



ISSN 2621-458X

**ANALYSIS OF THE WEB-BASED MARRIAGE MANAGEMENT INFORMATION SYSTEM (SIMKAH) PROGRAM AS A SERVICE FOR THE RELIGIOUS AFFAIRS OFFICE IN BACUKIKI DISTRICT, PAREPARE CITY**

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**ABSTRACT**

*This research focuses on the application of the Web-Based Marriage Management Information System (SIMKAH) to analyze the effectiveness of the implementation of the Web-Based Marriage Management Information System (SIMKAH) in improving service efficiency at the Religious Affairs Office, Bacukiki District, Parepare City. This research uses descriptive research type of the Religious Affairs Office, collection techniques. data was obtained by observation, documentation, interviews, and data analysis techniques using the analytical model according to Miles and Heberman, namely data collection, data reduction, data presentation and drawing conclusions. The results of this research show that (1) Implementation of the Marriage Management Information System (SIMKAH) Web Based at Office Of Religious Affair Bacukiki in Parepare City has been implemented very well, SIMKAH Web is used to manage marriage registration, inspections, announcements, recording, recommendations, reporting, but the use of SIMKAH Web in managing community satisfaction surveys is still not running optimally. (2) The effectiveness of implementing the Web-Based Marriage Management Information System (SIMKAH) in improving service efficiency at the Regional Affairs Office, Bacukiki District, Parepare City, based on support indicators, it is considered very effective, resources are considered effective, benefits are considered effective, and local culture is considered quite effective.*

**Keywords:** *Analysis; SIMKAH; Services;Affairs;Religion.*



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## A.INTRODUCTION

In the era of globalization of the world such as conventional boundaries, the development of science is increasingly rapid and at the same time, information can be obtained easily from different locations. Simultaneously with this development, there is an explosion of information and communication. This development requires the role of a reliable information systems technology sector as a means used to simplify and help solve various problems and human work in everyday life. The interaction process now uses sophisticated computer technology and Android-based information systems to support office activities, both government and private agencies, commercial bodies, the health sector, the education sector and others.

An information system is a support that makes it easier for public agencies to receive a flow of information. This information can come from both internal and external sources and can be absorbed and shared with the wider community. The implementation of an information system is an effort to increase service efficiency. Public services are said to be efficient if the service bureaucracy can provide service inputs that make things easier for service users. One of the information systems used is the marriage management information system (SIMKAH) which is a Windows-based computer application, which is useful for collecting data from all Religious Affairs Offices throughout Indonesia "Online".

As time goes by, the increasingly complex needs of society must be accompanied by the optimization of public services. Computer-based Management Information Systems play a very important role in creating a Religious Affairs Office and good performance for public agencies. So that every employee's tasks can be carried out more efficiently, easily and more quickly completed without requiring a long time with a greater amount of work compared to work carried out using a manual system so that the effectiveness and efficiency of services increases and creates services based on the Religious Affairs Office.

The Office of Religious Affairs is a government agency consisting of several regions in Indonesia. The Religious Affairs Office is an office that carries out the duties of the Indonesian Ministry of Religion offices in Regencies and Municipalities in the field of Islamic religious affairs in sub-district areas. The duties of the Religious Affairs Office are to carry out marriage registration, manage and build mosques, zakat, endowments, baitul maal and social worship, population and development of sakinah families. Apart from these duties,

the Religious Affairs Office functions as a marriage administration service for the community. Every human being is obliged to carry out marriage, namely between a man and a woman, which is one of the sunnatullah, which applies to all of His creatures. In Law Number 1 of 1974 concerning Marriage, article 1 states that marriage is an inner and outer bond between a man and a woman for the purpose of marriage. form a happy and eternal household or family based on belief in the Almighty Godhead.

As the front guard in direct contact with the community, the Office of Religious Affairs is required to provide maximum service. This SIMKAH program is deemed necessary in an effort to improve the Office of Religious Affairs and the performance of marriage administration services at the District Office of Religious Affairs so since 2007 the Director General of Islamic Community Guidance (Bimas Islam) has been committed to increasing the capacity of the OFFICE OF RELIGIOUS AFFAIRS through improving IT-based services (Information and Technology) (Ministry of Religion of the Republic of Indonesia), specifically marriage services in terms of marriage registration which was previously done manually or conventionally.

Seeing the regulations regarding SIMKAH which instruct all levels of District Religious Affairs Offices in the Region with the Instruction of the Director General of Islamic Community Guidance Number B.4608/DJ.III.II.2/HM.00/11/2018 regarding the implementation of SIMKAH in all District Religious Affairs Offices . So all Subdistrict Religious Affairs Offices in Parepare City have implemented the web-based or online SIMKAH application, one of which is the Bacukiki District Religious Affairs Office, Parepare City.

The Office of Religious Affairs, Bacukiki District, Parepare City is located on Jl. H. Mukaddas with a land area of 700m<sup>2</sup> which was inaugurated in November 2017, previously temporarily located on Jl. Gen. M. Yusuf Lemoe in May 2015 to November 2017. Bacukiki District is the largest sub-district area of the four sub-districts in Parepare City. Despite this, the population of Bacukiki District is the District with the least population. The Bacukiki District Religious Affairs Office is a Religious Affairs Office that was established decades ago. If you look at the marriage registration documents, the Bacukiki District Religious Affairs Office has existed since 1966 or around 53 years ago.

