

Transparency and accountability in the justice system: Building public trust and justice

Misnah Irvita* & Asriani

Faculty of Law, Pertiba University, Indonesia

e-mail: misnahirvita@gmail.com

Received 10 April 2025

Revised 28 April 2025

Accepted 30 April 2025

ABSTRACT

This study critically examines the intricate relationship between transparency, accountability, and public trust in the justice system within a changing socio-political landscape. Grounded in legal theory and employing a qualitative methodology that integrates phenomenology, ethnology, and virtual ethnography, the research explores how societal values, cultural perceptions, and institutional practices shape trust in judicial institutions. Data were collected through in-depth interviews and digital ethnographic observations involving members of the public and judicial officials. Findings reveal that transparency particularly in court decisions, budget management, judicial appointments, and public access to information significantly enhances accountability and fosters institutional legitimacy. The study also highlights how perceptions of fairness, openness, and ethical conduct of law enforcement directly impact public confidence and legal compliance. Moreover, public trust is shown to strengthen social integration and the overall effectiveness of law enforcement by encouraging community participation and reducing legal cynicism. Policy recommendations include the institutionalization of performance evaluations, transparent financial reporting, and digital platforms for public engagement. These measures are proposed as critical steps to create a responsive, equitable, and trustworthy judicial system. The study contributes to the evolving discourse on legal reform and offers actionable strategies for enhancing judicial integrity and democratic governance.

Keywords: Judicial Transparency, Accountability, Public Trust, Legal System, Virtual Ethnography, Legal Reform, Judicial Integrity.

priviet lab.
RESEARCH & PUBLISHING



1. INTRODUCTION

Thus, the importance of transparency and accountability in the judicial system cannot be underestimated (Dandurand, 2014; Flynn & Freiberg, 2018). These principles form the basis of a just and correct legal framework, ensuring that individual rights are protected, and justice is upheld impartially. In recent years, demands for greater transparency and accountability in the judicial process have strengthened, driven by the desire to increase public confidence in the legal system and the need to address corruption, prejudice, and inefficiency, which can undermine the rule of law. Factors that have led to increased public scrutiny and demand for judicial accountability include cases of ethical violations in court, perceptions of injustice, and concerns about a lack of control over court proceedings (Ardia, 2017; Bai & Hobbs, 2017). These events have highlighted the need for a thorough examination of the existing legal framework to identify areas for improvement and reform. Furthermore, in a changing society, the evolution of societal values and expectations of governance and justice underscores the need for a strong and transparent judicial system (Civitillo et al., 2022; Lasser, 2010).

This study examined the complex relationship between transparency, accountability, and integrity in the justice system. It draws on foundational legal theory and a comprehensive literature review to provide an in-depth analysis of the challenges and opportunities presented by the increasing transparency and accountability in the legal field. Building on previous research findings and theoretical frameworks, this study contributes to the current state of knowledge and provides insights that can influence future legal practices and reform developments (Capucio, 2018). This research is extremely urgent because the foundations of transparency and accountability in the justice system must be strengthened to maintain public trust and ensure impartial administration of justice. Given the changing environment and increasingly complex justice needs, this research has become increasingly important for answering key questions about law and justice. Therefore, the purpose of this research is to answer the following key questions: How do transparency and accountability affect the integrity of the justice system, public trust, and impartial administration of justice? What is the impact of accountability on public confidence in a justice system?

Based on these findings, this study provides policy recommendations to improve transparency and accountability. The recommendations will include practical measures such as increased access to public information, independent audits, and the application of Information Technology in judicial proceedings. With the implementation of these recommendations, the authors hope that there will be positive changes in the legal practices. Increasing transparency and accountability is expected not only to improve the quality of legal decisions but also to build public confidence in the justice system. Thus, this recommendation has the potential to create a fair legal environment and respond to the community's needs (Fahlevi et al., 2023).

2. METHODOLOGY

2.1. Research Paradigm

This research paradigm uses an approach that examines phenomena in social and cultural contexts that influence social factors affecting public perceptions of transparency and accountability in the judicial system (Castellano, 2021). This approach focuses on individuals' subjective experiences and how they interpret the reality around them. In this context, researchers will explore how the public perceives and understands transparency in judicial practices through cultural and social lenses. The data collection method in this research paradigm involved in-depth interviews with individuals from various backgrounds. These interviews aimed to obtain personal stories and experiences that describe how they view transparency in courts (Burton et al., 2024). In this way, researchers can gather rich and in-depth information that reveals not only opinions but also the emotions and context behind each perception (Gorodensky et al., 2022).

2.2. Research Approach

The approach used in this study was qualitative. Transparency and accountability are the two main pillars for building public trust in the judicial system. Qualitative research using case studies to explore these two elements has been applied in practice (Baxter & Jack, 2008; Sahabuddin et al., 2023). By combining basic theory, phenomenology, and ethnology, this study aims to explore the dynamics that influence public perceptions of justice and trust in courts. The selected case studies will include different courts, allowing for an in-depth analysis of how transparency and accountability are implemented. Through interviews, observations, and document analysis, researchers can collect data that describes reality on the ground and the challenges faced by the judicial system (Flórez Petour & Rozas Assael, 2020).

The basic theories used in this study include transparency, accountability, and public trust. A phenomenological approach will help researchers to understand the subjective experiences of the community regarding court decisions. Ethnology will provide a perspective on the cultural and social contexts that influence a community's perception of the judicial system (Daniels et al., 2020). This study will explore how cultural values, norms, and local practices influence the community's expectations of transparency and accountability.

