



MARRIAGE MANAGEMENT INFORMATION SYSTEM IN IMPROVING THE QUALITY OF SERVICES AT THE OFFICE OF RELIGIOUS AFFAIRS

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ABSTRACT

The Marriage Management Information System is capable of making administrative marriage services at the Cengkareng Sub-District Office of Religious Affairs more modern, faster, and reliable in efforts to improve the quality of services to the public, particularly marriage services. This study aims to examine service communication through the Marriage Management Information System as well as understanding of the system and the services available within it. The study employs a descriptive qualitative approach with data collection through observation, interviews, and document studies. The research subjects include the head of the Office of Religious Affairs, staff members, and prospective brides and grooms. Service communication through the Marriage Management Information System improves the quality of services at the Cengkareng Office of Religious Affairs through several aspects, namely the implementation of administrative marriage services, the impact of the system on service speed and reliability, and communication strategies in the socialization of the system from the perspective of Islamic Broadcasting Communication. Solutions for enhancing socialization include the use of social media, brochures, and religious forums. In addition, improving internet network capacity, intensive training for system officers, and attention to public complaints are key to minimizing technical obstacles. This ensures that the public can easily use the system and that services become more effective and efficient. In conclusion, the Marriage Management Information System has proven to improve the quality of marriage services at the Cengkareng Office of Religious Affairs through effective communication and utilization of digital technology..

Keyword: Communication, Marriage, Office of Religious Affairs



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INTRODUCTION

The Office of Religious Affairs has a strategic role in enhancing the readiness of prospective brides and grooms through premarital guidance programs conducted in religious outreach institutions, focusing on the strategies, materials, and effectiveness of the guidance in preventing divorce (Hotimah, 2021; Aini et al., 2024). Furthermore, digital transformation through e-government systems, such as the Integrated Hajj Registration and Pilgrimage Management System, has increased the efficiency of religious services, particularly in the registration process for the Hajj pilgrimage and the management of congregant databases, although challenges remain regarding communication and resource allocation that must be optimized to improve service quality (Kamal et al., 2025). The Makassar Office of Religious Affairs is also actively addressing marriage violations and adapting marriage law policies to meet societal needs through the formation of special teams, regular studies of Islamic marriage law, and collaboration with research institutions to maintain legal flexibility (Muhajir et al., 2024). Integrating religious character values, such as discipline, justice, honesty, and patience, into public services is also recommended to sustainably enhance service quality (Tahir et al., 2019).

Office of Religious Affairs services are increasingly computer-based with the implementation of distributed storage systems such as Kua, which are designed to handle large datasets from applications such as machine learning training systems or log collection (Patil et al., 2022). This system is built on Named Data Networking, enabling a simple design while meeting the demands of large object storage. Kua provides fault tolerance through data replication, fast data access with strong consistency, and data-based security to ensure safe storage and retrieval. Efficiency is achieved through the multicast and caching capabilities of Named Data Networking, while prototype implementations offer user-friendly primitives for secure data storage. Compared to other systems such as Kubernetes, which focus on container orchestration, deployment automation, load balancing, and autoscaling (Niazi et al., 2023; Nguyen et al., 2020; Pilyai et al., 2024), Kua emphasizes large-scale data storage with high security and availability.

Computer-based marriage services, or online wedding organizers, have leveraged information technology and information systems to facilitate the planning and execution of wedding events. These systems enable broader promotional reach, simplified booking processes, and structured, centralized wedding planning services (Soleh et al., 2017; Wahyudi et al., 2024). Key features of these services include integrated booking and communication, where web-based platforms allow customers to interact directly with service providers, manage payments, and coordinate catering efficiently (Mahirssa & Fachrie, 2024). Advanced recommendation systems, employing hybrid approaches such as content-based and collaborative filtering, provide personalized suggestions for venues, service providers, and services based on user preferences and historical data, enhancing customer satisfaction (Singh et al., 2020). While computer-based services offer efficiency, convenience, and real-time communication and transactions, they also require careful attention to data privacy and ethical issues to maintain user trust (Hasti et al., 2018; Indhujaa & Jaisankar, 2024).