The SIMKAH program is an application program that can be used specifically, which was created for the purposes of registering marriages at sub-district Religious Affairs Offices

throughout Indonesia. This program uses internet facilities which are considered a more precise, fast and safe method. Marriage registration aims to create orderly administration of marriages so that the Office of Religious Affairs has a legal authority, both marriages carried out based on Islamic law and marriages carried out by people who are not based on Islamic law. hand.

If we look at the data on marriage events that occurred between 2015 and 2020, there has been a significant increase in people registering for marriage. With this, of course fast and efficient service is needed. New public policies will have an impact on service performance. After the inauguration of the use of SIMKAH, the Bacukiki District Religious Affairs Office continued to improve its services to create efficiency. Efficiency is an effort to save a new policy in order to achieve maximum results to be utilized individually or collectively.

According to O'Brien (Rusdiana and Ifran, 2014: 95) that a management information system is an orderly combination of people, hardware, software, communication networks and data resources that collect, change and disseminate information within the organization. Bodnar and Hopwood explain that a management information system is a collection of hardware and software designed to transform data into the form of useful information (Adi Sulisty Nugroho, 2018: 111). Meanwhile, according to the view of Turban, McLean, and Waterbe, a management information system is a system that collects, processes, stores, analyzes and disseminates information for specific purposes (Adi Sulisty Nugroho, 2018: 43)

With the implementation of SIMKAH, it is hoped that clarity will arise regarding costs and service times. The cost of accessing the SIMKAH service is free, users only need to connect to the internet then register, while the service time using SIMKAH is faster because service users can enter marriage data online which is then processed by employees of the Religious Affairs Office.

The aim of using SIMKAH is seen in terms of efficiency, namely reducing the workload of employees in handling wedding administration, which originally used paper media, changed to systemized information technology. From the user's perspective, the service makes it easier, faster and produces neat work, apart from that, it can collect marriage data. from all Religious Affairs Offices (Office Of Religious Affairs) in the Territory of the

Republic of Indonesia "Online". SIMKAH is a computer-based management information system, namely a computer-based information system consisting of humans, ware, software, data and organizational procedures that interact with each other to provide timely data and information for internal and external purposes.

The marriage management information system is expected to have the most efficient principles because a new policy that fails to fulfill its original purpose will result in inefficiency and harm to many parties, including its users. However, on the other hand, new policies that are successful and generate benefits will create optimal efficiency so that new policy updates will emerge from the policies that have been made.

If we look at the function of implementing a web-based marriage management information system, it should have an impact on the efficiency of administrative records. Even so, there are still marriage registrants who come to the office because of a lack of information or because they lack understanding of existing technology. For this reason, it is necessary to examine in more depth the role and effectiveness of the use of this system in the Bacukiki District Religious Affairs Office.

The need to implement SIMKAH Online in Religious Affairs Offices is due to problems before SIMKAH existed, namely difficulties in searching for data and having to dismantle warehouses first, many people manipulating data, many early marriages due to the lack of an integrated system. However, there are problems with this system, namely in entering the prospective bride and groom's data through SIMKAH, such as the process of updating the prospective bride and groom's data experiencing delays due to inadequate network, data validation of the prospective bride and groom's population identification number (NIK), the prospective bride and groom's parents and marriage guardians are sometimes not found and do not match. , and the ability of human resources to use technology still needs to be improved. Another problem is the lack of socialization regarding SIMKAH Online to the public so that the public does not know the performance of Religious Affairs Office employees who have used the online application.