2.3. Method

This study uses virtual ethnography as the primary method to observe and analyze transparency and accountability in the judicial system (Vo et al., 2019). Virtual ethnography utilizes the Internet as a medium to explore social interactions and cultural dynamics that occur in digital spaces. In this context, researchers can identify how the public discusses and responds to issues relating to justice and transparency. By using digital platforms, such as social media, forums, and blogs, researchers can collect data that reflects public opinion about the judicial system. Through participatory observation, researchers can understand how transparency and accountability are assessed by various groups in society (Beigzadeh et al., 2025).

This method not only facilitates data collection but also provides insights into how digital culture influences the way people interact with legal issues. Researchers can analyze how narratives about transparency and accountability are formed, and how this contributes to the formation of public trust. The results of this study are expected to provide recommendations for improving transparency and accountability practices in the judicial system. By understanding the dynamics of social interaction in the digital space, policymakers can design more effective strategies to meet public expectations, thereby creating a fairer and trustworthy judicial system.

2.4. Research Object and Subject

This research focuses on transparency and accountability as the main objectives of the judicial system. Transparency refers to the openness of processes, information, and decisions made by courts. Accountability, on the other hand, refers to the responsibility of the courts to meet standards of justice and integrity. By understanding these two concepts, researchers can find ways to build stronger public trust in the judicial system. The participants of this study consisted of two main groups. The first is the public, which includes individuals from various backgrounds with experience or opinions about the judicial system. They were interviewed to explore their views on transparency and accountability in judicial practice. Community and Judicial Officials as Research Subjects. In this study, community and judicial officials were identified as the main subjects who provided important insights into transparency and accountability in the judicial system. The involvement of these two groups allows researchers to understand the various perspectives and experiences that influence public perception of justice.

2.5. The Community as a Subject

The public is a research subject that reflects individual experiences of interacting with the judicial system. This group includes various segments of society, including victims of crime, defendants, and citizens with an interest in justice. The public is also asked to provide their opinions on the extent to which they feel that information related to the judicial process is open and accessible. This study explores whether the public feels empowered to understand and participate in the existing legal system.

2.6. Judicial Officials

The second group consists of judicial officials and legal practitioners. This includes judges, lawyers, and court staff members involved in the judicial process. Interviews will provide insights into the challenges faced in implementing transparency and accountability. Judicial officials provide perspectives on the obstacles to ensuring transparency and accountability. They may explain factors such as a lack of resources, political pressure, or organizational culture that may influence judicial practices.

2.7. Data Collection and Analysis Techniques

In this study, data collection techniques were integrated with virtual ethnography. This approach allows researchers to observe and analyze social interactions that occur in digital spaces, especially in the context of transparency and accountability in the judicial system (Yusuf et al., 2024). One of the main techniques used is participatory observation, which provides deep insights into the dynamics of society. Data obtained from observations will be analyzed to identify the key themes that emerge from digital interactions. This study will look for patterns in how people discuss transparency and accountability as well as how they form perceptions of justice. Through this analysis, this study can help us understand the factors that influence public trust in the judicial system. By using participatory observation techniques in a virtual ethnographic approach, this research can provide a deeper understanding of how transparency and accountability are perceived by the community. The findings of this research will not only enrich academic literature but also provide practical recommendations for improving public trust in the judicial system (Aboelazm, 2025).

3. RESULT AND DISCUSSION

3.1. The Role of Public Trust in Fair Law Enforcement

Factors Affecting Public Confidence in the Justice System

Public trust in the judicial system is an essential foundation for a country's social and legal stability. The first factor influencing trust is transparency in legal proceedings. When people are able to access information on how a case is being processed, they tend to feel more confident in their decisions. This disclosure includes access to legal documents, announcements of trial results, and explanations of procedures carried out by law enforcement officers. Accountability is a key factor in addition to transparency. The public will have more confidence in the justice system if they see a precise mechanism to account for the actions of law enforcement officers. If there is an act of abuse of power or injustice, the public should feel that there is a pathway to reporting and following up on the matter. Oversight by independent agencies such as ombudsmen or anti-corruption agencies can increase trust by ensuring that law enforcement officers are not immune (Fibrianti et al., 2023).

The perception of the legitimacy of the judicial system is also influential. Legitimacy refers to people's acceptance of the authority of the judicial system as legitimate and entitled to exercise its legal function (Kumar et al., 2025). If people feel that decisions taken by judges and law enforcement officials are fair, they will be more likely to trust the system. The quality of legal decisions taken, as well as the way they are presented to the public, also influences this perception. Social factors play an essential role in shaping trust. The opinions and experiences of people around them, such as family, friends, and co-workers, can influence an individual's view of the justice system. If a person is in an environment that is sceptical of the law, they are likely to adopt the same attitude. Therefore, education and the socialization of the importance of justice and good law are necessary to build trust. Economic and social conditions also play essential roles. In situations of financial uncertainty, people tend to be more sceptical of institutions including the justice system. Social injustices, such as differences in treatment based on economic status, can reduce trust. Therefore, creating stable social and economic conditions is essential to building confidence in the justice system.

Additionally, the integrity of law enforcement officers is essential for building trust. When people perceive that law enforcement acts with integrity and professionalism, they are more likely to trust the system. Training and professional development of law enforcement officers can help ensure that they have the skills and ethics necessary to perform their duties properly. All these factors are interrelated and form a complex ecosystem. Efforts to increase public confidence in the justice system must consider all these elements holistically. By addressing transparency, accountability, legitimacy, community experience, social influence, media, economic conditions, education, and the integrity of law enforcement, we can build a justice system that is trusted and respected by the public.

