


Quality Of Marriage Registration Services Through The Marriage Management Information System (SIMKAH) Application At The Religious Affairs Office (KUA) Tanete Riaja, Barru Regency

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| Article Info | ABSTRACT |
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| Keywords: Quality, Recording, Marriage, SIMKAH, Application. | This study aims to find out how the quality of marriage registration services through the simkah application at the religious affairs office (KUA) of Tanete Riaja District, Barru Regency. In addition, this study also aims to find out what factors affect the quality of marriage registration services through the simkah application at the religious affairs office (KUA) of Tanete Riaja District, Barru Regency. The type of research used is the qualitative type. Data collection techniques were obtained through interviews, observations and documentation. Data analysis techniques are data reduction, data presentation and conclusion making. The results of this study show that the quality of marriage registration services through applications (simkah) at the Religious Affairs Office (KUA) Tanete Riaja Barru Regency. It can be said that it is good, but there are still some shortcomings. However, in carrying out marriage services, the staff at KUA Tanete Riaja District, Barru Regency is still of high quality. With this SIMKAH, all service process data will be fast and effective. The factors that affect the quality of marriage registration services through the simkah application at the religious affairs office (KUA) of Tanete Riaja District, Barru Regency are the internet network, but the Religious Affairs Office of Tanete Riaja District has installed a network. |
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INTRODUCTION

From the provisions of Article 2 of Law Number 1 of 1974 concerning Marriage, it is clear that every marriage must be recorded in accordance with the applicable laws and regulations. This means that every marriage must be followed by the registration of marriage in accordance with the applicable laws and regulations. If the two paragraphs in Article 2 of Law Number 1 of 1974 concerning Marriage are linked to each other, then it can be considered that the registration of marriage is an integral part that also determines the validity of a marriage, in addition to following the provisions and conditions of marriage according to the laws of each religion and its beliefs

Meanwhile, there are several irregularities or problems that have been encountered or occurred at the Religious Affairs Office (KUA) of Tanete Riaja District, Barru Regency, among others, namely:

1. Underage marriage

Early marriage is a marriage that takes place at the age below the productive age, which is less than 20 (twenty) years for women and less than 25 (twenty-five) years for men. According to the Marriage Law Article 7 paragraph (1) of Law Number 1 of 1974 concerning Marriage as a positive law applicable in Indonesia, it is stipulated that marriage is only allowed if the man has reached the age of 19 (nineteen) years and the woman has reached the age of 16 (sixteen) years. So marriage is said to be an early marriage if one of the marriage couples is still under 19 (nineteen) years old (Bungin, 2007).

2. The occurrence of a second marriage without a divorce certificate

Judging from the laws that apply in Indonesia. Although a widower may have imposed talaq on his wife, which in religion is allowed to marry after the iddah period. However, in the eyes of the law, divorce is not valid if it has not been processed through the law as well. Because according to the law in Indonesia, divorce can only occur in a religious court and if it has been officially registered in a religious court. In addition, widowers or widows can only get married and are considered legally and stately if they already have a divorce letter or certificate. Because to apply for the next marriage requires a divorce certificate as well. So in conclusion, if in law and the state, marriage without a divorce certificate is considered an invalid marriage (Marpuah, 2018).

3. The Importance of Marriage Books and Marriage Legality

There are several reasons why people do not have a marriage book and want to legalize their marriage. These reasons include the need for polygamy, the belief that recording is not required by religion, and ignorance of the function of marriage certificates. In addition, some individuals may be of age or want to cover up certain disgraces. However, if the marriage is not registered, it has no legal force in the eyes of the state. According to Kustini, legally, wives are not considered legal wives so they are not entitled to alimony and inheritance in the event of divorce or death (Kusdarini, 2011).

Another cause of marriage without a marriage book is underage marriage. This practice still occurs a lot in the community, as shown by the number of marriage dispensation applications to the local religious court by underage marriage perpetrators. There is another view that states that marriage registration is not a valid condition for marriage, but only as an administrative condition. Marriage is considered valid if it is carried out according to the religious rules and beliefs of both parties. Marriage registration is administrative and states that the marriage event does exist and occurs. With this record, the marriage becomes clear to all parties involved. A marriage that is not recorded in the Marriage Certificate is considered non-existent by the state and does not receive legal certainty, as well as all consequences arising from the marriage (Musfiroh and Surur, 2017).

