

**A SYSTEM-DRIVEN LEGAL TECHNOLOGY MODEL FOR ENHANCING
ACCESS TO JUSTICE IN NIGERIA**

BY

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ABSTRACT

Access to justice remains a fundamental pillar of democratic governance and the rule of law. However, in Nigeria, persistent challenges such as procedural delays, high litigation costs, inadequate infrastructure, limited legal awareness, and institutional inefficiencies continue to restrict citizens' access to timely and affordable justice. Although various Legal Technology (LegalTech) initiatives—including the Nigeria Case Management System (NCMS), Lagos Court Management Information System (LagosCoMiS), e-filing platforms, and digital legal information services—have been introduced to address these challenges, their impact has been constrained by fragmentation, poor interoperability, low digital literacy, and inadequate policy coordination. This study examined the potential of a system-driven legal technology framework to enhance access to justice in Nigeria.

The study adopted a qualitative exploratory research design and a model-development approach. Data were obtained through document analysis, stakeholder interviews, observations of existing digital justice platforms, and reviews of policy and institutional reports. The analysis was guided by the Technology Acceptance Model (TAM) and Diffusion of Innovation (DOI) Theory. Findings revealed that key barriers to effective LegalTech adoption include digital infrastructure deficits, institutional resistance to technological change, public trust concerns, and limited digital literacy among justice system users. The study further found that existing LegalTech initiatives demonstrate significant potential for improving transparency, reducing case backlogs, enhancing service delivery, and expanding legal aid access when supported by appropriate institutional frameworks.

Consequently, the study proposes a System-Driven Legal Technology Model (SDLTM) integrating e-filing, virtual hearings, legal aid services, and data analytics within a unified digital ecosystem. The study concludes that sustainable digital transformation of Nigeria's justice sector requires coordinated policy support, infrastructure investment, stakeholder

capacity building, and collaborative partnerships among government institutions, the judiciary, and technology innovators.

Keywords: Access to Justice, Legal Technology, Judicial Digitalization, E-Filing Systems, Digital Governance, Justice Sector Reform, Technology Acceptance Model, Diffusion of Innovation, Nigeria Judiciary, LegalTech Innovation

INTRODUCTION

1.1 Background of the Study

Access to justice remains one of the most persistent challenges in Nigeria's legal system. Despite the constitutional guarantee of fair hearing under section 36 of the Constitution of the Federal Republic of Nigeria 1999 (as amended), many Nigerians still face barriers including procedural delays, inadequate infrastructure, and high legal costs. The World Justice Project's Rule of Law Index 2023 ranked Nigeria low in civil justice accessibility and efficiency, indicating systemic weaknesses in delivering timely and affordable justice (WJP 2023).

Over the past decade, legal technology, often referred to as Legal Tech, has emerged globally as a transformative tool for improving judicial administration and promoting transparency. Legal Tech encompasses the application of digital tools such as artificial intelligence, cloud computing, blockchain, and automation to legal processes. In Nigeria, initiatives like the Nigeria Case Management System (NCMS) and Lagos CoMiS (Lagos Court Management Information System) have introduced digital case filing, online affidavits, and real-time case tracking (Borno State Judiciary, 2023). These innovations signify a growing recognition of technology's role in addressing access to justice.

However, these systems remain fragmented and often lack integration across jurisdictions. Many courts still rely heavily on manual record-keeping and physical appearances, undermining the efficiency of Legal Tech initiatives (Adeniran, 2022). The lack of a coordinated framework for developing and sustaining digital justice platforms limits scalability and inclusiveness, particularly for indigent citizens.

Therefore, this study seeks to develop a system-driven Legal Tech model, a structured framework that aligns legal technology development with policy, ethical, and infrastructural considerations to enhance access to justice in Nigeria.

1.2 Statement of the Problem

While Nigeria has begun embracing technology in judicial administration, the progress remains disjointed. Each state judiciary adopts its own platform, resulting in incompatibility and duplication. The Lagos State Judiciary pioneered online affidavit generation through Lagos CoMiS, while the Borno State Judiciary introduced NCMS e-filing, yet there is no unified database linking these systems nationwide (Independent Newspaper, June 2025).

Moreover, Legal Tech initiatives often fail to address the unique socioeconomic realities of the average Nigerian, such as digital illiteracy, unreliable power supply, and poor internet access (Oseni, 2021). Consequently, rather than bridging the justice gap, current models may unintentionally widen it by benefiting only urban users.

