RINGKASAN

Pelayanan aplikasi e-Court merupakan instrument Pengadilan sebagai bentuk pelayanan kepada masyarakat untuk melakukan pendaftaran secara online (e-Filling), pembayaran panjar biaya secara online (e-Payment), pemanggilan pihak secara online (e-Summons) dan persidangan yang dilakukan secara online (e-Litigation). Pelayanan publik melalui aplikasi e-Court di Pengadilan Negeri Purbalingga terdapat permasalahan yaitu kurangnya pengetahuan tentang penerapan aplikasi e- Court di masyarakat dengan adanya pelayanan digital yang dikarenakan kurangnya sosialisasi, ketidaktahuan masyarakat mengenai mekanisme kerja aplikasi e-Court serta masyarakat yang masih menggunakan jasa advokat untuk mengurus administrasi pengajuan permohonan perkara sampai selesai, serta adanya dari sistem aplikasi e-Court mengalami trouble (error) atau jaringan hilangyang terjadi saat menggunakan aplikasi e-Court.

Penelitian ini dianalisis menggunakan salah satu teori konsep Pandi Afandi (2018) melalui 6 indikator yaitu prosedur pelayanan, waktupelayanan, biaya pelayanan, produk pelayanan, sarana dan prasarana, dan kompetensi petugaspemberi pelayanan. Teknik pengumpulan data yang digunakan dalam penelitian ini yaitu melalui metode wawancara, observasi,dan dokumentasi. Teknik analisis data menggunakan modelMiles, Huberman, dan Saldana (2014) yang dilakukan secara interaktif melalui proses data collection, data condensation, data display, dan verification.

Hasil penelitian menunjukkan bahwa efektivitas pelayanan publik di Pengadilan Negeri Purbalingga Melalui aplikasi e-Court sudahefektif namun belum optimal. Pada tahap prosedur pelayanan publik di Pengadilan Negeri, masih terdapat kendala yang perlu diatasi seperti diperlukan upaya edukasi dan sosialisasi yang lebih gencar, agar e-Courtdapat diakses dan dimanfaatkan secara maksimal oleh masyarakat. Pada tahap waktu penyelesaian pelayanan e-Court belum efektif terdapatbeberapa faktor, seperti gangguan jaringan, sistem, dan berkas perkara. Hal ini menyebabkan waktu pelayanan dan penyelesaian perkara menjadi tidak optimal. Sarana dan prasarana e-Court di Pengadilan Negeri Purbalingga cukup memadai, namun masih terdapat beberapa kekurangan yang perludi perbaiki seperti menambah PC (komputer) di ruangan PTSP, dan memperbaiki akses internet untuk meningkatkan kelancaran pelaksanaan aplikasi e-Court. Kompetensi petugas dan pemahaman masyarakat tentang e-Court masih perlu ditingkatkan seperti, meningkatkan intensitasdan jangkauan sosialisasi kepada masyarakat, menyediakan media edukasi yang mudah diakses dan dipahami masyarakat, melakukan pelatihan kepada masyarakat tentang penggunaan e-Court.

Kata Kunci : Pelayanan Publik, Efektivitas e-Court, Pengadilan Neger

SUMMARY

Public One of the services public at the Purbalingga District Court, namely the *e-Court* application. The *e-Court* application is a Court instrument as a form of service to the public for online registration(*e-Filling*), payment of down payment fees online (*e-Payment*), summoning of parties online (e-Summons) and trials conducted online (*e- Litigation*).

There are problems with public services through the *e-Court* application atthe Purbalingga District Court, namely a lack of knowledgeabout the application of the *e-Court* application in society with the existence of digital services which isdue to a lack of socialization, publicignorance regarding the working mechanism of the *e-Court* application and people who still use the services of advocates to take care of the administration of case applications until completion, as well as if the *e- Court* application system experiences problems (*errors*) or network lossthat occurs when using the *e-Court* application.

This research was analyzed using one of Pandi Afandi's (2018) conceptual theories through 6 indicators, namely service procedures, service time, service costs, service products, facilities and infrastructure,and the competence of serviceproviders. The data collection techniques used in this research are through interviews, observation and documentation methods. The data analysis technique uses the Miles, Huberman, and Saldana (2014) model which is carried out interactivelythrough the processes of *data collection*, *data condensation*, *data display, and verification*.

The research results show that the effectiveness of public services at the Purbalingga District Court through the *e-Court* application is effective but not optimal. At the stage of public service procedures at theDistrict Court, there are still obstacles that need to be overcome, such asthe need for more intensive education and outreach efforts, so that the *e-Court* can be accessed and utilized optimally by the public. At the stagewhen *e-Court* services are not yet effective, there are several factors, such as network, system and case file problems. This causes service times and case resolution to be less than optimal. The *e-Court* facilities and infrastructure at the Purbalingga District Court are quite adequate, but there are still several deficiencies that need to be corrected, such as adding PC (*computers*) in the PTSP room, and improving internet accessto increase the smooth implementation of the *e-Court* application. The competency of officers and the public's understanding of *e-Court* still needs to be improved, such as increasing the intensity and reach of outreach to the public, providing educational media that is easily accessible and understood by the public, conducting training for the public on the use of *e-Court*.

***Keywords:** Public Services, E-Court Effectiveness, District*