

EVALUATION OF MARRIAGE MANAGEMENT INFORMATION SYSTEM (SIMKAH) POLICY IN THE OFFICE OF RELIGIOUS AFFAIRS (KUA) SUB-DISTRICT MARISA, POHUWATO REGENCY

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ABSTRACT

The aims of this study is to evaluate the Marriage Management Information System (SIMKAH) policy at the Office of Religious Affairs (KUA) Marisa District, Pohuwato Regency seen from the aspects of effectiveness, adequacy, responsiveness, and accuracy, as well as to identify and analyze the factors that influence Information System policies. Marriage Management (SIMKAH) at the Office of Religious Affairs (KUA) Marisa District, Pohuwato Regency seen from the content of the policy, policy support and policy resources.

This study uses a qualitative approach with data collection using interview, observation and documentation techniques. Data analysis techniques are carried out through data collection, data reduction, data presentation and conclusion drawing/verification. The process of checking the validity of the data is done through triangulation and extension of observations.

The results of this study that (1) SIMKAH policy in KUA Marisa District, Pohuwato Regency from the aspect of effectiveness has not achieved the desired results. From the aspect of adequacy, it can solve problems in marriage registration services. From the aspect of responsiveness, the target group of SIMKAH users has not been satisfied. From the aspect of accuracy, it has not provided significant benefits to the community; (2) The factors that become obstacles in the SIMKAH policy process at KUA are (a) the contents of the SIMKAH policy are not yet detailed about the policy objectives, (b) the support and commitment of the Marisa District Government and the Pohuwato Regency Government to the SIMKAH program are still lacking, (c)) policy resources have not been adequate, both from human resources for operators, budget for information system maintenance and information system infrastructure.

Keywords: Policy Evaluation, Marriage Management Information System (SIMKAH).

INTRODUCTION

concerning the Organization and Work Procedure of the Sub-district KUA, it is stated that the Sub-district KUA is operationally responsible to the Islamic Community Guidance Section and is fostered by the Head of the Regency/City level of the Ministry of Religion. One of

the main tasks and functions of the Sub-District KUA is administering administration in terms of service, supervision, recording, and reporting of marriage and reconciliation for Indonesian residents who are Muslim in each sub-district.

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Before the use of information systems in the KUA organization, Minister of Religion Regulation No. 11/2007 in article 5 explains that the registration of marriages uses registration through documents. Some of the problems that occur due to the increasingly widespread registration of marriages that are physically registered, raise problems, among others: such as the many cases of imitation of marriage books which have generally been circled which are identified with the issue of marriage. Problems in manual administration services The above has made guarantees for recognizing innovation-based government to be more grounded, among others with the introduction of SIMKAH (Marriage Management Information System) which has received good input from the owner of the application, namely the Director General of Islamic Community Guidance, Ministry of Religion. , particularly in modernizing innovation-based marriage registration at KUA sub-districts throughout Indonesia [10].

Director General of Islamic Community Guidance in the framework of establishing an Information Technology (IT)-based government framework. As a reinforcement of changes in the development of information that must be immediately carried out by all service providers from the central level to the regional level in the form of an administration that can manage data collection, monitoring and evaluation of marriage registration. SIMKAH is useful for collecting marriage information from all KUA. Apart from traditional management procedures, the SIMKAH program focuses on information consistency and providing integrated information.

Starting with this thought, the Ministry of Religion through the Director General of Islamic Community Guidance issued a policy with No. DJ.II/369/2013 Regarding

the implementation of SIMKAH (Marriage Management Information System) in all KUA Sub-districts throughout Indonesia.

The use of SIMKAH is further strengthened by the second circular/regulation from the Director General of Islamic Community Guidance at the Ministry of Religion No. B.4708/DJ.III.II.2/HM.00/11/2018. Based on the instructions from the director general, the marriage registration service policy has been implemented in all KUAs in the territory of the unitary state of the Republic of Indonesia, including KUA in Marisa District, Pohuwato Regency.

This research is about evaluating the SIMKAH policy in KUA, Marisa District, Pohuwato Regency which in this study was carried out through process evaluation, namely studies related to implementation methods, rules and procedures in SIMKAH. So, it will be studied how the SIMKAH policy in KUA Marisa District, Pohuwato Regency is carried out with a focus on the problem of policy evaluation indicators used consisting of: a) effectiveness, b) adequacy, c) responsiveness, and d) accuracy.

