

Implementation of the Marriage Management Information System (SIMKAH) in the Religious Affairs Office, Central City District, Gorontalo City

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Abstract

This research aims to analyze the implementation of the Marriage Management Information System (SIMKAH) in the Religious Affairs Office (KUA) in Tengah City, Gorontalo City. Through a descriptive qualitative approach, researchers explored and analyzed information related to the effectiveness of using the SIMKAH application in the marriage registration process, as well as the challenges faced in its implementation. The method used in this research was interviews with key informants, including the head of the KUA and the prospective bride and groom. Data was collected through direct observation and analysis of documents related to marriage registration procedures. This research also involves qualitative analysis to understand the experiences and challenges faced by catins in using SIMKAH. The research results show that the implementation of SIMKAH has the potential to improve the quality of marriage services, but there are still several problems that need to be overcome, such as obstacles in using the application and administrative requirements as well as server slots which are very lacking and not yet fully understood by KUA officers. Thus, this research does not only focus on the SIMKAH application, but also covers other aspects that influence marriage administration data collection, so that it can provide a more comprehensive picture of the situation in the Central City KUA, Gorontalo City. Through this research, it is hoped that an effective solution can be found to improve the quality of marriage services at KUA, as well as provide recommendations for the development of a better management information system in the future.

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1. INTRODUCTION

The SIMKAH application is a Windows-based computer application program which plays a role in accommodating marriage data from all District KUAs in Indonesia online (Neng Yanti: 2022), apart from that, with SIMKAH, the marriage data in each KUA is well secured in one collection data. It is hoped that the SIMKAH service, which is currently starting to switch to using a computerized and IT-based system, will make it easier for the public to carry out administrative activities and archive data that is more secure and not easily damaged or lost in the KUA Kota Tengah District, Gorontalo City. In this case, when saving data in the SIMKAH application there was an error problem in the application. Errors obtained in this application often prevent Marriage Registrar Officers (VAT) from updating marriage data which will also have an impact on the issuance of marriage books. Then there are server slots that are affordable so that if there are a lot of users there will be difficulties in accessing the website.

In this case, the number of marriage data managed by the Gorontalo Regional Office of the Ministry of Religion based on BPS, in 2019 marriage data reached 10,097, in 2020 it was 10,139 and in 2022 there was a decrease of 9,500 marriage data. The KUA of Kota Tengah sub-district, Gorontalo City, is one of 9 KUAs under the administrative area of the Islamic Binmas Ministry of Religion, Gorontalo City, which oversees several religious services and marriage services. One thing that needs to be taken into account from the number of marriages is that there are a number of

problems that arise. The problem is the administration process of marriage registration using the Marriage Management Information System (SIMKAH) application. Management Information System (MIS) is an integrated human/machine system that provides information to support management operations functions and decision making within an organization (Rachman 2024). The application of a management information system is a forum for important information that can be used to support decision making (Murniati 2024). With the existence of an information system in a company or organization, it is hoped that the decisions taken will be more efficient and able to increase company value in the eyes of the public.

(Muis 2023) In PMA number 20 of 2019 concerning Marriage Registration Chapter 1 General Provisions, Article 1 paragraph (2), the District Religious Affairs Office (KUA Kecamatan) is a technical implementation unit in the Ministry of Religion which is under and responsible to the Directorate General of Guidance Islam and is operationally fostered by the head of the Regency/City Ministry of Religion office. The marriage management information system (SIMKAH) service is very helpful for brides and grooms, especially the public, in providing fast and accurate data or files and making service, control and supervision easier (Latibu, Alhadar, and Gintulangi 2023). And build an integrated network infrastructure for KUA at the regional level up to the head office. This research looks at how SIMKAH is implemented in the KUA of Central City, Gorontalo City

2. RESEARCH METHOD

The location of this research was carried out at the Religious Affairs Office (KUA) in Central City, Gorontalo City by looking at the implementation of marriage management in the East City KUA. The type of research used is a qualitative method focusing on 3 aspects 1) Marriage administration requirements 2) Marriage Data Storage 3) Very minimal server slots. The data sources in this research are primary data and secondary data. Data collection was carried out by observation, interviews and documentation. Data analysis is carried out by reducing the data or choosing to simplify the data obtained in the field, then presenting it in narrative form and finally drawing conclusions.

