



Management Strategy in the Implementation of the Legal Documentation and Information Network System in the Regional Secretariat of Penajam Paser Utara District

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Abstract

This study aims to analyze management strategies in the implementation of the Legal Documentation and Information Network (JDIH) System at the Regional Secretariat of Penajam Paser Utara Regency. JDIH plays a crucial role in providing accurate, transparent, and easily accessible legal information for the public and local government. However, its implementation faces various challenges, such as limited socialization, inadequate technological infrastructure, and low public legal literacy. This study employs a qualitative approach. Data were collected through in-depth interviews, observations, and documentation. The results indicate that the main obstacles include the public's lack of understanding of JDIH, insufficient technological infrastructure, and difficulties in data synchronization across agencies. Based on the findings, this study provides recommendations to enhance human resource training, update technological infrastructure, and expand JDIH socialization. With effective management strategies, it is expected that the quality of legal information services in Penajam Paser Utara Regency can be improved, supporting transparency and openness of legal information.

Introduction

Along with the development of technology and digitalization in various government sectors, the need for a transparent and easily accessible information management system is increasing. The Indonesian government continues to strive to encourage openness of information, one of which is through the Legal Documentation and Information Network System (JDIH). JDIH is a system designed to provide easy public access to legal documents such as regional regulations, regional head regulations, decrees and other legal documents. Through this system, the public is expected to be able to quickly obtain valid and up-to-date information regarding the laws and regulations applicable in their area. At the district level, JDIH has a very important role in providing legal documentation and information services, not only to the general public, but also to government officials involved in the preparation and implementation of laws and regulations. Penajam Paser Utara Regency, as one of the areas that continues to develop in East Kalimantan, is faced with significant challenges in managing legal information. As part of the local government, the Regional Secretariat of Penajam Paser Utara Regency is responsible for the management and implementation of JDIH to ensure that the public gets access to accurate, transparent and fast legal information (Hastuti et al., 2024; Rachmawati et al., 2024). However, in its implementation, the implementation of JDIH in Penajam Paser Utara Regency still faces a number of quite complex problems. The most prominent phenomenon is the lack of utilization of JDIH by the community and government agencies. Based on the results of initial

observations, several factors that influence the low level of JDIH utilization include minimal socialization carried out by the local government, lack of adequate technological infrastructure, and limited human resources managing the system. First, in terms of socialization, the community and even some government officials still do not fully understand the function and benefits of JDIH. Many people do not realize that this system can be used to access the legal information they need. In fact, in the current era of open information, access to legal regulations is the right of every citizen. The lack of public understanding of JDIH has resulted in this system not being utilized optimally (Liambomba, 2023; Custers, 2022).

Second, the technological infrastructure in Penajam Paser Utara Regency does not fully support the implementation of JDIH to its full potential. The availability of uneven internet access, especially in remote areas, is one of the main obstacles. In addition, the hardware used in the management of JDIH at the Regional Secretariat is also still limited and requires updating to be able to support better data management. This results in legal information provided through JDIH often not being updated regularly, so that the public and other users do not get the latest valid data. Third, in terms of human resources, JDIH management in Penajam Paser Utara Regency still faces challenges in terms of training and developing the capabilities of government officials responsible for managing this system. Often, staff assigned to manage JDIH do not have adequate information technology backgrounds, so they have difficulty maintaining and updating the system effectively. As a result, much information is not managed properly, and public services related to legal information are not optimal (Rosenbloom et al., 2022; Berman et al., 2021).

Another phenomenon that needs to be considered is the coordination between agencies that has not been running well. In managing legal information, synergy is needed between various work units within the local government, such as the legal department, information technology department, and other agencies related to the preparation of regulations. However, in Penajam Paser Utara Regency, this coordination is often hampered by long bureaucracy and lack of effective communication between units. This causes the process of preparing, archiving and publishing legal documents to be slow and inefficient (Albrecht & Filip, 2023; Jaillant & Rees, 2023).