According to the Ministry of Religious Affairs Regulation Number 20 of 2019, marriage registration now utilizes digital marriage cards, replacing physical marriage certificates, which can be accessed through the Marriage Management Information System at all Offices of Religious Affairs, including the Cengkareng Office. This study aims to understand administrative marriage service

communication based on the Marriage Management Information System, explore its impact on service quality, and identify supporting and inhibiting factors. The findings are expected to benefit the Cengkareng Office of Religious Affairs in improving service quality, provide the Ministry of Religious Affairs with policy input for developing the Marriage Management Information System, enhance digital literacy among prospective brides and grooms, and serve as a reference for academics in the development of public service digitalization studies, religious service innovation, and further research on user satisfaction with digital marriage services.

RESEARCH METHODOLOGY

This study was conducted at the Cengkareng Sub-District Office of Religious Affairs in West Jakarta, as the location was considered representative and relevant for exploring the implementation of digital marriage administrative services through the Marriage Management Information System. The research was carried out in stages, from planning to field data collection, spanning from May 5 to August 4, 2025. The approach used was qualitative with a descriptive method, aiming to provide a comprehensive overview of service communication, digital marriage administration processes, and the supporting and inhibiting factors that emerged in the implementation of the Marriage Management Information System at the Cengkareng Office of Religious Affairs.

Data collection was conducted using three main techniques: observation, interviews, and document studies. Observation aimed to gain direct understanding of the digital service process, including staff interactions and system utilization. Interviews were conducted with relevant parties, namely the Head of the Office of Religious Affairs and administrative staff, using a combination of unstructured interviews, guided conversations, and structured interviews to obtain in-depth information regarding employee behavior, technical obstacles, and service practices. Document studies included the collection of data such as standard operating procedures for services, reports on the use of the Marriage Management Information System, technical manuals, and marriage statistics to assess the performance of digital administrative services.

Data analysis was carried out in three stages according to Miles and Huberman: data reduction, data display, and drawing conclusions. Data reduction aimed to simplify information into more meaningful forms, data display was presented in a systematic narrative format, and drawing conclusions referred to the research objectives and problem formulation. Data validity was ensured through triangulation of sources, methods, and time, thereby guaranteeing the accuracy, reliability, and credibility of the findings.

RESULT AND DISCUSSION

Implementation of Marriage Administrative Services Through the Marriage Management Information System at the Cengkareng Sub-District Office of Religious Affairs.

The implementation of marriage administrative services through the Marriage Management Information System can significantly enhance public service efficiency and accuracy. For instance, the integration of management information systems in immigration departments has been shown to expedite document processing and increase user satisfaction, demonstrating similar potential benefits for marriage administration services (Wilonotomo et al., 2025). User acceptance is a critical factor in the successful implementation of such systems, influenced by performance expectations, ease of use, and habitual behavior. Ensuring the system is user-friendly and beneficial can significantly improve satisfaction levels (Fajar Maulana et al., 2021). Moreover, management information systems facilitate

data management and support decision-making, as observed in human resource management practices that enhance efficiency and decision quality (Priya and Jayalakshmi, 2024). However, common challenges, such as user acceptance, data security, and system integration, must be addressed through training, awareness programs, and robust security measures (El-Ebary et al., 2016).

The Marriage Management Information System is a Windows-based application developed to manage and collect marriage administration data from all Offices of Religious Affairs across Indonesia. The application can be used online or offline, providing convenience for regional offices with limited internet connectivity. Data collected from each office is stored securely and systematically, not only at the local office level but also at the district, city, provincial, and Islamic guidance institution levels. The Marriage Management Information System is designed to allow data access for statistical analysis, report preparation, and policy evaluation related to marriage administration. The system also provides public access, enabling the community to obtain marriage-related information quickly, accurately, and transparently. With the Marriage Management Information System, the management of marriage administrative data becomes more efficient, secure, and nationally integrated, minimizing the risk of document loss and data entry errors.

