

# Efficient Judicial Transformation: Electronic Mediation as a Form of Implementation of the Principles of Fast, Simple and Low-Cost Justice for Community Access to Justice

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## Abstract

*The transformation of Indonesia's judicial system aims to create a fast, simple, and low-cost judiciary, in accordance with the principles promised by the state to the public. One of the most important innovations in this transformation is the implementation of Electronic Mediation (E-Mediation), which was introduced in Supreme Court Regulation (PERMA) Number 3 of 2022. E-Mediation allows for dispute resolution without having to meet face-to-face, eliminates geographical and procedural barriers, and reduces costs that are usually borne by the disputing party. The system also speeds up the mediation process by eliminating the need for travel and accommodation costs. This article aims to analyze the implementation of E-Mediation in the context of the Indonesian justice system, as well as its impact on the principles of fast, simple, and low-cost justice, with a focus on broader and more inclusive access to justice for the community.*

**Keywords:** *Electronic Mediation, Principles of Fast Justice, Simple, Low Cost, Access to Justice, E-Court, PERMA 3 of 2022.*

## 1. INTRODUCTION

Indonesia's judicial system in Indonesia is fundamentally guided by three main principles: fast, simple, and low-cost justice (Ahmad Fayzan, 2018). These principles are the state's promise to every citizen to have substantive access to justice without being burdened by excessive procedural complexity or burdensome financial barriers (Harkristuti, 2018). However, in conventional judicial practice, efforts to realize these three principles are often faced with real challenges. The time-consuming face-to-face litigation process, the hectic trial schedule, and the high costs arising from the administrative, transportation, and legal services process, are often the main obstacles that hinder communities, especially vulnerable groups and those in remote areas, from achieving justice.

Realizing the significant discrepancy between the ideal ideals of fast, simple, and low-cost justice with the reality of implementation on the ground, and driven by the strong flow of global transformation in the digital era, the Supreme Court of the Republic of Indonesia has massively outlined a sustainable judicial bureaucratic reform agenda. The essence of this transformation is to focus on modernizing public services through the optimal use of information and communication technology (Andi Hamzah, 2020). The goal is to improve the efficiency, accountability, and transparency of the entire judicial process. This strategic initiative aims to ensure that the judiciary not only stands as the

last bastion of law enforcement and justice, but also transforms into a service provider that is responsive, accessible, and free from corrupt practices (Zudan Arif, 2021). This strategic step is indispensable to maintain the relevance and legitimacy of the judicial institution in the midst of increasing public demands for public services that not only have integrity, but are also able to provide fast, effective, and timely dispute resolution in accordance with the demands of the times.

One of the most significant and fundamental innovations of the judicial digital reform initiative in Indonesia is the development of the E-Court system, which serves as an integrated and comprehensive technology platform (Ahmad Fadil, 2020). This system is designed to cover the entire spectrum of litigation processes, starting from electronic case registration (e-filing), centralized case fee payment (e-payment), to the stage of summoning parties and conducting online trials (e-litigation). It is within the comprehensive framework of E-Court that Electronic Mediation (E-Mediation) is present as a special and strategic breakthrough that specifically targets dispute resolution through peaceful channels. E-Mediation allows the parties to the dispute, regardless of their geographical location, to negotiate, exchange documents, and interact intensively with a designated mediator only through electronic communication devices, such as video conferencing. The integration of E-Mediation into E-Court effectively eliminates the urgent need to be physically present in court, thereby dramatically improving time efficiency, cutting costs, and expanding access to fair dispute resolution mechanisms.

The implementation of Electronic Mediation (E-Mediation) is a tangible manifestation of the Supreme Court's efforts in concretely realizing the three fundamental principles of justice: fast, simple, and low-cost (Dwi, 2022). The "fast" aspect is realized because E-Mediation utilizes technology to effectively cut long wait times, eliminate the need for coordination and physical meetings, and overcome geographical constraints that often hinder the start of the mediation process. The "simple" aspect is reflected through the ease of use of an intuitive digital platform, which allows the parties to access and follow all stages of mediation from anywhere, without having to understand complicated court administration procedures (Luhut, 2020). Last but not least, the "light cost" aspect can be achieved through the significant elimination of incidental costs such as travel costs, accommodation, and opportunity costs that are usually burdensome for the parties in the conventional mediation process (I Gede, 2022). By removing these logistical and financial barriers, E-Mediation has great potential to substantially improve the inclusivity and accessibility of justice, ensuring that justice-seeking communities, especially those previously constrained by distance factors and economic conditions, can now take advantage of alternative dispute resolution in court.