In addition to the internal challenges faced, there are also external factors that influence the success of JDIH implementation, namely community participation. The low level of legal literacy among the community makes them unaware of the importance of accessing legal information available through JDIH. Most people still tend to rely on legal information from third parties, such as consultants or legal practitioners, rather than seeking information directly through the system provided by the government. This shows that education and increasing legal literacy are important steps that must be taken by the local government to encourage the community to use JDIH more actively (Setha, 2024; Adhiasti, 2024; Srimulyo et al., 2024).

Based on the phenomena and problems that have been described, it is important to conduct an in-depth study of the management strategies implemented by the Penajam Paser Utara Regency Secretariat in managing JDIH (Johannesson & Perjons, 2021; Graebner et al., 2023; Makri & Neely, 2021). In this context, good management not only involves the use of technology, but also includes careful planning, proper allocation of resources, and the formation of a competent work team. With an effective management approach, various obstacles that have so far hampered the implementation of JDIH can be minimized.

This study will focus on the analysis of the management strategies implemented by the Penajam Paser Utara Regency Secretariat in implementing JDIH. The approach used is a qualitative descriptive approach. Through this study, it is expected to find the right solution to overcome

the various challenges faced, as well as provide recommendations for local governments in efforts to improve the quality of legal information management through JDIH. Researchers are interested in exploring this topic because the phenomenon of low utilization of JDIH and the problems faced in its implementation are relevant issues in the context of legal information management in the digital era. In addition, as part of efforts to strengthen good governance, optimizing JDIH is a strategic step that needs to be taken by local governments, including in Penajam Paser Utara Regency. Thus, this study is expected to provide a significant contribution to the development of a legal information management system at the regional level, as well as assist the government in realizing better information transparency for the public (Wei et al., 2021).

Method

This study takes a qualitative approach, which is more adaptive to the complexity of varying realities, allows direct interaction between researchers and study subjects, and is sensitive to various values that may influence. Qualitative methods use verification logic that begins by deductively testing hypotheses. The focus of this study is on predetermined problems. In addition, this study applies a descriptive approach that aims to collect data on the current status of the phenomenon being studied. In this context, researchers conduct direct interviews with informants to understand the problems that arise in the field. In qualitative research, the researcher himself or with the help of others is the main data collection tool. According to this opinion, the role of the researcher in this qualitative research is as a planner, data collector, analyzer, and as the initiator of the research. Therefore, the researcher is the key to conducting research.

As support for collecting data in the field, the author uses a notebook and a ballpoint pen as a data recording tool. The research location was conducted at the Regional Secretariat of North Penajam Paser Regency. Qualitative data is information obtained from the speech of study subjects in the language they use. This approach allows for a deep understanding of individual experiences, exploring the meaning of life, personal experiences, and social interactions from the perspective of the study subjects themselves. In the context of this study, the author will use interviews as a method to obtain more accurate results. In this study, the author also uses data collection techniques through field observation. Direct observation is a data collection method that uses visual observation without the help of other standard tools. This data analysis stage is applied to systematically organize the results of the interviews. The use of interviews in this study aims to collect information directly from the informants. Therefore, qualitative data analysis is an important tool in analyzing and understanding the diverse information obtained through direct interaction with respondents.

Result and Discussion

Challenges faced in implementing the Legal Documentation and Information Network (JDIH)

Results of interviews conducted:

"When it comes to technology, it's still a problem. Sometimes the server is slow, the internet network often goes out, especially during heavy rain and when there is a sudden power outage. That's what disrupts the JDIH system."

The Head of Legal Affairs highlighted the main constraints on server reliability and internet connection. The weather also affects the stability of the technology infrastructure. In addition, the system that often errors are a major obstacle in JDIH operations.

"Yes, there are definitely obstacles. The computers are still the old ones that are not compatible with the new system. Sometimes the electricity goes out in the office, making work stalled. Not to mention the slow server access, making data difficult to upload."

The technological obstacles faced include hardware that is no longer compatible with the current system, power outages, and slow server access. This hampers the data upload process and work efficiency.

