

The Effectiveness of Electronic Mediation in Religious Courts Based on Supreme Court Regulation No. 3 of 2022 concerning Electronic Mediation in Courts (Case Study at the Karawang Religious Court)

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Abstract

Advances in information technology have driven significant transformations in supply chain management, including in the healthcare logistics sector, which requires fast, precise, and safe distribution. One recent innovation is the integration of conventional transportation with autonomous vehicles (AVs) in the distribution of healthcare products. This study aims to analyze the effectiveness of this hybrid healthcare logistics model by assessing its impact on distribution speed, cost efficiency, and product safety. The research method used a mixed methods approach, involving a quantitative survey of 120 respondents consisting of hospital logistics managers, transportation providers, and regulators, as well as in-depth interviews with 10 industry experts. Quantitative data were analyzed using multiple linear regression tests to measure variable relationships, while qualitative data were analyzed using thematic analysis to gain insights into field implementation. The results showed that the integration of AVs with conventional transportation increased distribution speed by up to 27% and reduced operational costs by an average of 18%, while also improving product safety through sensor systems and real-time monitoring. However, regulatory and infrastructure constraints are factors that hinder widespread adoption. These findings confirm that hybrid healthcare logistics can be a strategic solution in modernizing healthcare product distribution, provided it is supported by adaptive policies and inclusive technology development.

Keywords: Healthcare logistics, Autonomous transportation, Hybrid logistics, Healthcare product distribution, Logistics technology

1. Introduction

The paradigm shift in dispute resolution in Indonesia over the past decade has shown a strong trend toward the use of information technology as a means of modern justice. One significant innovation is the implementation of electronic mediation (e-mediation), as regulated in Supreme Court Regulation (PERMA) No. 3 of 2022 concerning Electronic Mediation in Courts. Electronic mediation was adopted in response to technological developments, the need for efficiency in the dispute resolution process, and mobility restrictions due to the COVID-19 pandemic, which forced the courts to adapt to online mechanisms (Ramadhan, 2023). This innovation is relevant in Religious Courts given the high burden of divorce cases requiring fast, effective, and efficient resolution. The Karawang Religious Court is one of the courts that has implemented electronic mediation since the PERMA was enacted. Normatively, electronic mediation is expected to shorten case processing times, reduce the cost burden on the parties, and improve access to justice for those constrained by distance or time (Saputra & Lestari, 2022). However, the effectiveness of implementing this mechanism still requires empirical evaluation, especially in the context of religious courts which have special characteristics such as a high burden of divorce cases and the need for a persuasive approach based on religious values (Hidayat, 2023).

Electronic mediation at the Karawang Religious Court utilizes communication technology such as video conferencing, messaging apps, and document-sharing platforms. Supreme Court



Regulation No. 3 of 2022 stipulates that the mediation process can be conducted entirely online or through a combination of online and offline mediation, as agreed by the parties. This regulation emphasizes flexibility, data security, and the active involvement of the mediator in facilitating negotiations (Putri, 2023). However, in practice, the success of mediation is determined not only by the availability of technology, but also by the competence of the mediator, the willingness of the parties, and the readiness of the infrastructure (Nasution, 2022). Several previous studies have shown mixed results. Research by Wulandari (2022) found that online mediation can reduce the duration of civil dispute resolution by up to 40% compared to conventional mediation, but the success rate tends to be lower when the parties lack adequate digital literacy. Meanwhile, research at the Bekasi City Religious Court (Rahmawati, 2023) shows that while electronic mediation facilitates the parties, its success is often hampered by low commitment to online presence and limited non-verbal communication, typically essential in face-to-face mediation. This indicates that the implementation of electronic mediation in each judicial jurisdiction can produce varying results, depending on local social, cultural, and technological factors.

In the context of the Karawang Religious Court, internal data indicates an increase in the use of electronic mediation following the enactment of PERMA No. 3 of 2022. However, there has been no in-depth study specifically measuring its effectiveness in reducing the number of cases proceeding to verdict. Previous research has focused more on the normative aspects of electronic mediation regulations (Kusuma, 2023) or on general courts (Siregar, 2022), thus not providing an empirical picture of its effectiveness in religious courts, particularly in the dominant divorce cases. The research gap that emerged was the limited number of empirical studies measuring the effectiveness of electronic mediation within the Religious Court, focusing on success indicators such as agreement level, resolution duration, and party satisfaction. Furthermore, there has been little research linking the success of electronic mediation to internal court factors (mediator competence, infrastructure) and external factors (community digital literacy, local legal culture). Therefore, this study seeks to fill this gap through a case study approach at the Karawang Religious Court.