## **B. RESEARCH METHODS**

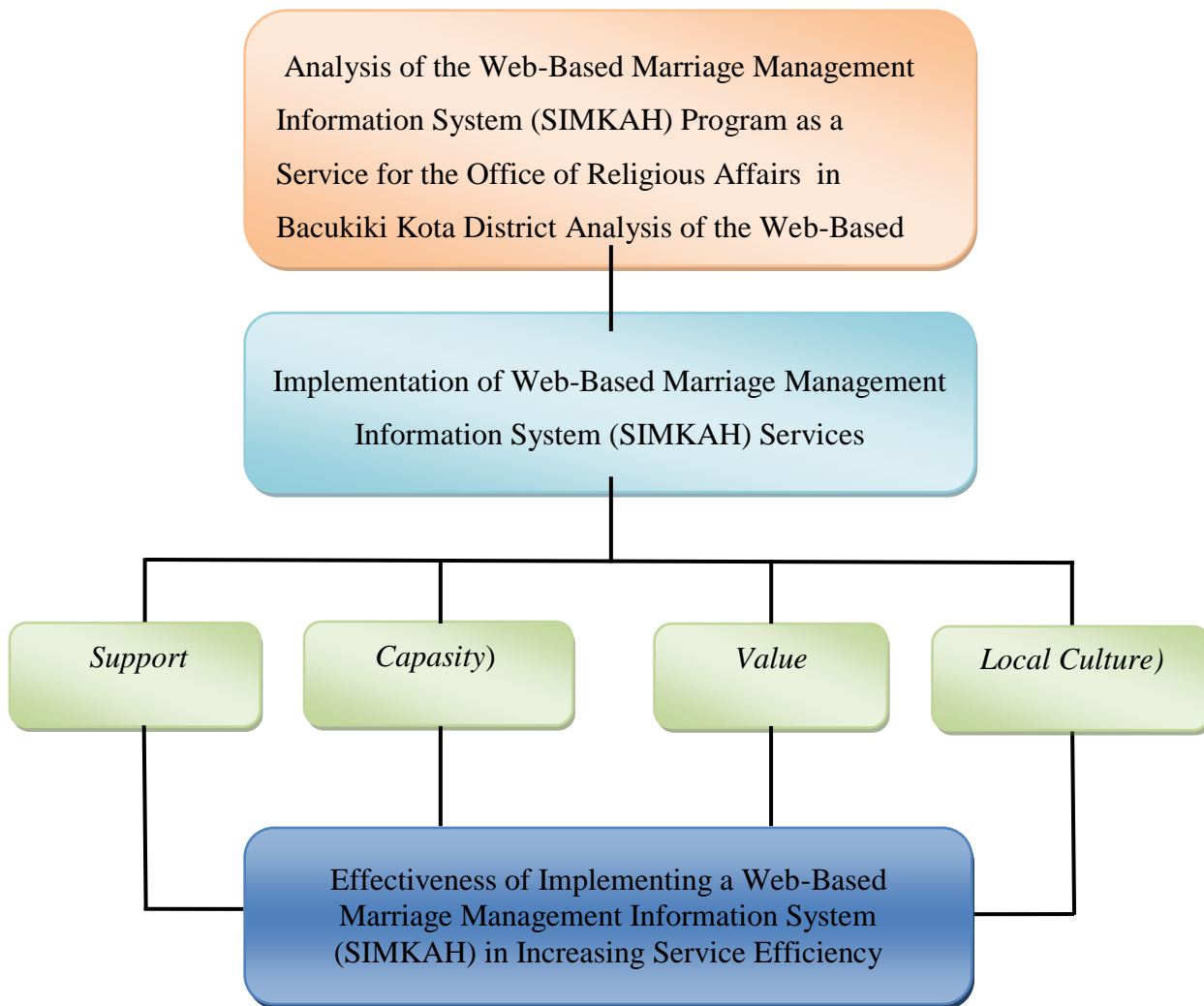
To achieve the research objectives of this thesis, the author used the research method of the Religious Affairs Office because this research aims to obtain data in the form of words,

schemes and images. The research method of the Office of Religious Affairs is essentially observing people in their living environment, interacting with them, trying to understand their language and interpretations of the world around them.

The research method of the Office of Religious Affairs is also used by the researcher because to compile this thesis the researcher must carry it out directly on the spot or at the research location and the researcher must also observe incidents and incidents that occur in the field and then analyze the form of implementation of the web-based Marriage Management Information System (SIMKAH) program. .

The research method of the Office of Religious Affairs is a research method that is based on the philosophy of post positivism or is an improvement on positivism which is considered to have weaknesses, and is considered to only rely on the ability to directly observe the object being studied, and is used to research the natural condition of the object, (as opposed to experiment) where the researcher is the key instrument, data source sampling is carried out purposively or a data source sampling technique with certain considerations, for example the person is considered to know best about what we expect and by snowballing or a data source sampling technique that is initially the number small, over time it becomes large, the collection technique is triangulation (combination) which is collecting data from various different sources using the same method, data analysis is inductive or the Office of Religious Affairs, and the research results of the Office of Religious Affairs emphasize more meaning rather than generalization or an reasoning process that forms general conclusions through an event, thing, and so on (Sugiyono, 2011: 9).

Research by the Office of Religious Affairs aims to obtain a complete picture of a matter according to the human perspective being studied or to explain a phenomenon in as much depth as possible by collecting in-depth data, which shows the importance of the depth and detail of the data being studied. Research from the Office of Religious Affairs is also a process of collecting data through stages or processes carried out in real or real terms which are flexible in nature according to what is happening in the field. Research by the Office of Religious Affairs relates to the ideas, perceptions, opinions or beliefs of the people being researched and all of this cannot be measured with numbers.



**Figure 1** Conceptual Framework of Research

### C. RESEARCH RESULTS AND DISCUSSION

Currently, the Web-Based Marriage Management Information System at the District Religious Affairs Office refers to the latest regulations, namely Decree of the Minister of Religion of the Republic of Indonesia No. 892 of 2019 concerning Web-Based Marriage Management Information Systems at the District Religious Affairs Office. Based on these regulations, the provisions of the Web-Based Marriage Management Information System at the District Religious Affairs Office including Bacukiki District are required to use SIMKAH Web to manage marriage registration administration which includes marriage registration, marriage examination, marriage announcement, marriage registration, marriage recommendations, marriage reporting, and satisfaction surveys. public. The policy of the Religious Affairs Office, Bacukiki District regarding the implementation of the Web-Based

Marriage Management Information System (SIMKAH) as a service at the Bacukiki District Religious Affairs Office, Parepare City, was expressed by Taufiqur Rahman in an interview, that:

The Bacukiki District Religious Affairs Office service process refers to the applicable rules in its implementation. The current service system refers to the regulations of the Minister of Religion of the Republic of Indonesia Decree No. 892 of 2019 concerning Web-Based Marriage Management Information Systems at the District Religious Affairs Office. Based on these regulations, the provisions of the Web-Based Marriage Management Information System at the District Religious Affairs Office including Bacukiki District are required to use SIMKAH Web to manage marriage registration administration which includes marriage registration, marriage examination, marriage announcement, marriage registration, marriage recommendations, marriage reporting, and satisfaction surveys. public. The existing service system continues to undergo changes from a manual system, desktop-based computerization and using information technology-based applications with SIMKAH Web.

