

Analysis of the Effectiveness of the Implementation of the Marriage Management Information System (SIMKAH) in Marriage Registration at the Ministry of Religious Affairs of Bogor Regency

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ARTICLE INFO

Keywords: SIMKAH,
Effectiveness, Information
System, Public Service,
Marriage Registration

Received : 24 February

Revised : 24 April

Accepted: 25 May

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ABSTRACT

This study aims to analyze the effectiveness of the implementation of the Marriage Management Information System (SIMKAH) in marriage registration services at the Office of the Ministry of Religious Affairs of Bogor Regency. The study used a descriptive quantitative approach with the DeLone and McLean model, which includes system quality, information quality, use, user satisfaction, individual impact, and organizational impact. Data were collected through questionnaires, interviews, and observations of 91 respondents consisting of operators and public users over three months. The results show that SIMKAH implementation is effective, with an average score of 4.27 (very good) among operators and 3.76 (good) among the public. These findings indicate that SIMKAH can improve service efficiency and quality, although improvements are still needed in system stability and user understanding.

INTRODUCTION

In the era of government digitalization, various public institutions in Indonesia are increasingly adopting e-government systems as an effort to improve the efficiency, transparency, and quality of public services. Digital transformation is not only intended to simplify administrative processes, but also to ensure that services are more accountable, faster, and more responsive to community needs. The implementation of e-government is crucial, especially for formal and regulation-bound services such as marriage registration, which requires data accuracy, document security, and legal certainty (Ahmad & Santoso, 2025). The Ministry of Religious Affairs of the Republic of Indonesia, through the Directorate General of Islamic Community Guidance, has implemented the Marriage Management Information System (SIMKAH) as a nationally integrated marriage registration system. SIMKAH functions to record marriage administration data, accelerate the registration process, and improve document authenticity through innovations such as QR-code-based digital marriage cards (Agustin et al., 2024). In addition, this system is integrated with the Population Administration Information System (SIAK) and the state revenue system (PNBP/Simponi), thereby supporting data interoperability among institutions (Muh. Jamal Jamil, 2024).

The implementation of SIMKAH is part of the Electronic-Based Government System (SPBE) as regulated in Presidential Regulation Number 95 of 2018. SPBE aims to improve the quality of information-technology-based public services and to realize transparent and accountable governance (Prabowo & Sampara Lukman, 2026). Juridically, marriage registration in Indonesia is an obligation as stipulated in Law Number 1 of 1974 concerning Marriage, which states that every marriage must be registered by an authorized official in order to have legal force. This provision is strengthened by Minister of Religious Affairs Regulation Number 20 of 2019 concerning Marriage Registration, which regulates registration mechanisms based on a digital system.

The transformation from a manual system to a digital system through SIMKAH is expected to improve service effectiveness. Previously, the registration process was carried out manually, which tended to be time-consuming, prone to errors, and difficult for archive management. Therefore, digitalization has become a solution for improving data efficiency and accuracy (Made & Putri, 2025). This digitalization policy is strengthened through Minister of Religious Affairs Instruction Number 1 of 2017 and Regulation of the Director General of Islamic Community Guidance Number 473 of 2020 concerning the use of web-based SIMKAH. Furthermore, through Circular Letter of the Director General of Islamic Community Guidance Number B-5075/Dt.III.II/HM.00/10/2022, the government established the national use of SIMKAH Gen 4 as a form of system improvement.

Nevertheless, the implementation of SIMKAH Gen 4 in the field still faces various obstacles. Several problems found include system instability due to surges in access at certain times, limited internet networks in several KUA offices, and data input errors by operators that hinder administrative processes.

In Bogor Regency, SIMKAH is implemented through a network of subdistrict-level KUA offices connected to the central system. The Office of the Ministry of Religious Affairs of Bogor Regency acts as the coordinator for operational management, account distribution, and data synchronization. Based on 2025 data, the number of SIMKAH users across 40 subdistrict KUA offices shows significant variation, with the Cibinong Subdistrict KUA as the highest and the Cisarua Subdistrict KUA as the lowest.

Based on interview results, the main problems encountered include server disruptions during high loads, limited network infrastructure, and data input errors by operators. This condition shows that the implementation of SIMKAH has not yet run fully optimally, so an evaluation is needed to assess system effectiveness in improving the quality of marriage registration services.