"There are many technical obstacles, especially if you want to PDF the Legislation file, sometimes the file is different from the proposing SKPD. Sometimes the document format is different, so it makes the work harder. Then, the system is sometimes not updated, it often lags. We want the tools including laptops and computers to be updated."

The main obstacle involves data synchronization between agencies due to differences in document formats. The system that is rarely updated and often lags is also a significant obstacle in the implementation of JDIH.

"For operators like me, the most frequent problem is the server is down or the internet connection is slow. Sometimes the JDIH application is not supported on some devices. So, it makes the process of uploading data or processing documents take a long time. Especially if there is a deadline, it's really troublesome."

Operators identified frequent server downtime, slow internet connections, and incompatibility of the JDIH application with some devices. This slowed down the process of uploading and processing documents, especially when facing deadlines.

Accessibility of the JDIH system for internal users and the general public

"For internal users, accessibility is quite good, but yes, there are some obstacles. Sometimes we have difficulty accessing certain data because the internet connection is slow or sometimes there is no internet network. For the general public, it is still limited, because not everyone knows how to use it, especially in remote areas."

Accessibility for internal users is quite good, although sometimes hampered by slow internet connections. For the general public, accessibility is still low, especially in remote areas, due to lack of socialization and limited knowledge.

"JDIH for internal users is actually quite good at accessing, but for the general public, there are still many who don't know how to access it. In addition, sometimes the site is not responsive when opened on certain devices, so it is less comfortable to use."

Accessibility for internal users is quite adequate, but for the general public it is still low. The main problem is the lack of responsiveness of the JDIH site on various devices, which reduces user comfort.

"Internal users don't have too many obstacles, they usually already understand how to use it. But for the general public, there are still many improvements needed. The system display is not attractive and the socialization is also lacking." (interview December 17, 2024).

Internal users relatively understand how the JDIH system works, but accessibility for the general public is hampered by the system design which is not user-friendly and minimal socialization.

"From a technical perspective, internal users have easier access because they are used to it. But for the general public, there are many obstacles, like they are confused about finding the documents they want. Sometimes there are errors when opening certain documents."

Accessibility for internal users is easier because they are used to the system, but the general public has difficulty finding documents and often experiences errors when accessing information.

Problems in data integration between the proposing SKPD and the Legal Section

"There are indeed data integration problems. Sometimes the data formats between SKPDs are different, so when they are going to be combined, they have to be adjusted again. Then sometimes there are SKPDs that are not fast enough in providing the required data, and this makes the process slow."

The Head of the Legal Division highlighted the obstacles in the differences in file formats between SKPDs which require more time to adjust the files, as well as the slow response from several SKPDs in providing the required data.

"Yes, file integration is not easy. The most frequent problem is coordination. Sometimes the proposing SKPD is not in sync with the Legal Division, so the data doesn't come in immediately. Not to mention if there are incomplete documents."

The main problem in file integration is the lack of coordination between the proposing SKPD and the Legal Division and the delay in sending the required files and data.

"The problem of file integration exists because the format and software in each SKPD are sometimes different. So, we have to change the format first so that it can match the applicable Legal Product Format. Sometimes there is also data that is no longer appropriate but is still used, so we have to recheck it again."

Obstacles to file integration include differences in software from the proposing SKPD and require format adjustments. In addition, invalid data is an additional challenge that affects integration time.

"From a technical perspective, the problem often arises in file synchronization. Sometimes the file format is different from the file format in the Legal Section"

The operator identified file synchronization problems due to format incompatibility in the Legal Section and the proposing SKPD.

Challenges of Human Resources (HR) readiness in managing JDIH

"HR readiness is actually quite good, but not all of them understand the technical aspects of JDIH. Sometimes there are staff who are less skilled, so they need more training. Moreover, the system continues to develop, so we have to continue to adapt."

The Head of Legal Division assessed that although HR is quite ready, there is still a lack of technical skills among some staff. Additional training is needed to support adaptation to the development of the JDIH system.

"Actually, we lack HR because the workload is too much, so JDIH management is not optimal. In addition, some staff still need time to learn the system."