In reality, many Indonesia citizens do not register their marriage with the Marriage Registrar (VAT). The marriage only fulfills religious demands without fulfilling administrative demands. One of the reasons is the lack of legal firmness related to marriage registration. As a result, their marriage does not get a marriage certificate, so the husband or wife cannot take

civil legal actions related to their household. Children born are only recognized by the state as children out of wedlock who only have a civil relationship with their mother and mother's family. The implication is that if a wife and child are abandoned by their husband or biological father, they cannot sue both for the fulfillment of economic rights and jointly owned property (Nugraheni, ZulfyNugraheni, 2015).

The purpose of marriage registration is to provide certainty and protection for the parties who carry out the marriage, so as to provide the strength of authentic evidence that the marriage has occurred and the parties can maintain the marriage before the law. On the other hand, with no marriage recorded, the marriage that takes place does not have legal force and evidence as a marriage (Kusdarini, 2011).

If the provisions of Article 2 paragraph (1) of Law Number 1 of 1974 concerning Marriage are observed, then linked to the principle of marriage registration as stipulated in Article 2 paragraph (2) of the same Law, its meaning is ambiguous and has the potential to weaken and even contradict each other. This was stated by Judge Maria Farida Indrati who had a different reason (concurring opinion) against the Constitutional Court Decision Number 46/PUU-VIII/2010 which stated:

The existence of Article 2 paragraph (2) of Law Number 1 of 1974 concerning Marriage creates ambiguity for the meaning of Article 2 paragraph (1) of Law Number 1 of 1974 concerning Marriage because the recording referred to by Article 2 paragraph (2) of the Law a quo is not affirmed whether it is merely an administrative recording that does not affect the validity or not of the marriage that has been carried out according to their respective religion or belief. or whether the recording affects the validity or not of the marriage carried out.

The existence of religious norms and legal norms in the same legislation has the potential to weaken and even contradict each other. In this case, the potential for mutual negation occurred between Article 2 paragraph (1) and Article 2 paragraph (2) of Law Number 1 of 1974 concerning Marriage. Article 2 paragraph (1) which basically guarantees that marriage is valid if it is carried out according to the law of each religion and its belief, turns out to be obstructed and hindered by the enactment of Article 2 paragraph (2) which basically stipulates that marriage will be valid and have legal force if it has been recorded by the authorized agency or marriage registrar.

If Article 2 paragraph (2) of Law Number 1 of 1974 concerning Marriage is interpreted as an administrative recording that does not affect the validity or invalidity of a marriage, then it does not contradict the Constitution of the Republic of Indonesia in 1945 because there is no addition to the marriage requirements. Accordingly, the word "marriage" in Article 43 paragraph (1) of the a quo Law will also be interpreted as a religiously valid marriage or marriage according to the fifth pillar of marriage (Riandinie, 2020); (Vincent, 2011).

However, based on a sociological review of the institution of marriage in society, the validity of marriage according to certain religions and beliefs cannot directly guarantee the fulfillment of the civil rights of the wife, husband, and/or children born from the marriage because the implementation of religious and customary norms in society is completely left to individual consciousness and community awareness. With the existence of irregularities or

problems in the Religious Affairs Office of Tanete Riaja District, the researcher raised the title of the study, namely "The Quality of Marriage Registration Services Through the Marriage Management Information System (SIMKAH) Application at the Religious Affairs Office (KUA) of Tanete Riaja District, Barru Regency".

METHODS

According to Sugiono (2014:9), qualitative research as a method based on the philosophy of post-positivism is used to examine the state of scientific objects (as opposed to experiments) and researchers are the main tool in data collection techniques that are carried out in a combined manner (triangulation). Data analysis is qualitative inductive and the results of qualitative research emphasize meaning rather than generalization. According to Kurniawan (2012:22) he argues that qualitative research is natural research that does not use mathematical or computer models. What is important in qualitative research is how well researchers can formulate these types of problems as a concept to compare data. Thus, qualitative research opens up enough space for academic dialogue in different contexts especially if it is understood in depth and 'relevant' so that the study can explore respondents' behaviors, attitudes and experiences through in-depth interviews and focus groups. This approach is intended to capture reality on the ground through documents, interviews and observations.

