

Empowering Vulnerable Groups through Legal Protection and Guidance: A Case Study of PCA Jetis Ponorogo

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Abstract

Vulnerable groups such as women, the elderly, single mothers, and people with disabilities still face various legal issues, including inheritance disputes, debt-receivables agreements, and domestic violence (KDRT). To answer these problems, PCA 'Aisyiyah Jetis acts as a companion partner who functions as a community paralegal. Low legal literacy, limited access to professional legal aid, and case resolution that is limited to internal mediation are the main obstacles. This service activity aims to strengthen legal protection for vulnerable groups through increasing legal literacy and case assistance. The strategies used include legal counselling, the establishment of Community Legal Service Posts, local paralegal regeneration, and the use of digital technology in the form of Community Legal Service Information Systems and Archives (SILAH-Community). The implementation method uses a participatory approach with partners through socialization, training, and direct mentoring. Provisional results show an increase in members' understanding of legal rights, the formation of community paralegal cadres, and the use of digital systems for case documentation. Through community-based legal assistance, it can be a model of legal protection that is adaptive, cheap, and sustainable for vulnerable groups.

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Keywords

Legal Protection, Vulnerable Groups, Paralegal

Abstrak

Kelompok rentan seperti perempuan, lansia, ibu tunggal, dan penyandang disabilitas, masih menghadapi berbagai persoalan hukum, antara lain sengketa waris, perjanjian utang-piutang, hingga kekerasan dalam rumah tangga (KDRT). Untuk menjawab permasalahan tersebut, PCA 'Aisyiyah Jetis berperan sebagai mitra pendamping yang difungsikan sebagai paralegal komunitas. Rendahnya literasi hukum, terbatasnya akses bantuan hukum profesional, serta penyelesaian kasus yang hanya sebatas mediasi internal menjadi kendala utama. Kegiatan pengabdian ini bertujuan untuk memperkuat perlindungan hukum bagi kelompok rentan melalui peningkatan literasi hukum dan pendampingan kasus. Strategi yang digunakan mencakup penyuluhan hukum, pembentukan Pos Layanan Hukum Komunitas, kaderisasi paralegal lokal, serta pemanfaatan teknologi digital berupa Sistem Informasi Layanan dan Arsip Hukum Komunitas (SILAH-Komunitas). Metode pelaksanaan menggunakan pendekatan partisipatif bersama mitra melalui sosialisasi, pelatihan, dan pendampingan langsung. Hasil sementara menunjukkan adanya peningkatan pemahaman anggota mengenai hak-hak hukum, terbentuknya kader paralegal komunitas, serta penggunaan sistem digital untuk dokumentasi kasus. Melalui pendampingan hukum berbasis komunitas ini dapat menjadi model perlindungan hukum yang adaptif, murah, dan berkelanjutan bagi kelompok rentan.

Kata Kunci

Perlindungan Hukum, Kelompok Rentan, Paralegal

Introduction

Legal protection for vulnerable groups is a fundamental aspect of creating social justice. Legal justice is the right of all citizens, but access to legal protection for vulnerable groups

in Indonesia still faces significant obstacles.¹ In many rural areas and remote communities, vulnerable communities such as women, single mothers, the elderly, and people with disabilities face difficulties in accessing formal legal services, often due to low legal literacy and a lack of local paralegal support.²

Analysis of the situation at PCA 'Aisyiyah Jetis Ponorogo shows similar problems to many other rural communities in Indonesia. Geographical barriers also worsened the situation. The location of the Muhammadiyah Ponorogo Legal Aid Institute (LBH), approximately ten kilometres from Jetis Village, entails additional costs and travel time, posing an obstacle for PCA members, many of whom face economic limitations.³ This limited access causes vulnerable communities not to obtain substantive justice, because the settlement of cases is only done through compromise, which sometimes harms the weak, especially women and children. Research by Shima & Santoso (2023) even shows that barriers to accessing legal aid in the Ponorogo area have implications for the increasing number of Islamic civil cases that are not fully resolved, especially those related to inheritance and divorce.⁴

In addition, the research of Sihombing et al. (2024) also emphasized that poor and rural communities generally face structural barriers in accessing legal services, ranging from limited information, transportation costs, to social stigma.⁵ This is evident in the PCA Jetis community, where educational limitations lead to a limited understanding of legal documents, such as deeds, written agreements, and powers of attorney. As a result, many

¹ Dewa Gede Sudika Mangku, "Legal Protection for Women and Children with Disabilities in Indonesia," *Jurnal Magister Hukum Udayana (Udayana Master Law Journal)* 10, no. 1 (2021): 1–14.