Based on the effectiveness aspect, the SIMKAH policy in the KUA, Marisa District, Pohuwato Regency has not been effective. Various planning documents at KUA Marisa Sub-district, Pohuwato Regency in 2018-2021 have not included in detail and measurable the various stages of achieving SIMKAH policy objectives.

Based on the aspect of effectiveness, it shows that there are still many married couples who do not use SIMKAH in their marriage registration. The research of Annam, et al (2021) revealed that people who registered directly via online in 2019 amounted to 5.29% of the 178 number of marriage events and in 2020 it was 8.36% of the 206 number of marriage events. It can be said that there are still many people who use services conventionally/face to

face, so the target of 100% utilization of SIMKAH has not been achieved.

Based on the responsiveness aspect, there are still many people who do not know the SIMKAH policy implemented at the KUA, Marisa District, Pohuwato Regency. As a result of this ignorance, there is a lack of understanding in using SIMKAH, so that in the end SIMKAH users feel dissatisfied with this policy.

Based on the aspect of accuracy, the SIMKAH policy has not provided significant benefits to the community. Although there was an increase in married couples where in 2019 there were 178 pairs in marriage events and in 2020 it increased to 206 pairs in marriage events, but only very few use SIMKAH, and even then through SIMKAH operators at KUA, so the benefits of SIMKAH have not touched the community.

Public Administration

Public administration is all efforts to organize government which consists of government management activities (planning, organizing, implementing, and supervising development) with a working mechanism and human resource support. Public administration is an activity to serve the public and or public service activities in implementing policies obtained from other parties [20]. Public administration is a form of cooperation carried out by a group of people or institutions in carrying out various government tasks in meeting public needs efficiently and effectively [11].

Public policy

Public policy is something that is done or not done by the government, which aims to provide benefits for common life, it must be a holistic consideration so that the policy contains great benefits for its citizens and does not cause harm, this is where the government must be wise in

setting a policy [3]. Public policy is a series of actions that have a specific purpose that is followed and implemented by an actor and a group of actors to solve a certain problem [22].

Public policy is a series of interrelated decisions taken by a political actor or group, regarding the goals that have been chosen and the ways to achieve them in a situation. These decisions are, in principle, still within the limits of the powers of these actors [15].

Public Policy Evaluation

Policy evaluation is an activity of assigning value to a phenomenon which contains certain value judgments where the phenomena being assessed are phenomena regarding policies, such as policy goals and objectives, affected target groups, policy instruments used, responses from the policy environment, performance achieved, impacts that occur and others [2].

Policy evaluation can be interpreted as an activity involving the assessment or testing of a policy including the content, implementation and impact of the policy. In general, the term evaluation can be equated with appraisal, rating, and assessment, words that express efforts to analyze policy outcomes in terms of their unit of value. In a more specific sense, evaluation is concerned with the production of information about the value or benefits of policy outcomes [2].

Factors Influencing the Public Policy Process

Factors that influence the public policy process, namely:

1. Fill in the policy

According to Sunggono (2014) regarding the determining factors in the public policy process, the policy process fails because the content of the policy is still unclear, meaning that the objectives are not detailed enough, the means and

implementation of priorities, or the policy programs are too general or the same. absolutely nothing. Second, because of the lack of internal and external provisions of the policies to be implemented. Third, the policies to be implemented may also indicate significant deficiencies. Fourth, other causes of failure of the process of a public policy can occur due to deficiencies involving auxiliary resources, for example those concerning time, cost/funds and human labor.

2. Support

According to Sunggono (2014) the implementation of a public policy will be very difficult if in the process there is not enough support for the implementation of the policy.

3. Policy resources

According to Meter & Horn (in Agustino, 2017), policy resources are the success of the policy implementation process which is influenced by the use of human resources, costs, and time. These policy sources are indispensable for the success of a policy made by the government.

Marriage Management Information System (SIMKAH)

Minister of Religion Regulation Number 19 of 2018 is a reference for the Office of Religious Affairs to carry out its duties in terms of registering marriages. The Office of Religious Affairs is an official State institution assigned to carry out some of the duties of the Indonesian Ministry of Religion in the Regency and City in the field of Islamic religious affairs in the sub-district area. One of the main tasks of the Office of Religious Affairs is to handle the problem of registering marriages for Indonesians who are Muslim in each sub-district.

In an effort to improve the quality and performance of services at the Sub-District

Religious Affairs Office, the Director General of Islamic Community Guidance (Bimas Islam) has committed to increasing the capacity of KUA by improving Information Technology-based services, especially marriage services in terms of recording marriages using SIMKAH.

