Improving The Quality Of Public Services Based On The Marriage Management Information System (Simkah) At The Muara Enim District Religious Affairs Office

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ABSTRACT

The research entitled Improving the Quality of Public Services Based on Marriage Management Information Systems (SIMKAH) in the Religious Affairs Office of Muara Enim District aims to identify and analyze the Application of Marriage Management Information Systems (SIMKAH) and its improvement in the quality of public services at the Office of Religious Affairs in Muara Enim District. This study uses qualitative research methods based on theories/opinions according to experts and existing literature.The results of the research show that the quality of services provided through the application of online SIMKAH has increased, this can be seen from the results of interviews with informants regarding the application and methods of using SIMKAH and the advantages offered by SIMKAH through the use of digital media.

INTRODUCTION

The Office of Religious Affairs is a government institution under the auspices of the Ministry of Religious Affairs. The duties and authority of the Religious Affairs Office are to carry out the duties of the city and regency Ministry of Religious Affairs offices in the field of Islamic affairs in the District area. In its duties, the Office of Religious Affairs functions as an organizer of statistics and documentation, organizer of correspondence, archives, typing households of the District Religious Affairs Office, implementing marriage registration, reconciliation, managing and fostering mosques, zakat, waqf, baitul maal and social worship, population and development of sakinah families in accordance with the policies set by the Director General of Islamic Guidance based on applicable laws and regulations.

Marriage in Indonesia is regulated in Law Number 1 of 1974 in conjunction with Government Regulation Number 9 of 1975 concerning the Implementation of Law Number 1 of 1974 concerning Marriage contained in article 1 which states that marriage is a physical and

mental bond between a man and a woman to form a happy and eternal household or family based on God Almighty.

Then in Article 2 of Law Number 1 of 1974, marriages are valid if they are carried out according to the laws of each religion and belief and it is also stated that every marriage is recorded according to the applicable laws and regulations. It is clear that the emphasis on the validity of a marriage is on the validity of the marriage according to the provisions of religious law and administrative provisions requiring that a valid marriage be registered.

In Article 21 of the Minister of Religion Regulation Number 11 of 2007, in this case the marriage contract is carried out at the KUA, but if at the request of the bride and groom and with the approval of the marriage registrar, the marriage contract can be carried out outside the KUA. However, in fact, to facilitate the administration of marriage registration, it is carried out at the District KUA.

In the Regulation of the Minister of Religion Number 11 of 2007, marriage registration is carried out in writing in article 33, where filling in the blanks used in registration, examination and registration of marriage, divorce/divorce and reconciliation events is written in block letters and using black ink and writing can be done using typewriter or computer. However, manual registration of marriages is not optimal. Apart from that, the increase in the number of marriages in mid-2013 apparently made the government, namely the Ministry of Religion, miss out on the end of marriage books at certain KUAs so that resulting in less than optimal proof of marriage as an authentic certificate and causing anxiety for prospective brides and grooms who want to get married.

Entering the current era of globalization, the rapid development of science and technology has influenced all aspects of human life. The ease of gaining access to information makes information systems very popular and needed. Most of our lives today are technology-based. Both private and government companies have used information technology-based systems to carry out their activities in accordance with the expected goals.

An information system is an information technology that can facilitate the reception, processing and provision of information needed by users. In the current era, information systems are the most important tool for carrying out the tasks of an organization, an agency in order to achieve the desired goals with efficiency, efficiency and good service delivery. The use of management information systems for organizations and agencies is mandatory and an absolute priority for the performance of all activities. Information systems are also used to manage important data for organizations and institutions and can support planning, organizing, mobilizing, evaluating and decision making.

Reflecting on this incident after Bimas Islam separated from the Directorate General of Hajj and Umrah Organization in 2006, the determination to create technology-based administrative services became stronger. Previously, Islamic Guidance had indeed produced several information technology-based services, namely SIMBIHAJ (Islamic Guidance and Hajj Management Information System), SINR (Reconciliation Marriage Information System) and SIKUA.