Feedback on the Marriage Management Information System has been positive from both internal Office of Religious Affairs staff and external users. Data from operators indicate that the application facilitates the execution of marriage administrative tasks, while the public appreciates the convenience of online registration and service transparency. Such feedback serves as an essential basis for managers to evaluate and improve the system. Interviews with operators revealed that the application provides extensive functionality, including the management of prospective bride and groom data, development of database infrastructure according to managerial and executive needs, and integration between regional offices of religious affairs and the central office. These functions enable the Marriage Management Information System to provide fast, accurate, and comprehensive services while supporting more effective administrative monitoring. Continuous evaluation of feedback from internal and external users is key to ensuring the development of a relevant and beneficial marriage information system.

The implementation of marriage administrative services at the Cengkareng Sub-District Office of Religious Affairs through the Marriage Management Information System emphasizes adherence to standard operating procedures and organized queuing systems. The system has been implemented since 2018 as part of the Ministry of Religious Affairs' policy mandating the digitization of marriage administrative services across all Offices of Religious Affairs in Indonesia. The system makes administrative processes not only faster but also more transparent and accountable. Interviews with operators, such as Mrs. Ria Siti Sunarsih, S.H., indicate that services include online registration, verification of physical documents at the office, and premarital counseling interviews to guide couples on household readiness according to Islamic principles. These services aim to improve the quality of marriage administration, reduce manual errors, and ensure that all requirements are fulfilled prior to the marriage ceremony. In this way, the Marriage Management Information System supports modern, efficient, and citizen-oriented marriage administrative services.

The registration process through the Marriage Management Information System begins with prospective couples completing an online form on the official website, providing personal data and proposed wedding schedules. They are then required to visit the Office of Religious Affairs to submit original documents, such as identity cards, referral letters, N1-N4 forms, and passport photos, for

verification. This step ensures the validity of the data entered into the system. The system also supports premarital counseling services, where couples receive guidance on marital rights and responsibilities according to Islamic teachings. Following counseling, the marriage ceremony is scheduled at the office or another approved location. Upon completion of the ceremony, officials issue marriage books and certificates integrated with national data. The system facilitates digital administrative recording, ensuring secure, accessible, and tamper-proof documentation compared to manual processes.

The Marriage Management Information System is integrated with the Population and Civil Registration database, allowing automatic verification of prospective spouses' identities through their National Identification Number and family card. This integration minimizes the risk of identity errors or document forgery, enhancing the accuracy and security of marriage administration data. All documents recorded in the system are stored digitally on the Ministry of Religious Affairs' national server, allowing authorized officials to access them at any time. Additionally, the system can generate monthly and annual statistical reports, including the number of marriages by region, facilitating government monitoring and evaluation. The system also provides rapid and accurate data presentation for both public and internal purposes. Digitization through the Marriage Management Information System is a crucial step in increasing transparency, preventing physical document loss, and strengthening the integrity of national marriage administration.

Despite the numerous benefits of the Marriage Management Information System, several implementation challenges remain. Some community members are unfamiliar with technology and require assistance from staff to use the application. Unstable internet connections in certain regions, especially remote areas, also pose challenges. Staff require periodic technical training to operate the system optimally. These challenges highlight the need for continuous system development, including capacity building for human resources, infrastructure enhancement, and community outreach. Through ongoing evaluation, the Marriage Management Information System can elevate marriage administrative services to become more modern, fast, accurate, and reliable. This digital transformation represents a critical effort by the Ministry of Religious Affairs to provide high-quality, efficient public services that meet community needs.

