



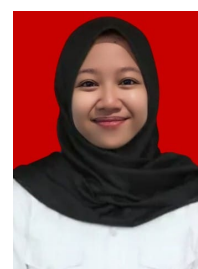
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## ANALYSIS OF THE MAIN DUTIES AND FUNCTIONS OF THE JUDICIAL APPARATUS IN THE CIREBON DISTRICT COURT CLASS 1B IN IMPROVING THE EFFECTIVENESS OF PUBLIC SERVICES

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### Abstract:

**Background.** The District Court (PN), as a center for law enforcement and the provision of justice, plays an important role in the life of the community and the state. Good public services show public trust in legal institutions. Justice seekers expect excellent, transparent, and accountable service.

**Aims.** This study aims to analyze the main duties and functions of the judicial apparatus in the Cirebon Class 1B District Court and its influence on the effectiveness of public services. The Cirebon Class 1B District Court, as one of the important institutions in the Indonesian judicial system, is required to provide public services effectively and efficiently.

**Methods.** This study uses a normative legal research method, collecting data through literature studies and analyzing related documents.

**Result.** The results of the study show that there is a compatibility between the main duties and functions of the judicial apparatus with the applicable laws and regulations and are expected to provide an overview of the extent to which the primary duties and functions of the judicial apparatus have run effectively and efficiently in organizing public services, as well as providing recommendations for improvement.

**Conclusion.** This research is expected to contribute to efforts to improve the quality of public services in the Indonesian judiciary

**Keywords:** District Court, Cirebon, Duties, Functions, Judiciary.

## INTRODUCTION

The District Court (PN), as a center for law enforcement and the provision of justice, plays an important role in the life of the community and the state. Good public services show public trust in legal institutions. Justice seekers really expect excellent, clear, and accountable service. The Cirebon District Court Class IB has a big role in realizing these expectations. Cirebon District Court Class IB has a complex organizational structure with various positions and apparatus that each carries out certain main duties and functions (tupoksi) in carrying out its duties. To improve performance and increase the effectiveness of public services, it is very important to understand the duties of each judicial apparatus and how those duties are used in daily practice.

However, continuous evaluation and analysis of the implementation of the duties of the judicial apparatus is necessary due to the development of society and the demand for better services. Public services in Cirebon District Court Class IB can become less efficient and effective if there are overlapping tasks, a lack of understanding of each role, or even obstacles in the implementation of tupoksi. Therefore, a research entitled "Analysis of the Main Duties and Functions of the Judicial Apparatus in the Cirebon District Court Class IB in Improving the Effectiveness of Public Services" is very important and relevant to be carried out. This study aims to find, analyze, and evaluate how the duties of each judicial apparatus in Cirebon District Court Class IB contribute to the effectiveness of public services. The results are expected to provide a clear picture of the strengths and weaknesses of the implementation of tupoksi, as well as provide useful suggestions for Cirebon District Court Class IB in an effort to improve the quality of public services to the community.

It is hoped that Cirebon Class IB District Court can optimize its human resources, improve work processes, and increase community satisfaction with the services provided. This can be achieved through a better understanding of the role and implementation of the judicial

apparatus. In addition, this research is expected to make an academic contribution to the advancement of legal science, especially related to judicial management and public services.

### **Problem Formulation**

1. What are the main duties and functions of the judicial apparatus in the Cirebon District Court Class 1B today?
2. How effective is public service in the Cirebon District Court Class 1B?
3. What are the factors that affect the effectiveness of public services in the Cirebon District Court Class 1B?
4. What is the strategy to increase the effectiveness of public services in the Cirebon District Court Class 1B with the E-Court application?

### **METHODS**

The research in this paper uses Normative Juridical Research. According to Soerjono Soekanto, the normative juridical approach is legal research that is carried out by examining literature materials or secondary data as a basis for research by searching for regulations and literature related to the problem being researched.

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### **DISCUSSION**

#### **Main duties and functions of the judicial apparatus in the Cirebon District Court Class 1B**

Given the breadth of the scope of duties and the weight of the workload that must be carried out by the Court, the law is differentiated according to its type into several fields, such as criminal, civil, and state administration. Based on the research results, the organizational structure at the Cirebon District Court Class IB consists of several essential parts, namely the clerk in charge of the case administration process, and the secretariat that supports the smooth operation of the institution in general. In addition, the role of judges and clerks greatly determines the quality and speed of case handling. In addition, it was found that the use of information systems such as SIPP, has increased the transparency and effectiveness of public services. This shows the Cirebon District Court's continuous efforts to improve performance

and accountability in serving justice seekers. As the executor of Judicial Power, the judiciary is responsible for organizing the judiciary to uphold law and justice based on Pancasila. The main task of the judiciary is to receive, examine, adjudicate, and settle every case submitted to it, as well as other duties assigned to it by law.

