

THE ROLE OF ARTIFICIAL INTELLIGENCE IN DEVELOPING AND IMPROVING THE QUALITY OF PALESTINIAN COURT SERVICES

¹Khitam A. I. Abuaita, ¹Prof. Dhakir Abbas Ali, ¹Ibrahim Iwadi

¹Lincoln University College, Petaling Jaya, Malaysia | PhD researcher specializing in strategic management, School of Business and Management, Lincoln University college, Malaysia.

¹Professor of Management and Economics, Head of Research Assistant Unit, Lincoln University college, Malaysia.

¹PhD researcher specializing in strategic management, School of Business and Management, Lincoln University college, Malaysia.

*Corresponding author: phd.abuaita@lincoln.edu.my

Abstract: Laws, their enactment, and their enforcement are among the most important indicators of civilization throughout human history. The application of these laws necessitated the establishment of courts and the judiciary to ensure their enforcement and urge the competent authorities to implement them.

Since courts, with their judicial and administrative staff and the parties involved, including citizens, defense attorneys, and security agencies, are part of the world around them and are affected by and affect its contents, it was necessary to examine how this society, which guarantees justice and security, has been affected by the technological revolution in the world, known as artificial/industrial intelligence. The extent to which this rapid development is harnessed to serve the increasing volume of work and the complexity of the data collected, ensuring accurate and effective decision-making.

The researchers adopted a descriptive analytical approach, as the multiplicity of parties involved in this study required the formulation of standardized questions that would answer the study's questions, which focused on the impact of artificial intelligence on the development and improvement of service quality. The study population was defined as all Palestinian courts operating in the southern West Bank, numbering. valid questionnaires were collected for analysis, representing % administrators, % judges, and lawyers. The most important results were _____.

Keywords: judicial system, artificial intelligence, Palestinian courts, service quality, Nablus, Palestine.

Introduction

Laws, their enactment, and their enforcement are among the most important indicators of civilization and social progress throughout the ages. Since ancient times, humanity has attempted to regulate relations between individuals and institutions by formulating laws and regulatory frameworks upon which systems of justice and community administration are built. "The emergence of law in ancient civilizations was a reflection of the human need for a system that governs social relations and ensures the stability of society. These civilizations left a rich legal legacy that contributed to the formation of modern legal systems. Therefore, by analyzing these ancient laws, we can understand the importance of law as a fundamental pillar of human life and the organization of societies. (Law Portal of the State of Kuwait, 2024) .

Hence, the importance of courts, which form the backbone of the judicial system in any country, as courts are official institutions that are an integral part of the judicial system in any country, and their primary role is to adjudicate disputes in accordance with the laws in force. The various types of courts and their jurisdictions work to achieve justice between individuals and institutions, protect public and private rights, and maintain public order. (Abdullah, 2024) .

In light of the technological revolution of our time, new technologies such as digital software and artificial intelligence (AI) have emerged as cornerstones in the development of institutional performance and the facilitation of administrative processes. Digital software and artificial intelligence have become the most prominent modern technologies that institutions in various

fields seek to adopt to improve efficiency and decision-making accuracy. In this context, the judicial sector has not remained immune to these developments. In recent years, countries have become increasingly interested in using artificial intelligence tools in their judicial systems to speed up litigation processes, improve the quality of judicial work, and achieve swift justice. However, some countries remain cautious about applying these tools in courts due to concerns about the potential negative effects of their inaccurate use or lack of proper supervision," (Sharar, 2024) .

Before delving into the relevant literature and the details of the study, the researchers consider it important to standardize the key concepts on which the study is based. The first concept is artificial intelligence. (Al-Omar, 2022) "one of the advanced technologies used and that can be used in accounting, contributing to the management of accounting processes and tasks with mechanisms whose development and intelligence surpass that of the human being who created them and provided the knowledge and sensory basics."

Meanwhile, (Al-Zadjali, 2023) defines it as "a set of technologies and tools used to create technological systems that can perform tasks considered intelligent in a manner similar to those performed by humans, such as machine learning, natural language processing, robotics, computer vision, planning, and prediction." (Muslim, 2023) states that artificial intelligence is divided into two parts, one of which is human-like through the simulation of human behavior, and the second is the solution of complex problems by machines.

