# **ANALYSIS OF TECHNOLOGICAL INNOVATION OF CASE TRACK INFORMATION SYSTEM (SIPP) IN CLASS IA TULUNGAGUNG RELIGIOUS COURTS**

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Received: June 2023; Accepted: August 2023; Published: December 2023

**Abstract**

*The Tulungagung Religious Court is an institution that provides public services for those who wish to obtain justice in the field of cases. The role of information technology for the Religious Courts, especially in the administrative field, has a big influence on employees and companies so many jobs will be easier to do with information technology. The information technology referred to within the Religious Courts is the Case Tracing Information System (SIPP). The purpose of this study is to find out the innovation of the Case Tracing Information System (SIPP). In the Tulungagung Religious Court and the obstacles experienced in the implementation of the SIPP. The method used in this study is a qualitative research method using a descriptive approach. Meanwhile, the data collection method refers to journals and legislation regarding innovative case-tracking information systems at the Religious Court. Collecting data using observation techniques, and in-depth interviews to obtain valid and relevant data. Based on the innovation of the case tracking information system, is very influential in the main tasks of employees in managing case administration to improve public services. There are 6 informants in this study, namely leaders, judges, clerks, admins, and case parties.*

Keywords**:** Technological innovation, information system, case track

**ANALISIS INOVASI TEKNOLOGI INFORMASI PENELUSURAN PERKARA (SIPP) PENGADILAN AGAMA TULUNGANGGUNG KELAS 1A**

**Abstrak**

Pengadilan Agama Tulungagung merupakan lembaga yang memberikan pelayanan publik bagi mereka yang ingin memperoleh keadilan di bidang perkara. Peranan teknologi informasi bagi Pengadilan Agama khususnya dalam bidang administrasi mempunyai pengaruh yang besar terhadap pegawai dan perusahaan sehingga banyak pekerjaan akan lebih mudah dilakukan dengan teknologi informasi. Teknologi informasi yang dimaksud di lingkungan Peradilan Agama adalah Sistem Informasi Penelusuran Perkara (SIPP). Tujuan dari penelitian ini adalah untuk mengetahui inovasi Sistem Informasi Penelusuran Kasus (SIPP). Di Pengadilan Agama Tulungagung dan kendala yang dialami dalam penerapan SIPP. Metode yang digunakan dalam penelitian ini adalah metode penelitian kualitatif dengan menggunakan pendekatan deskriptif. Sedangkan metode pendataannya mengacu pada jurnal dan peraturan perundang-undangan tentang sistem informasi pelacakan perkara yang inovatif di Pengadilan Agama. Pengumpulan data menggunakan teknik observasi, dan wawancara mendalam untuk memperoleh data yang valid dan relevan. Berdasarkan inovasi sistem informasi pelacakan perkara, sangat berpengaruh pada tugas pokok pegawai dalam mengelola administrasi perkara untuk meningkatkan pelayanan publik. Informan dalam penelitian ini berjumlah 6 orang yaitu pimpinan, hakim, panitera, admin, dan pihak perkara.

Keywords**:** Inovasi teknologi, sistem informasi, penelusuran perkara.

**INTRODUCTION**

Developments in the current era support the use of technology such as the use of computers and internet networks. Such as the use of email, web, scanned documents, including significant changes. Digital change has given birth to a system based on information technology. An information system is a system within an organization that can facilitate management needs related to transactions and strategic activities of the organization to provide information on reports required by external parties.**[[1]](#footnote-1)**

The current era of globalization and modernization demands the use of information technology to prioritize fast and precise public services. Fast and precise service is an important issue in providing services in Indonesia, which has become a developed country in terms of science and information technology and digital communications.**[[2]](#footnote-2)**.

The Tulungagung Religious Court is an institution that provides public services for those who wish to obtain justice in a particular case. The cases referred to here are cases that contain disputes or those that do not contain disputes**[[3]](#footnote-3)**. The services provided at the Tulungagung Religious Court are certainly not far from the role of technology information. The role of information technology for Religious Courts, especially in the administrative sector, has a big influence on employees and companies so that a lot of work will be easier to do with information technology**[[4]](#footnote-4)**. The information technology referred to in the Religious Courts is the Case Tracking Information System (SIPP).