The Cirebon District Court as one of the Judicial Bodies is a Class IB Court led by a Chairman assisted by a Deputy Chairman, both of whom are named Court Leaders, are tasked and responsible for the proper administration of the judiciary and maintain the image and authority of the Court. Considering the breadth of the scope of duties and the weight of the workload that must be carried out by the Court, the law distinguishes according to its type into:

1. Clerkship Administration
2. Secretarial Administration

### **Secretarial Administration**

#### **Duties Of The Clerk :**

1. Assist the Judge by following and recording the course of the trial.
2. Responsible for the management of case files, decisions, documents, deeds, register books, case fees, third-party deposits and other evidence letters stored at the Clerk.
3. Regulates the duties of the Junior Registrar and Substitute Registrar.
4. Make a copy of the decision.
5. Notify Verstek's Decision.
6. Make a deed of appeal, notice, submission of a copy of the appeal memorandum, notification of the appeal decision, an application for cassation and the making of other deeds that according to the law must be made by the Registrar.
7. Legalize the papers that will be used as evidence in the trial and the collection of court fees by depositing them into the State Treasury.
8. Send the case file that is requested for Appeal, Cassation or Review.
9. Implement, report and account for the Execution ordered by the Chief Justice.
10. Conduct, supervise and report auctions assigned/ordered by the Chief Justice.
11. Receive a third party's deposit and report it to the Chief Justice.
12. Assist the Court Leader in making short and long-term work programs, implementation and organization.
13. Assist the Judge by following and recording the course of the trial.
14. Carry out the tasks delegated to him.

### **Duties Of The Civil Junior Clerk :**

1. Assist the Judge by following and recording the course of the trial.
2. Assist the Court Leader in making short and long-term work programs, implementation and organization.
3. Carry out case administration, prepare case trials, keep ongoing case files and other matters related to civil case matters.
4. Assign a registration number to every case received at the civil registry.
5. Record each item received in a register book accompanied by a brief note of its contents.
6. Submit a copy of the decision to the litigants upon request.
7. Prepare case files for Appeal, Cassation or Review.
8. Submit the case file file to the Deputy Legal Clerk.
9. Carry out inherent supervision within the Civil Registry.

### **Duties Of The Criminal Junior Clerk**

1. Assist the Judge by following and recording the course of the trial.
2. Assist the Court Leader in making short and long-term work programs, implementation and organization.
3. Carry out case administration, prepare case trials, store ongoing case files and other matters related to criminal case matters.
4. Giving a register number to every case received at the criminal clerk.
5. Giving a registration number with a brief event that has been decided by the Judge or postponed the trial day.
6. Record each item received in a register book accompanied by a brief note of its contents.
7. Submit a copy of the decision to the Prosecutor, the Defendant or his Attorney and the Correctional Institution if the Defendant is detained.
8. Prepare case files for Appeal, Cassation or Review.
9. Prepare the clemency application file.
10. Prepare an archive of case files / clemency applications to the Legal Registrar.
11. Carry out inherent supervision within the Criminal Registry.

### **Duties Of The Junior Registrar Of Laws**

1. Assist the Judge by following and recording the course of the trial.

2. Assist the Court Leader in making short and long-term work programs, implementation and organization.
3. Collecting, processing and reviewing data, preparing case statistics, compiling case reports, preparing case file archives, notary lists, legal advisors and other duties given based on laws and regulations.
4. Carry out inherent supervision within the Legal Clerk's Bureau.

### **Duties Of Substitute Clerk**

1. Assist the Judge in the trial of civil and criminal cases and report the activities of the trial to the Junior Registrar who is in charge.
2. Assist the Judge in determining the trial day, Minutes of the Trial, typing the Decision, Determination of the Defendant to remain in custody, to be released from custody or to change the type of detainee.
3. Report evidence.
4. Report to the Deputy Civil and Criminal Registrar to record the case that has been decided and the verdict.
5. Submit the case file to the Deputy Civil Registrar when it has been completed.

### **Bailiff's Duties**

1. Carry out all orders given by the Chief Justice, the Chief Session and/or the Registrar.
2. Delivering announcements and notifications of court decisions according to the procedures based on the provisions of the law.
3. Carry out their duties in the area of the District Court concerned.

### **Secretarial Administration**

#### **Duties Of The Secretary**

1. Assist the Court Leader in making short and long-term work programs, implementation and organization.
2. Regulating the division of duties of Structural Officials.
3. The Secretary is assisted by the Structural Officer under whom he carries out general administration.
4. Carry out coaching and supervision of the implementation of general administrative tasks.

5. Carrying out duties and obligations as a Budget User Attorney, namely controlling the budget part and being obliged to know all revenues and expenditures related to the State Budget, as well as being obliged to make evaluations and reports to the Chief Justice of the High Court and the Secretary of the Supreme Court.
6. Carry out duties and obligations as a Commitment Making Officer as follows:
  - a) Make a Work Plan and Schedule for the Implementation of Activities in the year in question.
  - b) Make and sign contracts / Work Orders, Minutes of Bid Research, Minutes of Handover and other documents related to the procurement of goods and services.
  - c) Make and Sign a Payment Request Letter (SPP) which is sent to the Budget User Power of Attorney and forwarded to the examining and signing official.
  - d) Make and sign a Decree that results in the expenditure of money.
  - e) Make periodic evaluations and reports of all activities.
  - f) Make a Work Plan and Budget equipped with Cost Budget Details (RAB) and Frame of Reference for the next year's budget.