This change is an effort made by the Director General of Islamic Community Guidance together with the District Religious Affairs Office as the front guard of public services at the Ministry of Religion in order to improve public services according to the demands of the times in the current digital era of globalization. Initially, the idea of reforming marriage administration had already existed since the Directorate General of Islamic Guidance was still affiliated with the Directorate General of Hajj and Islamic Community Guidance. In 2006, after Islamic Guidance separated from the Directorate General of Hajj and Umrah, the determination to create technology-based administration services became stronger. Previously indeed, SIMBIHAJ (Islamic Guidance and Hajj Guidance Management Information System), SINR (Reconciliation Marriage Information System)

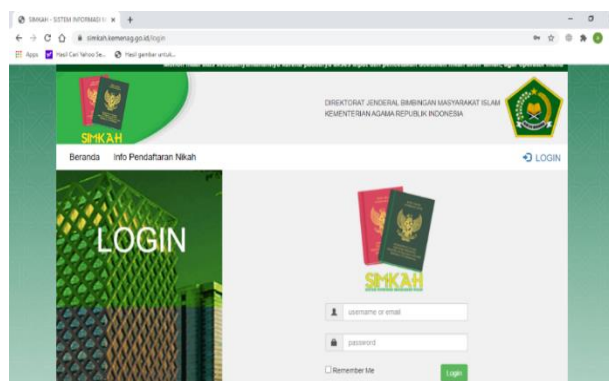
The SIMKAH Web data input process is integrated with applications from other Ministries and Institutions, namely e-KTP data at the Directorate General of Population and Civil Registry and the non-tax state revenue (PNBP) service application. SIMKAH Web is equipped with features for printing marriage cards and community satisfaction surveys as well as online marriage registration which can be accessed by the public. Reporting marriage data with data variables entered on SIMKAH Web can be displayed in statistical form such as marriage data, age at marriage, education, employment, number of reconciliations, mixed

marriages, polygamy data, marriage guidance, number of PNBP recipients and number of marriages at the Religious Affairs Office. Apart from that, SIMKAH Web provides a community satisfaction index questionnaire feature as an effort to improve and provide the best service to the community.



**Figure 2.** Flow of Marriage Services at the Religious Affairs Office, Bacukiki District, Parepare City Using the Web-Based SIMKAH Application Running a Website-Based SIMKAH

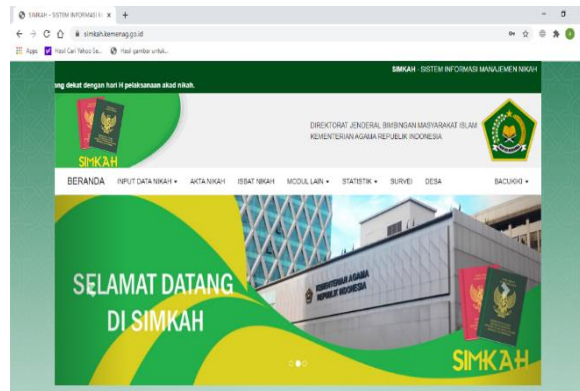
a) Run your favorite browser, then type in your browser's address bar the SIMKAH Web address, namely <https://simkah.kemenag.go.id/login>. Here's what the homepage looks like for logging in:



**Figure 3.** SIMKAH Web login

b) Use of the Website-Based SIMKAH Application at the Bacukiki Religious Affairs Office

After logging in to the SIMKAH homepage, there are several options, Input Marriage Data, Marriage Certificate, Marriage Isbath, Other Models, Statistics, Survey, Village, and Bacukiki. After logging in, the SIMKAH operator then carries out several stages starting from marriage registration, inspection to registering marriages on SIMKAH Web.



Gambar 4. Login SIMKAH Web

#### (1) Input Marriage Data

The marriage data input feature is used if you want to register, examine and record a marriage.

#### (2) Marriage Certificate

The marriage certificate feature is various marriage, reconciliation and isbath events that have been successfully entered or recorded on SIMKAH Web.

#### (3) Marriage Isbath

The marriage isbath feature is for recording marriage isbath from the religious court at the Religious Affairs Office. So, for people whose marriage has been recognized by the religious court and has not been registered at the Religious Affairs Office. Then the Religious Affairs Office then uses this feature to record their isbath events for later making marriage certificate excerpt.

#### (4) Other Models

Other model features consist of a reference list, recommendations, marriage book stock and document printing. The author explains as follows:

- (a) Referral list is a feature used to record referral events.
- (b) Recommendation is a feature used to make marriage recommendations at the Office Of Religious Affairs in other sub-districts for people who live in Bacukiki

sub-district but wish to marry outside Bacukiki sub-district. So apart from marriage recommendations being submitted online via SIMKAH Web, the Bacukiki District Religious Affairs Office also prints recommendations to be given to prospective brides and grooms as documents for their marriage requirements.