Here, researchers see a definition that combines these and other definitions of artificial intelligence as "the work and functions performed by programs and systems that replace humans with the aim of accelerating the delivery of services with higher quality and accuracy at lower costs."

Another concept that researchers believe is important to standardize is the concept of service quality, where (Al-Qahtani and Shamsy, 2022) "Service quality is the key to the survival of organizations in the global economy, as organizations today are shifting from the US-led production philosophy to a new customer-centric approach."

In a study entitled " " , quality was defined as the best performance of a good or service for the consumer, and that the only criteria relied upon in assessing service quality are those determined by the beneficiary of the service, namely the quality of the final benefit, which is represented by the accurate and reliable delivery or performance of the service.

Here, researchers believe that service quality is achieved when the expectations of the service recipient meet the level of performance of the service provider.

SADER & A number of researchers and experts have pointed to the potential benefits of using these technologies, especially artificial intelligence. that artificial intelligence is "the most exciting technological development of our time," as it has demonstrated its role in accelerating the study of judicial files and proactively and accurately concluding the outcomes of lawsuits, which helps in determining litigation strategies and saving time and effort for all parties. However, complete reliance on this technology raises ethical and legal questions regarding criminal and civil liability, as well as the protection of personal data and privacy.

Some courts and judicial institutions around the world have begun to implement digital software and artificial intelligence programs to speed up litigation procedures and simplify administrative processes. However, it is clear that there are disparities in the reliance on these systems and software between countries. and between the laws and regulations governing this process. From this perspective, "in light of the rapid development of artificial intelligence technologies and their growing impact on various sectors, including the legal sector, the United Nations Educational,

Scientific and Cultural Organization (UNESCO) has taken the initiative to develop a set of comprehensive guidelines for the use of artificial intelligence systems in courts and arbitration bodies. These principles are part of UNESCO's ongoing efforts to ensure that the integration of these technologies is consistent with the principles of justice, human rights, and the rule of law."(IAMA, 2024)

This study highlights some of the main reasons for the uneven introduction of AI into the judicial systems of some countries, which revolve around the need to build judicial capacity, accompanied by a deeper understanding of the areas of AI that can be relied upon in the judiciary. A UNESCO survey showed that awareness of artificial intelligence technologies is high among judicial professionals, but the actual use of these technologies remains limited. To address this urgent need, UNESCO has developed comprehensive guidelines targeting all stakeholders in the judicial system, including judges, lawyers, and judicial staff."(IAMA, 2024)

. This raises the main question of this study: Where does the Palestinian judiciary stand in relation to this development, and to what extent is it keeping pace with the growing needs of artificial intelligence and the tools and controls that regulate this innovation in judicial systems? Is the Palestinian judiciary keeping pace with its counterparts around the world that have introduced artificial intelligence into most of their work? A UNESCO study on the global toolkit on artificial intelligence and the rule of law for judicial authorities indicated that "lawyers, law firms, courts, and government agencies use artificial intelligence for various purposes. For example, lawyers use AI in legal research and to find relevant precedents to strengthen their arguments. Law firms also use it to predict the outcomes of cases and assess the chances of winning a lawsuit. As for government agencies, they have been using AI to assess the likelihood of success in pursuing certain courses of action against individuals and companies.

Among the courts, the Hangzhou Internet Court has applied artificial intelligence, big data, and cloud computing. This system analyzes and compares all the evidence presented by both parties and converts it into a list of relevant evidence and documents. (UNESCO, 2024)

In an article on artificial intelligence and the judiciary: improving justice and speeding up legal proceedings, published on (Your Website for Mental, Personal, and Professional Development), we discussed how artificial intelligence and the judiciary can improve legal processes and provide swift justice and greater efficiency. It highlighted the impact of artificial intelligence in the field of justice and criminal investigations, its applications in courts, and the improvement of electronic litigation procedures. Regarding the importance of confidentiality and security, the study noted that "despite all the improvements that technology offers in e-justice, we must take into account the importance of protecting personal data and guaranteeing the rights of defendants and lawyers. Judicial systems must cooperate with relevant authorities to improve data security and secure the e-justice system. Perhaps the most important point raised in the article is the challenges of e-justice technology in terms of security verification and the protection of digital rights. (Your website for mental, personal, and professional development)

As for the reference to artificial intelligence being a double-edged sword, (Al-Sharia, 2023) pointed out in his study that "artificial intelligence is a double-edged sword; on the one hand, it enhances litigation capabilities, and promotes swift justice before the courts and facilitates litigation procedures for litigants. On the other hand, it increases the challenges facing digital transformation in the courts, as these technologies create a set of unprecedented legal issues such as ownership, liability, and privacy. The use of artificial intelligence in litigation procedures remains unregulated in many jurisdictions.

