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Investigate the extent to which the Court Online System addresses or deepens the digital divide among legal practitioners in Gauteng

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List of acronyms

Table 1: List of acronyms

List of Acronyms	
OCJ	Office of The Chief Justice
ICT	Information and Communication Technology
AI	Artificial intelligence, or AI, is technology that allows computers and machines to mimic human intelligence and solve problems (IBM, 2024)

Definitions

Table 2: Definitions

Term	Definition
Court Online System	COURT ONLINE is an end-to-end E-Filing, Digital Case Management and Evidence Management (Caselines) system for the High Courts of South Africa. It provides Law Practitioners with the opportunity to file documentation electronically online anywhere and anytime without being physically present at the court. It also affords Law Practitioners the ease of managing their court appearance diaries and court evidence instantaneously online (Judiciary, n.d).
COVID-19	is the disease caused by the SARS-CoV-2 coronavirus.
Legal Practitioners	In terms of the Legal Practice Act 28 of 2014, all legal practitioners (Attorneys and Advocates) in South Africa are registered with the Legal Practice Council (Holness, 2024).
Digitalise	Digitalise is the conversion of physical case documents into electronic case documents

Digital Divide	Digital divide refers to the gap between people who have adequate access to information communication technology (ICT) and people who have poor or no access to ICT (Van Dijk, 2017).
Digital Literacy	Digital literacy to mean the basic skill or ability to use a computer confidently, safely and effectively
Digital Skills	Digital Skills refers to ability to use devices like a computer, tablet or mobile phone for simple, personal and work tasks
Digital Tools	Digital Tools can be defined as programs, websites, applications, and other internet and computerised resources that facilitate, enhance and execute digital processes and overall digitisation efforts
Digital Transformation	Digital transformation is the integration of digital technology into all areas of a business, fundamentally changing how you operate and deliver value to customers.

Keywords

AI, Court Online, Digital Divide, Digital Tools, Digital Transformation, Digitise, ICT, OCJ

1. CHAPTER 1. INTRODUCTION

1.1. STATEMENT OF PURPOSE

This study aims to critically analyse the influence of the Court Online System (Judiciary, n.d) on the digital divide among legal professionals in the Gauteng province of South Africa. The primary objective of this research is to reveal the degree to which this technological initiative contributes to either narrowing or widening the current gaps in the availability, competency, and utilisation of information and communication technologies (ICT) within the legal profession.

1.2. BACKGROUND ON THE ESTABLISHMENT OF THE OFFICE OF THE CHIEF JUSTICE

The Office of the Chief Justice (OCJ) was established in South Africa by Proclamation 44 of 2010. As an independent national department, it supports the Chief Justice, who serves as the leader of both the Constitutional Court and the broader judiciary (Judiciary, n.d). The OCJ's main roles include promoting the independence of the judiciary in institutional, administrative, and financial matters, and enhancing governance, accountability, and resource management efficiency (Judiciary, n.d).

The OCJ introduced the Court Online System to modernise manual court processes, improve case management, and enhance the efficiency of court operations, allowing 24/7 access to justice (Judiciary, n.d). However, a digital divide among Gauteng's legal practitioners hampers its effective use. This divide, marked by unequal access to technology, varied digital literacy levels, and resource disparities, limits the system's benefits, potentially worsening existing inequalities within the legal profession. Evaluating the Court Online System's role in either bridging or widening this divide is essential. Key factors include socioeconomic status, education, infrastructure, and digital literacy, all of which influence the system's adoption and effectiveness.

1.3. ONLINE COURTS GLOBAL PERSPECTIVE

Online courts have been introduced worldwide as practical answers to problems with judicial inefficiencies made worse by the COVID-19 pandemic (Bradautanu et al., 2020). Nations such as the UK and Canada have been at the forefront of developing extensive online platforms, enabling a range of legal disputes to be resolved entirely online (Bradautanu et al., 2020). In Asia, both Singapore and China have integrated advanced technologies such as Artificial Intelligence (AI) to streamline case management and enhance access to justice (Bradautanu et al., 2020). Meanwhile, Estonia represents Europe's push towards digital transformation with its fully automated judicial processes, setting a high standard for e-justice systems (Bradautanu et al., 2020). These models showcase a shift towards more accessible, transparent, and efficient judicial proceedings worldwide.

1.4. PROBLEM STATEMENT

The digital divide among legal practitioners in Gauteng impedes their utilisation of the Court Online System, designed to enhance legal service efficiency and accessibility. Practitioners lacking adequate technology or digital skills may struggle with the system, affecting service quality.

This divide could exacerbate inequalities in the legal sector, impacting fairness and accessibility in the justice system. Behavioural momentum, influencing lawyers' readiness for digital adoption (Neuman, 2014), and age, with younger practitioners more adept with digital tools (Van Dijk, 2006), are critical factors. Addressing how the Court Online System can bridge this gap is essential. By assessing socioeconomic status, infrastructure, and digital literacy, this research informs policy decisions to promote an inclusive and equitable legal system, mitigating digital disparities and enhancing access to justice.

1.5. RESEARCH OBJECTIVES

The primary research objective of this study is to critically analyse how the Court Online system influences the digital divide among legal practitioners in Gauteng, considering

behavioural and factors such as digital literacy, readiness for digital adoption, and socioeconomic status.

The secondary research objectives are:

1. Examine the relationship between the frequency of Court Online usage and digital literacy among legal practitioners in Gauteng.
2. Investigate the impact of geographical location (urban vs. rural) on access to digital tools for Court Online users in Gauteng.
3. Assess how perceptions of ease of use and usefulness affect the adoption of the Court Online system among legal practitioners in Gauteng.
4. Compare the efficiency of legal practice among frequent and infrequent users of the Court Online system in Gauteng.

1.6. RESEARCH QUESTIONS

1. What is the relationship between the frequency of Court Online usage and digital literacy levels among legal practitioners in Gauteng?
2. How does access to digital tools differ between urban and rural legal practitioners in Gauteng regarding court online usage?
3. To what extent do perceptions of ease of use and usefulness influence the adoption of the Court Online system among legal practitioners in Gauteng? Is there a difference in the efficiency of legal practice between frequent and infrequent users of the Court Online system?
4. Is there a measurable difference in the efficiency of legal practice between practitioners who frequently use the Court Online System and those who do not?

1.7. RATIONALE OF STUDY

The digital divide significantly hinders equal access to information and communication technologies (ICT), affecting various sectors, including the legal industry. In Gauteng, the introduction of the Court Online System aims to digitalise legal processes and improve service accessibility and efficiency. This study explores the digital divide among Gauteng's

legal practitioners in relation to this system. It examines disparities in digital access, literacy, and usage, and their effects on system adoption and effectiveness.

The findings will guide policies to bridge these gaps, enhancing the system's inclusivity and contributing to equitable access to justice in the digital era.

1.8. DELIMITATIONS OF STUDY

This study specifically examines the impact of the Court Online System on the digital divide among legal practitioners in Gauteng province. To clearly define the research scope and boundaries, the following delimitations are set:

1. The research is confined to legal practitioners based in the Gauteng province.
2. It focuses on legal professionals such as Attorneys, Advocates, and Paralegals who actively use the Court Online System. The study does not cover court officials or Judges.
3. The focus is on the Court Online System, particularly as a digital platform.
4. The research is conducted within a specific time frame, and the findings reflect the state of the digital divide and the Court Online System as of the time of the study.

1.9. ASSUMPTIONS OF STUDY

1. Legal professionals in Gauteng have varying degrees of access to key technologies like computers and the Internet, which are crucial for utilising the Court Online System.
2. Legal practitioners vary in their digital literacy and skills, which can affect how effectively they can use the Court Online System.
3. The Court Online System can potentially impact the efficiency and accessibility of legal services provided by practitioners in Gauteng.
4. The study suggests that socioeconomic factors, including computer literacy, income, and location, affect legal practitioners' access to and utilisation of the Court Online System.
5. The Court Online System functions consistently and reliably for users across the Gauteng province.

2. CHAPTER 2: LITERATURE REVIEW

2.1. INTRODUCTION

The rapid digital transformation within the legal profession, mainly through Court Online Systems, has heralded significant changes in justice delivery mechanisms. Pareek and Vashishtha (2022) describe this transition as a response to global disruptions, prompting a shift towards virtual environments. However, as Brobst (2024) suggests, this shift necessitates a critical examination of the underlying digital infrastructure and its readiness to support such a transformation, especially in provinces like Gauteng.

2.2. THE CONCEPT OF THE DIGITAL DIVIDE

The digital divide encompasses more than just unequal access to the internet or digital tools; it reflects deep-rooted structural and socioeconomic inequalities that hinder participation in digital transformation efforts across sectors, including the legal profession (Lythreatis et al., 2022). In legal settings, the divide manifests between practitioners and firms that are technologically equipped and those constrained by limited infrastructure, digital literacy, or financial capacity. According to Peacock (2019), these disparities present a significant challenge as digital court systems and e-legal services become more mainstream, leaving behind practitioners who cannot keep pace with evolving technologies.

Pratiwi et al. (2020) further warn that digital transformation, while promising greater efficiency and access, can unintentionally reinforce existing inequalities if not carefully managed. In regions like Gauteng, where infrastructural and economic disparities are already pronounced, digital system rollouts benefit urban, well-resourced legal actors more. At the same time, rural or underfunded practitioners continue to face barriers. Moreover, unequal access to training and support exacerbates these gaps, limiting the full utilisation of digital platforms by less technologically literate users.

Lythreatis et al. (2022) highlight that addressing the digital divide requires a holistic view, recognising it as both a technological and social challenge. Without deliberate, inclusive strategies that improve access to and use of digital tools, legal digitalisation risks widening

the access to justice gap it seeks to narrow. Equitable implementation depends on providing tools, building capabilities, and ensuring contextual readiness across the legal ecosystem.