Sukkamadinata (2011) stated that descriptive research is a form of research that aims to describe existing phenomena both natural and artificial. Phenomena can be in the form of forms, activities, transformations, characteristics, similarities and differences between one phenomenon and another.

Most descriptive studies do not aim to test specific hypotheses rather than describing different symptoms or situations. However, this does not mean that all descriptive research does not use hypotheses, there are also descriptive studies that use hypotheses. The location of this research was carried out at the Tanete Riaja Religious Affairs Office (KUA), Barru Regency. The research implementation time is 6 (six) months, starting from June to December 2024.



Figure 1. Research Flow Diagram

RESULTS AND DISCUSSION

How is the quality of marriage registration services through the simkah application at the religious affairs office (KUA) of Tanete Riaja district, Barru Regency

The Simkah application stands for marriage management information system. A windows-based application that is useful for collecting marriage data from all Religious Affairs Offices (KUA) in the territory of the Republic of Indonesia online and offline, the data will be stored safely at the local KUA, in the Regency/City at the provincial regional office and in Islamic guidance. The Simkah (marriage management information system) Web application was launched by the Indonesian Ministry of Religious Affairs on November 8, 2018. The launch is a follow-up to the memorandum of understanding between the Minister of Religion and the Minister of Home Affairs No: 470/5711/SJ and No. 20 of 2015 concerning cooperation in the use of the Ministry of Religion Identification Number and KTP within the scope of the Ministry of Religion.

The quality of marriage registration services through the simkah application at the religious affairs office (KUA) of Tanete Riaja District, Barru Regency, which the author uses as a guideline for making observations, namely:

1. Reability, which is the ability to carry out the promised services appropriately and reliably. On May 6, 2024, precisely on Monday, the author made observations in all management services, the author saw that the promised services were appropriate and reliable, in accordance with the promised indicators, namely precise and reliable because the author saw that the registration process for making in the Government Section in the service no longer needed to wait in line for too long because it had been helped by the online registration system.
2. Responsiveness is the ability to help the community who provides services appropriately. On May 7, 2024, precisely on Tuesday, the author made an observation in the service section of the marriage requirements file, the author saw that the employees in helping the Community to register had been very helpful to the Community in completing the files for the requirements of the marriage settlement, which usually the file was brought by the Community itself, but now the file is brought by the Community Supervisor, you don't have to bother looking for the Room.
3. Confidence, namely the knowledge and courtesy of supervisors and their ability to generate trust and confidence. On May 10, 2024, precisely on Friday, the author made an observation in the service section of making a marriage introduction letter, the author saw that employees were very helpful to the community in making marriage introduction letters.
4. Empathy (emphaty) is a condition to care, give personal attention to the community. On May 17, 2024, precisely on Friday, the author made observations in the service department, each author saw that employees were very empathetic to the community who would carry out marriages that required the suspension of empathy given to the community, such as providing counseling, advice, and others.

5. Tangible is the ability of physical facilities, equipment, personnel and communication media. On August 19, precisely on Friday, the author made an observation in the service department, each writer saw that the facilities of the Tanete Riaja Religious Affairs Office were in accordance with the applicable standards at the Tanete Riaja Religious Affairs Office to be used by employees. Meanwhile, in terms of personnel, there are quite a lot of people and can provide good services, as well as good communication media so that it makes it easier for the community to hear when the community has been called to take care of letters in each service section at the Tanete Riaja Religious Affairs Office.

On May 15, 2024, the researcher conducted interviews with resource persons to obtain data on community satisfaction with the service of making marriage files at the Religious Affairs Office of Tanete Riaja District. According to Nur aeni Fadillah, the services at the Religious Affairs Office of Kecamatan Tanete Riaja have been good. Resource person Nur aeni fadillah said that:

"Alhamdulillah, I feel that the service carried out by the Tanete Riaja District Religious Affairs Office officer which I feel is currently good, but sometimes we as a community or visitors must also understand that there is a network disruption in inputting our data as a community".

In line with Nur aeni Fadillah's opinion, Eni's resource person revealed that the service provided by the officers at the Tanete Riaja Religious Affairs Office was good. The resource person said that:

"Yes, now I have felt that the service is good because the service provided by the officer has quickly served me when I want to take care of my wedding filing".

