

# Transforming the Judiciary: Unveiling the Influence of Interpersonal Communication on Indonesia's Court System

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## Abstract

*Public service in government institutions, particularly in one of court in Indonesia, has become the primary focus in addressing negative stigma and public complaints related to service performance and efficiency. During the pandemic, technology integration emerged as a solution, with the execution of the comprehensive One-Stop Integrated Service Program (PTSP) and drive-thru services at one of the courts in Indonesia. This research aims to measure the influence of interpersonal communication between officers and lawyers on service quality in PTSP and drive-thru services, as well as to identify the role of technology in these processes. The research methodology employs multiple regression analysis to comprehend the cause-and-effect relationship between interpersonal communication variables and service quality. Focusing on openness, empathy, supportive attitude, positive attitude, and equality, this study also considers the impact of organizational culture and the role of lawyers as key stakeholders. The expected results aim to provide recommendations for enhancing public services at one of the courts in Indonesia, including technology development, staff training, and organizational culture changes. The research hypothesis states that interpersonal communication significantly influences service quality at the court. The findings of this research are intended to contribute to a deeper understanding of the dynamics of public service in government institutions.*

**Keywords:** *Interpersonal Communication, Public Service, Technology Integration, Court*

## INTRODUCTION

Government institutions are currently paying more attention to services (Adityo et al., 2022) to the public. There is a negative stigma in society about the services provided by government institutions, many complaints are addressed to these institutions regarding service performance (Basarah, 2007). During the pandemic, government institutions in Indonesia began to improve services to the public by integrating services with technology (Irawan & Saputro, 2020). Service should be made efficient through the integration of technology, thus enhancing the quality of public service. Services to the public are currently a key element in activities within government institutions including legal institutions such as courts (Alfedo et al., 2020). The vision and mission of the Supreme Court is to realize services to the public that are accountable, transparent and inclusive (Dwiyanto, 2018) (Ahmadi et al., 2019) This is because every member of the community has the right to get the same service but often not supported by complete facilities.

At this time, in accordance with the vision and mission of the Supreme Court, which is the highest state judicial peak overseeing the general judicial environment, the one of the courts in Indonesia has also begun to implement public services by integrating technology so that the public is further facilitated in conducting their legal affairs. The current issue lies in the perception of many individuals who find services in most government institutions to be complex, lacking effective communication, and insufficient in terms of information provided by officials. Service provision is still marred by the presence of bribery (Prasidi, 2010) carried out by some individuals by promising to provide faster services. Meanwhile, in some previous studies it was mentioned that public services have been carried out by conducting digital services through social media (Fakhriyah et al., 2022; Kurnia et al., 2023; Rahmat et al., 2023), websites and applications (Afriyani et al., 2022). The uniqueness of this research will be seen from how then officers directly provide services even though there is already digital

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technology that can provide services to the community. The human aspect remains integral in public services, preventing it from being completely replaced by digital technology (Danuri, 2019). To ensure interpersonal communication plays a crucial role (Adityo et al., 2022) in the services at one of the courts in Indonesia, another distinctive feature is evident in the communication within this public service. It extends beyond direct interaction with officers, allowing the public to communicate directly with relevant officials and even the chief justice of the court. This communication process is currently facilitated through media channels (Flew, 2007; Sulaiman & Ahmadi, 2020). The court oversees these interactions by recording when communication occurs and establishes a specialized team to prevent actions that deviate from legal mandates.

The innovations (Amelia Safaat et al., 2022) carried out in one of the courts in Indonesia are public services in the form of drive-thru services and the One Stop Integrated Service Program (PTSP). The One Stop Integrated Service Program (PTSP) and the drive-thru service meet these demands. PTSP allows service users, including lawyers, to expedite the completion of various legal documents more quickly and efficiently, while the drive-thru service provides easier access and faster services (Trisantosa et al., 2022).

In situations like this, the importance of interpersonal communication (Berger et al., 2021) becomes relevant in public services. Facilitating clear and efficient communication between court officers and lawyers, as service users (Adityo et al., 2022), can effectively minimize administrative hurdles (Chrisnatalia & Rahadi, 2020), leading to heightened satisfaction among service users (Ahmadi et al., 2020; Rahayu et al., n.d.). Technology plays a crucial role as it functions as a supporting tool to help all parties involved (Hariguna et al., 2021) to communicate better. If technology is used well, it can facilitate data exchange and reduce errors in the service process (Moreno et al., 2023).