Then finally the Marriage Management Information System (SIMKAH) received serious attention from Islamic Guidance, especially in modernizing IT-based marriage registration at sub-district KUAs throughout Indonesia. In 2013, the Instructions for the Director General of Islamic Community Guidance No. DJ.II/369 of 2013 regarding the Implementation of the Marriage Management Information System (SIMKAH) in the District KUA were issued.

SIMKAH is the latest innovation from Islamic Guidance, especially in optimizing the performance of the KUA in handling marriages, both early marriages and second marriages, as well as notification of marriage wishes and the announcement of marriage wishes widely by utilizing the functions of the internet. SIMKAH also assists in registering marriages throughout Indonesia so that there is a clear graph of the level of marriage occurrence in an area and makes

it easier for the KUA to provide information to the public about marriage data via the internet online, then provide information.

LITERATURE REVIEW

System

Basically the system is a framework of interconnected procedures, which are arranged according to a comprehensive scheme to carry out an activity or the main function of the company generated by a certain process that aims to provide information to help make management decisions on company operations from day to day and provide appropriate information to parties outside the company. The definition of the system put forward by experts is as follows:

According to Azhar Susanto (2013: 22) in his book entitled Accounting Information Systems: "The system is a collection / group of sub-systems / parts / components of anything physical or non-physical that are interconnected with each other and work together harmoniously to achieve a certain goal".

According to Sutarman (2009: 5), in his book entitled Introduction to Information Technology: "A system is a collection of elements that interact with each other in a unit to carry out a process.

Information

It is known that information is very important for companies in making daily decisions. Some experts define information as follows:

According to Agus Mulyanto (2009: 12) in his book entitled Information Systems Concepts and Applications: "Information is data that is processed into a form that is more useful and more meaningful to those who receive it, while data is a source of information that describes a real event".

According to Jogiyanto (2009: 8) in his book entitled Analysis and Design of Information Systems, the definition of information is: "Data that is processed into a form that is more useful and more meaningful to the recipient".

Etymologically, information comes from the old French informacion (1387) which is taken from the Latin informationem which means "outline, concept, idea". Information can also be interpreted.

Information System

Information systems are the ways in which organizations collect, enter, and process and store data, and the ways in which they manage, control, and report information in such a way that an organization can achieve its predetermined goals. Information systems can be done manually or using computers. Both options have their own advantages and disadvantages. In terms of cost, in the short term, information systems are cheaper if organized manually, but this way will produce information that is slow and less accurate. accurate information. Conversely, by using a computer, the information system can produce faster and more accurate information, even though the initial investment (short term) is greater. Mulyadi (2016)

Regarding the understanding of the meaning of this information system, in his book Agus Mulyanto (2009: 29) in his book entitled Information Systems Concepts and Applications cites several opinions of experts, including: According to James alter, information systems are "A combination of work procedures, information, people and information technology organized to achieve goals in an organization".

According to Bodnar and Hopwood (2003:1), an information system is "A collection of hardware and software designed to transform data into useful information".

According to Gelinas, Oram and Wiggins (1990), an information system is "A man-made system that generally consists of a set of computer-based and manual components made to collect, store, and manage data and provide output information to users".

According to Turban, McLean and Wetherbe (1999), information systems are "Systems that collect, process, store, analyze, and disseminate information for specific purposes."

According to Joseph Wilkinson (2000), an information system is "A framework that coordinates resources (humans, computers) to convert inputs into outputs (information), in order to achieve company goals".

From the above definitions, it can be concluded that an information system is a system consisting of a collection of system components, namely software, hardware and brainware that process information into a useful output to achieve a certain goal in an organization.

Service quality

According to Ibrahim in Hardiyansyah (2011:40) Service quality is a dynamic condition related to products, services, people, processes and the environment where the quality assessment is determined at the time the public service is provided. The understanding of public service quality was also put forward by Yamit (2004:24) who explained that service quality is a comparison between consumer expectations and service quality performance.