2.3. INFRASTRUCTURE AND TECHNOLOGICAL CHALLENGES IN ADDRESSING THE DIGITAL DIVIDE

The transition to digital platforms in the legal field brings significant infrastructure and technological challenges. Pareek and Vashishtha (2022) highlight the issues surrounding technological systems' availability, reliability, and scalability, supported by Brobst (2024). These challenges exacerbate disparities among legal practitioners, particularly in less urbanised areas. There are concerns that the digital divide could widen without strategic interventions, disproportionately impacting those without access to robust technological resources.

To address this issue, Angin and Seroja (2023) emphasise the importance of providing comprehensive training and support systems. These measures can help all legal professionals harness the benefits of digital advances. Furthermore, Poshai and Vyas-Doorgapersad (2023) recommend policy interventions to enhance digital competencies and promote inclusive digital strategies.

However, Gras (2021) points out that implementing online systems must be done thoughtfully to prevent exacerbating inequalities. The digital divide could deepen if practitioners lack access to technology or the necessary skills to use it. To mitigate this, Gras (2021) advocates for 'assisted digital' strategies, offering multi-channel support to ensure that even those less technologically proficient are not excluded from the digital transformation in courts.

2.4. BEHAVIORAL MOMENTUM AND AGE FACTOR IN DIGITAL READINESS

Behavioural momentum, a concept from behavioural sciences, describes how persistent behaviours are over time and their resistance to change (Lawrence Neuman, 2014).

In digitisation, this concept can explain why some legal practitioners may resist adopting new digital tools despite their potential benefits.

The age of legal practitioners significantly impacts their readiness for digital transformation. Younger Attorneys are generally more adept at using digital technologies. In contrast, older counterparts often face more significant challenges due to a lack of familiarity or comfort with digital tools (Van Dijk, 2006).

2.5. ACCESSIBILITY AND INCLUSIVITY

Digital court systems offer the promise of enhanced accessibility, yet Pareek and Vashishtha (2022) caution that this promise often goes unfulfilled for many legal practitioners. Their analysis highlights that those lacking digital literacy or stable access to technology are at risk of exclusion, especially in developing contexts. This exclusion does not limit participation; it creates a structural digital court system that promises greater accessibility.

However, Pareek and Vashishtha (2022) warn that this promise often remains out of reach for many legal practitioners. Their analysis reveals that those without digital literacy or reliable access to technology face exclusion, especially in developing regions. This exclusion does not just hinder participation; it creates a structural imbalance where only a digitally skilled minority fully benefits from legal digitisation.

As the legal profession increasingly relies on digital tools, unsupported practitioners risk losing visibility, influence, and competitiveness. In regions like Gauteng, where inequality is widespread, this divide can grow even deeper, reinforcing systemic injustice. To prevent this, stakeholders must actively support digital transformation with inclusive strategies such as targeted training, infrastructure development, and user-friendly platforms. Without these efforts, the shift to digital risks reinforcing privilege rather than expanding access to justice.

2.6. EFFICIENCY AND AFFORDABILITY

While digital transformations are commonly praised for improving efficiency and saving costs, Pareek and Vashishtha (2022) advises against adopting a one-size-fits- all approach. They claim that the high expenses of digital integration and continuous upkeep may deter

smaller practices or individual practitioners, creating a legal system where only those with ample resources can maximise digital progress.

2.7. ADOPTION AND ACCESS TO TECHNOLOGY

Poshai and Vyas-Doorgapersad (2023) contribute to the discourse by highlighting the variable rates of adoption of digital tools among practitioners. They argue that the digital divide is not merely a matter of access but also of the willingness and ability to integrate new technologies into existing legal practices. This perspective suggests that addressing the digital divide requires a multifaceted approach encompassing technical support and cultural adaptation within the legal profession.

2.8. INTERNET ACCESS AND LEGAL PRACTICE

Access to reliable internet is necessary for effectively utilising digital court systems. According to Peacock (2019), disparities in internet access can exacerbate existing inequalities among legal practitioners. This sentiment is echoed by Pratiwi et al. (2020), who argue that without equitable internet access, the benefits of digital tools are uneven, potentially marginalising those in less urbanised areas. The critical nature of robust internet infrastructure is underlined by Mabeka (2021), emphasising the need for strategic investments to ensure universal access.

2.9. DIGITAL TOOLS IN LEGAL SETTINGS

Integrating digital tools in legal practice is not merely a technical shift but also a cultural and educational challenge. Papp et al. (2022) discuss the transformative potential of these tools in enhancing procedural efficiency. However, Sourdin et al. (2020) provides a counterpoint, highlighting the risks of dependency on technology that may not be universally accessible, thus deepening professional divides. This critique suggests that while digital tools can streamline some processes, they also require a foundational level of digital literacy that may not be present across all demographics of legal practitioners.

Practitioners lacking foundational digital competencies may struggle to adopt these advanced tools, thereby missing out on the full benefits digital transformation offers (Kbarek et al., 2023).

2.10. EQUITY AND ACCESS IN THE COURT ONLINE SYSTEM

The Court Online System is intended to democratise access to justice by making legal processes more accessible. However, studies such as those by Lisa Von Wiegen (2020) critically examine whether digital systems inherently offer equitable access, echoed by Caserta and Madsen (2019). They argue that without addressing the foundational disparities in digital literacy and access, such systems might perpetuate or even worsen the divide.

Kbarek et al. (2023) support this argument, observing that while digital systems aim to simplify legal processes, they often require additional skills and resources that may not be available to all practitioners.

Kiršienė et al. (2022) echo these concerns, emphasising that vulnerable populations such as older professionals, rural practitioners, and economically disadvantaged individuals frequently face disproportionate challenges, including inadequate internet connectivity and insufficient training.

2.11. ABILITY TO CLOSE THE GAP IN DIGITAL ACCESS

Gras (2021) emphasises that online court systems offer a significant benefit by making judicial procedures more straightforward and affordable for legal professionals and the general public. In areas such as Gauteng, digital technology has the potential to help legal practitioners overcome obstacles such as geographical distance and socioeconomic status that can hinder their participation in the judicial process (Gras, 2021).

Kiršienė et al. (2022) further underline that strategic infrastructural investments combined with targeted educational programs are essential to effectively narrowing the digital divide. Such interventions include comprehensive training in digital literacy, robust support systems, and hybrid models blending digital and traditional court practices, particularly crucial for users with limited technological skills (Angin & Seroja, 2023).

2.12. ANALYTICAL FRAMEWORK

The research is grounded in two main theories: the Technology Acceptance Model (TAM) and the Digital Divide Framework.

a) Technology Acceptance Model (TAM): This model, proposed by Davis (1989), posits that adopting a new technology is influenced by two primary factors: perceived usefulness and perceived ease of use. In the context of this study, TAM provides a lens to examine how legal practitioners' perceptions of the Court Online System's usefulness and ease of use affect their willingness to adopt and use the platform.
b) Digital Divide Framework: This framework, articulated by Van Dijk (2006), categorises the digital divide into four levels: motivational, physical (material), skills, and usage. This framework will be used to analyse the various dimensions of the digital divide among legal practitioners, including access to technology (material), digital literacy (skills), and the extent of utilisation of digital tools (usage).

2.13. CONCEPTUAL FRAMEWORK

The analytical framework incorporates several key variables derived from the literature:

1. Digital Access: This idea pertains to the accessibility of essential technological resources like hardware, software, and internet connection for using the Court Online System. Reference points involve research conducted by Peacock (2019) and Mabeka (2021) that underscore the significance of internet availability in the efficiency of digital legal procedures.

2. Digital Literacy: The skill level of legal practitioners in utilising digital tools effectively. Studies like those by Sourdin et al. (2020) indicate that without a foundational level of digital literacy, even the best digital tools can fail to serve their intended purpose.

3. Perceived Benefits and Challenges: Access and literacy influence the extent to which legal practitioners in Gauteng use the Court Online System.

The study will employ a quantitative analysis approach to examine the interplay between the theoretical and conceptual elements. The data collected through the questionnaire will be analysed to:

1. Assess legal practitioners' perceptions of the Court Online System's usefulness and ease of use (TAM).

2. Identify the levels of the digital divide among legal practitioners based on access, skills, and usage (Digital Divide Framework).

3. Explore the perceived benefits and challenges of the Court Online System and its impact on legal practice.

By integrating the theoretical and conceptual elements, this analytical framework aims to provide a comprehensive understanding of the impact of the Court Online System on the digital divide among legal practitioners in Gauteng.

2.14. CONCLUSIONS

The literature review underscores the transformative impact of digital court systems within the legal profession, highlighting both opportunities and challenges. Key findings emphasise that while such systems promise increased accessibility and efficiency, they also risk exacerbating the digital divide among practitioners. This divide, influenced by disparities in access to technology, digital literacy, and infrastructure, mainly affects those in less urbanised areas. Strategic interventions, including robust infrastructural investment, comprehensive training, and inclusive policies, ensure digital transformations benefit all legal practitioners, making justice more accessible and equitable.

2.15. RESEARCH HYPOTHESIS (OR PROPOSITION)

2.15.1. Hypothesis 1 (H1)

Legal practitioners in Gauteng who use the Court Online System more frequently will report greater access to digital tools compared to those with lower usage frequencies.

Rationale: This hypothesis draws on the Technology Acceptance Model, which posits that perceived ease of use increases adoption and, by extension, access to the technology (Davis, 1989).

2.15.2. Hypothesis 2 (H2)

Legal practitioners in Gauteng with higher usage of the Court Online System will demonstrate higher levels of digital literacy than their counterparts with lower system usage.

Rationale: Previous studies suggest a positive relationship between technology use and the enhancement of digital skills (Hargittai, 2002).