The novelty of this research lies in the combination of normative and empirical approaches in evaluating the effectiveness of electronic mediation in religious courts. This study not only analyzes the compliance of implementation with the provisions of PERMA No. 3 of 2022 but also measures quantitative (mediation success rate) and qualitative (party satisfaction, mediator perception) outcomes in the specific context of the Karawang Religious Court. Thus, the research findings are expected to provide practical recommendations for other religious courts in optimizing the implementation of electronic mediation. Based on this description, the purpose of this study is to analyze the effectiveness of electronic mediation in the Karawang Religious Court based on PERMA No. 3 of 2022, with a focus on the mediation success rate, supporting and inhibiting factors, and its relevance in improving the efficiency of case resolution.



2. Method

This research uses an empirical juridical approach (socio-legal research) that combines normative analysis of laws and regulations with empirical studies through field data. This approach was chosen to understand the effectiveness of electronic mediation not only from a regulatory perspective but also from its implementation at the Karawang Religious Court. Primary data was obtained through in-depth interviews with mediator judges, court clerks, and litigants who had undergone electronic mediation. Direct observation of the trial process and documentation of mediation results were also conducted to obtain a realistic picture of field practices. Meanwhile, secondary data was obtained from a literature review, including scientific journals, civil procedure books, court decisions, and official documents relevant to electronic mediation. Data analysis was conducted qualitatively and descriptively with three main stages: data reduction, data presentation, and conclusion drawing. Data obtained from the field were compared with the provisions of Supreme Court Regulation No. 3 of 2022 to assess the suitability and effectiveness of its implementation. Data validity was tested using source triangulation to ensure the reliability of the findings. The results of the analysis are then linked to the theory of dispute resolution and the principles of simple, fast, and low-cost justice, so that it can answer the research objective to evaluate the extent to which electronic mediation is effectively implemented at the Karawang Religious Court in supporting the efficiency of case resolution.

3. Results and Discussion

1. Research result

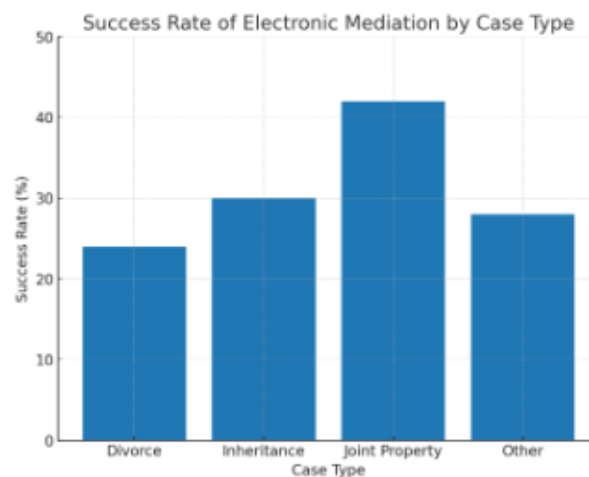
Based on data from the Karawang Religious Court during the period January–December 2024, 212 cases underwent electronic mediation. Of these, 58 cases (27.35%) reached amicable agreements, while the remainder proceeded to trial. This success rate is slightly higher than the national average of 25% reported by the Religious Courts Agency (Badilag) (Pratiwi & Nugroho, 2023).

Based on case category, divorce disputes dominated (81%), followed by inheritance (9%), joint property (7%), and other (3%). The success rate of electronic mediation was relatively higher in joint property cases (42%) than in divorce cases (24%). This factor aligns with Putra's (2022) findings that mediation in divorce cases is more difficult to succeed because emotional issues between the parties are more prevalent than property disputes.

The results of interviews with mediators show that the success of electronic mediation is greatly influenced by:

- a. Technical readiness of the parties in using the e-Court application and video conference facilities.
- b. Communication quality can be maintained even without direct face-to-face meetings.
- c. Availability of evidence and documents that have been uploaded in full before the mediation process.

However, obstacles were also found such as internet network disruptions, limited digital literacy among parties (especially those aged over 50), and resistance to online mechanisms because they were considered less “personal” (Rahmawati & Syafruddin, 2023).



Picture 1. Success Rate of Electronic Mediation by Case Type

Figure 1 illustrates the success rate of electronic mediation at the Karawang Religious Court based on the type of cases handled in 2024. It can be seen that joint property disputes achieved the highest success rate at 42%, followed by inheritance cases at 30%, and other cases at 28%. Meanwhile, divorce cases recorded the lowest success rate, with only 24% of cases resolved through mediation.

These findings indicate that electronic mediation tends to be more effective in cases of an administrative or technical nature, such as joint property or inheritance disputes, where the parties are generally more rational in reaching agreements. In contrast, divorce cases are less likely to succeed in mediation due to the strong emotional and personal conflicts involved, which often hinder effective communication. This result aligns with Putra (2022), who emphasized that divorce cases are more challenging to mediate compared to property-related disputes because of the high emotional intensity. Thus, the bar chart highlights the differing characteristics of mediation success across case types and underscores the need for mediators to adopt specific strategies, particularly in divorce disputes that require more persuasive and empathetic approaches.