SIMKAH or Marriage Management Information System is a computer application program with a windows base that is useful in collecting marriage data from all Religious Affairs Offices (KUA) throughout the territory of the Republic of Indonesia both online and offline. SIMKAH has been updated to a web-based site, which can be accessed anytime anywhere without having to download an application first (Annam, 2021).

RESEARCH METHODS

This research method is qualitative with a descriptive type of research that evaluates the policy of the Marriage Management Information System (SIMKAH) at the Office of Religious Affairs (KUA) Marisa District, Pohuwato Regency.

The main data source of this research is information from informants in the form of oral data obtained from interviews at the research location. Supporting data for the study was obtained from archival documentary data or marriage record data for the last two years, 2019 to 2020, as well as SIMKAH regulations.

Data collection strategies were carried out through interviews, observations, and documentation. The data analysis technique used is an interactive model consisting of 1) Data Collecting (Data Collection), 2) Data Recuction (Data Reduction), 3) Data Presentation, and 4) Conclusion Drawing or Verification. The process of checking the validity and validity of the data in the study used the observation and triangulation persistence technique.

RESEARCH RESULTS AND DISCUSSION

1. SIMKAH Policy at KUA Marisa District, Pohuwato Regency

a. SIMKAH Effectiveness

Based on the regulations issued by the Director General of Islamic Community Guidance that the SIMKAH implementation program at the Marisa Sub-district KUA is not optimal, this can be seen from the implementation of the prospective bride and groom registration which should be carried out by the community itself cannot be carried out alone and still comes directly to the KUA to be inputted directly by the operator, so that regulatory expectations that the service is easy and cheap still seem to have not been implemented.

If you look at SIMKAH as a means of searching for data and web-based marriage registration, it has been implemented and this makes it easier for KUA to apply the administration of marriage data that has been stored in the database and it is also easy to find documents as examination material, as well as check the validity of marriage books in issuing legalized copy documents.

In general, the SIMKAH policy in the KUA, Marisa District, Pohuwato Regency from the aspect of effectiveness has not achieved the desired results.

b. Adequacy

The results of administrative processing starting from recording to the issuance of marriage books are very easy even as a tool to consolidate the truth of documents in the form of status on the ID card and family card documents because the SIMKAH application is integrated

directly with the database from the Population and Civil Registry Office, for example there is a registrant couple. who handed over the status file on the bachelor's ID card, but after searching on the search menu that the one recorded in the system concerned was married, the candidate's file was returned to be repaired at the local DUKCAPIL Office, because perhaps the status in question was a widow or widower, including if The person concerned has been married and admits that his status is still single, it will be detected by the application, because the data storage system is online and connected to all marriage events throughout Indonesia.

In general, the SIMKAH policy at KUA Marisa District, Pohuwato Regency from the aspect of adequacy has been able to solve problems in marriage registration services.

c. Responsiveness

The benefits of using the SIMKAH application have not been felt by the community, because the community does not know the existence of the SIMKAH application as one of the requirements that must be passed when registering a marriage, people only know that when registering for marriage comes to KUA by bringing the files that have been prepared from home, and the operator will input the entire file into the SIMKAH application.

Since the SIMKAH policy was implemented, the users who have benefited the most, namely the KUA because all stored documents and the file inspection system are easily implemented.

In general, the SIMKAH policy in KUA, Marisa District, Pohuwato Regency from the aspect of responsiveness has not satisfied the target group of SIMKAH users.

d. Stipulation

The results achieved from the implementation of SIMKAH have not been felt by the community, because the community does not know that marriage registration can be done by the community itself, and indeed there is no socialization at all carried out by KUA to the community, because KUA only thinks that the SIMKAH application is intended only at KUA and the process from registration to printing the marriage book only the operator knows.

In general, the SIMKAH policy in the KUA, Marisa District, Pohuwato Regency, has not provided significant benefits to the community.

