

## THE ROLE OF THE LEGAL DOCUMENTATION AND INFORMATION NETWORK (JDIH) IN INCREASING ACCESS TO INFORMATION

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### Abstract

*This study evaluates the role of the Legal Documentation and Information Network (JDIH) at the Bengkulu Kemenkumham Regional Office in increasing access to legal information for the public. Access to transparent and easily accessible legal information is essential to increase legal awareness and public participation in the policy process. Using a qualitative descriptive approach, this study examines how JDIH functions as a legal information center and the factors that influence its effectiveness. Data were collected through in-depth interviews with JDIH managers, Regional Office employees, and service users, as well as observations of the legal document management system. The results of the study indicate that JDIH has provided complete, systematic, and online access to legal information. The public can obtain laws and regulations, legal monographs, and free legal consultation services that help them understand applicable laws. In addition, regular updates of legal information also increase the benefits of JDIH for users. However, challenges are still found, such as limited competent human resources, inadequate technological infrastructure, and low accessibility of information for people in remote areas with limited internet access. The level of JDIH utilization is also still relatively low due to the lack of socialization of services to the public. To improve its effectiveness, training is needed for managers, strengthening of technological infrastructure, and wider socialization so that this service is better known. In addition, there needs to be policy support that strengthens the management and distribution of legal information. Collaboration with educational institutions, local governments, and civil society organizations can also expand the reach of information and increase efficiency in the dissemination of legal information. With these steps, JDIH is expected to further contribute to increasing the transparency of legal information and strengthening public participation in legal development in Indonesia.*

**Keywords:** JDIH, access, legal information

## INTRODUCTION

Ease of access to information means that people no longer have to come directly to the library, because the information they need can be obtained through various online platforms, including websites (Ridlo et al., 2021). Almost every government organization now has information service media based on communication and information technology (ICT). One form of this service is the provision of legal product documents (statutory regulations) known as JDIH, an abbreviation of the Legal Documentation and Information Network (Pramono, 2015). The availability of complete and accurate legal information is an absolute requirement that must be met (Nggilu & Ahmad, 2023). The Legal Documentation and Information Network (JDIH) is designed to facilitate access, management, and dissemination of legal documents in an integrated manner. This system also functions as a means of providing easy, fast, and accurate legal information services. The benefits that can be obtained from this network include increasing the dissemination and understanding of legal knowledge, ease in searching and tracing laws and regulations and other legal documents, and improving services in law enforcement and legal certainty (Laia et al., 2022). The Legal Documentation and Information Network (JDIH) at the Bengkulu Kemenkumham Regional Office plays a role in managing, storing, and disseminating legal documents systematically. Through JDIH, various laws and regulations and other legal products can be easily accessed by employees, government agencies, and the general public. In addition, JDIH supports legal services by providing references needed in policy formulation and legal assistance.

The establishment of the Legal Documentation and Information Network (JDIH) is regulated in Presidential Regulation Number 33 of 2012 concerning the National Legal Documentation and Information Network, which requires every ministry, institution, and local government to manage legal documentation systematically and in an integrated manner. In addition, Regulation of the Minister of Law and Human Rights of the Republic of Indonesia Number 8 of 2019 stipulates the standard for managing legal documents in JDIH, while Law Number 14 of 2008 concerning Public Information Disclosure strengthens the government's obligation to provide access to legal information for the public. This regulation ensures that JDIH functions effectively in increasing transparency, information disclosure, and legal understanding in Indonesia. Although the regulation has stipulated the standard for managing legal documentation in JDIH, the reality in the field still faces various challenges. Based on Regulation of the Minister of Law and Human Rights of the Republic of Indonesia Number 8 of 2019, JDIH management should be carried out by experts who have competence in the field of legal documentation and information. However, at the Bengkulu Kemenkumham Regional Office, there are no special experts responsible for managing JDIH. In an interview with the Head of the Legal Services, Legal Aid, and JDIH Sub-Division, he stated: "Currently, we do not have special personnel in the field to fully handle JDIH. The data input and updating process is still carried out by employees who do not have an educational background or experience in the field of information management, so the work is not optimal. In addition, the existing facilities, such as computers, are still very limited, so employees often have to use personal devices to access and manage JDIH data." As a result, the process of classification, data input, and updating of legal information in the system is less than optimal. In addition, limited facilities and infrastructure, such as the lack of adequate computer devices, further exacerbate this condition. Ideally, JDIH should be supported by a technological infrastructure that allows for fast and accurate

digitalization and access to legal information. However, in practice, employees still use personal devices to carry out their duties, which poses a risk to data security and work efficiency.

