

Understanding Indonesian E-Law and Democracy: Challenge, and Hope

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Abstract

This study aimed to discuss how law firms quickly provide advice to citizens who need legal assistance in the digital era with the help of technology, smartphones, laptops, and computers to get justice and democracy in Indonesia. We need the data we get electronically on many complications such as journal proceedings, books, and other materials that discuss the world's understanding and development of democracy. The data we found electronically were then analyzed to understand involving a high level of evaluation and coding system to answer this research question with high principles of validity and reliability. We took several well-known publications such as application, Taylor and Francis, Google books, and some academic materials that we received technological assistance. After getting an understanding and discussion, we can briefly convey this finding, and the development of Indonesian democracy is a very significant breakthrough in an era where everyone has been able to reach information instantly through their technology with the hope that this finding will be a new solution and input for studies on the development and journey of democracy in the digital era.

Keywords

understanding; democracy; challenges; developments; legal justice



I. Introduction

In many developed countries, online legal aid services are well organized through various platforms. This online legal service is excellent because it provides free opportunities for the public to ask questions and get legal enlightenment (Edwards et al., 2015; Granat and Kimbro, 2017). For the sake of justice and Indonesia's new democracy, there are many benefits in the form of legal advocacy through this online legal service, as well as new challenges and hopes. The online legal network is a paid consultation, maybe by telephone or other consultation to consumers who need it. However, along with the increasing number of democratic services, free services will be easier to obtain, such as health and other education services; this is a challenge and hope for the development of democracy in Indonesia (Stuckey and Ellis, 2021).

In this digital era, many positive things can be taken, especially regarding services from the government to the community, the community to the community, and between business people and consumers (Prasetyo et al., 2019). Ministry of Law and Human Rights has opened a free legal aid application to the public. However, when all forms of online applications do not get full service and socialization to the broader community, this is the latest challenge for a handful of people (Putra, 2020). Therefore, in the current era, which is mainly done in the form of free online services based on artificial intelligence, the public gives new hope for legal justice and accelerates the journey of democracy. This issue is also an opportunity to practice legitimate government and democracy in Indonesia, which

is a top priority for all those who need state services through aspects of legal services for the sake of justice for all people (Pambudi and Yitawati, 2021).

It is undeniable that the era of technological innovation has made it easier for people who need legal services to obtain justice quickly, cheaply, and safely (Benvenisti, 2018). The emergence of various online legal service applications is one form of technological progress that has implications for democracy. Indirectly, technology opens up opportunities for the public to understand and benefit from legal services (Noveck, 2017). At the same time, this convenience also makes people aware of the importance of understanding the Law that they can access electronically. This method makes it very personal because the public can directly access it anytime and anywhere (Moore et al., 2014). However, behind these various conveniences, this free legal consultation application sometimes also faces challenges with problems that are an important note for the government as a legal and democratic regulator for developing future legal services by the government and other legal institutions (Margolis and Moreno-Riaño, 2016).

Slowly the times and technology continue to change, along with that, the challenges of legal services are increasingly complex. The need for legal services is getting higher where on the one hand, the community must get legal justice (Glavinic, 2012). On the other hand, society must be adaptive to changing technology and time because efforts to understand the Law are significant so that people get their rights as citizens, guaranteed by the state to every citizen. This method makes democracy easier to implement (Subagyo, 2020). Online legal service platforms must overcome problems that continue to increase along with human progress in all things and the increasing number of problems and disputes between citizens related to criminal and civil Law (Benvenisti, 2018). Said the challenge of forming online laws is that applications must keep up with technological developments and sophistication when technological advances are increasingly advanced, sometimes not supported by management resources and also for community clients, is undoubtedly not supported management resources a new thing. However, it is a challenge in the future that must be found for repair solutions (Cropf, 2018). Conservation of living natural resources is the management of resources and utilization of living natural resources that are carried out wisely to ensure their availability while maintaining and increasing the quality of diversity and value. Conservation of living natural resources and their ecosystems is carried out through the following activities: a) protection of life support systems ; b) preservation of diversity of plant and animal species and their ecosystems; c) sustainable use of biological natural resources and their ecosystems. (Setyaningrum. E. et al. 2021)