On the same topic, in a critical reading of the impact of artificial intelligence on the future of judicial work, (Al-Qibli, 2023) noted "For a long time, judicial systems have been competing to find mechanisms that facilitate litigation, make procedures more flexible and less complicated, improve communication between the judiciary on the one hand and litigants and their representatives on the other, and reduce litigation costs for litigants. Hence, the use of information and communication technology in judicial systems has emerged in an attempt to take advantage of the characteristics of modern technologies, the most important of which are speed and accuracy in facilitating litigation and simplifying its procedures to achieve swift justice."

In the conclusion of his study, Al-Qibli pointed out that "there is no doubt that artificial intelligence has become a reality and has caused a major upheaval due to the significant expansion in the use of artificial intelligence algorithms in many fields in our contemporary world, including: medicine, transportation, engineering, management, the service sector, commerce, public policy, as well as the judicial and legal fields, which has raised many important constitutional and legal questions."

In a research paper presented byon law and artificial intelligence in Palestine, he pointed out that Palestine faces "unique challenges in regulating and using artificial intelligence in its national context, where laws and regulations in Palestine must evolve to enhance the protection of users and society, encourage innovation and develop local technology. This requires cooperation between the public and private sectors and ensuring that laws reflect societal values and strike a balance between technological progress and the protection of rights and ethical values.

In a study conducted by (Arhim, 2024) , which presented artificial intelligence solutions in civil case management, he noted that "according to Palestinian procedural law and comparative laws, and the nature of the role of the civil case management judge in the traditional setting, and how to employ and adapt that nature in the electronic environment, it was necessary for us to clarify the legislative requirements that must be met when starting the process of managing cases using artificial intelligence, including those related to legislation on electronic notifications and legislation on new means of payment as an alternative to cash payments, and those related to the technical requirements necessary to build a robust electronic system that protects the internal network of the artificial intelligence incubator program.

Given the exceptional circumstances in which the Palestinian judiciary operates, both in terms of the absence of the Legislative Council and the fragmentation of the Palestinian governorates, accompanied by an increase in legal transactions that has resulted in an increase in the quantity and quality of data and an increase in the volume of cases and lawsuits, the researchers, two of whom live in the exceptional circumstances of Palestine between the north and south of the West Bank, believe that they feel there has been no technological leap in the judicial system to keep pace with technological developments and the increasing need for solutions to help overcome the phenomenon of backlogs in court cases and delays in deciding them, which has led some people to refrain from resorting to the judiciary or to consider it a last resort. In a statement from the Supreme Judicial Council, two decisions by the President were announced. The President of the Palestinian Authority issued two decrees to amend the Civil and Commercial Procedure Law and the Enforcement Law. (Supreme Judicial Council, 2024) stated in a statement that "these amendments were made with the aim of speeding up litigation procedures in order to achieve speedy adjudication before the regular courts in pending cases and enforcement circles, through the introduction of electronic means in judicial procedures."

- In light of these facts, **the scientific importance of this topic is evident, particularly in institutions that have conducted general studies and developed a number of standards and guidelines, which requires the relevant authorities to study them and develop laws and standards specific to the Palestinian judiciary.** This study seeks to identify the extent to which the judiciary has benefited from technological developments through the use of artificial intelligence programs, the extent of their impact on judicial systems and legal professions, and the extent of their contribution to the development and acceleration of legal proceedings with high accuracy and efficiency.