(c) Marriage book stock is an input feature of incoming and outgoing marriage books, marriage books that have not been used and marriage books that have been used. So that the stock of marriage books at the Religious Affairs Office, Bacukiki District can be monitored and known in real time.

#### (5) Statistics

The statistical feature is a data report in the form of graphs, namely marriage data, men's age, women's age, education, employment, number of reconciliations, mixed male marriages, mixed female marriages, polygamy, marriage guidance, number of PNBP recipients, and number of marriages at the Religious Affairs Office. This statistical feature is a real-time graphical report on marriage data, making it easier for policy makers to make decisions.

#### (6) Survey

The survey feature is a survey report carried out by the public regarding the services received at the Religious Affairs Office, Bacukiki District. So that service recipients can provide assessments, criticism and complaints about the services provided.

#### (7) Village

The features of villages or sub-districts are adjusted to the number of sub-districts in the Bacukiki sub-district area. Bacukiki sub-district consists of 4 sub-districts, namely Wattang Bacukiki, Lemoe, Lompoe and Galung Maloang.

These are the guidelines for using the Web-Based SIMKAH at the Religious Affairs Office, Bacukiki District, Parepare City, starting from the requirements and preparations for using the Website-Based SIMKAH Application and the mechanism for using the Application starting from registration, requesting a will, examination, announcing the will and recording marriages as well as the available features. So, based on the results of the researcher's observations, the use of SIMKAH Web at the Religious Affairs Office, Bacukiki District, has been implemented well based on the guidelines set nationally by the Directorate General of Islamic Community Guidance, Ministry of Religion of the Republic of Indonesia.

The effectiveness of implementing a Website-Based Marriage Management Information System (SIMKAH) in improving service efficiency at the Religious Affairs Office, Bacukiki District, Parepare City

The effectiveness of a program is seen from various aspects, including in terms of Standard Operating Procedures (SOP) which serve as a reference for the implementation of the program. This procedure must also be planned with qualified Human Resources (HR) as an effort to optimize the implementation of a program, as well as looking at competitors as an effort to continue to improve to be the best in implementing the program. In Taufiqur Rahman's opinion, that:

We consider the effectiveness of the Web Marriage Management Information System (SIMKAH) at the Office Of Religious Affairs to be successful because it has been carried out in accordance with the goals and hopes with which this application was created. Starting from orderly administration, legal certainty, the realization of transparent public services, integrated public service information and various other benefits that we obtain and are felt by the community. It has come to our attention that several events have not been input before using the SIMKAH application as an extra effort so that data on marriage and reconciliation events in our office can be input into the system.

The effectiveness of Web-Based SIMKAH on services at the Religious Affairs Office, Bacukiki District, was also expressed by Mr. Jumriana Kansa, that:

The implementation of Web-Based SIMKAH in Bacukiki District, Parepare City is an obligation, so we continue to make efforts so that this system can run in accordance with shared goals and hopes to realize Information Technology-based public services. Current public services are required to keep up with current developments so this application is an answer and commitment from the Ministry of Religion of the Republic of Indonesia.

Using SIMKAH Web will minimize the occurrence of man data manipulation that may occur due to the mutually integrated system between the District Religious Affairs Office and other Ministries and Institutions as a form of integrated service. The Office of Religious Affairs is the front guard of the Ministry of Religion which directly provides services to the wider community. Therefore, it is very necessary to improve the services of the Office of Religious Affairs at the Office Of Religious Affairs through the use of SIMKAH. We have sent our operators to take part in technical guidance activities regarding the use of SIMKAH. In addition to We continue to strive for capable human resources as well

as infrastructure that supports service activities. So by implementing Web-free SIMKAH as a solution to the rampant falsification of marriage documents, electronic data verification, integrated marriage data based on single identity, various data and information between ministries and institutions, utilizing science and technology, providing convenience in service.

Based on the results of the interview above, the Bacukiki District Office of Religious Affairs is one of the front lines of the Ministry of Religion which directly provides services to the community in the Bacukiki District area and continues to strive to improve public services, especially information technology-based marriage registration services using The SIMKAH Web application has been running effectively and efficiently. In addition, to measure more clearly the effectiveness of the implementation of the Web-based Marriage Management Information System (SIMKAH) in improving service efficiency at the Office of Religious Affairs, Bacukiki District, Parepare City, the author uses four (4) indicators, namely support, Capability, Benefits (Value) and Local Culture (LocalCulture).

The effectiveness of implementing a web-based Marriage Management Information System (SIMKAH) in improving service efficiency at the Religious Affairs Office in Bacukiki District, Parepare City, can be measured using support indicators. Taufiqur Rahman (2020) revealed that the obligation to implement Web SIMKAH in the District Religious Affairs Office is not a public policy. which was decided suddenly and changed in a short time. However, it was carried out with various gradual procedures and clear regulations in its implementation. Since the Instruction of the Director General of Islamic Community Guidance regarding the implementation of the Marriage Management Information System (SIMKAH) at the Subdistrict Religious Affairs Office which was issued in 2013, it was issued in 2013 which instructed the Heads of Regional Offices of the Ministry of Religion for Provinces throughout Indonesia to order the Heads of the Subdistrict Religious Affairs Offices in their respective environments.