The Impact of Digitalization of Marriage Administrative Services Through the Marriage Management Information System on Service Quality

In today's digital era, technology is not only used to meet information needs but has also become an integral part of supporting various daily activities, including public services. Communities and government institutions utilize technology to enhance service efficiency, including at the Cengkareng Sub-District Office of Religious Affairs. The digitalization of marriage services is crucial to ensure administrative processes run faster, more accurate, and aligned with public expectations. With the online Marriage Management Information System, the Office of Religious Affairs can leverage technology to accelerate marriage registration, minimize administrative errors, and store data securely and in an integrated manner. The implementation of the Marriage Management Information System at the Cengkareng Sub-District Office of Religious Affairs enables more efficient, accurate, and transparent services. This aligns with the Ministry of Religious Affairs' efforts to implement digital transformation across all Offices of Religious Affairs in Indonesia, so that marriage services not only meet administrative standards but also enhance the public experience.

One positive impact of using the Marriage Management Information System is the improvement of service efficiency. Administrative processes, from the registration of prospective couples to the

issuance of marriage books, can be completed faster than manual methods. Prospective couples can register online without frequent visits to the Office of Religious Affairs, saving time and effort. In an interview with a prospective spouse, Mr. Ahmad Fauzi stated that registration was done on Monday and the entire process was completed by Thursday, demonstrating significant service acceleration. Additionally, registration data is stored digitally, facilitating easy access and reducing administrative errors. The Marriage Management Information System is equipped with automatic validation features to ensure the accuracy of incoming information. As a result, the Cengkareng Sub-District Office of Religious Affairs can provide optimal services, in line with the vision and mission of the Ministry of Religious Affairs, and become a pioneer of digital-based marriage administrative services in West Jakarta.

The Marriage Management Information System also plays an important role in improving data accuracy, transparency, and accountability. Administrative staff at the Cengkareng Sub-District Office of Religious Affairs revealed that the system reduces data entry errors and the risk of document loss. Every piece of data entered is verified by the system, and in the event of discrepancies, the system provides automatic notifications. Integration of the Marriage Management Information System with the national system enables real-time monitoring by the central office, ensuring all services are recorded transparently and can be accounted for. The Head of the Cengkareng Sub-District Office of Religious Affairs emphasized that the system allows direct supervision from the Ministry of Religious Affairs, enabling every administrative process to be monitored and evaluated. Furthermore, the system supports the digital transformation of public services, in accordance with government regulations promoting administrative modernization, thus improving service quality and professional management of data that can be legally and administratively justified.

Community satisfaction is an important indicator of the successful implementation of the Marriage Management Information System at the Cengkareng Sub-District Office of Religious Affairs. Interviews with prospective couples, including Ms. Fitriani from Rawa Buaya Village, indicated that the service at the office was friendly, fast, and responsive to difficulties in online registration. The public feels supported by staff who are ready to assist, making administrative processes easier and more convenient. The Cengkareng Sub-District Office of Religious Affairs continuously strives to improve facilities, such as buildings, parking areas, toilets, and the availability of computers and laptops to support digitalization. Through evaluation and feedback from the public, potential service improvements can be identified, such as enhancing internet networks and staff training. The implementation of the Marriage Management Information System demonstrates that technology can be effectively utilized to support marriage administration, increase public satisfaction, and realize transparent, accurate, and modern public services in the digital era.

Barriers to Digitalization of Marriage Administrative Services Through the Marriage Management Information System on Service Quality

Although the implementation of the Marriage Management Information System at the Cengkareng Sub-District Office of Religious Affairs has shown significant progress in marriage administrative services, several barriers still need to be addressed. One of the main challenges is the lack of socialization to the public, resulting in many individuals being unfamiliar with online registration procedures. Low digital literacy among prospective couples and their parents creates difficulties in using the system, especially for those with limited education. Some residents still rely on manual methods because they do not understand how to access and operate the Marriage Management Information System. This condition indicates that the effectiveness of the system depends not only

on the technical quality of the application but also on the community's ability to adapt to technology. Limited socialization results in suboptimal utilization of the system, so the Office of Religious Affairs needs to increase interaction and education with the public regarding digital-based marriage administrative procedures.