Openness and Transparency of Judicial Institutions

The openness and transparency of judicial institutions are fundamental aspects of public trust in the legal system. In this context, openness refers to the ability to access information regarding legal processes, policies, and decisions taken by law enforcement officials (Kolaneci & Pejo, 2023). With transparency, the public can better understand how the justice system operates and how legal decisions are made. The accessibility of information is one of the main components of openness. Judicial institutions must provide a clear channel through which the public can access legal documents, court schedules, and other relevant information. For example, the court can use the official website to inform the public about the progress of the case and verdict. In this way, the public is not only a spectator but can also actively participate in legal proceedings.

Transparency also serves as a tool of accountability. When legal proceedings are conducted openly, the public can supervise the actions of law enforcement officers and hold them accountable in the case of deviations. This oversight can be carried out by independent agencies that monitor the performance of the judicial system. With this mechanism, people feel safer because there are channels through which to report unethical acts or corruption. Openness in judicial proceedings benefits society and the institutions themselves. By opening public scrutiny, judicial institutions can identify weaknesses in the system and make improvements accordingly. Receiving feedback from the public can help improve the quality of legal services and effectiveness of the judicial process. This creates a positive cycle, in which transparency drives innovation and continuous improvement. Another aspect of openness is public participation in legal proceedings. When people feel that they have access to information and can contribute to it, they tend to be more engaged. For example, through discussion forums or public consultations, people can provide input on the legal issues that affect them. This engagement not only strengthens the justice system but also empowers people to fight their rights.

Openness and transparency are related to restorative justice. Involving communities in legal proceedings can create space for dialogue and peaceful settlement. In the context of restorative justice, both victims and perpetrators are invited to participate in the conflict resolution process. It helps to build understanding and seek more equitable solutions as well as strengthen social ties within the community. One of the main factors affecting public confidence in the judicial system is the level of openness and transparency of the judicial institutions. When the judiciary operates in a transparent and open manner, the public has better access to information regarding the legal process (Abeyratne, 2012), on the contrary, transparency and openness can create doubts and distrust in society regarding the validity of legal decisions. Community education is also a key to increasing openness and transparency. People need to be empowered with knowledge of their rights in the justice system and access to information. Legal education programs can help to raise public awareness of the importance of openness. With better understanding, the public can more actively demand transparency from the judiciary.

Additionally, information technology can be an effective tool for increasing openness. The use of digital platforms to disseminate legal information, such as mobile applications or interactive websites, can facilitate public access. By utilizing technology, judicial institutions can reach more people and provide information quickly and efficiently. Openness and transparency are closely related to the protection of human rights. In legal proceedings, it is important to ensure that individuals' rights are respected and protected. Transparent processes can help prevent human rights abuses and ensure that every individual

is treated appropriately. Thus, openness is not only about information but also about justice and the protection of rights. The openness and transparency of judicial institutions is an essential step towards better justice. By creating an open and accountable system, we can build trust in the law and create an environment where justice can be served. Through the joint efforts of governments, judicial institutions, the media, and the public, a more transparent, responsive, and fair justice system can be achieved. Openness is not just a choice, but a need to ensure that justice can be felt by every individual in society.

Independence and Integrity of Law Enforcement

Independence of law enforcement is a fundamental principle of a democratic judicial system. This principle refers to the ability of law enforcement officials, including judges and prosecutors, to perform their duties without pressure or influence from outside parties (Fu, 2018). When independence is maintained, decisions made will be more objective and based on the law, not certain interests. It is important to uphold justice and maintain public confidence in the legal system. Judicial independence allows judges to make decisions based on existing facts and evidence without fear of the consequences of their decisions. In this context, it is important for the state to provide protection to law enforcement so that it can carry out its duties freely. If law enforcement feels threatened or pressured, they may make unfair decisions to safeguard their positions or safety. Another factor that plays a vital role in public confidence in the justice system is the independence and integrity of law enforcement. The success of fair law enforcement largely depends on the independence of law enforcement in carrying out duties without external pressure or political intervention. When law enforcement is considered independent and acts based on integrity, people tend to have more confidence in the justice being served.

When law enforcement feels safe and secure, they are bolder in making decisions that may be unpopular but legally correct. This creates an environment in which justice can be upheld without compromise. If law enforcement is pressured by external influences, there is a great risk that justice will be affected, and the decisions taken will not reflect the supposed principles of the law. Additionally, the independence of law enforcement contributes to the stability of the legal system. When people believe that courts and law enforcement operate independently, they are more likely to respect and obey law. This trust is essential for creating a law-abiding society and for reducing the likelihood of social conflict. The integrity of law enforcement is also an aspect that cannot be ignored. Integrity refers to the ethics, morality, and commitment of law enforcement to perform duties honestly and responsibly. Law enforcement with integrity will always strive to uphold the law fairly and will not engage in corrupt practices or abuse of power. This integrity is the foundation of public trust in the justice system. When law enforcers have high integrity, they tend to reject bribes or rewards that could influence their decisions. It is essential to create a clean and corruption-free judicial environment. People have more confidence in the legal system if they believe that law enforcement is not influenced by personal interests or specific groups.

Continuing education and training in law enforcement is critical for ensuring independence and integrity. Legal education programs that emphasize ethics and professionalism can help law enforcement to understand the importance of performing their duties in a transparent and fair manner (Grenfell, 2017). With the right knowledge, they will be better equipped to deal with challenges that may arise in daily practice. Effective external oversight can also help to ensure the independence and integrity of law enforcement. Independent agencies that monitor the performance and behavior of law enforcement can serve as supervisors, ensuring that they act in accordance with laws and ethics. With this supervision, law enforcement will be more motivated to maintain integrity and carry out duties properly. Community also plays an important role in supporting the independence and integrity of law enforcement. Public awareness and participation in legal processes can increase the supervision of law enforcement (Daniels et al., 2020). With an active and engaged community, law enforcement will be more careful in making decisions and acting in accordance with the principles of justice.

