



The Role of Legal Aid Station in Legal Aid Services in District Courts Gorontalo City

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Abstract: This study aims to find out how Legal Aid Services are provided by the Legal Aid Station at the Gorontalo City District Court and the obstacles in Legal Aid Services by Legal Aid Station at the Gorontalo City District Court. This type of research is Empirical Research with a descriptive approach. The results of the study show that Legal Aid Services by the Gorontalo District Court Legal Aid Station are not yet fully effective. Many people do not know about the existence of Legal Aid Station because of a lack of socialization in the community, more cases are handled and almost all of them are appointments of judges, the location of the Legal Aid Station is less strategic, lack of communication between the Legal Aid Station and the Court, the number of human resources is not proportional to the number of cases, as well as income that is disproportionate to expenses, especially civil cases. But in this case, the services in the field of providing information, consulting, and making legal documents are going well. The Legal Aid Station of the Gorontalo District Court needs to provide education in the form of outreach to the public as well as a thorough evaluation of legal services for the less fortunate.

Keywords: *Legal Aid; Service; Court; Public*

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1. Introduction

The existence of the justice system adopted by the State of Indonesia has opened space and opportunities for all citizens to bring cases in accordance with the principles and principles of law that all people are equal before the law. This is also justified in the 1945 Constitution of the Republic of Indonesia (hereinafter abbreviated as the 1945 Constitution of the Republic of Indonesia).¹With the equality and position of all people before the law, this means that people have the opportunity, regardless of social status, both the rich and the economically disadvantaged.

One of the studies conducted by Iftri Rezeki stated that several factors led to disparities in access to justice, namely the weakness in providing legal aid to the less fortunate.²In fact, the provision or access to legal services should be felt by all parties, including people who are economically disadvantaged. With the same reason, the concept of legal aid also exists as a solution to answer and narrow the gap for everyone in dealing with the law, especially in matters of litigation in court.

Legal aid is an important instrument in accommodating human rights, and as an effort to access the justice system for everyone, including those who are economically disadvantaged.³Legal aid is actually an important right that everyone has as it is also conceptualized in laws and regulations.

Legal aid is considered as a solution presented by the government through the formation and legalization and promulgation of Law no. 16 of 2011 concerning Legal Aid (hereinafter abbreviated as the Legal Aid Law). According to Article 1 Number 1 of the Law on Legal Aid, legal aid is legal services provided by legal aid providers free of charge to legal aid recipients.

In accordance with the concept and mandate of the Law on Legal Aid, the provision of legal aid cannot be separated from equal rights and equal access to the right to legal certainty and equal treatment before the law.⁴In addition, the provision of legal aid is intended to bring about just social change.⁵

Usually, the provision of legal aid by the government is carried out by an organization or legal entity appointed by the government. The organizations or legal entities responsible for providing legal assistance are Legal Aid Institutions (LBH) and Legal Aid Posts (Legal Aid Station). To become a legal aid provider, one must meet the requirements set out in the Legal Aid Law and Government

¹ Lihat ketentuan Pasal 27 UUD NRI 1945

² Iftri Rezeki, "Pelaksanaan Pemberian Bantuan Hukum Berdasarkan Undang-Undang Nomor 16 Tahun 2011 Di Kalimantan Barat," *Jurnal Nestor Magister Hukum* 1, no. 1 (2017): 1-25.

³ Rezeki.

⁴Lihat pula: ketentuan menimbang pada UU Bantuan Hukum.

⁵Ketentuan menimbang hurup c UU Bantuan Hukum

Regulation No. 42 of 2013 concerning Terms and Procedures for Providing Legal Aid and Distribution of Legal Aid Funds.

Specifically for Legal Aid Station, it is a legal entity responsible for providing legal assistance to underprivileged people, which is mandated to be formed at the district court level by Law no. 48 of 2009 concerning Judicial Powers Article 57 (hereinafter abbreviated as the Judicial Powers Law)

In addition to the provision of Legal Aid Station as one of the legal services for people who can't afford it, the court also has picket attorney services.⁶ However, according to several references, picket lawyers are basically lawyers/advocates who work for Legal Aid Station in that court. Therefore, both Picket Lawyers and Legal Aid Station are a unified whole to carry out their duties and functions in accordance with the provisions in the applicable rules regarding Legal Aid Station.