The practical importance of the study stems from the importance of the sector under study, namely the judiciary, represented by judicial procedures and the principles adopted in judicial proceedings and the extent to which they rely on artificial intelligence. This is due to:

- The importance of applying justice in all its forms, relying on the efficiency and effectiveness of the judicial system.
- With the continuous increase in the number of cases and legal proceedings, the adoption of digital software and artificial intelligence technologies is a crucial step in speeding up judicial proceedings and reducing the burden on judges and judicial staff, thereby contributing to a faster and more accurate pursuit of justice.
- Identify the extent to which the Palestinian judiciary has responded to technological developments and harnessed them to serve the judiciary.
- Identify the role of artificial intelligence in improving the quality of services provided to citizens.
- With reference to the newly developed systems and programs (if any), the extent of their impact on raising the level of efficiency and effectiveness of the courts and solving the problems resulting from the backlog of cases in the courts and the delay in the procedures in force was identified, as well as whether these procedures are in line with the needs and expectations of the parties concerned.
- The professional and training incentives offered to those working with digital software and artificial intelligence. Although the subject matter lies in software and artificial intelligence, the human resources working with it are the basis of its success and effectiveness.
- It should be noted that the importance of the study does not stop at the legal and judicial aspects, but extends to include the social and economic dimensions, such as civil peace and economic stability resulting from the application of digital software and artificial intelligence, which will make it a reference for specialists and those interested in the field of justice and the areas of software development and artificial intelligence, in accordance with actual needs compared to what is available.

Study questions

The study questions revolve around the question: What is the role of artificial intelligence and digital software in developing and improving the quality of Palestinian court services? This is done by answering the following questions:

1. Are there laws and regulations governing the use of digital software and artificial intelligence in Palestinian government institutions?
2. What new systems and programs have been used by the Sharia courts in Palestine since 2020? Who oversees these systems and their implementation?

The year 2020 was chosen as the base year for the study because of the revolution

in the use of digital software and artificial intelligence that occurred this year as a result of the disruption of all aspects of life due to the coronavirus, which prompted reliance on this software.

3. To what extent have these programs been able to influence the quality of judicial services for the public dealing with the courts?
4. Do the court systems and software used communicate with relevant parties such as security agencies, lawyers, and other institutions?
5. Does the owner of this software provide training to the relevant parties?
6. Has artificial intelligence ever been used to issue judicial decisions or prepare legal briefs?

Study method and procedures

:

For the purposes of this study, a descriptive analytical approach was used, which is considered the most appropriate approach for such a study.

:

The study population consists of all employees of the Palestinian courts, numbering 399 male and female employees, according to statistics from the Palestinian Judicial Department.

:

A random sample was selected targeting all employees of Palestinian courts in 2025. A total of 230 valid questionnaires were recovered for analysis, representing a recovery rate of 57.6% of the study population. The following table shows the distribution of study sample individuals according to demographic variables.

Table (1) : Distribution of sample individuals according to demographic variables

Variable	Category	Number	Percentage
Gender	Male	125	54.3
	Female	105	45.7
	Total	230	100.0
Age	22-35 years old	105	45.7
	36-50 years old	83	36.1
	Over 50	42	18.2
	Total	230	100.0
Academic qualification	Diploma	21	9.1
	Bachelor	84	36.5
	Master's degree and above	125	54.3
	Total	230	100
Do you use any artificial intelligence technologies?	Yes	230	10
	No	0	0
	Total	230	100.0
Artificial intelligence technologies used	Programs that understand and respond to language (e.g., ChatGPT)	63	27.4
	Programs that help analyze data and make predictions	41	17.8

	Chatbots (chatbots)	42	18.3
	Apps that suggest content or products (recommendation systems)	84	36.
	Total	230	10
Nature of work	Administrative	126	54.7
	Judge	42	18.3
	Other	62	27.0
	Total	230	100

Study tool

To achieve the study objectives, the researchers prepared a questionnaire, which was constructed and developed with the help of theoretical literature and previous studies. The questionnaire consisted of two sections: the first included general information (gender, age, educational qualifications, whether the respondent uses any artificial intelligence technologies, the artificial intelligence technologies used, and the nature of the work). The second section contained the questionnaire items, which consisted of 16 items (), all of which focused on measuring the role of artificial intelligence and digital software in developing and improving the quality of Palestinian court services.