3. RESEARCH RESULTS AND DISCUSSION

This research focuses on 3 aspects, namely 1) Marriage administration requirements 2) Marriage Data Storage 3) Very minimal server slots.

3.1. Research result

1) Marriage Administration Requirements

In carrying out a marriage, the terms and conditions of marriage are very important elements, especially regarding whether or not the marriage is valid from a legal perspective. For example, at a wedding event, all requirements must be fulfilled by both the prospective bride and groom and the family. And if some of these conditions are not met, then the marriage will be felt to be incomplete, and may even become a topic of conversation in the surrounding community. From the results of interviews with several informants, researchers can conclude that the administrative requirements for marriage have been conveyed to the community so that if someone wants to carry out a marriage, they must fulfill the administrative requirements. The findings in this research were that many KUA officers found that the use of this application was not completely effective in simplifying the process of collecting the required documents. One of the main obstacles faced is the bride and groom's lack of understanding about how to use the application. Many of them have adapted to manual systems and are not ready to switch to digital platforms. As a result, when they come to KUA, they often still bring documents in physical format and don't know how to upload them to the system. This makes the process hampered and takes longer.

2) Data Storage Error

This can happen for several reasons, such as an unstable internet connection, server overload, or an error in the application settings itself. As a result, the bride and groom's data may be lost or not recorded properly. From several interviews conducted by researchers, errors in data storage are an obstacle to the quality or use of the application. The SIMKah, which has been in use since 2018, has undergone several data updates, so we hope that this update will make it easier for SIMKah operators at KUA to verify the prospective bride and groom's data more easily. So, the findings from this research are that there are many shortcomings in this application, one of which is the lack of training carried out by the government related to this application. This is proven by the integration carried out with the central *capil* and SIAK is not sustainable because it has obstacles that are currently unknown. However, the exact cause is that the lack of storage data in the application causes storage errors.

3) Very small server slots

The server slot in question means that storage data is lacking and data errors often occur so the server needs to be upgraded. So, you can maintain a smooth and efficient wedding administration process. This often happens when many Religious Affairs Offices (KUA) try to access SIMKAH simultaneously. When user traffic is high, the server can become full, resulting in difficulties in accessing the application and slowing down the process of validating prospective bride and groom data. One of the interviews was conducted with the informant.

"In certain months, such as before the holidays, the server was overloaded and we experienced downtime. Since then, we have monitored more intensively and carried out better management."

Management has been carried out well, but certain factors greatly hinder the effectiveness of the application itself. By understanding usage patterns and making strategic steps to ensure the stability of the SIMKAH application, which in turn improves the user experience. There were also interviews that had been conducted with several informants previously that the server slots at the Religious Affairs office itself were not sufficient to meet user requests, this was because there was so much usage that and was not supported by good data storage, its use was no longer effective. So, the findings in this research were that at certain times the server could not be used at all according to its function because there was a surge in application users. The server slots currently in use are unable to accommodate the surge in traffic, so many customers have difficulty accessing the website. This server slot configuration is not optimal, causing poor performance.

3.2. Discussion

The SIMKAH application is an application that really helps users in carrying out the marriage registration process. However, implementing this application does not fully help this because there are many obstacles in its use. It is not only the prospective bride and groom who are made easier, but also the KUA employees are greatly helped by this application so that they no longer check the prospective bride and groom's data one by one through the manual files that the prospective bride and groom bring. Based on the research focus raised by the researcher, there are three, namely 1) marriage administration requirements; 2) error in data storage; and 3) server slots.