The use of the website is used to facilitate access for anyone who wants to get legal information at the Ministry (Rahman et al., 2020). An information system is a combination of several elements that interact with each other to form a unit that aims to integrate, process, store, and share information (Bouty et al., 2023). The Bengkulu Kemenkumham Regional Office has started using the Legal Documentation and Information Network (JDIH) website to increase accessibility and transparency of legal information for the public and related agencies. One form of effective public service is digitalization (Suharto & Apriyani, 2024). The use of this website allows the dissemination of legal documents, such as laws and regulations and legal policies, more quickly, easily, and efficiently. JDIH at the Regional Office of the Ministry of Law and Human Rights is under the Legal Services and Human Rights Division, especially in the Legal Sector, Legal Counseling Sub-Sector, Legal Aid, and JDIH. The data management process in the Legal Documentation and Information Network (JDIH) involves several important steps to ensure that legal documents are managed properly. First, data is collected from various related sources. After that, documents are selected and classified according to legal categories, such as regulations or decisions. Furthermore, documents are arranged and stored in a structured system, with a digitization process to facilitate access. Documents that have been managed are then disseminated through the JDIH website to facilitate public access. In addition, JDIH also archives documents or legal product files produced by various related agencies (Umam et al., 2023)

Human Resources and Personnel Management are very important for agencies regarding utilizing, organizing and managing employees so that they can play a productive role in achieving agency goals (Azzahra, 2023) The process of managing the Legal Documentation and Information Network (JDIH) at the Bengkulu Kemenkumham Regional Office faces obstacles related to the lack of expert human resources (HR) in their fields. In an interview on September 8 with Mrs. Yatna as the Head of Sub-Division responsible for JDIH, she said, "Here there are no experts who are suitable for the library field. That's why the management of this library has not been managed well." These constraints affect the efficiency of data management, from collection, classification, to dissemination of legal documents. Human resources who are less skilled and experienced in managing legal documents digitally and understanding the JDIH system as a whole can slow down the process of managing and updating legal information. Another constraint is the lack of adequate computers for managers. Until now, employees responsible for managing JDIH still rely on personal laptops to carry out their duties, such as inputting data, updating legal documents, and managing the JDIH website system. This condition not only impacts work efficiency, but also poses a risk to the security and consistency of legal data, because the devices used do not always have standard specifications that support the management of large numbers of documents. In addition, the limitations of these facilities cause the process of digitizing and updating information to run slower, so that public access to the latest legal documents can be hampered.

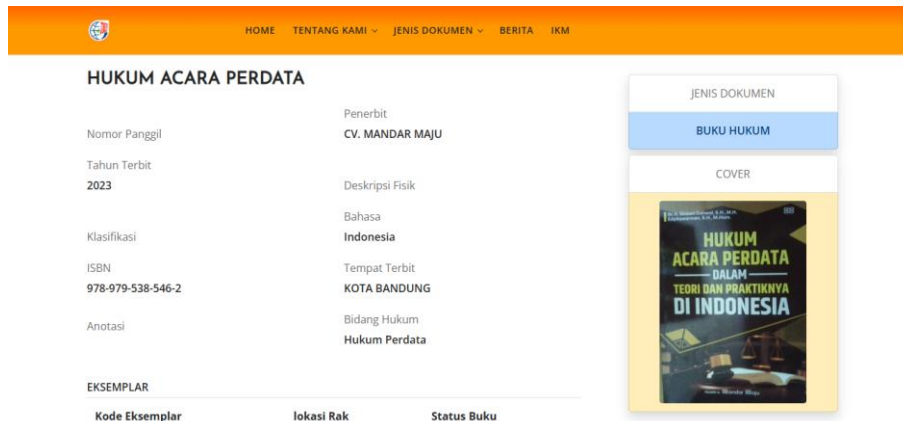


Figure 1. View of the JDIH collection

The data displayed includes call number, classification, ISBN, language, legal field, place of publication, and physical description of the book. Unfortunately, some data such as author, full call number, copy code, shelf location, and book status are missing. This indicates that some data is incomplete or has not been inputted correctly into the system because HR does not understand what data should be inputted. In addition, limited facilities such as adequate computers hinder the smooth operation of the JDIH system, so that the process of managing and updating legal documents becomes slower and less optimal.