2.15.3. Hypothesis 3 (H3)

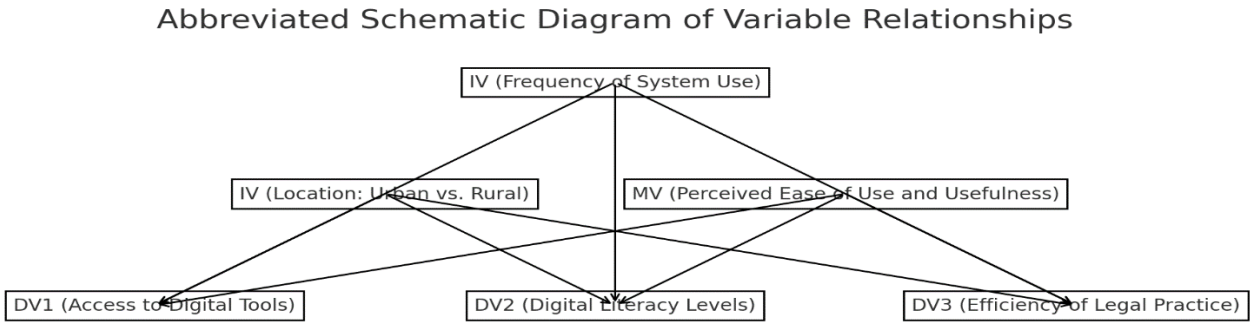
There is a significant positive correlation between the use of the Court Online System and the efficiency of legal practice among lawyers in Gauteng.

Rationale: Literature indicates digital tools can enhance professional efficiency (Peacock, 2019).

2.15.4. Hypothesis 4 (H4)

Attorneys in urban areas of Gauteng will report a more significant benefit from the Court Online System in terms of digital divide reduction than those in rural areas.

Rationale: The digital divide is often more pronounced in rural areas due to infrastructural disparities (Van Dijk, 2006).



DV = Dependent Variable, IV = Independent Variable, MV = Mediating Variable

3. CHAPTER 3. RESEARCH METHODOLOGY

3.1. INTRODUCTION

This study quantitatively assesses the impact of the Court Online System on the digital divide among legal practitioners in Gauteng, South Africa. Based on established models, the goal is to determine how this digital intervention correlates with variables related to technology access, usage, and digital literacy within the legal profession (Lawrence Neuman, 2014).

3.2. RESEARCH PARADIGM

This study is based on a positivist approach, which is ideal for quantitative research that concentrates on observable phenomena and draws conclusions from empirical data, as noted by Bryman (2016). This approach enables a structured and statistical examination, which is crucial for achieving the research goals.

Positivism's clear structure and empirical basis help in creating findings that are unbiased and widely applicable. However, positivism might not fully capture the nuanced contexts of how individuals experience and perceive digital tools.

3.3. RESEARCH DESIGN

This study employs a cross-sectional research design, using surveys to collect data at a single point in time (Babbie, 2020). This design is well-suited for assessing the current state of the digital divide and examining the relationship between digital tool usage and literacy among legal practitioners in Gauteng.

The researcher chose the quantitative method because it aligns with the study's research objectives and hypothesis. It enables the systematic collection of numerical data and the application of rigorous statistical analysis, resulting in measurable, replicable, and generalisable findings (Creswell, 2014). By leveraging established measurement instruments and statistical techniques, the methodology allows for clearly defining

variables, utilising established measurement instruments, and exploring complex relationships that would be difficult to assess through qualitative methods alone. Ultimately, it enhances the study's reliability, objectivity, and validity, offering valuable insights into the digital divide within the legal profession.

3.4. DATA COLLECTION METHODS

Primary data will be collected through a structured online survey targeting legal practitioners in Gauteng who use the Court Online System. The survey, based on validated instruments (Creswell, 2009), will include Likert scale items measuring system use frequency, access to digital tools, and self-assessed digital literacy. A mixed-mode approach, incorporating both online and hardcopy questionnaires, will be used to address potential low response rates due to practitioners' busy schedules. This strategy aims to enhance response rates and ensure timely data collection.

3.5. DATA ANALYSIS

Data will be systematically processed and analysed using SPSS software. Initially descriptive statistics will summarise the data, providing a clear overview of the distribution of key variables such as system usage, digital literacy, and perceived benefits across urban and rural groups (Field, 2013). This approach will identify initial trends and patterns, guiding further analysis. The Chi-Square test will be employed to test Hypotheses, which involve categorical data like system usage (high vs. low), digital literacy levels (high vs. low), and urban vs. rural distinctions (McHugh, 2013). This test will help determine whether associations between variables are statistically significant or due to chance.

3.6. POPULATION

The target population includes all active legal practitioners in the Gauteng province who have interacted with or are aware of the Court Online System (Babbie, 2020).

3.7. SAMPLE AND SAMPLING METHOD

This research will employ a proportionate stratified random sampling method to ensure diverse representation from various Attorney Associations and advocates within the legal profession. Specifically, the sample will include members from the Gauteng Attorneys Association, Johannesburg Attorneys Association, and Pretoria Attorneys Association (Levy & Lemeshow, 2013).

3.8. RESEARCH INSTRUMENT

The survey instrument will be developed based on constructs and scales from the existing literature (Creswell, 2009), ensuring that each item accurately reflects the research variables of interest.

3.9. DATA ANALYSIS STRATEGIES AND INTERPRETATION

Data analysis will involve descriptive statistics to summarise the data, followed by inferential statistics, such as regression analysis, to test hypotheses about the relationships between system usage and aspects of the digital divide (Field, 2013).

3.10. LIMITATION

Potential limitations include sampling bias and the self-reporting nature of survey data, which can be mitigated by careful sample selection and robust survey design as advised by the literature (Babbie, 2020).

3.11. QUALITY ASSURANCE

To ensure data quality, the survey will be pre-tested with a small subset of the population, and data collection procedures will be standardised according to best practices in survey research (Creswell, 2009).

3.12. EXTERNAL VALIDITY (TRANSFERABILITY)

The study will provide sufficient demographic and contextual information to transfer its findings to similar settings, as recommended by social research methodology literature (Bryman, 2016).

3.13. INTERNAL VALIDITY (CREDIBILITY)

Credibility will be established through the use of established scales and through statistical validation methods, including factor analysis, to confirm the construct validity of the survey items (Field, 2013).

3.14. RELIABILITY (DEPENDABILITY)

The consistency of the survey instrument will be tested using reliability analysis, such as Cronbach's alpha, to ensure dependability of the measures (Babbie, 2020).

3.15. ETHICAL CONSIDERATIONS

Due to the legal focus of this research, it is crucial to strictly follow ethical guidelines to protect the study's integrity and confidentiality. The key factors to be considered for this study are:

Respondents will be informed that participation in the study is entirely voluntary. They will be assured that they will not face any adverse effects if they decide to withdraw at any time.

No personally identifiable information will be collected to preserve respondents' anonymity and privacy. All information gathered will be treated in confidence and kept secret from third parties. To obtain informed permission, the researcher will abide by the disclosure standard and tell respondents about the study prior to data collection. This will allow respondents to decide whether or not they wish to participate freely. The survey's overall results will be disclosed regardless of whether the outcome is positive or negative.

To guarantee compliance with necessary standards, the university's ethics committee will need to approve data collection before commencing.

In summary, the study will adhere to ethical guidelines, including participant consent, confidentiality, and the ethical use of data, in line with best practices for research ethics (Resnik, 2011).

4. CHAPTER 4. DATA ANALYSIS AND PRESENTATION OF RESULTS

4.1. INTRODUCTION

This chapter presents the analysis and findings of the survey data, addressing the primary research questions introduced in Chapter 1. The analysis examines the extent to which the Court Online System impacts the digital divide among legal practitioners in Gauteng. Findings are derived from responses to questionnaires completed by 150 legal practitioners (N = 150) from Gauteng, focusing on demographic patterns, system usage, perceptions of utility, and associated barriers.

4.2. PARTICIPATION RATE

Online questionnaires were distributed to 200 potential respondents, resulting in 150 responses. One respondent did not provide consent, leaving 149 usable questionnaires. This yielded a response rate of 75% (Mdluli, 2022). The quantitative research findings are detailed in the following section.

4.3. DEMOGRAPHIC DATA

Respondents provided demographic information, including gender, age, and professional role. These data, presented in Appendix C, offer a comprehensive overview of the survey population.

4.3.1. Gender Distribution

Table C1 indicates that the majority of respondents identified as female (67.1%), followed by males (32.2%), with a minimal proportion (0.7%) preferring not to disclose their gender. This gender distribution ensures broad representation, with a notable skew toward female participation.

4.3.2. Age Distribution

Table C2 highlights the age distribution, showing that most respondents (88%) were aged 25–54. The largest group was 25–34 (38.3%), followed by 35–44 (26.2%) and 45–54 (23.5%). Participants under 25 and over 55 constituted smaller proportions, 3.4% and 8.7%, respectively, ensuring a predominantly working-age sample.

4.3.3. Role distribution

Table C3 categorises the respondents by professional roles. Attorneys formed the largest group (66%), followed by Advocates (15.3%), Candidate Attorneys (14%), and Paralegals (4%). Together, Attorneys and Advocates accounted for over 81% of the sample, highlighting the focus on legal professionals in advanced roles.

4.4. DESCRIPTIVE STATISTICS

Descriptive statistics were used to analyse data on digital access, Court Online usage, internet adequacy, digital literacy, and training effectiveness.

4.4.1. Digital Access And Usage

4.4.1.1. Access To A Computers

As shown in Table D1 (Appendix D), 99.3% of respondents confirmed having access to a computer at their workplace, with only 0.7% missing responses. This near-universal access underscores robust workplace infrastructure that supports digital initiatives.

