



Effectiveness of the Online Marriage Management Information System (SIMKAH) at the Religious Affairs Office (KUA) in Sukorambi District, Jember Regency

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Abstract: The digitalization of public services has prompted the Office of Religious Affairs (KUA) to implement the online-based Marriage Management Information System (SIMKAH) to enhance the quality of marriage registration administration. This study aims to analyze the effectiveness of SIMKAH implementation at the KUA in Sukorambi District, Jember Regency, by examining multiple dimensions of service effectiveness including productivity, quality, efficiency, flexibility, and user satisfaction. Employing a qualitative descriptive approach, this research involved key informants selected through purposive sampling, including the Head of KUA, Operational Service Administrator, First Expert Registrar, and couples who utilized SIMKAH for marriage registration. Data were collected through observation, in-depth interviews, and documentation, and analyzed using data reduction, presentation, conclusion drawing, and source triangulation to ensure validity. The findings reveal that SIMKAH implementation has significantly improved service productivity, data accuracy, time efficiency, access flexibility, and overall user satisfaction for both the public and KUA officers. The system also offers advantages in data security and administrative management compared to manual processes. However, several challenges persist, including limited public awareness due to inadequate socialization, intermittent disruptions in the national server, and constrained local autonomy in feature development. The study concludes that SIMKAH has been effectively implemented in marriage administration services at KUA Sukorambi District, yet further optimization through enhanced community outreach, system stability improvements, and user-centered feature

development is essential to maximize service quality and accessibility..

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Introduction

Advances in information technology have encouraged government agencies to innovate in providing public services through digital-based systems. The use of digital technology simplifies various administrative aspects by accelerating data processing and minimizing errors that often occur when done manually. One example of digitalizing public services in Indonesia is the use of the Marriage Management Information System (SIMKAH) at the Office of Religious Affairs (KUA). Through this web-based system, KUA officers can manage marriage registration administration more effectively, while the public also has the convenience of online marriage registration.

The Marriage Management Information System (SIMKAH) is an information system designed to manage and record marriages in Indonesia in an integrated manner, from the pre-marital to post-marital stages. The use of SIMKAH is supported by Minister of Religious Affairs Regulation Number 20 of 2019, which regulates the use of the SIMKAH online system as an effort to control the marriage registration process. This system is operated at the Religious Affairs Office (KUA) at the sub-district level as a government program to improve the quality of service to the public and streamline administrative operations (Salsabila, 2023). SIMKAH itself is a development of a system that has been in use since 2007 and was officially launched by Minister of Religious Affairs Lukman Hakim Saifudin on November 8, 2018, after undergoing a public testing process.

Although SIMKAH has been implemented as a marriage administration service system, its implementation in Jember Regency still faces various obstacles. Based on preliminary interviews conducted by researchers both online and offline, many prospective brides and grooms remain unaware of SIMKAH's existence and function due to a lack of public awareness. This situation has led some people to continue to choose to go directly to the Religious Affairs Office (KUA) to register their marriages, despite the availability of online services.

In addition to the low level of public understanding of SIMKAH's use, the system's development also faces potential obstacles in the form of limited technological infrastructure in some areas, which can disrupt internet access. The success of an online-based system depends heavily on the availability of supporting infrastructure and the community's ability to utilize the technology. Therefore, although SIMKAH has been available for several years, many people are still new to the terms and services provided by the system, requiring further study.

Based on these conditions, this study aims to determine and describe the effectiveness of the implementation of the online-based Marriage Management Information System (SIMKAH) at the Office of Religious Affairs (KUA) of Sukorambi District, Jember Regency. This study is important because it can provide an overview of the extent to which SIMKAH is



able to improve marriage administration services while identifying various obstacles still faced in its implementation, both from the community side and infrastructure support. The novelty of this study lies in the focus of the study which examines the effectiveness of the implementation of the online-based SIMKAH at the Office of Religious Affairs (KUA) of Sukorambi District, Jember Regency by considering the still low level of public understanding of SIMKAH and the existence of technological infrastructure obstacles that affect the implementation of the system.