Therefore, even though Electronic Mediation has been launched and regulated in Supreme Court regulations, an in-depth analysis of the extent to which these innovations are effective in transforming the judicial process towards truly efficient justice is still relevant and urgent. This research aims to comprehensively examine the implementation and impact of Electronic Mediation in realizing the three principles of justice, as well as identify juridical and practical challenges that may arise. With a focus on speed, simplicity, and cost, this research is expected to provide strong academic contributions and policy recommendations for the sustainable improvement of the dispute resolution system in Indonesia for more equitable access to justice.

## 2. METHODS

This research was conducted using normative legal research (doctrinal research). This method will focus on evaluating the relevant principles, doctrines, and regulations in the law. In this study, the two most commonly used approaches are the legislative approach and the conceptual approach. The legislative approach will study the Supreme Court Regulation (Perma) that regulates Electronic Mediation (E-Mediation) in the context of the E-Court system, as well as the philosophical basis of the principles of fast, simple, and cheap justice regulated in the Judicial Power Law (Dwi Ratna, 2020) The primary and secondary legal materials used in this study consist of laws, implementing regulations, relevant court decisions, as well as literature and doctrine Academic on Judicial Digitalization. Furthermore, data analysis will be carried out in a descriptive-prescriptive manner, namely by systematically describing the coherence of the applicable Electronic Mediation norms, as well as assessing the suitability and effectiveness of the norms in realizing the promise of efficient access to justice for the community.

## 3. RESULTS AND DISCUSSION

### 1. The concept of "speedy justice" is reflected in the e-mediation rules in Perma

The Judiciary Powers Act requires judicial institutions to provide efficient judicial services, including the principles of fast, simple, and inexpensive justice. In the context of electronic mediation (E-mediation), digitization of the pre-mediation stage is a procedure that allows reflection on the principle of speed (M Yahya, 2019), This provision is specifically regulated in PERMA Number 3 of 2022. By integrating it into the E-Court system, this regulation significantly cuts the initial time of mediation. All initial stages of the mediation process, including the sending of mediation summons, the appointment of mediators, and determining the start date of the process, are carried out electronically (Lilik, 2021). Therefore, E-Mediation eliminates the logistical delays that often occur in conventional processes, such as scheduling face-to-face or sending physical call letters. This allows the mediation process to begin almost as soon as both parties express their willingness.

According to Article 13 of PERMA Number 3 of 2022, the ease of communication and interaction without space and time limits realizes the concept of fast justice. In this article, mediation deliberations can be carried out through audio-visual communication media, such as video conferences (Rahmawati, et all 2023). Geographical constraints, which often hinder dispute resolution, are well overcome by this procedure, especially when the parties live in different jurisdictions. In addition, the E-Mediation application is used to carry out the process of submitting documents, such as mediation plans, case summaries, and peace agreements. Because the digital document exchange process minimizes the waiting time and bureaucracy of physical document submissions, the digital document exchange process ensures real-time submission and review, which is an important part of the speed of justice (Fitriani, 2023).

The determination of strict and intolerant time limits in PERMA Number 3 of 2022 is the clearest illustration of the principle of speedy justice. Under the general provisions of mediation, the mediation process must be completed within 30 calendar days from the time the mediator is appointed; PERMA 3/2022 emphasizes and simplifies the supervision of this deadline in the context of E-Mediation. The Mediator must upload

the Mediation Implementation Report periodically. Thus, the system will automatically record and inform the remaining available time. In addition to limiting the ability of mediators and parties to delay proceedings, it also provides high accountability to ensure that disputes are resolved within the stipulated time.