Figure 2. Number of Site Visitors

The “Visitors in the Last 30 Days” bar chart presents visual data on the fluctuation of the number of visitors over a 30-day period, from September 16, 2024 to October 15, 2024. This data reflects the diverse dynamics of visits, with some days experiencing spikes, while other days are quiet with no visitors. This chart reveals an irregular and fluctuating pattern of visits. The number of daily visitors varies significantly, with most days only recording 1 visitor, and one particular day (September 27) reaching a peak of 2 visitors. One of the problems faced by the JDIH Kanwil Kemenkumham Bengkulu site is the difficulty in finding the site through the internet search field.



Figure 3. Number of Legal Documents

The JDIH website of the Bengkulu Ministry of Law and Human Rights Regional Office provides 2,770 legal documents that can be accessed by the public. These documents are divided into several categories, namely 400 Regulations (such as Ministerial Regulations, Regional Regulations, and Regent Regulations), 2,330 Legal Monographs (including Legal Books and Legal Articles), and 40 Legal Articles. Unfortunately, for the Jurisprudence category, there are currently no documents available or they are still empty. JDIH plays a role in disseminating information on legal products to ensure that the public can access applicable regulations transparently and accurately (Fahmal & Kamal, 2021), however, limited human resources and infrastructure are the main obstacles in optimizing this service, as happened at the KPU of Central Kalimantan Province which faced similar obstacles in managing JDIH (Wulandari et al., 2023). Therefore, it is necessary to increase the capacity of JDIH to support transparency and accountability of public services, in line with the principles of good governance in the digital era (Mulyono & Utami, 2019). To achieve this goal, JDIH at the Bengkulu Kemenkumham Regional Office should ideally be supported by experts and adequate infrastructure. However, in practice, limited human resources and the lack of computer devices hinder the process of classification, data input, and updating of legal information. This condition is further exacerbated by the use of personal devices by employees, which poses a risk to data security and work efficiency. This study aims to analyze the effectiveness of the Legal Documentation and Information Network (JDIH) at the Bengkulu Kemenkumham Regional Office in increasing access to legal information, identifying obstacles faced in its management, and formulating strategies to optimize the JDIH system to be more efficient and beneficial for the community and related agencies.

The benefits of this study, theoretically, can add insight into the legal documentation and information system and its role in legal transparency in Indonesia. In practice, this study is expected to be a recommendation for the Bengkulu Kemenkumham Regional Office in improving the quality of JDIH management, both through improving human resources and strengthening facilities and infrastructure, so that the legal information services provided become more effective, accurate, and easily accessible to the wider community. In the context of access to legal information, the theory of increasing access to information put forward by Joseph E. Stiglitz and Edrijani Azwald (2017) highlights three main aspects, namely openness, availability, and accessibility of information. Openness emphasizes the importance of transparency in the provision of legal information so that it can be accessed by all parties without discrimination. The availability of information relates to the provision of complete, relevant, and easily accessible legal documents, while accessibility ensures that there are no economic, geographical, or technological barriers to obtaining the information. This theory is relevant to this study

because it examines how the JDIH of the Bengkulu Kemenkumham Regional Office plays a role in increasing access to legal information for the community.

## RESEARCH METHOD

Research is basically a scientific way to obtain data with specific purposes and uses (Ummah, 2019). This study uses a qualitative descriptive research method with a case study approach. Qualitative research is a research procedure that is able to produce descriptive data in the form of speech, writing, and behavior of people observed (Inadjo et al., 2023). This approach aims to provide an in-depth picture of how JDIH plays a role in increasing access to legal information at the Bengkulu Kemenkumham Regional Office. Data were collected through observation, in-depth interviews with related parties, and analysis of relevant legal documents. The analysis was carried out descriptively, where researchers described the conditions and challenges faced in managing JDIH

Table 1. Research Informants

SOURCE	POSITION	UNIT
Informan 1	Kepala Sub Bidang	Sub bidang Penyuluhan Hukum, Bantuan Hukum dan JDIH
Informan 2	Tenaga Pengelola	Sub bidang Penyuluhan Hukum, Bantuan Hukum dan JDIH
Informan 3	Pengguna	Divisi Hukum
Informan 4	Pengguna	Masyarakat

