Design Of Legal Aid Consultation Service System In One Of The Law Firm In Bandung

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Abstract

Law practice in Bandung provides professional legal consultation services characterized by high competence and integrity. It aspires to establish itself as a reliable law firm for both Indonesian and foreign populations, addressing their needs and concerns. This law firm in Bandung encounters the issue of insufficient online access to legal service information, necessitating clients to visit the office for consultations. Moreover, the scheduling of consultations and payment processing remain manual, rendering the procedure laborious and inefficient. An alternative option is presented to address these difficulties by deploying a dependable computerized system. This study seeks to establish a legal consultation service utilizing Information Technology (IT). The system is web-based, developed using the PHP programming language with the CodeIgniter 3 framework, and utilizes MySQL as its database management system. The author utilizes Object-Oriented Analysis Design (OOAD) in this research methodology.

Keywords : *Consultation Service System, Legal Consultation, Scheduling, OOAD*

INTRODUCTION

Legal assistance is an essential resource that enables individuals to uphold their rights when faced with treatment that violates relevant legal norms. (Izzati et al., 2023) This highlights the essential need for legal protection for all individuals as legal subjects, guaranteeing the constant and equitable enforcement of laws. Legal help aims to protect persons regardless of their background, ethnicity, origin, descent, skin color, ideology, political convictions, socioeconomic status, religion, or group affiliation. (Feghali Vargas et al., 2022; Oemar et al., 2021)

In a heterogeneous society, providing equitable legal assistance is crucial for maintaining justice and promoting social equality. Regrettably, the law practice in Bandung currently does not offer online legal consultation services, which hinders convenient access to assistance for clients and the public. Currently, clients are required to attend the law office in person to obtain legal counsel, which may provide a challenge for those with travel difficulties or demanding schedules. (Trisnawarman et al., 2023; Waseem et al., 2021)

Furthermore, the procedures for arranging consultations and processing payments are manual, resulting in inefficiencies that waste precious time for both clients and personnel. This antiquated method not only impedes access to legal services but also diminishes the entire client experience. Consequently, there is an urgent need to modernize these services by implementing a digital platform that facilitates online consultations, simplifies scheduling, and optimizes payment processing. By adopting technology, the law firm can enhance its service delivery, making legal assistance more accessible to all members of the community.

System

According to Vink et al., (2021), a system is defined as a collection or group of subsystems, parts, or components, whether physical or non-physical, that are interconnected and can collaborate to achieve a specific goal. This term highlights the intricacy and interdependence of diverse aspects within a system, emphasizing that each component is essential to the overall operation and effectiveness of the entire system.

Moreover, comprehending systems in this manner facilitates enhanced analysis and problem-solving. By understanding the interactions among various components, one can identify potential vulnerabilities and opportunities for improvement. This method not only improves efficiency but also promotes creativity by encouraging the perception of the system as a dynamic entity capable of adaptation and growth. Such insights are crucial across multiple domains, including technology, business, and social sciences, where systems thinking can yield more effective solutions and strategies. (Greenhalgh et al., 2021; Li et al., 2020)

Consultation

Dougherty, as quoted by Jones (2020) defines consultation as a helping relationship facilitated by a professional referred to as a consultant. This relationship is defined by collaboration, wherein the consultant provides expertise and guidance to address specific challenges encountered by the client. This dynamic enables clients to leverage the consultant's expertise and experience, establishing a conducive atmosphere for problem-solving. (Patrício et al., 2020)

Moreover, consultation is characterized as the deliberation of a matter by an individual or group. This term emphasizes the significance of careful analysis and contemplation in the consultation process. It underscores that consultation transcends basic response provision and entails involving customers in critical analysis of their issues. By promoting this reflective methodology, consultants enable clients to examine diverse viewpoints and formulate informed solutions, thereby enhancing the effectiveness of the consulting relationship.