The Legal Division still lacks competent HR, because the high workload reduces the effectiveness of JDIH management. Some staff also need time and training to master the system.

"In terms of HR readiness, I think it is still uneven. Some already understand it very well, but some are still not familiar with the JDIH system. So, the division of tasks is sometimes unbalanced."

HR readiness is considered uneven, there are staff who are very skilled, but there are also those who still do not understand the JDIH system. This causes an unbalanced division of tasks in management.

"From a technical perspective, there are still some staff who do not understand how the JDIH system works. Sometimes they are confused when there is an error or other technical problem. But when it comes to administration, our HR is quite reliable."

The operator saw that the technical skills of some staff still needed to be improved, especially in handling technical problems with the JDIH system. However, from an administrative perspective, HR was considered quite reliable.

Training or briefing related to JDIH

"For training, there is, but it is inadequate to manage JDIH effectively. The training provided is more basic, so sometimes there are staff who feel less understanding. Training should be more routine and focus on the latest developments in the JDIH system."

Training already exists, but it is not routine and has not fully followed the latest developments in the JDIH system. This causes some staff to feel less understanding.

"Training has been provided, but it is still not in-depth enough. Some training materials do not fully match practical needs in the field. More specific training may be needed."

The training provided already exists, but is not in-depth and does not fully meet the practical needs of JDIH management in the field.

"Training is very important, but we feel that training related to JDIH is still inadequate. In addition, training is only provided to a few people, not to all staff involved."

Training related to JDIH is still considered inadequate, especially because it is only provided to some staff, even though JDIH management involves many parties.

"Training already exists, but it is often too general and does not focus on technical problems that are often faced. It would be good if there was further training, especially in handling technical issues such as errors or data synchronization."

The existing training already exists, but it is too general and does not focus enough on technical aspects. Further training is needed, especially in handling technical issues that often arise.

Completeness of staff or staff with special expertise in JDIH management

"There is indeed a shortage of staff, especially in terms of technical expertise. We lack people who really understand the IT system in depth. We should have special staff who take care of technical matters."

The lack of staff with technical expertise is a major problem in JDIH management. More competent staff in the IT field are needed to support system management.

"In terms of expertise, there are several shortcomings. Many staff only understand the administrative aspects, even though JDIH management requires people with technical expertise such as programming."

The lack of staff with technical expertise, such as programming and database management, hinders the smooth and more efficient management of JDIH.

"In general, the existing staff is sufficient, but they lack special expertise in information technology. JDIH management requires people with more in-depth IT expertise."

The Legislation Drafter assessed that although the existing staff is sufficient, they lack special expertise in information technology which is very much needed in JDIH management.

"Yes, we lack staff with expertise in information technology, many do not really understand technical troubleshooting. Staff involved in JDIH management should understand technical issues such as networks and databases better."

The operator stated that although the number of staff is sufficient, there is still a lack of technical expertise, especially in troubleshooting and managing networks and databases.

Social and Cultural Challenges to Community or User Response to JDIH

"The community response to JDIH is still lacking. Many do not know how to access it. We have also not focused too much on socialization. In fact, this system is very helpful if the community is more familiar with it."

The community response tends to be less than good due to the lack of understanding and socialization regarding how to access the JDIH system.

"Some people have started to understand, but many still have difficulty accessing it, especially those who are not used to technology."

The public is starting to get to know JDIH, but many still have difficulty accessing it, especially those who are less familiar with technology.

"The public response that we received was quite varied. Some felt that this system was very useful, but some found it difficult, especially in terms of searching for legal product information."

The public gave varied responses, with some considering JDIH very useful, but some finding it difficult to use the website, especially regarding searching for legal product information.

"Most users, especially the general public, have difficulty with the system. Many complained about the display being less user-friendly and difficulty in finding the information they needed."

The public response was lacking, especially regarding the system display being less user-friendly and difficulty in finding the information they needed.

Obstacles from internal or external parties related to the implementation of JDIH in Penajam Paser Utara Regency

"In general, there are no significant obstacles, but there is indeed a slight unpreparedness from several internal parties, especially in terms of adapting to the new system. External parties also do not fully understand the benefits."