As intended by the establishment and existence of Legal Aid Station, the agency is tasked with carrying out and implementing and accompanying justice seekers in court until a judge's decision has permanent legal force.⁷ The existence of Legal Aid Station is very important in efforts to distribute justice and provide legal services to the poor. Legal services by Legal Aid Station include information, consultation, and also legal advice, as well as the preparation of legal documents in accordance with existing regulatory provisions.

Like district courts in general, the District Court of Gorontalo City also has a Legal Aid Station which has been formed and has carried out its functions and duties in accordance with the mandate of regulations relating to the provision of legal aid services to the poor.

The Legal Aid Station at the Gorontalo City District Court itself is a collaboration between the Gorontalo City District Court and a Legal Aid Institute that has successfully passed the requirements in the form of files and completeness of certain documents. Selected by an auction system and working period of only 1 year, so that at the beginning of each year an auction is held again for a new Legal Aid Institute.

Because each LBH only has 1 year based on a work contract agreed with the Gorontalo District Court, the number of human resources at the Gorontalo City Court Legal Aid Post varies from year to year. The human resources in question are divided into two, namely paralegals and advocates. Paralegals are people who have legal skills. Their job is to assist a lawyer in providing the files needed in court and serving the community in preparing the necessary legal documents.

⁶ Andreas Dewantoro, *Penyuluhan Hukum Indonesia Kontemporer* (Yogyakarta: Deepublish, 2021)..

⁷ Lihat pula: Pasal 57 ayat (2) UU Kekuasaan Kehakiman.

Meanwhile, an Advocate is someone who has the authority to provide legal services in court.

Services by Legal Aid Station as an institution that provides legal aid, will be considered effective if it has met the targets and expectations of both the legal aid recipients and the legal aid providers themselves (Legal Aid Station). To assess and determine how the Legal Aid Station, especially the Legal Aid Station at the Gorontalo City District Court, can be seen from: how it works to carry out its duties; how many cases have been handled; how many people know about the existence of a free legal aid post at the District Court of Gorontalo City; and how is the quality of human resources at the Legal Aid Station and other indicators that can be used as a measure.

The criteria for measuring the effectiveness of legal aid services mentioned above are the basis for the author in viewing and describing the extent of legal services carried out by Legal Aid Station at the District Court of Gorontalo City. In addition to measuring the level of Legal Aid Station legal services, in this paper the author also tries to discuss the factors that influence legal aid services by Legal Aid Station at the District Court of Gorontalo City.

2. Method

The research method used by researchers is an empirical research method. Empirical legal research is a legal research method by looking at the real as well as researching how regulations work in society.⁸This research is commonly referred to as sociological juridical legal research whose object of study is societal behavior that arises as a result of interactions with the system of norms and is based on people's habits as a reaction to the application of a statutory provision.⁹

3. Legal Aid Services by Legal Aid Station at the District Court of Gorontalo City

Legal aid is one of the rights possessed by disadvantaged groups of people. The state is responsible through state tools to be able to accommodate the right to legal aid services to economically disadvantaged communities as a form of state responsibility in recognizing, guaranteeing and providing legal certainty.¹⁰The principle is that providing legal assistance to people or communities who are economically disadvantaged is a form of providing a sense of justice to all citizens.

Legal Aid Station, is a legal entity that is responsible for providing legal assistance to underprivileged people, which is mandated to be formed at the

⁸ Amirudin and H. Zainal Asikin, *Introduction to Legal Research Methods* (Jakarta: Raja Grafindo Persada, 2010).

⁹ Mukti Fajar dan Yulianto Achmad, *Dualisme Penelitian Hukum Normatif dan Empiris* (Yogyakarta: Pustaka Pelajar, 2013).

¹⁰ Lihat pula: ketentuan menimbang pada UU tentang Bantuan Hukum.

district court level by Law no. 48 of 2009 concerning Judicial Powers Article 57 (hereinafter abbreviated as the Judicial Powers Law), which states that:

“(1) At each district court a legal aid post is established for justice seekers who are unable to obtain legal aid. (2) Legal aid as referred to in paragraph (1) is provided free of charge at all levels of the judiciary until the decision on the case has obtained permanent legal force. (3) Legal aid and legal aid posts as referred to in paragraph (1) are carried out in accordance with the provisions of laws and regulations.¹¹