Another definition of service quality is provided by Lewis and Booms (1983), in Tjiptono (2005: 121) who define service quality as a measure of how well the level of service provided meets customer expectations. Referring to this definition, Tjiptono also added that service quality can be realized through fulfilling customer needs and desires as well as accuracy in delivery to match customer expectations. Thus, service quality is influenced by two factors, namely customer expectation and customer perception of a service.

Tjiptono further explained that expectation is the level of service performance that should be obtained or expected from a service, while perception is an assessment of service performance based on what one feels from the start of the service process until the service product is received. Services are said to be of quality or satisfaction if the service can meet the needs and expectations of the community. If the public is not satisfied with a service provided, then the service is certain to be of poor quality or inefficient. Therefore, service quality is very important and always focuses on customer satisfaction.

According to Hardiyansyah (2011:42) public service organizations have the characteristics of public accountability, where every citizen has the right to evaluate the quality of the services they receive. It will be difficult to assess the quality of a service if you do not consider the role of the community as recipients of the service and the apparatus implementing the service. Meanwhile, the basis for assessing service quality is always changing and different. What is considered a service is always changing and different. What is considered a quality service is not impossible to consider as something that is not quality at another time, therefore, agreement on quality is very difficult to achieve.

Collier (1987) in Zulian Yamit (2004:22) emphasizes that the quality of service depends on the customer's words and the level of service quality. Collier further explained that the best service to customers and quality levels can be achieved consistently improve services and provide specific improvements to service performance standards.

Marriage Management Information System (SIMKAH)

The Ministry of Religion carries out state duties which are not easy. All areas require good handling. The quality aspect of public handling necessitates the need for good institutional management, facilities and infrastructure as well as human resources. Marriage registration and reconciliation for Muslims as one of the areas handled by the Ministry of Religion through the District Religious Affairs Office (KUA) is also inseparable from the need for good management. Marriage and reconciliation events recorded at the KUA must meet the criteria of being legally

Sharia, accurate and permanent. For this reason, accuracy is required from initial registration, checking data, implementing the marriage contract and recording it to archiving data in accordance with the Standard Operational Procedure (SOP) set by the Ministry of Religion.

From the idea of excellent service in the field of marriage registration and reconciliation, various innovations emerged so that the service process could run more effectively and efficiently. One of these innovations is by creating an information technology-based information system in the field of marriage and reconciliation services, namely in the form of a Marriage Management Information System application or abbreviated as SIMKAH. This is in line with the demands of society in this era of globalization, which expects easy access to cheap, fast and accurate information through information technology.

The Web-based Marriage Administration Information System (Simkah Web) is a development of Simkah which has been around since 2007. The Ministry of Religion launched the Website-based Marriage Management Information System (Simkah Web) on November 8 2018 by the Minister of Religion Lukman Hakim Saifudin. .This application is a development of the first generation desktop-based simkah application. This launch is a follow-up to the memorandum of understanding between the Minister of Religion and the Minister of Home Affairs Number: 470/5711/SJ and Number 20 of 2015 concerning Cooperation in the Use of Population Identification Numbers, Population Data and Electronic KTPs within the scope of the Ministry of Religion.

This application is also easy to understand so it does not require continuous technical guidance. In essence, this application will facilitate services for the community and modernize data presentation.

METHODS

Many methods are used in a study, but because this research uses skinative data, this research will use 2 (two) methods that are considered appropriate, namely as follows:
1. Library Research
   Library Studies are conducted to obtain data or information in the form of records, documents or related to the research being carried out.
2. Field Research
   Field Study is research conducted directly in the field.

Data Analysis Technique

According to Sugiyono (2016: 247) there are several data analysis techniques in qualitative research, namely:

Data Reduction

Data reduction is defined as the process of selecting, focusing on simplifying, abstracting, and transforming data that emerges from written field notes.