Top management support from the Director General of Islamic Community Guidance regarding the implementation of the Web Marriage Management Information System (SIMKAH) plays an important role in its success, effectiveness and efficiency. Efforts are being made to improve the existing system by asking for criticism, suggestions and complaints from users and the community. The sub-districts have Whatsup and Telegram groups as a medium for discussion and regarding the use of SIMKAH Web in their respective

areas. This is proven by various improvements to the features in SIMKAH for example as a follow-up to complaints from the Head of the Subdistrict Religious Affairs Office, Penghulu and SIMKAH Operators in the sub-district area. Finally, the data in SIMKAH has now been integrated nationally with Religious Affairs Offices throughout Indonesia. Improvements to the printing format for marriage books, marriage certificates and so on which were previously difficult to adjust to the margins on the document when printing.

Jumriana Kansa (2020), explained that efforts are being made to improve the existing SIMKAH Web so that the performance of the existing system can run effectively and efficiently. SIMKAH Web sometimes experiences errors when used. It turns out that after coordinating with the admin of the Regional Office of the Ministry of Religion, South Sulawesi Province, the existing system was being repaired or upgraded. The newly implemented system certainly requires getting used to it and adjusting it first. Socialization from policy makers also continues to be carried out regarding system improvements and development that enable the Head of the Subdistrict Religious Affairs Office, Penghulu and Subdistrict and Regency/City SIMKAH Operators to participate in system development so that the use of SIMKAH Web can run more optimally. The current system is not only based on information technology but makes it very easy for us as users to provide services to the public.

The implementation of SIMKAH Web also continues to be supervised or monitored by superiors and policy makers regarding the extent to which it is implemented in their respective regions, whether it is in accordance with existing regulations. Because in its implementation there are clear rules or regulations and are properly regulated in the Decree of the Director General of Community Guidance. Islam No.Dj. II/514/Year 2014 ten The technical instructions for managing information and documentation as well as the Central and Regional Islamic Community Guidance Management Information System are also specifically regulated in the Decree of the Director General of Islamic Community Guidance No.DJ.II/369 of 2013 concerning the Implementation of the Marriage Management Information System (SIMKAH) in District Religious Affairs Office. Then, Website-Based SIMKAH began to be socialized and tested in several Religious Affairs Offices in Indonesia since the issuance of Instructions from the Indonesian Ministry of Religion. Director General of Islamic Community Guidance with Number B.4708/DJ.III.II.2/HM.00/11/2018. Until now, the Web-Based Marriage Management Information System at the District Religious

Affairs Office refers to the latest regulations, namely the Decree of the Minister of Religion of the Republic of Indonesia No. 892 of 2019 concerning Web-Based Marriage Management Information Systems at the District Religious Affairs Office.

Based on the explanation above, the author concludes that by implementing the Web-Based Marriage Management Information System (SIMKAH), if measured by support indicators, it can be considered very effective in increasing service efficiency at the Religious Affairs Office, Bacukiki District, Parepare City.

## DISCUSSION

### **Implementation of a Web-Based Marriage Management Information System (SIMKAH) as a service at the Religious Affairs Office, Bacukiki District, Parepare City**

Based on the research results above, the researcher will provide a discussion description of the research conducted, namely the application of the Web-based Marriage Management Information System (SIMKAH) as a service at the religious affairs office, bacukiki district, parepare city. office of religious affairs as a government organization and office that carries out some of the duties of the ministry of religion office with the function of providing services to the public. office of religious affairs as one of the organizers of public services in matters of marriage, managing and building mosques, zakat, Endowments, and social worship, population and development of the Sakinah family, as well as organizing the Hajj and Umrah. The services provided to the community are in accordance with their needs and are carried out as well as possible so as to provide satisfaction to the people who receive the services. For this reason, the services provided continue to be improved by the Religious Affairs Office, one of which is by digitizing public services. Information technology according to George (2010: 4) is as follows :

“Information technology (IT) includes all tools that capture, store, process, exchange, and use information. The field of IT includes computer hardware, such as mainframe computers, servers, laptops, and PDAs; software, such as operating systems and applications for performing various functions; networks and related equipment, such as modems, routers, and switches; and databases for storing important data”.

Based on the opinion above, it can be understood that, Information technology (IT) includes all tools that capture, store, process, exchange and use information. The IT field

includes computer hardware, such as mainframe computers, servers, laptops and PDAs; software, such as operating systems and applications to perform various functions; networks and related equipment, such as modems, routers, and switches; and databases to store important data.

At the Religious Affairs Office, Bacukiki District, Parepare City, The Use Of Marriage Management Information Technology is by utilizing computers connected to the internet network on a website basis. So, the service process can be accessed anytime and anywhere using a laptop, computer or Android. The system used by utilizing information technology is expected to provide effectiveness and efficiency both in terms of reducing employee workload, meeting public needs as well as possible and speeding up service to the community. as well as providing information to policy makers as a form of transparency in services to the public.

There is an implementation of the management information system in the religious affairs office in order to create more responsible (accountable) services for the community, more people will be able to access (transparent) information, the services of the district religious affairs office will also be more efficient and effective, and services will be created that more in line with community needs. it is hoped that the use of existing management information systems starting from resources, processes and information technology can create a better sub-district religious affairs office. apart from that, public service officers in the sub-district religious affairs office must be able to carry out their duties and functions in an excellent manner, in managing public services, providing answers to the demands of the times, namely efficient, effective, transparent and accountable public administration services.