There is unpreparedness from several internal parties in adapting to the JDIH system, while external parties do not fully understand the benefits of this system.

"Internally, some staff feel burdened by additional tasks and system changes. While externally, there is a lack of server provision for the legal department to manage JDIH.

Internally, there are slight objections to additional tasks and system changes, while externally, doubts arise due to the lack of clear information about JDIH.

"More obstacles come from internal, especially from staff who feel they are not ready for the new system. Externals tend to be more open because they have not interacted directly with the system much."

Obstacles are more dominant from internal parties, especially staff who feel they are not ready for the new system, while externals are more open even though they have not interacted directly.

"Internally, there are slight obstacles, especially from staff who feel they are not used to technology. Externally, some people feel confused about how to access JDIH, but that is more due to a lack of socialization."

Internally, there are resistance barriers from staff who are less familiar with technology, while externally, the problem is more about the lack of socialization about how to access JDIH.

Supporting Factors in The Implementation of The Legal Documentation and Information Network System (JDIH)

"In our agency, there is an internal policy that strongly supports the management of JDIH. One of them is the Decree (SK) that appoints a special team to manage and supervise the implementation of JDIH. This policy facilitates coordination between the legal division and other agencies in compiling and updating relevant legal documentation. In addition, we also have a policy to increase public access to existing legal information, so that the legal process is more transparent. F"

Internal policies that support the management of JDIH in this agency focus on the formation of a special team for coordination and supervision, as well as increasing the transparency of legal information to the public.

"In the legal section, there is a policy that supports the management of JDIH, namely the Regent's Decree on the Management of JDIH. This decision includes procedures for collecting, processing, and distributing legal information. This policy also stipulates that every regulation issued must be immediately uploaded to the JDIH system so that the public and related agencies can access it easily."

Internal policies in this agency support the management of JDIH through technical guidelines that include the collection and distribution of legal information, as well as the obligation to update the system with the latest regulations.

"We support the existing policy, especially those related to the updating and integration of legislation in JDIH. On our side, there is a rule that requires every newly enacted regulation to be immediately included in JDIH. This policy ensures that all applicable regulations can be accessed quickly and accurately by the public and related parties."

Supportive internal policies in the legal sector ensure that newly enacted regulations are immediately integrated into JDIH for easy access to accurate legal information.

"In our agency, the internal policies that support JDIH management are quite good. For example, there is a policy that provides full access to operators to manage and update data on the JDIH platform. We also receive training on the use of this system

so that we can operate it effectively. This training policy is important because not all staff have the same skills in managing this system."

Supportive internal policies at the operational level include providing full access for staff to update data in JDIH and technical training to ensure smooth system management.

The Role of Technology in Supporting the Implementation Of JDIH

"The role of technology is very important in the implementation of JDIH. Technology allows us to store, manage, and distribute legal information electronically. By using an internet-based system, we can speed up the archiving process and facilitate public access. In addition, technology also helps ensure that the legal documents we have are always up-to-date and can be accessed quickly and efficiently."

Technology plays a major role in accelerating the management and distribution of legal information, as well as ensuring that the available data is always up-to-date and easily accessible to the public.

"In managing JDIH, technology allows us to compile, update, and integrate legal documents more efficiently. With an integrated system, we can more easily update the ever-growing legal data. Technology also facilitates the process of searching for legal information, making it easier for users to find relevant regulations without having to visit the office in person."

Technology supports JDIH management by facilitating the process of updating and searching for legal documents, as well as increasing efficiency in an integrated legal information management system.

"Technology plays a role in supporting JDIH implementation by facilitating the integration of new regulations into a faster and more structured system. The technology-based system allows us to update regulations directly and ensure that all existing data can be accessed quickly by the public and related parties. In addition, technology also makes it easier to track frequent regulatory changes."

Technology plays an important role in accelerating the integration of new regulations, facilitating access to legal information, and assisting in tracking regulatory changes that occur.