Meanwhile, the resource person, Muhajira, stated that the service of officers at the Tanete Riaja Religious Affairs Office was very good. He explained that:

"From what I have felt so far when I registered for the management of marriage files at the Tanete Riaja Religious Affairs Office, the officers served me well and quickly so that I felt satisfied with the service provided to me as a visitor".

Based on the interviews from the three speakers, it can be concluded that the satisfaction of visitors with the services of the Officers at the Tanete Riaja Religious Affairs Office is good. The researcher draws the conclusion that the services provided by the officers, judging from their fast service in handling the visiting community. On May 15, 2024, the researcher conducted interviews with resource persons to obtain data on the satisfaction of visitors to the community with services at the Tanete Riaja Religious Affairs Office. According to Nur Aeni, the services at the Tanete Riaja Religious Affairs office do not discriminate between social status. Resource person Nur aeni fadillah said that:

"Alhamdulillah, what we see is that the provision of services at the Tanete Riaja Religious Affairs Office does not look at social, whether it is from the interior or from the city, or there are those who are rich and mischievous, even if there are no problems, they are still equalized, all in accordance with the rules applicable at the Tanete Riaja Religious Affairs Office".

With the same opinion, Muhajirah, a resource person, revealed that the services provided by the Tanete Riaja Religious Affairs Office officers also do not discriminate against social status. The resource person said that:

"The employees of the Tanete Riaja Religious Affairs Office that I saw and felt very well their services they did not discriminate against us as visitors from the lower class or visitors from the far interior, all their services were the same they served us without distinguishing our social status as visitors to the community."

Meanwhile, the resource person Eni said that the services carried out by the employees of the Tanete Riaja Religious Affairs Office did not discriminate against us as visitors to the community. The resource person said that:

"Yes, the officers of the Office of Religious Affairs do not distinguish between visitors to the community from one to another and according to what I see directly".

So based on the results of interviews from the three speakers above, it can be known that the employees of the Tanete Riaja Religious Affairs Office do not privilege or discriminate between visitors to the community from one another without having to look at their position or social status, the poor and rich of a visitor who wants to take care of the Tanete Riaja Religious Affairs Office. So visitors who receive services in the service areas are satisfied with the service provided by employees because they always feel that the service provided is good and do not distinguish between one visitor and another.

The researcher conducted an interview on May 15, 2024 with resource persons to obtain data on the satisfaction of the end of the service registration at the Tanete Riaja Religious Affairs Office. According to Faharuddin.S.Sos as a staff said that:

"Registration or community registration is the forefront of the services of the Tanete Riaja Religious Affairs office, this registration part is very important because it is a reference for community data for the next processes, if the registration process is wrong, then the community data process in other parts will also be automatically wrong. So the handling we do as employees when there are people complaining about the registration process, namely, first receive complaints properly. Let the public know that you pay attention to what they are saying. And also say that you will overcome the error in the allotted time. Second, show empathy and good communication. Showing empathy to the community provides benefits in handling community complaints, empathy can also provide a good way of communication when employees feel empathy at the beginning and end of the explanation which can form communication that can be accepted by the community. Third, understand the problem of community complaints, once listening to the complaints submitted by the community, we can also understand well what problems are actually faced, after that ask what files are needed and provide good solutions and services to handle the complaints that this time are submitted by the community. Fourth, immediately handle complaints quickly".

In line with the opinion of Faharuddin.S.Sos.I, the resource person Syahribulan.S.Sos.I also argued that the handling of complaints from the public about the registration process is as follows:

"Community registration or registration is the forefront of services at the Tanete Riaja Religious Affairs Office, this registration section is very important because it is a reference for community data for the accounting processes, if the registration process is wrong, then the community data process in other parts will also be automatically wrong. So the handling that we do as employees at this village office when there are people complaining about the registration process, namely, we handle it by listening to complaints well, showing that you listen to the complaints they convey in a friendly manner, say good words that can make the community comfortable and ask about community problems and what is needed, and handle it well and provide solutions quickly so that the community feels satisfied with the handling given by the employees at the Tanete Riaja Religious Affairs Office to the community's complaints".