Utilization of management information systems as an effort to improve the Office of Religious Affairs' public services and improve the process of transparency and accountability to the community so as to produce closeness and interaction at u community involvement is getting bigger, wider and faster. The pattern of interaction has changed from one stop service to non-stop service. Interaction and communication between governments with each other every day is very necessary or there is data that is integrated nationally, this aims to facilitate cooperation between ministries and government institutions. More than that Using information technology in public services shortens time and minimizes costs.

Website-based Marriage Management Information System (simkah) as a form of implementing public service information technology in sub-district religious affairs offices throughout indonesia. since the end of 2018 simkah web has become a form of service that must be implemented in every sub-district religious affairs office and on 18 october 2019 with the issuance of decree of the minister of religion of the Republic of Indonesia No. 892 of 2019 concerning Web-Based Marriage Management Information Systems at District Religious Affairs Offices in order to improve the Religious Affairs Office's marriage registration services. SIMKAH Web as an information technology-based service is used to manage marriage registration administration which includes marriage registration, marriage examination, marriage announcements, marriage registration, marriage recommendations, marriage reporting, and community satisfaction surveys. Currently SIMKAH Web has been used by 5,641 Religious Affairs Offices And Continues To Be Refined And Developed At The Religious Affairs Office So That It Can Be Applied To 5,945 Religious Affairs Offices Throughout Indonesia.

Since The End Of 2018, The Bacukiki District Religious Affairs Office Has Implemented Simkah Web, Which Previously Used Simkah Desktop. The Implementation Of Simkah Web In The Religious Affairs Office, Bacukiki District Is Mandatory Because It Has Access To Electricity, An Internet network and there are no conditions that hinder it and is supported by SIMKAH Operator human resources and adequate finances so that SIMKAH Web becomes a necessity in providing services to the community.

The difference between marriage registration services using the SIMKAH Desktop application and SIMKAH Based is that the SIMKAH Desktop application is widows based while the SIMKAH Web is website based, the SIMKAH Desktop application does not depend on the internet (can run offline) while the SIMKAH Web is operated if there is a network/internet connection, the SIMKAH application Desktop use is limited to a laptop or PC, while SIMKAH Web can be accessed anywhere and at any time using (Mobile, tablet or PC) as long as there is a web browser.

Marriage registration when using the SIMKAH Desktop application can only be done by the SIMKAH Operator so that to get the service you have to queue at the District Religious Affairs Office while SIMKAH Web apart from the Prospective Bride/Guardian Operator can also register via online so people don't have to bother queuing at the Affairs Office Religion District, data reporting using the SIMKAH Desktop application is not yet

Real Time. Data reporting is still being done in stages, whereas SIMKAH Web has a Real Time feature (marriage/reconciliation and PNPB data reports and is automatically updated continuously), the SIMKAH Desktop application is not yet connected between Religious Affairs Offices connected between offices religious affairs in real time while simkah web is connected between religious affairs offices in real time, the simkah desktop application does not yet have a marriage card printing feature while SIMKAH Web has a marriage card printing feature.

The SIMKAH Desktop application does not use a QR Code when printing marriage books (marriage books still have the potential to be counterfeited) by irresponsible parties, whereas SIMKAH Web when printing marriage books and marriage cards, a QR Code will be displayed which is connected to the application. This is a security feature to ensure marriage books are not easily counterfeited by irresponsible parties, operators (Regency/City, Regional Office Operators, Central Operators) when using the SIMKAH Desktop application it is still difficult to monitor the availability of marriage books at each region, whereas on SIMKAH Web the availability of marriage books in each region can be monitored in real time, data reporting using the SIMKAH Desktop application can only be displayed in the form of a table, whereas on SIMKAH Web the reporting of marriage event data can be displayed in the form of a data table (statistics such as data on age at marriage, education , work, etc.), while still using the SIMKAH Desktop application, the service is still difficult for the public to monitor, whereas on SIMKAH Web the service is more transparent, and on the SIMKAH application there is no public satisfaction questionnaire feature, whereas

SIMKAH Web provides a community satisfaction questionnaire feature so that after providing services, the community can immediately provide an assessment of the services provided even though they have not been implemented optimally Religious Affairs Office Bacukiki District City Parepare. Then, the Religious Affairs Office, Bacukiki District, Parepare City, in implementing the Web-Based SIMKAH, has input all marriage events from 2013 to the present in accordance with the guidelines set nationally by the Directorate General of Islamic Community Guidance, Ministry of Religion of the Republic of Indonesia.

The implementation of SIMKAH Web at the Bacukiki District Religious Affairs Office is operated by a SIMKAH Operator who has the ability and skills to use this application. SIMKAH operators of the Bacukiki District Religious Affairs Office have participated in various training and technical guidance on public services and have

specifically participated in Website-Based SIMKAH Application Technical Guidance activities organized by the Islamic Religious Affairs and Sharia Development Division of the Regional Office of the Ministry of Religion, South Sulawesi Province. The SIMKAH operator is responsible to the Head of the District Religious Affairs Office in operating the SIMKAH Web application.

