

## Online Marriage Registration Service Policy Through Simkah Web for Prospective Bride and Groom in The Office of Religious Affairs, Banda Sakti District, Lhokseumawe City

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### Abstract

The purpose of this study is to to the Circular Number of the Director General of Islamic Guidance: P-006/DJ.III/Hk.00.7/06/2020 dated June 10, 2020 regarding online marriage registration services through the Website: [Simkah.Kemenag.go.id](http://Simkah.Kemenag.go.id). The location of this research is KUA, Banda Sakti District, Lhokseumawe City. This study aims to determine the policy of online marriage registration services through Simkah Web for prospective brides at the Office of Religious Affairs, Banda Sakti District, Lhokseumawe City. The theoretical perspective used is policy theory according to Edward III (Resources, Disposition, Bureaucratic Structure and Communication). The research method used is qualitative research with the technique of determining informants using purposive and snowball techniques. The data were obtained by using the methods of observation, interviews, and documents. The results showed that: 1) The availability of human resources at the Office of Religious Affairs in Banda Sakti Sub-district was still very lacking who became SIMKAH WEB Operators so that it was difficult to deal with people who registered for marriage which in almost a month reached an average of 45 pairs. 2) Lack of socialization of the Simkah Web Application by KUA Banda Sakti District to the community so that there are still many people who do manual marriage registration. 3) There is no clear Standard Operating Procedure (SOP) for online marriage registration.

**Keywords:** Service Policy; Data Synchronization; Operator;

### Introduction

Online public services are felt to be urgently implemented from the point of view of the community, because during this time the public services provided are considered as something scary, convoluted, unprofessional. Therefore, the community feels the need to encourage the government to immediately make changes in the field of services, especially services that are practical and easily accepted by the community in the current era. The implementation of public services is one of the main functions in the implementation of government which is the obligation of the government apparatus.

Based on the Decree of the Minister of Utilization of State Apparatus Number: 63/Kep/M.PAN/7/2003 dated July 10, 2003 in paragraph 1 point c, public service is all service activities carried out by government agencies as an effort to meet the needs of people, communities, government agencies and legal entities as well as implementing the provisions of laws and regulations. National development oriented towards the development of human resource quality requires the support of a better and more effective management system because the dimensions of development in all sectors are increasingly complex and demand more reliable management capabilities as well. Government cannot provide quality public services in accordance with the challenges faced, in accordance with the development of the needs of an increasingly advanced society and increasingly fierce global competition like today's era faced with all technology.

The realization of excellent service, the Government must immediately find the latest breakthrough in providing convenience to the community, namely by making a public service that

is easily accessible to the community in receiving services. Answering the above problems, the Government of Indonesia, especially the Ministry of Religious Affairs of the Republic of Indonesia, made a new breakthrough in the services provided to the community, especially the District Religious Affairs Office. One of the new breakthroughs from the Ministry of Religious Affairs is the online marriage registration service through SIMKAH WEB which has been integrated with the District Religious Affairs Office in Indonesia.

With the issuance of The Minister of Religious Affairs Regulation (PMA) Number 34 of 2016 on The Working Procedures of the Office of Religious Affairs, and KMA Number 892 of 2019 concerning Web-based Simkah in the District Kua. In 2020 the Ministry of Religious Affairs of the Republic of Indonesia issued Circular Letter Number: P-006/DJ. III/Hk.00.7/06/2020 Dated June 10, 2020 concerning online marriage registration services through the Website: Simkah.Kemenag.go.id. Simkah Web can be used as a Government Program in Realizing Single Identity (Single Identity) because it is connected to E-KTP data. In addition to the realization of Single Identity in the future Simkah Web will be connected with the Ministry With the issuance of The Minister of Religious Affairs Regulation (PMA) Number 34 of 2016 on The Working Procedures of the Office of Religious Affairs, and KMA Number 892 of 2019 concerning Web-based Simkah in the District Kua. In 2020 the Ministry of Religious Affairs of the Republic of Indonesia issued Circular Letter Number: P-006/DJ. III/Hk.00.7/06/2020 Dated June 10, 2020 concerning online marriage registration services through the Website: Simkah.Kemenag.go.id. Simkah Web can be used as a Government Program in Realizing Single Identity (Single Identity) because it is connected to E-KTP data. Addition to the realization of Single Identity in the future Simkah Web will be connected with the Ministry of and will be connected with other Offices/ Institutions related to Marriage Registration such as the Ministry of Foreign Affairs. Based on KMA Number 892 of 2019 on Web-based simkah and also Circular Letter Number: P-006/DJ. III/Hk.00.7/06/2020 on Online Marriage Registration. So, the Office of the Ministry of Religious Affairs of Lhokseumawe City encourages the people to be able to register marriage through the Simkah Web Application as provided by the Ministry.