Then it was further regulated by the Supreme Court Circular Letter Number 10 of 2010 concerning Guidelines for Providing Legal Assistance to People with Disabilities in Courts. 1 of 2014 concerning Guidelines for Provision of Legal Services for Poor Communities in Courts. The purpose of Legal Services for the underprivileged community is in Court as set out in Chapter II article 3, namely:

- a. Ease the burden of costs that must be borne by people who are economically disadvantaged in court;
- b. Improving access to justice for people who find it difficult or unable to reach the court building due to financial, physical or geographical limitations;
- c. Providing opportunities for people who are unable to access legal consultations to obtain information, consultations, advice, and preparation of documents in undergoing legal proceedings in court.
- d. Increasing public awareness and knowledge about law through appreciation, fulfillment and protection of their rights and obligations; and
- e. Providing excellent service to justice seekers.

According to Andreas Dewantoro, legal services for underprivileged people in court can be in the form of:¹²

- a. Court fee waiver service.
- b. Conducting out-of-court hearings.
- c. Provision of Legal Aid Station.

Provision of legal assistance to people or communities in need must be carried out with the basic provisions (principles) that have been mandated in the Law on Legal Aid such as:¹³

- a) Justice.

¹¹ Lihat: Pasal 57 UU Kekuasaan Kehakiman..

¹² Dewantoro, *Penyuluhan Hukum Indonesia Kontemporer*.

¹³Lihat Pasal 2 UU tentang Bantuan Hukum.

- b) Equality in the law.
- c) Openness.
- d) Efficiency.
- e) Effectiveness.
- f) Accountability.

From these provisions, it can be seen that one of the things that must be fulfilled is that the provision of legal assistance to economically disadvantaged communities must be carried out while maintaining or adhering to the principle of effectiveness. In the elucidation section of the Law on Legal Aid, the principle of effectiveness is intended so that the provision of legal aid can achieve its objectives in a timely manner.¹⁴ Apart from that, the principle of legal aid services for people who can't afford it is also specifically regulated in Perma No. 1 of 2014 concerning Guidelines for the Provision of Legal Services for the Poor in Court, which is regulated in Article 2 with the addition of several principles which include professionalism and responsibility.

According to the provisions in Perma No. 1 of 2014, the provision of legal assistance to the community can be carried out by the state through state tools such as the judiciary. Legal aid institutions in court institutions are called Legal Aid Service Posts (Legal Aid Station). Legal Aid Station is intended to provide legal aid services to economically disadvantaged communities with various types of services such as information, consultations, and preparation of legal documents (lawsuits, requests, etc.) as an effort to realize a sense of justice for everyone.

Like other judicial institutions, the Gorontalo District Court (hereinafter abbreviated as Gorontalo District Court) also has Legal Aid Station to serve economically disadvantaged communities to obtain legal assistance in court proceedings, both civil and criminal. The existence of the Legal Aid Station is a mandate from laws and regulations, especially Perma No. 1 of 2014 concerning Guidelines for Provision of Legal Services for Poor Communities in Courts.¹⁵ According to Perma No. 1 of 2014, the formation of Legal Aid Station is a forum to provide easy access for people who want to get justice.

According to data obtained by the author during his 3 (three) years of observation, in 2020 from January to August there were only 12 registered cases, 3 cases were resolved, 1 case is in the process of appeal and 8 other cases have not been handled & only in criminal case. In 2021 it increased to 36 cases but still only in criminal cases, no civil cases. In 2022 from the January-February period there were only 2 new cases handled, namely 1 criminal case and 1 civil case each. For more details, see the following table:

¹⁴Lihat bagian penjelasan Pasal 2 huruf e UU tentang Bantuan Hukum

¹⁵Lihat Pasal 23 Perma No. 1 Tahun 2014

Table 1. Number of cases registered and resolved at the Gorontalo City District Court Legal Aid Station

No	Research Year	Case type	Registered	Appeal	Unhandled	Finished
1.	2020 (January-August)	Criminal	12	1	8	3
		Civil	-	-	-	-
2	2021 (January-December)	Criminal	36	-	-	36
		Civil	-	-	-	-
3	2022 (January-February)	Criminal	1	-	-	1
		Civil	1	-	-	1

Source: Gorontalo City District Court Legal Aid Station, 2020-2022

During the observation, the author also conducted interviews with several community groups found in Gorontalo City, such as students, especially law students, government employees, and several other members of the public about how well they know the existence of legal aid institutions at the Gorontalo District Court, based on these interviews in person. The outline turns out that many do not know the existence of this institution. As according to the principle of legal fiction, that is, everyone is assumed to know every existing law or regulation, so every community must also know about the existence of the Legal Aid Post itself as an institution providing free legal aid services to people who are considered less fortunate.