Based on the results of the researcher's initial observations of The technological innovation of the case tracking information system (SIPP) at the Tulungagung Religious Court is explained as followsSIPP is a transition from manual to website-based in administrative management (internal) and can be accessed by case search parties (external).The development of court digitalization is motivated by public demands for fast, accurate and transparent information. The demand for speed of information can be transferred in digital form. By using SIPP, it is hoped that case administration activities can be carried out effectively and efficiently, this will influence efforts to improve case services at the Tulungagung Religious Court. In this article we will discuss the development of services at the Tulungagung Religious Court which were previously conventional and became digital.

This research is based on several previous studies as references. Research conducted by Cahyono, AS, et al (2022), the results of this research, can be concluded to analyze the implementation of e-government at the Class IA Tulungagung Religious Court with a typology of service innovation with various e-government models such as e-court applications, SIPP, online PTSP and other applications that support public services. The Tulungagung Religious Court is a forum for case services for those who wish to obtain justice, through e-government all services are carried out online, one of which is SIPP which is used as a service system and management activities at the Tulungagung Religious Court. Research from Descy, (2022) from the results of this research to find out the impact of the SIPP application system on information services to the public in an accurate and reliable manner. With the research conducted by Descy, it was found that the society was transparent and increased the level of public trust. Apart from that, research from Zulfia, (2020), the results of this research are a history of policies related to court services that created various systems to facilitate public services and case management.

In this research, the basic similarities and differences from previous studies are that the similarities between the three studies above and this research are how to implement a court system to improve public services and the method of this research and previous research uses qualitative. Meanwhile, the difference is that this research was conducted to determine the role of information technology, namely SIPP, in the Tulungagung Religious Court environment. The expected results are the influence of the SIPP system innovation in administrative management activities and as a public service system at the Tulungagung Religious Court which is faster, more precise, more transparent and saves time.

The formulation of the problem in this research is (1) Howinnovation of the Case Tracking Information System (SIPP) at the Tulungagung Religious Court in mmanagement of case administration to improve public services? (2) Whatobstacles experienced in implementing SIPP at the Tulungagung Religious Court in the service process and case administration? Researchers are very interested in research to understand the development of existing information systems and what obstacles occur.

**RESEARCH METHODS**

The method used in this research is a qualitative research method using a descriptive approach. This approach is used with the aim of providing an overview of the innovation of the Case Tracking System (SIPP) in keeping up with developments in digital technology. Meanwhile, the data collection method refers to journals and legislation regarding innovation in case tracking information systems in the Religious Courts. Data collection using observation techniques, in-depth interviews to obtain valid and relevant data. The location of this research is the Class IA Tulungagung Religious Court.

**LITERATURE REVIEW**

**Innovation**

Innovation is a change in an effort to maximize human resources and the tools that are already available to develop their functional value. Innovation aims to change services, especially those related to administration. Delays in administrative activities impact the speed of service. Innovation here can be interpreted as a manual change to a technology-based system, as well as from conveying information that is still inaccurate to becoming reliable through the system.

According to Susanto 2010, innovation is defined as development and renewal in the form of creating new ideas by creating products, processes, services and services. Apart from service and service innovation, innovation is also in the form of products and services, which means changing the shape and design of the product. Meanwhile, the process comes from a sustainable quality change movement and refers to a combination of organizational changes, procedures and policies related to the innovation.

From the definition of innovation above, researchers used theories according to Ojasalo, (2008) in carrying out the analysis, namely: (1) Product Innovation Theory, this innovation generates income, (2) Process Innovation Theory, this innovation provides a means to maintain and improve quality and to save costs, and (3) Market Innovation Theory, this innovation increases the target market mix and selects the best market that must be served by the company.

**Administrative Services**

Administration means serving, helping and fulfilling, while in English "administration" according to the KBBI, administration is a business and activity including setting goals and determining ways to carry out organizational development, government administration office activities.[[5]](#footnote-5).