² Vecky Polii and Deive Junior Polii, "Akses Keadilan Bagi Kelompok Rentan: Studi Empiris Mengenai Hambatan Struktural Dalam Sistem Peradilan," *Perkara: Jurnal Ilmu Hukum Dan Politik* 3, no. 1 (2025): 655–74.

³ S Wahyuni and Y Prasetyo, "Digitalisasi Sistem Layanan Hukum Komunitas Berbasis Google Workspace," *Jurnal Teknologi Sosial* 5, no. 2 (2023): 101–11.

⁴ Arliana Agustin Faridhatul Shima and Lukman Santoso, "Right of Access to Legal Aid for the Poor: Study of Islamic Civil Cases in the PA Ponorogo Legal Area," *Istinbath: Jurnal Hukum* 21, no. 1 (2024): 19–39.

⁵ Januardo Sulung Partogi Sihombing, "The Regulation of Legal Protection for Poor Communities toward Justice in Indonesia and the Netherlands," *Journal of Human Rights, Culture and Legal System* 4, no. 2 (2024): 331–53.

business transactions and dispute resolution are carried out orally without written evidence, which has the potential to cause conflicts in the future.

In terms of education, most of the members of PCA Jetis only finish school up to the secondary level, while only a small number can continue to college. This condition has direct implications for low legal literacy skills, because limited formal knowledge makes it difficult for them to understand legal documents, administrative procedures, and official dispute resolution mechanisms. As a result, many members are unaware of their basic rights, such as inheritance rights, debt-receivables agreements, and legal protection in cases of domestic violence.⁶ Nuryasinta & Wardoyo (2021) emphasized that low education levels correlate with the weak legal understanding of rural communities, so they are more dependent on traditional conflict resolution routes.⁷

This educational limitation also results in a low bargaining position of PCA Jetis members when dealing with legal issues. The low level of legal literacy is increasingly evident from the case data handled by PCA Jetis over the past year, namely, more than twelve cases of domestic violence and eight inheritance disputes. However, limited access to professional legal assistance means that case resolution is limited to internal mediation. This informal mechanism often does not produce fair and sustainable decisions, so that victims continue to suffer psychological and material losses.⁸ Research by Nuristiningsih (2024) reveals that people with low levels of education are vulnerable to receiving adverse unilateral settlements.⁹

⁶ Kementerian Pemberdayaan Perempuan dan Perlindungan Anak, "Panduan Perlindungan Hukum Bagi Perempuan Dan Anak" (Jakarta: KemenPPPA, 2021); W H Supriyadi, "Perlindungan Hukum Bagi Kelompok Rentan Dalam Sistem Hukum Nasional," *Jurnal Hukum Dan Keadilan* 13, no. 1 (2021): 25–39.

⁷ Radhityas Kharisma Nuryasinta and Y Puspitasari Wardoyo, "Escalation of Community Legal Literacy in Resolving Land Disputes in Bumiaji Village, Batu City," *Jurnal Pengabdian Hukum Indonesia (Indonesian Journal of Legal Community Engagement) JPHI* 7, no. 2 (2024): 191–212.

⁸ Komnas Perempuan, "Catatan Tahunan Kekerasan Terhadap Perempuan 2023" (Jakarta: Komnas Perempuan, 2023); LBH APIK, "Laporan Tahunan Kasus Pendampingan Perempuan Dan Anak 2022" (Jakarta: LBH APIK, 2023).

⁹ D Nuristiningsih and M Agustina, "Upaya Meningkatkan Kesadaran Hukum Masyarakat Miskin Dalam Memperoleh Bantuan Hukum Secara Cuma-Cuma," *Majalah Keadilan* 24, no. 2 (2024): 1–17.