4.4.1.2. Frequency Of Court Online Usage

Table D2 (Appendix D) reveals varying levels of system engagement: 51.7% of respondents used the system daily, 26.8% weekly, 8.7% monthly, 10.1% rarely, and 2.7% never. While daily use indicates integration into routine caseflow, less frequent use among 48.3% suggests potential barriers.

4.4.1.3. Adequacy Of Internet Connection

Table D3 (Appendix D) highlights that 83.3% of respondents rated their internet connectivity as sufficient ("adequate," "very adequate," or "extremely adequate"), while 16.8% reported inadequate connectivity. This disparity underscores the need for infrastructure improvements in some areas.

4.4.1.4. Consolidated Observations

The high levels of computer access (99.3%) and adequate internet connectivity (83.3%) provide a strong foundation for digital tools like the Court Online System. However, uneven adoption and connectivity issues highlight areas for targeted interventions.

4.4.2. Digital Literacy And Comfort

As shown in Table D4 (Appendix D), 69.1% of respondents rated their digital literacy as "High" or "Very High," while 10.7% rated it as "Low" or "Very Low." This suggests that most respondents feel proficient, but targeted training could address the needs of those with lower confidence.

4.4.2.1. Comfort With Digital Legal Tools

Table D5 (Appendix D) indicates that 85.2% of respondents felt at least moderately comfortable using digital tools, with 38.3% "Very Comfortable" and 14.8% "Extremely Comfortable." However, 15.4% reported discomfort, highlighting the need for user support initiatives.

4.4.2.2. Training And Its Effectiveness

As shown in Table D6 (Appendix D) and Table D7 (Appendix D), 83.2% of respondents reported not receiving formal training, and among the trained (16.8%), only 12% rated the training as "Very Effective." This indicates a gap in training availability and quality.

4.4.2.3. Consolidated Observations

Most respondents consider themselves digitally literate and comfortable with the Court Online System, reflecting general proficiency. However, 83.2% lack formal training, potentially hindering optimal use, especially for less confident users. Furthermore, training is widely regarded as suboptimal, with many finding it only somewhat effective or worse.

4.4.3. Perceptions Of The Court Online System

4.4.3.1. Ease Of Use

Table D7 (Appendix D) shows that 24.2% of respondents found the system easy to use, while 32.3% found it challenging. This mixed feedback suggests the need to improve user experience and accessibility.

4.4.3.2. Usefulness

Table D8 (Appendix D) reveals that 75.8% of respondents found the system at least somewhat useful, though 24.2% expressed dissatisfaction. Enhancements to functionality could increase perceived value.

4.4.3.3. Efficiency

Table D9 (Appendix D) indicates that 65.1% of respondents perceived the system as improving efficiency, but 25.5% disagreed. These findings emphasise the need to address specific inefficiencies.

4.4.4. Impact Of Digital Divide

4.4.4.1. Access To Legal Services

Table D10 (Appendix D) shows that while 42.6% of respondents rated the system's impact on access as significant, 27.3% expressed scepticism. Enhanced system reach and functionality could address this gap.

4.4.4.2. Location And Access

Table D11 (Appendix D) highlights that 53.7% of respondents reported equitable access regardless of location, while 36.9% cited location as a barrier. Targeted infrastructure improvements could bridge regional disparities.

4.4.5. Barriers To Adoption

4.4.5.1. Insufficient Training

Table D12 (Appendix D) shows that over half of the respondents (51.4%) cited insufficient training as a key barrier.

4.4.5.2. Security Concerns

Table D13 (Appendix D) highlights that only 16% of respondents expressed concerns about system security.

4.4.5.3. Lack Of Infrastructure

Table D13 (Appendix D) shows that a small percentage of respondents (12%) cited lack of infrastructure as a barrier.

4.4.5.4. High Cost

Table D13 (Appendix D) highlights that 10.5% of respondents viewed cost as a barrier, showing that affordability is generally not a major issue for users.

4.4.5.5. Technological Complexities

Table D13 (Appendix D) shows that 46.5% of respondents identified technological complexities as a barrier, making it the second-most significant issue after insufficient training.

4.5. HYPOTHESIS TESTING

The purpose of this section is to present the results of the statistical calculations conducted to address the research objectives of this study (Mdluli, 2022). The first objective was: "To critically analyse the extent to which the Court Online System influences the digital divide among the legal practitioners in Gauteng".

4.5.1. Hypothesis H1

Legal practitioners in Gauteng who use the Court Online System more frequently will report greater access to digital tools compared to those with lower usage frequencies.

4.5.1.1. Hypothesis Statement

The study seeks to explore the relationship between the frequency of Court Online System usage and the comfort with or access to digital tools among legal practitioners in Gauteng.

Null Hypothesis ($H1_0$): There is no significant relationship between the frequency of Court Online System usage and access to digital tools among legal practitioners in Gauteng.

$H1_0$: Frequency of the Court Online System usage and Comfort with access to digital tools are independent.

The corresponding Chi-square test would evaluate if there is no significant relationship between the frequency of usage and comfort with access to digital tools ($P > 0.05$) (Zibran, 2007).

Alternative Hypothesis ($H1_1$): Legal practitioners in Gauteng who use the Court Online System more frequently report greater comfort with access to digital tools compared to those with lower usage frequencies.

$H1_1$: Frequency of Court Online System usage and Comfort with access to digital tools are dependent.

The Chi-square test would evaluate if there is a significant relationship between the frequency of Court Online System usage and comfort with access to digital tools ($P < 0.05$) (Zibran, 2007).

4.5.1.2. Analysis Of Descriptive Data

Table E3 of Appendix E shows that crosstabulation analysis reveals notable trends in digital comfort levels among different user groups. Among daily users, 67.5% report being "Very Comfortable" (37 respondents) or "Extremely Comfortable" (15 respondents) with digital tools, indicating a strong positive association. In contrast, weekly users exhibit moderate comfort levels, with fewer respondents reporting "Very Comfortable" (12) or "Extremely Comfortable" (6) responses. The trend is more pronounced among rarely or never users, where most report lower comfort levels, with no one in the "Extremely Comfortable" category. This data suggests a general association between higher frequency of usage and greater comfort with or access to digital tools.

4.5.1.3. Chi-Square Statistical Test Analysis

As detailed in Table E4 of Appendix E, the Pearson Chi-Square Test (34.993, $p = 0.004$) confirms a significant relationship between usage frequency and digital comfort. The likelihood ratio (30.361, $p = 0.016$) supports this finding, alongside a strong linear association (14.696, $p < 0.001$).

4.5.1.4. Findings

The analysis confirms a significant relationship between frequent system use and greater comfort with digital tools. Legal practitioners who use the Court Online System regularly report higher digital literacy and more access to digital tools. Therefore, the study rejects the null hypothesis, supporting that increased usage correlates with enhanced comfort with digital technology.

4.5.2. HYPOTHESIS H2

Legal practitioners in Gauteng who use the Court Online System more frequently demonstrate significantly higher levels of digital literacy than those who do not.

4.5.2.1. Hypothesis Statement

The study aims to investigate the relationship between the usage of the Court Online System and the digital literacy levels of legal practitioners in Gauteng.

Null Hypothesis ($H2_0$): There is no significant difference in digital literacy levels between legal practitioners in Gauteng who use the Court Online System more frequently and those who do not.

$H2_0$: Digital literacy levels are independent of usage levels of the Court Online System

The corresponding Chi-square test would evaluate whether digital literacy levels and usage of the Court Online System are independent ($P > 0.05$) (Zibran, 2007).

Alternative Hypothesis ($H2_1$): Legal practitioners in Gauteng with higher usage of the Court Online System demonstrate significantly higher levels of digital literacy than those with lower usage.

$H2_1$: Digital literacy levels are depedent on usage levels of the Court Online System

The Chi-square test would evaluate if there is a significant relationship between usage levels of the Court Online System and digital literacy ($P < 0.05$) (Zibran, 2007).

4.5.2.2. Descriptive Data Analysis

Table F3 of Appendix F shows that crosstabulation analysis highlights a strong correlation between system usage and digital literacy. Among daily users, 80.5% report "High" or "Very High" literacy, compared to 55% of weekly users and 53.8% of monthly users. In contrast, rarely and never users report significantly lower literacy levels, with minimal representation in higher categories. This trend suggests increased system usage is strongly associated with higher digital literacy, while infrequent usage correlates with lower literacy levels.

4.5.2.3. Chi-Square Statistical Test Analysis

Table F4 of Appendix F shows that the Chi-Square test confirms a significant relationship between system usage and digital literacy. The Pearson Chi-Square (36.973, $p = 0.002$) rejects the null hypothesis. In contrast, the Linear-by-Linear Association (16.927, $p < 0.001$) highlights a strong linear trend, with higher usage frequencies consistently aligning with greater digital literacy.

4.5.2.4. Findings

The study found a strong positive correlation between system usage and digital literacy levels. Those who engage frequently with the system reported higher digital literacy. As a result, the null hypothesis is rejected, affirming that increased usage contributes to higher digital literacy levels.

4.5.3. HYPOTHESIS H3

There is a significant positive correlation between the use of the Court Online System and the efficiency of legal practice among lawyers in Gauteng.

4.5.3.1. Hypothesis Statement

This study examines whether the use of the Court Online System correlates with the perceived efficiency of legal practice among lawyers in Gauteng.

Null Hypothesis ($H3_0$): There is no significant positive correlation between the use of the Court Online System and the perceived efficiency of legal practice among lawyers in Gauteng.

$H3_0$: The use of the Court Online System and the Perceived efficiency of legal practice are independent.

The corresponding Chi-square test would evaluate if there is no significant correlation ($P > 0.05$) between the use of the Court Online System and the perceived efficiency (Zibran, 2007).

