

## ABSTRAK

**Meidina Liza Nurrizqi, Npm: 2022136, Judul “Implementasi Sistem Informasi Manajemen Nikah (SIMKAH) Dalam Pelayanan Administrasi Pernikahan Di Kantor Urusan Agama (KUA) Kecamatan Kelua Kabupaten Tabalong”.** dibawah bimbingan **Ibu Hj. Saidah Hasbiyah, S.Sos., M.AP** sebagai Pembimbing I dan **Bapak Nasripani, S.Sos., M.A.** sebagai Pembimbing II.

Pemerintah melalui Kementerian Agama telah menerapkan Sistem Informasi Manajemen Nikah (SIMKAH) sebagai upaya modernisasi pelayanan berbasis teknologi informasi, yang diatur dalam Keputusan Direktur Jenderal Bimbingan Masyarakat Islam Nomor DJ.II/369 Tahun 2013 dan dikembangkan menjadi SIMKAH berbasis website seiring dengan tuntutan efektivitas dan efisiensi birokrasi. Namun demikian, implementasi kebijakan di tingkat lokal sering kali menghadapi kesenjangan antara desain kebijakan dengan realitas di lapangan, seperti ketergantungan pada jaringan internet yang tidak stabil, gangguan sistem yang menyebabkan kegagalan login dan lambatnya akses, proses pembaruan data yang tidak segera tersinkronisasi, rendahnya pemahaman masyarakat terhadap prosedur pendaftaran daring, serta keterbatasan sarana dan prasarana pendukung. penelitian ini bertujuan untuk mengetahui implementasi SIMKAH dalam pelayanan administrasi pernikahan serta faktor-faktor yang mempengaruhinya di KUA Kecamatan Kelua Kabupaten Tabalong.

Penelitian ini menggunakan pendekatan kualitatif dengan tipe deskriptif. Pemilihan informan dilakukan melalui teknik *purposive sampling* berjumlah 12 orang informan. Teknik pengumpulan data dilakukan melalui tiga metode, yaitu observasi, wawancara, dan dokumentasi. Analisis data meliputi reduksi data, penyajian data, dan penarikan kesimpulan. Untuk menjamin kredibilitas data, dilakukan uji keabsahan melalui perpanjangan pengamatan, peningkatan ketekunan, penggunaan bahan referensi, serta *member check*.

Hasil penelitian menunjukkan bahwa implementasi SIMKAH di KUA Kecamatan Kelua disimpulkan bahwa cukup baik, hal ini dapat dilihat dari indikator yang termasuk dalam kategori cukup baik meliputi indikator transmisi, kejelasan, dan konsistensi pada variabel komunikasi. Indikator informasi pada variabel sumber daya. Indikator pengaturan birokrasi pada variabel disposisi. Serta indikator fragmentasi pada variabel struktur birokrasi. Indikator staf, wewenang, efek disposisi, dan insentif berada pada kategori baik, ditunjukkan oleh pembagian tugas yang jelas, pelaksanaan kewenangan sesuai tanggung jawab, serta sikap pegawai yang ramah, responsif, dan berkomitmen. Namun, indikator fasilitas dan Standar Operasional Prosedur (SOP) masih kurang baik akibat gangguan jaringan, kendala teknis pada sistem, keterbatasan perangkat pendukung, dan belum tersedianya SOP tertulis. Oleh karena itu, diperlukan peningkatan fasilitas pendukung dan penyusunan SOP tertulis agar implementasi SIMKAH berjalan lebih efektif dan sesuai standar pelayanan. Faktor penghambat meliputi rendahnya literasi digital masyarakat, gangguan sistem, serta keterbatasan sarana pendukung seperti laptop dan printer. Adapun faktor pendukung adalah kemudahan layanan SIMKAH berbasis website dan juga kompetensi, pengalaman, dan profesionalisme petugas KUA dalam mengoperasikan SIMKAH

Disarankan agar KUA Kecamatan Kelua meningkatkan sarana dan prasarana SIMKAH, termasuk pengadaan perangkat pendukung, memperluas sosialisasi dan pendampingan kepada masyarakat, menyusun Standar Operasional Prosedur (SOP) tertulis sebagai pedoman pelayanan, serta mendokumentasikan setiap kendala teknis dan melaporkannya secara berjenjang kepada Kementerian Agama untuk mendukung peningkatan kualitas sistem dan pelayanan SIMKAH.

## ABSTRACT

**Meidina Liza Nurrizqi, Student ID: 2022136. "Implementation of the Marriage Management Information System (SIMKAH) in Marriage Administrative Services at the Office of Religious Affairs (KUA) of Kelua District, Tabalong Regency."** Supervised by **Hj. Saidah Hasbiyah, S.Sos., M.AP.** as Supervisor I and **Nasripani, S.Sos., M.A.** as Supervisor II.

The Indonesian government, through the Ministry of Religious Affairs, has implemented the Marriage Management Information System (SIMKAH) as part of its efforts to modernize public services through information technology. This policy is regulated under the Decree of the Director General of Islamic Community Guidance No. DJ.II/369 of 2013 and has evolved into a web-based system to improve bureaucratic effectiveness and efficiency. However, policy implementation at the local level often encounters disparities between policy design and practical implementation, including dependence on unstable internet connectivity, system disruptions causing login failures and slow access, delayed data synchronization, limited public understanding of online registration procedures, and inadequate supporting facilities and infrastructure. This study aims to examine the implementation of SIMKAH in marriage administrative services and to identify the factors influencing its implementation at the Office of Religious Affairs (KUA) of Kelua District, Tabalong Regency.

This study employed a qualitative approach with a descriptive research design. Informants were selected using purposive sampling, involving twelve participants. Data were collected through observation, interviews, and documentation. Data analysis consisted of data reduction, data display, and conclusion drawing. To ensure data credibility, validation techniques included prolonged engagement, persistent observation, the use of reference materials, and member checking.

The results of this study indicate that the implementation of the Marriage Management Information System (SIMKAH) at the Kelua District Office of Religious Affairs (KUA) is considered to be fairly good. This is reflected in the indicators classified as fairly good, namely transmission, clarity, and consistency under the communication variable; the information indicator under the resources variable; the bureaucratic arrangement indicator under the disposition variable; and the fragmentation indicator under the bureaucratic structure variable. Meanwhile, the staff, authority, disposition effect, and incentives indicators are categorized as good, as evidenced by clear task distribution, the implementation of authority in accordance with assigned responsibilities, and employees who demonstrate friendly, responsive, and committed attitudes. However, the facilities and Standard Operating Procedures (SOPs) indicators are still categorized as inadequate due to network disruptions, technical problems within the system, limited supporting equipment, and the absence of written SOPs. Therefore, improvements in supporting facilities and the development of written SOPs are necessary to ensure that the implementation of SIMKAH becomes more effective and complies with service standards. The main obstacles include the public's low level of digital literacy, system disruptions, and limited supporting facilities such as laptops and printers. Meanwhile, the primary supporting factor is the convenience of the web-based SIMKAH service, which enables online registration and data entry.

It is recommended that the Office of Religious Affairs of Kelua District improve SIMKAH facilities and infrastructure, including the provision of supporting equipment, expand public outreach and assistance programs, develop written Standard Operating Procedures (SOPs) as service guidelines, and systematically document and report technical issues to the Ministry of Religious Affairs to support continuous improvements in the SIMKAH system and the quality of marriage administrative services.