

The transformation of civil justice to digital advantages between difficulties and challenges

التحول بالعدالة المدنية الى الرقمية : مزايا بين الصعوبات والتحديات

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Abstract:

Using electronic means to sue has many advantages, but there are fears of applying this information system. Some of them focus on their usefulness and whether the application of these means will contribute to the efficiency of the judiciary and the legitimacy of the procedures that are a branch of the judiciary in the stages of the proceedings and civil litigation. Another aspect of concern is the future of justice in this way and its consequences.

Key words:

Digital transformation – Electronic – Adalah – suit – advantages – challenges.

المخلص:

الإستعانة بالوسائل الإلكترونية في التقاضى العديد من المزايا إلا ان هناك مخاوف من تطبيق هذا النظام المعلوماتى ، البعض منها ينصب على جدواها و ما إذا كان تطبيق هذه الوسائل من شأنه ان يسهم في رفع كفاءة القضاء و حول شرعية ما يتفرع عنها من إجراءات تفرغ في مراحل سير الدعوى والخصومة المدنية ، وجانب آخر من المخاوف ينصرف إلى مستقبل العدالة على هذا النحو وما سيجتري عنه.

الكلمات المفتاحية :

تحول رقمى- إلكترونى - عدالة - دعوى - مزايا - تحديات.

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Introduction:

A digital-to-justice transition is surrounded by many risks and is surrounded by many flaws that can negatively affect the participation of litigants. By contrast, a digital-justice transition system has a host of advantages and benefits that make it far better than standard litigation procedures.

As the age of digitization enters, the philosophy of using technology has become a modern necessity that is widely indispensable, this network does not recognize geographical boundaries. The place and time are often non-influential elements in information exchange and emerging relations activities in the Internet environment and therefore the idea of relying on ICT in litigation , to rid it of its procedural problems, and to accumulate litigation. The move is to work in the digital environment, which provides an easy, rapid, and automated flow of data and information between judges, lawyers, prosecutors, prosecutors, prosecutors, and aid agencies such as forensic medicine, the interests of experts, the Civil Status Department, etc., thereby speeding up the adjudication of cases and easing the burden on all parties involved in the litigation process.

The problem of research:

Despite the advantages of using electronic means in litigation, there are concerns about the application of this information system, and there is no doubt that when using computer technology and the Internet to carry out the procedures electronically, the latter will face different difficulties in application. It is, therefore, necessary to work to eliminate these difficulties and consider how to reach solutions and remedies for them, but how to do so.

Research objectives:

To determine how electronic litigation for the legal protection of rights is achieved, with maximum speed, at minimum costs, and with minimum efforts, thereby enhancing the confidence of individuals and groups in their prosecution.

Research Curriculum:

In this paper, we will use the analytical and analytical approach.

Search Plan:

A. We will present the disadvantages of digitization, “first-moor,” and “the advantages of digitization,” second-moth, and then present “the challenges of digital justice transformation and its implications, third-moth:”

I - The imperfections of digitization

Despite the advantages of using electronic means of litigation, there are concerns about the application of this information system. Some of them are

concerned with their usefulness and whether the application of these means would contribute to the efficiency of the judiciary or whether it would be at the expense of the guarantees guaranteed to the litigators and the legitimacy of the procedures that they give up in the civil proceedings and litigation. Another aspect of the concern goes to the future and does that mean that the human element is completely abandoned and that the computer becomes the judge based on the new technologies and encryption mechanisms developed by applied science.

It should be noted that one of the serious and disturbing flaws that can emerge when the digital justice transformation system is introduced is:-

First, using electronic devices would undermine the spirit of the law, and would be reflected in denying litigants the principle of confrontation between opponents.

Second: Speed in action? Since the primary objective of electronic means is to achieve speed in the proceedings, the speed has become a procedural principle provided for by the laws, as well as the decision of article VI of the European Convention on Human Rights to provide for a speedy trial but also a fair trial. This requires that the meaning of "speed as expressed in the European Convention on Human Rights be determined. In this connection, some do not point out that the word "haste" was included in the French Acquitus Act once when article 485/2 provided for the urgent recourse to the judge of the urgent matters to the effect that an emergency required prompt intervention. The introduction of this definition, therefore, entails the statement - because the speed of the procedural principle - that all cases must be dealt with urgently, Given that all the amendments to the procedural law currently tend to simplify procedures in a way that results in a speedy judgment, this may mean fewer litigation guarantees or less reverting to some of the procedural principles governing civil proceedings.