Legal Aid

Article 28D, paragraph (1) of the 1945 Constitution asserts that every individual is entitled to recognition, guarantees, protection, and equitable legal certainty, along with equal treatment under the law. Legal assistance is an initiative to support individuals who are unable to manage their legal affairs. In a more specific context, it refers to legal services provided at no cost to customers who are unable to afford them. Consequently, access to non-structural legal aid constitutes an initiative to guarantee justice for all Indonesian residents.

METHOD

This research technique employs a descriptive qualitative approach to illustrate the current state of legal practice in Bandung, specifically regarding the challenges in accessing legal service information and the manual consultation process. The study focuses on system development, aiming to establish a web-based legal consulting platform by leveraging information technology.

The study process commences with a literature review to analyze theories and prior

studies pertinent to legal information systems. The researcher thereafter does a requirements analysis using interviews and surveys with clients and attorneys to identify the prevailing issues. Subsequently, the system design employs the Object-Oriented Analysis Design (OOAD) methodology, after which the researcher constructs the web application utilizing PHP and CodeIgniter 3, with MySQL serving as the database management system.

During system development, the researcher conducts testing and evaluation to verify the system's functionality and efficacy in addressing user requirements. The data sources comprise primary data collected through interviews and surveys, as well as secondary data derived from relevant literature on information technology in legal services. The researcher conducts a qualitative study of the data through thematic analysis to assess user comments and identify key aspects.

The system implementation encompasses training and socialization for attorneys and personnel regarding the utilization of the new system, as well as instructing clients on how to access services online. This research technique aims to generate efficient and effective solutions to the issues faced by law firms in Bandung, utilizing information technology to enhance legal consultation services.

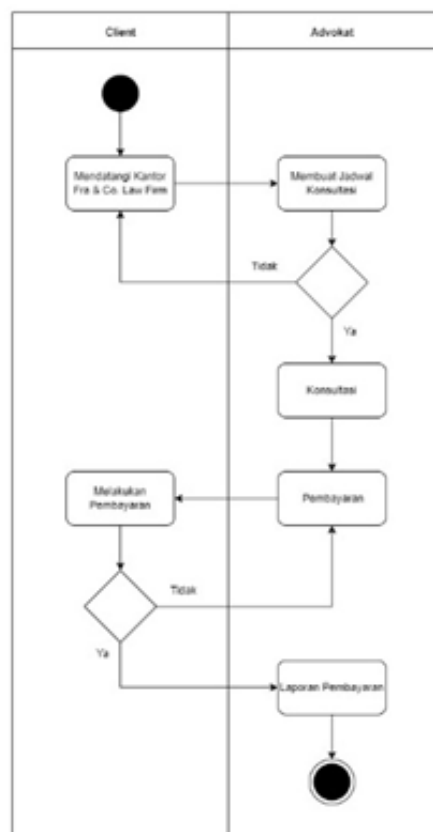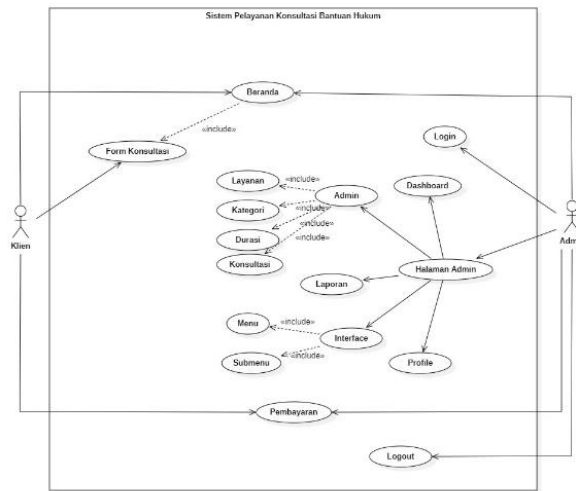## RESULT AND DISCUSSION

