**ARDHI UNIVERSITY**

**SCHOOL OF EARTH SCIENCE, REAL ESTATE, BUSINESS STUDIES**

**AND INFORMATICS (SERBI)**

**DEPARTMENT OF COMPUTER SYSTEM AND MATHEMATICS (CSM)**

**BACHELOR OF SCIENCE IN INFORMATION SYSTEM MANAGEMENT (Bsc.ISM).**

**TITLE: ONLINE LEGAL CONSULTATION SERVICES PLATFORM**

**SUPERVISORS NAMES: Dr. WINIFRIDA**

**Mr. JACKSON KUNDY**

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| **STEDENT’S NAME** | **REG NO** |
| **EDINA E ROMANUS** | **29363/T.2022** |
| **STRATON TARIMO** | **29555/T.2022** |

**1.0. INTRODUCTION**

**1.1. General Introduction**

The continuous development of social legal system, people's legal consciousness is constantly enhanced. Computer information technology has been widely used in various fields of people's life and work. Traditional legal consulting service is face-to-face communication with lawyers in fixed places such as law firms. However, due to the limitation of time and space, it is impossible to complete face to face legal consulting service. The network legal service consultation system has become the main direction of the future legal consultation development, which improves the utilization efficiency of legal consultation (. Jing Yu et al. 2024). Despite the potential benefits, the delivery of legal services remains outdated, and inefficient. Many individuals, especially those from low- and middle-income backgrounds, struggle to access affordable legal assistance. Traditional legal services often involve high costs and a lot of time in the consultation which creating barriers for those seeking help. Online legal consultation services have been proposed as a solution to solve this problem by offering more accessible and cost-effective legal support online.

On the context of legal consultation service some researchers such as Zelkova, A. in their works said that. Traditionally, legal services have been delivered in offices during face-to-face interactions between the lawyer and his client. At the present time, digital technologies have shifted that scheme as it becomes possible to communicate by telephone, with the use of the internet or in a way that involves both. (Zelkova, A 2022). The researcher rethinks the nature of legal services and provides a framework for understanding further developments. Also, researcher Klochan identify that the use of digital platform as a tool of transforming of strategies of consulting in public administration. On this study researcher shows the result of a study but no any tools have been indicated that has used to transform those public administration into digital format by describing that should create a single platform for all public administration consultation which will result to overload of activities in that platform.

When considering the currently existing systems of legal consultation service in Tanzania it involves face to face consultation with lawyer in the law firm and also through using of social media platform like Facebook and Instagram which is not face for the customer who find the lawyer for consultation. There for there is need of development of online platform which can help lawyer and customer to communicate easy and any place and getting the legal information and news.in this work aims to use information systems to enhance the effectiveness and accessibility of online legal consultation services, ultimately contributing to a more equitable legal landscape.

**1.2. Problem Statement**

Citizens usually face some difficulties in finding lawyer for consultation in their different matters due to the geographical location issue, cost, time, and preferences. When looking for a lawyer to consult, citizen will most likely go online platforms like legal websites to search for lawyer and different source of legal advice that can choose and make decision who to consult from several provided lawyers according to their needs online. However the current system of consultation in Tanzania is done manually where by a client will required to meet lawyer physical in different place that are located and this is affected with limited access to legal services as the demand of consulting increased among people due to the rise of illegal issues in different community and most of lawyers are located in urban areas which affecting much people in rural areas to access lawyers, and those who are in urban still affected with high cost for consultation, time for accessing lawyers and confidentiality.

Although there some ways that citizen can consult lawyer through social media such as Instagram, Facebook and TikTok where advocates are creating their profile but still is not much secured and has limited access to services when a lawyer is offline and also need a clients to have a details of that lawyer like names that used in his or her profile which may be difficult to those who are not interacted with social media and those who have no lawyers details in order to search them.

In this work, a website is developed that integrates user preferences and lawyers. It intends to develop the solution that meets the needs of citizens. Through client’s feedback, designing and implementing web-based recommendation system using appropriate technologies, and evaluating its effectiveness, the work aims at revolutionizing legal services by helping clients and lawyers to communicate easier, enhancing user satisfaction, and help people to be aware to same legal issues.

**1.3. Objectives**

**1.3.1. General Objective**

The general objective of this project is to develop online legal consultation services platform.