According to The Liang Gie, (2009) in a modern office administration book, "Administration is broadly a series of activities carried out by a group of people who collaborate to achieve common goals." The function of administration for companies and institutions is to provide information data needed by company leaders and make it easier to make decisions[[6]](#footnote-6)

Within the scope of the Religious Courts, administrative activities are carried out by the clerk's office. Based on the provisions of Article 2 of the KMA RI.No.0041/SK/II/1992 decision regarding the organization and work procedures carried out by the clerk of the Religious Court and the High Religious Court, the main task as a clerk is to provide technical services in the field of case administration based on applicable laws and regulations.[[7]](#footnote-7). The duties and functions of the clerk's office relating to cases tried by the Religious Court include cases of divorce, inheritance, polygamy, Sharia banking, marriage dispensation, adoption of children, marriage annulment, and marriage validation.[[8]](#footnote-8).

The procedure for accepting cases in the Religious Courts is through a table system, as a unit of working groups, namely table I, table II, and table III which are the technical implementers that a case must go through in the Religious Courts, starting from acceptance until the case is decided.[[9]](#footnote-9).

Based on the administrative procedures of the Religious Courts, there is a pattern that is used. This is explained in the letter from the Chairman of the Supreme Court No. KMA/001/SK/1991 which explains the provisions regarding Bindalmin (Administrative Development and Control Patterns)[[10]](#footnote-10). The Bindalmin pattern contains five areas, namely (1) The pattern of case administration procedures (first level, appeal, cassation and judicial review) is the task of table I, (2) The pattern of registering cases is the task of table II, (3) The pattern of regarding case finances for table I, (4) Pattern for financial reports for table I, (5) Pattern for case preparation III (Manan & Kamil, 2007).

The bindalmin pattern functions as supervision, as well as to realize orderly, technology-based case administration. The Supreme Court of the Republic of Indonesia has established a pattern of guidance and control of case administration for all judicial environments[[11]](#footnote-11).

Administrative functions are not far from service activities. The concept of service as a function carried out by administration contains regulatory meaning because the function of a service will take place in the need process. Fulfillment of needs is carried out by a servant (officer) for the party being served.[[12]](#footnote-12)

**Case Tracking Information System (SIPP)**

According to John F. Nash (1995) an information system is a combination of people, technological facilities or tools, media, procedures and courts which are intended to organize important communication networks, process routine transactions, assist internal and external management and use and provide basis for making the right decisions.

Meanwhile, according to Henry Lucas (2013), an information system is a procedural process activity that is previously organized and, when executed, will provide information to support decision making and control therein. From the opinions of the experts above, it can be concluded that an information system is a framework that functions to coordinate between human resources and computers from entering data (input) to becoming information as a means of supporting the goals of an agency or company.

The Case Tracking Information System (SIPP) is a system developed in 2016 by the Supreme Court which is a form of implementing information disclosure in the courts. SIPP is not closely related to information management activities in courts and is part of the transparency of the judicial process for the public.

**Religious Courts**

The religious courts have the highest authority in examining, adjudicating, deciding and resolving various reported cases.[[13]](#footnote-13)The Religious Courts are located in the district capital and their jurisdiction which includes the district/city area.

The Religious Court consists of judges as described in Law Number 14 of 1970 concerning the principles of judicial power which had previously been replaced in Law Number 4 of 2004 concerning judicial power, which is a special judicial institution designated for Muslims with special citizenship. either the case or those who want to obtain justice. The next development was the issuance of Law No. 7 of 1989 concerning religious courts which regulates the composition, powers and procedural laws of Religious Courts. Then it underwent changes and articles were issued that were adapted to legislation that was able to meet the needs of Muslims, namely Law No. 3 of 2006[[14]](#footnote-14).

**RESULT AND DISCUSSION**

Advances in information technology have a new impact on society, because by utilizing information technology various types of work become simpler and more flexible. Information technology assists Religious Courts in carrying out their duties, which are related to administrative management in improving public services[[15]](#footnote-15).

Religious Courts also have a strategic role in serving the community and have the task of resolving cases.[[16]](#footnote-16)In the administration and management of the Tulungagung Religious Court, information technology, namely SIPP, is used. This is in accordance with the Supreme Court letter Number 0458/DJA/HM.02.3/2/2016 concerning a new system that can support not just one court, but covers four justice environments including the General Court, Religious Court, Military Court and Administrative Court, namely Case Tracking Information System.[[17]](#footnote-17)

The theory used according to Ojasalo, (2008) to explain that product innovation has a big influence on the sustainability of administrative activities in improving public services, process innovation theory is the activity of administering cases by utilizing existing systems, while market innovation theory is in the form of targets that must be met by product innovation and process innovation.