The same opinion was also from the resource person Sahriah, S.Ag at the Tanete Riaja Religious Affairs office that the handling when receiving complaints from the community is as follows:

"Community registration or registration is the forefront of services at the Religious Affairs Office, this registration part is very important because it is a reference for community data for the next processes, if the registration process is wrong, then the community data process in other parts will also be automatically wrong. So the handling that we do as employees when there are people complaining about the registration process, namely, we as employees in handling community complaints that we do first, namely record community complaints, understand what they need, find solutions on how to solve what the community needs".

So based on the results of interviews from the three sources above, it can be known that employees at the Tanete Riaja Religious Affairs Office when they receive complaints from the public about the registration process, namely employees must receive complaints well, show empathy and good communication, understand the problem of community complaints and immediately handle complaints quickly and provide solutions.

The researcher conducted an interview on June 3, 2024 with resource persons to obtain data on community satisfaction with services at the Tanete Riaja District Religious Affairs Office about the service system. According to Mr. Syamsurya Arifin, S.Th.i said that:

"The service system that we provide to the community is: 1. Register to find out what the needs of the community are. 2. Conduct interviews to obtain information on community service needs 3. Fill out the registration register book 4. check what files are brought by the community 5. Inform the public if the file brought is not in accordance with the requirements for the completeness of the file that is to be made".

The opinion given by Mashuddin, S.Pdi is the same as the opinion expressed by Syamsurya Arifin, S.Th.i that:

"The service system that we provide to the community is: 1. Register to find out what the needs of the community are. 2. Conduct interviews to obtain information on community service needs 3. Fill out the registration register book 4. check what files are

brought by the community 5. Inform the public if the file brought is not in accordance with the requirements for the completeness of the file that is to be made".

Likewise with the opinion given by the resource person H. Ismail P. S.Hi said that:

"The service system that we provide to the community is: 1. Register to find out what the needs of the community are. 2. Conduct interviews to obtain information on community service needs 3. Fill out the registration register book 4. check what files are brought by the community 5. Inform the public if the file brought is not in accordance with the requirements for the completeness of the file that is to be made".

So based on the results of interviews from the three speakers above, it can be seen that the service system implemented at the Tanete Riaja District Religious Affairs Office is a communication information technology system that processes and integrates the entire flow of the Tanete Riaja District Religious Affairs Office service process in the form of a coordination network, reporting and administrative procedures to obtain information appropriately and accurately. 1. Register to find out what the needs of the community are 2. Conduct interviews to obtain information on community service needs 3. Fill out the registration register book 4. Check what files are brought by the community 5. Inform the public if the file you bring is not in accordance with the requirements for the completeness of the file you want to make.

On June 3, 2024, the researcher conducted an interview with a resource person to obtain data on whether this simkah application is safe for marriage registration at the Religious Affairs Office of Kecamatan Tanete Riaja. Husni Abda A, SE:

"The use of the Simkah application for marriage registration until now is quite safe."

The same opinion is also with the resource person Mashuddin S, Pdi said that:

"The simkah application is very safe for marriage registration because marriage data is very guarded only for those who apply for it who can access this simkah application."

The opinion of Mr. Hj. Kurniati, S.Ag is also the same as the two speakers above, namely:

"This simkah application is very safe to use because only those who apply for marriage can access it because only she and the operator know her E-mail and Password".

So based on the results of the interview, it can be concluded that the use of this simkah application is very safe for marriage registration because only he and the operator know the E-mail and Password. On June 3, 2024, the researcher conducted an interview with a resource person to obtain data on whether marriage registration through the simkah application is effective to use According to Mrs. Suriendang, S.Sos she said that:

"Yes, saying that all marriage registrations are recorded in the simkah application well, but we as humans are not free from mistakes as well as employees can be wrong.

The same opinion was given by Sulaiman, S.Pd.I said that:

"From what I can see, the use of the Simkah application has been very efficient, but there are still a few mistakes, but it is understandable".

In line with the opinion of Sulaiman, S.Pd.I resource person Radinal Tamrin. S.Pd.I also argues that:

"We know that as a human being, in terms of something that is desired, we definitely don't want mistakes to happen, but there are things that happen without us realizing it, as well as the use of this simkah application, the operator does not want there to be mistakes in his duties".

So based on the results of the interviews from the three sources above, it can be seen that the use of the Simkah application is very efficient to use, but as a human being, there must be mistakes in the work where the operator also wants the work to succeed without any mistakes happening to what they do.