Digitalization in all fields currently has a strategic role in helping to improve the role and function of government agencies in improving services to the community, especially by using computerized applications or online (on the network). The government is currently implementing the concept of digitalization in all aspects, namely the economy, education, especially in the marriage aspect (Thalib et al. 2023). The government has regulated in PMA Number 20 of 2019 concerning Marriage Registration and the Decree of the Director General of BIMAS No:

DJ.II/369 of 2013 concerning the Implementation of the Marriage Management Information System (SIMKAH) at the District Religious Affairs Office because the implementation of marriage registration and registration is carried out digitally at this time. This is currently in the spotlight in its implementation.

The implementation of the Simkah application requires a lot of improvements, especially for servers that are very lacking so that they become a hindrance to both employees and customers. The findings obtained in this research are in accordance with the theory of Baiti, S. N. (2020) that one of the administrative requirements for marriage that must be completed is a health certificate from a doctor or health center. The reason is that the health certificate requires tetanus toxoid immunization. This immunization is only intended for prospective brides or pregnant women. These requirements need to be met to fulfill and minimize the mortality rate for babies under one month old. In this research, there are several important requirements that must be met, such as letter model N1 and so on, as well as other documents such as passport photos, photocopies of KTP and other requirements. Specifically, the data to be filled in on the SIMKAH is: Registration date, Registration number, Contract date, Subdistrict/village, Penghulu assistant, Place of marriage, Marriage fees, Information. So, in this focus, the government should carry out more intensive socialization regarding marriage administration requirements, where socialization is a communication process between the government and the community. Apart from that, socialization is carried out continuously because of the continuity of developing or updating e-government applications in an effort to make it easier for users to access the application. In this focus, there is also a lack of communication with the community so that some people do not know that the marriage registration process uses the WEB-based Simkah application.

The second focus is storage errors based on research that storage errors occur due to the increase in the number of users, resulting in a decline in WEB performance. The system quality of the SIMKAH application itself is considered not good, this is because there are many obstacles in running the application (Wahyudi 2023). One of the obstacles faced by users is that the storage is full and the data is unreadable. So, users do not get good and effective service due to frequent updates carried out by the application and are hampered by simkah operators who are inferior in verifying prospective bride and groom data.

However, in its implementation the facilities and infrastructure in implementing SIMKAH have been well implemented. According to him, the obstacles in implementing this application are related to the bureaucratic pattern of changing leaders and then changing policies so that this application becomes stagnant or not developed. The central server is also sometimes not ready to accommodate large amounts of data from below (from KUA throughout Indonesia). The finding in this research is the lack of data storage memory to store catin data or often referred to as capacity. This lack of capacity can be an obstacle in terms of quantity and quality resulting in poor service less than optimal. Researchers concluded that the implementation of SIMKAH in the Central City Religious Affairs office was not running well or was not effective and this was in line with research (Mustofa and Rochim 2023) which concluded that the implementation of the SIMKAH program had not been effective.

The third focus is about server slots. This focus is the focus that greatly influences the three focuses raised by the researcher. Why is that because less server slots will greatly affect the performance of the application. Moreover, KUA Kota Tengah only has 1 server and every day there are catins who come to register for marriage. Moreover, this is coupled with inadequate computer facilities because there is no capital available so the facilities and infrastructure have not been improved. The findings from this research are that there is a serious lack of server slots to provide good service to users. When many Religious Affairs Offices (KUA) access SIMKAH simultaneously, there is only one SIMKAH server, resulting in limited access. This causes the system to be inaccessible for a while, especially when the central server is full. Limited server

slots can cause delays in accessing SIMKAH. This has an impact on the NIK (Residential Identification Number) validation process which is important to ensure the validity of the prospective bride and groom's data. Server infrastructure needs to be improved, such as increasing the number of servers or increasing server capacity to handle higher traffic

4. CONCLUSION

From the research above, it can be concluded that the implementation of the Marriage Management Information System (SIMKAH) in the Religious Affairs Office, Tengah City District, Gorontalo City has not been running effectively. There is a save bug. Lack of server slots to provide good service to users

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