1. Product Innovation Theory

Product innovation takes the form of utilizing new things according to current needs. Innovation definitely requires trying new things with the aim of producing better results. According to Tjiptono, (2008) product innovation is the practical implementation of an idea into a new product or process. According to Ojasalo, (2008), product innovation means generating income. Revenue in this context does not mean money, but the ease of managing case administration in improving public services using the SIPP system.

The SIPP application is believed to be able to help work more effectively and efficiently. As the newest system from several previous systems, SIPP is currently the main system in the Tulungagung Religious Courts environment in particular. This is in accordance with the explanation by informant 1 regarding the development of the Tulungagung Religious Court information system as follows:

*"Before using the SIPP application, the Tulungaung Religious Court used a manual system where all the flow of cases from arrival to case decision was done manually. The initial change occurred in 2007, namely the creation of a new system, namely SIADPA, this system only applies to Religious Courts. "In 2016, under the auspices of the Supreme Court, a new system was implemented for all courts in Indonesia, namely the Case Tracking Information System (SIPP)."*(Huda, 03/13/2023)

The change from the SIADPA system to SIPP certainly has its own reasons. According to Santoso, (2018) explains that the SIADPA system is still local and can only be accessed in the Courts, and cannot be synchronized in a data base between the Religious Courts and other judicial environments, so SIADPA is deemed unable to support the effectiveness and efficiency of supervision by the Supreme Court. . With SIPP as an information system, it is hoped that it will be able to become an application that supports all activities of the Tulungagung Religious Court. This is in accordance with the results of interviews regarding SIPP. According to informant 2 as Judge of the Tulungagung Religious Court as follows:

*"The SIPP system better captures all the work needed, while the use of SIADPA cannot meet the needs as a case management system and public service system"*(Amir, 12/03/2023)

The results of this interview are in line with research conducted by Imam, (2018) that the transition from the SIADPA system to SIPP is in the context of efforts to improve excellent judicial service in accordance with the targets of the Supreme Court. Apart from that, SIPP has been programmed to complete case administration, monitor work unit performance and facilitate better public information.

The use of SIPP has proven to be a system that the Court needs now and in the future. The Religious Courts themselves really need a system that is able to facilitate administrative management in improving case information services. Because the Court is one of the institutions that hears cases, the number of cases coming in will continue to increase every day, with SIPP it will be more effective and save more time.

1. Process Innovation Theory

Process innovation originates from a continuous quality renewal movement and refers to a combination of organizational changes. The demands of user needs and regulations from the government require judicial institutions to make breakthrough innovations, especially utilizing the latest system, namely SIPP, to simplify the management of case administration, especially the Tulungagung Religious Court.

The definition of administration is the process of carrying out activities by an administrator on a regular basis to carry out planning, implementation and supervision in order to achieve the main objectives that have been previously determined. The process in question is an activity carried out sequentially according to the end point, such as starting from collecting, recording, processing, duplicating, sending until the end, namely saving[[18]](#footnote-18).

When we talk about the administration of Religious Court cases, it cannot be separated from the application of the system. If we group them, basically there are two large groups of judicial applications used at the Indonesian Supreme Court, namely case management applications and court management applications (Supreme Court, 2010-2035)[[19]](#footnote-19). One example of case management in Religious Courts is the SIPP application. At the Tulungagung Religious Court there are 4 (four) areas that act as administrative processes for using SIPP, namely as follows:

1. Leadership of the Tulungagung Religious Court

The leadership of the Religious Courts is the overall person responsible for the process of administering justice quickly, timely and professionally, so the SIPP system is a necessity that can support the main duties of the leadership. The leadership has the authority to supervise the case process from the beginning of the case until the end of the case process. The following are the results of the interview by informant 3:

*"The leadership's supervisory duties are carried out to control administrative activities in the field of clerkships and other staff regarding the provision of supervision attached to the duties and behavior of judges, secretaries and clerks"*(Zaenal, 03/13/2023)

From the explanation of informant 3, the use of SIPP has become an attraction in itself, especially for leadership elements. It could be said that the SIPP leadership element is a tool for the orderly and disciplined process of running all Court activities, because with SIPP the leadership's task of supervision becomes easier and more efficient.[[20]](#footnote-20). This supervisory task is carried out to control activities related to the course of case administration, this is in accordance with the technical policy of the Directorate General of the Religious Courts of the Supreme Court of the Republic of Indonesia and the applicable laws.[[21]](#footnote-21).