Services provided by government agencies, (Pandey, 2023) such as one of the courts in Indonesia, have unique characteristics that must be understood. The complexity of legal procedures and the high expectations of service users cause several problems that must be resolved. In such a situation, effective interpersonal communication is an important solution to overcome the discrepancy between the services provided by government agencies and the expectations of the public. In addition, it is worth remembering that lawyers are one of the largest users of the court and play an important role in the judicial process. The smooth running of the legal process is greatly influenced by the quality of interpersonal communication that occurs in the relationship between lawyers, court officers and public. Given that lawyers frequently serve as representatives of the public within the justice system, it is important for them to ensure that the communication between them and the court officers goes well.

A comprehensive analysis of how effective interpersonal communication (Adityo et al., 2022) is in the One Stop Integrated Service Program (PTSP) and drive-thru services is essential in the context of public service development, particularly at densely populated provinces. A solid foundation for further improvement will come from a better understanding of how interpersonal communication affects service quality (Nashar, 2020) and customer satisfaction levels (Fatihudin & Firmansyah, 2019). With the increasing integration of technology in public services, there are opportunities to better communicate with people through various digital tools.

This research measures interpersonal communication between officers and service users, specifically attorneys, within the One-Stop Integrated Service Program (PTSP) and drive-thru services at one of the courts in Indonesia. The researcher will also look at how technology aids this communication. Enhancing comprehension of these factors is anticipated to generate suggestions for enhancing public services (Tyasotyaningarum & Hanif Muzaqi, 2021) at the court, as well as fostering a more extensive comprehension of public services within governmental institutions.

## **THEORETICAL FRAMEWORK**

This research will examine how interpersonal communication is implemented in public services through service products (Valkama et al., 2013) at the court. Interpersonal communication (Soelarso et al., 2005) is an important process in interactions between individuals and plays an important role in understanding how messages are sent, received, and interpreted in various social contexts. Perception, memory, sensation and thinking are critical in the interpersonal communication process as they influence how information is absorbed, received and

interpreted. Devito (1997: 259) states that the effectiveness of interpersonal communication is rooted in five key qualities that are recognized as crucial: openness, empathy, support, positivity, and equality (Wello & Novia, 2021).

Interpersonal communication carried out within the company will always intersect with the organizational culture that is rooted in an organization or government agency. Including for a person's behavior in an organization is strongly influenced by his organizational culture (Maniagasi, 2022) so that it will affect how an officer provides services to the community. Interpersonal communication is key in maintaining good relationships with stakeholders.

Lawyers are stakeholders in the justice system (Nurudin, 2012). According to stakeholder theory, identifying, understanding, and interacting with various stakeholders that affect or are affected by an organization is very important. Effective stakeholder management (Tampubolon & Barokah, 2020) helps organizations achieve goals and maintain good relationships with all parties involved (Soyusiawaty et al., 2016). Effective stakeholder management (Hörisch et al., 2014) helps organizations achieve goals and maintain good relationships with all parties involved.

An important step towards improving the efficiency, transparency (Prasidi, 2010; Rachmiatie et al., 2015), and accountability of public service delivery is bureaucratic reform, which involves changes to government processes and structures to better meet the needs of society. An important aspect of government-society relations is public service (Tyasotyningarum & Hanif Muzaqi, 2021).

## **MATERIAL AND METHODOLOGY**

The research method used in research on the effect of interpersonal communication on service quality in the One-Stop Integrated Service Program (PTSP) and Drive-Thru at the court which will be tested for correlation using regression analysis. Regression analysis helps identify how well the predictor (independent) variable can predict the response (dependent) variable. The coefficient of correlation between the independent and dependent variables can be utilized as a fundamental tool to comprehend the degree of linearity in their relationship. If the correlation is high and statistically significant, regression analysis is a valuable tool for modeling and forecasting the value of the dependent variable based on the independent variable (Sugiyono., 2020). It allows for the examination of cause-and-effect relationships between one or more independent variables (predictors) and a single dependent variable (response). The research instrument testing consists of two types: validity testing and reliability testing. In this study, data analysis employs hypothesis testing using SPSS Windows version 29. The analysis process includes three stages: (1) Multiple Linear Regression Analysis, (2) Coefficient of Determination, and (3) hypothesis testing..