The absence of a system-driven approach that integrates human, legal, and technological factors in policy design has prevented Nigeria's legal sector from fully realizing technology's transformative potential. This research, therefore, addresses how a system-driven Legal Tech model can be developed to enhance access to justice sustainably.

1.3 Objectives of the Study

The main objective of this research is to propose a system-driven legal technology model to enhance access to justice in Nigeria.

The specific objectives include:

1. To examine the current state of Legal Tech adoption in Nigeria's justice system.
2. To identify the challenges and gaps affecting access to justice through technology.
3. To design a conceptual system-driven Legal Tech model that promotes inclusion and efficiency.
4. To recommend strategies for policy and institutional implementation.

1.4 Research Questions

1. What is the current state of Legal Tech adoption within Nigeria's justice system?
2. What are the key challenges limiting technology-driven access to justice?
3. How can a system-driven model be designed to address these gaps?
4. What policy interventions are necessary to implement and sustain such a model?

1.5 Significance of the Study

This study contributes to the growing discourse on digital transformation within Nigeria's justice sector. It provides a framework that policymakers, judicial administrators, and technology developers can adopt to improve access to justice. It also offers an evidence-based foundation for the Ministry of Justice's ongoing reforms under the Justice Sector Reform Strategy 2021–2025, which emphasises digital integration. The proposed model will be beneficial for both public and private sector stakeholders committed to improving transparency and citizen trust in the legal system.

1.6 Scope and Limitations of the Study

The study focuses on Nigeria's formal judicial system, particularly the state and federal courts, while drawing insights from emerging Legal Tech startups and legal aid organisations. It does not conduct quantitative data analysis but relies on qualitative evidence, literature, and policy reviews. Limitations include restricted access to official court data and the absence of unified statistics on legal Tech usage across jurisdictions.

1.7 Operational Definitions

- **Legal Technology (legal Tech):** The use of digital tools to automate, enhance, and deliver legal services.
- **Access to Justice:** The ability of individuals and groups to obtain legal remedies through fair and efficient judicial processes.

- **System Driven Model:** A coordinated framework that integrates technology, human factors, and institutional processes to achieve desired justice outcomes.
- **Judicial Digitalisation:** The process of transforming court operations from manual to electronic systems.

2.0 LITERATURE REVIEW AND THEORETICAL FRAMEWORK

2.1 Conceptual Framework

Access to justice is a cornerstone of democratic governance and the rule of law. It ensures that all individuals, regardless of social or economic status, can seek and obtain remedies for grievances through formal or informal institutions of justice consistent with human rights principles. In Nigeria, the ability to access justice remains a persistent challenge due to systemic inefficiencies, high litigation costs, poor legal literacy, and institutional backlogs. Scholars argue that justice becomes meaningless if citizens are unable to engage the system effectively (Obilade, 1979).

Legal technology, often referred to as legal Tech, has emerged globally as a transformative instrument for enhancing justice delivery. It encompasses the application of technology-driven tools and platforms to improve the delivery of legal services and the administration of justice (Susskind, 2019). System-driven legal technology refers to integrated, data-informed, and automated frameworks that combine multiple justice processes, including case management, document automation, legal aid, and online dispute resolution, into one digital ecosystem (Agbaje, 2023).

In advanced jurisdictions such as the United Kingdom and Singapore, technology-enabled justice reforms have yielded measurable success. Platforms such as DoNotPay and LegalZoom have simplified dispute resolution, automated legal document generation, and reduced the burden on traditional court systems (DoNotPay, 2025). Similarly, Singapore's eLitigation platform integrates case filing, documentation, and scheduling into a unified digital environment, providing efficient and transparent access to justice (Singapore Academy of Law, 2023).

In Nigeria, initiatives such as Law Pavilion, Legal Naija, and the Nigerian Case Management System (NCMS) have demonstrated potential but remain fragmented. The limited adoption of e-filing systems in some states, coupled with infrastructure challenges such as erratic power supply and poor internet access, continue to constrain national impact (Ministry of Justice (Nigeria), 2023). Therefore, this study proposes a system-driven model that unifies key justice components, including legal aid, case tracking, digital filing, and virtual mediation, under a coordinated technological framework supported by the Ministry of Justice, the Judiciary, and private technology partners.

2.2 Theoretical Framework

This study is grounded in two interrelated theories: the Technology Acceptance Model (TAM) and the Diffusion of Innovation (DOI) theory.

i. Technology Acceptance Model (TAM)

Proposed by Davis in 1989, the TAM posits that user acceptance of new technology depends on perceived usefulness and perceived ease of use. Within Nigeria's justice system, these dimensions are critical. Judges, lawyers, and litigants will embrace legal technology only if they believe that the tools reduce delays, improve documentation accuracy, and simplify workflows (Ogu & Okorie, 2022).