Furthermore regarding human resources which is one of the important aspects in the running of an institution, Based on the data obtained by the author, the number of Paralegals and Advocates in the Gorontalo City District Court Environment in 2019 totaled 7 people, namely 4 Advocates and 3 Paralegals, as time went on in In 2022 there are 20 Advocates registered with YLBH (Legal Aid Foundation) Indonesia Gorontalo, 4 Advocates for the appointment of Gorontalo District Court Legal Aid Station and 3 Paralegals. As for the case of involving the role of students in efforts to utilize human resources (implementation of internships), according to laws and regulations it is permitted with conditions that they must have completed 140 credits,

According to Akil Mahmud, who is an advocate at the Gorontalo PN Legal Aid Station, the number of human resources serving at the Gorontalo PN Legal Aid Station from 2019 to 2022 has increased. The following is the result of an interview with Akil Mahmud:¹⁶

¹⁶Wawancara dilaksanakan pada Jumat, 19 Juni 2022, pukul: 13.30 WITA

"In 2019 there were only around 7 HR, namely 4 (four) advocates and 3 (three) paralegals (depending on the LBH in charge that year at Legal Aid Station).) Advocates from the Gorontalo Indonesian Legal Aid Foundation who are assigned to the Gorontalo District Court Legal Aid Station, there are 4 (four) Advocates for the Legal Aid Station appointment (if the judge wants to appoint an advocate) and there are 3 (three) paralegals. However, only 1 person stays at Legal Aid Station."

The number of cases handled by Legal Aid Station at the Gorontalo District Court in the 2020-2022 timeframe is as follows:

In 2020 from January-August there were 12 criminal cases registered, 3 cases have been resolved, 1 case is in the appeal process and 8 other cases have not been handled. In 2021 the January-December period has increased to 36 criminal cases while no civil cases have entered. In 2022 from the January-February period there were 2 cases, 1 criminal case each, 1 civil case. So that the total cases handled were 49 criminal cases and 1 civil case. Source: Legal Aid Station PN Gorontalo, 2022.

When referring to the number of advocates from 2019 with a total of 4 people, and in 2022 with a total of 20 people, the total number of advocates is 24 people. Meanwhile, the number of cases that entered the Legal Aid Station at the Gorontalo District Court from 2020 to February 2022 was 50 cases. Meanwhile, referring to the table as above, in 2020, out of a total of 12 cases, 8 of them are classified as cases that have not been handled. This could be related to the number of human resources owned by Legal Aid Station at the Gorontalo District Court at that time, which totaled 7 people consisting of 4 advocates and 3 paralegals.¹⁷

Also based on the table above, in 2020, the process of providing legal assistance to economically disadvantaged communities carried out by the Legal Aid Station PN Gorontalo has not been fully maximized. This is because in 2020, the number of human resources owned is not directly proportional to the number of existing human resources.

According to the results of interviews with Legal Aid Station officers (respondents) at the Gorontalo PN, there is a flow or mechanism that recipients of legal aid must go through, as stated by the respondent (Retna Gumanti) who serves as the operational director of the Gorontalo PN Legal Aid Station in the interview as follows:¹⁸

¹⁷Lihat hasil wawancara dengan responden: bahwa jumlah SDM posbakum PN Gorontalo pada tahun 2020 adalah sebanyak 7 (tujuh) orang..

¹⁸Wawancara dilaksanakan pada Jumat, 19 Juni 2022, pukul: 13.30 WITA

"The stages or mechanisms are usually written in each Cooperation Agreement letter between the court and the Legal Aid Station service provider."

The stages that must be passed by potential recipients of legal aid are first, coming to submit an application to the court by filling out the form provided and providing the necessary requirements. Second, a person or group of people who have filled out the form and fulfilled the requirements cannot immediately receive Court Legal Aid Station services. Third, the Court Legal Aid Station service provider will compile the case files for the court Legal Aid Station service recipients as court documentation consisting of:

- a) Application Form.
- b) Requirements document is not capable.
- c) Legal documents that have been made at the court Legal Aid Station.
- d) A statement that the service has been provided signed by the Court Legal Aid Station officer and the Court Legal Aid Station Service Recipient.