This is as explained by Imam Teguh, (2018) through his research that SIPP plays a very important role in helping and creating an effective, efficient and simple settlement process at the South Jakarta Religious Court in its supervisory function, through this SIPP system it is easy to access it just by logging in to the user. The chairman will be monitored by all users of the South Jakarta Religious Court officials[[22]](#footnote-22).

1. Tulungagung Religious Court Judge

Judges have a very important role in resolving cases. The end of resolving cases is a decision and legal determination. The role of the SIPP application is expected to be able to assist the judge's main duties, namely those related to determinations and decisions. SIPP as a system certainly plays an important role for the Tulungagung Religious Court, one of which is the judge, the following is an explanation from informant 1 regarding the role of SIPP:

*"Making decisions and determinations is now made easier through SIPP. For example, a judge makes a decision or determination directly into SIPP, just log in by entering the user in the SIPP system, then type in the number of the case to be decided and it will appear"*(Huda, 03/13/2023)

Based on the results of interviews with informant 1, the role of SIPP greatly facilitates the activities of judges in accordance with their authority in examining, adjudicating and deciding on cases which they are obliged to resolve through orders from the chairman of the Religious Court based on the letter of appointment of the Panel of Judges. The powers of judges are according to Law Number 4 of 2004 which states "Judicial power is the power of an independent state in administering justice to uphold law and justice based on Pancasila, for the implementation of the Rule of Law of the Republic of Indonesia". With SIPP, judges are assisted with dynamic data relating to application letters, PHS, PMH, appointment of clerks, court records, trial minutes (BAP) and court decisions.[[23]](#footnote-23).

The use of SIPP for judges at the Tulungagung Religious Court is in line with research conducted by Teguh, (2018) in implementing the acting function, namely the task of determining and making decisions, the judge's duties are greatly helped by the existence of the SIPP system.

1. Tulungagung Religious Court Registrar's Office

The clerkship sector is the core of actual administrative management. From case registration until case completion is the authority of the clerk's office. Considering that there are too many clerkship tasks and the length of the case administration process and the need to go through several stages, it is possible that there will be overlap with the increase in cases every day. SIPP as an information system is expected to simplify administrative activities. The use of the SIPP system in the clerk's duties has begun to be implemented at the Tulungagung Religious Court. This is in accordance with the explanation from informant 2:

*"SIPP as a court system makes it easier to carry out clerkship duties as the core of case administration, because with the SIPP application you can easily access whatever is needed, for internal parties we can easily control how many cases are submitted every day, every month related to cases lawsuit or application case.”*(Amir, 03/13/2023)

From the statement above, the use of SIPP plays a very important role, especially in the field of Registrars. The clerk's field is the core of case administration activities. SIPP is used as a system application to make work easier and more practical. SIPP here is also very helpful in managing administration based on a desk system, because remembering that desk systems are actually interconnected with each other. Since using the SIPP system to search for the documents you need, you don't need to ask for them physically, but you just need to check with the user at each desk what parts will be needed. Because all data from registration to case administration will have a digital trace in SIPP. With SIPP, administrative management using a desk system is shorter and more effective. SIPP as a system at the Tulungagung Religious Court has efficiency and effectiveness in optimizing the performance of integrated employees, in addition to preventing loss of case documents.

The use of SIPP in the judicial environment was also explained by Sholikhah, (2017) the use of SIPP can minimize efforts to remove documents or case file archives, the benefits of SIPP in maintaining the integrity of documents are very useful, especially for the Registrar's field which is the core of administrative management[[24]](#footnote-24).