#### **Duties Of The Head Of The Finance And General Subdivision**

1. Assist the Court Leader in making short and long-term work programs, implementation and organization.
2. Assist the Secretary in fostering and supervising the implementation of financial administration tasks and processing/preparation of reports according to their respective fields.
3. Carry out duties and obligations as an SPM Examiner and Signing Officer, as follows:
  - a) Check the completeness of the tuition fee file, fill out the checklist of the completeness of the tuition fee file and make/sign the tuition fee receipt.
  - b) Conducting Testing on SPP.
  - c) Checking the correctness of the billing right, i.e. the appointed party receiving payment, the value of the bill to be paid, the payment time schedule.
  - d) Carry out inherent supervision within the Finance Sub-Division.
4. Assist the Secretary in fostering and supervising the implementation of general administrative tasks and processing/preparation of reports according to their respective fields.

5. Coordinate distribution and processing of incoming / outgoing mail flow with a control card system.
6. Organizing office and household affairs.
7. Organizing the cleanliness and safety of the office environment.
8. Perform duties and obligations as procurement officials.
9. Carry out inherent supervision within the General Sub-Division.

#### **Duties Of The Head Of The Personnel And Ortala Subdivision**

1. Assist the Court Leaders in making short and long-term work programs, implementation and organization.
2. Assist the Secretary in fostering and supervising the implementation of personnel administration tasks and management/preparation of reports according to their respective fields.
3. Making proposals for promotion, appointment to structural positions, service exams, proposals for employee transfers, subsequent dismissals, retirements, and other proposals.
4. Conducting employee coaching within the Personnel Sub-Division.
5. Carry out inherent supervision within the Personnel Sub-Division.

#### **Duties Of Head Of Sub-It, Planning And Reporting**

1. Lead the responsibility for implementing planning, IT, and reporting tasks.
2. Carry out the preparation of program implementation materials and budgets.
3. Prepare and schedule activity plans every year.
4. Carry out information technology and statistical management.
5. Carry out monitoring, evaluation, documentation, and reporting.
6. Monitor the implementation of the duties of subordinates.
7. Evaluate the work performance of subordinates.
8. Prepare, conceptualize, and compile annual reports and SAKIP.
9. Coordinate with related agencies.
10. Respond to and solve problems that arise in the IT field.
11. Make a list of subordinates' civil servant performance assessments (DP3).
12. Carry out special duties given by superiors.
13. Hold consultations with superiors whenever necessary.
14. Report the performance of duties to the secretary.

### **The extent of the effectiveness of public services in the Cirebon District Court Class 1B**

One of the efforts that must be made in improving public services is to conduct a Community Satisfaction Survey for service users. Given that the types of public services are very diverse with different characteristics and characteristics, the Community Satisfaction Survey can use appropriate survey methods and techniques. Based on this, the Cirebon District Court carried out a community satisfaction survey in the context of implementing the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform Number 14 of 2017 concerning Guidelines for the Preparation of Community Satisfaction Surveys for Public Service Implementation Units. As accountability for the performance of the Survey Team, this Report was prepared, which is intended to provide information that the Cirebon District Court has a strong commitment and determination to carry out results-oriented organizational performance. Hopefully, the results of this survey can help provide positive input for the Cirebon District Court and, at the same time, become a reference to improve services for court service users as well as material to evaluate organizational performance in order to carry out future performance more effectively and efficiently.

In the context of public services, the definition, principles, standards, and implementation patterns in the context of public services are very important to improve the quality of services to the community. A series of actions or activities carried out to meet the needs of citizens and residents in the form of goods, services, or administrative services, in accordance with the provisions of applicable laws, are called public services. This is regulated in Law Number 25 concerning Public Services, which aims to provide legal certainty and ensure the realization of quality services in accordance with the general principles of good governance (Law Number 25 concerning Public Services). Based on Law Number 25 of 2009 concerning Public Services, Article 1 paragraph 1 explains that Public Service is an activity or series of activities in order to meet service needs in accordance with laws and regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers.

According to Hayat (2017), the optimization of public services is focused on providing professional, quality services that fulfill all aspects of basic services needed by the community. Mukarom & Laksana (2015) added that public services must be carried out in accordance with the main rules and procedures that have been set, emphasizing the importance of community satisfaction as the main goal of public services. The principles of public service implementation

include simplicity, clarity, punctuality, accuracy, security, responsibility, completeness of facilities and infrastructure, ease of access, discipline, politeness, friendliness, and comfort (Mukarom & Laksana, 2015). These principles are designed to ensure that the services provided can best meet the expectations and needs of the community. Public service standards as explained by Mukarom & Laksana (2018) include service procedures, completion time, service costs, service products, facilities and infrastructure, and officer competence. These standards are guidelines in providing services to achieve the expected quality. The pattern of public service delivery, which includes technical, functional, integrated, and centralized service patterns, shows the importance of coordination and integration between government agencies in providing services to the community (Mukarom & Laksana, 2018). This pattern reflects the government's efforts to optimize the implementation of public services.

According to Philip Kotler (Rihardi, 2019), service is any activity or benefit that can be provided by one party to another party that is basically intangible and does not result in the ownership of something, and its production can or cannot be associated with a physical product. Good and fast service has an impact on community satisfaction. Meanwhile, poor and slow service results in dissatisfaction or disappointment in the community and aggravation, and worsens the government's image as a public servant. The community needs fast service, while slow service interferes with all human activities and expectations for the survival of people's lives, especially those related to administrative order. Therefore, it is necessary to have a system that can help in the public service process. Innovation is needed so that services can be effective and efficient.