Fourth, if the Recipient of the court Legal Aid Station Service is unable to pay the court fees, then the Court Legal Aid Station officer will provide a request form for waiver of case fees to be submitted to the chairman of the court. And *fifth*, if the Recipient of the Court Legal Aid Station Service requires legal assistance in the form of assistance at court, the court Legal Aid Station officer will provide information regarding legal aid procedures at the Court and a list of legal aid organizations as referred to in Law No. 16 of 2011 Concerning Legal Aid or Aid Organizations law or other advocates who can provide legal assistance free of charge.

The types of legal aid services vary as stated in the Law on Legal Aid and Perma No. 1 of 2014. As for the types of services provided by the Gorontalo District Court Legal Aid Station, as stated by Astika Hunawa SH., MH (Paralegal at the Gorontalo District Court Legal Aid Station), in interviews that have been conducted:¹⁹

"Free legal aid services (prodeo) provided that KTP and SKTM and profit legal services (paid) come directly to the lawyer personally. It is found in article 25 of Perma RI No. 1 of 2014 concerning Guidelines for Provision of Legal Aid for Poor Communities in Court namely; Provision of Information, Consultation, or Legal Advice; Assistance in making the required Legal Documents; and provision of information on the list of legal aid organizations as referred to in the Law on Legal Aid or other Advocates that can provide legal aid free of charge."

From the results of the interviews above, it can be seen that there are actually 2 (two) types of legal aid services for people who can't afford them, namely free

¹⁹Wawancara dilaksanakan pada Jumat, 19 Juni 2022, pukul: 13.30 wita

legal aid and paid legal aid. However, paid legal assistance as stated by the respondent cannot be categorized as legal assistance provided by Legal Aid Station. Because, if you refer to the provisions of the formulation in Perma No. 1 of 2014, that legal assistance to the underprivileged community only includes the following:²⁰

1. Provision of information, consultation, and legal advice.
2. Assistance in making legal documents
3. Provision of information related to existing legal aid organizations, as referred to in the Legal Aid Law, or advocates who receive legal aid free of charge.

Based on the formulation in Perma No. 1 of 2014, paid legal assistance stated by Astika Hunawa SH., MH is not a type of legal assistance provided by Legal Aid Station to court. In addition, according to a study conducted by Rachmad Abduh and Faisal Riza²¹, that legal aid is generally the same, where the orientation is to provide legal assistance to people who are economically disadvantaged without having to look at ethnicity, religion, political views, and so on. Furthermore, he quoted the opinion of Mouro Cappelletting which was also cited by Adnan Nasution, that the existence of legal aid institutions, including Legal Aid Station, is based on charity and humanity and the economic ability of legal aid providers.²²

Explicitly, the provision of legal aid by legal aid organizing institutions such as Legal Aid Station aims to provide convenience and equal access to legal aid as mandated in Article 3 of Perma No. 1 of 2014.²³

The author can conclude that the implementation of legal aid by Legal Aid Station at the Gorontalo District Court has not been fully maximized if using the indicators above (paid and unpaid legal aid). This is because, in an effort to provide legal assistance, Legal Aid Station at the Gorontalo District Court must refer to the Law on Legal Aid and Perma No. 1 of 2014.

Due to the above reasons, as stated by Astika Hunawa SH., MH, that other legal assistance is paid, it should not constitute legal aid. Because the phrase legal aid, according to the Law on Legal Aid, can be interpreted as an effort to provide legal assistance services, whether in the form of legal advice, legal consultation, legal assistance, preparation of legal documents, and so forth provided by legal aid

²⁰Lihat Pasal 25 Perma No. 1 Tahun 2014

²¹ Rachmad Abduh dan Riza Faisal, "Pemberian Bantuan Hukum Kepada Masyarakat Miskin Yang Mengajukan Gugatan Melalui Pos Bantuan Hukum Di Pengadilan Agama," *Jurnal EduTech* 4, no. 2 (2018): 30-39.

²² Abduh dan Faisal.