1.3.2. Specific Objectives

1. To identify user requirements for online legal consultation services platform.
2. To design online legal consultation services platform.
3. To develop online legal consultation services platform.
4. To test and validate online legal consultation services platform.

1.4. Research Questions

In this study the following questions will be answered;

1. What are the preferences and expectations user of online legal consultation services platform
2. What architectural design principles should be considered when developing online legal consultation services platform
3. How can legal consultation services platform be effectively developed to analyze user preferences.
4. What methodologies should be used in testing the accuracy and performance of legal consultation services platform.
5. What is the method that will used to ensure security for communication

**1.5. Significance of the Study**

Developed online legal consultation services platform for citizen recommendation system will transforming the face-to-face consultation in the offices between clients and advocate to digital format by increasing access to justice. It will address the gaps in the current existing systems, increasing security in communication between users, and increasing accessibility and affordability of the services to the clients. The system is potential to enhance online services of legal issues.

**2.0. LITERATURE REVIEW**

**2.1. Introduction**

This part covers previous studies done by other writers that have similar concern to this work. These works have been used as the source of information to be more familiar with this study and find what is left by others so as to implement them into this work.

(Klochan, 2021) the use of digital platform as a tool of transforming of strategies of consulting in public administration. This study only shows the result of a study but no any tools has been indicated that has used to transform those public administration into digital format by describing that should create a single platform for all public administration consultation which will result to overload of activities in that platform.so, development of online website will help to overcome this.

Saxena, P. (2024). The system was developed after rise of COVID-19, where people need the legal services and in order to overcome this the author come up with adoption of digital technology as other sectors was adopting to after have fixed movement during covid 19 and developed online court, although the E-court was developed but still the author did not shows how could individuals meet se lawyers when has specific needs and need consultation for advices, decided to come up with solution by developing online legal consultation services platform .

Zelkova, A. (2022). Traditionally, legal services have been delivered in offices during face-to-face interactions between the lawyer and his client. At the present time, digital technologies have shifted that scheme as it becomes possible to communicate by telephone, with the use of the internet or in a way that involves both. The author rethinks the nature of legal services and provides a framework for understanding further developments. Special attention is focused on assumption that virtual law practice is more than just a sale of legal documents or single online task management because it provides direct and effective communication between a lawyer and a client. The article shows the difference that new technology can make for ensuring easy access to legal aid and justice. The author states that the central role in legal practices modernization belongs to lawyers who should change the way they work and have to embrace innovations.

Perlman, A. (2024). Developed and releasing of open AI as a chatbot called ChatGPT.1 To demonstrate the chatbot’s sophistication and its potential implications, both for legal services and society more generally, most of this paper was generated in about an hour through prompts within ChatGPT. Only abstract, the preface, the outline headers, the footnotes, the epilogue, and the prompts were written by a person. ChatGPT generated the rest of the text with no human editing. To be clear, the responses generated by ChatGPT were imperfect and at times problematic. So still need the presence of professional that will provide clear a legal consultation services and advices on what to do according to their need and issues. So online legal consultation provides a room of individual to communicate with a lawyer online.

Cheong, I., Xia, K., Feng, K., & Zhang, A. X. (2024). Large language models (LLMs) are increasingly capable of providing users with advice in a wide range of professional domains, including legal advice. However, relying on LLMs for legal queries raises concerns due to the significant expertise required and the potential real-world consequences of the advice. To explore when and why LLMs should or should not provide advice to users, findings reveal novel legal considerations, such as unauthorized practice of law, confidentiality, and liability for inaccurate advice, that have been overlooked in the literature. The case-based deliberation method enabled us to elicit fine-grained, practice-informed insights that surpass those from de-contextualized surveys or speculative principles. These findings underscore the applicability of our method for translating domain-specific professional knowledge and practices into policies. The authors only show the role of large language model that will help in provision of advice but no proper way to use it and where client and lawyer can meet to communicate.

Takano, M., Taka, F., Ogiue, C., & Nagata, N. (2024). Famous people, such as celebrities and influencers, are harassed online on a daily basis. Online harassment mentally disturbs them and negatively affects society. However, limited studies have been conducted on the online harassment victimization of famous people, and its effects remain unclear. The author was based on providing an online system for harassment which will educate people and save victims. The author did not show the roles of lawyers to the victims and how they can interact with victims.