1. Tulungagung Religious Court Administrator

The SIPP system is an application used in carrying out the duties of Court staff. An institution must have an admin who manages the success of the system. If the explanation above is related to the SIPP function, then the administrator is someone who plays a role behind the smooth running of the SIPP system. This is as conveyed by informant 4:

*"A SIPP admin at the Tulungagung Religious Court, apart from monitoring the operation of the system, the Tulungagung Religious Court admin checks the data via SIPP, regarding incorrect file data input or wrong case fees. "If there is a data input error, an admin will contact the relevant field to check and correct it."*(Adfan, 03/13/2023)

Based on informant 4's explanation, an administrator is tasked with avoiding officer negligence in data input. Checking cases by the admin is carried out to avoid mistakes. Because it does not rule out the possibility that after using the application system for case administration activities there will be no problems either from the system or from HR itself.

An administrator has the task of maintaining the correctness of data and ensuring that the SIPP can reach all parties in the court, so that the case resolution process results in being faster and more precise.[[25]](#footnote-25). An administrator is tasked and responsible for creating, editing, customizing case documents, setting function variables, setting reports, etc.[[26]](#footnote-26).

Based on the explanation from informant 4 regarding the administrator's duties as the party who manages the running of the system, this statement is in line with Rouf's (2014) research that an administrator is tasked with covering the system so that it can be used perfectly. In minimizing errors on the part of the Religious Courts in carrying out administrative processing of cases, the admin plays a very important role in maintaining the good name of the Judicial institution.

1. Market Innovation Theory

Market innovation according to Ojasalo's theory, (2008) increases the target market mix and selects the best market that the company must serve. Meanwhile, according to Pinho, (2008), market innovation is the superiority of an existing product and technology, so market orientation has a positive and significant effect. The type of market innovation referred to in this research is the target of improving Tulungagung Religious Court services. The Tulungagung Religious Court has the main role, namely providing public services, administrative services, legal aid services, complaints and requests for information.

In an effort to improve service, a system and good performance are needed. According to Maun and Ariyani, (2002) if product innovation is developed and introduced, the greater the resulting marketing performance. Before using the system, service activities and case administration were carried out manually, in 2016 the Tulungagung Religious Court transitioned to using the SIPP system. This is because the Tulungagung Religious Court has experienced an increase in the number of cases. The author presents statistical data for the last 6 (five) years. The following is the SIPP statistical data for the Tulungagung Religious Court from 2017 to 2022, namely:

**Table 1**

**Number of Cases**

|  |  |
| --- | --- |
| Year | Number of Cases |
| 2017 | 3133 |
| 2018 | 3023 |
| 2019 | 3251 |
| 2020 | 3093 |
| 2021 | 2854 |

Source: (<https://sipp.pa-tulungagung.go.id/>2023)

From this increase in cases, employee performance will automatically increase. Apart from that, demands for a service must be resolved quickly, precisely and openly. Therefore, the role of the SIPP system is very important for the continuity of case resolution. This is in accordance with the results of interviews by 2 informants:

*"The benefits of SIPP are not only for the judiciary, but are also very useful for justice seekers, while for internal parties SIPP has a high level of urgency in supporting accuracy and speed in making case decisions, this will greatly influence the services of the Tulungagung Religious Court"*(Huda, 03/13/2023)

This statement is in line with Mr. Suharto as the litigant:

*"Using SIPP can make it easier for me to check the status of the case at what stage, I simply enter the case number. All the information I need will appear, such as the trial schedule and in SIPP the costs that must be paid are available, so we can all trust that no cheating"*(Suharto, 05/21/2023)

Based on information from informants, there is an indication that SIPP at the Tulungagung Religious Court can support the service process which is the aim of carrying out judicial duties. The public is often worried about fraud such as bribes from outside parties. The existence of SIPP makes it possible to check the status of cases directly, thereby increasing public trust. For the Supreme Court, transparency or openness of the judiciary is currently not only a public need, but also a need for all members of the judiciary. There will be gradual strengthening of accountability, professionalism and integrity of the judiciary with judicial transparency[[27]](#footnote-27). Effective and efficient information disclosure is part of the Supreme Court's commitment to bureaucratic reform, this is in accordance with the Decree of the Chief Justice of the Republic of Indonesia Number: 144/KMA/VIII/2007 concerning Information Openness in Courts[[28]](#footnote-28).