²³ Nyimas Lidya Putri Pertiwi dan Firmansyah, "Peran Posbakum di Pengadilan Agama Metro Masa New Normal," *As-Salam: Jurnal Studi Hukum Islam dan Pendidikan* 10, no. 1 (2021): 31-46.

providers (including Legal Aid Station in PN) free.²⁴In fact, Herning Setyowati and Nurul Muchiningtias, in a study written by the two, gave the opinion that legal aid is provided by legal aid providers who have an orientation towards noble values.²⁵where there is a kind of right that must be fought for for those who need justice, but have economic limitations.

The types of legal aid services that can be accessed by people who are economically disadvantaged are quite diverse. Where according to the provisions of Article 25 Perma No. 1 of 2014, types of legal aid services to legal aid recipients consist of providing information, consultation and legal advice, assistance with making legal documents, and providing information related to existing legal aid organizations. However, the most common types of legal aid services provided by Legal Aid Station to the Gorontalo District Court are consultations and preparation of documents, as the result of an interview with Akil Mahmud, is as follows:²⁶

"Of the many services that are mostly provided are consulting and document preparation."

According to the results of an interview with Astika Hunawa (paralegal Legal Aid Station PN Gorontalo), when there is a (criminal) case that ensnares a convict or defendant, the Gorontalo District Court will seek to provide advocates to defend the legal interests of these underprivileged people.²⁷More specifically, Astika Hunawa stated in his interview as follows:²⁸

"There were cases that went to court (previously from the police and prosecutors) when they reached court, no lawyer (because he was economically disadvantaged) was handed over to LBH. This means that if asked and do not have a lawyer, the judge will appoint LBH to cooperate with the court. The defendant or the defendant's family contacted LBH, or if a lawyer was present at the scene, the judge would inform them that there was a bla bla bla case number that was accompanied by the Legal Aid Station. (But of course it must be proven by SKTM). Whether it's from pledoi, exceptions, replicas to demands accompanied by a lawyer from LBH who stays in court."

The results of the interview above with Astika Hunawa SH., MH indicate that his party always seeks to provide maximum legal assistance to clients who have economic limitations in hiring paid advocates.

²⁴Lihat pula: definisi bantuan hukum dalam Pasal 1 angka 1 UU tentang Bantuan Hukum.

²⁵ Herning Setyowati dan Nurul Muchiningtias, "Peran Advokat Dalam Memberikan Bantuan Hukum Kepada Masyarakat Dalam Perspektif Hak Asasi Manusia," *Lex Scientia Law Review* 2, no. 2 (2018): 155-68.

²⁶Wawancara dilaksanakan pada Jumat, 19 Juni 2022, pukul: 13.30 wita

²⁷Wawancara dilaksanakan pada Jumat, 19 Juni 2022, pukul: 13.30 wita

²⁸Wawancara dilaksanakan pada Jumat, 19 Juni 2022, pukul: 13.30 wita

The efforts to provide legal aid services by Legal Aid Station at the Gorontalo District Court as a whole have been quite good. In addition, if you refer to the number of case data entered and resolved by the Legal Aid Station at the Gorontalo District Court, especially in 2021 (January-December), all of them have been resolved by the Gorontalo District Court Legal Aid Station. This was also stated by one of the advocates at the Gorontalo PN psobakum (Daud Rahim), when asked by researchers regarding how effective legal aid services were by the Gorontalo PN Legal Aid Station, he answered as follows:²⁹

"So far it has been effective, both providing information and legal consultations, preparing documents, and legal assistance."

However, if you look at the overall types of legal aid services provided by the Legal Aid Station PN Gorontalo, using indicators of the availability of the number of human resources, the number of cases that have been resolved in recent years, to what form the services are provided, the efforts to provide legal aid services by the Legal Aid Station not fully maximized.

4. Obstacles to the Gorontalo District Court Legal Aid Station in Legal Aid Services

The implementation of legal aid services by Legal Aid Station has not been fully maximized, for the following reasons:

First, in terms of the availability of human resources, from 2019 to 2020, it is still small and not directly proportional to the number of cases handled in that year. Moreover, during that period, out of a total of 12 (twelve) cases, only 3 (three) were successfully resolved by Legal Aid Station, while the remaining 8 (eight) cases were classified as unresolved cases. This certainly indicates that there is some kind of obstacle in efforts to provide legal aid if you look at the availability of the number of existing human resources.