Ikbal & Datuan (2023) added that education is a key factor in bridging the poor's access to legal aid and substantive justice.¹⁰

Similar findings were also conveyed by Alputila (2024), who stated that basic legal education plays a very important role in increasing people's critical awareness of their rights and obligations, so that, without educational interventions, people are at risk of continuing to be trapped in the cycle of injustice.¹¹ Prasetyo's research (2024) even shows that the legal literacy of Indonesian people is greatly influenced by the level of formal education.¹² The lower the education, the greater the dependence on non-formal mechanisms that cannot guarantee justice.

In addition to legal literacy issues, the economic condition of PCA Jetis members is also still vulnerable. Most of the members run small businesses such as traditional food production, handicrafts, and agriculture. However, the average business turnover is only around IDR 500,000-IDR 1,000,000 per week, and the business is not yet officially licensed. Agreements with raw material suppliers and distribution partners are mostly made orally without a written contract, so they are prone to causing disputes. The weak ability to draw up agreements and manage business records makes it difficult for business actors to evaluate and access capital.¹³ Thus, it is clear that the legal problems faced by PCA Jetis are closely intersecting with the socio-economic aspects of its members.

The urgency of this service activity is getting higher because it targets vulnerable groups, namely women, the elderly, single mothers, and people with disabilities. This group is in dire need of legal protection, both domestically and publicly. The settlement of domestic

¹⁰ Ikbal and Datuan, "Legal Assistance for Underprivileged Communities to Access Justice within the Human Rights Perspective," *Lampung Journal of International Law* 4, no. 2 (2023).

¹¹ M J Alputila and M A Tajuddin, "Penguatan Kesadaran Hukum Masyarakat Kampung Kuper Melalui Program Edukasi Dan Pelatihan Hukum," *Sagu: Jurnal Pengabdian Masyarakat* 1, no. 2 (2024): 52–64.

¹² Dicky Prasetyo, "Penerapan Artificial Intelligence Dalam Penegakan Hukum" (Surabaya, 2024).

¹³ N F Sari, "Pendampingan Hukum Berbasis Gender: Studi Kasus Pada Komunitas Aisyiyah," *Jurnal Perempuan* 27, no. 3 (2022): 88–97; L Fitriani and C Anwar, "Efektivitas Pelatihan Hukum Untuk Kader Komunitas Dalam Mengurangi Kekerasan Rumah Tangga," *Jurnal Pengabdian Masyarakat Humanis* 4, no. 1 (2022): 40–50.

violence cases that are still often considered a family affair, pending inheritance disputes due to the lack of legal documents, and the absence of community legal service posts are strong reasons for the implementation of this legal assistance program.¹⁴

This service activity has a clear legal basis. Nationally, the implementation of the program refers to Law Number 23 of 2004 concerning the Elimination of Domestic Violence, as well as the Guidelines for Legal Protection for Women and Children issued by the Ministry of PPPA (2021). In addition, this activity supports the achievement of the Sustainable Development Goals (SDGs), especially SDG 5 on gender equality and SDG 16 on peace, justice, and resilient institutions.¹⁵ From a national research perspective, this activity is in line with the National Research Master Plan (RIRN) in the field of Law and Public Policy, which emphasizes strengthening access to justice and protecting vulnerable groups.¹⁶

From an institutional perspective, this activity supports the Main Performance Indicators (KPIs) of Higher Education, especially in the aspects of student involvement in community service and the real contribution of universities to society (UGM Center for Legal Studies, 2022). From an organizational perspective, this program is also in line with the Asta Cita of Muhammadiyah, especially the 3rd ideal of “Independent Society” and the 5th ideal of “Justice,” and refers to the Muhammadiyah Legal and Advocacy Service Guidelines.¹⁷ Thus, this devotion has not only academic value, but also religious and social value.