Based on the description above, this study aims to analyze the effectiveness of the implementation of the Marriage Management Information System (SIMKAH) in marriage registration at the Office of the Ministry of Religious Affairs of Bogor Regency.

LITERATURE REVIEW

Definition of Effectiveness

Effectiveness is a concept used to assess the level of success of an activity or program in achieving predetermined objectives. Based on the Great Dictionary of the Indonesian Language (KBBI), effectiveness is related to the ability of an action to produce the expected results, benefits, or impacts (Ariyani et al., n.d.). Thus, effectiveness does not only assess the process, but places greater emphasis on the final results achieved.

According to Siagian (2001) in (Andreeansyah et al., 2025), effectiveness indicates the extent to which the utilization of resources can produce outputs in accordance with the planned objectives. The higher the compatibility between results and targets, the higher the level of effectiveness. In line with this, (Sastrawan et al., 2024) state that effectiveness reflects an organization's ability to perform its functions and achieve objectives optimally.

Marriage Management Information System (SIMKAH)

The Marriage Management Information System (SIMKAH) is an information-technology-based application developed by the Ministry of Religious Affairs of the Republic of Indonesia to support the digital and integrated marriage registration process. SIMKAH is used by Religious Affairs Offices (KUA) to carry out registration, verify prospective bride and groom data, record marriages, and issue official documents such as certificates and digital marriage cards. The effectiveness of SIMKAH implementation can be seen from the extent to which this system is able to achieve its stated objectives, namely improving the quality and performance of marriage registration services.

In this study, the effectiveness of SIMKAH is analyzed using the DeLone and McLean Information System Success Model approach, which includes six main indicators: system quality, information quality, level of use, user satisfaction, individual impact, and organizational impact.

System quality relates to the reliability, ease of use, and stability of the SIMKAH application in supporting the work of KUA operators. Information quality refers to the accuracy, completeness, and timeliness of the data generated by the system. The level of use reflects the extent to which the system is utilized in the service process, while user satisfaction shows the responses of both operators and the public to the performance of the system. Individual impact measures the influence of SIMKAH use on user performance and productivity, particularly KUA operators in managing marriage registration data. Meanwhile, organizational impact relates to SIMKAH's contribution to improving the overall effectiveness of public services within the Ministry of Religious Affairs, such as accelerating services, improving data accuracy, and facilitating supervision and reporting.

In line with this, research conducted by (Purnamasari et al., 2023) shows that the success of information system implementation in public services is not only determined by the technical aspects of the system, but also by the quality of the information produced, the level of user acceptance, and its impact on improving individual and organizational performance. Therefore, the use of the DeLone and McLean model is considered relevant for measuring the effectiveness of SIMKAH implementation in this study.

Conceptual Framework

Digital transformation in public services encourages the government to use information systems to improve service quality. One example is the use of the Marriage Management Information System (SIMKAH) in marriage registration at Religious Affairs Offices (KUA). SIMKAH aims to accelerate administrative processes, improve data accuracy, and facilitate public access to services.

The success of SIMKAH is not only seen from the existence of the system, but from the extent to which the system can be used properly and provide benefits. Therefore, effectiveness measurement is needed to determine whether SIMKAH has achieved the expected objectives.

This study uses the DeLone and McLean model, which consists of six indicators: system quality, information quality, use, user satisfaction, individual impact, and organizational impact. System and information quality influence use and user satisfaction, which then affect individual and organizational performance.

Although various previous studies have discussed the implementation of the Marriage Management Information System (SIMKAH) in improving the quality of public services, most studies still focus on implementation in general or only on a particular user perspective, such as operators or the public. In addition, previous studies tend not to have comprehensively examined the effectiveness of SIMKAH using a multidimensional approach that simultaneously covers system quality, information quality, use, user satisfaction, and individual and organizational impacts.

There is a research gap in studies that integrate all dimensions of information system success into one complete analytical model, particularly in the context of marriage registration services at the regional level.

The novelty of this study lies in the use of a more comprehensive evaluation approach to SIMKAH effectiveness through multidimensional analysis and a comparison of perceptions between operators and the public as system users. This study also provides recent empirical contributions related to SIMKAH implementation at the Office of the Ministry of Religious Affairs of Bogor Regency, which has not been widely examined in previous studies. Thus, the implementation of SIMKAH is expected to improve the effectiveness of marriage registration services. The better the system is used and the higher user satisfaction is, the greater the positive impact generated.

