

ABSTRAK

ALPIA RAHMAH, NPM: 20.22.397, Judul Skripsi "Efektivitas Penggunaan Sistem Informasi Manajemen Nikah (SIMKAH) Dalam Pencatatan Nikah Berbasis Online di Kantor Urusan Agama (KUA) Kecamatan Banua Lawas Kabupaten Tabalong", dibawah bimbingan Ibu Hj. Saidah Hasbiyah, S.Sos., M.A.P., selaku pembimbing I dan Bapak Jumadi, S.AP., M.T., selaku pembimbing II.

Efektivitas penggunaan Sistem Informasi Manajemen Nikah (SIMKAH) merupakan tingkat keberhasilan penerapan sistem informasi berbasis online dalam mendukung pelayanan administrasi pencatatan nikah agar berlangsung lebih cepat, tepat, transparan, dan akuntabel. SIMKAH digunakan sebagai media pengelolaan data pernikahan secara terintegrasi guna meningkatkan kualitas pelayanan kepada masyarakat. tujuan dari penelitian ini untuk mengetahui efektivitas penggunaan Sistem Informasi Manajemen Nikah (SIMKAH) dalam pencatatan nikah berbasis online di Kantor Urusan Agama Kecamatan Banua Lawas Kabupaten Tabalong, faktor penghambat efektivitas penggunaan SIMKAH, serta upaya yang dilakukan dalam mengatasi hambatan tersebut.

Penelitian ini menggunakan metode kualitatif. Teknik pengumpulan data dilakukan melalui Observasi, Wawancara, dan Dokumentasi. Penelitian ini menggunakan teknik *purposive sampling* dengan informan yang terdiri dari Kepala KUA, pegawai KUA, dan masyarakat pengguna layanan. Teknik analisis data meliputi reduksi data, penyajian data, dan penarikan kesimpulan.

Hasil penelitian menyatakan bahwa efektivitas penggunaan SIMKAH di Kantor Urusan Agama Kecamatan Banua Lawas Kabupaten Tabalong cukup Efektif. *Pertama*, indikator kecanggihan sistem menunjukkan bahwa SIMKAH mampu mempercepat proses pelayanan administrasi nikah, meskipun masih terdapat kendala berupa gangguan server dan jaringan internet. *Kedua*, indikator sarana dan prasarana menunjukkan bahwa fasilitas pendukung sudah cukup memadai, namun masih diperlukan penambahan dan pembaruan perangkat komputer maupun laptop. *Ketiga*, indikator sumber daya manusia menunjukkan bahwa pegawai telah memiliki kemampuan yang baik dalam mengoperasikan SIMKAH, walaupun masih diperlukan peningkatan kompetensi bagi pegawai baru dan pegawai yang belum terbiasa menggunakan teknologi. *Keempat*, indikator standar operasional menunjukkan bahwa prosedur pelayanan telah diterapkan dengan baik, mudah dipahami, dan mampu memberikan pelayanan yang lebih efektif, efisien, serta transparan kepada masyarakat.

Berdasarkan hasil penelitian, disarankan agar KUA Kecamatan Banua Lawas terus meningkatkan kualitas pelayanan SIMKAH melalui peningkatan kestabilan jaringan internet, penambahan dan pembaruan perangkat komputer, pelaksanaan pelatihan bagi pegawai secara berkala, peningkatan kapasitas server oleh Kementerian Agama, serta peningkatan pemahaman masyarakat mengenai prosedur dan persyaratan administrasi pencatatan nikah agar pelayanan dapat berjalan lebih efektif, efisien, dan optimal.

ABSTRACT

ALPIA RAHMAH, Student ID: 20.22.397. Thesis Title: The Effectiveness of the Use of the Marriage Management Information System (SIMKAH) in Online-Based Marriage Registration at the Office of Religious Affairs (KUA) of Banua Lawas District, Tabalong Regency. Supervised by Hj. Saidah Hasbiyah, S.Sos., M.A.P. as the first supervisor and Jumadi, S.AP., M.T. as the second supervisor.

The effectiveness of the Marriage Management Information System (SIMKAH) refers to the level of success in implementing an online-based information system to support marriage registration services so that they are carried out more quickly, accurately, transparently, and accountably. SIMKAH is utilized as an integrated platform for managing marriage data to improve the quality of public services. This study aims to determine the effectiveness of the use of the Marriage Management Information System (SIMKAH) in online-based marriage registration at the Office of Religious Affairs (KUA) of Banua Lawas District, Tabalong Regency, identify the factors that hinder its effectiveness, and examine the efforts made to overcome these obstacles.

This research employed a qualitative method. Data were collected through observation, interviews, and documentation. *Purposive sampling* was used to select the informants, consisting of the Head of the KUA Office, KUA staff, and members of the public who used the service. Data were analyzed through data reduction, data presentation, and conclusion drawing.

The results indicate that the implementation of SIMKAH at the Office of Religious Affairs (KUA) of Banua Lawas District, Tabalong Regency has been effective. First, the system sophistication indicator shows that SIMKAH has accelerated the marriage administration process, although server disruptions and internet network problems still occur. *Second*, the facilities and infrastructure indicator demonstrates that the supporting facilities are generally adequate; however, additional and upgraded computers and laptops are still needed. *Third*, the human resources indicator reveals that the staff possess adequate skills in operating SIMKAH, although further competency development is required for newly recruited employees and those who are less familiar with information technology. *Fourth*, the standard operating procedures indicator shows that the service procedures have been implemented properly, are easy to understand, and have contributed to more effective, efficient, and transparent public services.

Based on the results of this study, it is recommended that the Office of Religious Affairs (KUA) of Banua Lawas District continue to improve the quality of SIMKAH services by enhancing the stability of the internet network, increasing and upgrading computer equipment, conducting regular training for employees, improving server capacity through the Ministry of Religious Affairs, and increasing public understanding of the procedures and administrative requirements for marriage registration. These efforts are expected to make the marriage registration service more effective, efficient, and optimal.