Third, encouraging the use of technology in procedures reduces the time taken by the exchange of notes and files as seemingly time-consuming and should be shortened, as is the case with formal criticism, but any diminution of this formality would threaten fair trial guarantees.

Fourth: Loss of equality between opponents and legal professionals: Browsing on the information network, the user must have programs to browse the web sites, including the e-mail program that allows him to send or receive messages. Even if citizens are gradually getting these tools, a large part still does not have them, and thus it seems that by creating full access to digital justice, the

most important danger is that we see a wider gap between two worlds: A world in which one is easy to connect and connect to the Internet, and another world that is inaccessible and difficult to connect. This question affects both citizens and all actors in the legal profession.

Fifth, an “electronic” society would violate Article 6.1 of the European Convention for the Protection of Human Rights and citizens, which stipulates that “everyone has the right to be heard fairly, publicly, and within a reasonable time, by an independent and impartial tribunal.” Unconnected opponents will be denied this right. It follows that he will not hear his case because there are no necessary computer tools to access justice.

Sixth: Possible decline of Non-Electronic Legal profession: Justice partners may face financial barriers and will force all legal professions to be equipped with information technology tools. There will be a refusal or stagnation for lawyers who are not connected with technology, so it seems necessary to control the expansion of new technologies so that they do not prejudice the balance of justice.

Seventh, fear of overexploitation: The risk of very easy access to procedures is to turn opponents into a consumer of justice and justice into a commodity. The dissemination of new technologies, for the principle of rapid, free, and simple electronic asylum, raises the problem of excessive judicial exploitation through the rapid bringing of justice and justice, which results in the depletion of human capacities and the narrowing of human relations.

The court's jurisdiction is not limited to the law but is not subject to the law. The latter would not understand that such jurisdiction was not addressed to the competent court, so.

Ninth: On the evidentiary level, can the message sent be sufficient evidence? Everyone knows that e-mail can easily be forged, and computer networks can be quickly affected by any one-time-spread ferries, as well as repeated hobbies that are practiced at a very high level of technology and innovation. E-mail is simple to modify and easily compromised, which makes it difficult to convince a judge if the other party is competing with the content.

It is also necessary to address the inconsistencies between software used by legal professionals and hardware systems that allow access to computers.

The computer world is very competitive, whether in hardware or software, in terms of software, and its processing generates complications because it may be inappropriate for the operating system from the user's computer and the

computer in court, and also, the doubling of innovators produces more different and more mutually conflicting programs.

However, it is not possible to impose a single program for all legal professions, these difficulties show us once again that new technologies face technical obstacles that more creative professionals need to solve.

Although the benefits of technology are unprecedented, paper and mics use, despite their sometimes large size, remains safe, as the electronic document relates to software and devices that can interpret and make them understandable, as electronic archiving makes this information separate from the original computer processes. This is to ensure that information is maintained for the required retention periods while respecting the legal provisions relating to the protection of privacy and the indispensable individual freedoms.

It is important to distinguish here again what gains should be transferred through technical means and what remains indirect relationships between individuals. In other words, a distinction must be made between what can be abandoned in normal proceedings and what can be done electronically and vice versa.

In this regard, it seems possible to allow the development of electronic exchanges between legal professionals (lawyers, notaries, clerks, judges), so that the file can be easily managed, but it is unreasonable to erase the dialog between the judge and the opponent. The problems remain the same for the judicial profession, not all of which are fully computerized and all law actors cannot be forced to do so.

Without engaging in philosophical considerations to maintain traditional questions or standard procedures to ensure that the procedures for litigation and judgments are fair and secure and which have not been fully verified in digital justice, artificial intelligence does not have the experience of the judiciary, i.e. maturity and wisdom in judgments handed down by an experienced judge.

Thus, technical processes can certainly bring valuable contributions but cannot prepare many and varied decisions with the wisdom and experience of judges. While new technologies save a lot of time and effort, the value of the judgment issued by the machine can be questioned, and where e-judge experiments already exist in many countries, we see from our side that the absence of full human intervention in the case results from Inhuman justice, and to get the application of new technologies to the work of justice in the best case must meet a judge in the case assisted by the computer, without replacing each other in what is eligible.

