

The Effectiveness of the Marriage Management Information System (SIMKAH) in Improving the Quality of Marriage Administration Services at the Office of Religious Affairs (KUA) of Candi Sub-District

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ABSTRACT

Objective: This study aims to evaluate the effectiveness of the implementation of the Marriage Management Information System (SIMKAH) in improving the quality of marriage administrative services at the Office of Religious Affairs (KUA) in Candi District. **Method:** A descriptive qualitative approach was employed, utilizing data collection techniques such as in-depth interviews, direct observation, and document analysis, and data were analyzed using the interactive model of Miles and Huberman, with triangulation applied to ensure data validity. **Result:** The findings reveal that SIMKAH enhances service responsiveness by improving time efficiency and digital access, reinforces transparency through the disclosure of costs and procedures, and strengthens internal accountability via auditable digital records, however, the implementation still faces several challenges, including limited infrastructure, low digital literacy among the community, and suboptimal functionality of interactive features such as data revision and complaint tracking. **Novelty:** These findings suggest that SIMKAH holds significant potential as a form of digital transformation in public services, nevertheless, further development is needed to ensure greater inclusiveness and public participation, and this study contributes to the formulation of digital policy improvements in marriage service administration, particularly at the sub-district level.

INTRODUCTION

Public services serve as a key indicator in assessing the quality of governance in the modern era. Today, governmental success is no longer solely measured by the availability of physical infrastructure or the size of budget allocations, but more importantly, by how well the government delivers services that directly impact the lives of its citizens [1]. In this regard, digitalization has become a strategic approach to realize public services that are responsive, efficient, transparent, and inclusive [2]. One of the public service sectors that has undergone significant transformation due to digitalization is marriage administration services managed by the Office of Religious Affairs (KUA) [3].

Marriage registration is not merely an administrative formality, but a legal process with significant implications for an individual's civil status, inheritance rights, legal protection of children, and integration into the national civil registration system [4]. Therefore, the entire process must be carried out through an accountable, transparent, and regulation-based bureaucratic system. Normatively, the legal basis for marriage registration is stipulated in Law No. 1 of 1974 on Marriage [5], further elaborated in Regulation of the Minister of Religious Affairs (PMA) No. 20 of 2019 on Marriage Registration, and strengthened by PMA No. 30 of 2024, which mandates the use of the latest version of the SIMKAH application in all stages of marriage administration [6]. In the context of digital transformation, Presidential Regulation No. 95 of 2018 on Electronic-Based Government Systems (SPBE) provides the legal foundation for the integration of digital systems in public services, including religious-based services [7].

The digital transformation of marriage registration systems has undergone a long developmental journey. In 2005, the Ministry of Religious Affairs introduced Marriage and Reconciliation Information System (SINR) as the initial digitalization initiative, albeit with limited local implementation [8]. In 2018, the ministry launched SIMKAH Generation 3 (Gen3) with a more centralized system, which was later upgraded in 2022 to SIMKAH Generation 4 (Gen4) – a web-based application that is nationally integrated through the official website <https://simkah4.kemenag.go.id> [9].