In addition to social and literacy issues, technical obstacles also pose significant challenges in the implementation of the Marriage Management Information System at the Cengkareng Sub-District Office of Religious Affairs. One primary challenge is slow internet speed, especially during peak hours, which affects data transmission and the input of prospective couple information. This problem may arise from central servers, unstable local connections, or the devices used by staff. The Marriage Management Information System operator stated that data recording processes are often delayed because the system does not function optimally, making services less efficient. This emphasizes the importance of adequate technological infrastructure, including a stable internet connection and reliable hardware, to ensure smooth system performance. Handling technical disruptions is a crucial step to ensure that the Marriage Management Information System can provide fast, accurate, and reliable services.

The low level of digital literacy among the Cengkareng community is another factor affecting the effectiveness of the Marriage Management Information System. Many prospective couples and their parents experience difficulties registering online due to limited knowledge of information technology. The operator, Ms. Ria Siti, stated that staff often have to provide direct assistance at the office to ensure registration can proceed. This indicates that although the system is available, its utilization is not fully optimal without public education support. Limited socialization regarding the Marriage Management Information System also contributes to low understanding and participation from the public. Therefore, digital literacy and public outreach are crucial aspects that must be improved to ensure all community members can access marriage administrative services independently.

To overcome these barriers, the Cengkareng Sub-District Office of Religious Affairs has undertaken various socialization efforts to help the public understand Marriage Management Information System procedures. Strategies include using WhatsApp and other social media platforms, creating brochures, direct interaction with prospective couples, and guidance during the marriage process. Additionally, the head of the office emphasized the importance of coordination with local community leaders to ensure information is widely disseminated. Staff also assist prospective couples and their guardians in updating civil registry data to synchronize with the Marriage Management Information System. These measures have proven to support staff performance and increase public satisfaction with marriage administrative services. Research findings indicate that a combination of active socialization and technical support is the key to successful implementation of the Marriage Management Information System, enabling digital services to operate effectively and sustainably in Cengkareng.

Quality of Marriage Services at the Sub-District Office of Religious Affairs in Cengkareng

Marriage services at the Sub-District Office of Religious Affairs continue to improve through various innovations, one of which is the implementation of a digital Marriage Card equipped with a QR code. This card makes it easier for the public to carry marriage data, is durable, difficult to counterfeit, and increases the efficiency and reliability of marriage documentation (Ghani, 2019). However, service quality still varies between urban areas and border regions. In remote locations such as Entikong and Sekayam, limited resources and accessibility pose serious challenges, which

may result in unregistered marriages or prohibited marriage practices (Ishom, 2019). Additionally, the Office of Religious Affairs also handles early marriages, which, although restricted by legal age regulations, still occur. This process requires a marriage dispensation from the Religious Court, in which the Office plays an important role in balancing legal provisions with social practices in the community (Fathurrahman et al., 2023).

Furthermore, the Office of Religious Affairs provides pre-marriage counseling and reproductive health education, although implementation varies across regions due to budget limitations (Nugraheni et al., 2023). Community involvement is also a key focus, with collaboration with community leaders and religious instructors to provide education related to marriage, including efforts to delay child marriages and address underlying socio-cultural factors (Nasrulloh et al., 2024). In Makassar, the Office applies strategic policies to ensure that marriage laws remain adaptive to societal changes, including the establishment of special teams and routine studies on Islamic marriage law (Muhajir et al., 2024). These measures emphasize the role of the Office of Religious Affairs in maintaining the relevance of the law while improving the quality of marriage services for the public.