Furthermore, this activity is also oriented towards the use of legal technology through the development of the Community Legal Information System and Legal Archive (SILAH-Community). This innovation is a form of digitization of simple legal services that allows case documentation to be carried out neatly, archived, and easily accessible. This is in line

¹⁴ Perempuan, “Catatan Tahunan Kekerasan Terhadap Perempuan 2023”; APIK, “Laporan Tahunan Kasus Pendampingan Perempuan Dan Anak 2022.”

¹⁵ Bappenas, “Roadmap Tujuan Pembangunan Berkelanjutan (SDGs) Indonesia 2030” (Jakarta: Bappenas, 2022).

¹⁶ R Fatmawati, “Transformasi Digital Dalam Layanan Sosial Di Organisasi Keagamaan,” *Jurnal Inovasi Sosial* 6, no. 1 (2023): 56–65.

¹⁷ Muhammadiyah, “Pedoman Pelayanan Hukum Dan Advokasi Muhammadiyah” (Yogyakarta: Majelis Hukum dan HAM PP Muhammadiyah, 2021).

with the latest research on the digital transformation of legal services at the community level.¹⁸ By combining legal literacy, community advocacy, and digital technology, this activity is expected to create a sustainable legal assistance model that can be replicated in other regions.

With the support of a strong legal basis, high urgency of the program, and relevance to the national research roadmap, this service activity at PCA Jetis Ponorogo is expected to be an example of good practices of service based on legal science, Islamic values, and community empowerment. This program not only resolves individual legal cases but also builds a legal protection system at the community level, so as to encourage the realization of a just, independent, and empowered society.

Method

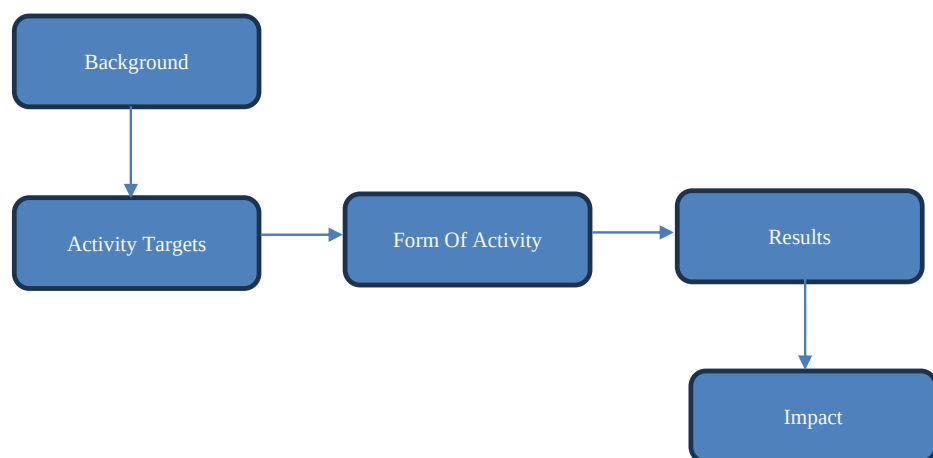


Figure 1. Research Method Graph

The implementation of this community service program is systematically designed to address the problems of vulnerable groups through legal literacy, advocacy assistance, and strengthening access to legal services. PCA ‘Aisiyiah Jetis, as the main partner, was chosen because it plays an important role in social activities, but its members still face limitations in legal education, dispute resolution, and access to legal documentation. A summary of the program implementation flow is presented in Figure 1.

¹⁸ Wahyuni and Prasetyo, “Digitalisasi Sistem Layanan Hukum Komunitas Berbasis Google Workspace”; Fatmawati, “Transformasi Digital Dalam Layanan Sosial Di Organisasi Keagamaan.”

The initial stage began with the socialization of the program to PCA administrators and assisted communities consisting of the elderly, single mothers, people with disabilities, and poor groups. This socialization was carried out in the form of an open forum involving community leaders, representatives of LBH Muhammadiyah, and a service team. Through this activity, an initial mapping of the legal problems experienced by the participants was carried out. Furthermore, a legal literacy workshop was held with an interactive method based on case studies. The material provided includes legal protection for women and children, inheritance rights, simple agreements, and family law. Participants were also given print and digital modules so that they could practice how to prepare simple legal documents. The next stage is legal assistance and document digitization. Assistance was provided by a service team with LBH Muhammadiyah and law students as paralegal assistants. The cases handled include domestic violence, inheritance, and population administration documents. Along with that, SILAH-Community was developed, which is an electronic archive system based on Google Workspace to store community legal documents and facilitate access to services.

