



Socialization of Legal Aid Information System at LBH Hade Indonesia Raya Cibinong Bogor

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ARTICLE INFO	ABSTRACT
Article history Received : 11-12-2024 Revised : 09-01-2025 Accepted : 10-01-2025 Keywords Legal services; digital base information system; lack of integration	<i>This activity aims to increase the efficiency and accessibility of legal services at LBH Hade Indonesia Raya Cibinong Bogor through the use of digital-based information systems. The main problem faced is the lack of integration of technology in the legal service process, which results in limitations in obtaining legal aid information. Through output targets in the form of increasing accessibility, service efficiency, and increasing internal capacity, the activity plan includes needs analysis, system development, training and implementation, as well as periodic system evaluation and maintenance. Thus, this activity will be a significant breakthrough in efforts to improve legal services in the community</i> This is an open access article under the CC-BY-SA license. 

A. INTRODUCTION

Indonesia as a country of law that applies the basic principle of justice to all its people shows this by making special rules regarding human rights owned by every person (Pertiwi et al., 2022). Legal Aid Institution (LAI) in handling one of the cases that often occur in Indonesia (Samariadi et al., 2024). The regulation regarding LAI itself has been regulated in Law Number 16 of 2011 concerning Legal Aid which in general has the function of providing services in the form of legal assistance to the community (Azalia, 2020).

The Legal Aid Institution Hade Indonesia Raya Have some Programs. It can be explained as follows:

1. Collaboration with the District Court, currently LAI is collaborating as an effort to assist the government in handling the implementation of law at the Cibinong District Court, legal assistance for people who cannot afford it so that it is hoped that the community will be well served with their rights as citizens who have the same status under the law.
2. Recruiting lawyers as implementers of posbakum assistance in district courts as an effort to increase the flying hours of lawyers or advocates.



3. Collaborate regarding training and improving the skills of LBH stakeholders with universities, so that the insight and expertise of advocates can increase

Legal Aid Institution HADE Indonesia Raya which is located on Kampung Tanah Baru No. 04 RT 001 RW 006, Waringin Jaya, Bojong Gede-West Java. The chairman of LAI HADE is Saripin SH who has 30 lawyers and legal members. Currently partners only have a few computers and only a small number of staff are able to operate computers properly. As a forum for community service in the form of legal assistance for citizen of Bogor and surrounding areas, it is necessary to improve services to the community. A service that contains reference data in electronic form which the public can access via the internet. When access is not limited by space and time. The public will get fast administration service times, neatly arranged document filing so that it is easy to find them when needed. The aim is to help users make it easier to find information that suits their needs.

The development of information technology includes several things, both hardware and software and general services. Service references are experiencing developments in providing services such as those known as online references, or known as virtual reference services, electronic references, virtual references, digital references, and so on (Adi Nugroho, 2020).

Several website features can be created using plugins. where plugins are additional programs that can be integrated with WordPress to provide other functions that are not yet available in the standard installation.(Pamungkas et al., 2020)

The current problems with partners are such as Partners do not have an information system as an information legal for clients or community, Partners do not have online-based services for clients or the community who will consult regarding legal assistance and Partner staff or employees do not have the same ability in operating the legal aid service information system for the community.

The solution we offer is to create a legal services website so that people can easily get information related to law, easily get assistance with legal problems

B. METHODS

This method involves data collection techniques such as in-depth interviews, focus group discussions, and document content analysis. Qualitative analysis helps to uncover the meaning and interpretation given by individuals to sustainable practices (Tracy, 2024). The implementation of community service is carried out with the aim of increasing understanding of the management of legal aid organizations (Peterman et al., 2013). The approach method that used in the community partnership program offered to resolve issues related to CRM problems (Connaughton et al., 2014), (Harjunawati et al., 2024).