### **Factors that affect the effectiveness of public services in the Cirebon District Court Class 1B**

Public services are basically the demands of the community to get the rights and proper treatment from the Cirebon District Court Class 1B in carrying out activities, maintaining their status as citizens, and meeting the needs of the community. Therefore, public services are one of the original functions of the Cirebon District Court Class 1B and are duties that the Supervisory apparatus must carry out. Until now, the overall quality of public services is still lacking, which has an impact on the decline of public trust in the staff of the Cirebon District Court Class 1 B. There are several reasons why the quality of public services is not good enough to meet the community's needs (Rohayatin et al., 2017).

The apparatus awareness factor helps people be dedicated and disciplined in carrying out important duties and functions as public servants. This allows the expected results of the implementation of these tasks and functions to meet service implementation standards and operational standards for the implementation of public services. The awareness of the apparatus about the implementation of public services at the Cirebon District Court Class 1B has been proven. This is shown by regular evaluation and coaching that helps the apprentice understand the work that must be done. Even after the evaluation, the apparatus remains motivated to do the work with enthusiasm, and problems in the implementation of the service can be solved.

Rules are the second factor that encourages the implementation of public services. All actions and deeds of the apparatus as service officers are based on rules. In addition, the rules measure individual and group progress within the Cirebon District Court Class 1 B. In providing public services, they show that they have understood and implemented the rules set out in the standard operating procedures (SOPs) and service standards (SPs), which are guidelines for the public service process. The respondents' assessment of the quality of service influenced by the service procedure focuses more on the service process aspect from applying to the permit issuer, without considering a long enough time. Respondents considered that many service processes should still be completed quickly and well.

The process of achieving goals should be seen as an end in itself. Therefore, phase, both in the sense of phasing the completion of its parts and phasing in the sense of periodization, is critical to ensure the fulfillment of the final goal. Furthermore, service procedures are processes or flows that are related to each other, showing the stages in a sequential and transparent manner in the completion of services. Service procedures in Supreme Court Regulation No. 14 of 2014 concerning Guidelines for the Provision of Legal Services for the Underprivileged in Court. The service procedures of the Cirebon District Court Class 1B above are:

#### 1. Flow of Civil Case Registration Service Lawsuit/Application

- The applicant takes the queue number and is welcome to sit in the waiting room
- PTSP officers call according to the queue number
- PTSP officers are welcome to fill out the guest book
- PTSP officers receive lawsuits/applications and then fill out the checklist
- PTSP officers submit the lawsuit/application to the staff (back office) for validation
- The PTSP officer receives the validation results and summons the plaintiff/applicant to be given the lawsuit/application file to be paid

- The plaintiff/applicant is given a skum by the cashier and pays to the designated bank
- PTSP officers submit proof of payment to the cashier
- PTSP officers provide a copy of the lawsuit/application letter and provide an explanation to wait for a summons from the bailiff/substitute bailiff

## 2. Service Flow of Copy of Civil Judgment

- The applicant takes the queue number and is welcome to sit in the waiting room
- PTSP officers call according to the queue number
- PTSP officers provide a blank/application form for the applicant to fill out according to their needs and fill out the guest book
- PTSP officers receive a completed application form and attach a copy of their identity
- PTSP officer gives a payment certificate to the applicant to be paid to the cashier
- PTSP officers print/copy copies of the decision, make notes, bind and submit it to the junior civil registrar for approval
- PTSP officers ask for signatures from the clerk and give stamps on each sheet and signature
- The PTSP officer calls the applicant and asks for proof of payment and submits a copy of the finished decision

## 3. Civil Case Legal Procedure Registration Service Flow

- PTSP officers call according to the queue number
- PTSP officers are welcome to fill out the guest book
- PTSP officers receive requests for legal remedies (Appeal/Cassation/PK) and are made checklist
- The PTSP officer submits the application to the third desk officer for further processing
- The PTSP officer receives the deed of application for Appeal/Cassation/PK and notifies the applicant to pay the fee to the cashier
- PTSP officers receive a checklist and a copy of the decision to calculate the amount of the cost and then provide skum (power of attorney to pay)
- The applicant pays the fee according to the skum at the designated bank
- The applicant submits proof of payment to the cashier from the PTSP officer
- The applicant signs the deed of Appeal/Cassation/PK
- The PTSP officer handed over 1 (one) sheet of the deed and then reminded him of his obligation to make an Appeal/Cassation/PK memory