2. Factors Influencing the Public Policy Process

a. Contents of Policy

The policy issued by the Ministry of Religion of the Republic of Indonesia through the Director General of Islamic Community Guidance is indeed not detailed, only focusing on web-based/online marriage administration records, making it easier for parties to view and check data on events that occur in each KUA, of course, also making it easier for superiors to evaluate the administrative process carried out by the KUA. There are no concrete details yet on how the stages of registration must be widely known by the public as users of the application.

b. Endorsement

There is no support from the local government in implementing the SIMKAH program, because there is no intense communication between the KUA and the local government, which is happening at this time that all wedding service activities are the affairs of the KUA, a sign that there is support, especially the budget from the local government. An example of the *Itsbat Nikah* program issued by the Regional Government, in its implementation, starts from collecting data on people who are married but do not have a marriage book, then re-registration will be carried out using the SIMKAH application as the basis for issuing marriage books. For the re-registration, there is no budget for funding to KUA as the foremost service provider. This is what happened, so it is necessary to have an FGD or meeting that discusses in detail the objectives and benefits of the birth of the SIMKAH application which of course is highly expected for budget assistance from the Regional Government to jointly succeed the SIMKAH policy, so that the benefits can really be felt by the community.

c. Policy Resources

Policy resources in terms of human resources are minimal. Research by Annam, et al (2020) reveals that human resources are very hindering in the management of SIMKAH and need additional personnel, especially civil servants.

Efforts to recruit human resources specifically assigned to the Marisa District KUA have only reached the stage of proposing additional ASN personnel by the

Marisa District KUA to the Ministry of Religion of Pohuwato Regency. The high level of service to people who need KUA services, there needs to be additional human resources (PNS) as well as additional service facilities and infrastructure.

In relation to human resource development efforts, the Marisa Sub-district KUA and the Pohuwato Regency Ministry of Religion do not yet have a human resource development program through further studies or training or technical guidance (Bimtek). Apart from not being included in the Annual Work Plans of the two institutions, there is also no special budget allocation for funding for further studies and technical guidance.

If observed carefully, the limited human resource factor is related to the lack of human resource development efforts for the SIMKAH policy at the KUA, Marisa District, Pohuwato Regency. This is indicated by the lack of efforts to develop human resources either through the recruitment of new workers, further studies, training/technical guidance and guidance to SIMKAH operators.

Policy resources in terms of technology and information do not fully support this SIMKAH program where there is no special website developed by KUA Marisa District, Pohuwato Regency which contains various information that can be used as a medium for socializing and communicating SIMKAH policies so that they can be read and seen by users. internet via search engines. The technology and information owned by KUA, Marisa District, Pohuwato Regency to support

organizational performance is only limited to the online SIMKAH application.

The model for the procurement of various information archives for KUA services, Marisa District, Pohuwato Regency already exists that is integrated with SIMKAH, namely in the form of data inputted by the operator into the application. However, in general, the use of modern technology in managing archives has not been implemented by the KUA of Marisa District, where one of the initial processes in utilizing technology-based document management technology is the process of media transfer. Most of the Marisa Sub-district KUA documents are still in physical form or the document sheets have not been converted into soft copy documents.

The unavailability of technology and information in the form of a special website developed by the KUA of Marisa District, Pohuwato Regency, makes the lack of the latest news presentations about SIMKAH program-based administrative services. Information about SIMKAH can only be accessed on the <https://simkah.kemenag.go.id> page.

Policy resources in terms of the budget or funds supporting the SIMKAH policy are also very lacking. The total budget for 2021 for KUA is Rp. 42,000,000,- most of which was used for spending on office and household needs such as paying for electricity, building maintenance and other equipment, as well as business trips. There is no budget allocation for SIMKAH maintenance costs.

CONCLUSION

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1. The SIMKAH policy in KUA, Marisa District, Pohuwato Regency from the aspect of effectiveness has not yet achieved the desired results. From the aspect of adequacy, it can solve problems in marriage registration services. From the aspect of responsiveness, the target group of SIMKAH users has not been satisfied. From the aspect of accuracy, it has not provided significant benefits to the community.
 2. The factors that become obstacles in the SIMKAH policy process at KUA are (a) the contents of the SIMKAH policy are not yet detailed regarding the policy objectives, (b) the support and commitment of the Pohuwato Regency Government to the SIMKAH program is still lacking, (c) policy resources are not yet available. adequate both from human resources, technology and information, and information system maintenance budget.
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Pemerintah : Tinjauan Konseptual Dalam Upaya Meningkatkan Inovasi Pendidikan dan Kreativitas Pembelajaran di Perguruan Tinggi, Prosiding Konferensi Nasional Ekonomi Manajemen dan Akuntansi (KNEMA) Journal Homepage: <https://jurnal.umj.ac.id/index.php/KNEMA/> ISSN: 2776-1177

(Government Policies):