To maintain sustainability, a Community Paralegal Team was formed from PCA cadres who were trained to be able to manage Legal Service Posts independently. This team is supported by paralegal guidance modules and standardized legal document templates, so that they can be used continuously. The evaluation process was carried out to measure the improvement of participants' legal understanding, satisfaction questionnaires, and to monitor the performance of the digitization system. The data from the evaluation was used as the basis for service improvement and program sustainability plans with PCA Jetis.

Results and Discussion

The results of community service activities at PCA 'Aisyiyah Jetis Ponorogo show that the problems identified at the initial stage are beginning to be answered through various activities carried out. The low level of legal literacy, which was previously a major problem, was addressed through a series of legal counselling sessions and discussions with PCA members that were designed not only as one-way lectures but also as interactive forums. In

this activity, members were not only given theoretical material but also invited to actively dialogue through a simple case study approach that was closely related to their daily lives, such as inheritance disputes within families, borrowing and lending agreements, and experiences of domestic conflict. This method proved effective because it made legal concepts that previously seemed abstract more tangible and directly applicable to the problems they faced. The interactive nature of the discussions also created a safe space for participants to share their own experiences, ask questions openly, and receive practical explanations that strengthened their confidence in understanding their rights. As a result, members began to gain a clearer and more structured understanding of basic rights, especially in the field of inheritance, simple agreements, and domestic violence complaint mechanisms which had not been widely known so far, and this shift in awareness marks the initial success of the program in transforming passive knowledge gaps into active legal literacy that empowers the community to protect themselves and their families. The atmosphere of the legal discussion with PCA Jetis members is shown in figure 2.



Figure 2. Legal Discussion with PCA Jetis

This is in line with the findings of Fitriani & Anwar (2022) that community-based legal counselling can increase public awareness of their legal rights and obligations.¹⁹ Not only does this counselling increase knowledge, but it also strengthens the courage of members to convey their experiences and legal problems they face. Thus, the service forum serves a dual function: as a means of education as well as a safe space for members to share experiences.

¹⁹ Fitriani and Anwar, "Efektivitas Pelatihan Hukum Untuk Kader Komunitas Dalam Mengurangi Kekerasan Rumah Tangga."

Furthermore, the limited access to professional legal aid is addressed through cooperation with LBH Muhammadiyah Ponorogo. Through this coordination, cases that have only been resolved through internal deliberation can be directed to a fairer and sustainable formal legal mechanism. Some cases even immediately received follow-up assistance, which was previously impossible to do due to limited access to transportation and costs. The role of partners in this is very important, because PCA is the link between the community and legal institutions, so that access to legal aid is more open and the legitimacy of PCA as a community node is stronger.²⁰

The lack of a continuous legal assistance system was followed up with the initiation of the establishment of a Community Legal Service Post (PLHK) and the development of SILAH-Community, which is a simple digital system for documenting legal cases. This effort represents the first step towards the availability of neat, transparent, and easily accessible legal documentation. The digital system that has been introduced provides opportunities for PCA administrators to record cases systematically, as well as provide references if there are similar cases in the future. The discussion regarding the design of this continuous legal assistance system is shown in figure 3.



Figure 3. Discussion related to the Continuous Legal Assistance System

Fatmawati (2023) emphasized that digitalization is an important innovation to ensure the sustainability of community-based legal services because digital systems are able to provide

²⁰ APIK, "Laporan Tahunan Kasus Pendampingan Perempuan Dan Anak 2022."

neater, accessible, and durable documentation compared to manual recording methods.²¹ Through digitization, legal archives that were previously scattered or prone to loss can be stored properly in a structured database. Furthermore, digitalization also opens up opportunities for transparency, where the public can monitor the development of cases openly without relying entirely on outside parties.