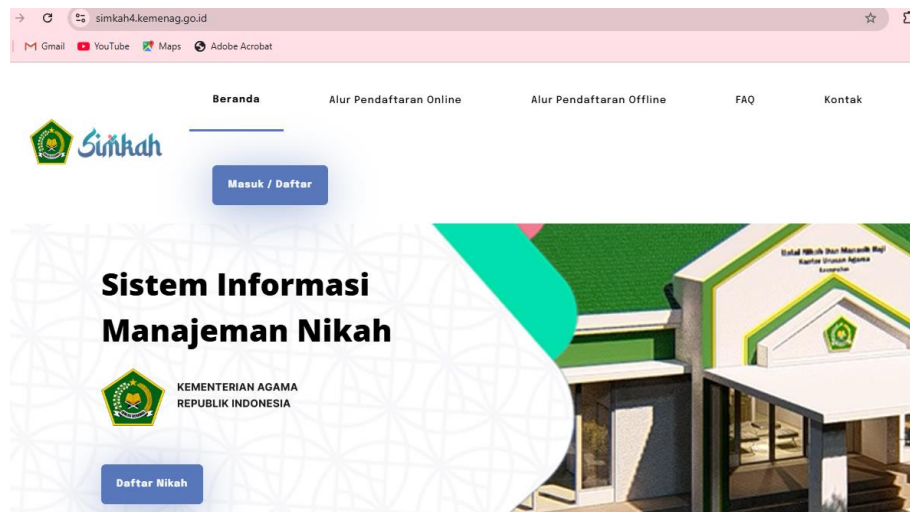


Figure 1. The SIMKAH Website Accessed by Service Users (Public).
Source : <https://simkah4.kemenag.go.id/>

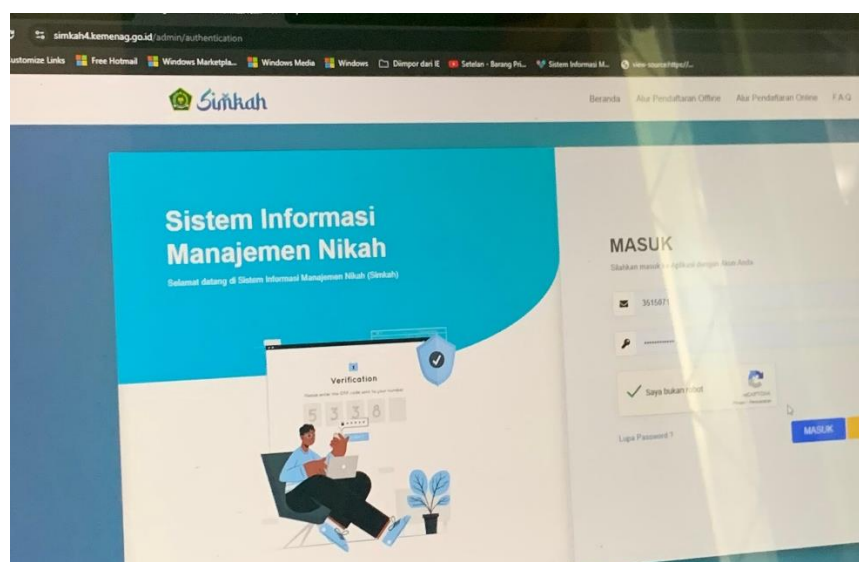


Figure 2. User Interface of the SIMKAH Website Accessed by KUA Candi Sub-District Staff.

Source: Images obtained from key informants and processed by the researcher for the purpose of this study.

The Marriage Management Information System (SIMKAH) functions as the primary digital platform for marriage registration, managed by the Directorate General

of Islamic Community Guidance under the Ministry of Religious Affairs. This system enables the public to register their marriage online, upload required documents, monitor the status of their applications, and access official information regarding fees, requirements, and schedule of document verification. Furthermore, SIMKAH is integrated with the Civil Registration and Vital Statistics (Dukcapil) system, which minimizes the risk of data duplication and enhances the administrative validity of prospective spouses [10].

Table 1. Presents an overview of marriage administration services through SIMKAH at the Office of Religious Affairs (KUA) in Candi District during 2024.

No	Total Villages	Total Applicants	Average Registration Lead Time	Verification Duration	Number of KUA for SIMKAH Staff
1.	24 Villages	±1,100 applicants	±30 days before ceremony	2-3 weeks	5 staff members

Source : Processed from administrative data of the Office of Religious Affairs (KUA) Candi District, 2024

As seen in the data above, Candi Subdistrict, comprising 24 villages, recorded approximately 1,100 marriage registration applicants in 2024. Despite this high demand, the Office of Religious Affairs (KUA) in Candi is staffed by only five personnel responsible for operating the SIMKAH system. This imbalance between service demand and staffing capacity has created significant operational challenges. The average applicant begins the registration process about 30 days before the scheduled ceremony, with a document verification period lasting two to three weeks.