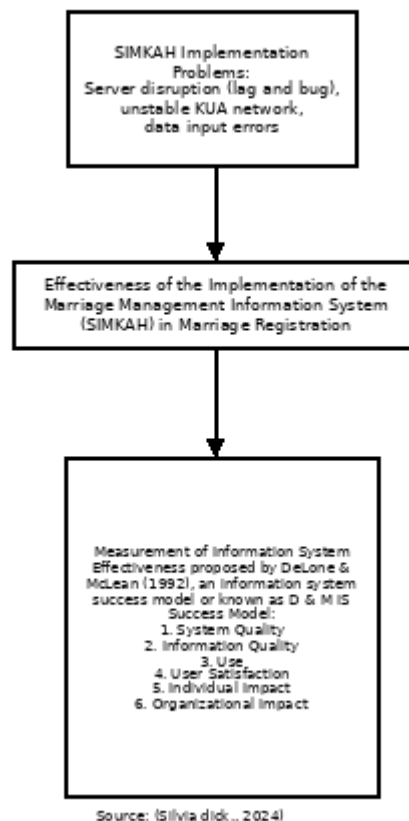


Figure 1. Conceptual Framework of SIMKAH Effectiveness

METHODOLOGY

This study uses a quantitative approach with a descriptive method. The descriptive method is used to systematically and factually describe the effectiveness of the implementation of the Marriage Management Information System (SIMKAH) in marriage registration services at the Office of the Ministry of Religious Affairs of Bogor Regency. Quantitative research produces numerical data that can be analyzed using statistical procedures, while descriptive research aims to determine the value of a variable independently without comparing it or connecting it with other variables. Thus, this study focuses on measuring the level of SIMKAH effectiveness without testing relationships among variables.

The unit of analysis in this study is the implementation of SIMKAH at the Office of the Ministry of Religious Affairs of Bogor Regency, involving SIMKAH operators and service users, namely prospective brides and grooms who register their marriages through the system.

The research population includes SIMKAH users at two subdistrict KUA offices in Bogor Regency, namely the Cibinong Subdistrict KUA with 409 users and the Cisarua Subdistrict KUA with 79 users, bringing the total population to 488 users. In addition, there are SIMKAH operators consisting of 6 operators from the Ministry of Religious Affairs of Bogor Regency, 1 operator from the Cibinong Subdistrict KUA, and 1 operator from the Cisarua Subdistrict KUA.

The sampling technique used was purposive sampling, which is a sampling technique based on specific considerations. The sample criteria in this study were users who had registered for marriage through SIMKAH and operators who were directly involved in system management. Based on calculations using the Yamane formula with a 10% error rate, a sample of 83 user respondents was obtained. With the addition of 8 operators, the total number of respondents in this study was 91 people.

Data collection techniques were carried out through two approaches: library research and field research. Library research was used to obtain theoretical foundations from books, journals, and other scientific sources. Meanwhile, field research was conducted through questionnaire distribution, interviews, and observation. The questionnaire served as the main instrument using a Likert scale to measure respondents' perceptions of SIMKAH effectiveness. Interviews were conducted to obtain more in-depth information, while observations were carried out to identify actual field conditions.

The data analysis technique in this study uses quantitative descriptive analysis with the Weight Mean Score (WMS) approach. This method is used to process questionnaire data by calculating the weighted average of each respondent's answer. The calculation results are then interpreted into assessment categories to determine the level of effectiveness of SIMKAH implementation in marriage registration services.

RESEARCH RESULTS

This study aims to determine the effectiveness of the implementation of the Marriage Management Information System (SIMKAH) in marriage registration services at the Office of the Ministry of Religious Affairs of Bogor Regency. Data were obtained by distributing questionnaires to 91 respondents consisting of 83 service users (prospective brides and grooms) and 8 SIMKAH operators.

The initial step was to score respondents' answers using a Likert scale. The data were then analyzed using the Weight Mean Score (WMS) method to obtain the average value of each SIMKAH effectiveness indicator, which includes system quality, information quality, use, user satisfaction, individual impact, and organizational impact.