"The role of technology is very large in managing JDIH. We use a technology-based information system that allows us to process and store legal data efficiently. Without this technology, managing legal documents would be more complicated and time-consuming. Technology also allows us to provide wider access to the public and related agencies through a faster and more responsive online platform."

Technology makes it easier to process, store, and distribute legal data in a more efficient manner, as well as provide faster and wider access to the public and related agencies.

Good coordination and communication between agencies involved in JDIH

"Coordination between agencies in the implementation of JDIH actually already exists, but it is not yet fully optimal. Although we often communicate with other agencies, sometimes the process is hampered by differences in procedures or understanding of the JDIH system. We need to improve more intensive communication and ensure that all parties are involved in a more organized manner so that no data is missed or late."

Coordination between agencies already exists, but it needs to be improved to be more organized and communication more intensive to avoid obstacles related to different procedures or understandings.

"Coordination between agencies is going quite well, but there are often obstacles related to delays in sending data or a lack of shared understanding of how the data should be delivered. Several agencies have different systems and formats, which makes data integration difficult. We continue to strive to improve coordination through regular meetings."

Coordination between agencies is running well, but is sometimes hampered by delays in data delivery and differences in existing systems. Routine efforts such as meetings are needed to strengthen mutual understanding.

"In principle, coordination between agencies is quite good, but there are several obstacles in technical matters. The data integration process between agencies is not always smooth due to differences in the systems used by each party. Although we have tried to improve coordination through meetings or discussions, there are still several agencies that do not understand the urgency of integrated data management in JDIH."

Coordination between agencies is good, but technical problems such as differences in systems and lack of understanding of the importance of data integration are still obstacles that need to be fixed.

"Coordination between agencies generally runs smoothly, but there are some things that need to be improved, especially in terms of timeliness and consistency of data sent. Sometimes the data we receive from other agencies does not match the expected format or arrives late to us. For that, we need clearer standards so that communication and data delivery between agencies are more effective."

Coordination between agencies is quite good, but there are still challenges in terms of timeliness and consistency of data sent, which requires the implementation of clearer standards.

Policies that support the development of JDIH at the regional level

"Existing policies are very important to facilitate the implementation of JDIH, because without clear policies, each agency can have a different approach in managing legal data and information. Policies help unify the vision and mission in managing JDIH and provide a strong legal basis for each action. However, existing policies need to be updated regularly to remain relevant to technological developments and community needs."

Policies are very important in facilitating the implementation of JDIH, because they provide a strong legal basis and unify the agency's vision. However, they need to be updated to remain relevant.

"The policy is very supportive in the implementation of JDIH, because it provides clear guidelines regarding the governance of legal data and information. The policy is also a reference in regulating relations between the agencies involved. Without a clear policy, coordination and data management will tend to be unorganized. However, the main challenge is the implementation of the policy which is not yet fully evenly distributed across all agencies."

The policy supports the implementation of JDIH by providing clear guidelines, but the main challenge is the implementation which is not yet evenly distributed across all agencies.

"In my opinion, the policy related to JDIH is very important because it is the foundation for all parties involved in the management of legal data. A good policy ensures uniformity and smoothness in the process of collecting, managing, and distributing data. In addition, a clear policy also provides legal protection for the parties involved. However, there needs to be regular evaluation to see the effectiveness of the existing policy."

Policies are essential because they provide a clear basis for legal data management and ensure the smooth running of the process. Regular evaluation is needed to ensure that policies remain effective.

"Existing policies are essential in facilitating JDIH implementation because they provide clear guidelines for system management and use. With firm policies, each agency can commit to following the standards that have been set. However, the implementation of policies in the field is often hampered by a lack of understanding between agencies, which makes their implementation less than optimal."

Policies are essential in facilitating JDIH implementation by providing clear guidelines, but implementation in the field is often hampered by a lack of understanding between agencies.