These results will provide an understanding of the components that influence interpersonal communication in the implementation of public services of the court. So that it can be used as a recommendation to improve services, technology development, or staff training to improve interpersonal communication.

### *Hypothesis:*

H1 : Interpersonal communication has a significant influence on service quality at one of the courts in Indonesia

Ho: Interpersonal communication does not have a significant influence on service quality at one of the courts in Indonesia

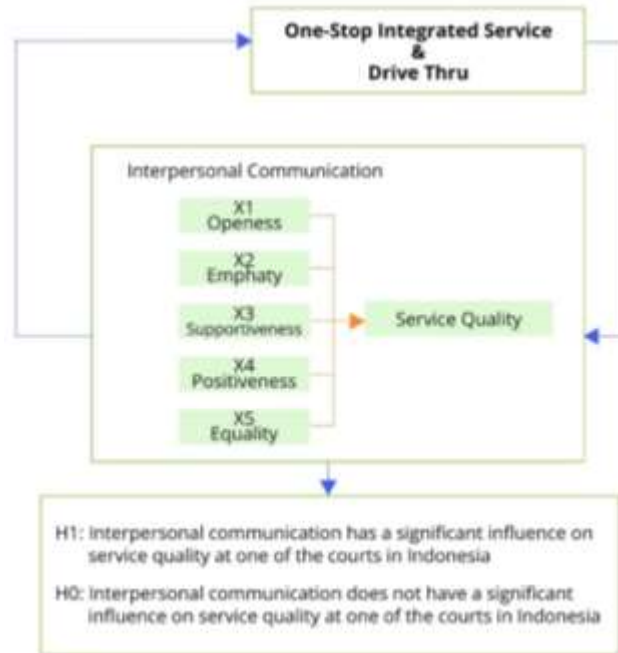


Figure 1. Research Design

### Source and Research Object

Data will be obtained from lawyers who are members of the Indonesian Advocates Association (PERADI) in the province in Indonesia.

### Population and Sample

The total lawyer data taken is newly sworn lawyers throughout 2023. This is because the launch of service products at the court was only carried out at the beginning of 2023, so the total population of lawyers was 598 people. The sample size was 105 people.

## RESULT AND DISCUSSION

### Validity Test

According to (Sugeng, 2014) validity is an accuracy and/or accuracy of research tools / instruments in measuring what you want to measure in research. The formula used to measure validity is as follows:

$$r_{yx} = \frac{n \sum xy - (\sum x)(\sum y)}{\sqrt{[n \sum x^2 - (\sum x)^2][n \sum y^2 - (\sum y)^2]}}$$

Description:

$r_{yx}$  = correlation coefficient between variables

$n$  = number of samples or respondents

$x$  = total score of variable  $x$

$y$  = total score of variable  $y$

**Table 1. Interpersonal Communication Variable Validity Test Results (X)**

No	r-table	r-count	Description
X1	0.388	0.730	Valid
X2	0.388	0.677	Valid
X3	0.388	0.776	Valid
X4	0.388	0.882	Valid
X5	0.388	0.842	Valid
X6	0.388	0.841	Valid
X7	0.388	0.841	Valid
X8	0.388	0.948	Valid
X9	0.388	0.861	Valid
X10	0.388	0.861	Valid
X11	0.388	0.820	Valid
X12	0.388	0.859	Valid
X13	0.388	0.841	Valid
X14	0.388	0.948	Valid
X15	0.388	0.948	Valid

After testing using IBM SPSS 29, the results showed that all r-calculated results were greater than the r-table value of 0.388. So, it can be concluded that all items on variable X are declared valid.