Fairness and Equality in Access to Justice

Justice and equality in access to justice are the fundamental principles of a democratic legal system. This principle asserts that every individual, regardless of social, economic, or cultural background, should have the same right to access a justice system. Justice is not only about the result, but also about a fair process that allows everyone to fight for their rights. Access to Justice encompasses many aspects, including the ability to obtain information about the law, legal assistance, and opportunities to participate in legal proceedings. Without adequate access, disadvantaged individuals have difficulty fighting for their rights. Therefore, it is essential to ensure that everyone, especially vulnerable groups, can access necessary resources and support. Equality before law is a fundamental principle in this context. Every individual should be treated equally before the law without discrimination. Inequalities in access to justice can exacerbate social injustice and reinforce disparities between groups. To overcome this issue, it is necessary to develop policies that promote equality and inclusion in the justice system.

The use of information technology can also improve access to justice. By utilizing digital platforms, judicial institutions can provide information that is accessible to the public. For example, a court's official website that provides information about legal procedures, schedules, and documents can help people better understand the legal process. The role of legal aid agencies is crucial in ensuring access to Justice (Sharma & Kumari, 2024). This institution can provide legal support to individuals who cannot afford a lawyer. With legal aid services, disadvantaged communities can obtain legal representation they need to fight for their rights in court.

Creating justice and equality in access to justice are shared responsibilities. Governments, the judiciary, and society must work together to ensure that all individuals have equal opportunities to fight their rights. With a commitment to these principles, we can build a fairness system that is fairer and more inclusive for all. Another aspect that contributes to public confidence in the justice system is justice and equality in access to justice. Society will have more confidence in a trading system that ensures that all individuals, regardless of their social or economic status, have equal access to due processes. When Justice is ensured and maintained, trust in the justice system is strengthened (Boateng, 2014). Considering these factors, we can see the importance of public trust in supporting fair and effective law enforcement. To build a reliable justice system, judicial institutions must continuously strive to improve transparency, independence, integrity, fairness, and equality in access to justice. Only by understanding and addressing the factors that affect people's trust can we create a legal environment that is more robust and trusted by the entire community.

Impact of Public Trust on Law Enforcement

Public trust in law enforcement plays a crucial role in the effectiveness of a justice system. When people have high confidence in legal institutions, they tend to be more law-abiding and respectful about court decisions. This creates social stability and reduces the likelihood of conflict or unlawful action. People who believe in justice feel more secure and protected. Conversely, low public trust can result in non-compliance with the law. If people feel that law enforcement is unfair or biased, they may take matters into account or ignore existing legal procedures. This can lead to increased crime rates and anarchism, ultimately undermining social fabric. Mistrust can also discourage people from reporting crimes, hampering law enforcement efforts. Public trust also affects the collaboration between the public and law enforcement officials. When people believe that law enforcement is committed to upholding justice, they are more likely to cooperate in providing information and assisting with investigations. A good relationship between community and law enforcement can improve the effectiveness of law enforcement, creating a safer and more secure environment (Ahmad et al., 2023; Ahmed et al., 2023).

Public trust in a justice system plays a crucial role in determining the success of fair and effective law enforcement. In this context, it is important to investigate the impact of public trust on the enforcement process, and how this affects the effectiveness of law enforcement and social integration. This article conducts an in-depth analysis of the impact of public trust on law enforcement, focusing on the efficacy

of law enforcement and social integration. To build and maintain public trust, legal institutions must apply the principles of transparency, accountability, and integrity. Law enforcement institutions can strengthen public trust through consistent efforts to uphold justice fairly and openly. Thus, creating a strong and trusted legal system is key to achieving a more secure and orderly society.

The Effectiveness of Law Enforcement Supported by Public Trust

The effectiveness of law enforcement is significantly influenced by the level of public trust. When people believe that legal institutions act fairly and transparently, they tend to abide by law. This trust creates an environment in which individuals feel comfortable reporting crimes and providing the information necessary for investigations (Bae et al., 2018). Thus, collaboration between the community and law enforcement officials can increase, which in turn increases the effectiveness of law enforcement. People with high confidence in the legal system are more likely to engage in legal proceedings. They feel that their voices are heard, and that they play a role in maintaining security and justice in their communities. This active participation not only strengthens law enforcement but also creates a sense of ownership of the legal system, which is essential for creating a harmonious and orderly society. In addition, public trust can encourage law enforcement to act more proactively to prevent crime. When law enforcers feel supported by the community, they are more motivated to take more effective preventive and responsive actions. They are more likely to invest in programs that improve community safety, such as more intensive patrols or community dialogue programs. Public trust also plays a role in legal institutions' legitimacy. When people believe that the justice system is functioning properly, they tend to respect decisions taken by the courts (Shiradhonkar et al., 2021). This legitimacy is important for maintaining social stability and ensuring that legal decisions are respected. Without legitimacy, decisions taken by the justice system run the risk of being ignored, which can disrupt social fabric.

Public trust in the justice system has a direct effect on the effectiveness of law enforcement. People with high confidence in the justice system tend to be more cooperative in the enforcement process. Support and cooperation from the community strengthens law enforcement efforts, enabling law enforcement to work more effectively in enforcing justice. High public trust can also reduce the level of lawlessness, because people tend to obey existing rules. To improve the effectiveness of law enforcement, legal institutions must build and maintain public trust. This can be achieved through transparency, accountability, and communication with a community. By creating strong relationships between law enforcement and the community, we can ensure that law enforcement functions correctly and that justice can be served effectively.