Source: Bengkulu Regional Office of the Ministry of Law and Human Rights

Data sources in research refer to the origin or place of information used to support analysis and answer research questions. Data comes from the word "datum," which means facts or information. Data sources can be people, documents, artifacts, or other things that provide data (Darmawan & Fauzi, 2014). This study uses primary and secondary data sources to obtain complete and in-depth information about the role of the Legal Documentation and Information Network (JDIH) in improving access to information at the Bengkulu Kemenkumham Regional Office. Data sources are anything that can provide information about data (Sari & Zefri, 2019). Primary data were obtained directly from research subjects through in-depth interviews with related parties, such as JDIH managers, Bengkulu Kemenkumham Regional Office employees, and JDIH service users. In addition, direct observation of the JDIH management system was also carried out to understand how the working mechanism and the obstacles faced. Secondary data were obtained from various relevant documents and literature, such as laws and regulations, official reports, legal document archives, and previous research related to JDIH.

This secondary data is used to provide a theoretical basis and support the results of the analysis of the primary data that has been collected. The data analysis stage is a crucial step, where data collected through various techniques (such as observation, interviews, questionnaires, and other techniques) are processed and presented to help answer the problems being studied. (Amalatus et al., 2021). In this study, data analysis was carried out through three main stages, namely data reduction, data presentation, and drawing conclusions.

## RESULT AND DISCUSSION

This discussion links the findings with the theory of increasing access to information by Joseph E. Stiglitz and Edrijani Azwald (Stiglitz & Azwald, 2017), in order to provide a comprehensive understanding of the role of JDIH in increasing access to legal information and its future development opportunities. Joseph E. Stiglitz and Edrijani Azwald highlight three main dimensions in increasing access to information. Openness emphasizes the importance of information being transparently available and easily accessible to all parties without discrimination. Availability refers to the provision of relevant, accurate, and up-to-date information, so that it can effectively meet user needs. Accessibility ensures that access to information is not hindered by economic, geographic, or technological barriers, so that all levels of society can benefit from it. These dimensions form the basis for analyzing the effectiveness of JDIH in providing legal information to the public.

### **Transparency**

The JDIH portal plays an important role as a source of legal information. The existing legal information is Regulations, namely Ministerial Regulations, Regional Regulations, and Regent Regulations. Legal Monographs, namely Legal Books and Legal Articles that can be easily accessed by anyone. Through active socialization of the importance of law that has been implemented in all districts in Bengkulu province, the Bengkulu Ministry of Law and Human Rights seeks to improve public legal literacy, so that the transparency of legal services becomes more inclusive. The purpose of legal education provided by the Bengkulu Ministry of Law and Human Rights is to increase public legal awareness, so that they better understand their rights and obligations before the law. With this education, the public is expected to be able to avoid violating the law through a better understanding of the applicable rules. In addition, legal education also aims to encourage public participation in the legal process, both as service users and in law-based decision-making. Adequate understanding of legal rights also allows the public to obtain optimal legal protection when facing problems. This step not only supports accessibility of information, but also strengthens public accountability. This was conveyed by Mrs. Yatna, Head of the Legal Aid, Legal Counseling and JDIH Sub-Division who is the manager of JDIH:

*"Through the JDIH portal, the public can easily access various legal documents, regulations, and other related information. The Ministry of Law and Human Rights is also actively conducting socialization to increase public awareness of their rights to obtain public information. With all these efforts, the Bengkulu Ministry of Law and Human Rights is determined to make legal services more transparent and easily accessible to the public" (Y/6/12/24)*

Openness of information is the right of every person to access information managed by government institutions. This principle is important to ensure transparency in the implementation of government and allows the public to participate in decision-making. In Indonesia, openness of information is regulated in Law Number 14 of 2008 concerning Openness of Public Information (UU KIP). This law requires public bodies to provide information that can be openly accessed by the public, such as annual reports, regulations, and other important documents. The Bengkulu Kemenkumham Regional Office has provided a JDIH website that can be accessed by anyone and also socialized the importance of law as an implementation of information disclosure. This is in line with the theory put forward by Joseph

E. Stiglitz and Edrijani Azwald (Stiglitz & Azwald, 2017) which explains that information disclosure includes the provision of data that can be freely accessed by the public without discrimination, as well as the existence of supporting mechanisms that ensure that the information is relevant and easily accessible. Previous research by Uci Triani Dewi, Edvard Dzikry Alif, Rochman Adz, Maulana Ery, Arie Budiawan (Dewi et al., 2023) also highlighted that transparency of public information services is often hampered by a lack of promotion and mechanisms to ensure data quality. These findings support the importance of active socialization and management of relevant data, as has been attempted by the Bengkulu Kemenkumham.