Hartoyo, R., & Sulistyowati, S. (2023). providing legal assistance is one of the manifestations of the mandate of Article 28D paragraph (1) of the 1945 Constitution of the Republic of Indonesia. The mention of equal rights before the law in the 1945 Constitution of the Republic of Indonesia brings certain consequences, both to their qualifications and which parties have primary obligation to fulfill them. This research method uses an empirical/ sociological or non-doctrinal juridical approach. The results of the study show that the role of the Legal Aid Post in serving people who cannot afford to get justice at the Kudus District Court, only provides information, consultation or legal advice that does not reach the stage of accompanying or representing in the courtroom, preparing the documents needed for applicants for Legal Aid Post services who can't afford it as well as providing information on a list of legal aid organizations that can provide legal aid free of charge.

|  |  |  |  |
| --- | --- | --- | --- |
| Author’s name & year | WI FI | Web based | Mobile application |
| (Saxena, 2024) | √ | √ | √ |
| (Selkova, 2022) | √ | √ | X |
| (Klochan et al., 2021) | X | √ | X |
| (Tan et al., 2023) | √ | X | √ |
| (Guelespe & Terrones, 2024) | √ | X | X |
| (Cheong et al., 2024) | X | X | X |
| (Wang et al., 2019) | X | √ | √ |
| (Yue et al., 2023) | √ | √ | √ |
| (Hartoyo & Sulistyowati, 2023) | √ | X | √ |
| (Takano et al., 2024) | √ | X | √ |
| My research | √ | √ | x |

Table 2.1. Summary of literature review

**3.0. METHODOLOGY**

**3.1. Introduction**

Methodologies are ways and techniques for performing a certain task. To accomplish each of the specified objectives of developing legal consultation services platform, some methodologies are performed and below is the summary table of the methodologies for each specific objectives of developing online legal consultation services platform.

**Methodologies and tools to be used**

|  |  |  |  |
| --- | --- | --- | --- |
| SPECIFIC OBJECTIVE | **METHODOLOGY** | **TOOLS** | DELIVERABLE |
| To identify user requirements for online legal consultation services platform | Interview, literature review and questionnaire | Google form | System requirement document |
| Design an online legal consultation services platform | Object oriented approach | UMLs | System design document |
| Implement an online legal consultation services platform | Agile methodologies | HTML, CSS, Java Script (REACT), PostgreSQL  Computer, python | Functional of a system |
| Test and evaluate the system | Unit test | computer | Evaluation report |

Table3.1. summary of the methodologies and tools used in the system

**4.0. SCHEDULE OF ACTIVITIES**

**4.1. Introduction**

Developing online legal consultation platform is the temporary project with timeline. Below is the Gantt chart which shows the schedule of activities to be performed during development of online legal consultation services platform. This Gantt chart not only shows the timeline of activities performed to achieve specified objectives of developing a platform, but also help to measure progress of the ongoing project.

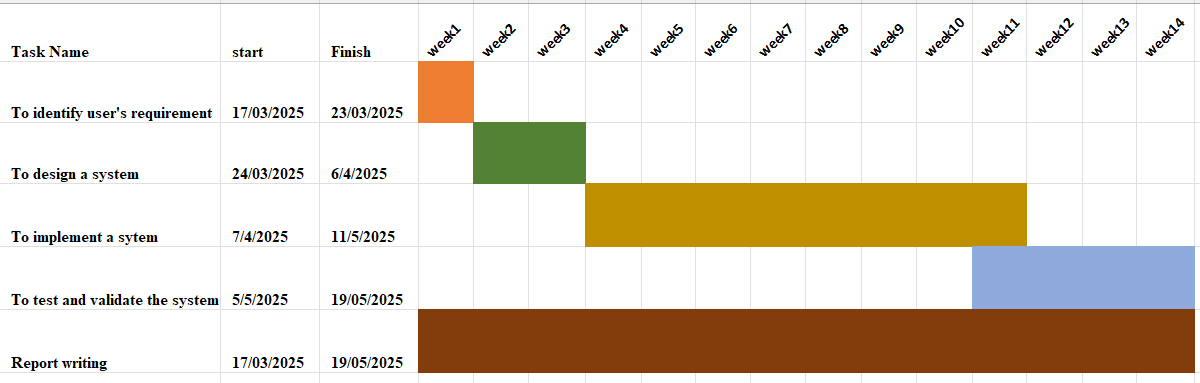


Table 4.1 Gantt chart showing schedule of activities

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