The Cengkareng Sub-District Office of Religious Affairs pays attention to tangible aspects of public service, particularly regarding staff appearance and supporting facilities. Staff are required to wear uniforms according to regulations, maintain a neat and polite appearance as a demonstration of professionalism and discipline. This appearance reflects the quality of service provided and serves as a model for other employees in West Cengkareng. Additionally, supporting facilities such as parking areas are given priority, although current capacity is limited. The Office is making improvements to enhance public convenience. Research indicates that the comfort of location and physical facilities is a significant factor influencing public perception of service quality. With this in mind, the Office strives to create an environment that supports effective service delivery and reflects the professionalism of staff in serving the public.

The service process at the Cengkareng Sub-District Office of Religious Affairs is designed to be easy and efficient for the public, but challenges arise when applicants do not bring the required documents. Limited public understanding of document requirements causes some services to experience delays. Research shows that administrative staff are always present to provide guidance and direction to ensure service processes run smoothly. The success of the service process is clearly indicated by the speed and accuracy of services for applicants who bring complete documentation. Staff provide clear information regarding the documents required for each type of service, including appointment arrangements. With guidance and direction from staff, the public can obtain services through simple and transparent procedures. This reflects the Office's commitment to simplifying processes, reducing administrative barriers, and increasing public satisfaction with services at the Sub-District Office of Religious Affairs.

Reliability is an important aspect in evaluating the quality of services at the Cengkareng Sub-District Office of Religious Affairs. Staff are expected to have the ability and consistent performance in providing services, as well as to utilize tools to complete tasks on time. Research shows that the residents of Cengkareng subdistrict are satisfied with the services provided, especially regarding punctuality and the prompt response of staff. The service application process is considered easy because applicants only need to fulfill the established requirements, follow staff guidance, and the service can be completed quickly. This reliability demonstrates that the Office can meet public service standards, provide certainty to the public, and maintain service quality according to procedures.

Reliability therefore encompasses not only staff technical competence but also public trust in the accuracy, consistency, and professionalism of services received daily.

The Cengkareng Sub-District Office of Religious Affairs demonstrates high responsiveness to public needs. Research shows that staff are friendly, polite, and quick in responding to complaints or inquiries from service applicants. Staff ability to provide solutions to religious issues and guidance in worship practices increases public trust in service quality. Observations indicate that all complaints are handled carefully and professionally. Staff are open to criticism and suggestions, showing awareness of human limitations and the importance of evaluation to improve service quality. Responsiveness includes attention to individual needs and the ability to handle situations that require prompt action. Therefore, the Office's responsiveness emphasizes not only speed but also care for public needs and the capacity to adapt services according to applicant requests and conditions, creating a responsive and humane public service environment.

The assurance aspect of service at the Cengkareng Sub-District Office of Religious Affairs is evident in the certainty and security of services, particularly related to marriage, endowments, alms, and family guidance. Staff provide assurance that services will be delivered on time according to applicable procedures. Research shows that the public feels secure because service procedures at the Office are standardized, and staff ensure the legal validity of documents. Furthermore, the Office does not charge fees to the public, ensuring financial security. This assurance fosters public trust in the institution, as they are confident that services received are legitimate and in accordance with regulations. With extensive operational experience, the Office can provide stable, predictable, and reliable services. This assurance is essential to build institutional credibility, affirm staff professionalism, and ensure that the public receives safe, transparent, and high-quality services.

Empathy is a crucial pillar of service at the Cengkareng Sub-District Office of Religious Affairs, where staff prioritize the needs of applicants. Research shows that applicants are served in a friendly, polite, and nondiscriminatory manner, regardless of social status or educational background. Staff actively assist those in need, including less-educated applicants, ensuring smooth and fair service processes. Observations reveal that staff give special attention to urgent documents and respond to public inquiries with patience and clarity. The Office is committed to serving all community members respectfully, emphasizing fairness and transparency in the service process. Through this empathetic approach, the Office succeeds in creating an inclusive service environment that respects public rights and ensures that applicants have a satisfying and pleasant experience, reflecting professional and humane public service values.