## 4. Flow of Ordinary Criminal Case Services

- The public prosecutor/public prosecutor who submits the file takes the queue number and is welcome to sit in the waiting room According to the queue number, the public prosecutor / officer from the prosecutor's office submits the file to the PTSP officer and receives the receipt
- The staff of the junior criminal clerk gives the case number and records it in the master register book and SIPP and attaches the blank appointment of the judge and substitute clerk to the file
- The chairman of the district court appoints a panel of judges and includes them in the SIPP
- The clerk appoints a substitute clerk and includes him or her in the SIPP
- The staff of the junior criminal clerk records the names of the judge and substitute clerk in the master register and enters them in the SIPP
- Staff of the young criminal clerk submits the case file to the judge/panel of judges to set the hearing date
- The judge submits the case file to the Substitute Registrar
- The Substitute Registrar submits the determination of the trial day to the criminal clerk to be sent to the public prosecutor
- Trial (making and signing of Minutes of Proceedings, Report of Postponement of Hearing, Extension of Detention, Typing of Judgment, Reading of Judgment) and submitting it to SIPP
- The Substitute Registrar submits the Decision/Extract of the Decision to the Criminal Clerk to be submitted to the Public Prosecutor/Defendant and Investigator
- The file is completed, the Substitute Registrar submits the file that has been bound to the Criminal Clerk for minutation
- The Officer/Public Prosecutor who submits the file takes the queue number
- According to the queue number, the Public Prosecutor / officer from the Prosecutor's Office submits the file to the PTSP officer and receives the receipt
- The Criminal Clerk's staff gives the case number and recording it in the master register and SIPP book and attaches the blank for the appointment of the Judge and Substitute Registrar to the file

#### 5. Short Criminal Case Service Flow

- The Chairman/Deputy makes a determination of the appointment of the panel of judges and enters it into the SIPP

- The Registrar appoints a Substitute Registrar to accompany the Panel of Judges and include them in the SIPP
- The Panel of Judges convenes to examine the case, if the Defendant, witnesses or evidence are not present, the case file is returned to the Public Prosecutor, and if the trial is continued, it must be completed
- The Substitute Registrar is obliged to report the date and date of the verdict on the day the verdict is pronounced to the Deputy Criminal Registrar who then records it in the register and SIPP
- The Substitute Registrar is obliged to submit an excerpt of the decision to the Deputy Criminal Registrar on the same day
- The Deputy Criminal Registrar submits the excerpt of the verdict to the Public Prosecutor, the Defendant/PH and the Detention Center within a maximum of 3 working days
- The Panel of Judges and the Substitute Registrar are obliged to complete the minution of the case no later than 7 working days after the verdict is pronounced and the Substitute Registrar submits the case file to the Registrar
- The Criminal Junior Registrar within 14 working days is required to send the case file to the High Court if there is an appeal attempt or to the HukuM Junior Registrar to be archived

#### 6. Flow of Service for Small Criminal Cases (Tipiring)

- Deputy Criminal Registrar checks the completeness of the evidence handed over
- Juvenile Criminal Registrar Registers Criminal Cases Quickly in the Register Book
- Staff of the Criminal Junior Clerk: Prepare case files for examination
- Pre-Trial Case Service Flow
- Applicant retrieves the queue number
- According to the queue number, the Applicant submits his Application file to the PTSP officer and receives the receipt
- The Criminal Junior Registrar receives the Pre-Trial application and examines the completeness of the file
- Staff of the Criminal Junior Clerk records the Pre-Trial application into the register and SIPP
- Criminal Staff submits the case file to the KPN for the appointment of input Judges to SIPP
- The Registrar appoints a Substitute Registrar for SIPP input
- The Staff of the Criminal Junior Clerk records in the register and SIPP the name of the Judge and the name of the Registrar

- The judge receives the file and sets the hearing date

#### 8. Criminal Case Legal Relief Service Flow

- Applicant takes the queue number
- According to the queue number, the Applicant submits the requirements file to the PTSP officer
- PTSP officers submit files to the Criminal Junior Registrar, and the Criminal Junior Registrar receives the appeal/cassation/PK application
- Staff of the Criminal Junior Clerk Makes a Draft of the Appeal/Cassation/PK Act and Input to SIPP
- The Registrar Signs the Deed of Statement of Appeal/Cassation/PK and Input to SIPP
- The Criminal Junior Clerk Staff records the Appeal/Cassation/PK application in the register book and inputs
- Notification of the existence of an Appeal/Cassation/PK Statement to the Respondents and Input to SIPP
- The Deputy Criminal Registrar receives a Notification of Statement of Appeal/Cassation/PK to be consolidated with the file after it is recorded in the register/SIPP
- Receipt of Appeal Memory and recorded in the Register and SIPP
- Submission of the Memory of Appeal/Cassation/PK to the Deputy Registrar of Criminal Affairs and Signing of the Deed of Receipt of Memory
- Receipt of the report of submission of the memory of Appeal/Cassation/PK to be integrated with the file after recording in the register/SIPP
- Preparing Bundle A and Bundle B
- Inzage notification / checking case file/ input to SIPP
- Receipt of Contra Memory is then recorded in the register and SIPP and Signing of the Counter Memory Receipt Deed
- Submission of the counter-memory of the appeal to the appellant
- Receipt of Counter memory relays to be integrated with the file after recording in the register/SIPP
- The registrar makes and signs a letter of introduction
- Staff of the Criminal Junior Clerk send the File

#### 9. Letter Delivery Flow

- Applicant picks up the queue number at the pick-up desk
- The applicant goes to the PTSP desk and fills out the Application Blank

- PTSP officers examine the requirements of the warmaking applicant
- After the complete requirements of the Legal Junior Clerk Staff, make a Deed of Determination of Waarmeking
- The Staff of the Young Clerk of Law then submitted the Deed of Determination of Waarmeking to the Young Clerk of Law for examination
- The Staff of the Junior Legal Clerk then asked for the signature of the Deed of Determination
- The applicant then affixed his signature to the Deed of Determination before the IGP
- Legal Staff then records the Deed of Determination of Waarmeking in the register book
- The PTSP Officer then submits the Deed of Determination of Waarmeking to the Applicant
- Legal Staff then files the Deed of Determination of Waarmeking