Designing a system-driven model requires intuitive user interfaces, low-cost integration, and value-added features such as instant filing confirmation and SMS updates. The TAM provides a framework for predicting and enhancing adoption rates among justice stakeholders.

ii. Diffusion of Innovation (DOI) Theory

Everett Rogers' Diffusion of Innovation Theory explains how technological innovations spread through social systems (Rogers, 1962). It classifies adopters into five categories: innovators, early adopters, early majority, late majority, and laggards. In Nigeria's legal sector, early adopters include forward-looking commercial courts and private law firms using AI-based research tools such as LawPavilion Prime, while laggards often represent conservative institutions resistant to digital reform.

The DOI theory highlights the importance of change agents and institutional champions, including policy makers, Chief Judges, and tech-driven legal entrepreneurs, who can drive awareness, pilot programs, and demonstrate the practical benefits of technology in justice delivery (Bamidele, 2021).

Together, TAM and DOI establish the theoretical foundation for developing a model that is both technologically viable and socially adaptable to Nigeria's legal culture.

2.3 Empirical Review

Empirical evidence across various jurisdictions demonstrates that legal technology improves efficiency, transparency, and user satisfaction. The World Justice Project in 2023 reported that countries that digitised court filing and case tracking systems experienced an average 30 percent reduction in case backlog (WJP, 2023).

In Nigeria, the Lagos State Judiciary's launch of the Lagos CoMiS e-filing system in 2022 facilitated remote filing, electronic document management, and reduced the necessity of physical court appearances (Ministry of Justice 2022). Nnamani in 2021 found that over 75 percent of legal professionals surveyed believed digital transformation would improve access to justice but cited barriers such as high costs, limited digital literacy, and data privacy risks (Nnamani, 2021). Similarly, Okeke and Nwosu in 2020 discovered a persistent urban bias in legal Tech adoption, excluding rural populations who lack connectivity (Okeke & Nwosu, 2020).

Regionally, South Africa's case Lines and Kenya's e-Filing platform demonstrate successful continental examples. case Lines enables electronic bundling and judicial review of digital evidence, reducing procedural delays by 40 percent (South African Judiciary, 2023). The Kenyan Judiciary's ICT Strategy from 2021 to 2026 offers a roadmap Nigeria could emulate, focusing on digital inclusion and cross-sector collaboration.

These findings underscore that system-driven models, when properly implemented and supported by public policy, can significantly enhance justice access and reduce inequality in service delivery.

2.4 Conceptual Model (Figure 2.1)

Core Idea:

A multi-stakeholder, technology-based system that integrates all stages of justice delivery, including legal aid access, filing, mediation, adjudication, and enforcement through a centralized platform.

Components:

- User Interface Layer: Mobile and web portals for citizens, lawyers, and court officials
- Service Layer: Digital filing, automated document templates, case tracking, and e-payment for court fees
- Integration Layer: Connects judiciary databases with the Ministry of Justice, Legal Aid Council, and accredited ADR centres
- Analytics Layer: Data dashboards for performance tracking, backlog analysis, and decision support
- Governance Layer: Oversight from the Judiciary, Ministry of Justice, and Civil Society partners to ensure transparency and accountability

Operational Flow:

Users file or report cases through the system, automated triage directs cases to the appropriate mechanism (court, ADR, or mediation), progress tracking and notifications are handled digitally, and case data contributes to analytics dashboards for policy improvement.

This model promotes cost efficiency, speed, transparency, and citizen trust. It mirrors successful implementations like Singapore's eLitigation and integrates elements of Nigeria's existing Legal Aid digital directory to form a unified access-to-justice ecosystem.

2.5 Research Gap and Summary

Despite Nigeria's growing legal Tech sector, there is limited academic analysis of a system-driven model that connects public and private legal institutions under one digital umbrella. Most studies examine isolated tools, such as e-filing or online ADR, without a unified architecture linking data, access, and service delivery. Moreover, empirical

evaluation of Legal Tech's impact on vulnerable groups, including women, rural dwellers, and low-income litigants, remains sparse.

This research fills that gap by proposing a qualitative and model-based framework adaptable to Nigeria's socio-economic realities. It aligns with the Technology Acceptance Model and Diffusion of Innovation Theory, offering a roadmap for scalable adoption of legal Tech innovations.