Impact of Public Trust on Social Integration

Public trust has a significant effect on social integration. When individuals believe that public institutions, including the government and law enforcement, act fairly and transparently, they tend to feel more connected to their communities. This trust creates a sense of solidarity among members of society, which is important for building harmonious and mutually supportive relationships and plays a vital role in encouraging community participation. When individuals feel confident in systems and institutions, they are more likely to engage in social and political activities such as elections, community discussions, or joint projects. This participation not only strengthens social bonds but also helps build a sense of collective responsibility for the sustainability of society. In addition, trust in the system also has an impact on social integration. When people feel confident that an advertising system operates fairly and transparently, this can strengthen the sense of justice and equality among members of the community. Thus, high public trust in law enforcement can help to build a more harmonious and socially integrated society. This can also create a sense of togetherness and trust within the community.

The Importance of Building Public Trust in the Justice System

Building public confidence in the justice system is critical to ensuring that the law is enforced fairly and effectively. When people believe that the justice system is functioning correctly, they are more inclined to respect and obey the law. This belief encourages individuals to not only follow the law, but also actively participate in legal proceedings, such as reporting crimes and testifying. Public trust also affects the legitimacy of judicial institutions. If the public feels that the courts and law enforcement act with integrity and fairness, they are more likely to accept the decisions taken. This legitimacy is essential to maintaining social stability, since decisions that are respected tend to be followed by society, reducing the potential for conflict and dissatisfaction (Dandurand, 2014). Building public trust can also help reduce the stigma against justice systems. Many individuals, especially those from minority groups, may feel discriminated against or not being treated fairly by the legal system. By increasing trust and transparency, the judiciary can address these issues and create an inclusive and equitable environment for all citizens.

In this increasingly complex context, judiciary and law enforcement agencies need to continue working to build public trust. Measures such as increasing transparency, ensuring independence of law enforcement, and promoting equitable access to justice can help improve public confidence in the justice system. By building strong public trust, the justice system can be more effective in enforcing law, creating a more socially integrated society, and strengthening the foundations of justice and togetherness.

3.2. Policy Development to Improve Transparency and Accountability

Concrete Steps to Increase Transparency

Transparency in a trading system is a crucial aspect of ensuring fairness and public trust. Therefore, concrete measures must be implemented to increase transparency. The following steps can be taken to improve transparency in the hearing system:

a. Publication of the Court Decision

The publication of court decisions is an essential step toward improving the transparency and accountability of the judicial system. By publicizing the decisions taken by the courts, the public has access to an understanding of how the law is applied in different cases. This information allows the public to evaluate whether a decision reflects the principles of justice and whether the legal process is well implemented. Publication of the verdict also serves as an educational tool for the community. Through access to court decisions, individuals can learn about their rights and how the law works. It can improve people's understanding of various legal issues as well as prepare them to deal with the legal situations they may face in the future. However, it is essential to pay attention to the privacy and data protection aspects in the publication of court decisions. While transparency is necessary, measures must be in place to protect the identities of individuals involved, especially in sensitive cases. By maintaining a balance between openness and privacy, the publication of court decisions can benefit society and the justice system.

b. Schedule Of Open Hearings

An open-hearing schedule is an essential aspect of a transparent and accountable justice system. Open hearings provide an opportunity for the public to witness the legal process first, thereby increasing public confidence in the judicial system. With a clear schedule, the public can know when and where a hearing will be held, allowing them to attend and follow the legal process. Open hearings also serve as a means of educating the community. Through direct participation, individuals can understand how the law is applied and how the judicial process occurs. This helps people appreciate the legal system better and understand their rights in a legal context. Thus, open hearings have contributed to an increase in public legal awareness. Additionally, an open-hearing schedule supports law enforcement accountability. When a trial is witnessed

by the public, there is additional scrutiny of the actions of judges, prosecutors, and lawyers. This transparency can encourage law enforcement to act with integrity and professionalism, as they are aware that their actions will be judged by the community. Accountability is important for maintaining public trust in the judiciary (Lasser, 2010).

However, setting up an open-hearing schedule must consider a variety of factors, including courtroom capacity and security. In cases involving sensitive issues or high risk, there may be a limit to the number of people who can attend. Therefore, it is important to ensure that the process of setting up an open-hearing schedule is carried out carefully while maintaining a balance between transparency and security.

c. Transparency of Budget and Financial Management

Budget transparency and financial management are essential for ensuring accountability and efficiency in using public resources. When people have clear access to budget information, they understand how public funds are allocated and used. This increases public confidence in the government and encourages active participation in the surveillance process. With transparency in the budget, people can evaluate the government's priorities and ensure that funds are allocated to the public interest. This transparency also serves as a tool to prevent corruption and the abuse of authority. When government spending can be tracked and monitored, the risk of irregularities in financial management can be minimized, creating a more equitable and efficient system. Transparent financial management allows the government to account to the public for budget decisions (Juhandi et al., 2020). By providing clear and accessible financial reports, governments can show the public that they use public funds wisely. This is important to build legitimacy and public trust in government institutions. Additionally, budget transparency can encourage innovation and improve financial management. When people access budget information, they can provide input and advice on better ways to use public funds. Community involvement in this process can generate new ideas that will benefit the development of more effective programs and policies. It is important for governments to use information technology to achieve maximum transparency in budgets and financial management. Digital platforms that provide real-time budget information can also facilitate public access. Thus, budget transparency and financial management not only increase accountability, but also strengthen the relationship between the government and society, creating a more open and responsive environment.