The arbitrators' verdict:

The study tools were presented to three arbitrators, and amendments, additions, and deletions were made based on the arbitrators' comments. The validity of the tool was also verified statistically by calculating Pearson's correlation coefficient for the study paragraphs in each paragraph with its total score, as shown in the following table:

Table (2) : Pearson Correlation results between each paragraph of the study and the total score

Paragraph number	Correlation coefficient (r)	Statistical significance	Paragraph number	Correlation coefficient (r)	Statistical significance
1	0.924	0.00	9	0.858	0.00
2	0.888	0.00	10	0.678	0.00
3	0.721	0.00	11	0.937	0.00
4	0.844	0.00	12	0.913	0.00
5	0.675	0.00	13	0.747	0.00
6	0.500	0.00	14	0.610	0.00
7	0.629	0.00	15	0.787	0.00
8	0.712	0.00	16	0.815	0.00

** Statistically significant at $(0.01 \geq \alpha)$

Table (2) indicates that all values in the correlation matrix between the domain items and the total domain score are statistically significant, indicating the internal consistency of the scale items. This, in turn, reflects the validity of the instrument items in measuring what they were designed to measure.

Stability of the Questionnaire

The results showed that the Cronbach's alpha coefficient for the total score of the scale was high, with a Cronbach's alpha coefficient of 0.952, indicating that the scale has a high degree of stability, which means that the scale is valid for application and achievement of the study objectives.

Scale correction

The answers to the scale items were corrected by giving the answer (very high 5 points), the answer (high 4 points), the answer (medium 3 points), the answer (low 2 points), and the answer (very low 1 point).

The length of the five-point scale was divided into three categories to determine the degree of agreement among the study sample, and the five-point scale categories were calculated as follows:

$$\text{Scale range} = \text{upper limit of the scale} - \text{lower limit of the scale} = (5-1) = 4$$

$$\text{Number of categories} = 3$$

$$\begin{aligned} \text{Category length} &= \text{Scale range} \div \text{Number of categories} \\ &= 4 \div 3 = 1.33 \end{aligned}$$

By adding the category length (1.33) to the minimum limit for each category, we obtain the arithmetic mean categories. The degree of agreement was determined as follows: category (2.33 and below) was a low degree, category (2.34-3.67) was a medium degree, and category (3.68 and above) was a high degree.

Statistical method

I analyzed the study data after applying the tools to the study sample individuals, using the statistical software package for social sciences, by extracting frequencies and percentages, arithmetic means, standard deviations, Cronbach's alpha test, Pearson's correlation coefficient, and regression equation.

Study results

Results of the study question: What is the role of artificial intelligence and digital software in developing and improving the quality of Palestinian court services?

To answer the above question, the arithmetic means and standard deviations for the role of artificial intelligence and digital software in developing and improving the quality of Palestinian court services were extracted, as shown in Table 3.

Table (3): Arithmetic means and standard deviations for the role of artificial intelligence and digital software in developing and improving the quality of Palestinian court services, ranked in descending order: (n=230)

Paragraphs	Arithmetic mean	Standard deviation	Degree of agreement
1. Court systems and software used to communicate with relevant parties from security agencies, lawyers, and other government	3.64	0.6	Medium

Paragraphs	Arithmetic mean	Standard deviation	Degree of agreement
institutions			
2. One of the positive outcomes of the newly introduced programs is the speed of communication with citizens and lawyers.	3.6	0.65	Moderate
3. Legal proceedings within the court can be followed through websites.	3.54	0.99	Medium
4. One of the positive outcomes of the newly introduced programs is the control of data and information within the courts.	3.5	0.5	Medium
5. The programs introduced after 2020 have been able to influence the quality of judicial services for the public dealing with the courts.	3.45	0.78	Medium
6. There are laws and regulations governing the use of digital software and artificial intelligence in Palestinian government judicial institutions, particularly judicial ones.	3.45	1.08	Medium
7. The programs used in courts are linked to a unified system that allows citizens to access services at the nearest court, regardless of their place of residence.	3.36	0.64	Medium
8. Cases can be monitored remotely and worked on if there are compelling circumstances that prevent you from attending court.	3.27	1.06	Medium
9. Artificial intelligence has already been used to study some cases and review similar cases.	3.27	1.06	Medium
10. Artificial intelligence has already been used in to issue judicial decisions.	3.27	1.06	Medium
11. Under the programs adopted in the courts, you can view previous cases to benefit from the pleadings or the nature of the lawsuits filed.	3.27	0.8	Medium

Paragraphs	Arithmetic mean	Standard deviation	Degree of agreement
12. There are a number of new systems and programs that have been used by Sharia courts in Palestine since 2020.	3.27	0.97	Medium
13. Positive results of the newly introduced programs These programs have accelerated the work within the courts.	3.18	0.3	Medium
14. Under the programs adopted in the courts, you can obtain the required information at any time.	3.18	0.84	Medium
15. Under the programs approved by the courts, you can contact the relevant authorities in the court and complete official paperwork.	3.10	0.90	Medium
16. Training courses are provided to stakeholders and beneficiaries for any programs or systems introduced in the courts.	3.09	0.8	Medium
Overall rating	3.3	0.64	Medium

The data shown in Table (3) indicates that the role of artificial intelligence and digital software in developing and improving the quality of Palestinian court services was moderate, with a calculated average total score of (3.34) and a standard deviation of (0.64).