Alternative Hypothesis ($H3_1$): There is a significant positive correlation between the use of the Court Online System and the perceived efficiency of legal practice among lawyers in Gauteng.

$H3_1$: The use of Court Online System and the Perceived efficiency of legal practice are dependent.

The Chi-square test would evaluate if there is a significant association ($P < 0.05$) between the use of the Court Online System and perceived efficiency (Zibran, 2007).

4.5.3.2. Descriptive Data Analysis

As detailed in Appendix G, Table G1 shows that daily users form the largest group (51.7%), followed by weekly users (26.8%), monthly users (8.7%), rare users (10.1%), and non-users (2.7%). Table G2 reveals that most respondents "agree" (28.9%) or "somewhat agree" (19.5%) that the Court Online System enhances efficiency, though 18.8% "disagree" or "strongly disagree." Table G3 highlights that daily and weekly users perceive the system as more efficient, while rare and non-users show neutral or opposing views, reflecting varied experiences.

4.5.3.3. Chi-Square Statistical Test Analysis

Table G4 of Appendix G highlights key insights from the Pearson Chi-Square test. With a value of 39.083 and a p-value of 0.027, the results confirm a statistically significant relationship between system usage frequency and perceived efficiency, leading to the rejection of the null hypothesis **($H3_0$)** and acceptance of the alternative hypothesis **($H3_1$)**.

4.5.3.4. Findings

Legal practitioners who regularly use the system report enhanced efficiency, confirming the system's positive impact on legal practice. Thus, the study rejects the null hypothesis, indicating that the system does improve perceived efficiency in legal practice.

4.5.4. HYPOTHESIS H4

This study examines whether there is a difference in perceptions of the Court Online System's benefit in reducing the digital divide between Attorneys in urban and rural areas of Gauteng.

4.5.4.1. Hypothesis Statement

Null Hypothesis ($H4_0$): There is no significant difference in perceptions of the benefit of the Court Online System in reducing the digital divide between Attorneys in urban and rural areas of Gauteng.

$H4_0$: Perceptions of benefit in urban areas = Perceptions of benefit in rural areas

The corresponding Chi-square test would evaluate if the proportions of perceptions between urban and rural Attorneys are similar ($P > 0.05$) (Zibran, 2007).

Alternative Hypothesis ($H4_1$): Attorneys in urban areas of Gauteng report a more significant benefit from the Court Online System in reducing the digital divide compared to those in rural areas.

$H4_1$: Perceptions of benefit in urban areas ≠ Perceptions of benefit in rural areas

The Chi-square test would evaluate if there is a significant difference ($P < 0.05$) in perceptions of benefit between urban and rural Attorneys (Zibran, 2007).

4.5.4.2. Descriptive Data Analysis

Table H1 of Appendix H shows that the sample is predominantly urban, with 97.3% of respondents (145 out of 149) being urban Attorneys, while rural Attorneys make up only 2.7% (4 respondents), limiting generalisability. Table H2 reveals that 54.5% of urban Attorneys believe location does not impact digital legal access, 36.6% think it does, and 9% are unsure. Among rural Attorneys, responses are evenly split, with 50% citing location as a factor, 25% disagreeing, and 25% unsure. Urban perspectives largely shape overall trends.

4.5.4.3. Chi-Square Statistical Test Analysis

Table H4 of Appendix H shows that the Pearson Chi-Square test was applied to examine the association between location (urban vs. rural) and perceptions of the Court Online System's role in reducing the digital divide. The test yielded a Chi-Square value of 1.886 with a p-value of 0.389. The null hypothesis cannot be rejected because the p-value exceeds the significance threshold of 0.05. This indicates no statistically significant association between location and perceptions of the system's benefit in reducing the digital divide.

4.5.4.4. Findings

While urban Attorneys reported fewer barriers to access, the statistical analysis revealed no significant difference in perceptions between urban and rural Attorneys regarding the system's impact on reducing the digital divide. Therefore, the null hypothesis indicates no significant geographical difference in perceptions of the system's benefit.

5. CHAPTER 5. DISCUSSION OF RESEARCH FINDINGS

5.1. INTRODUCTION

This chapter discusses the research findings based on the data analysis presented in Chapter 4. It evaluates the influence of the Court Online System on the digital divide among legal practitioners in Gauteng. By aligning the findings with the study's objectives and research questions, the chapter integrates insights from the literature review to highlight implications, identify alignments, and suggest areas for improvement.

5.2. RESEARCH OBJECTIVES FOR THE STUDY

The study aimed to critically analyse the influence of the Court Online System on the digital divide among legal practitioners in Gauteng. The specific objectives were:

1. To determine the correlation between the frequency of Court Online usage and digital literacy levels.
2. To assess how access to digital tools varies between urban and rural practitioners.
3. To evaluate the impact of perceptions of ease of use and usefulness on adoption rates.
4. To compare the efficiency of legal practice between frequent and infrequent system users.

5.3. MAIN RESULTS FROM THE STUDY

The study revealed several key findings that provide valuable insights into the use and impact of the Court Online System.

5.3.1. Digital Literacy

The findings confirmed a significant positive correlation between the system usage frequency and digital literacy levels among legal practitioners. Frequent users demonstrated higher proficiency, with 80.5% rating their skills as "High" or "Very High.".

This suggests that regular engagement with the Court Online System enhances digital competency, reinforcing the platform's role as a developmental tool in the legal profession. The results align with existing literature on the iterative nature of digital skill acquisition through regular system interaction.

5.3.2. Adoption Barriers

Despite its potential, adopting the Court Online System faces substantial barriers. Insufficient training, cited by 51.4% of respondents, emerged as a significant challenge, alongside technological complexities reported by 46.5%. These findings highlight a pressing need for more robust training programs and simplified design features to facilitate user accessibility. Addressing these barriers is critical to unlocking the system's full potential.

5.3.3. Geographic Disparities

Geographic disparities in access to the system were evident. Urban practitioners generally reported fewer issues, with 54.5% stating that their location posed no barriers. However, 36.9% of rural practitioners faced significant challenges, including inadequate infrastructure and unreliable internet connectivity. These findings underscore the persistence of a digital divide and the necessity for targeted interventions to improve access in rural areas.

5.3.4. Perceived Usefulness And Efficiency

The study revealed mixed perceptions regarding the system's ease of use, with 32.3% of respondents finding it difficult to navigate. However, its usefulness was widely acknowledged, with 65.1% agreeing it improved case flow. While the system's efficiency benefits are clear, usability challenges hinder widespread adoption. These findings suggest that enhancing user experience and providing comprehensive support are essential to maximising the system's impact.

5.4. DEMOGRAPHICAL RESULTS

The demographic analysis offered valuable insights into the study's participant composition. Notably, 67.1% of respondents were female, showcasing a balanced representation that mirrors the increasing presence of women in legal practice and contributes to a comprehensive view of the profession's dynamics.

The majority (64.5%) fell within the 25-44 range in terms of age, highlighting mid-career professionals' predominant involvement. This group typically leads in adapting to digital tools, providing perspectives shaped by their active engagement with evolving legal technologies.

Regarding roles, Attorneys comprised 66.4% of respondents, ensuring the findings reflect the experiences and insights of practicing legal professionals deeply involved in caseflow and interactions with the Court Online System.

However, the dataset's rural representation was limited (2.7%), cautioning against broad geographic interpretations. Future research should incorporate more rural perspectives (particularly from practitioners) to grasp digital accessibility challenges across the legal profession fully.

5.5. ANALYSIS OF RESEARCH QUESTION 1

Research Question 1: What is the correlation between the frequency of Court Online usage and digital literacy levels among legal practitioners in Gauteng?

The study revealed a robust positive relationship, indicating that practitioners who accessed the system daily showed significantly higher digital literacy levels, with 80.5% rating their skills as "High" or "Very High." Conversely, those who seldom or never used the system displayed lower digital literacy, highlighting the importance of regular system engagement in skill enhancement.

These findings underscore the role of consistent interaction with the Court Online System in fostering digital proficiency within the legal profession. Such engagement familiarises users with system functionalities and cultivates broader digital skills crucial in modern legal

practice. The implications suggest a need for strategies like training initiatives and user-friendly interfaces to promote sustained system usage, ensuring widespread benefits from these digital advancements among practitioners.

5.6. ANALYSIS OF RESEARCH QUESTION 2

Research Question 2: How does access to digital tools differ between urban and rural legal practitioners in Gauteng regarding court online usage?

The study highlighted significant geographic differences, with urban practitioners experiencing fewer obstacles—54.5% reported no location-related barriers to using digital resources. In contrast, 36.9% of rural practitioners faced limited infrastructure and unreliable connectivity. However, the small sample size of rural practitioners (2.7%) limits the broader applicability of these findings, emphasising the need for more extensive research.

These findings underscore the digital divide within the legal profession. Urban practitioners benefit from better infrastructure and technological support, while rural counterparts encounter persistent challenges that hinder their full utilisation of digital tools. Addressing these disparities requires targeted interventions, including investments in rural infrastructure, mobile solutions, and tailored training programs. Such efforts are crucial to ensure equitable access to digital resources and support comprehensive engagement with legal technologies across all geographic areas in Gauteng.

5.7. ANALYSIS OF RESEARCH QUESTION 3

Research Question 3: To what degree do perceptions of ease of use and usefulness of the Court Online System influence its adoption among legal practitioners?

The research explored how perceptions of ease of use and usefulness influence the adoption of the Court Online System among legal practitioners. The findings revealed mixed perceptions regarding ease of use, with 32.3% of respondents reporting the system as somewhat or very difficult to navigate. On the other hand, the system's utility was widely acknowledged, with 50.3% rating it as "Very Useful" or "Extremely Useful." However,

24.2% of practitioners expressed dissatisfaction, indicating that the system does not fully meet their expectations or needs.