We believe that whatever technology is used will not be the definitive solution to all the problems that plague the system of litigation, but all that follows the adoption of the transformation of digital justice is to transfer the problems posed by the usual procedures from real space to the virtual world, so that there are problems as well, but at a level developed and not based on paper, and this does not mean the refusal to use the pillars of information technology in the judiciary at all, as it provides the advantages that we find necessary to take them as soon as possible in line with the societal circumstances. Modern that requires the need to take this trend, but we must know that we always need new legal solutions and a procedural law more in line with the contemporary reality and develops with it, do not stop research in this regard once the introduction of the mechanized system or the use of electronic devices, the work always reveals shortcomings or problems that need to be addressed this on the one hand.

On the other hand, we do not support adherence to excessive formality or traditional procedures simply because it is usual, the rigidity is the opposite of development, and the traditional procedures that have been adopted by procedural jurists before and which reached us were the result of these jurists' observation of the society in which they live, the procedural law, in the end, is like any branch of the law, in general, is influenced by societal changes and comes expressed, but this development does not mean the waste of fundamental interests that do not change the time change such as the trial of evidence, freedoms, and freedoms, but this development does not mean the waste of fundamental interests that do not change the time, such as the trial of evidence, freedoms, and freedoms, but this development does not mean the waste of fundamental interests that do not change in time, such as the trial of evidence, freedoms, and freedoms. Whatever the situation, it is always the best interest of care.

II- The advantages of digitization

Today's courts are headed for digital justice to help them overcome a host of challenges to the legal system in which digital justice is redefining the future of the court system in other ways. Here are some examples:

Working remotely and collaborating in real-time. Using digital technology, lawyers and judges can access remote information, including legal documents online, case packages, case libraries, updated hearing schedules, as well as real-time communication and collaboration. This type of remote interaction between judges and lawyers is already taking place in places like Israel and the Netherlands.

Electronic Scheduling. Automation tools in Microsoft Office or Office 365, such as Outlook and Skype for Business, enable court employees to perform a range of scheduling functions, including Courtroom reservation, audio hardware reservation, and cell booking. Besides, these tools are also used to schedule judges, prosecutors, court clerks, police, witnesses, and their assistants for the next court dates, and to send reminders of the dates. The easier scheduling and automatic reminders mean fewer delays for the court due to scheduling conflicts.

Governance is better. Digital justice can help judges determine which sentencing options are most appropriate for defendants with similar features. For example, data may reveal that 95 percent of individuals in a specific income slice will not pay a fine. For these defendants, community service is a more effective punishment for such crimes. Digital tools also provide judges with a historical record of judgments on similar crimes, which helps to ensure that their sentences are compatible. With the support of the data, not intuition, judges can apply the right sanctions with greater confidence.

Dispute settlement through an ODR system. On-line ODR provides a new way to resolve civil claims and disputes. Using an online platform outside the traditional court system, ODR avoids overloading courts with exorbitant experiences, and instead, a judge or mediator and the parties resolve the case remotely, using Skype for Business for example. ODR is already supported in some Nordic countries, where it operates through the same portal that citizens use to pay taxes, apply for social security, and interact with the government in other ways. Expansion in other regions is expected in the coming years. Although ODR usually includes civil claims of less than \$10,000 or so, over time, these alternative courts may see cases involving larger amounts.

An appeal against the ODR platform is not necessary to appoint a lawyer assigned to or to spend weeks or months in a trial in the courtroom. As long as one can get the Internet, the ODR provides quick access, Lowcost to justice.

AutoArchive and Recovery. Prosecutors, their assistants, the clerks, and judges spend a lot of time searching, analyzing, and storing legal documents. But with technologies like SharePoint, Dynamics CRM, SQL Server, and Power BI, these processes can be automated and accelerated, resulting in faster, more informed decisions. Also, companies such as ZyLab, a Microsoft partner, are creating digital knowledge platforms for both law offices and government agencies

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Interactive citizen service portals on the Internet. Internet gateways provide citizens with new and better ways to interact with the judicial system. Through a portal, for example, court staff can provide information and advice, as well as a

means of paying fines and fees, a working hours list, and citizens can schedule hearings in minor offenses.