The provisions regarding the closure of the E-Mediation process, which are comprehensively regulated in the Supreme Court Regulation (PERMA) Number 3 of 2022, are fundamentally designed to ensure speed and efficiency in dispute resolution. Under Article 15, the E-Mediation process can be officially declared to have ended under two conditions: either when the parties succeed in reaching a peace agreement and when the agreement is not reached. The most significant aspect of acceleration is seen when an agreement is reached, where the Peace Agreement document is created and completed entirely electronically, including its signing process (Handayani, 2022). These digital documents are guaranteed to have legal force equivalent to conventional printed documents, and most importantly, according to Article 19, the Peace Agreement is immediately submitted for ratification by the judge in the form of a Peace Act. This integrated digital mechanism is a breakthrough that dramatically speeds up the ratification process by eliminating the need for time-consuming wet signature verification and eliminating the entire process of physical document administration that would normally slow down court workflows, supporting the principle of fast and simple justice.

Overall, PERMA Number 3 of 2022 serves as a concrete embodiment of the principle of speedy justice by creating a digital ecosystem that eliminates physical and administrative bottlenecks. Starting from fast registration, real-time communication, to determining the time period that must be complied with and measured digitally, all E-Mediation procedures are directed to time efficiency. This regulation ensures that speed is not only a philosophical expectation, but a procedural standard that must be carried out by the mediator and monitored by the court, so that Electronic Mediation really becomes an efficient judicial transformation tool (Supriyadi, 2020).

## **2. The design of the legal architecture (principles & procedures) of electronic mediation in Perma can provide a simple process for people seeking justice**

The principle of simple justice is the main pillar in procedural law reform, which requires that the dispute resolution process must be easy to understand and reach by all levels of society (Harahap, 2017). Electronic Mediation (E-Mediation), which is comprehensively regulated in PERMA Number 3 of 2022, is designed as a modern translation of the principle of simplicity. The E-Mediation legal architecture seeks to move the complexity of physical bureaucracy into a structured and automated digital flow. The integration of E-Mediation into the E-Court system is the main key, allowing the parties, especially those not represented by lawyers, to carry out all stages of mediation from registration to the signing of a peace agreement through only one digital portal (Abdurrahman, 2023).

Simplicity of access is realized through the ease of administration of documents and correspondence. In conventional mediation, the parties are required to print, photocopy, and submit various documents (such as case summaries, power of attorney, and mediation plans) in large copies. PERMA 3/2022 eliminates this procedural burden by requiring all documents to be uploaded in electronic format. The articles that regulate

the sending of mediation summonses to the submission of mediation implementation reports are designed to operate paperless (Suyud, 2021). These digital procedures not only reduce material costs, but also simplify the process cognitively, as people no longer need to struggle with the complexities of physical administration.

The elimination of physical attendance requirements, which is regulated in Article 13 of PERMA Number 3 of 2022, is the simplest element. Because of this provision, virtual mediation deliberations can be carried out through audio-visual communication media. Therefore, with the click of a button on a digital device, the process that previously required the disputing parties to set a time, find a neutral meeting place, and pay for transportation has been replaced. This is a major advance in time and logistics reductions, which makes the mediation process much more accessible, especially for people who live in remote areas or have mobility limitations. (Rahmawati, 2023).

In addition, the E-Mediation procedure architecture is intended to provide step-by-step instructions. The E-Mediation application system, a derivative product of PERMA, must have an easy-to-understand interface, even if it is not explicitly regulated in the PERMA article. The system automatically guides parties through every process, from filling in data to uploading the required documents. The system's function as an automatic guide simplifies the complexity of procedural law as the risk of procedural errors such as incompleteness of documents or delays in submission can be minimized or even eliminated, ensuring a more convenient process for the general public.

The simplicity of the post-agreement process is a key guarantee explicitly stipulated in Article 16 and Article 19 of PERMA Number 3 of 2022, which ensures that the peace efforts that have been achieved are not hampered by administrative complexities (Putri, et al, 2023) When mediation successfully reaches a common ground and is embodied in the Peace Agreement, the E-Mediation regulation stipulates that the document is signed electronically (using a digital signature) and expressly stated has legal force and is equivalent to conventional printed documents. This digital signing mechanism is substantially simpler and more efficient than the process of collecting wet signatures of parties and mediators, which is often time-consuming and logistically complicated, especially if the parties are in different locations (Handayani, 2024). As soon as the electronic signing is completed, the E-Mediation system automatically and integrally facilitates the submission of the Peace Agreement to be confirmed as a Peace Deed by the judge handling the case, as stipulated in Article 19. This fully integrated digital flow revolutionarily eliminates the physical submission of Deeds and manual document verification, thereby directly accelerating the achievement of legal certainty for the parties without adding layers of complexity and bureaucracy to post-agreement administration.