**Table 2. Service Quality Variable Validity Test Results (Y)**

No. Item	r-table	r-count	Description
Y1	0.388	0.898	Valid
Y2	0.388	0.905	Valid
Y3	0.388	0.857	Valid
Y4	0.388	0.834	Valid
Y5	0.388	0.834	Valid
Y6	0.388	0.821	Valid
Y7	0.388	0.826	Valid
Y8	0.388	0.923	Valid
Y9	0.388	0.813	Valid
Y10	0.388	0.879	Valid
Y11	0.388	0.843	Valid
Y12	0.388	0.908	Valid

For variable Y, the results obtained show that all r-calculated results are greater than the r-table value of 0.388. So, it can be concluded that all items on variable X are declared valid.

### Reliability Test

a. *Reliability X*

**Table 3. Reliability Variable X Test Results**

Reliability Statistics	
Cronbach's Alpha	N of Items
,880	16

From the SPSS test results, the Cronbach's Alpha result is 0.880, which means  $0.880 > 0.60$ , meaning that the reliability of variable X is reliable.

b. *Reliability Y*

**Table 4. Reliability variable Y test results**

Reliability Statistics	
Cronbach's Alpha	N of Items
,968	12

From the SPSS test results, the Cronbach's Alpha result is 0.968, which means  $0.968 > 0.60$ , meaning that the reliability of variable Y is reliable.

### Hypothesis Test

*Coefficient of Determination (R<sup>2</sup>)*

According to (Mardiatmoko, 2020) the determination analysis is a metric that illustrates the extent to which variable X impacts variable Y. This analysis is employed to ascertain the percentage of influence that

independent variables collectively have on the dependent variable. The coefficient of determination is observable in the R-Square findings within the SPSS output.

**Table 5. Coefficient of determination analysis results.**

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,969 <sup>a</sup>	,939	,936	,872

**Note:** a. Predictors: (Constant), Equality (X5), Openness (X1), Supportiveness (X3), Emphaty (X2), Positiviness (X4)

The value of R-square is established to be 0.939, indicating that 93.9% of the influence on the dependent variable stems from the independent variable, while the remaining portion is attributed to additional factors.

*t-test*

The *t*-test (*t*-Test) is a statistical method used to ascertain the significance of the relationship between each independent variable and the dependent variable (Ningsih & Dukalang, 2019). Decision-making for the *t* test: If the significance value is less than 0.05 (or greater than 0.05), it indicates the presence of an influence of variable X on variable Y (and vice versa). Following the testing process, the obtained results were:

**Table 6. Results of the t-test.**

Coefficients <sup>a</sup>						
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	4,414	,616		7,166	,000
	Openness (X1)	-,317	,132	-,081	-2,394	,019
	Emphaty (X2)	,084	,076	,044	1,103	,002
	Supportiveness (X3)	1,893	,131	,480	14,489	,006
	Positiviness (X4)	-1,797	,187	-,543	-9,599	,010
	Equality (X5)	9,288	,402	1,090	23,122	,001

**Note:** a. Dependent Variable: Service Quality (Y)

Correlation of Variable X1 (Openness) to Variable Y (Service Quality)

Upon conducting the SPSS test, it is evident that the significance value is 0.019, which is less than 0.05. Consequently, it can be inferred that H1 is accepted, indicating a substantial impact of openness on service quality.

Correlation of Variable X2 (Empathy) to Variable Y (Service Quality)

Upon conducting the SPSS test, it is evident that the significance value is 0.002, which is less than 0.05. Consequently, it can be inferred that H1 is accepted, indicating a substantial impact of empathy on service quality.

Correlation between Variable X3 (Supportiveness) to Variable Y (Service Quality)

Upon conducting the SPSS test, it is evident that the significance value is 0.006, which is less than 0.05. Consequently, it can be inferred that H1 is accepted, indicating a substantial impact of supportiveness on service quality.

Correlation of Variable X4 (Positiveness) to Variable Y (Service Quality)

Upon conducting the SPSS test, it is evident that the significance value is 0.010, which is less than 0.05. Consequently, it can be inferred that H1 is accepted, indicating a substantial impact of positiveness on service quality.

Correlation of Variable X5 (Equality) to Variable Y (Service Quality)

Upon conducting the SPSS test, it is evident that the significance value is 0.001, which is less than 0.05. Consequently, it can be inferred that H1 is accepted, indicating a substantial impact of positiveness on service quality.