### System Analysis and Design

Figure 1. Business Process Analysis

New System Proposal

i. Usecase diagram

**ii. Table Scenario**

Name	Admin Login
Actor	Admin
Objective	Login to the Admin page
Description	The login process is the first step for admins to be able to run the system
Main Scenario	
Initial conditions	The login form is displayed
Actor Action	**System Reaction**
1. Open the login page	2. Displaying the login page
3. Enter email and password	4. Save data
	5. Showing admin page
6. Login to admin page	
Alternative Scenario (If Failed)	
Actor Action	System Reaction
	7. Showing login error
	8. Displaying the login page
9. Back to step number 3	
Final Condition	Admin page opens

iii. Activity diagram
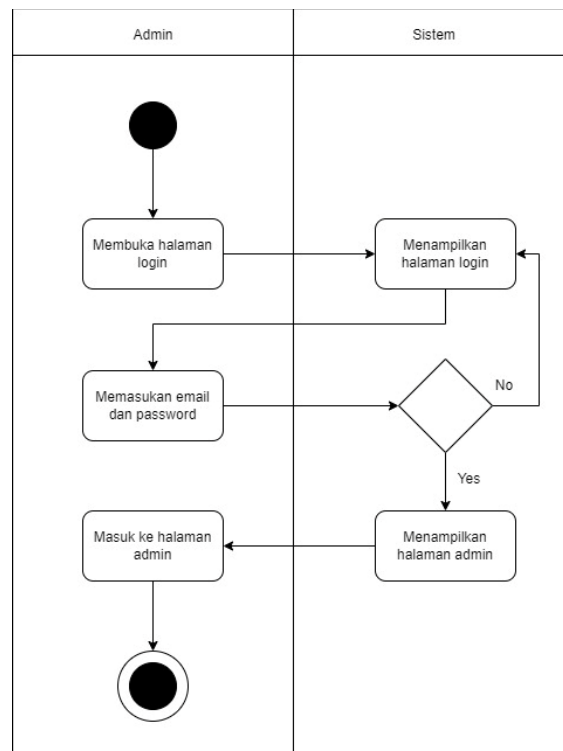
System Design

i. Database Design
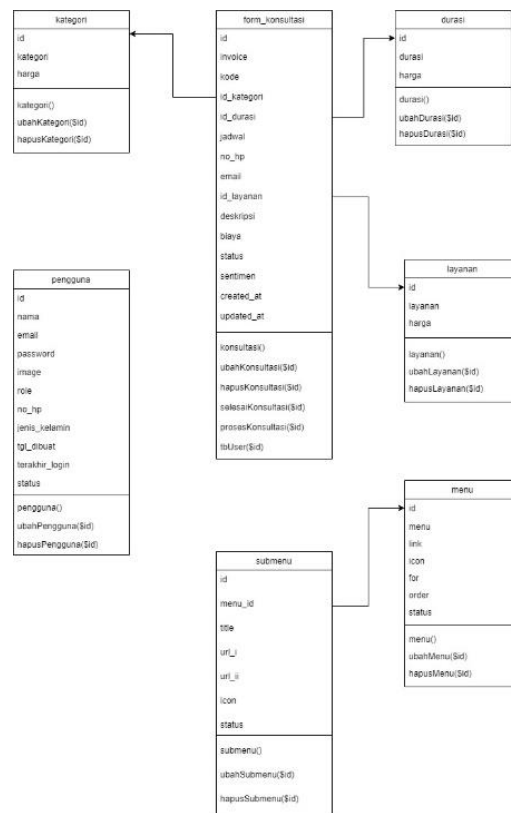
Field	Type	Size	Primary
id	int	11	
invoice	varchar	8	foreign key
kode	varchar	8	foreign key
id_kategori	int	11	foreign key
id_durasi	int	11	foreign key
jadwal	int	11	
no_hp	varchar	13	
email	varchar	64	
id_layanan	int	11	foreign key
deskripsi	text		
biaya	float		
status	int	11	
sentimen	varchar	64	
created_at	int	11	
updated_at	int	11	