d. Transparency in the Process of Selection and Placement of Judges

Openness in the process of the selection and placement of judges is a crucial element in ensuring the integrity and quality of the judicial system. A transparent selection process allows the public to understand the criteria used in the selection of judges, as well as providing confidence that the judges have high competence and integrity. Thus, this openness helps increase public confidence in the judicial system. The open selection process also allows prospective judges to compete fairly. By conveying information about the selection stages, assessment criteria, and results, judicial institutions can ensure that all candidates have the same opportunities. It is essential to create an inclusive environment and to encourage candidates from diverse backgrounds to participate. Openness to the placement of judges also contributes to accountability. When people know the positions and responsibilities of judges, they can more easily supervise their performance. The community has channels for reporting and holding accountable in the event of irregularities or unethical actions (Fahlevi et al., 2022). Thus, the accountability of judges can be maintained and public confidence in the judicial system can be strengthened. This openness also encourages dialogue between judicial institutions and communities. By involving the public in the selection process, judicial institutions can gain valuable input on the expectations and needs of the public towards judges. This involvement creates a sense of shared ownership and responsibility to maintain the quality of the justice system.

e. Encourage Community Participation

Encouraging community participation in decision making and law enforcement processes is an essential step towards building a more inclusive and responsive system. When communities are involved, they feel that they have a voice and responsibility for the processes that affect their lives. This participation not only increases the legitimacy of the decisions taken but also creates a sense of ownership over public policy. One way to encourage participation is to provide a platform that allows the community to provide inputs. For example, the government may hold a discussion forum or public consultation regarding a particular policy. By providing space for people to express their opinions, the government can better understand the needs and expectations of the public so that the resulting policies are more relevant and effective. Education plays a vital role in increasing community participation. Through extension programs that explain the rights and responsibilities of citizens, people become more aware of their role in the democratic process. When people have sufficient knowledge, they are more motivated to engage in political and social activities, such as elections or community initiatives. Information technology can also be used to encourage participation. The use of digital platforms for surveys, voting, or opinion gathering allows the public to participate more easily and quickly (Aulia et al., 2021). By utilizing technology, the government can reach more people and gather diverse inputs, so that the resulting policies can reflect the aspirations of the people more accurately.

Policy Recommendations to Improve Accountability

Improving accountability in the justice system is important for ensuring justice and public trust in the judiciary. Policy recommendations can be implemented to improve accountability in the justice system.

a. Performance Evaluation Mechanism

The performance evaluation mechanism is an important tool for ensuring that organizations and individuals achieve their set goals. Performance evaluation not only serves as a measurement tool but also as a means to improve effectiveness and efficiency in various sectors, including the government and the private sector. With a clear mechanism, the evaluation can be carried out systematically and objectively. Therefore, it is important to establish clear and measurable performance indicators.

b. Transparency in Handling Cases

Transparency in the handling of cases is a crucial aspect of a fair and accountable justice system. By providing clear and open access to the public regarding the process and results of handling cases, the public can better understand how the law is applied. This transparency not only increases public confidence in the judiciary but also ensures that the legal process proceeds with integrity.

c. Transparent Financial Reporting

Transparent financial reporting is an essential foundation for accountability and trust in any organization, whether public or private. By providing clear and understandable financial statements, organizations can demonstrate how resources are managed and used. This transparency in reporting allows stakeholders to evaluate their financial performance and make better decisions based on accurate information.

d. Ethics and Professionalism Training

Ethics and professionalism training are essential components in developing human resources in various sectors, especially in government and business environments. Through this training, individuals

are expected to understand and apply ethical values in their work, thereby enhancing organizational integrity and accountability. Education on ethics helps to create a positive work culture and encourages behavior that conforms to professional standards.

e. Public Complaint Mechanism

The public complaint mechanism is an important channel that allows the public to submit complaints, suggestions, or information regarding public services and government actions. Using this mechanism, the community can play an active role in monitoring and improving the quality of the services they receive. The complaints received can also provide valuable insights for the government to identify problems and improve performance.

4. CONCLUSIONS

Transparency in the justice system is a key element in supporting fairness and accountability. By providing public access to information on the procedures, decisions, and policies implemented, transparency increases public confidence in legal institutions. People who understand how the justice system works are more likely to appreciate the decisions made even if the results do not match their expectations. One important aspect of transparency is the publication of information regarding legal proceedings. For example, a court may publish a judgment and its reasons so that the public can understand the legal basis used. Using this information, people can learn from previous cases and understand how the law is applied in different situations. It also helps to narrow the knowledge gap between legal professionals and the public.

Public trust in legal institutions is highly dependent on the public's perception of the transparency of judicial processes. When people see that the legal process is conducted openly and fairly, they tend to feel more confident about the institution's integrity. Transparency reduces suspicion and uncertainty, so people think that they have a voice and that their rights are respected at every stage of the legal process. One factor that increases trust is the accessibility of information. When courts routinely publish decisions and explanations regarding the reasons behind them, the public can understand the legal basis. This helps educate the public about how the law is applied and improves their understanding of the judicial system. The more information that is available, the more likely people are to feel involved and valued. Accountability is an important cornerstone of the justice system that serves to ensure that every individual, including judges and judicial officers, is held accountable for their actions. With accountability, people can feel confident that no one is immune to the law, regardless of their position or social status.