Research Methods

This research uses a qualitative method with a descriptive approach. According to (J. Moleong, 2016:3), qualitative research aims to understand the phenomena experienced by research subjects holistically through verbal descriptions. The descriptive approach was chosen to systematically describe the implementation of the online-based Marriage Management Information System (SIMKAH) at the Religious Affairs Office, Sukorambi District, Jember Regency.

The main research instrument was the researcher, using data collection techniques such as observation, interviews, and documentation. Data analysis was conducted qualitatively and descriptively through reduction, grouping, interpretation, and drawing conclusions, referring to (J. Moleong, 2016:248), (Sujarweni, 2025:103), and (Elma Sutriani, 2024). Data validity was tested using source triangulation as explained by (J. Moleong, 2016:330).

The research informants were determined using purposive sampling. According to (Asari, 2023:106), this technique selects informants based on specific considerations that align with the research objectives. The informants included the Head of the Religious Affairs Office, the Operational Service Administrator, the First Expert Religious Religious Officer, and the newlywed couple using SIMKAH.

The research procedure refers to the stages of qualitative research according to (J. Moleong, 2016:127-148), namely pre-fieldwork, fieldwork, and data analysis. These three stages are carried out systematically, starting from research preparation and data collection through observation, interviews, and documentation, to data analysis and drawing conclusions.

Results and Discussion

Marriage Data for the last 3 years, Sukorambi District Religious Affairs Office

Table 1. Marriage Report of the KUA of Sukorambi District, January to December 2023

Village/Sub-district Name	Total Amount
Sukorambi	102
Dukuhmencek	84
Jubung	30
Pring Reef	60
Klungkung	38
AMOUNT	314

Table 2. Marriage Report of the KUA of Sukorambi District, January to December 2024

Village/Sub-district Name	Total Amount
Sukorambi	89
Dukuhmencek	60
Jubung	49
Pring Reef	57
Klungkung	35
AMOUNT	290

Table 3 Marriage Report of KUA Sukorambi District, January to December 2025

Village/Sub-district Name	Total Amount
Sukorambi	80
Dukuhmencek	71
Jubung	31
Pring Reef	61
Klungkung	35
AMOUNT	278



Figure 1 Diagram of Marriage Data in Indonesia from 2018-2025

Implementation of the Marriage Management Information System at the Religious Affairs Office (KUA) in Sukorambi District, Jember Regency

1. Productivity in the online-based Marriage Management Information System (SIMKAH) at the Religious Affairs Office (KUA) of Sukorambi District, Jember Regency

Interview results indicate that the implementation of the online Marriage Management Information System (SIMKAH) has increased service productivity at the Sukorambi District Religious Affairs Office. Although the number of marriage registrations at the Sukorambi Religious Affairs Office (KUA) is relatively low, SIMKAH has been able to expedite the marriage registration and recording process, allowing for more services to be completed, especially during periods with increased registration volumes. The entire marriage registration process has been implemented through SIMKAH in accordance with

applicable regulations, making the administrative process more efficient, simplifying the work of officers, and helping the KUA manage the surge in registrations at certain times.

2. Quality in the online-based Marriage Management Information System (SIMKAH) at the Religious Affairs Office (KUA) of Sukorambi District, Jember Regency

Interview results indicate that the implementation of the online Marriage Management Information System (SIMKAH) can reduce data errors in marriage registration documents. Input errors are minimized because prospective brides and grooms independently enter data through SIMKAH, which is then re-verified by officers from the Religious Affairs Office before further processing. However, obstacles such as data upload errors by applicants and system disruptions can still occur. Overall, the multi-layered verification process between prospective brides and grooms and KUA operators contributes to improving the quality and accuracy of marriage registration documents.