In other words, the rapid development of digitalization is also a threat to democracy, where when there is information and the ability to use technical data, there is a war between parties to seize each other. Others and ensure that they can gain power and create divisions in society, a threat to democracy with technology itself. *Law* is a forum that serves to debate, discuss and debate (Criado et al., 2013) This legal and political atmosphere is one of the challenges for schools to hope that the Law is full of technology that can influence politics and democracy in Indonesia (Spirakis et al., 2010) As an example of how today's democracy is happening as the sector becomes more open after the advent of technology and information, they said that warring parties in the political world use technology to disseminate information. Back then, the party was good; other names were not good; in other words, technology brings opportunities to change more dynamically and is also an abused challenge; it will impact the negative side (Shirazi and Behzadan, 2015).

Very significant changes occurred fundamentally in various aspects, including Law; this happens in line with the presence of technology that significantly changes various legal services in Indonesia (Benvenisti, 2018). This way should get a legal lesson when individuals meet with legal operators and are also legal. However, now the presence of technology has taken advantage of various platforms that allow information storage systems and search for all legal services, this is what creates profits and also opportunities to share, explore and release all data related to this Law is progress to note (Hildebrandt and Koops, 2010).

Therefore, this study tries to see from all sides how the effectiveness of legal services virtually on the growth and development of democracy and justice in Indonesia; this study will obtain as much secondary data as possible under a phenomenological approach (Xie et al., 2019). Maybe in publishers of various media journals and legal and democracy science portals (Hildebrandt and Koops, 2010). So the author will gain a new understanding of how new legal services models provide opportunities and problems that must be found solutions for better democratic growth in the digital era present and future.

II. Research Method

In this section, we will describe the procedure for this study we carried out. To discuss how virtual online services can quickly provide advice to citizens who need legal assistance in the digital era with the help of technology, smartphones, laptops, and computers to get justice and democracy in Indonesia (Silva et al., 2020). We need the data we obtain electronically about many applications, such as the proceedings of journals, books, and other materials that discuss the understanding and development of democracy. The data we found electronically were then analyzed for our understanding by involving high-level evaluation and coding systems to answer research questions in this way with the principles of high validity and reliability (Parthasarathy, 2020). We picked up some well-known publications such as apps, Taylor and Francis, Google books, and some academic materials for which we received technological assistance. Because we carried out this study during a pandemic, we took secondary data without reducing the essence of the purpose and data of this finding. In reporting the results, we chose a descriptive qualitative design guided by the study of legal reviews and studies of technology and democracy in many different country contexts (Cunningham et al., 2017).

III. Results and Discussion

3.1 Online Law Service

Observing the increasing number of online legal services they have that collaborate and are independent in providing legal services for people who need legal assistance with free and paid services, this is a promising breakthrough that can be reached by the community instantly through technology, both consultation and legal assistance for who need legal services (Regan Jr and Heenan, 2009). With the development of regulations in Indonesia, it is a challenge for the community to be assisted both in terms of consultation and other assistance, and this is very much in line with the presence of technology that they can access anytime and anywhere so that the community, regardless of their Law, can directly do this easily. Thanks to technological advances, Indonesia is included in countries that practice democracy progressively without realizing (Liang et al., 2010).

Legal service providers realize that legal needs are fundamental, some people do have to spend quite a lot of money so that services can help them with a presence

combined with all-digital technology, so this will positively impact one party (Richards and Hartzog, 2018). On the other hand, it is practical to use legal services that do not have to be far away but can be directly equivalent to the help of a technologist is very important. This legal access service not only provides convenience to legal users or legal services, but this is a trend where advocates can not only work together to find numbers, but they can also collaborate and collaborate with fellow advocates so that they will not only work for the community but also work for the community can also cooperate with fellow law enforcement officers (Foster, 2012). Examples of applications that are pretty well known in Indonesia such as Justice or Marvin; this floating SIM is a platform that allows loyalists and users or the public to continue to improve good relations because they are legal partners in providing services to residents who need legal assistance instantly (Wassom, 2014).

