessing these services. However, these services are certainly not free from obstacles or problems. One is that the public can better understand the service system whose administrative services are manual rather than online. The Supreme Court designed E-Court as an innovative application to make it easier for the public to submit case applications without coming to the office. E-Court can be completed online to save time and make services more efficient. On the other hand, the public's understanding of the application is not yet optimal. Hence, the Bojonegoro Religious Court office provides an e-court corner as a form of public service to the public who do not understand the electronic system. Therefore, the Bojonegoro Religious Court's innovative efforts are to improve services so that they can help and benefit the community. The suggestions based on the problems in this study are that the Supreme Court provides data backup facilities to each Religious Court that has implemented the e-court application and provides the data to the public or parties who use the e-court application in the hope that it will remain free from any interference and danger. Second, the public must increase their understanding of advanced technology inside and outside the courtroom to avoid being left behind by the times.

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