3. Efficiency in the online-based Marriage Management Information System (SIMKAH) at the Religious Affairs Office (KUA) of Sukorambi District, Jember Regency

Interview results indicate that the implementation of the online Marriage Management Information System (SIMKAH) significantly saves time during the marriage registration and registration process. Prospective brides and grooms can fill in their data independently before visiting the Religious Affairs Office, allowing them to only visit for verification and submission of physical documents. The registration and registration process can be completed in approximately 10 to 15 minutes, while printing the marriage certificate takes only 3 to 5 minutes. Compared to manual systems, the online SIMKAH system accelerates service delivery by simplifying the administrative process and automatically storing data in the system.

4. Flexibility in the online-based Marriage Management Information System (SIMKAH) at the Religious Affairs Office (KUA) of Sukorambi District, Jember Regency.

Interview results indicate that the online Marriage Management Information System (SIMKAH) provides easy access for the public to complete the marriage registration process without having to visit the Religious Affairs Office in person. Prospective brides and grooms can access the system independently from anywhere, making services more flexible, including for those living outside the region. Most people, especially the younger generation, understand how to use SIMKAH, although some users still experience difficulties due to their unfamiliarity with online procedures. Overall, the implementation of SIMKAH has increased ease of access to services and encouraged the public to utilize digital services for marriage administration.

5. Satisfaction in the online-based Marriage Management Information System (SIMKAH) at the Religious Affairs Office (KUA) of Sukorambi District, Jember Regency.

Interview results indicate that the implementation of the online Marriage Management Information System (SIMKAH) provides a high level of satisfaction for both the public and Office of Religious Affairs officers. The public is satisfied because the service process is faster and can be accessed anytime and anywhere. Meanwhile, KUA officers experience benefits such as reduced manual workload, increased efficiency of administrative processes, and the addition of features that help verify data and minimize discrepancies. Overall, the online SIMKAH is considered capable of improving service quality while facilitating the work of KUA officers.

6. Advantages of the online-based Marriage Management Information System (SIMKAH) at the Religious Affairs Office (KUA) of Sukorambi District, Jember Regency

Interview results indicate that the online Marriage Management Information System (SIMKAH) has several advantages over manual systems in the process of recording and managing marriage data. SIMKAH makes it easier for people to register from anywhere without having to come directly to the Religious Affairs Office, speeds up the service process, and helps prevent illegal levies. From the officer's perspective, this system increases work efficiency, while in terms of data security, all information is stored on a server with limited access, making it more secure than manually storing documents. Overall, SIMKAH is considered superior in aspects of productivity, efficiency, flexibility, data security, and service quality compared to the manual system.

7. Development of an online Marriage Management Information System (SIMKAH) at the Religious Affairs Office (KUA) of Sukorambi District, Jember Regency.

Interview results indicate that feature development in the online Marriage Management Information System (SIMKAH) falls entirely under the authority of the central system administrator, leaving the Office of Religious Affairs solely responsible for implementing the application. Nevertheless, informants supported the development of new features to improve service quality, including improvements to the appearance and menu layout for greater systematic and user-friendliness. Therefore, the Office of Religious Affairs (KUA) welcomed any SIMKAH updates made by the central administrator as an effort to improve the effectiveness of marriage administration services.

8. The Sophistication of the System in the Online Marriage Management Information System (SIMKAH) at the Religious Affairs Office (KUA) of Sukorambi District, Jember Regency.

Interview results indicate that the online Marriage Management Information System (SIMKAH) has features that facilitate and speed up marriage administration services. This system can filter out inaccurate data, help reduce input errors, expedite the verification process, and facilitate data searches based on identity and marriage history. These features are considered more efficient than manual systems because they speed up data management and assist officers in providing services to the public.

9. Facilities and Infrastructure in the online-based Marriage Management Information System (SIMKAH) at the Religious Affairs Office (KUA) of Sukorambi District, Jember Regency.

Interview results indicate that the supporting facilities and infrastructure for the implementation of the Marriage Management Information System (SIMKAH) at the Sukorambi District Religious Affairs Office are generally adequate. Hardware such as computers, laptops, and internet connections function well, although some devices require upgrading to maintain optimal performance. The most frequent challenges stem from the national SIMKAH server or system, which sometimes experiences delays or disruptions when accessed simultaneously by multiple users. Overall, the challenges in using SIMKAH are more due to the central system than to the limited facilities and infrastructure at the KUA.