Data Presentation

Presentation as a set of organized information that gives the possibility of drawing conclusions and taking action. By looking at the presentations, it can be understood what is happening and what to do, it is better to analyze or take action, based on the understanding gained from these presentations.

Drawing Conclusions (Verification)

The third most important analysis activity is drawing conclusions (verification). Conclusions are also verified throughout the research. Verification may be as brief as a thought that passes

through the analyzer's mind as he writes, a review of the field notes, or it may be as thorough and labor-intensive as a thorough review of the field notes.

so thorough and labor-intensive as revisiting and brainstorming among peers to develop "intersubjective agreement", or extensive efforts to place a copy of a finding within another set of data. At this stage the researcher assesses the conclusions that have been drawn with certain theoretical comparison data. This test is intended to see the truth of the analysis results that give birth to reliable conclusions.

RESULTS AND DISCUSSION

Implementation Of The Nikah Management Information System (Simkah) At The Kua Muara Enim District

The discussion of research findings on the Implementation of the Nikah Management Information System at the Muara Enim District Religious Affairs Office will be presented based on the results of interviews, documentation and observations conducted formally and informally. Interviews, observations and documentation review were conducted directly by researchers. The discussion of research findings is as follows:

What is SIMKAH

At this first point we discuss the extent to which the interviewees know and understand what SIMKAH is. Based on the results of interviews with the Head of the KUA Muara Enim District, he said "SIMKAH (Nikah Management Information System) is a program run by the Office of Religious Affairs, SIMKAH aims to organize an orderly and orderly marriage registration service. Therefore, the launch of SIMKAH is expected to make it easier for the Ministry of Religious Affairs, prospective brides, and the wider community".

SIMKAH is a form of government effort in providing convenience to the Religious Affairs Office in carrying out its main duties and functions. SIMKAH also has an important role in terms of organizing marriage registration at the KUA, because the system is the same as the Population Administration Information System (SIAK) in the Population and Civil Registry Office (DUKCAPIL). The community can access their marriage information, in addition to facilitating the management of marriage administration and management. We have been using SIMKAH Web since the enactment of a regulation that requires the use of SIMKAH Web for all Religious Affairs Offices in Indonesia.

Next, an interview was conducted with the SIMKAH operator, "The Marriage Management Information System (SIMKAH) is a marriage service management application that functions to assist online-based marriage registration services." SIMKAH has good aims and benefits to assist the Office of Religious Affairs in managing marriage registration management. In line with what the operator said, the headman said that "SIMKAH is a new method for the marriage registration process, which is expected to make things easier for all parties concerned." Previously, the SIMKAH used was Desktop SIMKAH, marriage registration was done manually, so that the database of prospective brides and grooms would be outdated and difficult to access when it was old. Currently, after using SIMKAH

The Web-based catin database will be stored properly and can still be accessed even though marriage registration has been around for a long time, especially when people find it difficult to extract marriage certificates because they are damaged or lost, it will be easier for the Office of Religious Affairs to reissue them (replacing them with duplicates). marriage certificate excerpt).

According to the Penghulu/Marriage Registrar, SIMKAH is a Web-based marriage management and administration information system used by the Office of Religious Affairs. SIMKAH can also be accessed by the public to get information about what they want to look for. For us priests, of course the SIMKAH application is very helpful, from the marriage registration

process to the marriage registration process. In the past, when we wanted to see the marriage registration schedule that would be carried out, we had to ask the administration department first, but now we can see/access it via our respective cellphones or laptops, even if we are not in the office.

