PELAYANAN ADMINISTRASI PERNIKAHAN BERBASIS SISTEM INFORMASI MANAJEMEN NIKAH DI KANTOR URUSAN AGAMA KECAMATAN CIGOMBONG KABUPATEN BOGOR

ABSTRAK

Salah satu kebutuhan administratif mengenai pelayanan administrasi pernikahan juga merupakan suatu kebutuhan yang harus dimiliki oleh masyarakat di Indonesia. Pernikahan termasuk erat dengan masalah kewarisan, kekeluargaan sehingga perlu dicatatkan untuk menjaga ketertiban dalam administrasi pernikahan sehingga memiliki kekuatan hukum, baik pernikahan yang dilaksanakan berdasarkan hukum Islam maupun pernikahan yang dilaksanakan yang tidak berdasarkan hukum Islam. Hal tersebut dengan adanya pelayanan administrasi pernikahan berbasis Sistem Informasi Manajemen Nikah mampu berperan untuk meningkatkan mutu dalam pelayanan di Kantor Urusan Agama Kecamatan Cigombong Kabupaten Bogor.

Penelitian ini bertujuan untuk mengetahui realitas pelayanan administrasi pernikahan berbasis Sistem Informasi Manajemen Nikah dalam upaya meningkatkan kualitas pelayanan di Kantor Urusan Agama Kecamtan Cigombong Kabupaten Bogor dan untuk mengetahui hambata-hambatan dalam pelaksanaan pelayanan dan layanan berbasis Sistem Informasi Manajemen Nikah. Sistem Informasi Manajemen Nikah membantu dalam pelaksanaan aktivitas pengelolaan data informasi, sehingga hal tersebut dapat mengefektifan pelayanan administrasi. Hal tersebut akan memberikan kepuasan jasa layanan yang diberikan yang dipengaruhi oleh beberapa faktor yaitu kualitas pelayanan yang dipersepsikan lima dimensi yaitu : *Tangibles* (Berwujud), *Realiability* (kehandalan), *Responsive* (Respon/ketanggapan), *Assurance* (jaminan),*Empathy* (Empati).

Metode yang dugunakan adalah metode deskriptif dengan pendekatan kualitatif. Penelitian ini diperoleh dengan cara observasi, wawancara, studi pustaka dan studi dokumentasi.

Hasil dari penelitian ini menunjukan bahwa pelayanan di Kantor Urusan Agama Kecamtan Cigombong sudah berjalan dengan baik sesuai dengan peraturan Kementrian Agama yang sudah ditetapkan. akan tetapi terdapat beberapa hambatan-hambatan dalam pelaksanan layanan Sistem Informasi Manajemen Nikah salah satunya dengan hambatan internal yaitu keterbatasan fasilitas untuk menunjang layanan berbasis SIMKAH serta keterbatasan sumberdaya manusia yang kurang memahami IT sedangkan hambatan eksternal yaitu faktor lokasi dan faktor lingkungan.

Kata Kunci: Pelayanan, Kualitas Pelayanan Sistem Informasi Manajemen Nikah

ADMINISTRATIVE SERVICE WEDDING BASED MANAGEMENT INFORMATION SYSTEM OF MARRIAGE IN THE RELIGIOUS AFFAIRS OFFICE OF SUBDISTRICT CIGOMBONG BOGOR REGENCY

ABSTRACT

One of the administrative requirements regarding the administrative service of the marriage is also a requirement that should be owned by people in Indonesia. The wedding including the issue of inheritance, a family so that needs to be recorded to keep order in the administration of marriage so that it has the force of law, whether the marriage is conducted based on Islamic law or the wedding was held which is not based on Islamic law. The thing with the administrative service of the marriage-based management information system of marriage were able to play a role to improve quality in the service of Religious Affairs Office in the Sub District of Bogor regency Cigombong.

This research aims to know the reality of the administrative service of the marriage-based management information system of marriage in an effort to improve the quality of service in the Office of religious affairs Kecamtan Cigombong Bogor regency and to know hambata barriers in the implementation of service and service-based management information system of marriage.

Management information system of marriage helps in the implementation of the data management activities of information, so that it can be mengefektifan the Ministry administration. It will give you the satisfaction of a given service is influenced by several factors, namely the quality of service that are perceived the five dimensions are: Tangibles (Intangibles), Realiability (reliability), Responsive (response/ketanggapan), Assurance (assurance),Empathy (Empathy).

Methods a descriptive method is white with a qualitative approach. This research was obtained by way of observation, interviews, literature studies and study of documentation.

The results of this research show that the Ministry of Religious Affairs in the Office of Kecamtan Cigombong has been running well in accordance with the regulations of the Ministry of religious affairs that has been set. but there are some obstacles in the information management Systems Service pelaksanan Marry one of them with internal obstacles, namely the limitation of facilities to support the SIMKAH-based services as well as the limitations of human resources the less understand IT while the external obstacles i.e. location factors and environmental factors.

Keywords: *Service, Service Quality, Management Information System Of Marriage*