Table (3) shows that the item (court systems and programs used communicate with relevant parties from security agencies, lawyers, and other government institutions) ranked first with a mean of (3.64) and a standard deviation of (1.64). The second place was taken by the paragraph (One of the positive results of the programs developed from these programs is the speed of communication with citizens and lawyers) with a mean of 3.63 and a standard deviation of 0.65. The lowest-ranked item was "Training courses are provided to stakeholders and beneficiaries of any programs or systems developed in the governorate" with a mean score of 3.09 and a standard deviation of 0.80.

It is also clear that paragraphs 2, 3, 4, 5, 7, 8, 11, 12, 13, 14, and 15 emphasize the positive impact of using artificial intelligence on service quality, whether directly or indirectly. This confirms the findings of studies by Sharar (2024) and SADER & ASSOCIATES (2021) (and (Your site for mental, personal, and professional development) .

While paragraph 6 indicates that there are laws and regulations governing the use of digital software and artificial intelligence in Palestinian government judicial institutions, especially judicial ones. However, these are not at the required level, as the results were, on average, between adequate and insufficient to meet the actual needs of this stage. This paragraph thus confirms what was mentioned in the studies by Al-Qibli (2023), Ghazal (2023), and Arhim

(2024).

Paragraphs 9 and 10 discuss whether artificial intelligence is used to study certain cases and review similar cases. also yielded average results, indicating that artificial intelligence is used but not entirely or fundamentally, which may weaken the opportunity to employ artificial intelligence in the service of the judiciary. Here, we find agreement with what was mentioned in the studies by Sharar (2024) and Al-Sharia (2023) (UNESCO, 2024) .

As for paragraph 16, training courses are provided to stakeholders and beneficiaries of any programs or systems developed in the courts. It also received an average score, which indicates that the training provided to users and beneficiaries of the systems is average. This confirms what was mentioned in the study by(2024) .

Study results

- The results of the study directly and indirectly pointed to the important role played by artificial intelligence and digital systems in improving the quality of service provided in Palestinian courts.
- The results showed that there has been an acceleration in court proceedings as a result of the use of digital systems and artificial intelligence, and that communication between parties in court has also become easier and faster.
- The results indicated that the available legislation and laws are average, which indicates a weakness in the legislation and laws related to the use of artificial intelligence in the judiciary, which could further help raise the level of services.
- Due to the lack of clarity in the legislation and laws necessary to regulate the use of artificial intelligence in courts, the results related to reliance on artificial intelligence in studying certain cases, drawing on previous cases, and in-depth data analysis were mixed.
- The results indicated that the qualification and training programs for those dealing with artificial intelligence programs were average, meaning that even if legislation were enacted and systems and programs were provided, and the level of training for users of these programs was average, no significant development or improvement would be expected, and the development plans in the judiciary would not achieve their objectives.

Recommendations

- Based on the results of this study, the researchers believe that the subject of the study requires further study and in-depth analysis, especially in light of the technological developments taking place around the world.
- It is clear from the results of the study that the Palestinian judiciary has begun to follow in the footsteps of other countries in integrating artificial intelligence into the judiciary, but it is moving slowly, which will make it difficult for it to keep up with developments. This may be due to the exceptional political, economic, and social conditions in Palestine. Nevertheless, these same reasons should motivate the government and relevant authorities to make this issue (the integration of artificial intelligence into the judiciary) one of their top priorities and concerns, given its role in speeding up and regulating procedures, achieving justice, and ensuring civil peace in a country that has been divided and whose executive procedures have been weakened.