Communication Strategy in the Socialization of the Marriage Management Information System (Islamic Broadcasting Communication Perspective)

The implementation of the Marriage Management Information System not only requires sophisticated technology but also an effective communication strategy to reach the public widely. Islamic broadcasting communication plays an important role in disseminating information, educating the community, and encouraging the participation of prospective brides and grooms. The socialization of the Marriage Management Information System is carried out through various channels, both directly at the sub-district Religious Affairs Office and through digital publications on the official website of the Religious Affairs Office. Research shows that effective communication media are key to informing the public about the marriage registration procedures and the benefits of this digital service. With an appropriate communication approach, the community can gain a better

understanding of the services available, thereby enhancing the effectiveness of marriage administration and optimizing public participation in utilizing modern information systems.

In the digital era, social media serves as an effective tool for religious outreach as well as a medium for socializing the Marriage Management Information System. The Religious Affairs Office of Cengkareng Sub-District utilizes platforms such as WhatsApp, Instagram, YouTube, and Facebook to deliver information related to marriage registration and other services, both directly and through community religious gatherings. Research finds that collaboration with religious leaders also enhances the community's understanding of digital procedures and religious principles related to marriage. The revitalization of the Religious Affairs Office, which includes physical rehabilitation, digital transformation, and staff competency improvement, is expected to facilitate easier access to services, strengthen consultation functions, and improve the quality of public services. This approach demonstrates the synergy between technology, communication, and religious leadership in supporting the transformation of the Religious Affairs Office services toward the digital era.

Although marriage registration can be conducted online through the Marriage Management Information System, research indicates that face-to-face consultation remains an essential component. Community members who experience difficulties accessing the online system can utilize digital media such as WhatsApp, email, and social media platforms for preliminary information. However, the implementation of the marriage ceremony, document verification, and physical administrative processes must still be conducted directly at the Religious Affairs Office according to the online schedule. The operator of the Marriage Management Information System explains that certain services, such as checking N1 and N4 documents and scheduling marriages, still require physical presence, even though consultations can be assisted online. This hybrid service model allows the Religious Affairs Office to provide broader access while maintaining official procedures and legal validity, and ensures that human interaction remains a central component of digital-based public services.

CONCLUSION

The implementation of marriage administrative services through the Marriage Management Information System at the Religious Affairs Office of Cengkareng Sub-District has demonstrated significant progress in accordance with the policies of the Ministry of Religious Affairs of the Republic of Indonesia. The digitalization of these services facilitates administrative processes, accelerates public access, increases time efficiency, and provides more structured services in pre-marriage activities, ceremony scheduling, counseling, interviews, as well as the issuance of marriage documents in digital format. The impact of implementing the Marriage Management Information System is evident in the improvement of service quality, including data accuracy, transparency, accountability, and time efficiency, although several technical obstacles, such as system disruptions, internet connectivity issues, and low digital literacy among parts of the community, are still encountered. Based on these findings, several recommendations are proposed to enhance the effectiveness of the Marriage Management Information System at the Religious Affairs Office of Cengkareng Sub-District.

First, communication regarding marriage administrative services through the Marriage Management Information System has been conducted well but is not yet optimal, necessitating a more comprehensive communication strategy. Second, public understanding can be improved through various information channels, such as brochures, social media, and religious forums. Third,

the quality of internet networks and the training of Marriage Management Information System staff need to be strengthened to reduce technical obstacles and optimize system operations. Finally, every community complaint should be handled responsively, both through direct services and digital mechanisms, to maintain service quality and ensure that the public feels supported. With these measures, the Marriage Management Information System can more effectively support marriage administrative services that are fast, transparent, and professional at the Religious Affairs Office of Cengkareng Sub-District.

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