Interface Design

Figure 2. Home Page Interface Design
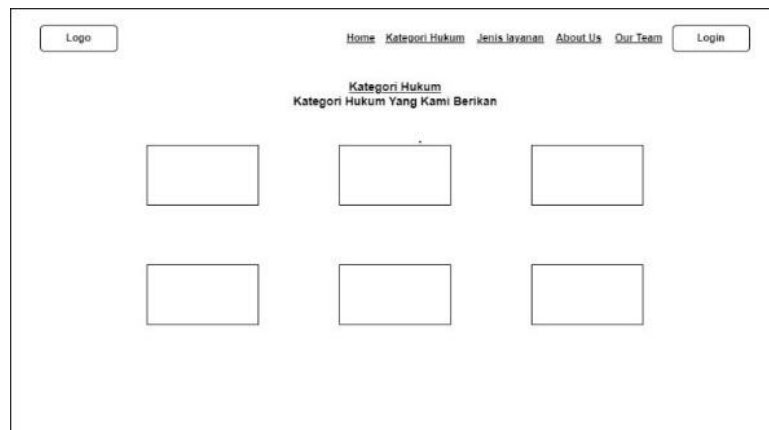
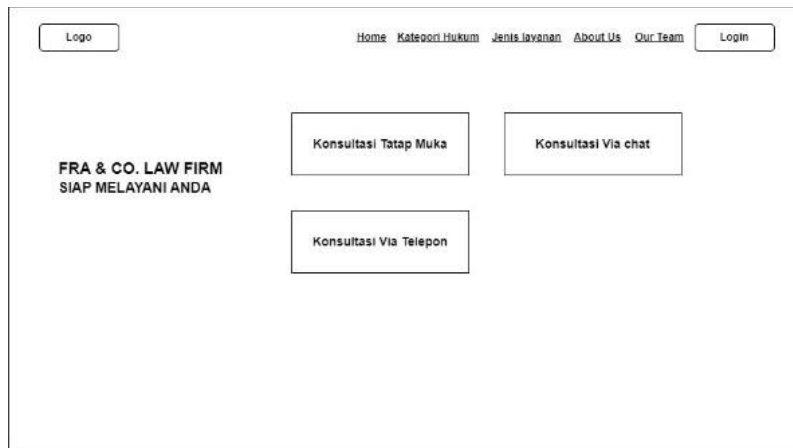**Figure 3. Book Category Page Interface Design**

Figure 4. Service Type Page Interface Design
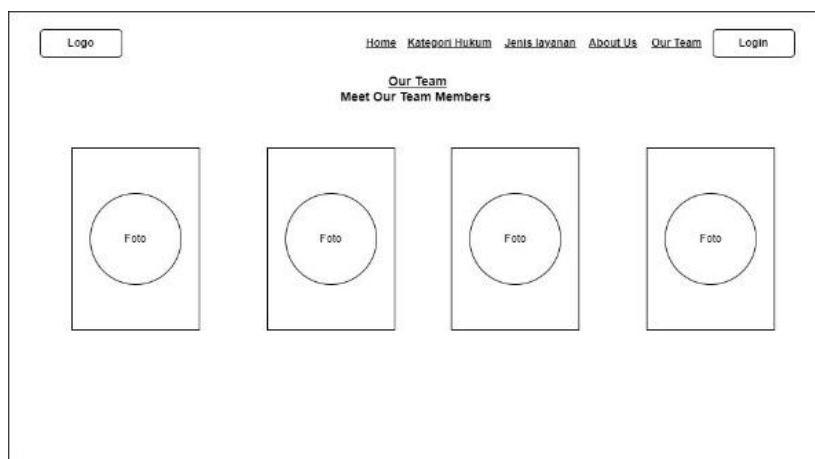