Then based on interviews with prospective brides and grooms who stated that "SIMKAH is a website for registering marriages, I don't understand the rest." I had opened the website, but because it was difficult to log in and seemed complicated, the candidate and I decided to register directly with the Religious Affairs Office. At KUA we submit an application to register the marriage. After getting an explanation from the KUA staff, that the marriage plan based on the day and date we wanted could be implemented, so we submitted the requirements they requested. We also did not ask the KUA about the SIMKAH application. According to other prospective brides and grooms, SIMKAH is an application at the Religious Affairs Office for registering marriages. Through this application we can register for marriage via the website. We registered our wedding date via the SIMKAH application, because we both work outside the area, and our residence identities are no longer registered in Muara Enim District, so we handled all the marriage documents from our respective residences. However, because we were going to hold a wedding in Muara Enim Regency, specifically in Muara Enim District, we tried to access our wedding registration via the SIMKAH application, and thank God, we were able to log in so that the planned wedding date we wanted was available.

Furthermore, there were statements from the general public who expressed ignorance about what SIMKAH was, "Well, I don't know what SIMKAH is (I don't know what SIMKAH is)". What we know is that when a child is about to get married, we immediately come to the Religious Affairs Office to ask about the marriage requirements, and when the requirements are met, we submit the documents to the KUA. There were also those who answered "SIMKAH is the same as the Marriage System". We don't understand what SIMKAH is, what we know is that when we register for marriage at the Religious Affairs Office, we can be served well and plan Our child's wedding can be held according to what we want.

Based on the results of the interview above, it can be concluded that SIMKAH is a marriage service management program run by the Religious Affairs Office to provide orderly and orderly online-based marriage registration services, and the use of SIMKAH Web has been implemented by the Muara Enim District Religious Affairs Office.

Basis for Using SIMKAH

This point discusses what is the basis for using SIMKAH. The Head of the KUA of Muara Enim District said that "The basis for using SIMKAH is stated in Article 24 paragraph 1 of PMA Number 20 of 2019 which requires the administration of marriage registration using SIMKAH Web".

Then the SIMKAH Operator and Penghulu said the same thing as the Head of the KUA, namely "the application of SIMKAH for the District Religious Affairs Office is based on PMA Number 20 of 2019 concerning Marriage Registration". Of course this is mandatory for every KUA. The interviews conducted with prospective brides obtained the results "It seems that SIMKAH is used based on the direction of the President or Minister". Meanwhile, the general public answered "I

I don't know, what is certain is that it is a government program. Amun nak iluk lajukelah (Well, I don't know either, what is certain is that it is a government program. If it is for the good, please go ahead)".

Based on the results of the interview above, it can be concluded that the basis for using SIMKAH is Minister of Religion Regulation Number 20 of 2019 concerning Marriage Registration, which is stated in Chapter VII Article 24 paragraph 1 which reads "Administration of Marriage Registration using the Web-based SIMKAH application".

Implementation of SIMKAH

This point discusses how to apply and use the SIMKAH method. The Head of the Muara Enim District KUA said, "This SIMKAH makes it easier for both registrar officers, prospective brides and grooms in the marriage application process, as well as the general public in searching for information. All of these things can be done simply by accessing SIMKAH at https://simkah4.kemenag.go.id/".

The SIMKAH operator stated "Before online SIMKAH existed, we needed to input data into the computer from the marriage candidate's files. We will retype what has been written on the marriage candidate form into the computer, which is very inefficient. "In contrast to online SIMKAH, we only need to open SIMKAH and process the incoming data."

An interview with the officiant obtained the result "Previously we got information about the wedding schedule through the administration department. But now, just by looking at your cellphone, you can find out this information."Prospective brides and the general public said the same thing, "With the web-based SIMKAH, prospective brides and grooms can register themselves online from anywhere."

Based on the results of the interview above, it can be concluded that in its application SIMKAH can be accessed via the website or even just using a cellphone. All services can be carried out online, then the data obtained is in digital form.