#### 10. Flow of Application for Certificate of Not Involved in Criminal and Civil

- Applicant picks up the queue number at the pick-up desk
- PTSP officers receive and examine the application for a letter of resignation from the Applicant
- PTSP officers then make a certificate
- The Junior Legal Clerk then asked for the Junior Clerk's initials
- The Staff of the Junior Legal Clerk then asked for the signature of the KPN and stamped
- The Clerk of the Clerk's Office then records the Certificate of Registration
- The Staff of the Young Legal Clerk then filed the certificate
- Flow of Application for Permits for Research and Research
- Applicant picks up the queue number at the picket desk
- TSP officers examine the completeness of the application requirements from the research applicant
- The Junior Legal Clerk Staff then submits a research request letter to the Junior Legal Clerk after receiving the disposition of the KPN
- The staff of the young legal clerk then submits the research application letter that has been researched to the Registrar for approval/endorsement
- The staff of the Young Law Clerk then files the research and research request letter into the legal clerk's archive

#### 12. Power of Attorney Application Flow

- Applicant picks up the queue number at the pick-up desk
- PTSP officers receive and examine the registered power of attorney

- PTSP officer notifies the PNBP fee for the registration of power of attorney by giving a payment receipt to the Cashier
- PTSP officers give the power of attorney number and record it in the register book
- The staff of the Young Legal Clerk then stamped and submitted the power of attorney to the Registrar for signature
- The staff of the Junior Legal Clerk then files the power of attorney

### 13. Complaint Flow / SIWAS-MARI

- Applicant picks up the queue number at the pick-up desk
- The Complaint desk officer receives the complaint file both orally and in writing
- The Complaint desk officer inputs the SIWAS MA Application. RI and give a registration number to the complainant
- The Complaint desk officer has sent a maximum of 7 calendar days through the SIWAS-MARI Application to PT or BAWAS
- The Supreme Court then reviews the complaint. RI within 10 days if followed up
- The results of the examination from the Examination Team, if proven, will impose a penalty

### 14. Flow of Information Request by KMA Decree Number: 1-144/KMA/SK/I/2011.

- Applicant picks up the queue number at the pick-up desk
- The applicant then fills out the registration form
- The Information Officer fills out the register of information requests
- Forwarding the information request form to PPID
- Officers conduct a consequence test on information requests
- Submit a written notification in the form of a decree on the rejection of the request for information to the information officer if the request for information is rejected
- Information Officer searches for and estimates the cost of duplication and the time required to duplicate the requested information
- Submit a written notification of PPID that the application is accepted
- The Information Officer submits a written notification of PPID to the information requester that the information request
- The Information Officer submits a written notification of PPID to the applicant
- The Information Requester looks at the requested information in advance and decides whether or not to duplicate the requested information

- The Information Requester duplicates (photocopies) or sends the requested information via the applicant's e-mail or saves the requested information to the electronic document storage device provided by the applicant to the Information Officer
- Information Requester Pays the information acquisition fee
- Information Officer Provides a receipt for payment of information duplication fee
- Information Officer Duplicates (photocopies) the requested information including obfuscation if necessary
- Information Officer Submits a photocopy of the requested information to the applicant
- Information Officer Sends the requested information including obfuscation if necessary to the applicant's e-mail or saves the requested information to the electronic document storage device provided by the applicant without charging a fee
- Information Requester Signs the information receipt field on the information request register
- Information Officer files information requests

#### 15. Special Information Request Flow

- -Applicant picks up the queue number at the picket desk
- The applicant then fills out the registration form
- Information Officer fills out the register of information requests
- Information Officer searches for and estimates the cost of duplication and the time required to duplicate the requested information
- Information Officer writes down the estimated cost of duplication and the time it takes to duplicate the requested information
- Information Requester reviews the requested information in advance and decides whether or not to duplicate the requested information
- Information Officer Duplicates (photocopies) or sends the requested information to the applicant's email, or saves the requested information to an electronic data storage device provided by the applicant
- Information Requester Pays the information acquisition fee
- Information Officer provides a receipt for payment of the information duplication fee
- Information Officer Duplicates (photocopies) the requested information, including obfuscation if necessary
- Information Requester: Submit a photocopy of the requested information to the applicant

- Information Requester Signs the information receipt field on the information request register

- Information Officer files information requests

#### 16. Flow of Letter Legalization Application

- Applicant picks up the queue number at the picket desk
- The applicant fills out the letter legalization application form
- PTSP officers check the completeness of the original letter to be requested for legalization
- The PTSP officer then stamped and asked for a signature from the Registrar
- PTSP officers record in the register
- PTSP officers archive legalization files

#### 17. Flow of Secretarial Letters

- Postman/Mail Delivery Pick Up Queue Number
- Postal Officer/Letter Delivery Officer Submits Letter and Receives Receipt from Secretariat Officer
- Secretariat Officer Registers Entry Letters to PTSP Application, Scans Documents and Uploads
- The Chairman of the Klaten District Court made a disposition
- Secretary makes disposition
- Head of Sub-Division Follows Up
- Secretariat Officer Registers Exit Letters and Sends Exit Letters

To improve the implementation of duties and responsibilities, authority, and motivation in the context of implementing public service activities at the One-Stop Integrated Service (PTSP) of the Cirebon District Court Class IB for visitors to the PTSP, if there is a delay in the service time requested by the visitor, Delay Compensation will be given.