Figure 1. Schema of Method Implementation

Base on figure 1 the first step of Method Implementation is Literature review, It can be Gather information that is relevant to the current or current topic or problem discussed. The second step is Formulation of the problem, for this step researches can Analyze the problems or issues that will be discussed so that activities can take place as needed. The third step is Field observations, base on it the Researches Conduct direct observations of partners regarding the topic of discussion being carried out, conduct interviews and collect data. Four step is System Requirements Analysis, in this Analyzing system requirements so that system output matches partner needs. Next step is running system analysis. After that researches can proposed system design which designing a proposal system based on needs so that this proposal system can be used and utilized by partners. The proposal include Activity for design database requirements to Created application, to guarantee application the researches have a testing for the suitability

Table 1. Implementation Method

Problem	Solution	Implementation Method
Partners do not have an information system as an information legal for clients or community.	Designing digital-based information systems.	The information system is designed using the SDLC (System Development Life Cycle) approach (Christanto & Singgalen, 2023).

Problem	Solution	Implementation Method
Partners do not have online-based services for clients or the community who will consult regarding legal assistance	Providing training in digital-based information system management	Training and assistance in using the Legal Aid Information System website
The Partner's staff or employees do not have the same capabilities in operating the legal aid service information system for the community.	Provide training to all staff about the facilities available in the information system.	Training and assistance in the use of legal aid service information system

C. RESULTS AND DISCUSSION



Figure 2. Website Legal Aid Institution of Hade Indonesia Raya Cibinong

Base on Figure 2 The LBH Hade website is divided into several main sections to make it easier for users to find the information they need. The following is the structure of the lbhade.org website are:

1. Home: Main page which displays the latest information, news and activities carried out by LBH Hade Cibinong branch
2. Contact Us: Provides information on how to contact LBH Hade Cibinong Branch.
3. Services: Shows the various services offered, such as legal consultation, mentoring, and advocacy.
4. News: Presents the latest news and articles related to legal and human rights issues.

The LBH Hade website is equipped with several features that make it easier for users, including: Search: A search feature that allows users to quickly search for specific information. Chat Consultation: Users can chat to request legal consultation online. Newsletter: Users can sign up to receive the latest news and information via email. Social Media: Links to LBH Hade social media accounts which allow users to follow the latest updates and news, from FB, IG, X and YouTube.

Website training carried out on staff and administrators of the Hade Indonesia Raya Legal Aid Institute with the url www.lbhhade.org aims to find out what problems arise when using the application and input related to website features.

1.1. Community Engagement Activities



Figure 3. Website training for LAI Hade Indonesia Raya

This legal aid service website training is a program that aims to improve legal services to the community. This training covers how administrators manage news articles, manage users, and receive consultation services via short messages

1.2. Community Engagement Activities



Figure 4. evaluation with principle LAI Hade Indonesia Raya

Consultation and evaluation of website was carried out during the training activities, in this case the chairman of LAI Hade Indonesia Raya provided input regarding the legal aid service system including news categories, logos, types of legal services.

D. CONCLUSION

Despite the positive strides made by LAI Hade Indonesia Raya, several challenges persist that hinder its ability to provide comprehensive legal assistance. One significant issue is the lack of an efficient information system for legal aid services. The absence of an online platform limits access to legal resources and consultation for individuals seeking assistance. In today's digital age, it is imperative for legal aid organizations to embrace technology to enhance service delivery. The development of an online-based legal aid system would facilitate easier access to legal information, allow for efficient document management, and ultimately improve the overall client experience.

Furthermore, the disparities in computer literacy among staff members pose an additional challenge. To effectively utilize an information system, it is essential that all staff members possess a baseline level of digital competence. Implementing training programs focused on enhancing technological skills can empower staff to better serve clients and manage legal aid services more effectively. Such initiatives would not only improve operational efficiency but also foster a culture of continuous learning and development within the organization.

The methodology employed in this research, which included in-depth interviews, focus group discussions, and document content analysis, provided valuable insights into the operational dynamics of LAI Hade Indonesia Raya. The qualitative analysis revealed the significance of community engagement in the management of legal aid organizations. By actively involving stakeholders in the decision-making process, LAI can better align its services with the needs and expectations of the community it serves. This participatory approach is essential in fostering a sense of ownership and accountability among stakeholders and ensuring that legal aid services are responsive and effective.

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F. AUTHOR CONTRIBUTIONS

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