Supporting And Inhibiting Factors
Excellence

Based on an interview with the Head of KUA Muara Enim District, he said "The main advantage of SIMKAH is data integration. SIMKAH is integrated with several nationally connected ministries, such as the Population Administration Information System (SIAK) from the Ministry of Home Affairs, the Online PNBP Information System (SIMPONI) from the Ministry of Finance, and the Case Tracking Information System (SIPP) from the Supreme Court. So data

"What the prospective bride and groom input into SIMKAH can be used optimally."

Then the SIMKAH operator conveyed the advantages of SIMKAH in relation to administration: "When printing a marriage book, a bar code or QR code will automatically appear which is connected directly to SIMKAH. The bar code is a security feature embedded in SIMKAH so that marriage books are not easily faked by irresponsible parties. The bar code ensures that the data contained in the marriage book and also the data resulting from the QR code scan are synchronous data, so that the marriage book can be recognized as authentic. So, if a family or married couple can travel without bringing a marriage certificate, just a marriage card is enough."

The next resource person was the headman who said that "SIMKAH has a NIK validation tool, this makes it very easy for SIMKAH operators when checking the prospective bride and groom's data. When synchronized data appears after the NIK validation is carried out, then the prospective bride and groom's data is guaranteed to have no problems, as for if NIK validation data is not in sync, so the prospective bride and groom must correct the data with Dukcapil. "Apart from that, with online marriage registration, the prospective bride and groom can choose the wedding schedule according to their wishes."

Furthermore, the information we received from the prospective bride and groom was as follows: "SIMKAH online has an appearance and features that are easy to use. The process carried out in marriage registration is fairly fast, if the necessary requirements are complete it doesn't take a long time to input the data. "Apart from that, prospective brides and grooms can register their marriage anywhere and at any time as long as they are connected to the internet."

The information we received from the general public is as follows: "If you can register online from Mano Bae, you definitely don't need to pay money to go to KUA (if you can register online from anywhere, you definitely don't need to pay money to go to KUA) ."

Based on the results of the interview above, it can be concluded that SIMKAH's advantages are that it is integrated with several ministries, has a NIK validation device, the data produced in digital form has a bar code or QR code so it is not easily faked, and has a display and features that are easy to use.

Weakness

Even though SIMKAH displays many advantages, it still cannot avoid shortcomings. Based on an interview with the Head of KUA Muara Enim District, the biggest weakness of SIMKAH is "Its use is very dependent on the internet network, online SIMKAH will feel its shortcomings when

The internet network experiences problems, when this happens the input of the prospective bride and groom's data will be hampered. "Apart from that, the large number of people accessing SIMKAH will also cause a problem, namely SIMKAH not being connected to the central server because the server is full."

Furthermore, the SIMKAH operator stated "The disadvantage of SIMKAH is the limited NIK validation quota so that when the prospective bride and groom's data is processed for validation, they have to wait until a day later. This of course reduces the comfort of service users."

Then the headman conveyed the same thing as the Head of KUA Muara Enim District that "SIMKAH online often experiences problems because the server is full. "So SIMKAH Web is very difficult to access." Apart from that, if the server is being maintained by the Center, then all activities using the SIMKAH application cannot be carried out, so that the marriage registration or input process cannot be carried out until notified that the SIMKAH Application can be accessed again.

The prospective bride and groom also said that "sometimes SIMKAH is difficult to access." We don't know whether there are network problems or whether this application is really difficult to access. Meanwhile, the general public said that SIMKAH has the following obstacles: "There are still quite a lot of internal areas "Muara Enim District is experiencing difficulties with internet access, apart from that, the Ministry of Religion feels that it is not aggressive enough in promoting the Marriage Management Information System (SIMKAH)."

Based on the results of the interview above, it can be concluded that the weakness of SIMKAH is that its use is very dependent on the internet network, it often experiences problems due to full servers, limited NIK validation quotas, as well as many Muara Enim areas experiencing difficulty accessing the internet and lack of intensive promotion of SIMKAH itself.