These findings highlight a critical dichotomy: while the system's perceived usefulness significantly motivates adoption, usability issues and gaps in training hinder broader engagement. Practitioners who struggle with the system's interface or lack adequate support are less likely to integrate it into their case flow effectively, reducing its overall impact.

5.8. ANALYSIS OF RESEARCH QUESTION 4

Research Question 4: Is there a measurable difference in the efficiency of legal practice between practitioners who frequently use the Court Online System and those who do not?

The research sought to answer whether there is a measurable difference in the efficiency of legal practice between practitioners who frequently use the Court Online System and those who do not. The findings revealed that frequent users engaging with the system daily or weekly reported significantly higher efficiency levels in their legal practice. Among this group, 65.1% agreed that the system positively enhances their case flow. In contrast, rare or non-users expressed neutral or negative perceptions regarding efficiency gains, often citing challenges such as unfamiliarity with the system or perceived lack of relevance to their practice.

These findings imply a strong correlation between frequent usage of the Court Online System and improved efficiency in legal practice. This reinforces the importance of targeted engagement strategies to increase consistent usage among practitioners. Such strategies could include enhanced training, streamlined user interfaces, and promoting the system’s benefits to less frequent users.

6. CHAPTER 6. SUMMARY, CONCLUSIONS, LIMITATIONS, AND RECOMMENDATIONS

6.1. INTRODUCTION

This chapter synthesises the study's findings, outlines the conclusions drawn from the research, and identifies limitations encountered during the process. Furthermore, it provides recommendations to address the identified challenges and enhance the Court Online System's effectiveness in reducing the digital divide among legal practitioners in Gauteng.

6.2. SUMMARY

The research explored the influence of the Court Online System on digital literacy, accessibility, and efficiency within the legal profession in Gauteng. Key findings include:

- Frequent system users reported higher digital literacy and efficiency levels, indicating that regular engagement fosters proficiency.
- Geographic disparities persist, with urban practitioners experiencing fewer barriers than their rural counterparts.
- Perceived usefulness significantly influences adoption rates, but usability issues and insufficient training remain substantial barriers.
- Mixed perceptions of the system's efficiency and usability suggest the need for targeted improvements to maximise its potential.

6.3. CONCLUSION

This study critically analysed the impact of the Court Online System on the digital divide among legal practitioners in Gauteng, focusing on access to justice, digital literacy, and efficiency in legal practice. The findings directly address the research objectives and provide valuable insights into the system's challenges and potential.

The study confirmed a positive relationship between frequent use of the system and higher digital literacy levels. Legal practitioners who engaged with the system regularly were more

comfortable with digital tools, highlighting the role of consistent use in improving digital competency.

Geographic disparities in access to the system were also observed, with urban practitioners facing fewer barriers than those in rural areas. Rural practitioners struggled with limited infrastructure and unreliable internet, emphasising the need for targeted infrastructure investments.

The study further found that while most respondents saw the system as useful, many struggled with its user interface, suggesting that improving usability is crucial for enhancing adoption rates.

Lastly, the study revealed that frequent users reported greater efficiency in their legal practice, with 65.1% noting improved case flow. This highlights the potential benefits of regular system engagement.

In conclusion, while the Court Online System can potentially improve access to justice, addressing digital literacy, system usability, and geographic disparities is essential for closing the digital divide and ensuring equitable access for all legal practitioners.

6.4. RESEARCH OBJECTIVE 1

The researcher's investigation into the first objective, which sought to determine the correlation between the frequency of Court Online usage and the digital literacy levels of legal practitioners, revealed significant insights. The findings showed that practitioners who frequently engaged with the Court Online system exhibited notably higher levels of digital literacy. Specifically, daily users of the platform overwhelmingly rated their digital literacy as either "High" or "Very High".

This pattern suggests that regular interaction with the system plays a crucial role in fostering proficiency with digital tools. The data underscores a positive correlation between the frequency of Court Online usage and digital literacy levels, affirming that consistent engagement with such technology enhances practitioners' overall digital capabilities. These findings highlight the importance of integrating regular digital tool usage into professional case flow to improve proficiency and confidence in utilising technological systems.

6.5. RESEARCH OBJECTIVE 2

The researcher's examination of the second objective, which aimed to assess variations in access to digital tools among legal practitioners in urban and rural areas, revealed notable geographic disparities. The findings indicated that practitioners based in urban settings encountered fewer barriers to accessing digital tools, benefiting from more robust infrastructure and technological resources. In contrast, their rural counterparts faced more significant challenges, highlighting persistent inequities in digital access across geographic locations.

However, the analysis was constrained by a limited representation of rural practitioners in the sample, necessitating caution in drawing definitive conclusions. The research underscores the ongoing challenges rural legal practitioners face in leveraging digital tools, pointing to the need for further studies with a more substantial rural sample to understand better and address these disparities. These findings emphasise the importance of targeted interventions to bridge the digital divide between urban and rural areas in the legal profession.

6.6. RESEARCH OBJECTIVE 3

The researcher's exploration of the third objective, which sought to evaluate the impact of perceptions of ease of use and usefulness on adopting the Court Online System, highlighted a nuanced interplay between these factors. The findings revealed that a majority of respondents, 50.3%, rated the system as "Very Useful" or "Extremely Useful," underscoring its perceived value in streamlining legal processes. This positive perception of the system's utility emerged as a significant driver of its adoption among legal practitioners.

However, the data also pointed to notable usability concerns, with 32.3% of respondents finding the system somewhat tricky to use. These challenges were often attributed to inadequate training and support, hindering broader platform engagement. The research underscores that while the system's usefulness is a strong motivator for adoption, addressing usability issues and improving user training are critical to ensuring its widespread and sustained implementation within the legal profession.

6.7. RESEARCH OBJECTIVE 4

The researcher's analysis of the fourth objective, which aimed to compare the efficiency of legal practice between frequent and infrequent users of the Court Online System, revealed apparent differences in user experiences. Frequent users consistently reported significant efficiency gains, citing streamlined case flow and reduced administrative burdens as key benefits of regular system engagement. In contrast, infrequent users expressed neutral or negative perceptions, often highlighting disruptions or a lack of noticeable impact on their daily practices.

These findings underscore the system's potential to enhance efficiency for those who use it consistently. However, the disparity between frequent and infrequent users suggests a need to encourage and support more consistent usage among practitioners. Promoting regular engagement, possibly through targeted training and awareness campaigns, could help maximise the system's benefits across the broader legal community.

6.8. MAIN RESEARCH OBJECTIVE

Analyse the extent to which the Court Online System influences the digital divide among legal practitioners in Gauteng.

The researcher's analysis of the Court Online System's influence on the digital divide among legal practitioners in Gauteng revealed both progress and persistent challenges. The system significantly reduced the digital divide for frequent users by fostering enhanced digital literacy and improving case flow efficiency. These users benefited from regular platform interaction, bolstering their technological proficiency and streamlining their practices.

However, the findings also highlighted substantial barriers limiting the system's effectiveness. Insufficient training left many practitioners struggling to navigate the platform, while geographic disparities meant rural practitioners faced more significant challenges in accessing and utilising the system. Additionally, usability concerns further hindered adoption, particularly those less familiar with digital tools.

The research concludes that while the Court Online System has the potential to bridge digital gaps within the legal profession, its impact remains uneven. Targeted interventions, including expanded training programs, infrastructure development in underserved areas, and user-centred design improvements, are essential to ensure equitable access and benefits for all practitioners in Gauteng.

6.9. LIMITATIONS

The study faced several limitations that influenced the interpretation of its findings. The limited representation of rural practitioners constrained the generalisability of geographic disparities, while the reliance on self-reported digital literacy and perceptions introduced potential biases in assessing user experiences. Additionally, the long-term impact of training could not be comprehensively evaluated due to insufficient feedback from trained users, and variability in workplace infrastructure, such as internet connectivity and hardware access, was not fully explored. These limitations highlight areas for further research to provide a more nuanced understanding of the Court Online System's impact.

6.10. RECOMMENDATIONS

To effectively enhance the Court Online System, the OCJ should prioritise implementing targeted training modules for legal practitioners, especially those with lower digital literacy. These training modules must cover fundamental and advanced digital skills, enabling practitioners to navigate and utilise the system confidently.

Additionally, the OCJ should immediately improve the system’s usability. This can be achieved by redesigning the user interface with a user-centric approach and simplifying the design to make it more intuitive and accessible for practitioners at varying levels of digital proficiency.

The OCJ must also address geographic disparities in access to digital tools. Investments in digital infrastructure in rural areas are crucial to overcoming barriers like unreliable internet connectivity and limited access to modern technology. Exploring mobile solutions could provide practitioners in underserved areas with greater flexibility and access to the system.

Lastly, the OCJ should engage in policy advocacy to ensure inclusivity in digital transformation efforts. By introducing digital subsidies for practitioners in under-resourced areas and incentivising law firms to invest in digital upskilling, the OCJ can help bridge the digital divide and create a more equitable legal environment for all practitioners.

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8. APPENDICES

8.1. APPENDIX A: DATA COLLECTION INSTRUMENT

8.1.1. Court Online Survey

Investigate the extent to which the Court Online System address or deepens the digital divide among legal practitioners in Gauteng

Dear Participant,

My name is Tebogo Emmanuel Tsweleng, and I'm studying for my Master of Business Administration, at the University of the Witwatersrand. I am conducting research on the topic "**Investigate the extent to which the Court Online System address or deepens the digital divide among legal practitioners in Gauteng**"

The purpose of this study is to conduct a critical analysis of the influence of the Court Online System on the digital divide among legal professionals in the Gauteng province of South Africa. By incorporating perspectives from various practitioners, this research aims to reveal the degree to which this technological initiative contributes to either narrowing or widening the current gaps in availability, competency, and utilisation of information and communication technologies (ICT) within the legal profession.