 The use of SIPP in the service process is also explained in Astuti's research, (2022), namely the implementation of the Case Search Information System (SIPP) service application regarding the application of public service innovations to the general public or users seeking justice at the Probolinggo Court. In this case, SIPP has become an application used in various courts throughout Indonesia. With SIPP, administrative activities become shorter and files are avoided being scattered or even lost.

**Obstacles in Using the Case Tracking Information System (SIPP) as a System in the Tulungagung Religious Court.**

A system definitely has needs in the form of an internet network that is used to run the information system. According to Yakup (2014) a system is an integrated element with the same goal to achieve goals. A system has certain characteristics or properties, namely components, system boundaries,

environment outside the system, liaison, input (input), output (output), system management (process), goals and objectives (objective and goal)*[[29]](#footnote-29).*

Likewise, with the SIPP system there is definitely a need for an internet network. At the Tulungagung Religious Court, the need for a system is absolute. In accordance with extensive administrative activities, systems are needed that are interconnected with each other. SIPP becomes an intermediary between court officers in managing cases. Systems created by humans certainly have weaknesses even though they have more functionality. The following is the informant's explanation regarding the obstacles to using the SIPP system within the Tulungagung Religious Court:

*"The problem that often occurs in the SIPP system so far is that there are system errors which are usually updated from the center. "Errors will definitely occur once every 3 months, therefore case administration activities and services will experience problems."*(Adfan, 03/13/2023)

This is in line with the results of Mrs. Anjarwati's interview with the litigant when accessing the SIPP system:

*"When I wanted to check the trial schedule on the Tulungagung Religious Court website there was a problem, the system couldn't be opened and the login took a very long time"*

These obstacles have an impact on the activities of the Tulungagung Religious Court in managing case administration and public services. As system errors occur, there are bound to be many activities that are delayed. Registration activities will be difficult to record, cases that have been completed will experience difficulties in making decisions, because all administrative activities are carried out using SIPP.

Based on the functional requirements of the SIPP system for the activities of the Tulungagung Religious Court. When problems occur in the system, the problem is very urgent. Therefore, the Tulungagung Religious Court must prepare everything, if at any time a system error occurs, it will be difficult to carry out service and administrative activities. A solution must be sought for this problem, each court must have its own way of responding to these obstacles. The use of SIPP has been implemented in all courts in Indonesia. If an error occurs, the system can communicate between the Religious Courts to provide solutions to each other.

The obstacles above are in accordance with research by Mukharrim, (2021) where the use of SIPP services at BPJS Health is a network problem so that there are obstacles to getting answers. These obstacles are in line with what happened at the Tulungagung Religious Court. Therefore, network stability greatly influences the running of all Court activities. Apart from that, the administrator's task is very vital in maintaining the stability of the court system network.

**CONCLUSION**

Based on the problem formulation in this research, it can be concluded using the theory according to Ojasalo, (2008), namely (1) Product Innovation as a Case Tracking Information System (SIPP) of the Tulungagung Religious Court to realize the implementation of tasks and information services that are effective and efficient, and in accordance with the Court's decision Agung that there is a system that can simplify case administration and service processes. (2) Process Innovation, at the Tulungagung Religious Court by realizing fast, precise performance and saving costs. Apart from that, administrative activities can be more controlled with the implementation of SIPP. (3) Market Innovation, in providing SIPP services, plays a very important role, in accordance with the information service guidelines in KMA Decree Number: 1-144/KMA/I/2011 concerning guidelines for Case Tracking Information System (SIPP) services which explain the rights of citizens to obtain justice in the legal process, and improve the performance of Tulungagung Religious Court employees.

Remembering that there are so many activities at the Tulungagung Religious Court that they need a system that can help them work easily, quickly and precisely. However, if a system error occurs, it will have a significant impact on all activities at the Tulungagung Religious Court. Obstacles that will definitely occur will be difficulties in carrying out transactions for the registration process for new cases, delays in hearing schedule information in the SIPP, judges will have difficulty making decisions and determinations, as well as experiencing obstacles in managing case administration in the clerk's field. An obstacle other than system errors is an unstable network, this results in delays in information needed by the public.

There are suggestions regarding the implementation of SIPP which has developed well in accordance with their respective main tasks and functions, but there are still errors when inputting data, therefore employees need to be careful in entering data. Apart from human error, the stability of the internet network must be prioritized so that information is not delayed

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