10. Human resources and experts in the online-based Marriage Management Information System (SIMKAH) at the Religious Affairs Office (KUA) of Sukorambi District, Jember Regency.

Interview results indicate that human resources at the Sukorambi District Religious Affairs Office have adequate skills in operating the online Marriage Management

Information System (SIMKAH). All staff are capable of operating various SIMKAH features and providing assistance to prospective brides and grooms experiencing difficulties during the registration and marriage registration process. Furthermore, cooperation among staff in operating the system contributes to smooth service delivery, ensuring that the public receives prompt and appropriate assistance.

11. The operating standards that apply in the online-based Marriage Management Information System (SIMKAH) at the Religious Affairs Office (KUA) of Sukorambi District, Jember Regency.

Interview results indicate that the entire marriage service process at the Sukorambi District Religious Affairs Office has been carried out in accordance with standard operating procedures and applicable regulations. Each stage of the service must meet administrative requirements because the SIMKAH system will reject incomplete applications. Compliance with these procedures demonstrates the KUA's role as a state institution in ensuring the administrative validity and orderliness of the marriage registration process in accordance with applicable regulations.

Effectiveness of the Implementation of the Marriage Management Information System at the Religious Affairs Office (KUA) in Sukorambi District, Jember Regency

To assess the effectiveness of a system, of course, one must not only look at it from a single perspective but also from the community's perspective. For example, the results of previous observations conducted by researchers at the Sukorambi District Office of Religious Affairs (KUA) revealed the effectiveness of the online marriage management information system (SIMKAH) from the perspective of employees at the Sukorambi District Office of Religious Affairs (KUA).

To strengthen the results of previous observations, researchers took two of several couples who registered using the SIMKAH online website to ensure the effectiveness of this online marriage management information system (SIMKAH). So that it is not only seen from the employee's perspective, but also seen from the perspective of the community who uses this system. The results obtained after the researchers conducted a brief conversation via video call with one of the couples, namely his wife named Novi Ramadani, were that it was true that they registered their marriage using the marriage management information system (SIMKAH). The researchers also conducted a conversation by visiting the residence of the couple Desi and Yofi and asked about marriage registration through the SIMKAH website, they also registered their marriage through the SIMKAH website as well. The next discussion was about responses to using the marriage management information system (SIMKAH). The following are the results of the interviews conducted:

Novi Ramadani's partner responded that:

"It just so happens that my relative is a KUA officer, so he introduced us to it. Instead of going to the KUA, which is quite complicated, we effectively just went through SIMKAH. As far as I know, SIMKAH is the Marriage Management Information System, a digital system specifically issued by the Ministry of Religious Affairs to simplify marriage administration in Indonesia."

Meanwhile, the couple Desi and Yofi gave the following response:

"Previously, I went directly to the Office of Religious Affairs (KUA), but they said

registration had to be done online using the website. So, they guided me to register online."

In response to the existence of SIMKAH itself

Novi Ramadani's partner is of the opinion that:

"It's really helpful for prospective brides and grooms who are super busy on their wedding day, not to mention having to take care of the dowry, family uniforms, and so on. I think SIMKAH is much more effective in helping prospective brides and grooms register their marriages than having to go to the KUA directly.

This opinion is in line with what was said by the previous couple, the couple Desi and Yofi are of the opinion that:

"This website is more helpful for couples who are busy, so they don't have to bother."

Is the marriage registration and recording process faster?

Novi Ramadani's partner said that:

"Registration and recording really shortens the time and the wedding process becomes faster."

Meanwhile, the couple Desi and Yofi said:

"Because I registered for marriage through the SIMKAH website, registration was easy and fast, even though I was guided by the KUA."