### **Statement of the problem**

Based on the description of the research background, the formulation of the problems in this study is:

1. How is the Simkah Online Policy in Run in KUA Banda Sakti Subdistrict?
2. Why is SimKah Online not Singkron with Dukcapil Data?
3. How does society respond to online simkah?

### **Literature Review**

#### **Public Service**

Etymologically, service comes from the word service which means helping to prepare or take care of one's needs. (Hardiyansyah, 2011: 10). Sinambela stated that service is an activity provided to help, prepare and mengurus baik itu berupa barang or services from one party to the other. According to Ivancevich, Lorenzi, Skinner and Crosby (1990: 27), service is "invisible products that involve human effort and use of equipment" (Ratminto & Atik, 2013: 2). Gronroos (1990: 27) states that: "Service is an activity or series of activities that are invisible (not understandable) that occur as a result of interaction between consumers and employees or other things provided by the service company intended to solve consumer/customer problems." (Ratminto & Atik Septi Winarsih, 2013: 2).

#### **Quality of Public Service**

The quality of public service is something that can be felt by the recipient of the service so that there is no doubt about something that has been tested and get satisfactory results for the service itself without reducing the values of the service such as transparency and accountable.

#### **Implementation of Public Service**

Carl J. Federick as quoted by Leo Agustino (2008: 7) defines policy as a series of actions / activities

proposed by a person, group, or government in a particular environment where there are obstacles (difficulties) and opportunities for the implementation of the policy proposal in order to achieve a certain goal. Easton defines public policy as the authoritative allocation of values for the whole society or as the forcible allocation of values to all members of society. The implementation of public services is something that has been applied to a service will be a regulation that can be felt by the community will be determined by looking at the impact of the implementation so that the community is not harmed by the implementation of the policy.

### **Conception of Information Technology**

The conception of Information Technology is a concept that has been formed by using technological methods that have really been tested through good technology so that information to the public through such technology does not make it difficult for the public to receive information both in the presentation of data and information.

### **Conception of Simkah Web Application**

An application is a system that has been put together in one device (Media) using a programming language created to facilitate the search for data for married registration.

### **Methods**

This research is an effort to review and uncover about how the Online Marriage Registration Service for Brides who want to register online registration with kua. This research uses qualitative research methods with descriptive designs. Qualitative research is a research method that holds that reality is on the ground as something holistic, complex, dynamic, meaningful and inductive mindset.

### **Results and Discussions**

Simkah Online policy carried out by KUA Banda Sakti Subdistrict has not been so perfect and there is no inten cooperation between KUA Banda Subdistrict Sakti and Office of Population and Civil Registry Kota Lhoksemawe so that a lot of community data that wants to register marriage has not synchronized data between the data on simkah Web and the data in the Lhokseumawe City Dukcapil Office, among others, because:

- a. Lack of human resources in the Kua District Banda Sakti so that it can not serve and accurately check the data of people who want to do marriage. Kurangnya Perhatian Pemerintah terhadap Kesejahteraan Operator SIMKAH in KUA Kecamatan Banda Sakti.
- b. That there has been no Synchronized Population Data by the Lhokseumawe City Disdukcapil Party with KUA Kecamatan Banda Sakti Kota Lhokseumawe so that the community must spend a lot of time for the process of data change.
- c. Lack of Socialization of the Office of Religious Affairs banda Sakti district to the community about this simkah web application so that the community still do a lot of marriage registration manually.
- d. There is no cooperation between the Banda Sakti District Religious Affairs Office and the Lhokseumawe City Dukcapil Office as has been implemented by the central religious ministry and the Director General of Population and Central Civil Registry.
- e. That with so many Marriage Services in KUA Banda Sakti District can not be processed in accordance with the existing SOP because the resources in kua Banda Sakti subdistrict have not been so optimal there is only 1 operator to serve marriage registration participants as many as 45 Pairs / Months.
- f. The absence of Data Transparency by disdukcapil parties to the public who want to make changes to population data.
- g. There is still a lack of public awareness in the current technological era.

Based on the conclusion above that the Theory of Edwar III is in accordance with the process of the Marriage Registration Service Policy in the Banda Sakti District Court of Lhokseumawe City but besides that it is also not in accordance with what happened to the Online Marriage

Registration Service Policy through the Web License, because here researchers see that in the terror does not show any regular supervision for the success of a policy and evaluation of the policy.

## **Conclusion**

Based on the results of the description of the chapters above, it can be concluded that: The Simkah Online Policy carried out by kua Banda Sakti district has not been so perfect and there is no inten cooperation between kua banda sakti subdistrict and population and civil registration office lhoksemawe city so that many people who want to register marriage has not synchronized data between the data on Simkah Web with data in the City Dukcapil Office. Lhokseumawe

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