### **Strategy To Increase The Effectiveness Of Public Services At The Cirebon District Court Class 1B With The Existence Of The E-Court Application**

Effectiveness is an interesting topic to discuss because the broad concept encompasses many factors inside and outside the organization. An organization is typically a complex collection of entities seeking to allocate resources logically to achieve a specific goal. At this time, technological advancement has become a vital necessity for humanity as a whole. These advances contribute to almost all aspects of contemporary life that are inseparable from information technology.

Openness (transparency) emerged as a paradigm in itself, or in other words, became the unstoppable spirit of the times. One appropriate thing is that public services that depart from the principles of transparency, accountability, and contain the principles of simplicity, certainty of time, accuracy, security, ease of access, and as such will be very difficult to implement in daily tasks if they do not adopt IT advances and utilize them in implementation. To increase transparency and public trust in the Supreme Court of the Republic of Indonesia and its judicial environment, continuous efforts to improve public services use information technology as a support.

The Supreme Court of the Republic of Indonesia Regulation Number 3 of 2018 concerning Electronic Court Case Administration was issued by the Supreme Court of the Republic of Indonesia to reform the administration of cases in the courts to realize a professional, transparent, accountable, active, efficient, and modern case administration system. By launching the E-Court application, the Supreme Court innovates and is committed to renewing and reforming the judicial world in Indonesia. This application is an implementation of Perma Number 3 of 2018.

The E-Court application is an application that allows justice seekers to register civil cases (for now), both lawsuits and applications, online, and make payments of case fees without having to come to court. Even summonses are done electronically. The E-Court application is divided into three services, namely e-Filing (Online Case Registration in Court), e-Payment (Online Case Fee Payment), and e-Summons (Online Summons of Parties). The E-Court application certainly brings positive changes to the judicial world. A remote examination in the proof stage evidences this. This can help the process of proceedings be faster and more efficient, so there is no need to wait for the presence of the person being examined to be tried if the party concerned is out of town or abroad. However, the E-Court application's current use is only for registered advocates and cannot be used for individuals. Registered users, after registering and obtaining an account, must go through the advocate validation mechanism by the High Court where the advocate is sworn in. This aims to control the risks that will occur, namely in the form of security risks. According to Law Number 25 of 2009 concerning Public Services, public services are activities or a series of activities to meet service needs by laws and regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers.

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without having to come to court. Even summonses are done electronically. The E-Court application is divided into three services, namely e-Filing (Online Case Registration in Court), e-Payment (Online Case Fee Payment), e-Summons (Online Summons of Parties), and online trials. The E-Court application certainly brings positive changes to the judicial world. A remote examination in the proof stage evidences this. This can help the process of proceedings be faster and more efficient, so there is no need to wait for the presence of the person being examined to be tried if the party concerned is out of town or abroad. However, the E-Court application can only be used by registered advocates. Users registered after registering and obtaining an account must go through the advocate validation process by the High Court, where the advocate is sworn in. The goal is to control security risks. It is hoped that the case e-court application can improve services by accepting online case registration, saving time and costs for the public when registering cases.

Cirebon District Court Class 1B is one of the district courts in Indonesia that has used E-Court services. This is proof of the commitment of the Cirebon District Court Class 1B to provide quality public services by simple, fast, and cheap judicial principles. Since its launch by the Supreme Court in 2018, the Cirebon District Court Class 1B has registered the most cases in the E-Court. It is hoped that with the implementation of the E-Court application, the trial process can improve its services by accepting online case registration, so that the public can save time and costs.

Implementing the e-court justice system is simple, fast, and cheap. The Cirebon District Court Class 1B civil justice process is based on simple, fast, and low-cost principles. This process is effective, efficient, and not complicated, and it is carried out on time, and the plaintiff can pay the costs involved. The existence of e-courts, which allow for fast and inexpensive services to help people register cases, has proven effective and can shorten services and reduce queue systems. Especially in law, innovation to improve services is crucial. The court must transform into a modern court that fully uses digital information technology, along with the development of digital technology. The three main problems faced by judicial institutions worldwide are slow handling of cases (delays), difficulties in gaining access to the public (access), and the integrity of the judicial apparatus. Therefore, the use of technology in the justice field is based on the principles of information dispute resolution: fast, easy, and cheap.

For a well-functioning justice system, everyone should be able to object to violations of their rights. Legal information is created to inform the general public about their rights, help

them resolve disputes, or advise on how to bring a case to court peacefully, out of court. Therefore, a well-functioning justice system must provide an opportunity for everyone to object to the violation of their rights. Article 2, paragraph (4) of Law Number 48 of 2009 concerning Judicial Power states that the Judiciary is carried out quickly and cheaply. Thus, quickly and cheaply, the direction to carry out law enforcement and justice must guide the Indonesian Judiciary in its primary duties and functions. Implementing case administration in the Court electronically under the Supreme Court Regulation Number 1 of 2019 aligns with the General Principles of Good Justice. The principle of an open judiciary means that judicial documents can be accessed electronically, other than by the guilty party. The number of public demands on the services of judicial institutions is increasing due to the increased use of information technology, as well as various regulations that allow the public to gain access to information and get the best services from public institutions.