In addition, this service activity also resulted in community paralegal regeneration through the active involvement of PCA members and students. The paralegals who were formed were not only equipped with basic legal knowledge but also practical skills such as drafting documents, providing initial referrals, and conducting simple mediations. This dual capacity knowledge and practice ensures that paralegals can act as the first point of contact for community members facing legal difficulties. Their role is not limited to assisting with technical matters, but also extends to building trust between citizens and formal legal institutions.

The existence of paralegals is expected to be the answer to the limitations of legal assistance at the village level, as well as a mechanism to strengthen the internal capacity of PCA as a node of community legal services. By embedding legal knowledge within the community, the program reduces dependence on external institutions and makes legal aid more accessible, affordable, and culturally appropriate. Research by Nuryasinta & Wardoyo (2021) also confirms that the existence of local paralegals plays a significant role in ensuring the sustainability of access to justice, because they understand the socio-cultural context of the community better than formal legal personnel from outside.²² Similar findings were also highlighted by Wahyudi & Kartikasari (2023), who emphasized that community-based legal cadres tend to provide more continuous and preventive assistance, thereby reducing the recurrence of disputes.²³

²¹ Fatmawati, "Transformasi Digital Dalam Layanan Sosial Di Organisasi Keagamaan."

²² Nuryasinta and Puspitasari Wardoyo, "Escalation of Community Legal Literacy in Resolving Land Disputes in Bumiaji Village, Batu City."

²³ A Wahyudi and D Kartikasari, "Sistem Informasi Berbasis Cloud Untuk Layanan Hukum Komunitas," *Jurnal Rekayasa Dan Sistem Informasi* 10, no. 4 (2023): 214–23.

Overall, the results of this activity show that the problems of low legal literacy, limited access to services, and the absence of legal documentation described in the introduction are beginning to be answered in concrete ways. The implementation of literacy workshops, structured legal mentoring, and digital documentation through SILAH-Community has created a strong synergy between community empowerment and institutional support. Although further efforts are still needed, the steps taken have provided a solid foundation for realizing fair, structured, and sustainable legal services at PCA 'Aisyiyah Jetis Ponorogo.

This program also proves that the active involvement of partners from the planning stage to mentoring is a key factor in success, as it makes the program more relevant to the real needs of the community, more effective in implementation, and endowed with high social legitimacy. In addition, the collaboration between community members, students, and legal institutions also demonstrates a model of participatory service that could be replicated in other rural contexts, offering a blueprint for strengthening legal access in communities that remain underserved.

Conclusion

Through counselling and legal discussions, the problem of low legal literacy began to be solved with an increase in members' understanding of basic rights, especially related to inheritance, simple agreements, and domestic violence complaint mechanisms. The collaboration with LBH Muhammadiyah Ponorogo has also succeeded in opening access to legal services that were previously limited, so that some cases can be directed to a fairer and sustainable formal path.

The initiation of the Community Legal Service Post (PLHK) and the development of the SILAH-Community digital system provide the initial foundation for sustainable legal assistance, while correcting weaknesses in legal documentation that have been unstructured. In addition, the formation of a community paralegal team shows that PCA is not only a beneficiary but also a major driver in providing community-based legal services. Thus, this activity not only answers momentary needs but also builds a more independent, participatory, and sustainable legal assistance system.

Based on these achievements, there are several things that can be considered for the development of the next program. First, it is necessary to sustain periodic legal counseling programs so that the improvement of public legal literacy can be maintained and developed. Second, cooperation with LBH Muhammadiyah and other legal institutions needs to be strengthened through formal partnership mechanisms, so that access to legal services for vulnerable groups can be more guaranteed. Third, the SILAH-Community system needs to be further developed, both in terms of data security and ease of access, so that it can function optimally as a community legal documentation center. In addition, continuous training for paralegal cadres needs to be prioritized so that they are able to face the dynamics of more complex cases in the future. Paralegals can also be expanded to the level of the PCA branch, so that legal services can be closer to the community. Finally, it is important to involve more universities and partner institutions in strengthening technology capacity and providing experts, so that this model of service can be replicated in other communities with similar conditions

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