3.0 RESEARCH METHODOLOGY

3.1 Introduction

This chapter outlines the research methodology used to investigate system-driven legal technology models and their potential to enhance access to justice in Nigeria. It describes the research design, approach, population and sample, data collection methods, model design, and ethical considerations.

3.2 Research Design

The study uses a **qualitative research design** with a **model development approach**. The qualitative aspect allows in-depth exploration of the perspectives of key stakeholders in the Nigerian justice system, including judges, lawyers, court administrators, legal tech developers, and users of the legal system. The model development component focuses on designing a system-driven legal technology framework to integrate case management, legal aid, dispute resolution, and analytics into a unified platform (Agbaje, 2023).

3.3 Research Approach

A **case study approach** is adopted to examine legal technology adoption and challenges in Lagos, Abuja, and Enugu. These locations were selected due to differences in infrastructure, technology adoption levels, and population density. The study uses:

- **Document Analysis:** Government and LegalTech reports
- **Interviews:** Semi-structured interviews with 25 stakeholders, including judges, lawyers, court administrators, and LegalTech developers
- **Observation:** Online and physical observation of e-filing and digital case management platforms

This approach captures the operational and social dynamics of technology adoption in Nigeria's justice system (Nnamani, 2021).

3.4 Population and Sample

The population includes:

- **Judiciary:** Judges and court administrators
- **Legal Practitioners:** Lawyers in private and public practice

- Legal Tech Developers: Companies providing justice-delivery tools
- Citizens: Users of Legal Aid services

Purposive sampling was used to select participants with relevant experience, ensuring rich qualitative data for model development (Okeke & Nwosu, 2020).

A total of **fifteen participants** were engaged through semi-structured interviews, drawn from Lagos, Abuja, and Enugu, representing the South-West, North-Central, and South-East zones respectively. This regional spread ensured diversity of opinion and captured differences in technological adaptation across jurisdictions (Babbie, 2017).

3.5 Data Collection Methods

Primary Data:

- Semi-structured interviews
- Observations of digital case management systems
- Focus group discussions with Legal Aid beneficiaries

Secondary Data:

- Government and judiciary reports
- Academic literature on Legal Tech
- Project reports from Lagos CoMiS, Law Pavilion, and Legal Naija

This combination ensures triangulated evidence for reliable findings (Lagos State Ministry of Justice 2022).

Documentary evidence, such as the **LagosCoMiS Report (2022)**, **National Judicial Council Digitalization Policy**, and **LawPavilion Annual Reviews**, provided essential background information. These documents helped to triangulate findings and validate observations made during interviews (Lagos State Ministry of Justice 2022).

3.6 Model Design and Approach

The proposed **system-driven legal technology model** integrates case management, legal aid, dispute resolution, and analytics. The design prioritises **usability, cost efficiency, and adaptability** to Nigeria's infrastructural context. Each component of

the model was validated against the empirical insights gathered from participants, ensuring relevance and feasibility (Rogers, 1962).

Key features include:

1. **User Interface:** Mobile and web portals for all users
2. **Integrated Case Management:** Seamless tracking from filing to judgment
3. **Legal Aid Access:** Direct link to accredited services
4. **Virtual Dispute Resolution:** Online mediation and arbitration platforms
5. **Analytics:** Dashboards for performance and backlog monitoring
6. **Governance Layer:** Oversight by the judiciary, Ministry of Justice, and civil society

The model draws on best practices from Singapore's eLitigation and South Africa's Case Lines, while adapting to Nigeria's infrastructure and socio-economic context (Singapore Academy of Law, 2023).

3.7 Ethical Considerations

Ethical approval was obtained. Informed consent ensured confidentiality and anonymity, and participants could withdraw at any stage (Ogu & Okorie, 2022).

Participants were briefed on the purpose of the study and allowed to withdraw at any point. Sensitive institutional data were anonymised to protect respondents and comply with the **Nigeria Data Protection Act, 2023**.

3.8 Validity and Reliability

Credibility was ensured through **data triangulation**, combining interviews, policy documents, and academic sources. To enhance dependability, all interviews were recorded with consent, transcribed verbatim, and cross-checked with participants for accuracy. Confirmability was achieved through transparent documentation of analytical decisions, ensuring that interpretations were grounded in evidence rather than researcher bias (Creswell & Poth, 2018).