### **Availability of Information**

The Legal Documentation and Information Network (JDIH) at the Bengkulu Kemenkumham Regional Office has succeeded in meeting the legal information needs of its users by providing complete, easy, and fast access. Complete access is reflected in the availability of various types of legal documents, such as laws, government regulations, regional regulations, court decisions, and legal books and articles, all of which are classified to facilitate searching. Convenience for the public is realized through a user-friendly website interface, efficient document search features, and online access that can be done at any time without complicated administrative procedures. The speed of access is seen from the document digitization process, which allows users to find and download the documents they need in just seconds through keyword, title, or document number-based searches. This ensures that the public's legal information needs can be met effectively and efficiently. Users are satisfied because this portal allows them to find legal documents, regulations, and other related information without any obstacles. This shows that the existing system is functioning efficiently, making it easier for users to access relevant legal information. JDIH has succeeded in creating a service that is responsive to the public's needs in obtaining legal information quickly and without difficulty. This was expressed directly by a JDIH user who is a student of the Faculty of Law:

*"The legal information available at the Bengkulu Kemenkumham Regional Office through the Legal Documentation and Information Network (JDIH) is complete enough to meet the information needs that I need. The JDIH portal provides easy and fast access to various legal documents, regulations, and other related information. With this system, I can easily find the information I need without having to experience difficulties. JDIH has functioned well in providing the legal information needed" (VAP/6/12/24).*

User statements regarding the JDIH Bengkulu Kemenkumham Regional Office reflect the success of this system in meeting the principles of ideal information availability. Users feel that the legal information provided is quite complete, covering documents, regulations, and other information needed. Easy and fast access to information shows that JDIH has a good level of accessibility, with a user-friendly interface and an efficient search system. In addition, the ease of finding relevant and accurate information also shows that the information provided is well managed, according to user needs. This is in line with the theory presented by Joseph E. Stiglitz and Edrijani Azwald on the availability of information, that completeness, relevance, and ease of access to data are important elements in ensuring that the information needs of the community can be met. Ideal information availability means that the public can obtain the documents they need without significant obstacles, both in terms of accessibility and data accuracy. Previous

research by Naning Sariwati, Muhammad Saleh, and Supriyadi (Sariwati et al., 2024) revealed that document digitization and efficient search system management are the keys to success in ensuring the availability of relevant legal information. With this achievement, JDIH Kanwil Kemenkumham Bengkulu has shown success in providing relevant legal information.

### **Affordability**

The Kemenkumham Regional Office ensures that legal information can be accessed by the wider community in an easy and effective manner, by developing the Legal Documentation and Information Network (JDIH) portal which is designed so that users can easily access various legal documents, regulations, and other related information in a user-friendly format. This portal makes it easy for the public to find the information they need quickly. In addition, the Bengkulu Kemenkumham Regional Office is actively conducting outreach to introduce the existence of JDIH to the public, in collaboration with the National Legal Development Agency (BPHN) to raise awareness of the importance of access to legal information. For people who do not have internet access, the Kemenkumham Regional Office provides a solution by providing legal documents in offline or printed form that can be accessed directly at the office. People who want to access legal documents conventionally can visit the Ambassador section at the Kemenkumham Regional Office. Here, the public will convey their legal needs, and the Ambassador section will convey the information to the JDIH manager. The JDIH manager will then help find and provide relevant legal documents, both in printed form and other copies. This process allows people who do not have internet access to still obtain the legal documents they need in a conventional way through assistance from JDIH managers. All of these steps reflect the efforts of the Kemenkumham Regional Office to increase the accessibility of legal information for all levels of society. This was explained directly by the JDIH manager from the Legal Aid, Legal Counseling, and JDIH Sub-Division:

*"We ensure that access to legal information through digital platforms can be reached by the wider community with strategic steps, including the development of an easily accessible JDIH portal that provides various legal documents. In addition, the Kemenkumham Regional Office is actively socializing with BPHN to increase public awareness. For those who do not have internet access, printed legal documents are also available in the office as a solution" (MR/6/12/24).*