- Although the issue lies in software and artificial intelligence, the human resources dealing with it are the basis of its success and effectiveness. Researchers believe that training and qualifying users of artificial intelligence programs is no less important than providing programs and enacting laws and legislation, as it is the human workforce that will lead these programs in a way that serves the public interest.
- Given the importance of this topic and its ramifications stemming from the multiplicity of parties involved, researchers believe that this study should be the nucleus of many studies that seek to understand the foundations of the desired development in the judiciary, the achievement of justice, and the guarantee of civil peace and social stability.

References

- IAMA. (18 08, 2024). *UNESCO guidelines for the use of artificial intelligence in the judiciary: towards more transparent and efficient justice*. Retrieved from the International Academy of Mediation and Arbitration (IAMA): <https://iamaeg.net>
- SADER & ASSOCIATES . (07 04, 2021). *Artificial Intelligence and its Impact on Legal Professions and Judicial Systems*. Retrieved from SADER & ASSOCIATES ADVOCATES and LEGAL CONSULTANTS: <https://saderlaw.com>
- UNESCO. (2024). *Global Toolkit on Artificial Intelligence and the Rule of Law for Judicial Authorities*. Retrieved from UNESDOC: <https://unesdoc.unesco.org>
- Ibtisam Hashim Muhammad Al-Jazuli. (5 08, 2023). The impact of service quality and its role in achieving consumer satisfaction. *Academic Journal of Research and Scientific Publication*.
- Ibrahim Mohammed Al-Saadi Ahmed Al-Sharia. (2023). Artificial intelligence technologies and their impact on civil litigation proceedings. *Law and Technology Journal published by the British University - Faculty of Law*, pp. 109-162.
- Idris Al-Qibli. (September 29, 2023). *A Critical Reading of the Impact of Artificial Intelligence on the Future of Judicial Work*. Retrieved June 11, 2025, from the Moroccan Virtual Law University: <https://www.aljami3a.com>
- Bandar bin Mohammed bin Saeed Al-Qahtani and Mohammed Anas Shamsy. (September 20, 2022). Measuring service quality in the third sector and its impact on beneficiary satisfaction (an applied study on third sector organizations in the Eastern Province of Saudi Arabia). *International Journal for the Publication of Research and Studies*.
- Law Portal of the State of Kuwait. (2024). *Articles - The origins of law date back to the earliest human civilizations*. Retrieved June 25, 2025, from the Law Portal of the State of Kuwait on the web: <https://www.lawskw.com/blogs/>
- Birm Jamal Abdullatif Ghazal. (June 14, 2023). *Law and Artificial Intelligence in Palestine*. Retrieved from the Arab Democratic Center for Strategic, Economic and Political Studies: <https://democraticac.de>
- Renad Majdi Hassan Al-Omar. (June 28, 2022). The Impact of Artificial Intelligence on Reducing Cloud Accounting Risks for Jordanian Industrial Companies. *International Islamic University of Science - Graduate School* .
- Zain Al-Abidin Sharar. (December 4, 2024). *Articles - Artificial Intelligence in Courts*. Retrieved June 4, 2025, from Al-Sharq Magazine: <https://al-sharq.com/opinion/>
- Atef bin Mohammed bin Murad Al-Zadjali. (July 5, 2023). Artificial Intelligence Governance in Human Resource Management in Institutions. *Academic Journal for Research and Scientific Publication* .
- Supreme Judicial Council. (December 26, 2024). *Two decrees to accelerate court proceedings using technology*. Retrieved from the Supreme Judicial Council: <https://www.courts.gov.ps>
- Mahmoud Abdullah. (December 12, 2024). *Article on types of courts and their jurisdiction*. Retrieved December 20, 2025, from Counselor Yasser Salama - Legal Encyclopedia: <https://egylyawyer.net>
- Your Website for Mental, Personal, and Professional Development. (No date). *Artificial Intelligence and*

the Judiciary: Improving Justice and Speeding Up Legal Proceedings. Retrieved June 28, 2025, from Your Website for Mental, Personal, and Professional Development: <https://kharchoufa.com>

Noha Ibrahim Issa Muslim. (April 2023). Science teachers' attitudes towards the use of artificial intelligence applications in the educational process at the primary level in the Jazan Education Department. *Jazan University - College of Education - Department of Educational Technology.*

Haitham Arhim. (September 18, 2024). Adapting artificial intelligence in civil and commercial case management. *Sharjah University Journal of Legal Sciences.*