3.2 Online Firm Trends Among Lawyers?

The digital era has made all professions undergo significant changes, including lawyers who continue to seek and help others virtually (Dinovitzer et al., 2014). Nowadays, many legal aid seekers are seeking it through virtual means, meaning that they no longer have to physically seek and seek lawyers, which is a trend that is becoming increasingly easy to find, especially in big cities. This will undoubtedly have a significant impact where office efficiency is matched (Hussain et al., 2010). Moreover, the ease of technology helps law seekers and lawyers who are increasingly easy to find to help clients. Now that everything is digital, the government allows lawyers to contact law seekers online, so there is nothing more burdensome than having clients meet their layers online (Barton, 2014). This is regulated in the Law regarding how advocates can open practices to serve consumers throughout Indonesia as long as the advocate can prove that he is an independent party as a citizen of the Republic of Indonesia, not as a state administrator who is old enough and already has legal understanding, qualifications, certification. How and indeed a good experience and free from all criminal and civil and responsible in carrying out their duties (Terry, 2013).

For this reason, lawyers consider several things when using an online office; for example, lawyers understand clients' needs, and then they understand how effective virtual offices are so that they can grow their business (Kimbrow, 2010). For example, if Lion wants to evaluate the state of the facilities owned by a lawyer, it will be easy for them to ascertain how lawyers have adequate facilities to serve their patients. Lawyers who serve clients through virtual can not be separated from the opportunity or advantage factors as well as challenges or shortcomings (Reid, 2018). Indeed, the use of an online office does not always provide significant advantages. However, some drawbacks need to be noted before a lawyer opens another service via technology or remotely; there will also be a compatible and flexible working environment to make it easier for lawyers and clients who need virtual services (Terry, 2013). So, an online office is an online legal office service system with educational experience and qualifications and Law as well as understanding the work atmosphere, understanding how clients need it when all requirements and needs have been met, then a proper online office with adequate facilities (Fenwick and Vermeulen, 2019).

3.3 Benefits of an Online Law Office

When discussing the benefits of online law offices for the wider community, this is something new as technological innovation, how its presence spoils both legal managers and clients who seek this layer (Pender et al., 2020). With the existence of an online lawyer's office, of course, space and time become an advantage, especially for a lawyer

who lives in a big city; Of course, people have to find a very strategic place to reach clients, but because it can serve legal seekers via virtual, this is an outstanding breakthrough and benefits many parties (Kimbrow, 2010). If seen from the circular letter of the Higher Supreme Institution of the Indonesia government, which is addressed for all leaders of the high court and the environment and the general public, it is necessary to register all civil cases through the electronic system. With the presence of a chord or electronic court, more and more judicial institution activities can be carried out online, although far from the trial, the courtroom has not been carried out virtually (Samborn, 2011). For example, recently when the case that befell Habib Rizieq, where the trial was conducted virtually, this became an obstacle, but when registering for consulting services, everything was possible to be done virtually, primarily when many problems occurred in the pandemic era where the government began emphasizes avoiding meeting people (Klinkner, 2017).

So there is a different trend that happened in law offices in the past it was against the Law that it was troublesome for clients to have to come all the way to meet their attorney's office, and on the other hand, lawyers had to travel to meet their clients no matter how far away they were at the time. Technology is getting stronger, and both parties can quickly meet through the network (Keene and Handrich, 2013). However, along with the increasingly dynamic development of life and ministry, sometimes things become complex and find times that are not suitable for meetings and virtual meetings together so that their primary source of communication is through telephone calls and other means as well as online (ALL et al., 2014). The flexibility and approach of Radisson law office attorneys ultimately depend on working in the office and arriving at night. However, all that does not need to happen in this global era because technology has bridged between law and law seekers (Ha-Redeye, 2013). Development is a change towards improvement. Changes towards improvement require the mobilization of all human resources and reason to realize what is aspired (Shah et al, 2020).