I would like to invite you to participate in this study by completing a questionnaire. The questionnaire consists of demographic information about yourself, and statements related to your perceptions of the Court Online System and its impact on digital accessibility.

Please be assured that your participation in this study is voluntary and all responses will be kept strictly confidential. The data collected will be used for research purposes only and will be reported in aggregate form, ensuring anonymity and confidentiality.

The questionnaire will take approximately 3 to 5 minutes to complete.

The study has received ethical clearance from the University of the Witwatersrand. Should you have any questions or concerns about your participation or the study itself, please feel free to contact me at 9205906K@students.wits.ac.za.

For any further assistance or clarifications, please contact my supervisor, Dr Pius Oba (pius.oba@wits.ac.za).

Participation in this survey is completely voluntary. You have the right to withdraw at any time without any consequences.

Thank you for considering your participation in this study. Your insights and contributions will greatly contribute to advancing our understanding of the digital divide in the legal sector and the impact of the Court Online System in Gauteng.

Kind regards,

Tebogo Emmanuel Tsweleng
0822571485

* Required

Consent Question

1. Completing and submitting the questionnaire is considered consent to participate. By clicking "I agree" below, you consent to the following:
   • I have read the information page
   • I understand that my data will be anonymous *

   ◯ I Agree

   ◯ I disagree

Demographic Information

2. What is your gender? *

   ◯ Male

   ◯ Female

   ◯ Prefer not to say

3. What is your age? *

   ◯ 18-24

   ◯ 25-34

   ◯ 35-44

   ◯ 45-54

   ◯ 55+

4. What is your role within the legal profession? *

   ◯ Attorney

   ◯ Advocate

   ◯ Paralegal

   ◯ Candidate Attorney

5. How many years of experience do you have in the legal profession? *

   ◯ Less than 5 years

   ◯ 5-10 years

   ◯ 11-20 years

   ◯ More than 20 years

6. Location of Practice *

- ◯ Urban
- ◯ Rural

Digital Access and Usage

7. Do you have personal access to a computer in your workplace? *

- ◯ Yes
- ◯ No

8. Frequency of Court Online System usage *

- ◯ Daily
- ◯ Weekly
- ◯ Monthly
- ◯ Rarely
- ◯ Never

9. How adequate is the type of internet connection (e.g Fibre, Mobile data, DSL, etc) at your primary place of work? *

- ◯ Very inadequate
- ◯ Somewhat inadequate
- ◯ Adequate
- ◯ Very adequate
- ◯ Extremely adequate

Digital Literacy

10. How would you rate your own digital literacy regarding the use of online legal tools like the Court Online System? *

- ◯ Very Low
- ◯ Low
- ◯ Neutral
- ◯ High
- ◯ Very High

11. Rate your level of comfort with using digital legal tools like the Court Online System *

- ◯ Not comfortable at all
- ◯ Slightly comfortable
- ◯ Moderately comfortable
- ◯ Very comfortable
- ◯ Extremely comfortable

12. Have you received formal training on the Court Online System? *

- ◯ Yes
- ◯ No

13. If yes, how effective was the training? (If applicable) *

- ◯ Extremely effective
- ◯ Very effective
- ◯ Somewhat effective
- ◯ Not so effective
- ◯ Not at all effective

Perceptions of the Court Online System

14. How do you rate the ease of use of the Court Online System? *

- ◯ Very easy
- ◯ Easy
- ◯ Somewhat easy
- ◯ Neither easy nor difficult
- ◯ Somewhat difficult
- ◯ Difficult
- ◯ Very difficult

15. Rate your level of comfort with using digital legal tools like the Court Online System *

- ◯ Not comfortable at all
- ◯ Slightly comfortable
- ◯ Moderately comfortable
- ◯ Very comfortable
- ◯ Extremely comfortable

16. Have you received formal training on the Court Online System? *

- ◯ Yes
- ◯ No

17. If yes, how effective was the training? (If applicable) *

- ◯ Extremely effective
- ◯ Very effective
- ◯ Somewhat effective
- ◯ Not so effective
- ◯ Not at all effective

Perceptions of the Court Online System

18. How do you rate the ease of use of the Court Online System? *

- ◯ Very easy
- ◯ Easy
- ◯ Somewhat easy
- ◯ Neither easy nor difficult
- ◯ Somewhat difficult
- ◯ Difficult
- ◯ Very difficult

19. How useful do you find the Court Online System in your daily legal practices? *

- ◯ Extremely useful
- ◯ Very useful
- ◯ Somewhat useful
- ◯ Not so useful
- ◯ Not at all useful

20. To what extent do you agree with the following statement: "The Court Online System improves the efficiency of my legal practice?" *

- ◯ Strongly agree
- ◯ Agree
- ◯ Somewhat agree
- ◯ Neither agree nor disagree
- ◯ Somewhat disagree
- ◯ Disagree
- ◯ Strongly disagree

21. How significant do you think the impact of the Court Online System is on improving access to legal services? *

- ◯ Very insignificant
- ◯ Insignificant
- ◯ Neutral
- ◯ Significant
- ◯ Very significant

Impact of Digital Divide

22. Do you believe that your location affects your access to digital legal resources? *

- ◯ Yes
- ◯ No
- ◯ Not sure

23. In your opinion, what are the major barriers to adopting the Court Online System in your practice? (Select all that apply) *

- [ ] Lack of infrastructure
- [ ] High cost
- [ ] Insufficient training
- [ ] Security concerns
- [ ] Technological complexities
- [ ] Not Applicable

8.2. APPENDIX B: ETHICS CLEARANCE CERTIFICATE

Graduate School of Business Administration
University of the Witwatersrand, Johannesburg

Wits Business School

Wits Business School Ethics Committee
Constituted under the University Human Research Ethics Committee (Non-Medical)

Ethics Clearance Certificate

Ethics protocol number: WBS/BA9205906K/606

This certificate is only valid with a legitimate ethics protocol number and signed by the Researcher (below).

Project title	Investigate the extent to which the Court Online System addresses or deepens the digital divide among legal practitioners in Gauteng
Investigator / Researcher	Mr Tebogo Tsweleng
Nature of Project	MBA (Research Article)
Decision of the Committee	Approved, provided stakeholders and participants are guaranteed anonymity and confidentiality.
Issue Date of Certificate	13/08/2024
Expiry date	Date of submission of the project / research report
Chairperson	Dr Ayanda Magida ☎ +27 11 717 3953 ayanda.magida@wits.ac.za

Declaration by Researcher

One copy must be signed by the Researcher and returned to the Chairperson of the Wits Business School Ethics Committee.

I fully understand the conditions under which I am authorized to carry out the abovementioned research and I guarantee to ensure compliance with these conditions. Should any departure to be contemplated from the research procedure as approved I undertake to resubmit the protocol to the Committee.

Signature

14 August 2024

Date:

8.3. APPEDIX C: DEMOGRAPHIC DATA

8.3.1. Table C1

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	48	32,0	32,2	32,2
	Female	100	66,7	67,1	99,3
	Prefer not to say	1	,7	,7	100,0
	Total	149	99,3	100,0	
Missing	System	1	,7		
Total		150	100,0		

8.3.2. Table C2

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 25	5	3,3	3,4	3,4
	25-34	57	38,0	38,3	41,6
	35-44	39	26,0	26,2	67,8
	45-54	35	23,3	23,5	91,3
	55+	13	8,7	8,7	100,0
	Total	149	99,3	100,0	
Missing	System	1	,7		
Total		150	100,0		

8.3.3. Table C3

Role

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Attorney	99	66,0	66,4	66,4
	Advocate	23	15,3	15,4	81,9
	Paralegal	6	4,0	4,0	85,9
	Candidate Attorney	21	14,0	14,1	100,0
	Total	149	99,3	100,0	
Missing	System	1	,7		
Total		150	100,0		

8.4. APPENDIX D: DESCRIPTIVE STATISTICS

8.4.1. Table D1

Access to Computer

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	149	99,3	100,0	100,0
Missing	System	1	,7		
Total		150	100,0		

8.4.2. Table D2

Frequency of Usage

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	77	51,3	51,7	51,7
	Weekly	40	26,7	26,8	78,5
	Monthly	13	8,7	8,7	87,2
	Rarely	15	10,0	10,1	97,3
	Never	4	2,7	2,7	100,0
	Total	149	99,3	100,0	
Missing	System	1	,7		
Total		150	100,0		

8.4.3. Table D3

Internet Adequacy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very inadequate,	19	12,7	12,8	12,8
	Somewhat inadequate	6	4,0	4,0	16,8
	Adequate	21	14,0	14,1	30,9
	Very adequate	46	30,7	30,9	61,7
	Extremely adequate	57	38,0	38,3	100,0
	Total	149	99,3	100,0	
Missing	System	1	,7		
Total		150	100,0		

8.4.4. Table D4

Digital Literacy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Low	5	3,3	3,4	3,4
	Low	11	7,3	7,4	10,7
	Neutral	34	22,7	22,8	33,6
	High	53	35,3	35,6	69,1
	Very High	46	30,7	30,9	100,0
	Total	149	99,3	100,0	
Missing	System	1	,7		
Total		150	100,0		

8.4.5. Table D5

Comfort with Digital Tools

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not comfortable at all	14	9,3	9,4	9,4
	Slightly comfortable	9	6,0	6,0	15,4
	Moderately comfortable	47	31,3	31,5	47,0
	Very comfortable	57	38,0	38,3	85,2
	Extremely comfortable	22	14,7	14,8	100,0
	Total	149	99,3	100,0	
Missing	System	1	,7		
Total		150	100,0		

8.4.6. Table D6

Received Training

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	25	16,7	16,8	16,8
	No	124	82,7	83,2	100,0
	Total	149	99,3	100,0	
Missing	System	1	,7		
Total		150	100,0		