The formula used is as follows:

$$M = \frac{\sum f(x)}{n}$$

Description:

M = Mean value

f = Frequency

x = Score

n = Number of respondents

The calculation results were then classified using the following Likert Scale Table:

Table 1. Likert Scale

Value	Scale	Code	Description
5	4.01 – 5.00	SB	Very Good
4	3.21 – 4.00	B	Good
3	2.41 – 3.20	N	Neutral
2	1.61 – 2.40	TB	Poor
1	1.00 – 1.60	STB	Very Poor

The calculation results were then classified based on Likert scale assessment criteria.

System Quality Dimension

Table 2. System Quality Dimension

Dimension	Statement Item	SIMKAH Operators		Public SIMKAH Users	
System Quality	System response speed when accessed	4.00	Good	3.78	Good
	System stability when used simultaneously by many users.	3.88	Good	3.78	Good
	System availability during KUA service hours.	4.00	Good	3.81	Good
	System ability to handle traffic surges	3.5	Good	3.58	Good
Average		3.85	Good	3.74	Good

Based on the research results, the quality of the SIMKAH system is rated good by both operators and the public. The system is sufficiently fast, available when needed, and can be used smoothly. However, in terms of stability and the ability to handle many users simultaneously, the scores are slightly lower. This shows that the system still experiences constraints when used concurrently by large numbers of users.

Overall, the quality of the SIMKAH system is already good, but it still needs to be improved to become more stable and optimal.

Information Quality Dimension

Table 3. Information Quality Dimension

Dimension	Statement Item	SIMKAH Operators		Public SIMKAH Users	
		Average	Category	Average	Category
Information Quality	Accuracy of data information	4.50	Very Good	3.8	Good
	The format and display of information in SIMKAH support the marriage administration service process.	4.38	Very Good	3.81	Good
	Clarity of information format and display in the system.	4.25	Very Good	3.84	Good
	Minimal information errors resulting from data processing.	4.38	Very Good	3.81	Good
Average		4.38	Very Good	3.82	Good

Based on the research results, SIMKAH information quality is rated very good by operators and good by the public. This indicates that the information produced by the system is accurate, clear, and helpful in the service process. Operators gave higher assessments because they understand the system better, while the public rated it good because they still experience some limitations in use.

Overall, the information quality of SIMKAH is very good and is able to optimally support marriage registration services.

Use Dimension

Table 4. Use Dimension

Dimension	Statement Item	SIMKAH Operators		Public SIMKAH Users	
		Average	Category	Average	Category
Use	Ease of system use	4.25	Very Good	3.78	Good
	System usage steps that are easy to understand	4.38	Very Good	3.86	Good
	System features that are not difficult to use	4.50	Very Good	3.7	Good
Average		4.38	Very Good	3.78	Good

Based on the research results, the use of SIMKAH is rated very good by operators and good by the public. This shows that the system is quite easy to use and understand. Operators gave higher assessments because they are more accustomed to using the system, while the public still experiences slight difficulties in use.

Overall, the use of SIMKAH is good and quite helpful in the marriage registration service process.

User Satisfaction Dimension

Table 5. User Satisfaction Dimension

Dimension	Statement Item	SIMKAH Operators		Public SIMKAH Users	
		Average	Category	Average	Category
User Satisfaction	User satisfaction with system speed and performance.	4.00	Very Good	3.73	Good
	Satisfaction with the ease of entering marriage data.	4.13	Very Good	3.86	Good
	Public satisfaction with SIMKAH-based marriage registration services	4.00	Good	3.70	Good
Average		4.04	Good	3.76	Good

Based on the research results, SIMKAH user satisfaction is rated good by both operators and the public. This shows that the system is sufficiently satisfactory in supporting marriage registration services. Several aspects, such as speed and ease of data input, were rated higher, especially by operators. However, the level of public satisfaction remains in the good category, indicating that there are still aspects that need improvement.

Overall, users feel that SIMKAH has been helpful, although it is not yet fully optimal.