The data input process in the SIMKAH Web application at the Bacukiki District Religious Affairs Office uses Electronic KTP-based data like the other District Religious Affairs Offices that use this application. More clearly, the author has explained the results of the research above regarding guidelines for using Web-Based SIMKAH at the Religious Affairs Office, Bacukiki District, Parepare City, starting from the requirements and preparations for using the Website-Based SIMKAH application and initial settings/settings for the Website-Based SIMKAH application to the mechanism for using the Based SIMKAH application. Website and marriage registration requirements documents at the Bacukiki District Religious Affairs Office.

SIMKAH Web used at the Bacukiki District Religious Affairs Office is integrated nationally with other ministry or agency applications such as sub-district Religious Affairs Offices throughout Indonesia, the Ministry of Home Affairs' SIAK application, the Ministry of Finance's Online PNBPN application or SIMPONI and the Supreme Court's Case Tracking Information System or SIPP. So, by integrating SIMKAH Web with the Ministry of Home Affairs' SIAK, it makes the process of registering, examining and recording marriages easier, which includes data on the prospective bride and groom and data on parents or guardians and witnesses of the marriage. Integrated with the Ministry of Finance's Online PNBPN or SIMPONI application, creating a SIMPONI billing code will be easy and there will be no wrong input, because the catin data is already on SIMKAH Web, just right click SIMPONI Billing, it will process the billing and with one process you can print the billing straight away or not. need to input data again. Moreover, the integration of SIMKAH Web with the Supreme Court's Case Tracking Information System or SIPP is very helpful in tracing cases if the catin has the status of a widower or divorcee or divorced. This certainly provides guarantees to service recipients and transparency in terms of carrying out services to the community. After inputting the existing data, it will be available in real time on the website.

Based on the explanation above, the Bacukiki District Religious Affairs Office has implemented a Web-Based Marriage Management Information System (SIMKAH) as a marriage/reconciliation and isbath registration service. The implementation of Web-Based SIMKAH has met several indicators, namely the existence of objectives, SOP stages, components consisting of (Database on SIMKAH Web, officers and procedures for using SIMKAH), and data processing methods consisting of (input, process and output). its implementation is in accordance with existing rules and regulations and follows the guidelines for using Web-Based SIMKAH which are used as a national reference for all Religious Affairs Offices in Indonesia.

### **Effectiveness of implementing a Website-Based Marriage Management Information System (SIMKAH) in improving service efficiency at the Religious Affairs Office, Bacukiki District, Parepare City**

Based on the research results above, the researcher will provide a description of the research conducted, namely the effectiveness of implementing a Website-Based Marriage Management Information System (SIMKAH) in improving service efficiency at the Religious Affairs Office, Bacukiki District, Parepare City. The effectiveness of the Website-Based Marriage Management Information System (SIMKAH) can be seen from various aspects, including in terms of Standard Operating Procedures (SOP) which serve as a reference for the implementation of the program.

This procedure must also be planned with qualified Human Resources (HR) as an effort to optimize the implementation of a program, as well as looking at competitors as an effort to continue to improve to be the best in implementing the program.

The effectiveness of the Website-Based SIMKAH program can also be seen from the level of success of the program, whether it is in accordance with the vision and mission as the Website-Based SIMKAH program was created. So in this case we will explain the conditions of the Website-Based SIMKAH Program at the Religious Affairs Office, Bacukiki District, Parepare City based on the SOP that has been determined by the Ministry of Religion. Following is an indicator of whether the Website-Based SIMKAH Program is effective or not in improving service efficiency at the Religious Affairs Office, Bacukiki District, Parepare City.

## **D.CONCLUSION**

From the analysis that has been formulated from the theoretical review and the results of research carried out regarding the analysis of the Web-Based Marriage Management Information System (SIMKAH) Program as a service for the Office of Religious Affairs in Bacukiki District, Parepare City, the following conclusions can be drawn:

- 1) Implementation of the Web-Based Marriage Management Information System (SIMKAH) in the Religious Affairs Office, Bacukiki District, Parepare City, has been running since 2018 until now with reference to the latest regulations, namely the Decree of the Republic of Indonesia Religious Affairs Minister No. 892 of 2019 states that SIMKAH Web is used to manage marriage registration, inspections, announcements, recording, recommendations, reporting and has been running optimally, however the use of SIMKAH Web in managing community satisfaction surveys in assessing services at the Bacukiki District Religious Affairs Office is still not running optimally. Its implementation is in accordance with the guidelines set nationally by the Directorate General of Islamic Community Guidance, Ministry of Religion of the Republic of Indonesia.
- 2) Effectiveness of implementing the Web-Based Marriage Management Information System (SIMKAH) in increasing service efficiency at the Religious Affairs Office, Bacukiki District, Parepare City. Based on a comparison between the SOP and the conditions of the Website-Based SIMKAH at the Religious Affairs Office, Bacukiki District, Parepare City, the author considers that its implementation has been carried out effectively, thereby increasing the efficiency of existing services. Web-based Marriage Management Information System (SIMKAH) in improving service efficiency at the Office of Religious Affairs, Bacukiki District, Parepare City, if measured or assessed using indicators of support, capacity, value and local culture in general, has also been running effectively.

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