### Multiple Correlation Analysis

To assess the impact or association between variable X and variable Y, one can employ multiple correlation analysis. The strength of the relationship between the two variables can be examined by referring to the Pearson correlation results in the SPSS findings. This can be done by considering the following conditions:

Table 7.

Pearson Correlation Score	Level of Impact
0,00 – 0,199	Very low
0,20 – 0,399	Low
0,40 – 0,599	Fair
0,60 – 0,799	Strong
0,80 – 1,00	Very Strong

After testing simultaneously on variables X1, X2, X3, X4 and X5 on variable Y, the following results are obtained:

### DISCUSSION

The influence of interpersonal communication in service quality at court is seen strong and fair. The influence of interpersonal communication does not show any low quality, so it can be argued that the services carried out are optimal.

Table 8. Test Results of the Influence of Variable X on Variable Y

Variable	Pearson Correlation Score	Level of Impact
X1 (Openess)	0,668	High
X2 (Emphaty)	0,552	Fair
X3 (Supportiveness)	0,733	High
X4 (Positiveness)	0,678	High
X5 (Equality)	0,482	Fair

The Pearson correlation coefficient value of 0.668 on variable X1 demonstrates a strong influence of openness on service quality. This value signifies a positive correlation between interpersonal communication and service quality (Ahmadi et al., 2023). The shift from conventional to modern services is evident in the involvement of technology in providing easier services for lawyers as service users. Components of openness, such as providing information, ease of accessing media, and the diligence of staff in fulfilling user needs, are essential factors in evaluation.

The Pearson correlation coefficient value of 0.552 on variable X2 indicates a notable influence of empathy on service quality. Unlike openness, the impact of empathy is only perceived as sufficient by lawyers as service users. Components measured in empathy include service personnel who pay attention and respond well to user needs, actively listen, and make eye contact. Based on these results, it is evident that service users feel that the empathy provided is quite optimal.

The Pearson correlation coefficient value of 0.733 on variable X3 signifies a strong influence of supportiveness on service quality. The strong influence of supportiveness by service personnel is highly valued by users, indicating that the implementation of supportiveness by service personnel is optimal. Important aspects measured within the supportiveness variable include how service personnel implement interpersonal communication with simple, precise, straightforward, and genuine language. The use of digital media technology is also perceived as very supportive of the services in both service locations.

The Pearson correlation coefficient value of 0.678 on variable X4 signifies a strong influence of supportiveness on service quality. The positiveness shown by service personnel are perceived to have a very strong influence by service users. Service users evaluate that the positiveness of service personnel, such as being happy and attentive in facilitating user needs, is consistent across all consumers. This uniformity is one of the strong influences on service quality.

The Pearson correlation coefficient value of 0.482 on variable X5 suggests a moderate influence of equality on service quality. In this particular variable, service users perceive equality as acceptance, which includes attentively listening to the challenges they encounter.

## CONCLUSIONS

The research findings suggest a noteworthy influence of transparency and openness in interpersonal communication on service quality within the judicial system, specifically in court settings. This highlights the importance of clear and open communication in modernizing the justice system as a whole. By strengthening open and clear interactions, the judicial system can become more efficient and responsive to stakeholders' needs. Additionally, empathy also has a considerable influence on service quality. Understanding and responding to others' feelings can play a crucial role in improving interpersonal relationships within the court environment. By creating a more supportive and human environment, the judicial institution can provide better services. Supportiveness are also crucial in creating a positive and collaborative atmosphere within the judicial system. Interpersonal communication support in the judiciary is key to improve performance and perceive quality for all involved parties.

Overall, it appears that there has been a transformation in the existing service system of the court that has been able to provide high satisfaction among its users. This change still involves the old system, which involves human intervention, as the judicial system must remain humane. Given the complexity of the legal issues faced by users, empathy is necessary to understand and provide solutions to their problems. The positive response from users can indicate a significant positive change in the court. This research provides deep insights into the important role of humane service in the transformation of the judicial service system. Understanding and strengthening these communication aspects can bring about substantial positive changes in the quality of services provided by the judiciary institution.

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