The design of this legal architecture also emphasizes equal treatment. By standardizing application-based procedures, each party gets a uniform and predictive experience of the mediation process. Simplicity in Electronic Mediation means eliminating excessive discretion in the face-to-face mediation process, which sometimes makes the mediation flow unclear or overly dependent on the habits of a particular mediator. PERMA 3/2022 creates an easy-to-follow procedure template, where all parties can monitor the status of their cases in real-time through the app, which is a concrete manifestation of procedural transparency and simplicity (Harahao, 2017).

To conclude, the legal architecture of Electronic Mediation described in PERMA Number 3 of 2022 substantially changes the mediation paradigm: transforming a user-focused process into a user-focused process. To ensure that the justice-seeking community can resolve disputes with the simplest, fastest, and most transparent procedures, as well as to reinforce the principle of simplicity in Indonesia's modern justice system, a guiding system, virtual communication, and the establishment of paperless procedures work together.

### **3. The Electronic Mediation Fee Structure Regulated in the Judicial Regulation Supports the Principle of Low-Cost Litigation**

The principle of low-cost justice is a fundamental promise in Indonesia's essential judicial power system, aiming to ensure access to justice that is not hampered by the financial burden that burdens justice-seeking communities (Suhendar, 2021). In an effort to realize this principle, Electronic Mediation (E-Mediation) is designed in detail in its legal architecture, especially through PERMA Number 3 of 2022 concerning Mediation in the Court electronics, to structurally reduce unnecessary cost components in dispute resolution. This cost reduction has a wide scope, occurring not only in the determination of official court rates or formal mediator service fees that must be paid, but more significantly in the elimination of incidental costs that cumulatively often burden the parties, such as transportation costs, accommodation, document printing costs, and loss of work time (opportunity costs)). By moving all stages of mediation to a digital platform, PERMA actively creates efficiencies that result in real cost savings, making E-Mediation an inclusive and affordable solution.

The main contribution of E-Mediation to the low cost is the elimination of significant transportation and accommodation costs. In face-to-face mediation, the parties, especially those who live far away or out of town, have to incur significant costs for travel, lodging, and lost work time (opportunities). Article 13 of PERMA 3/2022, which allows mediation deliberations through video conferencing, effectively removes the need for such physical travel. These reductions in non-procedural costs are often much greater than formal court-ordered costs, thereby realizing the financial burden of justice-seeking communities.

Formally, the fee structure of E-Mediation is regulated by referring to the provisions of mediator fees contained in the Supreme Court Regulation on Conventional Mediation. PERMA Number 1 of 2016 has stipulated that the service fee of non-judge mediators is charged to the parties, but E-Mediation emphasizes that all financial transactions related to mediation fees are also carried out electronically through the E-Court system. This centralized payment mechanism increases the transparency and accountability of mediator fees, thereby minimizing the chance of illegal levies or hidden fees, which ultimately keeps formal fees within reasonable limits and in accordance with regulations (Suyud, 2021).

Cost reduction is also facilitated by paperless efficiency driven by E-Mediation. The entire process of sending documents, from summonses, dispute summaries, to peace agreements, is uploaded digitally and exchanged through the system (Yuliani, 2023). The elimination of the need to print, photocopy, and transmit documents in duplicate amounts of costs that are often borne by the parties is a real savings. This aspect, although it may

seem small per item, becomes very significant in large cases or those involving many parties, making digital processes a low-cost solution.

In cases involving certified non-judge mediators, PERMA Number 3 of 2022 intelligently supports the principle of low-cost justice by ensuring that the process of selecting mediators can be carried out efficiently and transparently. The E-Mediation System serves as a centralized platform that provides an integrated and accredited list of non-judge mediators, complete with their qualification information. The availability of this information allows the parties to easily and quickly compare the track record, specialty, and, crucially, the cost of services that may be offered by the mediator in question, before reaching an appointment agreement. Although the cost of non-judge mediator services is legally stipulated as a private agreement between the mediator and the parties in accordance with the principle of freedom of contract, the transparency presented in this system plays an important role in helping to prevent overly high or unreasonable fee fixing (Hadisaputra, 2023). Thus, this digitalization mechanism not only simplifies the election process, but also effectively maintains the overall low-cost spirit by encouraging the accountability of the mediation services market.