Figure 5. About Us Page Interface Design

Figure 6. Our Team Page Interface Design

Figure 7. Consultation Form Page Interface Design

Figure 8. Payment Page Interface Design

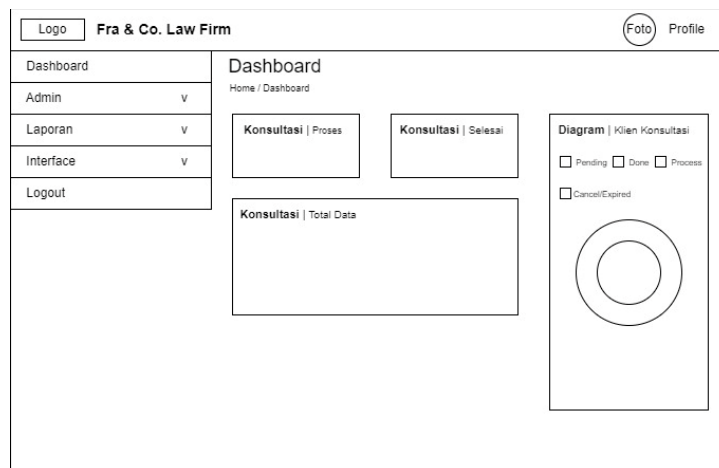**Figure 9. Login Page Interface Design**

Figure 10. Admin Page Interface Design

System Implementation

The system implementation phase entails detailing the application system to confirm its readiness for operation. This phase emphasizes system preparation for actual use by delineating its functionality, user interfaces, and interaction with current processes. This entails conducting comprehensive testing to detect and rectify any issues, providing user training, and ensuring that all necessary resources are available for efficient deployment. The objective is to facilitate a seamless transition from development to operational deployment, enabling users to efficiently engage with the application in their daily tasks.

