

CHAPTER I

INTRODUCTION

1.0 INTRODUCTION

The growth of Information and Communication Technology (ICT) has revolutionized the social and political life. These applied sciences offer many advantages like velocity, decreased costs and reaching for more people. The explosion of sophisticated ICT create new opportunities as well as challenges for the whole service delivery systems, particularly to fulfill the ever increasing demand of citizens who are mostly having a high level of Information Technology (IT) literacy and advanced in knowledge and awareness of their rights.

To remain competitive, government records must progress in line with IT advancement, without compromising the existing strict government principles and regulations set through acts and policies. Records that capture various information serve as important institutional memory and central to efficient public service machinery (Saman, 2012). Moreover, the marriage between ICT and the law has brought forward a significant change in the administration of justice (Saman and Haider, 2013).

The court system in Jordan has been frequently criticized because of the absence of computerized systems. Pharaon (2007), designed a system called Mizan, this system focuses only on cases' classification civil, financial or criminal. The court

system of Jordan needs to establish a computerized system to solve the problems that exists in the current paper-based system, in order to avoid the loss of the cases or the accumulation of cases for a long period of time (Pharaon, 2007).

Therefore, there is a need to develop the electronic based case management system to cover all court requirements such as case registration, case viewing, case classifications and design a system which is much faster and efficient. Jordan is a dynamic country that opens up the possibility of application to implement the technique of the court management. This study will try to build an electronic court case management system for the civil court at Al-Tayba which located in Al-Tayba city in north of Jordan to allow lawyers and judges to register new cases, view case status, and view case information.

1.1 PROBLEM STATEMENT

The judicial court system in Jordan used traditional system based on paper works. It happened that some court documents got damaged or lost and in some cases a court documents got stolen and this incident was a public issue (Al-balad news, 2012). One of the Jordanian judicial courts located in Al-Tayba area was destroyed by fire in 2012 which has led to the destruction of five thousand (5000) pending cases in the court (See Appendix D&E). Regarding to the absence of the computerized system in the Jordanian court system, all the cases were improperly stored, which resulting, destroy all the cases' files. People rights were violated because of this incident. This incident problem forced the Jordanian Ministry of Justice to re-register all the damaged cases and consider it again, which cost lots of time, effort, and money.

On the other hand, the court system is characterized from other systems by the importance of maintaining the confidentiality of the system data, this motivate us to increase of the privacy and security aspects to protect it against accidental or deliberate modification and threats. Therefore, the researcher give priority to encrypt all the information related to the cases management activities, starting with username and password ending with the content of cases.

The current study chooses the court of Al-Tayba as a case study, because of the paramount need to organize the court procedures to avoid any possible future damage. This study will develop a case management system that can store all cases, information, and retrieve the cases for the authorizations and convenience of users at any time. This system will also help to reduce the papers consumption, speed up the completion of the transactions, facilitating procedures for citizens and businesses, and has many more advantages, all this in order to avoid the loss of the cases in court if exposed to environmental disasters or any artificial action by citizens.

1.2 RESEARCH QUESTIONS

1. What are the user requirements and needs for the case management system in Al-Tayba court?
2. What are the important applications and interfaces that need to be developed in the prototype of the court system in Al-Tayba court?
3. What is the level of usefulness and ease of use of the proposed system in Al-Tayba court?

1.3 RESEARCH OBJECTIVES

The objective of the study carries out three main points:

1. To identify the user requirements and needs for the case management system in Al-Tayba court.
2. To design and develop a case management system for Al-Tayba court.
3. To test the level of usefulness and ease of use of the proposed system in Al-Tayba court.

1.4 MOTIVATION

IT becomes most used in the various domains in the world particularly, in the courts domain. Therefore, the court case management system enables lawyers and other users to submit documents to a court system that demands different formats through the use of this system. Privacy and public access, and document management are becoming more commonplace to reduce the court costs and make documents more available.

1.5 SCOPE

The domain of this study concerns with development of case management system for Al-Tayba court in Jordan to help lawyers, staff and judges to register the cases, view cases status, view cases judgments and view cases information. There are many types of cases that managed according to Al-Tayba court environment; (1) civil cases, (2) criminal cases, and (3) financial cases.

1.6 THESIS ORGANIZATION

This research is divided into seven chapters. The first chapter gives a brief background of the study whereby the problem of the research is put into light; the questions and research objectives are set. Moreover, the motivation and research scope are also pointed out. Chapter Two (II), provides a review of literature related to the design and development of case management system in Al-Tayba court. Chapter Three (III), emphasizes on the research methodology developed by Vaishnavi and Kuechler (2008), with the elaboration of its five stages (Awareness of the Problem, Suggestion, Development, Evaluation and Conclusion). Chapter Four (IV), presents data collection and analysis that comprises the system users' requirements for Al-Tayba court. Chapter Five (V), provides the design and development of Case Management System for Al-Tayba Court (CMSAC). Chapter six (VI), provides the result for evaluation the case management system, its usability as well as ease of use and full assessment of the system. Finally, chapter seven (VII) provides the concluding remarks on the system, its limitations as well as suggestions and recommendations for future research.

1.6 SUMMARY

This chapter presents the brief background of the study. It includes the problem statement, research objectives, research questions, motivation and research scope. The objectives of this research are to design and develop a case management system for Al-Tayba court in Jordan.