More so, the principle of speedy justice implemented by E-Mediation inherently supports the principle of low cost. Time is money, especially in commercial or business disputes. The sooner the dispute is resolved (as guaranteed within the 30-day E-Mediation deadline), the lower the operational costs, interest costs, and opportunity costs incurred by the parties. By cutting the duration of legal processes through digitalization, E-Mediation not only speeds up dispute resolution but also minimizes the accumulation of costs incurred during the process (M. Yahya, 2019).

In conclusion, the legal architecture of Electronic Mediation in PERMA Number 3 of 2022 supports the principle of low-cost litigation through three main pillars: first, reducing incidental costs (transportation and accommodation) through virtual hearings; second, eliminating material costs (paper and print) through a paperless system; and third, reducing time costs (opportunities) through a strict and integrated process speed. Thus, these regulations ensure that the alternative dispute resolution process in the courts becomes more affordable and inclusive for the community, upholding the principle that justice should not be limited by financial ability.

#### 4. CONCLUSION

1. The conception of the principle of speedy justice is reflected in the procedural provisions of E-Mediation through PERMA Number 3 of 2022 by eliminating physical and logistical time barriers. This speed is realized starting from the digital pre-mediation stage (sending calls and appointing mediators electronically), real-time communication via video conferencing (Article 13), to the accelerated closing of the post-agreement process through electronic signing and digital submission of the Peace Deed (Article 19). In addition, the system emphasizes a 30-day time limit and oversight accountability through periodic reporting, ensuring processes are completed within a strict time frame.
2. The design of the Electronic Mediation legal architecture in PERMA Number 3 of 2022 ensures a simple process for justice-seeking communities through the integration of services into an easily accessible E-Court system. This simplicity

is achieved because the parties can access all stages (from registration, deliberation, to the signing of the Peace Agreement) without the need for a physical presence in court, overcoming the complexity of geographical and manual procedures. The paperless process and the use of an intuitive digital interface effectively eliminate the bureaucratic complexity of physical document management and face-to-face administration.

3. The fee structure of Electronic Mediation strongly supports the principle of low-cost litigation by focusing on the reduction of incidental costs that burden the parties, rather than just formal court costs. This regulation substantially eliminates transportation, accommodation, and opportunity costs through virtual hearings (Article 13). Furthermore, the paperless system reduces material costs (printing/photocopying documents), while a centralized electronic payment mechanism improves the transparency of non-judge mediators' fees, prevents unreasonable levies, and ensures that the costs incurred remain within reasonable limits.

## **5. ADVICE**

1. In order to optimize the reflection of the principle of speedy justice, the Supreme Court is advised to continue to improve the stability and speed of the E-Mediation system servers and ensure even connectivity throughout the court area. In addition, there is a need to standardize maximum response time for mediators and court officers in processing electronic documents, so that the promise of speed is not only procedural but also manifested in the real experience of the parties.
2. In order to strengthen the principle of simplicity, it is recommended that the Supreme Court develop technical guidelines for the use of E-Mediation that are more visual and user-friendly, including interactive tutorials and responsive digital customer service (helpdesk) support. In addition, the expansion of accessibility should include regular training for the public and advocates, particularly in areas that are not yet familiar with digital justice technology, to ensure that procedural simplicity can be understood and utilized by all groups.
3. The fee structure of Electronic Mediation strongly supports the principle of low-cost litigation by focusing on the reduction of incidental costs that burden the parties, rather than just formal court costs. This regulation substantially eliminates transportation, accommodation, and opportunity costs through virtual hearings (Article 13). Furthermore, the paperless system reduces material costs (printing/photocopying documents), while a centralized electronic payment mechanism improves the transparency of non-judge mediators' fees, prevents unreasonable levies, and ensures that the costs incurred remain within reasonable limits.

## **THANK YOU**

With full gratitude, the author thanks Allah SWT for His grace and guidance, so that the writing of this journal can be completed smoothly. The author would also like to express his gratitude to the family who always provide support and love without ceasing. Appreciation is also addressed to all parties who have assisted in the preparation of this

journal, both in the form of suggestions, inputs, and technical assistance that is very meaningful for the smooth process of research and writing.

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