

Building Public Trust in the Judiciary Through the Judicial Commission's Liaison in South Sumatra

Ardiana Hidayah¹, Hendra², Evi Purnamawati³, Akhmad Dani⁴, M. Martindo Merta⁵
Citra Dewi Saputra⁶

¹²³⁴(Fakultas Hukum, Universitas Palembang, Palembang, Indonesia)

⁵⁶(Fakultas Hukum, Universitas Sjakhyakirti, Palembang, Indonesia)

***Correspondence:** ardyanah@gmail.com

ABSTRACT

This research analyzes the role of the Judicial Commission's liaison in building public trust in the judiciary system in South Sumatra. Using a descriptive qualitative approach and case study, this analysis identifies the challenges faced by the liaison in enhancing transparency, accountability, and public participation in the oversight of judges. The results show that while the liaison plays a vital role in bridging communication between the public and the judiciary, challenges such as limited resources, negative perceptions of judicial independence, and lack of coordination between institutions remain significant obstacles. Further support from the government and the public is necessary to improve the effectiveness of the liaison in creating a more trusted and transparent judicial system.

Keywords: Judicial Commission, liaison, public trust, judicial transparency, judicial oversight.

1. INTRODUCTION

Building public trust in the judiciary is one of the greatest challenges in the legal system in Indonesia (Simanjuntak & Sibarani, 2025). Low trust can hinder the effectiveness and legitimacy of the judiciary in carrying out its duties. One of the factors influencing this trust is the lack of transparency, the potential for abuse of power, and the lack of communication between the public and the judiciary. In this context, the role of the Judicial Commission as the oversight body for judges is crucial in maintaining the integrity and quality of the judiciary.

The Judicial Commission, which has the primary task of upholding the honor, dignity, and behavior of judges, plays an active role in overseeing the judicial process in Indonesia. However, to achieve this goal, an effective communication channel between the Judicial Commission and the public is required. One of the efforts made is through the Judicial Commission's liaison in regions, including South Sumatra, who is responsible for conveying information about judges' performance and also receiving public reports concerning judges' behavior that does not meet the standards (Priambudi et al., 2022).

The main challenge in building public trust in the judicial system is the lingering negative perception of the independence and objectivity of the judiciary (Syam & Lowoleba, 2023). This is often influenced by injustice in the judicial process, abuse of power by certain judges, and low transparency in decision-making. Therefore, it is crucial for the Judicial Commission to enhance public participation in this oversight process by involving liaisons in each region.

The presence of the Judicial Commission's liaison in South Sumatra can play a strategic role in building two-way communication between the public and the judiciary (Gusman & Pratama, 2021). The liaison is expected to provide a better understanding to the public about the duties and functions of the Judicial Commission, as well as enhance their participation in efforts to oversee judges' behavior. This will help create a more transparent and accountable judicial system.

Increasing public trust in the judiciary will not only be achieved through internal oversight by the Judicial Commission, but also by educating the public about their rights within the judicial system. This education is important so that the public feels they have a role in maintaining the quality of the judiciary and can report alleged violations more easily and without fear.

In the context of the Judicial Commission's liaison in South Sumatra, efforts are needed to strengthen the communication network between the liaison and the local community. The liaison not only acts as an intermediary in delivering information but also as a facilitator for the public to report complaints or grievances related to injustice that occurs in the courts. In this way, the public can feel safer and more confident that their voices are heard by the authorities.

One way to enhance the role of the Judicial Commission's liaison is by providing adequate training and guidance on their duties and responsibilities (Yoshua Alexander, Nurhidayatulloh, Agus Ngadino, 2012). This training must include an understanding of the code of ethics for judges, complaint procedures, and how to handle public grievances professionally. With proper training, the liaison can perform their duties more effectively and efficiently, thereby increasing public trust in the judicial system.

The importance of the Judicial Commission's liaison is also inseparable from the existence of Law Number 18 of 2011 on the Judicial Commission, which clearly regulates the duties and authority of the Judicial Commission in maintaining the honor of judges. The liaison is expected to be an agent of change, introducing the duties of the Judicial Commission to the public and contributing to creating a cleaner judiciary free from negative practices. However, despite the crucial role of the liaison, another challenge is overcoming the limitations of human resources and budget to carry out their duties optimally. Therefore, support from various parties, including the government, the judiciary, and the public itself, is necessary so that the Judicial Commission's liaison can perform their tasks better.

By strengthening the role of the Judicial Commission's liaison, it is hoped that the public in South Sumatra will have greater trust in the existing judicial system and feel safer in exercising their rights before the law. This increased trust, in turn, will strengthen the integrity of Indonesia's judicial institutions as a whole, creating justice that can be felt by all segments of society.