Second, the type of legal aid services to the community provided by the Legal Aid Station at the Gorontalo District Court, which according to respondents consisted of 2 (two) types, namely pro bono (free of charge) and paid. For legal services classified as paid (for profit lawyers), they should not be classified as efforts to provide legal aid. Because, in essence, what is meant by legal aid is all kinds of legal services provided by legal aid providers, without asking for payment from the client, as mandated in Article 25 Perma No. 1 of 2014.

In addition to the two things mentioned above, there are several obstacles faced by the Legal Aid Station of the Gorontalo City District Court in maximizing legal aid services, including:

1. Number of Cases Handled by Advocates at Legal Aid Station PN Gorontalo and outside Legal Aid Station

²⁹Wawancara dilaksanakan pada Jumat, 19 Juni 2022, pukul: 13.30 wita

As stated by Astika Hunawa, (a paralegal on duty at Legal Aid Station PN Gorontalo). The following is the full result of the interview with him:³⁰

"Lawyers have many cases that are handled not only in district courts but also in religious courts, administrative courts, etc. this was an exception but the lawyers did not stay in place. So the trial was adjourned."

Based on the results of the interview above, it can be seen that the obstacles experienced by the Gorontalo PN Legal Aid Station are evident by the existence of cases other than those that enter the Gorontalo PN Legal Aid Station which are also handled by advocates at the Gorontalo PN Legal Aid Station.

2. Lack of Communication Between Paralegals and Courts

According to the results of interviews with respondents, another obstacle experienced by Legal Aid Station at the Gorontalo District Court was the lack of communication with the court. This can be seen from the results of the interview as follows:³¹

"The obstacle for paralegals is the lack of communication (closeness) between Legal Aid Station (LBH in charge) and the court, it will be difficult to cooperate, for example when complaining that there are certain obstacles encountered, it is difficult to communicate."

In the interview, respondents stated that when there is no communication with the court, the impact will result in less effective or efficient efforts to provide legal assistance to people who are economically disadvantaged in obtaining access to justice. Apart from that, according to Astika Hunawa, another obstacle is that the room can only be opened with a membership card sensor (ID), the paralegal does not have a membership card. Apart from that, according to what was added by Astika Hunawa, when the PN organizes activities it does not involve Legal Aid Station, even though if it is reviewed that Legal Aid Station is also a work partner, even if it is only for 1 year, this will strengthen working relations, communication will also run smoothly.³²

The lack of communication or perhaps the lack of clarity regarding coordination and synchronization mechanisms between agencies will cause problems with the effectiveness of the performance of these institutions.³³

3. Less Strategic Location

³⁰Wawancara dilaksanakan pada Jumat, 19 Juni 2022, pukul: 13.30 wita

³¹Wawancara dilaksanakan pada Jumat, 19 Juni 2022, pukul: 13.30 wita

³²Wawancara dilaksanakan pada Jumat, 19 Juni 2022, pukul: 13.30 wita

³³ Fence M. Wantu dan Ahmad Wijaya, "Mekanisme Koordinasi dan Sinkronisasi Lembaga Kementerian Negara Suatu Praksis Menuju Kabinet Yang Efektif," *Al-Ahkam* 15, no. 2 (2019): 69–80.

The location of a business should be accessible and the most important thing is that it is known by many people. Because, if the position of a business is in an inappropriate location such as the Gorontalo PN Legal Aid Station, according to the respondent it will not be known that in that PN there is a legal aid institution that provides legal aid services. Following are the results of an interview with Astika Hunawa:³⁴

"Legal Aid Station's position (place) is at the back, and it's a bit hidden so that many people don't know, it's less exposed that in the Gorontalo city district court there is a legal institution that can help people to litigate in court for free, namely Legal Aid Station."

Because of the above, it should be of more concern to the courts and Legal Aid Station to be able to think about where the most strategic places are for the public to know. Support for facilities and infrastructure is very meaningful for every government organization, in order to maximize organizational performance.³⁵

4. Lack of Outreach to the Community

This is as the result of the following interview:³⁶

"There is a lack of outreach so that many people don't know about it, because so far, at most it's only the appointment of direct judges, for people who come directly to proceed to court via the Bakum Post are very rare."

In addition to the lack of outreach to the community, Astika Hunawa also stated that socialization and counseling were only carried out occasionally, so they were still ineffective. Following are the results of the interview:³⁷

"Counseling is only carried out in the medium term, for example every 3 months or 2 months and only at 1 location point, for example in 1 sub-district. When compared with the number of people & the number of sub-districts in Gorontalo City, how many years will it take to carry out socialization so that this Legal Aid Station socialization can be carried out in all registered sub-districts in Gorontalo City, and so that all people without exception will receive information and know about Legal Aid Station."