Despite these efforts, KUA Candi continues to face several challenges in operating SIMKAH effectively. One of the main issues is the limited number of personnel, which results in non-ideal task distribution, including the involvement of penghulu in non-substantive matters. In addition, technical issues remain a concern, such as frequent server disruptions, data input errors that cannot be directly corrected by users, and inadequate features for editing sensitive information like wedding dates. These types of errors must be manually corrected by KUA officers within a maximum period of two weeks. If not addressed within this timeframe, the data becomes non-editable due to the absence of a supporting application for online correction or public announcement. Moreover, users are often unaware of these system limitations and tend to hold KUA staff accountable for issues that are in fact systemic or technical in nature.

This study employs the theory of public service effectiveness proposed by Denhardt & Denhardt, which emphasizes that the effectiveness of public services can be assessed through three key dimensions: responsiveness, transparency, and accountability [11]. Responsiveness refers to the extent to which services are able to meet the needs of the public [12]. Transparency relates to the openness of information and the accessibility of services to all citizens [13]. Meanwhile, accountability focuses on the degree to which service providers are responsible for the outcomes of their services [14]. In the context of SIMKAH, transparency and accountability are critical aspects that support the system's

effectiveness in ensuring that marriage registration is conducted in accordance with established procedures and is accessible to relevant stakeholders [15].

Based on this theoretical framework, the present study aims to evaluate the effectiveness of SIMKAH at the Office of Religious Affairs (KUA) in Candi District by analyzing the extent to which the system has achieved its intended objectives, the quality of coordination among stakeholders in its implementation, and the system's adaptability to field-level challenges [16]. This evaluation is expected to provide a comprehensive overview of SIMKAH as a digital-based marriage administration service and offer recommendations for enhancing service quality in the future. Referring to Law No. 23 of 2014 on Regional Government, local governments are also expected to play an active role in supporting the digitalization of marriage administrative services by ensuring the existence of supportive regulations and adequate budget allocation for technological infrastructure.

This research further seeks to identify factors that hinder the effectiveness of SIMKAH, including technical constraints, human resource limitations, and the public's understanding of the system. By examining these inhibiting factors, more effective strategies can be formulated to improve SIMKAH utilization—such as enhanced outreach and socialization, operator training, and strengthening information technology infrastructure [17]. Therefore, the findings of this study are expected to contribute meaningfully to the development of digital marriage administration policy at the sub-district level, particularly in the KUA of Candi District.

Previous studies have shown that the digitalization of public services can improve efficiency and transparency across various government administrative domains. Research conducted by Yunita & Prasetyo revealed that the implementation of SIMKAH reduced manual workloads and improved the accuracy of marriage records [18]. Meanwhile, Hidayat emphasized the importance of integrating SIMKAH with the national population database to avoid data duplication [19]. However, there remains a research gap in evaluating the effectiveness of SIMKAH at the sub-district level, particularly regarding implementation barriers and improvement strategies [20]. This study, therefore, seeks to address this gap by evaluating how SIMKAH contributes to improving the quality of marriage administration services at the sub-district level, with a specific focus on the KUA in Candi District.

In conclusion, the implementation of SIMKAH is expected not only to enhance the efficiency of marriage administration services but also to generate broader benefits by strengthening transparency, accountability, and legal certainty for the public. Continuous innovation and system improvement by the government and relevant stakeholders are essential to ensure that marriage administration services become increasingly optimal and accessible to all segments of society [21].

RESEARCH METHOD

This study adopts a qualitative approach with a descriptive method, aiming to provide an in-depth understanding of the effectiveness of SIMKAH implementation in marriage administration services at the Office of Religious Affairs (KUA) in Candi District. The primary focus of this research is to evaluate effectiveness based on the three

indicators proposed by Denhardt & Denhardt: responsiveness, transparency, and accountability.

Primary data were collected through in-depth interviews with key informants, including SIMKAH system officers/operators at the local KUA, community leaders, and prospective brides and grooms who have utilized the SIMKAH service. In addition, participant observation was conducted to examine the marriage registration process and the practical use of SIMKAH at KUA Candi.