However, although law offices can be implemented online, traditional service patterns must continue to run considering that not all patterns, not all law seekers understand how to use legal applications online, so that is where the presence of technology does not always provide convenience for law seekers (Street and Hansen, 2019). However, we must admit that not all communication can occur through online services, and it is also related to how to build a perfect relationship between lawyers by looking for solid laws so that they understand each other and understand each other, so they sometimes have to meet face to face. People will show how lawyers and other people can meet virtually in the era of advanced technology (Leeuw and Schmeets, 2016). something that was not possible in the past; the future will happen considering whatever the profession, the principle of flexibility, the principle of efficiency, and the principle of practicality, remains the priority. Whatever the business, inefficiency will eventually occur. This will make this service business disrupted and even a complicated thing to run (Sturm, 2019).

So with the increasing trend of online lawyer offices, many things are constantly changing where clients have to find lawyers through technology applications and move from one time to another (Goodenough and Lauritsen, 2012). It will be safer and more convenient for them to have an internet-based virtual office, even in this digital era; how about community web-based technology? Can take advantage of this service efficiently, quickly, or even if lawyers are abroad, even though these are all innovations that must receive attention from all because this technology has a very significant impact providing extraordinary results, especially the current situation is a situation where socialization and restrictions are movements in society when they are tightened (Tushnet, 2014).

3.4 Toward Democracy

Indonesia is entering the stage of democracy through holding the highly anticipated presidential and DPR elections. Since the Republic of Indonesia has carried out various things and reforms in all fields, one of which is the implementation of legal certainty and the enforcement of democracy (Horowitz, 2013). However, some of the experiences individuals have seen of how the electoral system has worked over the past year, and many consider it to be one of the most divisive for unity and democracy in Indonesia, this is due to the rise of politics that is motivated by bags based on ethnicity, religion and so on, this can be seen in campaign after campaign sessions that improve the lives of quality political figures, even most governments do not see criticism as a natural thing so that the position that contributes to the body of democracy is compared to the role of the state before Indonesia entered a new round of reform (Winters, 2014).

The content of this study is in line with virtual legal services in the era of reform and the era of the technology industry, several essential things that can contribute to solving the problems that are being experienced by this nation, both around politics, social education, and Law, where conservative groups and several others are shown the quality of how may encounter dogs with an open system that was born after post-reform democracy and also the broader spread of technology (Musofiana, 2021). With freedom or online legal services, on the other hand, various groups play a role in growing Indonesia's political system that is more conservative, more dynamic, and represents groups that have priorities in Indonesia, as well as the emergence of various new understandings that exist in openness since the advent of technology. Internet, how social media has become an arena to influence each other and also with the presence of young people and other minority groups who often give color to political influence with their appearances in every public (Kharlie and Helmi, 2019). Who gather both in the big city of Jakarta and in the regions other. So the popularity of mass use can be avoided considering that Indonesia is a country that recognizes the existence of several religions as one of the identities of the Indonesian nation (Crouch, 2013).

Various activists have held demonstrations where they want to change and be open to the Indonesian political system so that certain physical conditions improve with the emergence of political activity (Lintang et al., 2020). They want to get a policy that integrates Islamic Law into public policy in Indonesia, a country. The majority of the population is Muslim. Some alliances with political elites are the biggest challenges faced by the government, which is currently walking back to the existing political system in Indonesia with the presence of groups and movement activities in various ways to sponsor actions, wherever they are, thus demanding changes in the economy (Syarif, 2019).

IV. Conclusion

Finally, this paper concludes the study results, which aims to gain an better knowledge and application of how to serve the law virtually in facing justice, which leads to the improvement of democracy in Indonesia. Books and published journal papers have become the primary data sources for this study by searching online for several international publications. We believe that the purpose of this study has been achieved by using data and discussing the results with valid and reliable data standards. In this study report, we choose a qualitative reporting system considering that this legal study seeks an understanding of a phenomenological approach. The results include how effective online legal services can be; both providers and citizens need legal services that are advocacy, consultation, and other legal assistance.

As a result of changes and technological advances that also change legal governance, more and more legal servants such as lawyers who open offices online to be more easily found by seekers of legal aid, both criminal and civil Law; besides that, this study also discusses how legal services in a virtual way are more efficient and practical than traditional methods that have to spend large amounts of money so that the law firm can be established in the middle of a big city. In the end, we describe how legal services using technology can help people who seek justice and accelerate the implementation of democracy in the country.

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