Service quality

In an effort to improve the quality of service, look at the instructions 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 KUA which was issued in 2013 which instructed the heads of provincial offices of the Ministry of Religion throughout Indonesia, in the first part ordered to implement the SIMKAH application in every marriage and reconciliation service at the District KUA. Furthermore, Minister of Religion Regulation Number 20 of 2019 concerning Marriage Registration was added as a reference for the continuity of SIMKAH Web marriage registration services.

Based on an interview with the Head of the Muara Enim District KUA regarding the quality of the service "Marriage registration

It is not intended to limit or make it difficult for citizens to get married, but on the contrary, it is to ensure and protect citizens' rights to build a household. "So it can be said that SIMKAH is a form of optimizing the quality of service from the Ministry of Religion to the community."

Interviews with SIMKAH operators obtained the results "The online system used by SIMKAH also makes it easier for us to serve the community. "With accurate data produced by SIMKAH, we as service providers can also provide fast, precise and accurate services."

An interview with the celebrant obtained the result "With the online SIMKAH, prospective brides and grooms can register themselves online with a default registration deadline of 10 working days before the marriage ceremony takes place. "This short time period shows the Ministry of Religion's commitment to convincing the public that with online service methods, we can still provide optimal service."

Interviews with prospective brides and grooms resulted in "I feel satisfied with the service provided through online SIMKAH, even though there are no obstacles experienced through online media. In fact, I can just register my marriage from home."

Interviews with the general public obtained the results "In this 4.0 revolution era, changes need to be made towards digitalization. Even though I have never used SIMKAH online, I have used other government agency website services or applications. "I feel that online services are quite satisfying compared to face-to-face services, especially in previous years when we experienced a pandemic."

CONCLUSION

1. The quality of services provided through the implementation of SIMKAH online has improved, this can be seen from the results of interviews with resource persons related to the application and methods of using SIMKAH and the advantages offered by SIMKAH through the use of digital media. The advantages of SIMKAH were clarified through interviews delivered by the interviewees, including: (1) The marriage registration process can be done from anywhere and at any time, there is no need to come to the KUA. (2) SIMKAH is integrated with several related ministries. (3) The use of barcodes makes it easier to check the authenticity of documents.
2. The inhibiting factors in implementing SIMKAH online include:
   a. Its use is highly dependent on the internet network. When the internet network is disrupted, the input of data for prospective brides will be hampered.
   b. Often experiencing trouble due to so much access to the SIMKAH server.
   c. Limited NIK validation quota, so that prospective brides and grooms have to wait up to one day later.
   d. There are still some areas of Muara Enim that still have difficulty accessing the internet.
   e. Lack of promotion of SIMKAH.

SUGGESTION

In order to improve the Quality of Service through the application of the online Nikah Management Information System (SIMKAH) and overcome the existing obstacles, the authors provide the following suggestions:

To improve Service Quality through the application of the online Nikah Management Information System (SIMKAH) and overcome the obstacles mentioned earlier, the Muara Enim District Religious Affairs Office must conduct special training related to the management of this application, this is also beneficial in the long run if the Ministry of Religion or KUA launches another application to improve services and performance. Furthermore, there needs to be aggressive promotion from the KUA Muara Enim District and the Ministry of Religion so that all people of Muara Enim Regency know that there is now a service application that can facilitate service users in the marriage registration process. Apart from that, the KUA of Muara Enim Sub-district must also coordinate intensely with the. The Ministry of Religious Affairs of Muara Enim Regency and the Indonesian Ministry of Religion to improve the effectiveness of the online Nikah Management Information System (SIMKAH).

Then we need to understand that acceleration in managing data is something very important, because the acceleration of an operator who in this case is engaged in the service sector will be indispensable, especially in dealing with technical problems in the field that can hinder service, based on information from sources that inhibiting factors can be overcome by working fast, meaning that do not delay the process of complete data when inhibiting factors have not occurred, prioritize those whose contract dates are in the near future and prioritize those whose requirement files are not problematic in order to guarantee the rights of the community in getting service.

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