The main issue faced in building public trust in the judicial system in South Sumatra is the low public participation in overseeing judges' performance, as well as the negative perceptions regarding the independence and objectivity of the judiciary. This is compounded by the lack of transparency in the judicial process, the potential abuse of power by certain judges, and the sense of injustice often felt by the public. Although the Judicial Commission has an important role in overseeing judges' behavior, the role of the Judicial Commission's liaison in the regions, especially in South Sumatra, has not been maximized in bridging communication between the public and the judiciary. As a result, the public feels they do not have enough channels to voice complaints or reports related to alleged violations.

2. METHOD

This research method uses a descriptive qualitative approach with a case study to analyze the role of the Judicial Commission's liaison in building public trust in the judiciary in South Sumatra (Rifa'i et al., 2023). Data is collected through in-depth interviews with the Judicial Commission's liaison, judges, and local communities involved in the judicial process. In addition, observations of interactions between the liaison and the community are conducted to gain a more comprehensive understanding of the effectiveness of communication and information delivery related to the tasks and functions of the Judicial Commission. Data analysis is carried out using thematic analysis techniques to identify factors that influence public trust levels and the role of the liaison in improving transparency and accountability in the judiciary.

3. RESULT AND DISCUSSION

A. The Role of the Judicial Commission's Liaison in Enhancing Public Trust in the Judiciary

Public trust in the judiciary in Indonesia, particularly in South Sumatra, has long been a major challenge. One of the key factors influencing the low level of trust is the public perception of the lack of transparency in the judicial process. The community often feels that the judicial system is unfair, opaque, and prone to abuse of power by judges. Therefore, the role of the Judicial Commission in building and maintaining this trust becomes crucial, especially through the liaisons present in each region.

The Judicial Commission's liaison plays a key role in creating two-way communication between the public and the judiciary. Their responsibility is to convey information about the tasks and functions of the Judicial Commission to the public, while also serving as a channel for the community to file complaints or reports related to alleged misconduct by judges (Wajdi, 2015). With the presence of a liaison, the public feels closer and has a channel to express their dissatisfaction or concerns about the judicial process. Additionally, the liaison plays a role in educating the public about their rights within the judicial system. Many members of the public may not be aware that they have the right to report if they feel they are being treated unfairly during legal proceedings. Through the liaison, education about these rights can be more easily conveyed, empowering the community to participate in the oversight of the judiciary.

With more open communication channels, it is hoped that the public will have greater trust in the judicial system. This will strengthen the legitimacy of the judiciary, as the public feels involved in oversight and able to voice any injustices they encounter. This increased trust, in turn, will impact the quality of the judiciary system, making it more transparent and accountable.

However, the liaison's role is not only to convey one-way information but also to actively listen to complaints and feedback from the public. This means the liaison must possess strong communication skills, understand the various issues faced by the community, and be able to channel that information to the Judicial Commission effectively. Therefore, the liaison functions not only as a medium but also as a facilitator in building trust between the public and the judiciary (Suranto, 2018).

The increase in public trust in the judiciary also heavily relies on transparency in the judicial process itself. Therefore, the liaison needs to ensure that every report received is processed transparently and fairly. The liaison must also be able to provide clear feedback to the public regarding the status of the reports they have submitted, so that the public feels valued and that the legal process is accessible and fair.



Keterangan: Kegiatan edukasi publik di Universitas Palembang

Equally important, the liaison also plays a role in ensuring that the information conveyed to the public is accurate and not misleading. Misinformation or misunderstandings resulting from unclear information can reduce public trust in the judiciary. Therefore, the liaison must have sufficient knowledge about the tasks and functions of the Judicial Commission in order to provide correct and precise information.

The liaison's role in improving public perception of the judiciary also requires support from various parties. Without adequate support from the government, the judiciary, and the public itself, efforts to enhance trust will be very limited. Therefore, collaboration among all related parties is crucial for the liaison's role to be carried out effectively.

B. Challenges in Implementing the Role of the Judicial Commission's Liaison

Although the Judicial Commission's liaison plays a crucial role in enhancing public trust in the judiciary, the implementation of this role is not without challenges. One of the biggest challenges is the limited human resources available in the field. Many regions, including in South Sumatra, still lack a sufficient number of trained liaisons, which results in a heavy workload for the existing liaisons. The limited number of liaisons directly impacts their ability to effectively reach all segments of the community (Subrata, 2024).

In addition, another challenge faced is the lack of public understanding regarding the tasks and functions of the Judicial Commission and the importance of the liaison's role in maintaining the integrity of the judiciary. Many members of the public still feel that the judiciary is a domain that is distant from their reach, making them reluctant to report the issues they face. Although the liaison's task is to bring the public closer to the judiciary, they still encounter obstacles in educating a public that feels disconnected from the legal system.

The next issue is the lack of coordination between the liaison and other judicial institutions. Without good coordination, the liaison will struggle to process reports or complaints from the public quickly and efficiently. This can lead to public dissatisfaction, which ultimately reduces their trust in the judiciary. Therefore, the liaison must establish good relationships with the courts and other institutions to ensure that every report or complaint received is processed promptly and accurately.