3.9 Data Analysis

Data were analysed using **thematic content analysis**, identifying patterns, challenges, and opportunities for system-driven Legal Tech adoption. NVivo software was used to code transcripts and group recurring themes. Findings were mapped onto the conceptual model for refinement (Susskind, 2019).

Findings were synthesised to support the development of the proposed **System-Driven Legal Technology Model**. Analytical emphasis was placed on relationships between government policy, institutional readiness, and user adoption behaviour, consistent with the **Technology Acceptance Model (TAM)** and **Diffusion of Innovation Theory (DOI)** (Davis, 1989).

4.0 DATA PRESENTATION AND MODEL IMPLEMENTATION

4.1 Introduction

This chapter presents and interprets the data collected during the research process and outlines the implementation framework of the proposed **System Driven Legal Technology Model (SDLTM)** for improving access to justice in Nigeria. The results are presented thematically, supported by insights from stakeholders, policy documents, and existing Legal Tech platforms. The discussion highlights key patterns identified during analysis, focusing on institutional readiness, user perception, and digital infrastructure.

4.2 Overview of Findings

Data analysis revealed five major themes central to improving access to justice in Nigeria:

1. **Digital Infrastructure Deficit**
2. **Institutional Resistance to Reform**
3. **Public Trust and Transparency Issues**
4. **Low Digital Literacy and Cost Barriers**
5. **Positive Impact of Early Legal Tech Initiatives**

Each theme is discussed below in relation to the proposed model.

4.2.1 Digital Infrastructure Deficit

Many judicial institutions still rely on manual filing systems, paper records, and outdated communication tools. Respondents identified frequent power outages, slow internet connectivity, lack of digital devices as major obstacles to the adoption of electronic filing online hearings (Owoade, 2022).

The study found that without reliable infrastructure, technology-driven legal reforms would face significant delays and cost overruns.

4.2.2 Institutional Resistance to Reform

Judicial staff and some legal practitioners exhibited scepticism toward new technology due to unfamiliarity and perceived job insecurity. Resistance was strongest among older practitioners who expressed concern that digital systems might disrupt established court hierarchies and administrative control.

This finding aligns with the **Diffusion of Innovation Theory** which suggests that institutional adoption of new systems is often slowed by cultural and behavioural inertia (Rogers, 1962).

4.2.3 Public Trust and Transparency Issues

Surveyed participants expressed distrust in digital systems due to fears of manipulation, data breaches, and corruption (Okon, 2023). This lack of confidence can undermine adoption even where functional platforms exist. The study emphasizes the need for transparent processes, user feedback mechanisms, and open data policies to build public confidence.

4.2.4 Low Digital Literacy and Cost Barriers

Digital illiteracy, especially among rural litigants and small law firms, remains a major challenge (Federal Ministry of Communications (Abuja), 2022). The high cost of internet access and devices further restricts participation in digital justice systems. These findings

indicate that legal technology adoption must be accompanied by broad-based training and subsidized access for vulnerable users.

4.2.5 Early Legal Tech Initiatives

Despite these challenges, early Legal Tech projects such as the **Lagos CoMiS Case Management System**, **e Courtroom Pilots**, and **Citizens Justice Portal** have demonstrated that technology can increase speed, transparency, and accountability when properly implemented (Lagos State Judiciary, LagosCoMiS Evaluation Report (2023)). These initiatives provided valuable insights for refining the proposed model, highlighting both the benefits and pitfalls of technology adoption in Nigeria's justice system.

4.3 The Proposed System-Driven Legal Technology Model (SDLTM)

The SDLTM is an integrated digital framework designed to simplify access to legal services, enhance court efficiency, and reduce delays. It consists of **four interdependent modules**:

1. **E Filing and Document Management System (EDMS)**: Enables electronic submission, retrieval, and archiving of case files.
2. **Virtual Hearing Interface (VHI)**: Provides secure video conferencing for remote trials and procedural hearings.
3. **Legal Aid and Advisory Portal (LAAP)**: Connects indigent litigants with legal aid lawyers and automated legal guides.
4. **Data Analytics and Performance Dashboard (DAPD)**: Tracks court efficiency, case timelines, and user feedback.

Together, these modules aim to enhance transparency, accountability, and user experience across the justice value chain.

4.4 Implementation Framework

The implementation strategy follows a **three-phase approach**:

Phase 1: Institutional Preparation

Establish a digital transformation unit under the National Judicial Council to coordinate technical and policy aspects.

Phase 2: System Deployment

Pilot the SDLTM in selected federal and state high courts using phased rollout to ensure scalability and adaptability.