Individual Impact Dimension

Table 6. Individual Impact Dimension

Dimension	Statement Item	SIMKAH Operators		Public SIMKAH Users	
		Average	Category	Average	Category
Individual Impact	Improved work efficiency of SIMKAH operators	4.25	Very Good	3.78	Good
	Ease for operators in completing marriage administration tasks.	4.38	Very Good	3.82	Good
	The use of SIMKAH provides benefits for individuals	4.88	Very Good	3.64	Good
Average		4.50	Very Good	3.75	Good

Based on the research results, the individual impact of SIMKAH use is rated very good by operators and good by the public. This shows that SIMKAH can improve work efficiency and facilitate task completion. Operators experience

greater benefits because they use the system directly in their daily work. Meanwhile, the public also benefits, although not to the same extent as operators.

Overall, SIMKAH has a positive impact on individuals in supporting marriage registration services.

Organizational Impact Dimension

Table 7. Organizational Dimension

Dimension	Statement Item	SIMKAH Operators		Public SIMKAH Users	
		Average	Category	Average	Category
Organizational Impact	Improved effectiveness of marriage registration services	4.25	Very Good	3.78	Good
	Acceleration of the marriage administration service process.	4.38	Very Good	3.82	Good
	Improvement of public service quality for the community.	4.88	Very Good	3.64	Good
Average		4.50	Very Good	3.75	Good

Based on the research results, the organizational impact of SIMKAH use is rated very good by operators and good by the public. This shows that SIMKAH can improve effectiveness and accelerate marriage registration services. Operators experience a greater impact because they are directly involved in the service process. Meanwhile, the public also experiences improved service quality, although not yet maximally.

Overall, SIMKAH provides a positive impact for the organization in improving the quality of public services.

Recapitulation of SIMKAH Effectiveness

Table 8. Recapitulation of SIMKAH Effectiveness

Variable	Dimension	Indicator	SIMKAH Operators Average	SIMKAH Operators Rating	Public SIMKAH Users Average	Public SIMKAH Users Rating
SIMKAH EFFECTIVENESS	System Quality	System response speed when accessed	4.00	Good	3.78	Good
		System stability when used simultaneously by many users	3.88	Good	3.78	Good
		System availability during KUA service hours	4.00	Good	3.81	Good
		System ability to handle traffic surges	3.50	Good	3.58	Good
		Average	3.85	Good	3.74	Good
	Information Quality	Accuracy of data information	4.50	Very Good	3.80	Good
		Information format and display in SIMKAH support marriage administration services	4.38	Very Good	3.81	Good
		Clarity of information format and display in the system	4.25	Very Good	3.84	Good
		Minimal information errors from data processing	4.38	Very Good	3.81	Good
		Average	4.38	Very Good	3.82	Good
	Use	Ease of system use	4.25	Very Good	3.78	Good
		System usage steps are easy to understand	4.38	Very Good	3.86	Good
		System features are not difficult to use	4.50	Very Good	3.70	Good
		Average	4.38	Very Good	3.78	Good
	User Satisfaction	Satisfaction with system speed and performance	4.00	Very Good	3.73	Good
		Satisfaction with ease of entering marriage data	4.13	Very Good	3.86	Good
		Public satisfaction with SIMKAH-based marriage registration services	4.00	Good	3.70	Good
		Average	4.04	Good	3.76	Good
	Individual Impact	Improved work efficiency of SIMKAH operators	4.25	Very Good	3.78	Good
		Ease for operators in completing marriage administration tasks	4.38	Very Good	3.82	Good
		The use of SIMKAH provides benefits for individuals	4.88	Very Good	3.64	Good
		Average	4.50	Very Good	3.75	Good
	Organizational Impact	Improved effectiveness of marriage registration services	4.25	Very Good	3.78	Good
		Acceleration of marriage administration service process	4.38	Very Good	3.82	Good
		Improvement of public service quality for the community	4.88	Very Good	3.64	Good
		Average	4.50	Very Good	3.75	Good
	Overall Average		4.27	Very Good	3.76	Good

Based on the research results, the overall effectiveness of SIMKAH implementation obtained an average score of 4.27 among operators with a very good category, and 3.76 among the public with a good category.

Each dimension shows positive results, namely:

1. System quality is rated good by both respondent groups
2. Information quality is rated very good by operators and good by the public
3. Use shows that the system is easy to use
4. User satisfaction is in the good category
5. Individual and organizational impacts are rated very good by operators and good by the public

This shows that SIMKAH implementation has been effective and is able to improve the quality of marriage registration services. However, several aspects still need to be improved, especially from the perspective of public user experience, so that the results can be more optimal.