The implementation of the Legal Documentation and Information Network (JDIH) in Indonesia has very complex and multidimensional challenges. Along with the advancement of information technology, JDIH is expected to be a solution to provide access to laws and regulations and other legal documents more efficiently and openly. However, the implementation process faces various obstacles that interfere with the effectiveness and optimization of this system. Based on the results of interviews with a number of related parties, the main challenges faced in the implementation of JDIH can be divided into several categories: technology and infrastructure, system accessibility, data integration between agencies, human resource (HR) readiness, training and provisioning, and internal and external resistance/obstacles.

Technology and infrastructure are the main aspects that affect the smooth implementation of JDIH. Server disruptions, unstable internet connections, bad weather and power outages are some of the obstacles that are often found in system operations. In addition, outdated hardware and application incompatibility with the system used for JDIH slow down system efficiency.

Based on research by Sutanto et al. (2021) which discusses technological challenges in implementing government information systems, inadequate infrastructure problems often hinder the implementation of effective information systems. This study shows that low-quality infrastructure and minimal hardware updates can lead to an inability to support sustainable system operations.

The accessibility of the JDIH system for internal users is quite good, although there are still technical constraints such as slow or error systems. However, for the general public, the accessibility of this system is still low (Pri et al., 2024; Wisnubroto et al., 2023). This is due to the lack of knowledge and socialization regarding how to access and utilize the JDIH system, as well as the system design that is less user-friendly. A system that is less user-friendly makes it difficult for the public to find the information or documents they need. In addition, unresponsive sites and errors when opening certain documents worsen the user experience.

According to Agus et al. (2019) in their research on the development of public information systems, limited socialization and unuser-friendly designs are the main obstacles in increasing the accessibility of public information. They found that even though the information system

was available, the lack of public knowledge and existing technical constraints made the system unable to be utilized optimally.

Data integration between agencies is another significant challenge in the implementation of JDIH. Some of the problems found are differences in systems and data formats between agencies, which require adjustments so that data can be integrated properly (Aldoseri et al., 2023; Habib et al., 2022). In addition, the lack of coordination between agencies also causes delays in data delivery, making data integration slower. Out-of-date or incomplete data is a major obstacle in ensuring the quality of data contained in the JDIH system.

Research by Hasan et al. (2020) on data integration in government information systems shows that weak inter-agency coordination and non-uniformity of data formats are major barriers to data integration. This study recommends the need to establish uniform data format standards and improve coordination between agencies to facilitate the data integration process.

Human resources are an important factor in the success of JDIH implementation. The readiness of HR in managing JDIH still faces several challenges. Not all staff have sufficient technical skills in operating and managing the JDIH system. In addition, the high workload and unbalanced division of tasks reduce the effectiveness of system management. Uneven technical skills and the need for more intensive training are major obstacles to effective JDIH management.

Research by Kartika (2020) discussing the readiness of human resources in the application of information technology in the public sector highlights the importance of proper training and equitable distribution of tasks to improve the efficiency of information systems. This study emphasizes that improving technical skills and understanding of system usage can accelerate the adoption and success of information technology implementation in government agencies.

Training related to JDIH is considered inadequate. Although training is provided, this training is not carried out routinely and does not follow the latest developments in the JDIH system (Samunderu & Kuhnen, 2023; Widarahesty, 2022). The training materials provided are not in-depth enough and are more general in nature, making them less relevant to the practical problems faced by system users. In addition, training is only given to some staff, even though JDIH management involves many parties who must understand this system. Research by Putra & Yuliana (2021) on training in the implementation of government information systems states that inadequate and less in-depth training can lead to failure in system implementation. They recommend that training be carried out routinely, in-depth, and more specifically according to the technical needs faced by system users.

Resistance to the implementation of JDIH is also an important obstacle. On the internal side, some staff feel burdened with additional tasks related to the implementation of JDIH, while on the external side, the community does not fully understand the benefits and how to access JDIH. This results in low utilization of the system by the community and also the suboptimality of the existing system. Research by Fauzi & Sari (2017) revealed that internal and external resistance often occurs in the implementation of public information systems, especially if there is not enough effort to conduct socialization or training involving all related parties.