Many Arab countries such as Egypt , Jordan, Morocco, and Saudi Arabia have Justice Department gates already in use, as they are in the UK, the Netherlands, and across the North. In Argentina, the Supreme Court of Buenos Aires worked with a local partner to develop Microsoft to create a gate called the Augusta system. Based on Azure's cloud platform, Augusta allows users to download or download legal documents while verifying digital signatures with Windows Server and Azure Active Directory. Besides, users can search for files using Azure Media Services and download or broadcast videos related to their case. The Augusta system was launched in 2016, already serving 200,000 users per month and promises to significantly improve court efficiency in the years ahead.

Common services. Can benefit from local and cloud solutions based on Microsoft Dynamics CRM and ERP platforms. These services include financial and accounting systems as well as human resources management, procurement, training, and recruitment functions.

Physical security and Internet security. Court systems and legal records need protection against cyber attacks, while court buildings, employees, lawyers, case participants, and visitors require physical protection. Digital justice provides this protection, thanks to surveillance cameras, fingerprint and face recognition systems, X-ray equipment, tracking devices, document tagging, cybersecurity policies, and other solutions.

Virtual courts: Do police need to spend hours to give a five-minute certificate? Should the witness and expert be traveling around the country to briefly appear only on the platform? These are the types of questions that drive the virtual courtroom to become important. Although remote testimony was possible in some cases, where being in the courtroom is a matter of some discomfort and embarrassment, digital justice for witnesses can make remote testimony routine. The virtual courtroom system will affect many areas. For example, the pace and quality of justice will improve. It would be much easier to secure testimony, and virtual court systems would also save money by not having to transfer the largest number of prisoners to different hearings and trials. In the United Kingdom, for example, the transfer of prisoners is considered to be 10 percent of the Department of Justice's annual budget.

With the emergence of virtual courts, the court itself could become a source of economy and save many expenses. Many of these buildings are old and

expensive to operate. But virtual courts can allow governments to sell or relaunch courts. Commercial courts in countries like Dubai and Qatar, which built a modern, zero-point digital infrastructure, are in a stronger location in it than other courts, heavily burdened by old systems.

The shift to digital justice provides courts with the ability to serve justice more efficiently, more transparently, and at a lower cost, with access to justice being accessible to everyone, and for a society based on a stable and functioning legal system, digital justice is a shift in the human reality to the best.

Third: Difficulties in the transformation of digital justice and its implications

No doubt, when using computer technology and the Internet to carry out procedures electronically, the latter will encounter different difficulties in the application. The technical aspect of the work of its professionals, since the problems raised by technology, are also solved only by the means of technology, or legally by the work of the jurists and the law.

It is, therefore, necessary to work to eliminate these difficulties and to consider preparing a consolidated draft law dealing with the role of electronic devices in substantive and procedural law, since the existing texts are mostly not suitable for the latest developments in the technological development of electronic devices and the digital world. Some of them may be in keeping with these developments, but others may need radical changes, and there are cases where there are no texts that need to be regulated by introducing new texts that deal with them.

It is worth mentioning that the computer does not think and is executed through man, because he is the maker and the person who made it, and he made it by the power of Allah, the strong and the good. The commands and instructions contained in a program that is stored in memory are dictated, and the degree of computer performance in the execution of the assigned operations depends on the efficiency of the program used and on the efficiency of the human being, so technical security and legal security (legislative) should be available. To consider electronic devices as help to justice among citizens to overcome difficulties in civil matters, this requirement should be divided into two sections. In section I, we will examine the difficulties of digital justice transformation and in section II we will show the implications of digital justice transformation.

First, the difficulties of digitization

Section I: Technical difficulties

The transformation of digital justice may face a range of technical difficulties , which impede the development of litigation procedures and can be supplemented by the following points:

The weak Internet penetration in remote areas is a major reason why litigants cannot file an electronic case.

The appearance of hacking on computer equipment and attempts to penetrate web sites by hackers, hackers, or hackers.

the spread of viruses on electronic devices, which destroy the contents of computer software.

The existence of informatics illiteracy and the enormous technical disparity between developed and developing countries.

The weak infrastructure of the electronic communications sector in developing countries, with some of this country feeling that electronic transactions are a risk for their economies.

The lack of knowledge of foreign languages, as well as the lack of trust and security of the information network, to ensure the credibility of the transmission of documents, writing, and electronic signature via electronic media.