On June 10, 2024, the researcher conducted an interview with a resource person to obtain data on your responses regarding the existence of a marriage registration system through the simkah application which was carried out online for services at the Tanete Riaja District Religious Affairs Office. According to Nur aeni fadillah, the services at the Tanete Riaja District Religious Affairs Office with the existence of a marriage registration system through the Simkah application in a way of online, she explained that:

"The marriage registration system through the simkah application which is carried out online is very petrified because we no longer worry about mistakes that will occur and our data can be safer than manual in the past".

The same response was also given by the resource person Muhajira he said that:

"The marriage registration system through the online simkah application, in my opinion, is currently very good and very helpful for employees of the Tanete Riaja District Religious Affairs Office in registering marriages and so on".

In line with the opinions of the two speakers above, Eni also argued that:

"In my opinion, marriage registration through the simkah application is very good because the recording is done in the application, so the possibility of errors is quite small".

So based on the results of interviews from the three sources above, it can be seen that the existence of a marriage registration system through the Simkah application which is done online is very good and effective because in addition to helping the work of the Religious Affairs Contor's employees, recording using the Simkah application can also minimize the occurrence of errors. On June 11, 2024, the researcher conducted an interview with resource persons to obtain data at the Tanete Riaja District Religious Affairs Office. According to Husni Abda A, SE as the operator said that:

"Marriage data before the simkah is less accurate, but after this simkah, the bride's data is much more accurate compared to the past".

The same response was also given by the resource person, namely Syamsurya Arifin, S.Th.i he said that:

"Alhamdulillah, since the existence of the Simkah application, the data of brides or brides-to-be is more accurate than in the past".

In line with the opinions of the two speakers above, the resource person H. Ismail, P, S, Hi also argued that:

"From what I have seen after the existence of Simkah it is much more accurate".

So based on the results of the interviews from the three sources above, it can be concluded that the data of the bride and groom are much more accurate after the simkah than before the simkah.

What factors affect the quality of marriage registration services through the simkah application at the religious affairs office (KUA) of Tanete Riaja District, Barru Regency?

In every implementation process, of course, there are obstacles to the achievement of a policy that has not been realized optimally. The success of the implementation can be seen from the compatibility between the implementation, goals and objectives themselves and providing positive impacts/results for solving the problems faced. Basically, the entire series of activities for the implementation of marriage registration services through the application of the marriage management information system (simkah) at the Tanete Riaja Religious Affairs Office (KUA) of Barru Regency has been running well, but in its implementation it is inseparable from the obstacles that exist in the implementation process. The existence of obstacles in marriage registration services through the application of the marriage management information system (simkah) at the Tanete Riaja Religious Affairs Office (KUA) of Barru Regency was revealed by the Informant through the following interview results.

On June 18, 2024, the researcher conducted an interview with a resource person to obtain data at the Tanete Riaja District Religious Affairs Office. According to Husni Abda A, SE as the operator said that:

"This simkah application only has a problem on the network if the network automatically interferes with the simkah application is difficult to use for the rest until now it has not been obtained".

The same opinion was given by the resource person Syamsurya Arifin, S.Th.i as the head of KUA said that:

"The biggest obstacle to the use of the simkah application is only on the network, if the network is not good, then the simkah application cannot be used"

The same opinion was given by the resource person Mashuddin, S.Pdi he also said that: "Just like what Mrs. Husni Abda A, SE and Mr. Syamsurya Arifin said, S.Th.i the biggest problem is the network".

So based on the results of interviews from the three speakers above, it can be known that the biggest problem faced is the problem with the network because if the network is not good, the Simkah application is not effective to use and comfortable, then the services provided. On June 26, 2024, the researcher conducted an interview with a resource person to obtain data at the Tanete Riaja District Religious Affairs Office. According to Husni Abda A, SE as the operator said that:

"Only constrained by network problems for the simkah application system is very good"

The same opinion was given by the resource person H. Ismail, P, S, Hi he said that:

"At this time, only the network is our biggest obstacle, but for the simkah system, it is good because the data provided by the bride-to-be is well maintained, the security is well maintained".

The same opinion was given by the resource person Mashuddin, S.Pdi he said that:

"Just like what you said, everything is only constrained by the network but does not require the possibility that there are still small mistakes made by the operator, but for the system it is very good".