The implementation of the Legal Documentation and Information Network (JDIH) in Indonesia plays an important role in facilitating public access to transparent, fast, and accurate legal information. However, the implementation of this system is not free from various challenges, both internal and external. Supporting and inhibiting factors in its implementation need to be considered to ensure that this system functions optimally. The following are supporting and inhibiting factors in the implementation of the JDIH system:

Government policies that support the management of public information, including legal data, are important factors in the development of JDIH. The central government has established regulations that require government agencies to provide access to legal information to the public. This policy provides a strong foundation for legal agencies to participate in JDIH, thereby facilitating the flow of integrated legal data. Without a firm policy, the management of legal data and accessibility for the public will be hampered, considering that JDIH involves many parties who need to collaborate in a structured system.

Research that supports this statement is that conducted by Nugroho (2020) in his research on the digitalization of legal information, which states that government policies that support digitalization are a key element in accelerating the implementation of legal information systems. Without clear and supportive policies, the development of JDIH will be hampered. This is in line with the findings of research by Wulandari and Santoso (2020), which also emphasizes that policies that support public information systems, including JDIH, make it easier for agencies to coordinate in managing legal data and accelerate the flow of information to the public (Santoso et al., 2023; Silalahi et al., 2023).

With clear regulations, government agencies have the right guidelines in managing and disseminating valid legal information that can be accessed by the public. Presidential Regulation Number 33 of 2012 concerning the Legal Documentation and Information Network which provides direction for each ministry and institution to provide access to applicable laws and regulations. Research by Nugroho (2020) also shows that this kind of policy facilitates the formation of an efficient and coordinated system, and provides encouragement for each institution to update their legal information regularly to keep it relevant and accurate.

Advances in information technology, such as the use of cloud computing and more stable internet infrastructure, allow for more efficient management of legal data (Alam, 2021; Matthew et al., 2021; Atadoga et al., 2024). This technology also makes it easier for the system to be accessed by various parties, both government agencies and the public. The use of modern hardware and software can increase the capacity and performance of the JDIH system. One real example is the use of cloud computing which allows legal data to be stored securely on a cloud-based server, which can be easily accessed anytime and anywhere, without being limited by a physical location or a particular device. With this technology, government agencies can speed up the process of documenting and distributing legal information, while the public can gain easier and faster access.

Research that supports this statement was conducted by Widyastuti et al. (2021), which revealed that cloud-based technology is very effective in managing legal data, because it allows secure storage and facilitates data accessibility by users in various regions. The study also highlighted that cloud computing not only increases efficiency in storage, but also allows integration between agencies, which is important for the implementation of JDIH. For example, if legal data is updated in one agency, a cloud-based system can automatically update the data across systems, reducing the potential for errors due to data being out of sync between agencies. In addition, more sophisticated information technology allows for more efficient management of the JDIH system, both in terms of data storage and distribution. The use of more powerful servers, stable internet connections, and more capable hardware also play a role in improving system performance and reliability. According to research by Mahmood et al. (2024), a capable technological infrastructure can facilitate the management of large data, such as legal documents, by ensuring that the system runs faster and with minimal disruption. Thus, technological advances are an important supporting factor in the development and implementation of a more efficient and effective JDIH system.

Conclusion

The implementation of the Legal Documentation and Information Network (JDIH) faces several challenges, including infrastructure limitations, uneven human resource capacity, policy misalignment, and poor coordination between agencies. Unstable internet networks and outdated hardware hinder system operations, particularly in remote areas, while uneven technical skills among staff limit effective management. Policy misalignment between central and regional governments and across agencies complicates data integration, slowing synchronization and dissemination. Additionally, inadequate public outreach and a less user-friendly interface reduce accessibility and utilization by the community. Despite these obstacles, several factors support the implementation of JDIH. Supportive government policies mandating public access to legal information provide a solid foundation for the system. Advances in technology, such as cloud computing, enhance data storage and accessibility, while effective coordination between agencies improves data integration and information quality. Strengthening these supporting factors can help address existing challenges and optimize the use of JDIH for public benefit.

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