Accountability prevents the abuse of power. When judges and judicial officers know that their actions will be viewed and evaluated, they are more likely to act according to the principles of ethics and professionalism. This helps maintain the integrity of the judicial system and ensures that decisions are made based on the law, not on self-interest or external pressure. Good transparency in the justice system is essential to minimizing corrupt practices. When the legal process takes place openly, all parties, including the public, can monitor and evaluate judicial officers' actions. Communities can better detect and report possible irregularities with clear information and easy access, thus reducing the scope of corrupt practices to flourish. One way to reduce corruption is to publish information on the cases handled. Through access to decisions, legal reasoning, and processes, people can understand how decisions are made. When this information is available, actions that are suspicious or inconsistent with the procedures can be more easily identified, reducing the likelihood of bribery or collusion. A transparent judicial system has the potential to produce better-quality decisions. With transparency, every legal process can be monitored by the public, creating an environment in which judges and judicial officers are more accountable. This supervision encourages them to be more thorough and careful in making decisions, thus improving the quality of the resulting verdict.

One important aspect of transparency is the feedback from the community. When legal decisions are accessible and understood by the public, the public could provide input or express an opinion on the

process and results. This feedback is valuable because it can help judges consider various points of view and improve the accuracy and fairness of decisions taken. Social Justice, driven by transparency and accountability, contributes to social stability and harmony. When everyone feels treated fairly and has access to legal protection, their trust in the legal system increases. This creates an environment in which all individuals, regardless of their background, can live with recognized dignity and rights, strengthening the foundations of an inclusive and equitable society. An informed society plays an important role in driving changes in legal and judicial policy. When people have access to information and due processes, they can provide valuable input regarding what needs to be improved. This feedback creates a channel of communication between society and legal institutions, allowing both parties to interact and collaborate to create a better system.

Budget transparency refers to the disclosure of information on budget planning, implementation, and accountability. With openness, governments and public institutions have become more accountable for spending. The public can demand accountability in the event of misuse or obscuring of funds. When budgets and money management are transparent, people's trust in the government and public institutions increases. This sense of confidence is essential to the legitimacy of the government. Provide clear information regarding judges' selection procedures, including the criteria used and the steps taken in the selection process, including their background and experience, and accessibility to the public. In addition, judges must compile performance reports on a regular basis that are accessible to the public so that the public can assess their effectiveness. Transparency in the handling of cases is an important aspect of the justice system that ensures fairness and public trust. Thus, the public must have clear and easy access to information related to cases, including legal processes, status, and decisions. In addition, providing a channel for the public to file complaints or complaints related to the handling of cases must be followed up by the authorities.

REFERENCES

- Abeyratne, R. (2012). *Strategic issues in air transport: Legal, economic and technical aspects*. Springer Science & Business Media.
- Aboelazm, K. S. (2025). A new era of public procurement: Critical issues of procuring artificial intelligence systems to produce public services. *International Journal of Law and Management*. Scopus. <https://doi.org/10.1108/IJLMA-06-2024-0208>
- Ahmad, M., Kuldashaeva, Z., Nasriddinov, F., Balbaa, M. E., & Fahlevi, M. (2023). Is achieving environmental sustainability dependent on information communication technology and globalization? Evidence from selected OECD countries. *Environmental Technology and Innovation*, 31. Scopus. <https://doi.org/10.1016/j.eti.2023.103178>
- Ahmed, S., Mushtaq, M., Fahlevi, M., Aljuaid, M., & Saniuk, S. (2023). Decomposed and composed effects of economic freedom on economic growth in south Asia. *Heliyon*, 9(2). Scopus. <https://doi.org/10.1016/j.heliyon.2023.e13478>
- Ardia, D. S. (2017). Privacy and court records: Online access and the loss of practical obscurity. *University of Illinois Law Review*, 2017(4), 1385–1454. Scopus.
- Aulia, F., Adviorika U, C., Yuniarty, Fahlevi, M., Prabowo, H., & Muchardie, B. G. (2021). Analysis of chatbot program features towards customer satisfaction in the era of digitalization. *Proc. Int. Conf. Inf. Manag. Technol., ICIMTech*, 604–607. Scopus. <https://doi.org/10.1109/ICIMTech53080.2021.9535034>
- Bae, S. M., Masud, M., Kaium, A., & Kim, J. D. (2018). A cross-country investigation of corporate governance and corporate sustainability disclosure: A signaling theory perspective. *Sustainability*, 10(8), 2611.
- Bai, J., & Hobbs, H. (2017). Appointing Attorneys-General to the High Court: A case for reform. *Alternative Law Journal*, 42(4), 286–291. Scopus. <https://doi.org/10.1177/1037969X17732707>
- Baxter, P., & Jack, S. (2008). Qualitative case study methodology: Study design and implementation for novice researchers. *The Qualitative Report*, 13(4), 544–559.

