

ABSTRAK

SINTYA RAHMIDA, NPM: 2022441. JUDUL “Efektivitas Pelayanan Sistem Informasi Manajemen Nikah Di Kantor Urusan Agama Kecamatan Muara Harus Mendukung Proses Administrasi Pernikahan”. Dibawah bimbingan **Bapak Sugianor, S.Sos., M.AP** sebagai pembimbing I dan **Ibu Sri Agusmila Aneta Herlinda, S.Pd., M.AP** sebagai pembimbing II.

Pelayanan administrasi pernikahan melalui Sistem Informasi Manajemen Nikah (SIMKAH) di Kantor Urusan Agama Kecamatan Muara Harus merupakan salah satu upaya pemerintah dalam meningkatkan kualitas pelayanan publik melalui penerapan sistem berbasis digital. Namun, dalam pelaksanaannya masih ditemukan beberapa permasalahan. Berdasarkan kondisi tersebut, penelitian ini bertujuan untuk mengetahui efektivitas pelayanan Sistem Informasi Manajemen Nikah (SIMKAH) di Kantor Urusan Agama Kecamatan Muara Harus Kabupaten Tabalong serta faktor-faktor yang mempengaruhinya.

Penelitian ini menggunakan pendekatan kualitatif dengan tipe penelitian deskriptif kualitatif. Teknik pengumpulan data dilakukan melalui observasi, wawancara, dan dokumentasi. Penentuan informan menggunakan teknik purposive sampling dengan jumlah informan sebanyak 15 orang yang terdiri dari Kepala KUA, pegawai, dan masyarakat pengguna layanan. Data dianalisis melalui tahapan kondensasi data, penyajian data, dan penarikan kesimpulan. Uji kredibilitas data dilakukan melalui perpanjangan pengamatan, meningkatkan ketekunan, triangulasi, penggunaan bahan referensi, dan *member check*.

Hasil penelitian menunjukkan bahwa efektivitas pelayanan Sistem Informasi Manajemen Nikah (SIMKAH) di Kantor Urusan Agama Kecamatan Muara Harus Kabupaten Tabalong secara umum **cukup efektif**. Hal ini terlihat dari indikator kepemimpinan, alokasi sumber daya, koordinasi dan kolaborasi, penggunaan sumber daya secara bijak, pembagian tugas yang jelas, peningkatan efisiensi operasional, pengukuran kinerja, evaluasi, peningkatan produktivitas, dan kepuasan masyarakat yang telah berjalan cukup baik. Namun demikian, indikator mengantisipasi tantangan dan perencanaan strategis masih belum optimal karena masih terdapat gangguan jaringan internet dan server SIMKAH serta belum maksimalnya sosialisasi kepada masyarakat mengenai penggunaan SIMKAH dan prosedur pendaftaran nikah. Faktor yang mempengaruhi efektivitas pelayanan terdiri atas faktor pendukung, yaitu kerja sama dan koordinasi antarpegawai yang baik serta kemampuan dan kesiapan pegawai dalam mengoperasikan SIMKAH. Adapun faktor penghambat meliputi gangguan jaringan internet dan server SIMKAH serta minimnya sosialisasi kepada masyarakat mengenai pelayanan SIMKAH.

Berdasarkan hasil penelitian tersebut, disarankan agar Kantor Urusan Agama Kecamatan Muara Harus meningkatkan sosialisasi kepada masyarakat mengenai prosedur pelayanan melalui SIMKAH, memperkuat koordinasi dengan pihak terkait untuk meminimalkan gangguan sistem, serta terus meningkatkan kompetensi pegawai agar pelayanan administrasi pernikahan menjadi lebih efektif, efisien, dan berkualitas.

ABSTRACT

SINTYA RAHMIDA, NPM: 2022441. TITLE “*The Effectiveness of the Marriage Management Information System (SIMKAH) Service at the Office of Religious Affairs (KUA) of Muara Harus District in Supporting the Marriage Administration Process*”. Supervised by **Mr. Sugianor, S.Sos., M.AP** as the first supervisor and **Mrs Sri Agusmila Aneta Herlinda, S.Pd., M.AP.** as the second supervisor.

Marriage administration services through the Marriage Management Information System (SIMKAH) at the Office of Religious Affairs (KUA) of Muara Harus District are one of the government's efforts to improve the quality of public services through the implementation of a digital-based system. However, several problems are still encountered in its implementation. Based on these conditions, this study aims to determine the effectiveness of the Marriage Management Information System (SIMKAH) service at the Office of Religious Affairs of Muara Harus District, Tabalong Regency, as well as the factors influencing its effectiveness.

This study employed a qualitative approach with a descriptive qualitative research design. Data were collected through observation, interviews, and documentation. Informants were selected using a purposive sampling technique, involving 15 informants consisting of the Head of the Office of Religious Affairs, employees, and members of the public who used the service. The data were analyzed through the stages of data condensation, data presentation, and conclusion drawing. Data credibility was ensured through prolonged engagement, increased persistence, triangulation, the use of reference materials, and member checking.

The results of the study indicate that the effectiveness of the Marriage Management Information System (SIMKAH) service at the Office of Religious Affairs of Muara Harus District, Tabalong Regency, is generally **quite effective**. This is reflected in the indicators of leadership, resource allocation, coordination and collaboration, prudent use of resources, clear task division, improved operational efficiency, performance measurement, evaluation, increased productivity, and community satisfaction, all of which have been implemented reasonably well. However, the indicators of anticipating challenges and strategic planning have not yet been optimal due to disruptions in the internet network and the SIMKAH server, as well as the lack of public socialization regarding the use of SIMKAH and the procedures for marriage registration. Factors supporting service effectiveness include good cooperation and coordination among employees, as well as the employees' competence and readiness in operating the SIMKAH application. Meanwhile, the inhibiting factors include internet network and SIMKAH server disruptions, as well as limited public outreach regarding SIMKAH services.

Based on these findings, it is recommended that the Office of Religious Affairs of Muara Harus District intensify public outreach regarding service procedures through SIMKAH, strengthen coordination with relevant stakeholders to minimize system disruptions, and continuously improve employees' competencies to ensure that marriage administration services become more effective, efficient, and of higher quality.