To ensure wider access to legal information, the Bengkulu Kemenkumham Regional Office has implemented various strategic steps to overcome obstacles that may exist in the accessibility of information. By introducing an easily accessible JDIH portal, as well as actively socializing the existence of the portal, the Kemenkumham Regional Office has endeavored to facilitate people from various backgrounds in obtaining legal information. In addition, by providing legal documents in offline format in the office, the Bengkulu Kemenkumham Regional Office provides a solution for people who do not have internet access. These steps are in line with the theory proposed by Joseph E. Stiglitz and Edrijani Azwald, which emphasizes that information accessibility includes universal access without geographical, financial, or technological barriers. The development of a user-friendly portal and active socialization carried out by the Bengkulu Kemenkumham Regional Office illustrate the implementation of this principle, ensuring that legal information can be accessed by all levels of society. In addition, previous research by Alwan Fakhri Ritardi, Erlan Suwarlan, and Kiki Endah (Ritardi et al., 2024) revealed that a hybrid strategy that combines online services and offline distribution can

increase the accessibility of legal information, especially for people in remote areas. This analysis shows that the Bengkulu Kemenkumham Regional Office has fulfilled the principle of information accessibility with strategic steps that reflect the theory of Joseph E. Stiglitz and Edrijani Azwald. With the offline format available in the office, the accessibility of legal information has been increased, providing an alternative for people who have limited technology or are in remote areas. Thus, the accessibility of legal information through JDIH at the Bengkulu Kemenkumham Regional Office can be declared fulfilled.

## CONCLUSION

In conclusion, the Bengkulu Kemenkumham Regional Office has successfully implemented the principles of openness, availability, and accessibility of legal information through the JDIH portal. Through active socialization efforts and the development of a user-friendly digital platform, the Bengkulu Kemenkumham Regional Office through JDIH has succeeded in providing transparent and easily accessible access to the public to legal documents. Although it has been achieved, technical challenges such as completeness of metadata and website visibility still need to be improved to further increase transparency. In addition, by providing information in offline format, the Bengkulu Kemenkumham has ensured that people who do not have internet access can still access legal information. The impact of the successful implementation of JDIH is an increase in legal awareness and understanding among the public, as well as making it easier for government officials, academics, and legal practitioners to find the legal references they need. In addition, transparency in the provision of legal documents can increase public trust in the government, especially in terms of information transparency. With a more optimal JDIH, it is also hoped that there will be an increase in the effectiveness of law enforcement, because legal regulations and policies become more easily accessible and understood by all parties. Overall, these efforts demonstrate a strong commitment to providing inclusive and accessible legal information services to all levels of society. Thus, JDIH at the Bengkulu Kemenkumham Regional Office has played a role in increasing access to information.

## SUGGESTION

The Legal Documentation and Information Network (JDIH) at the Bengkulu Regional Office of the Ministry of Law and Human Rights (Kemenkumham) has provided a transparent and open digital platform that allows the public to access legal information more easily and quickly. However, to further improve the management and effectiveness of services, the author provides several suggestions for JDIH in the future. The first is to improve the skills of Human Resources (HR) to manage information and ensure that all legal documents are well managed and accessible to the public. Second, improve the features of the JDIH website to be more user-friendly, including more efficient document searches and accessibility for people with disabilities. Third, further website management so that JDIH is easy to find on search engines. Fourth, counseling and socialization for the entire community, especially in Bengkulu Province, so that JDIH is better known and increases the number of website visitors. For further research, several aspects can be studied in more depth to enrich understanding regarding the effectiveness of JDIH. One of them is the analysis of the impact of JDIH on the community's understanding of law to see the extent to which this system contributes to improving legal literacy. In addition, user satisfaction evaluation can be conducted through surveys or interviews to find out their experience in accessing JDIH and aspects that still need to be

improved. Studies on the implementation of the latest technology, such as artificial intelligence (AI) or blockchain, can also be interesting topics to improve the efficiency and security of legal document management. Comparative studies with JDIH in other regions can also be conducted to identify best practices that can be applied to improve service quality.

With these suggestions, it is hoped that the management of JDIH at the Bengkulu Kemenkumham Regional Office can continue to develop and provide wider benefits to the community and support further research in this field.

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