Secondary data were gathered through document analysis, including relevant regulations such as Presidential Regulation No. 95 of 2018, Government Regulation No. 40 of 2019, and Minister of Home Affairs Regulation No. 72 of 2022, as well as official KUA reports, academic articles, and related scientific journals.

The data analysis technique followed the interactive model of Miles and Huberman, which consists of three stages: (1) data reduction, (2) data display, and (3) conclusion drawing/verification. The validity of the data was strengthened through triangulation of sources and methods, ensuring the reliability and credibility of the findings [22].

This study is expected to provide a comprehensive insight into the effectiveness of SIMKAH as a form of digital transformation in public service delivery and to offer meaningful contributions to the improvement of digital-based marriage administration at the sub-district level.

RESULTS AND DISCUSSION

This study was conducted to evaluate the effectiveness of the implementation of the Marriage Management Information System (SIMKAH) at the Office of Religious Affairs (KUA) in Candi District, Sidoarjo Regency, as a form of digital transformation in marriage administrative services. The evaluation is based on the theory of public service effectiveness by Denhardt & Denhardt (2003), which emphasizes that effective public service must be (a) Responsive, (b) Transparent, and (c) Accountable :

A. Responsiveness

Responsiveness in public services refers to the system's ability to respond quickly and accurately to users' needs in a direct and contextual manner. It encompasses not only the speed of service delivery but also system flexibility and ease of access [11].

At KUA Candi District, the implementation of SIMKAH Gen4 has significantly enhanced service efficiency compared to the previous manual methods. Prior to SIMKAH, the marriage registration process could take 90 days to 4 months, depending on queue length, document completeness, and the verification process (rafak). After the implementation of SIMKAH, the registration process is drastically shortened to about 5 to 10 minutes, with applicants able to upload documents and select wedding dates and venues digitally.

According to a bride-to-be, Cindy Audhila, who registered on July 22, 2025, *"I filled in the data and uploaded the documents using my phone. I also selected the wedding date directly. The whole process was completed in less than 10 minutes."* (Interview, July 25, 2025).

This indicates that the service process has become more practical and flexible. In the SIMKAH system, applicants' data is directly verified through the Civil Registry

(Dukcapil) web service, allowing automatic identity validation using the national ID number (NIK). After registration, the verification process usually occurs 2 to 3 weeks later, depending on the queue. Marriage books and cards can now be printed or downloaded digitally. In practice, marriage book printing may take longer than issuing educational certificates due to the central digitalization and validation process.

These findings align with Gracenia and Darmi's (2022) study titled "Analysis of SIMKAH Web Usage at KUA Pino Raya Subdistrict," which found that SIMKAH Web significantly improves speed, ease, and quality of marriage services. The system facilitates quick and accurate data processing, and users, especially operators, report high satisfaction due to the faster, better, and more cost-effective service, in line with e-government principles [23].

The fundamental finding from this study confirms that SIMKAH has significantly improved responsiveness at KUA Candi District by accelerating and simplifying marriage administration procedures. The system has transformed a previously lengthy bureaucratic process into a streamlined, digital, and user-oriented service. Data integration with Dukcapil is a key factor in speeding up the process, eliminating the need for manual validation. Moreover, the ability of users to access services independently via personal devices reflects a digital transformation that aligns with the concept of self-service government.

However, this study also reveals that SIMKAH's responsiveness still faces structural and social challenges. Unequal internet infrastructure and low digital literacy in rural communities result in service disparities, ultimately affecting the fairness of the system's responsiveness. Furthermore, total reliance on the digital system without a backup mechanism for technical failures poses sustainability issues. Thus, although technically responsive and efficient, SIMKAH still requires improvement through inclusive and adaptive approaches tailored to local conditions.

B. Transparency

Transparency refers to the openness of public service systems in terms of procedures, costs, status updates, and the accessibility of information anytime and anywhere [24].

The implementation of SIMKAH Gen4 has contributed to increased procedural transparency. Applicants can create personal accounts and access the system online using their passwords. Through their accounts, couples can monitor document status, including verification schedules, ceremony dates, and marriage book printing. However, this data is accessible only to the respective applicants and not to the general public or their families without individual logins.