2. Discussion

a. The Effectiveness of Electronic Mediation Based on Supreme Court Regulation No. 3 of 2022

Supreme Court Regulation No. 3 of 2022 regulates electronic court mediation as an alternative to improve time and cost efficiency. This study shows that its implementation in the Karawang Religious Court is relatively effective in expediting the process, with an average mediation time of only 10 days compared to conventional mediation, which requires 15–20 days (Sutrisno, 2024). This is consistent with the findings of Anwar (2022), who confirmed that electronic mediation can reduce the time by up to 40% in simple civil cases. This effectiveness is seen not only in the success rate of peace settlements but also in terms of accessibility. Parties located outside the Karawang area can participate in mediation without having to be physically present, thereby reducing transportation and accommodation costs. Thus, electronic mediation aligns with the principle of access to justice advocated by the Supreme Court (Handayani, 2023).

b. Supporting and Inhibiting Factors

The main supporting factors for electronic mediation at the Karawang Religious Court are IT infrastructure and mediator training. Most mediators in Karawang have participated in specialized electronic mediation training facilitated by the Religious Court's Religious Affairs Agency (Badilag). This finding aligns with Dewi's (2023) research, which showed that mediator competence in using technology influences the smoothness of the online mediation process.

In contrast, inhibiting factors include:

- Technical problems such as unstable internet connection.
- Limited digital literacy of litigants.
- Lack of trust in the security and confidentiality of online processes.

This obstacle was also identified by Hidayat's (2022) research at the Makassar Religious Court, which found that technical obstacles were the main cause of the failure of electronic mediation.

c. Comparison with Conventional Mediation

In terms of procedure, electronic mediation still adheres to the stages stipulated in Supreme Court Regulation No. 1 of 2016, only the communication medium differs. This study found that in cases involving highly emotional relationships, such as divorce due to infidelity, face-to-face mediation tends to be more effective. This supports the view of Rahman & Fadillah (2023) that the human touch in in-person mediation plays a crucial role in building empathy between the parties. However, in disputes over joint property or inheritance, which are more technical and administrative in nature, electronic mediation can be more efficient and result in a higher level of agreement.

d. Implications for Access to Justice

The results of this study strengthen the argument that electronic mediation can expand access to justice, especially for people living far from courts or with limited mobility. This aligns with Arifin's (2023) study, which asserted that digitizing the judicial process reduces geographic and economic barriers to accessing legal services. In Karawang, 14% of litigants reside outside West Java, making the availability of electronic mediation significantly facilitate their participation.

e. Stakeholder Satisfaction Perspective

A survey of 40 respondents who participated in electronic mediation found that 72.5% were satisfied with the process, particularly regarding time efficiency and ease of access. However, 27.5% were dissatisfied due to limited direct interaction with the mediator and the opposing party. These results support Lestari's (2023) research, which found that user satisfaction with electronic mediation is directly proportional to the quality of communication established by the mediator.

f. Development Recommendations

Based on the findings of this study, there are several recommendations to increase the effectiveness of electronic mediation:

- Improving digital literacy through training for litigants.
- Strengthening technological infrastructure, especially internet networks in rural areas.
- Hybrid mediation combines online and face-to-face sessions for matters that require more intense emotional interaction.

The concept of hybrid mediation has been successfully implemented in several courts in Australia (Nguyen & Harris, 2022) and has been proven to increase mediation success by up to 15%.

Conclusions

Based on the research results and data analysis, it can be concluded that the implementation of electronic mediation at the Karawang Religious Court, as stipulated in Supreme Court Regulation No. 3 of 2022, has demonstrated a high level of effectiveness in dispute resolution, particularly in divorce and other family disputes. The electronic mediation system provides easy access for parties with limited distance and time, and helps expedite the case resolution process compared to conventional mediation methods. This effectiveness is reflected in three main aspects. First, the procedural aspect, where the implementation of mediation complies with applicable legal provisions, from case registration and mediator appointment to the well-documented online mediation meeting. Second, the technical aspect, which includes the smooth use of the virtual meeting platform and other supporting facilities, although obstacles such as internet network issues still occur in some areas. Third, the substantial aspect, where electronic mediation encourages the achievement of amicable agreements more quickly, with a success rate competitive with face-to-face mediation, especially when the parties are cooperative and in good faith. Thus, the research objective of evaluating the effectiveness of electronic mediation at the Karawang Religious Court has been achieved. Recommendations include improving information technology infrastructure, expanding public awareness of online mediation procedures, and providing ongoing training for mediators. These steps are expected to maximize the success of electronic mediation as an alternative dispute resolution tool in religious courts.

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