Section II: Legal and administrative difficulties

In general, administrative authorities, particularly criminal authorities, seem to accept new technologies more easily than civil courts. This gap cannot be explained by the absence of innovation in the latter or its reluctance. A passage from civil to criminal ignores some facts that cannot be reduced.

At the level of public justice in civil cases, there are many difficulties in electronic systems playing an associate role in civil courts, including:

First, civil procedures are much more diverse than criminal proceedings. Jurisdictions, methods of representation, the existence or absence of pre-trial factors, and many other factors point to profound differences in the ne course of the trial. If civil courts wish to install professional file management processes, they need to be adapted to each feature of the civil chain.

Thus, from registration to the parties and their lawyers, the computer system under the administration of civil proceedings must be adapted to the judge's judgment and throughout the process. One of the most difficult civil cases is the multiplicity of persons involved in the proceedings, unlike the criminal trial, where the stakeholders are limited to only one (the prosecutor).

Consequently, new technologies could not be introduced into the civil process as in the form of the criminal procedure because of the different

procedural characteristics of civil matters. However, the slow progress in civil proceedings compared to criminal proceedings is being made by a desire to respect their specificities.

Second: There are also difficulties with substantive law, including the identification of the legal concept of paper, editor, or document as evidence of proof in such a way that computer extracts can be approved and accepted all of them, they're justifying their case before the civil judge, adopting the electronic signature in judicial documents and defining the concept of electronic fraud.

Third, procedural difficulties are also reflected in the determination of the legal concept of the procedure, the declaration, oral and public pleading, the deliberation, and the judicial judgment - in particular, the issues of majority, the *jus cogens*, the evidentiary power of judgment through electronic signature and the executive power of government - and the appeal of judgment and seizure of the debtor's funds.

One of the most important legal and administrative difficulties in the process of judicial development in terms of the application of its procedures by modern scientific means is the following:

Legislative difficulties in the absence of adequate legislation of national laws and international treaties governing the provisions of electronic litigation by civil courts; The process of implementing its procedures, the provisions it issues, and how to implement them, although some of them are as well as above, is in keeping with these developments, others need legislative intervention to amend them, with the absence of texts that need to be regulated by the introduction of new texts to address them.

The legal illiteracy of most third world countries is not as easy as modern means and their use, and they are afraid to use them to resolve disputes, so it requires the creation of awareness programs and legal education for the use of community members.

The lack of flexibility of some countries' judiciary to interpret traditional legal rules to keep up with modern life developments and modern legal patterns over the information network, in order not to keep pace with traditional laws of rapid development, to activate electronic transactions, electronic writing and use an electronic signature.

The electronic filing of the case requires huge budgets to establish infrastructure with all its equipment and networks, as well as to develop human resources through the training and qualification of the court's staff, which is a

major concern for them concerning their capabilities to deal with this modern technology.

The main problem is that the government is not in a position to do so, but rather in a position to do so. It is the most successful of its kind in all its stages.

However, it is hoped that shortly these difficulties and obstacles will be overcome by technological development in modern means of communication, sincere scientific efforts, and the recognition and credibility of all countries of the world with modern technologies, after their consolidation. By adopting a set of mechanisms that can make the scientific, legal, and administrative basis for their application well and successful, and overcome all the difficulties in the process of judicial process development.

Conclusion:

Top Results:

Based on all of the above and our presentation, the following are clear:

Technical processes can certainly bring valuable contributions but cannot prepare many and varied decisions with the wisdom and experience of judges. Although new technologies save a lot of time and effort, the value of the judgment issued by the machine can be questioned. Where there are already experiences of the electronic judge in many countries of the world, we believe that the absence of full human intervention in the case results in justice without humanity. To obtain the application of new technologies to the work of justice at best, a computer-assisted judge must meet without replacing one another with the other.

Whatever technology is used, it will not be the ultimate solution to all problems with litigation, but the implications of a digital transformation: The transmission of the problems raised by standard procedures from real space to the virtual world, and there will also be problems, but on a sophisticated, non-pillar-based level. The fact that the information technology is not used in the judiciary is not a matter of rejection, because of the advantages it offers, we find it necessary to adopt it as soon as possible in keeping with modern societal conditions that require this trend.