Service fees are also clearly displayed. Marriage registration at the KUA office is free of charge, while off-site registrations (e.g., at home) incur an official fee of IDR 600,000. This transparency helps prevent illegal levies and boosts public trust in KUA services.

Nonetheless, the transparency offered by the system is still one-directional. For instance, the number of marriage applicants is only available to staff as a monthly recap, with no public dashboard for broader access. Information such as verification queues, estimated waiting times, or document revision history is not openly available.

Problems also arise when applicants input incorrect data. Devit Kurniawan shared, *"I entered the wrong wedding date, but the system wouldn't let me change it. I had to go to the KUA and fill out a manual form. The deadline is just two weeks after registration. After that, you have to go to the KUA office and ask the staff to revise the data."* (Interview, July 25, 2025).

The correction deadline is only announced offline and is not included in the system. There are no features for tracking data revisions, automatic reporting, or digital notification alerts. This indicates that SIMKAH offers administrative transparency but lacks participatory or interactive transparency.

A study by Nadia Kantue titled "SIMKAH Management in Enhancing the Effectiveness and Transparency of Marriage Administration at KUA Bitung City" showed that SIMKAH can improve marriage administration transparency through secure data storage and easier access for registered users. However, technical issues such as network instability remain [25].

The key finding from this study indicates that transparency in marriage administration through SIMKAH Gen4 has significantly improved, particularly in terms of procedural openness to applicants. Personal account access and online status tracking reflect a shift toward more accountable and traceable public services.

Nevertheless, the study also highlights that transparency remains limited and non-inclusive. Available information is accessible only on an individual basis, with no public channels or open dashboards for community-wide service monitoring. Additionally, interactive features such as data error reporting, online revision requests, or digital notifications are lacking. Manual correction processes reveal gaps in the system's openness regarding the data correction workflow.

Furthermore, the absence of digital information on verification queues, service time estimates, or system update announcements hinders users' access to real-time information. This suggests that while SIMKAH has adopted administrative transparency, it does not fully support participatory transparency, which would promote public involvement and oversight. Thus, SIMKAH's transparency remains technocratic and needs further development to meet public expectations for comprehensive, user-oriented information disclosure.

C. Accountability

Accountability in public services refers to the responsibility of service systems for their outcomes and the presence of traceable processes that can be verified by the public [26]. In SIMKAH, all service activities are logged, including applicant names, registration times, verification schedules, and the printing of marriage documents.

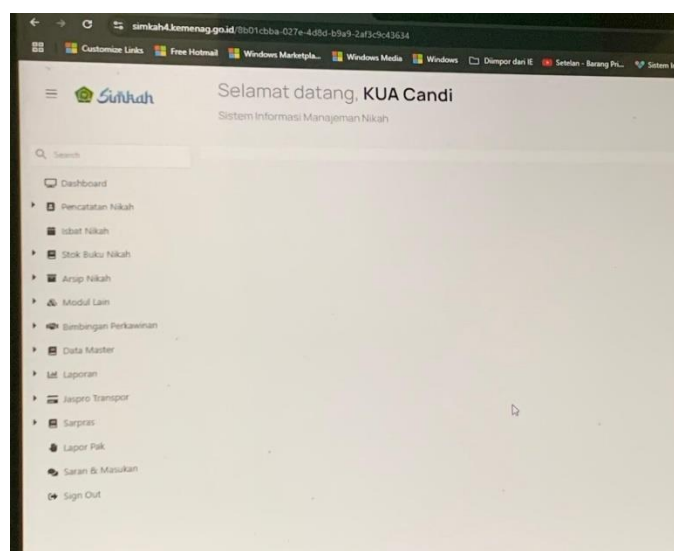


Figure 3. SIMKAH Dashboard Interface Accessed by the Staff of the Office of Religious Affairs (KUA) in Candi District.

With this system, audits become easier, and data security improves compared to manual methods. For example, if complaints arise, officers can trace applicant activities via the system. However, while internal system accountability functions well, public-facing (horizontal) accountability remains limited.

