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Extended Abstract

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DIGITALIZATION OF LEGAL SERVICES

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Abstract: The Paper focuses on studying the impact of new technology development and their adoption in legal services. It examines how efficiencies are being created using new technologies, specially AI , and through digitalization of legal services.

Key Words: Digital India, LawTech, Legal Services, Empowerment

DIGITALIZATION OF LEGAL SERVICES

INTRODUCTION

Emerging technologies like Artificial Intelligence (AI), Blockchain, Internet of Things (IoT), are transforming the usability and utility of digital services across spectrum of industries. Research on how such technological advancements, using augmented and virtual reality, or conversational bots facilitate end user decision making, has become a significant subject of investigation in various disciplines including Law (Iacobucci et. al. 2019, Salmerón-Manzano 2021). End users now receive targeted information in their search and legal service providers have thereby improved customer relationship management (Grewal et. al. 2020). In this research, drawing on the knowledge from business, law and new technology interface, we develop an interdisciplinary approach to study selected literature to identify how end users of legal services such as clients, lawyers, and judges can be better served. Our objective is to understand how new technologies add value to the stakeholders in legal industry.

Our research lends support from the Government of India's AI policy initiatives (NITI Aayog 2018) that highlights the example of other countries for building the future workforce for AI, and states that several "countries are also significantly increasing the allocation of resources for Science, Technology, Engineering and Mathematics (STEM) talent development through investment in universities, mandating new courses (e.g., AI and Law), and offering schemes to retrain people" (p.9, and p.109). Recommendations to government to establish Centre for Studies on Technological Sustainability (CSTS) to address issues relating to ethics, privacy, legal aspects, social sustainability, and global competitiveness of the technologies developed are also forwarded (p.93). Similarly, it quotes different policy and research initiatives pursued by other countries in importance of legal services for privacy, data protection, patent issues with respect to artificial

intelligence (see also OECD 2021, Ireland and Hockley 2020). In emerging markets like India, judiciary is the strength of its democracy, and ‘delay in justice is justice denied’, since access to justice is not feasible for several reasons including illiteracy and economic resources.

Against this background, if noteworthy progress is to be made, research on legal services must develop understanding of how and why AI and other new technologies operate or do not operate in the legal domain.

2. RESEARCH OBJECTIVE AND RESEARCH METHODOLOGY

Our methodology draws on CRM framework from Marketing discipline to understand client satisfaction in legal industry. We further benefit from lessons from application of new technologies to show how artificial intelligence, and automation for data analysis, can facilitate accessibility and speed of delivery of digitalization of legal services. By applying multidisciplinary research approaches to AI and Law, several studies (see Corales et al 2019; Engstorm and Gelbach 2020) have contributed to our understanding to improve legal and judicial services in quality and quantity.

Studies examining the relationship between Artificial Intelligence (AI) and Legal services are limited, suggesting significant research opportunities in this field (Bench-Capon 2012, Rayo 2019). AI applications are being implemented in legal practices at several levels, from case creation, to serve customers of legal services like clients, lawyers, and judges in seeking or administering justice. From an applied perspective: due diligence for legal search for background information to forecast litigation outcome; legal analytics to search large databases of Cases and IP portfolios; document automation for daily routine work (Rayo 2019) are amongst the issues to be researched.

Supported by the availability of magnitude of big data, advancement in algorithms prowess, increased computational power, deep machine learning (ML), it is now possible to process large data units in the shortest time span for easy and ready accessibility of factual and recorded data in digital format (Peruginelli and Faro 2019). Machine Learning is transforming and impacting legal and judicial services from case filing, to seeking and

administering justice (Dale 2019, Buchholtz 2020). For example, eMulakat for prisoners is already under implementation in India. AI applications and digitalization improves legal services efficiency by decreasing burden on judges, other beneficiaries, and seekers of legal services.

Despite presumed advantages, the concept of AI and Law is also introducing new concerns and challenges (Roman and Natalia 2019). Impacts of artificial intelligence on legal markets and jobs are beginning to be scrutinized. The use of algorithms has automated the jobs in many fields worldwide and it is believed to displace people in the legal field also. Data protection (Wachter and Mittelstadt 2019), ethics (Davis 2018), social security, governance and policy (Roman and Natalia 2019), bias in algorithms are some of the emerging issues in this context.

Given the nascent stage of research work here, our main objective is to examine existing body of literature, both in academic and non-academic domain, by employing data analytics methods, with insights from customer satisfaction literature. We employ scientific methodology, to synthesize our understanding of the status of research and applications in this field. This overview facilitates setting a research agenda for further examination as well as action points to improve proficiencies in current applications. Our research's immediate objective is to understand research work in this area and make suggestions for future research work. Simultaneously we strive to understand the success and challenges of implementation of new technologies for legal services.

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