In situations like this, the judicial apparatus must be more flexible and able to adapt to changes. In the blueprint for judicial reform 2010–2035, the Supreme Court stipulated improvement efforts to establish the Supreme Indonesian Judiciary to improve excellent public services by providing justice seekers with fair legal services. The Judiciary is also required to continue improving public services and guaranteeing a fair judicial process. In connection with the principle of opportunity to defend themselves (*audi et alteram partem*), the application of e-court gives the parties greater opportunity to file a defence. Likewise, with the Principle of Accountability, if the administration of the case is carried out electronically, the digital footprint will be stored forever. This will allow the public to control and prevent documents from being lost or damaged (Prabawati, Duadji, & Prihantika, 2021).

## CONCLUSION

The Cirebon District Court Class 1B is a judicial institution that handles legal cases in Cirebon, Indonesia. The court's organizational structure consists of two central units: the Clerk (functions in administering cases) and the Secretariat (provides operational support). Clerkship Led by the Clerk, this unit includes:

1. Deputy Civil Clerk: Manages civil cases.
2. Juvenile Criminal Registrar: Managing criminal cases.
3. Junior Legal Clerk: Manages legal affairs and archives.
4. Substitute Clerk: Assists the Junior Clerk.
5. Bailiff: Delivers legal documents and executes court orders.

6. Secretariat Led by the Secretary, this unit includes:
7. Head of the Finance and General Sub-Division: Managing financial administration.
8. Head of the Personnel and Ortala Sub-Division: Manage personnel affairs.
9. Head of Sub IT, Planning and Reporting: Managing information technology and reporting.
10. Key Responsibilities
11. Clerk: Assists judges, manages case files, and prepares legal documents.
12. Secretary: Manages the administration and finances of the court, as well as supports the smooth operation.

The Cirebon District Court Class 1B is committed to upholding justice and increasing transparency and efficiency in community services.

### **Effectiveness of Public Services in Cirebon District Court Class 1B**

The Cirebon District Court Class 1B conducted a Community Satisfaction Survey to improve public services in accordance with the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform. This survey aims to evaluate the courts' performance and provide input for improving services to the community.

Public service is defined as a series of activities to meet the needs of citizens in the form of goods, services, or administration, under the provisions of the law (Law Number 25 of 2009). To achieve quality service, paying attention to principles such as simplicity, clarity, punctuality, safety, and hospitality is important. Public service optimization focuses on providing professional and quality services by following established procedures. Service standards include procedures, completion time, costs, and officer competencies. Coordination between government agencies is also important in providing effective and efficient services.

According to Philip Kotler, good and fast service contributes to public satisfaction, while poor service can lead to dissatisfaction and worsen the government's image. Therefore, innovation and efficient systems are needed to improve the quality of public services.

### **Factors Affecting the Effectiveness of Public Services in the Cirebon District Court Class 1B**

Public services at the Cirebon District Court Class 1B respond to the community's demands for rights and proper treatment. However, the quality of existing services is still considered poor, which impacts declining public trust. Some of the factors that affect the effectiveness of public services in this court include:

1. Apparatus Awareness: The dedication and discipline of the apparatus in carrying out their duties are essential. Regular evaluation and coaching help increase motivation and solutions to service problems.
2. Rules: Compliance with standard operating procedures (SOPs) and service standards (SPs) is an important driver in implementing public services. Apparatus is expected to understand and implement these rules.
3. Service Procedures: A clear and prompt service process is essential for the community's satisfaction. Several service flows must be followed, such as case registration, taking a copy of the decision, and registering legal remedies.
4. Late Compensation: To increase motivation and responsibility in service, visitors who experience service delays are compensated.

Well-structured service procedures and increased awareness of the apparatus are expected to improve the quality of public services at the Cirebon District Court Class 1B and effectively meet the community's needs.

### **Strategy to Increase the Effectiveness of Public Services in the Cirebon District Court Class 1B through the E-Court Application**

The effectiveness of public services in the Cirebon District Court Class 1B can be improved through technology, especially the E-Court application. The application supports transparency, accountability, and good public service principles, such as simplicity, time certainty, and ease of access. E-Court allows for online registration of civil cases, payment of court fees, and summons of parties, which speeds up the process and saves time and costs for the community. Although the app is currently only available to registered advocates, its presence brings positive changes, such as remote examinations that speed up the evidentiary process.

Since its implementation in 2018, the E-Court at the Cirebon District Court Class 1B has increased the number of case registrations and provided more efficient services. The implementation of E-Court is in line with Law Number 25 of 2009 concerning Public Services, which emphasizes the importance of fast access and low costs. The use of information technology in judicial administration also supports the general principles of good justice. Through E-Court, documents are accessible to the general public, increasing transparency and accountability. As such, the Supreme Court is committed to continuously updating the judicial system to be more responsive to the needs of the public, improve access to justice, and provide

protection for all parties involved in the legal process. Overall, the E-Court application plays an important role in modernizing public services in the world of justice, helping to realize a faster, more efficient, and more transparent judicial system.

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