Mohammad Faisol, a marriage registrar at KUA Candi, stated, *"If there's a complaint, we can check the system logs. But we're only five staff members, so sometimes I help with document verification, even though my main job is officiating weddings."* (Interview, July 25, 2025).

Muhammad Khusaeri, S.Ag., M.Pd.I, Head of KUA Candi, explained that SIMKAH still heavily relies on limited human resources. *"Pak Muhari handles marriage book printing, Pak Ihwan, S.H.I., takes care of document verification. We're only five people serving the entire district. We plan to propose more staff next year."* (Interview, July 25, 2025).

Additionally, technical issues such as server errors can cause prolonged service delays since the system is centralized and lacks manual backup options. Staff also lack access to revise data directly through SIMKAH. Corrections must be made offline within two weeks of registration. Complaint handling remains passive via the "Lapor Pak" feature and is not integrated into a public monitoring system that assesses service quality.

There is no public performance dashboard displaying key indicators such as applicant numbers, service duration, success rates, or user satisfaction. Thus, accountability within SIMKAH leans heavily on vertical mechanisms to the central bureaucracy, while horizontal accountability to the public remains underdeveloped.

Similar issues were noted in Putri Nazri Sukma's study titled *"The Use of SIMKAH in Improving Public Services at KUA Sukakarya, Sabang City,"* which found that while SIMKAH enhances internal accountability through service log records that facilitate auditing, horizontal accountability remains constrained due to limited real-time public access and the absence of transparent service performance dashboards.

The fundamental finding of this study confirms that SIMKAH has succeeded in reinforcing vertical accountability through comprehensive, organized, and auditable digital records. Every administrative process, from registration to document issuance, is recorded in system logs, enabling traceability and supporting internal oversight in line with digital public service management principles.

However, horizontal accountability direct responsibility to the public remains minimal. The lack of public-accessible performance dashboards, limited complaint channels, and restricted data correction capabilities indicate that the system has not fully addressed user rights and needs. The limited human resources also lead to an imbalanced workload, affecting service quality and timely issue resolution.

Service delays caused by technical problems, such as server outages, are not mitigated by fail-safe mechanisms or manual backups, revealing weaknesses in service continuity. The existing complaint feature, "Lapor Pak," is not integrated in real-time with SIMKAH and does not provide evaluative reports or regular feedback.

In conclusion, while SIMKAH has advanced internal accountability, this study emphasizes that public accountability remains suboptimal. Future efforts should focus on improving data transparency, accessible feedback systems, and greater public involvement in monitoring and evaluating service quality.

CONCLUSION

Fundamental Finding : This study confirms that the implementation of the Marriage Management Information System (SIMKAH) at the Office of Religious Affairs (KUA) in Candi Subdistrict has fundamentally enhanced the effectiveness of marriage administration services across three core dimensions: responsiveness, transparency, and accountability, where responsiveness is seen through accelerated service delivery and digital access, transparency is reflected in procedural openness and fee disclosure, and accountability is strengthened through traceable reporting and documentation mechanisms that make processes more auditable and reliable. **Implication :** These findings illustrate that SIMKAH serves as a concrete example of digital transformation within religious public services and imply that digitally-based systems can be used as strategic models for advancing bureaucratic reform, enhancing efficiency, accuracy, and service integrity, while policy development should consider the integration of interactive features, online complaints, and performance dashboards to strengthen public trust and accountability. **Limitation :** Despite these contributions, the study is limited by its focus on a single location which restricts generalizability, the use of a qualitative approach that does not allow for quantitative performance measurements, and the lack of exploration of cross-sectoral involvement from institutions such as Dukcapil and Kominfo. **Future Research :** Future studies are recommended to expand to both urban and rural contexts for comparative analysis, employ quantitative methods to assess satisfaction indices, cost-effectiveness, and system performance, and develop strategies for integrating complaint systems, linking with population databases, and exploring big data applications through interdisciplinary approaches combining public administration, information technology, and legal studies to strengthen digital transformation policies in marriage services in Indonesia.

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