Based on the results of the interviews as above, it can be seen that there is still a lack of socialization and counseling that can be carried out by the Legal Aid Station PN Gorontalo. Increasing counseling in order to build legal

³⁴Wawancara dilaksanakan pada Jumat, 19 Juni 2022, pukul: 13.30 wita

³⁵ Weny Almoravid Dunga dan Abdul Hamid Tome, "Identifikasi faktor penghambat penyelenggaraan pengawasan ketenagakerjaan di Provinsi Gorontalo," *Jambura Law Review* 1, no. 1 (2019): 1-21

³⁶Wawancara dilaksanakan pada Jumat, 19 Juni 2022, pukul: 13.30 wita

³⁷Wawancara dilaksanakan pada Jumat, 19 Juni 2022, pukul: 13.30 wita

understanding and awareness requires extra attention from all elements of government.³⁸

5. Minimal Case Operational Costs

The last obstacle according to the respondent (Astika Hunawa) is that the income received by Legal Aid Station employees is still lacking. This can be seen from the results of interviews with him as follows:

"Prodeo civil cases (for free) are not handled by Legal Aid Station, because in this case the advocates feel at a loss, because they spend more, because civil cases that are usually submitted to district courts in general are about land, talking about land, means there is internal and external hearings, external hearings mean coming to the location with judges, lawyers, attorneys between the two parties coming directly to the field, for example the location of the litigation land is far from the city, and access to that place is also difficult, so there will be a lot of costs, a lot of time and a lot of wasted energy, to the location for what? To measure, and check directly.

Law enforcement can realize the principles of legal justice in general such as equality, fairness, rationality and so on.³⁹ Furthermore, in the same interview opportunity, Astika Hunawa added the following:⁴⁰

"In matters of the salary given, the PN stipulates that there must be a minimum of 5 cases in 1 month before they can be disbursed. The problem is, what if within 1 month there are not 5 cases? LBH handled this by for example entering cases in February with more than 5 cases into January with fewer than 5 cases. because every month, the Legal Aid Station must provide a report to the PN, regarding the progress that has been carried out for a month. Fortunately, there is an appointment of judges, because people who come directly to Legal Aid Station asking for legal assistance are very rare, maybe because of a lack of outreach."

Even so, the Legal Aid Station at the Gorontalo District Court are still trying to provide maximum service as a form of the responsibility of the advocate profession which is also specified in the advocate's code of ethics.

5. Conclusion

³⁸ Dolot Alhasni Bakung dan Sri Nanang Meiske Kamba, "Penyuluhan tentang Peningkatan Kesadaran Hukum Masyarakat dalam Mencegah Penyalahgunaan Narkotika," *Jurnal Abdidas* 3, no. 3 (2022): 488–92.

³⁹ Khoirunnisa Pakaya, Mutia Cherawaty Thalib, dan Julius T Mandjo, "Mekanisme Pelepasan Hak Atas Tanah Untuk Kepentingan Umum Di Desa Dumati Kecamatan Telaga Biru Provinsi Gorontalo," *Jurnal Pendidikan dan Konseling* 4, no. 6 (2022): 13275–83.

⁴⁰Wawancara dilaksanakan pada Jumat, 19 Juni 2022, pukul: 13.30 wita.

Based on the results of the research in the discussion above, the authors provide the following conclusions:

Legal aid services by Legal Aid Station PN Gorontalo have not been fully effective because of 2 (two) things, namely: first, legal aid for profit to the community, in fact, legal assistance to economically disadvantaged people should be understood as a process of providing free legal aid. Second, the number of human resources in 2020 was disproportionate to the number of cases handled which resulted in several cases not being handled at that time. Obstacles in legal aid services by the Gorontalo PN Legal Aid Station include: the large number of cases handled by advocates at the Gorontalo PN Legal Aid Station and outside the Legal Aid Station, lack of communication between paralegals and the court, less strategic location, lack of outreach to the community, and minimal case operational costs Legal Aid Station provided.

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Wawancara bersama pihak Pengadilan Negeri Kota Gorontalo

Wawancara bersama Astika Hunawa, Posbakum

Wawancara bersama Akil Mahmud, Posbakum