8.4.7. **Table D7**

Training Effectiveness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all effective	2	1,3	8,0	8,0
	Not so effective	10	6,7	40,0	48,0
	Somewhat effective	8	5,3	32,0	80,0
	Very effective	3	2,0	12,0	92,0
	Extremely effective	2	1,3	8,0	100,0
	Total	25	16,7	100,0	
Missing	System	125	83,3		
Total		150	100,0		

8.4.8. **Table D8**

Ease of Use

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very difficult	10	6,7	6,7	6,7
	Difficult	26	17,3	17,4	24,2
	Somewhat difficult	25	16,7	16,8	40,9
	Neither easy nor difficult	40	26,7	26,8	67,8
	Somewhat easy	22	14,7	14,8	82,6
	Easy	15	10,0	10,1	92,6
	Very easy	11	7,3	7,4	100,0
	Total	149	99,3	100,0	
Missing	System	1	,7		
Total		150	100,0		

8.4.9. **Table D9**

Usefulness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all useful	26	17,3	17,4	17,4
	Not so useful	49	32,7	32,9	50,3
	Somewhat useful	38	25,3	25,5	75,8
	Very useful	21	14,0	14,1	89,9
	Extremely useful	15	10,0	10,1	100,0
	Total	149	99,3	100,0	
Missing	System	1	,7		
Total		150	100,0		

8.4.10. Table D10

Efficiency

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	25	16,7	16,8	16,8
	Disagree	43	28,7	28,9	45,6
	Somewhat disagree	29	19,3	19,5	65,1
	Neither agree nor disagree	14	9,3	9,4	74,5
	Somewhat agree	10	6,7	6,7	81,2
	Agree	13	8,7	8,7	89,9
	Strongly agree	15	10,0	10,1	100,0
	Total	149	99,3	100,0	
Missing	System	1	,7		
Total		150	100,0		

8.4.11. Table D11

Impact on Access to Legal Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very insignificant	21	14,0	14,1	14,1
	Insignificant	20	13,3	13,4	27,5
	Neutral	44	29,3	29,5	57,0
	Significant	41	27,3	27,5	84,6
	Very significant	23	15,3	15,4	100,0
	Total	149	99,3	100,0	
Missing	System	1	,7		
Total		150	100,0		

8.4.12. Table D12

Does Location Affect Access to Digital Legal Resources

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	55	36,7	36,9	36,9
	No	80	53,3	53,7	90,6
	Not sure	14	9,3	9,4	100,0
	Total	149	99,3	100,0	
Missing	System	1	,7		
Total		150	100,0		

8.4.13. Table D13

Insufficient Training

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	70	46,7	48,6	48,6
	Yes	74	49,3	51,4	100,0
	Total	144	96,0	100,0	
Missing	System	6	4,0		
Total		150	100,0		

8.4.14. Table D14

Security Concerns

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	121	80,7	84,0	84,0
	Yes	23	15,3	16,0	100,0
	Total	144	96,0	100,0	
Missing	System	6	4,0		
Total		150	100,0		

8.4.15. Table D15

Lack of infrastructure

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	125	83,3	88,0	88,0
	Yes	17	11,3	12,0	100,0
	Total	142	94,7	100,0	
Missing	System	8	5,3		
Total		150	100,0		

8.4.16. Table D16

High cost

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	128	85,3	89,5	89,5
	Yes	15	10,0	10,5	100,0
	Total	143	95,3	100,0	
Missing	System	7	4,7		
Total		150	100,0		

8.4.17. Table D17

Technological complexities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	77	51,3	53,5	53,5
	Yes	67	44,7	46,5	100,0
	Total	144	96,0	100,0	
Missing	System	6	4,0		
Total		150	100,0		

8.5. APPENDIX E: HYPOTHESIS H1

8.5.1. Table E1

Frequency of Usage

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	77	51,3	51,7	51,7
	Weekly	40	26,7	26,8	78,5
	Monthly	13	8,7	8,7	87,2
	Rarely	15	10,0	10,1	97,3
	Never	4	2,7	2,7	100,0
	Total	149	99,3	100,0	
Missing	System	1	,7		
Total		150	100,0		

8.5.2. Table E2

Comfort with Digital Tools

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not comfortable at all	14	9,3	9,4	9,4
	Slightly comfortable	9	6,0	6,0	15,4
	Moderately comfortable	47	31,3	31,5	47,0
	Very comfortable	57	38,0	38,3	85,2
	Extremely comfortable	22	14,7	14,8	100,0
	Total	149	99,3	100,0	
Missing	System	1	,7		
Total		150	100,0		

8.5.3. Table E3

Frequency of Usage * Comfort with Digital Tools Crosstabulation

Count

		Comfort with Digital Tools					
		Not comfortable at all	Slightly comfortable	Moderately comfortable	Very comfortable	Extremely comfortable	Total
Frequency of Usage	Daily	6	1	18	37	15	77
	Weekly	3	2	17	12	6	40
	Monthly	2	2	4	4	1	13
	Rarely	3	2	7	3	0	15
	Never	0	2	1	1	0	4
Total		14	9	47	57	22	149

8.5.4. Table E4

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	34,993[a]	16	,004
Likelihood Ratio	30,361	16	,016
Linear-by-Linear Association	14,696	1	<,001
N of Valid Cases	149		

a. 17 cells (68,0%) have expected count less than 5. The minimum expected count is ,24.

8.6. APPENDIX F: HYPOTHESIS H2

8.6.1. Table F1

Frequency of Usage

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	77	51,3	51,7	51,7
	Weekly	40	26,7	26,8	78,5
	Monthly	13	8,7	8,7	87,2
	Rarely	15	10,0	10,1	97,3
	Never	4	2,7	2,7	100,0
	Total	149	99,3	100,0	
Missing	System	1	,7		
Total		150	100,0		

8.6.2. Table F2

Digital Literacy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Low	5	3,3	3,4	3,4
	Low	11	7,3	7,4	10,7
	Neutral	34	22,7	22,8	33,6
	High	53	35,3	35,6	69,1
	Very High	46	30,7	30,9	100,0
	Total	149	99,3	100,0	
Missing	System	1	,7		
Total		150	100,0		

8.6.3. Table F3

Frequency of Usage * Digital Literacy Crosstabulation

Count

		Digital Literacy					
		Very Low	Low	Neutral	High	Very High	Total
Frequency of Usage	Daily	1	1	13	33	29	77
	Weekly	2	3	13	9	13	40
	Monthly	1	3	2	4	3	13
	Rarely	0	4	5	5	1	15
	Never	1	0	1	2	0	4
Total		5	11	34	53	46	149

8.6.4. Table F4

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	36,973[a]	16	,002
Likelihood Ratio	34,524	16	,005
Linear-by-Linear Association	16,927	1	<,001
N of Valid Cases	149		

a. 17 cells (68,0%) have expected count less than 5. The minimum expected count is ,13.

8.7. APPENDIX G: HYPOTHESIS H3

8.7.1. Table G1

Frequency of Usage

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	77	51,3	51,7	51,7
	Weekly	40	26,7	26,8	78,5
	Monthly	13	8,7	8,7	87,2
	Rarely	15	10,0	10,1	97,3
	Never	4	2,7	2,7	100,0
	Total	149	99,3	100,0	
Missing	System	1	,7		
Total		150	100,0		

8.7.2. Table G2

Efficiency

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	25	16,7	16,8	16,8
	Agree	43	28,7	28,9	45,6
	Somewhat agree	29	19,3	19,5	65,1
	Neither agree nor disagree	14	9,3	9,4	74,5
	Somewhat disagree	10	6,7	6,7	81,2
	Disagree	13	8,7	8,7	89,9
	Strongly disagree	15	10,0	10,1	100,0
	Total	149	99,3	100,0	
Missing	System	1	,7		
Total		150	100,0		

8.7.3. Table G3

Frequency of Usage * Efficiency Crosstabulation

Count

		Efficiency							
		Strongly agree	Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree	Strongly disagree	Total
Frequency of Usage	Daily	11	26	14	4	5	8	9	77
	Weekly	12	7	10	2	3	2	4	40
	Monthly	2	6	0	3	1	0	1	13
	Rarely	0	3	5	4	1	1	1	15
	Never	0	1	0	1	0	2	0	4
Total		25	43	29	14	10	13	15	149

8.7.4. Table G4

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	39,083[a]	24	,027
Likelihood Ratio	40,161	24	,021
Linear-by-Linear Association	,426	1	,514
N of Valid Cases	149		

a. 25 cells (71,4%) have expected count less than 5. The minimum expected count is ,27.

8.8. APPENDIX H: HYPOTHESIS H4

8.8.1. Table H1

oes Location Affect Access to Digital Legal Resources

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	55	36,7	36,9	36,9
	No	80	53,3	53,7	90,6
	Not sure	14	9,3	9,4	100,0
	Total	149	99,3	100,0	
Missing	System	1	,7		
Total		150	100,0		

8.8.2. Table H2

Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Urban	145	96,7	97,3	97,3
	Rural	4	2,7	2,7	100,0
	Total	149	99,3	100,0	
Missing	System	1	,7		
Total		150	100,0		

8.8.3. Table H3

Location * oes Location Affect Access to Digital Legal Resources Crosstabulation

Count

		oes Location Affect Access to Digital Legal Resources			
		Yes	No	Not sure	Total
Location	Urban	53	79	13	145
	Rural	2	1	1	4
Total		55	80	14	149

8.8.4. Table H4

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	1,886[a]	2	,389
Likelihood Ratio	1,693	2	,429
Linear-by-Linear Association	,007	1	,935
N of Valid Cases	149		

a. 3 cells (50,0%) have expected count less than 5. The minimum expected count is ,38.