- Beigzadeh, A., Nemati, N., Zarei, M., Kianiservak, I., & Rezaei, H. (2025). Exploring Educational Justice: A Qualitative Study of Perspectives from Students, Faculty Members, and Administrative Managers. *Journal of Kerman University of Medical Sciences*, 32(1). Scopus. <https://doi.org/10.34172/jkmu.4105>
- Boateng, F. D. (2014). Perceived organizational support and police officer effectiveness: Testing the organizational support theory in Ghana. *International Criminal Justice Review*, 24(2), 134–150.
- Burton, S. L., Burrell, D. N., Nobles, C., White, Y. W., Dawson, M. E., Brown-Jackson, K. L., Muller, S. R., & Bessette, D. I. (2024). An in-depth qualitative interview: The impact of artificial intelligence (AI) on consent and transparency. In *Multisector Insights in Healthcare, Social Sciences, Society, and Technology* (pp. 248–269). Scopus. <https://doi.org/10.4018/979-8-3693-3226-9.ch014>
- Capucio, C. (2018). Legal aspects of the European Union participation in the WTO: Understanding subtleties of a delicate liaison. *Brazilian Journal of International Law*, 15(3), 291–305. Scopus. <https://doi.org/10.5102/rdi.v15i3.5648>
- Castellano, P. S. (2021). Artificial intelligence in judicial systems. Quo vadis, justitia? *Revista de Internet, Derecho y Política*, 33. Scopus. <https://doi.org/10.7238/IDP.V0I33.373817>
- Civitillo, R., Fusco, F., & Ricci, P. (2022). Accountability and social reporting in the Italian judicial system. *Ceridap*, 2022(4), 98–114. Scopus. <https://doi.org/10.13130/2723-9195/2022-4-25>
- Dandurand, Y. (2014). Criminal justice reform and the system's efficiency. *Criminal Law Forum*, 25(3), 383–440. Scopus. <https://doi.org/10.1007/s10609-014-9235-y>
- Daniels, B., Buntaine, M., & Bangerter, T. (2020). Testing transparency. *Northwestern University Law Review*, 114(5), 1263–1334. Scopus.
- Fahlevi, M., Ahmad, M., Balbaa, M. E., Wu, T., & Aljuaid, M. (2023). The efficiency of petroleum and government health services to benefit life expectancy during the inefficiencies of hydroelectricity consumption. *Environmental and Sustainability Indicators*, 19, 100289. <https://doi.org/10.1016/j.indic.2023.100289>
- Fahlevi, M., Vional, & Pramesti, R. M. (2022). Blockchain technology in corporate governance and future potential solution for agency problems in Indonesia. *International Journal of Data and Network Science*, 6(3), 721–726. Scopus. <https://doi.org/10.5267/j.ijdns.2022.3.010>
- Fibrianti, N., Santoso, B., Setyowati, R., & Rindyawati, Y. (2023). Legal Culture and Legal Consciousness of Consumers: The Influence on Regulation and Enforcement of Consumer Protection Laws. *Journal of Indonesian Legal Studies*, 8(2), Article 2. <https://doi.org/10.15294/jils.v8i2.69336>
- Flórez Petour, M. T., & Rozas Assael, T. (2020). Accountability from a social justice perspective: Criticism and proposals. *Journal of Educational Change*, 21(1), 157–182. Scopus. <https://doi.org/10.1007/s10833-019-09361-3>
- Flynn, A., & Freiberg, A. (2018). Building Trust and Confidence in the Criminal Justice System. In *Palgrave Socio-Legal Studies* (pp. 207–220). Scopus. https://doi.org/10.1007/978-3-319-92630-8_9
- Fu, Y. (2018). Court management in transformation China: A Perspective Of Civil Justice. *Peking University Law Journal*, 6(1), 81–103. Scopus. <https://doi.org/10.1080/20517483.2018.1603639>
- Gorodensky, A., Bowra, A., Saeed, G., & Kohler, J. (2022). Anti-corruption in global health systems: Using key informant interviews to explore anti-corruption, accountability and transparency in international health organisations. *BMJ Open*, 12(12). Scopus. <https://doi.org/10.1136/bmjopen-2022-064137>
- Grenfell, L. (2017). Legal Pluralism and the Rule of Law in Timor Leste. In *Public Law in East Asia* (pp. 391–423). Scopus. <https://doi.org/10.4324/9781315089263-14>
- Juhandi, N., Zuhri, S., Fahlevi, M., Noviantoro, R., Nur Abdi, M., & Setiadi. (2020). *Information Technology and Corporate Governance in Fraud Prevention*. 202. <https://doi.org/10.1051/e3sconf/202020216003>
- Kolaneci, E., & Pejo, E. (2023). Transitional justice research in the digital age: Western Balkans results. *Social and Legal Studies*, 6(4), 89–96. Scopus. <https://doi.org/10.32518/sals4.2023.89>
- Kumar, A. B., Sanjaya, K., & Saleem, M. (2025). Justice in the age of algorithms: Ensuring transparency, accountability, and fairness in AI-driven legal systems. In *Artificial Intelligence in Peace, Justice, and Strong Institutions* (pp. 191–209). Scopus. <https://doi.org/10.4018/979-8-3693-9395-6.ch009>

- Lasser, M. D. S.-O.-L. (2010). *Judicial Deliberations: A Comparative Analysis of Transparency and Legitimacy* (p. 400). Scopus. <https://doi.org/10.1093/acprof:oso/9780199575169.001.0001>
- Sahabuddin, M., Sakib, M. N., Rahman, M. M., Jibir, A., Fahlevi, M., Aljuaid, M., & Grabowska, S. (2023). The Evolution of FinTech in Scientific Research: A Bibliometric Analysis. *Sustainability (Switzerland)*, 15(9). Scopus. <https://doi.org/10.3390/su15097176>
- Sharma, D., & Kumari, S. (2024). Role of Legal Education in Advancement of Access to Justice: A Panormic Insight. *Asian Journal of Legal Education*, 11(2), 141–149. Scopus. <https://doi.org/10.1177/23220058241253403>
- Shiradhonkar, A. J., Singh, S. B., & Mishra, M. K. (2021). eCourts Services-Transforming the Judiciary for Effective Justice Delivery. In *Citizen Empowerment through Digital Transformation in Government* (pp. 141–154). Scopus. <https://doi.org/10.1201/9781003111351-8>
- Vo, V., Auroy, L., & Sarradon-Eck, A. (2019). Patients' perceptions of mHealth apps: Meta-ethnographic review of qualitative studies. *JMIR mHealth and uHealth*, 7(7), e13817.
- Yusuf, M., Dasawaty, E. S., Esra, M. A., Apriwenni, P., Meiden, C., & Fahlevi, M. (2024). Integrated reporting, corporate governance, and financial sustainability in Islamic banking. *Uncertain Supply Chain Management*, 12(1), 273–290. Scopus. <https://doi.org/10.5267/j.uscm.2023.9.022>