Another challenge is the limited budget available to support the activities of the Judicial Commission's liaison. Budget constraints often make it difficult for the liaison to organize educational programs for the public, as well as to carry out monitoring tasks optimally. Without sufficient funding, the liaison will struggle to disseminate information widely, whether through social media, public campaigns, or direct meetings with the public.

Moreover, another challenge is internal trust issues within the judiciary itself. Although the liaison strives to improve relationships with the public, the influence of irresponsible judges can create difficulties in carrying out the liaison's tasks. If the liaison perceives obstacles or unfairness in internal decision-making, it can reduce their enthusiasm for performing their role in a more transparent and accountable manner (Hasan, 2024).

The public's perception of the low independence and objectivity of judges is also a major challenge. Although the Judicial Commission has the task of overseeing judges, if the public still doubts the effectiveness of this oversight, the liaison will face difficulties in building trust. Therefore, the liaison must work hard to improve this perception by showing concrete evidence that the oversight of judges is carried out seriously and transparently.



Keterangan: Pemaparan materi edukasi publik kepada mahasiswa hukum Universitas Palembang

Another challenge is the social and cultural changes that affect the public's attitude toward the judicial system. In some regions, there is a tendency to place more trust in "informal" methods of resolving issues, such as mediation or intermediaries, rather than involving judicial institutions. This certainly makes the liaison's task more difficult, as they must work to change this long-held perspective in the community.

Finally, the liaison must also face challenges related to ineffective communication between the authorities and the public. The large amount of information that is not conveyed properly can lead to confusion among the public in understanding the liaison's role. The liaison needs to find more effective ways to bridge this information gap, including by using more appropriate media such as mobile applications or online platforms, to make it more accessible to the public from various backgrounds.

4. CONCLUSION

The role of the Judicial Commission's liaison in South Sumatra is crucial in building public trust in the judiciary by enhancing two-way communication between the public and judicial institutions. Despite various challenges, such as limited human resources, budget constraints, and negative perceptions of the independence of judges, the liaison has great potential to improve the transparency

and accountability of the judiciary through education, more open oversight, and strengthening public participation. Greater support from the government, judicial institutions, and the public itself is essential to ensure the effectiveness of the liaison in carrying out their duties and realizing a more just and trusted judicial system.

REFERENCES

- Gusman, D., & Pratama, A. P. R. (2021). Penghubung Komisi Yudisial sebagai Pengawasan Perilaku Hakim Berdasarkan Kode Etik Pedoman Perilaku Hakim. *University Of Bengkulu Law Journal*, 6(2), 122–124. <https://doi.org/10.1207/s15427625tcq1403>
- Hasan, Z. (2024). *Optimalisasi Fungsi Pengawasan Komisi Yudisial terhadap Hakim*. 2(1), 1–11.
- Priambudi, Z., Pambudi, B. R., & Sabila, N. I. (2022). *Penghubung Komisi Yudisial: Upaya Penguatan Pengawasan Perilaku Hakim di Daerah hingga Pengadilan Tinggi Agama Padang*. 13, 1–19.
- Rifa'i, I. jalaludin, Purwoto, A., Ramadhani, M., Muksalmina, Rusydi, muhammad taufik, Harahap, nasruddin khalil, & Mardiyanto, I. (2023). *Metodologi Penelitian Hukum* (Issue May). sada kurnia pustaka.
- Simanjuntak, R., & Sibarani, A. (2025). *Analisis dan Implikasi terhadap Penegakan Hukum di Indonesia*. 134–140.
- Subrata. (2024). Efektifitas Kinerja Penghubung Komisi Yudisial dalam Pengawasan Prilaku Hakim di Sumatera Selatan. *Solusi*, 22, 225–234.
- Suranto, K. S. P. dan. (2018). Peran penghubung komisi yudisial dalam menjaga dan menegakkan kehormatan, keluhuran martabat, serta perilaku hakim di jawa tengah. *Res Publica*, 2(3), 266–279.
- Syam, M. A., & Lowoleba, K. K. (2023). Etika dan Profesi Hakim Terhadap Regulasi Penegakan Hukum di Negara Republik Indonesia. *Socius: Jurnal Penelitian Ilmu-Ilmu Sosial*, 1(December), 1–6.
- Wajdi, F. (2015). Optimalisasi Peran Penghubung Komisi Yudisial. *Universitas Muhamadiyah Sumatera Utara*, 1–15.
- Yoshua Alexander, Nurhidayatulloh, Agus Ngadino, A. B. (2012). Kedudukan Penghubung Komisi Yudisial Wilayah Sumatera Selatan dalam Struktur Ketatanegaraan RI. *Simbur Cahaya Fakultas Hukum Universitas Sriwijaya*, 1, 77–97.