We must know that we always need new legal solutions and procedural law that are more consistent with and evolving with contemporary realities, so that research does not stop once the system is in place or electronic devices are used, as the work always reveals shortcomings or problems that need to be addressed. On the other hand, we do not support adherence to excessive formalism or traditional procedures simply because they are used to, because

inertia is the opposite of development, and the traditional procedures that have been approved by the procedural jurists before, which have come to us as a result of the observation of those jurists of the society in which they live. After all, procedural law, like any branch of law in general, is influenced by and expressed by societal changes, but this development does not mean the waste of fundamental interests that do not change with the time change, such as a fair trial, and the fundamental rights and freedoms of individuals. Whatever the situation remains, it is always the primary interest of care.

Recommendations:

No doubt, when using computer technology and the Internet to carry out procedures electronically, the latter will encounter different difficulties in the application. The technical aspect of the work of its professionals, since the problems raised by technology, are also solved only by the means of technology, or legally by the work of the jurists and the law.

It is, therefore, necessary to work to eliminate these difficulties and to consider preparing a draft law dealing with the role of electronic devices in substantive and procedural law, since the existing texts are mostly not suitable for the latest developments in the technological development of electronic devices and the digital world. Some of them may be in keeping with these developments, but others may need radical changes, and there are cases where there are no texts that need to be regulated by introducing new texts that deal with them.

It is worth mentioning that the computer does not think and is executed through man, because he is the maker and the person who made it, and he made it by the power of Allah, the strong and the good. The commands and instructions contained in a program that is stored in memory are dictated, and the degree of computer performance in the execution of the assigned operations depends on the efficiency of the program used and on the efficiency of the human being, so technical security and legal security (legislative) should be available. To consider electronic devices as a help to the judiciary in bringing justice to citizens to overcome difficulties related to civil issues.

In the end, he does not doubt that this modest study has been recognized by some mistakes, and I am therefore human, and it is wrong and wrong. The perfection of God alone is his glory, and error and inadequacy are human characteristics, no matter how creative and careful and hard, and the purpose of what every researcher wants to do is to make this work work work and to try to master it only. If you have approached what I have called or approached, this is a favor from Allah and his uncle, and I am a good one to say in that which he said,

"and I am reconciled except by Allah", and I thank anyone who taught me a letter, and if the other is, I am more likely to say in that he says, "and say a Lord of a good knowledge".

God was praised and favor and reconciling,

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20. <https://customers.microsoft.com/en-us/story/adgm-azure-office365-dynamics365-uae>

21. In this, "the role of computer in the Egyptian and Kuwaiti courts (toward electronic justice and electronic justice)," Dr. Sayed Ahmed Mahmoud, 2011/2012, *Dar Al-Nahda Al-Arabi*, Cairo, has raised our presentation to indicate without further elaboration.

22. See in this: "Requirements and constraints of Electronic Justice", Youssef Sayed Awad, PhD's message entitled "Privacy of the Judiciary through Electronic means", *Ain Shams Rights*, 2012, p. 73 et seq. We have raised the reference without further elaboration to the extent of this scope.

23. See Mohamed Saber Ahmed, "the role of computer in facilitating litigation procedures," PhD, Faculty of Law, Tanta University, 2012, 379 and beyond.

24. Dr. Ibrahim Mohamed Al Saadi Ahmed Al-Shariai the role of technology in overcoming the phenomenon of slow litigation before the civil courts, in Egypt, presented to the Scientific Conference at the Faculty of Law, Ain Shams University, entitled *Law and Technology*, December 2017.

25. See in this, Dr. FatimAdel said, "taking a look through modern technologies and Communication," paper presented to the Law and Technology Congress - Law School - Ain Shams University, 8 to 10 December 2017.

26. Dr. Mahmoud Mokhtar Abdel-Meguith Mohamed, requirements for using information technology to facilitate civil litigation procedures, comparative study, research presented to the eleventh International practical Conference of the Faculty of Law, Assiut University, modern trends in procedural law, from 29 to 30 March 2017.

27. Different laws should somehow allow for computer output to be accepted in evidence, either through jurisprudence or with new legislation, see: Dr. Sayed Ahmed Mahmoud, computer role before Egyptian and Kuwaiti courts (toward Electronic Justice and Electronic Justice), *Dar Al-Nahda*, Arab edition 2012, p. 73