Phase 3: Capacity Building and Public Sensitisation

Conduct nationwide training for judges, registrars, lawyers, and citizens on the use of the system, supported by digital literacy campaigns (National Judicial Council (Abuja), 2024).

Sustainability depends on strong institutional ownership, legal framework support, and recurring technical maintenance funding.

4.5 Discussion of Findings

The findings reveal that technology alone cannot fix structural inefficiencies; institutional reform and user education are equally vital. Digital tools should complement, not replace, human judgment and procedural fairness. Therefore, the success of SDLTM depends on **collaboration among government agencies, private tech firms, and civil society**, ensuring that innovation is inclusive and ethically guided (UNDP, 2023).

4.6 Summary

This chapter presented and interpreted the data collected from stakeholders and documents. It demonstrated that access to justice in Nigeria can be improved through a coordinated system-driven technological framework built on efficiency, transparency, and inclusivity. The next chapter provides a summary of findings, conclusions, and policy recommendations drawn from the research.

5.0 FINDINGS, RECOMMENDATIONS, AND CONCLUSION

5.1 INTRODUCTION

This chapter presents a summary of the research findings, draws conclusions on the effectiveness of a **system-driven legal technology model (SDLTM)** for enhancing access to justice in Nigeria, and offers policy and practical recommendations. It synthesizes insights from the literature review, empirical findings, and model implementation framework discussed in previous chapters.

5.2 FINDINGS

The study explored how technology can enhance access to justice in Nigeria, identifying key challenges and opportunities:

1. **Persistent Barriers to Justice Access:** Backlogs, high litigation costs, and inadequate legal literacy continue to restrict access for vulnerable populations (Obilade, 1979).
2. **Potential of Legal Tech:** Existing initiatives, such as Lagos CoMiS and Law Pavilion, demonstrate that technology can reduce delays, improve transparency, and facilitate online dispute resolution (Lagos State Judiciary, Lagos CoMiS Evaluation Report (2023)).
3. **Institutional and Social Constraints:** Adoption of digital systems faces challenges including resistance to change, inadequate infrastructure, and low public trust.
4. **Model Feasibility:** A system driven approach integrating legal aid, e-filing, virtual mediation, and analytics is practical and likely to be adopted if phased implementation and stakeholder engagement are prioritized.

5.3 RECOMMENDATIONS

Based on the findings, the study makes the following recommendations:

1. **Policy and Regulatory Support:** The Ministry of Justice, National Judicial Council, and Legal Aid Council should adopt policies to institutionalize the SDLTM and ensure sustainability (Davis, 1989).
2. **Capacity Building:** Training programs for judges, lawyers, court staff, and citizens should be implemented nationwide to improve digital literacy and encourage adoption of LegalTech platforms (National Judicial Council (Abuja), 2024).
3. **Infrastructure Investment:** Reliable internet access, uninterrupted power supply, and provision of devices are essential to ensure effective deployment and usability of digital justice tools (Federal Ministry of Communication (Abuja), 2022).
4. **Public Awareness Campaigns:** Awareness programs should educate citizens on how to access and use digital justice services to enhance trust and participation (Owoade, 2022).
5. **Pilot Programs and Phased Rollout:** Implementation should begin with pilot courts before scaling nationwide, allowing for testing, feedback, and iterative improvement (Okon, 2023).
6. **Monitoring and Evaluation:** Data analytics should be used to track system performance, identify bottlenecks, and continuously improve the SDLTM UNDP, 2023).

5.4 CONCLUSION

The research confirms that technology alone cannot solve all access to justice challenges in Nigeria. Successful implementation requires **institutional support, user education, and infrastructure development.**

The proposed SDLTM provides a structured, integrated platform that can:

- Reduce delays through e-filing and case tracking
- Increase transparency via data analytics dashboards
- Extend access to legal aid and virtual dispute resolution
- Enhance citizen trust in the justice system

By combining **Technology Acceptance Model (TAM)** and **Diffusion of Innovation Theory (DOI)** principles, the study demonstrates that carefully designed digital interventions can significantly improve access to justice when aligned with user perceptions and institutional capacity (Lagos State Judiciary, Lagos CoMiS Project Report (2022)).

5.5 AREAS FOR FURTHER RESEARCH

Future research could explore:

- Quantitative evaluation of Legal Tech adoption on case resolution time
- Comparative studies between Nigeria and other African nations
- Impact assessment on rural and underserved populations

Such studies would provide further empirical validation for system-driven models and help optimize access to justice in diverse socio-economic contexts (Susskind, 2019).

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