DISCUSSION

The research results show that the effectiveness of the implementation of the Marriage Management Information System (SIMKAH) at the Office of the Ministry of Religious Affairs of Bogor Regency is in the very good category for operators, with an average score of 4.27, and in the good category for the public, with an average score of 3.76. These findings indicate that SIMKAH has operated in accordance with the planned objectives, although there are still several aspects that need improvement.

Based on the system quality dimension, the research results show that SIMKAH has a good level of performance in terms of access speed and system availability. However, in terms of stability and the ability to handle user surges, there are still obstacles, especially at certain times with high access levels. This indicates that although the system has run well, technical improvements are still needed.

In the information quality dimension, the research results show that the information generated by SIMKAH is rated very good by operators and good by the public. The information presented is accurate, clear, and helpful in the service process. This is in line with the concept of information system success, which emphasizes the importance of information quality in supporting decision-making and services. There is a difference from the study by Made & Putri (2025), which found that significant obstacles remained in the use of SIMKAH by the public due to low digital literacy. In this study, such obstacles were also found, but they were not too dominant because most indicators remained in the good category.

Furthermore, in the use dimension, the research results show that SIMKAH is easy to use and understand, especially for operators. However, for the public, system use still requires adjustment, particularly for users who are not familiar with technology. This indicates that the level of ease of use is good, but still needs improvement in terms of user-friendliness.

In the user satisfaction dimension, the research results show that the level of satisfaction is in the good category. This indicates that SIMKAH is already able

to meet user needs in marriage registration services, although there are still several aspects that need improvement so that user satisfaction can increase. In the individual impact dimension, the research results show that SIMKAH has a positive impact on operator performance, such as improving work efficiency and facilitating the completion of administrative tasks. Meanwhile, the public also experiences benefits from this system, although not as much as those experienced by operators.

In the organizational impact dimension, the research results show that SIMKAH can improve the effectiveness and quality of marriage registration services. This system helps accelerate administrative processes and improve the quality of public services. This shows that SIMKAH has a significant contribution in supporting organizational performance.

Overall, the results of this study show that the implementation of SIMKAH has run effectively in supporting marriage registration services. However, improvement efforts are still needed, particularly in system stability, server capacity enhancement, and improving public understanding in using the system. These efforts can be carried out through improvements in technological infrastructure, training for operators, and continuous socialization to the public.

The results of this study also strengthen the findings of Ahmad & Santoso (2025) and Prabowo & Sampara Lukman (2026), which emphasize that public service digitalization through electronic-based systems (SPBE) can improve transparency, effectiveness, and service quality, although it still requires infrastructure support and user capacity improvement.

CONCLUSION

Based on the research results, it can be concluded that the implementation of the Marriage Management Information System (SIMKAH) in marriage registration services at the Office of the Ministry of Religious Affairs of Bogor Regency has run effectively. This is shown by an average score of 4.27 among operators with a very good category and 3.76 among the public with a good category.

Viewed from each dimension, system quality and SIMKAH use have run well, although there are still constraints on system stability when user surges occur. The information quality generated by the system is rated very good by operators and good by the public, indicating that the information presented is accurate and supports the service process. User satisfaction is in the good category, meaning that the system has been able to meet user needs, although it is not yet fully optimal.

In terms of impact, SIMKAH has a positive influence on both individuals and the organization. For operators, this system can improve work efficiency and facilitate task completion. Meanwhile, for the organization, SIMKAH contributes to improving the effectiveness and quality of marriage registration services.

Overall, SIMKAH has been able to support digital transformation in public services, particularly in marriage registration. Nevertheless, improvements are still needed in the technical aspects of the system and user understanding so that the effectiveness achieved can be more optimal.

RECOMMENDATIONS

System and Infrastructure Improvement

Improvements need to be made to the quality of the SIMKAH system, especially in terms of server stability and capacity so that it can handle user surges. In addition, internet network support at each KUA office also needs to be improved so that service processes can run more smoothly and optimally.

Improving User Understanding and Assistance

There needs to be socialization and education for the public regarding the use of SIMKAH, as well as periodic training for operators. This aims to minimize errors in system use and improve the effectiveness of marriage registration services.

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