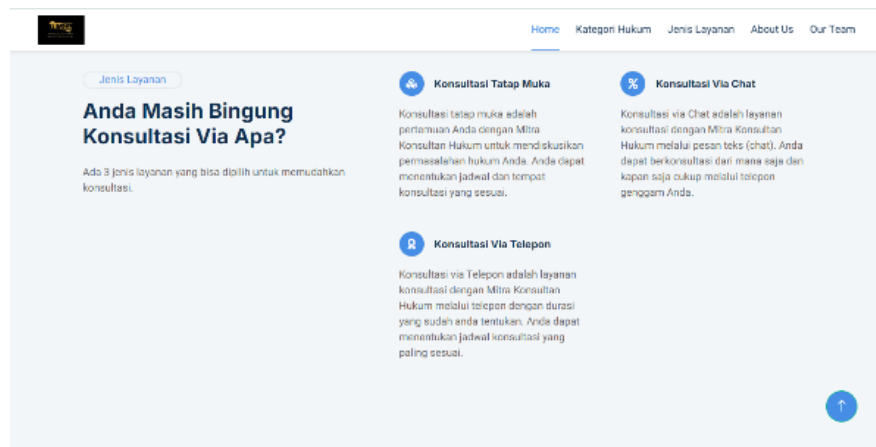**Figure 11. Home Page View**

Figure 12. Legal Category Menu Page View

Figure 13. Service Type Menu Page View

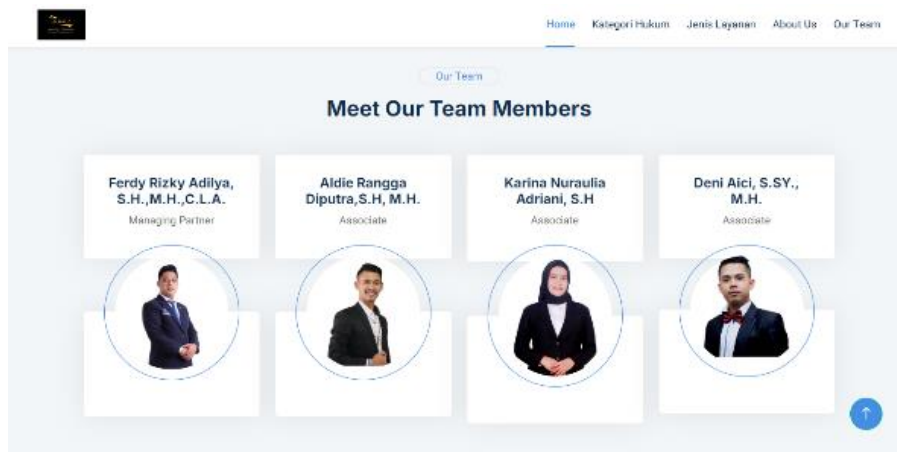**Figure 14. About Us Menu Page View**

Figure 15. Our Team Menu Page View

Figure 16. View of the Consultation Form Menu Page

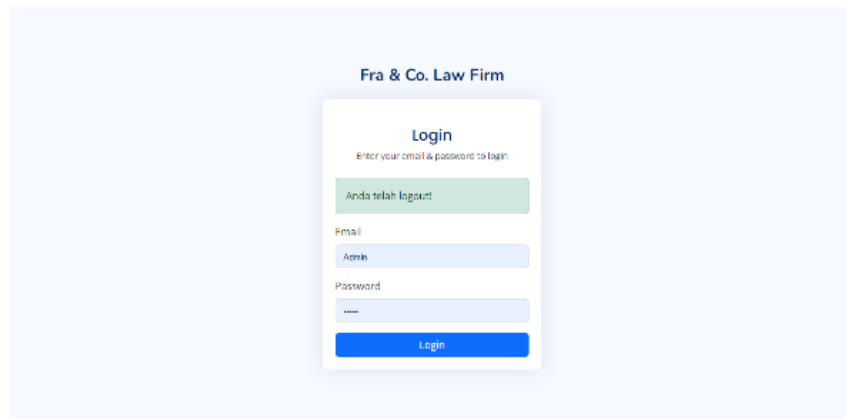**Figure 17. Payment Menu Page View**
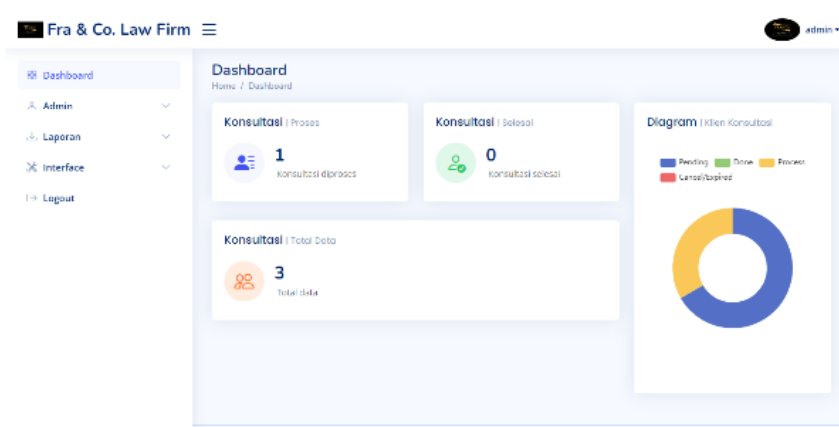
Figure 18. Login Menu Page View

Figure 19. Admin Page View

CONCLUSION

This research concludes that a law firm in Bandung Regency has effectively established a consultation service system that facilitates the consultation process, appointment scheduling, and online payment for legal services. This system aims to enhance efficiency in the legal consultation process and is built using the CodeIgniter 3 framework. The business aims to attract additional clients, optimize the consultation scheduling process, and facilitate the payment procedure for legal consultations through this service system.

Moreover, numerous recommendations arise as significant contributions for future scholars. A suggestion is to enhance the system into an Android application, hence improving accessibility for clients. Moreover, integrating a chat function between clients and attorneys would enhance communication and collaboration. Ultimately, incorporating a tool that allows customers to select their preferred attorneys will facilitate informed decision-making during consultations.

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