So based on the results of the interviews from the three sources above, it can be concluded that only network problems are a challenge at this time for the Simkah application system is very good.

Languages

In the results of this study, the results of the research analysis of the findings obtained by the author in the field through interviews and observations will be presented. The data is analyzed qualitatively which is grouped based on variables that will be discussed operationally, namely: How is the quality of marriage registration services through the simkah application at the religious affairs office (KUA) of Tanete Riaja District, Barru Regency and what factors affect the quality of marriage registration services through the simkah application at the religious affairs office (KUA) of Tanete Riaja District, Barru Regency?

1. How is the quality of marriage registration services through the simkah application at the religious affairs office (KUA) of Tanete Riaja District, Barru Regency

The activities of each employee at the Tanete Riaja District Religious Affairs office carrying out each task according to their field is a very important aspect to be considered by the community so that service activities are carried out correctly so that the community is very satisfied with their services.

Understanding the needs and desires of the community is an important right that affects community satisfaction. A satisfied community is a very valuable asset because if the community is satisfied, the quality of service can be said to be successful, but if the community is dissatisfied, it will tell others twice as much about their bad experiences. To create community satisfaction.

Satisfaction is a person's feeling of pleasure that comes from the comparison between pleasure to the activity of a product and its expectations. Satisfaction is a feeling of happiness or disappointment that arises after comparing one's perception or impression of the performance or results of a product and its expectations. Community satisfaction is related to the quality of service at the Tanete Riaja District Religious Affairs Office, by knowing the level of satisfaction and quality of the community, the management of the Tanete Riaja District KUA can improve the quality of service.

The quality service of KUA employees of Tanete Riaja District is expected to overcome the obstacles caused by both parties, both the community and employees at KUA Tanete Riaja District Employees can know well the complaints and desires of the community and their families. This condition has a great influence on the management process. Before the public uses employee services, they have expectations about the quality of service based on personal needs, previous experience and word-of-mouth recommendations.

From the results of the research conducted at the Tanete Riaja District Religious Affairs Office on the quality of marriage registration services in the survey results show

that the quality of services provided by the Tanete Riaja District Religious Affairs Office can be felt by the community, easy service, completed on time and precisely, and clear requirements. Employees in charge of providing services are polite and friendly and responsive to the needs of the community served.

2. What factors affect the quality of marriage registration services through the simkah application at the religious affairs office (KUA) of Tanete Riaja District, Barru Regency? Based on the author's research and analysis, the author found factors that affect the quality of marriage registration services through the Simkah application at the Religious Affairs Office of Tanete Riaja District, Barru Regency. Namely as follows: Basically, the entire series of activities for the implementation of marriage registration services through the marriage management information system application (simkah) at the Tanete Riaja Religious Affairs Office (KUA) of Barru Regency has been running well, but in its implementation it is inseparable from the obstacles that exist in the implementation process. The existence of obstacles in marriage registration services through the marriage management information system (simkah) application at the Tanete Riaja Religious Affairs Office (KUA) Barru Regency was revealed by the Informant, namely the obstacles we encountered while using the Simkah application as a marriage registration for now, our biggest obstacle is the network, but this can be overcome by installing a Wifi network.

CONCLUSION

Based on the analysis of the theoretical review and research results regarding the quality of marriage registration services through the SIMKAH application at the Religious Affairs Office (KUA) of Tanete Riaja District, Barru Regency, it can be concluded that the quality of service at KUA Tanete Riaja District is classified as good even though there are several shortcomings. Staff at KUA continue to show adequate service quality, and the use of SIMKAH accelerates and increases the effectiveness of the service process. Although the online-based SIMKAH application has been implemented for a long time, there are still several problems that hinder the smooth marriage registration process, such as an internet network that is not optimal, although the Office of Religious Affairs has tried to fix it. SIMKAH provides great benefits by simplifying the marriage service process and harmonizing marriage data throughout Indonesia. Therefore, the researcher provides several suggestions to improve the effectiveness of the Marriage Management Information System (SIMKAH) in KUA Tanete Riaja District, Barru Regency. Even though SIMKAH has been running well, special attention needs to be paid to internet network problems that often experience problems. In addition, to ensure that this system functions optimally, the KUA of Tanete Riaja District must actively handle and respond to any complaints from the community related to services, in order to improve the quality and efficiency of services.

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