Advantages and disadvantages of the Marriage Management Information System (SIMKAH)

Novi Ramadani's partner responded that:

"The lack of awareness or socialization about this system means that most of my friends out there who are getting married or are already married register manually at the KUA (Office of Religious Affairs), so they don't use SIMKAH. So, SIMKAH literacy in our community is still lacking. That's why it's less familiar among my friends. Furthermore, there's no notification of the registration status, so you have to go back and forth to enter the digital system. The advantage is that it's very transparent in administration, very effective in saving time and fast too."

The couple Desi and Yofi responded that:

"I didn't know about this website at first, but the Office of Religious Affairs (KUA) directed me to register using the SIMKAH website, only then did I learn about it. If I'd known about it earlier, registering at home would have been easier. It's also easy to understand and quick to fill out."

For the level of satisfaction during using SIMKAH

Novi Ramadani's partner responded about his level of satisfaction that:

"I've been satisfied with using SIMKAH, especially during the impromptu marriage registration process. I felt very satisfied because it was very effective, shortening the time and making the process faster."

Meanwhile, the couple Desi and Yofi said that:

"I was very satisfied with my marriage registration. I'm quite satisfied with the SIMKAH website."

For features that need improvement

Novi Ramadani's partner commented on the feature:

"As I said earlier, we need to add a notification feature to show prospective brides and grooms their registration status. This will help them know how far along their application is."

In contrast to the previous couple's answer, the couple Desi and Yofi said:

"I don't think anything needs to be added, because the existing features are already quite helpful in registering my marriage."

The researcher also took one of several couples, namely Wulan and Fajar, who registered without using the online-based SIMKAH website to find out their reasons for not using the SIMKAH website when registering their marriage. The results obtained after the researcher conducted a direct interview at the residence of Wulan and Fajar were true that they did not use the online-based SIMKAH website because they were not aware of SIMKAH and they preferred to hand over all the administrative matters of the marriage through the modin or could be said to receive it done. The following are the results of the interview conducted:

Have you ever known or heard of SIMKAH?

Wulan Fajar's partner responded:

"I've never heard of this and just found out that there is an online SIMKAH registration website."

KUA officers or community leaders have provided information or outreach regarding online marriage registration services.

Wulan Fajar's partner responded:

"There's never been one, sis, because I usually use Mr. Modin, so I just accept it as it is."
Information about how or the requirements for arranging a marriage

Wulan Fajar's partner responded:

"From my parents, sometimes I even ask my neighbors, so I just need to complete the paperwork. Then I hand it over to the village head, so the village head takes care of everything."

Reasons for choosing to handle administration without using online services

Wulan Fajar's partner responded:

"I just found out you can register online. It's even easier to receive it ready-made, Miss. Just ask the modin, and you'll get your wedding schedule."

Conclusion and Recommendation

This study shows that the implementation of the online-based Marriage Management Information System (SIMKAH) at the Office of Religious Affairs (KUA) in Sukorambi

District, Jember Regency has been running effectively in supporting marriage administration services. The research findings show that SIMKAH is able to increase service productivity, improve data quality and accuracy, accelerate the marriage registration and recording process, increase flexibility in service access, and provide a high level of satisfaction for both the public and KUA officers. In addition, SIMKAH has advantages over manual systems because it is more efficient, supports data security, facilitates administrative management, is supported by human resources capable of operating the system, and has been implemented in accordance with applicable operational standards. However, the study also found several obstacles, namely the still low socialization to the public, disruptions on the national SIMKAH server, limited feature development that is the authority of the central management, and there are still some people who prefer to use the services of other parties to manage marriage administration.

This study still has limitations because it was only conducted in one Office of Religious Affairs, namely Sukorambi District, Jember Regency, so the results of the study cannot describe the conditions of SIMKAH implementation in other areas that have different characteristics. Future research is recommended to expand the research location and involve more informants to obtain a more comprehensive picture of the effectiveness of SIMKAH implementation. From a practical perspective, the results of this study can be used as evaluation material for the Office of Religious Affairs to continue to improve the quality of services through broader socialization to the community, rejuvenation of supporting devices, and providing input to SIMKAH managers at the central level regarding feature development and improving system stability so that marriage administration services are more effective and easily accessible to the entire community.

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