

Implementation of the Mosque Management Information System (SIMAS) in Improving Services at the Ministry of Religious Affairs Office Kendal Regency

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Abstract

The SIMAS (Mosque Management Information System) application from the Indonesian Ministry of Religious Affairs is used to manage data on mosques and musallas online throughout Indonesia. This research used a descriptive qualitative method with data collection techniques in the form of interviews, observation, and documentation. The results of data analysis showed a significant increase in services at the Ministry of Religious Affairs Office due to the use of SIMAS. The previous manual data collection on mosques and musallas (musallas) has been replaced with an online method via the SIMAS website with collaboration between various agencies, including the Office of Religious Affairs and sub-districts. It has accelerated and improved effectiveness of services in the office. With adequate human resources, SIMAS has become an efficient tool for inputting data on mosques and musallas. This research highlights the important role of SIMAS in improving efficiency and service at the Kendal Regency Ministry of Religious Affairs Office.

Keyword: *Mosque Information System (SIMAS), Human Resources, SIMAS Services*

Abstrak

Aplikasi SIMAS (Sistem Informasi Manajemen Masjid) Kementerian Agama RI digunakan untuk mengelola data masjid dan musala secara online di seluruh Indonesia. Penelitian ini menggunakan metode deskriptif kualitatif dengan teknik pengumpulan data berupa wawancara, observasi dan dokumentasi. Hasil analisis data menunjukkan adanya peningkatan pelayanan yang signifikan di Kantor Kemenag Kabupaten Kendal berkat pemanfaatan SIMAS, yang sebelumnya pendataan masjid dan musala secara manual digantikan dengan metode online melalui website SIMAS dengan kerjasama antara berbagai instansi, baik itu Kantor Agama, Kelurahan, dan Kelurahan, hal ini telah mempercepat dan meningkatkan "efektivitas pelayanan di kantor tersebut. Dengan sumber daya manusia yang memadai, SIMAS menjadi alat yang efisien dalam menginput data masjid dan musala. Penelitian ini menyoroti pentingnya peran SIMAS dalam meningkatkan efisiensi dan pelayanan di Kantor Kementerian Agama Kabupaten Kendal.

Kata kunci: *Sistem Informasi Masjid (SIMAS), SDM, Pelayanan SIMAS*

Introduction

The development of the times has brought a breath of fresh air to Indonesian society and brought humanity closer to modernity in various ways. It is proven by increasingly sophisticated technological advances in various fields, including economics, socio-cultural life, agriculture, education, communication, and information technology.

The Mosque Information System (SIMAS) created by the Ministry of Religious Affairs cannot make managerial decisions. Many mosques and musallas still do not have data and information at the local KUA or the local Ministry of Religious Affairs. For example, in the complete display starting from the history of a mosque, there is no history about the mosque, as well as incomplete photos and documents regarding the mosque and its incorrect position on the world map. The SIMAS application has already existed and contains not only information about mosques, but also information about how to empower mosques and prayer rooms (musallas) as well as financial assistance for mosques utilized by mosque and musallas administrators in Kendal Regency.

In accordance with the direction of the Director General of Islamic Community Guidance No. DJ, the Circular Letter was issued by the Ministry of Religious Affairs of the Republic of Indonesia, II/461 of 2014 directed all Provincial, Regency and City Ministry of Religious Affairs offices to speed up the completion and validation of mosque and musalla data. Entering and managing data into the Mosque Information System (SIMAS) is the responsibility of the Ministry of Religious Affairs of Kendal Regency. With the help of SIMAS, the Ministry of Religious Affairs of Kendal Regency is able to optimize and manage the construction of mosques and musallas, and easily determine the number of mosques and musallas in Kendal. It will be easier to improve mosque services this way.

Literature Review

1. Definition of implementation

Implementasi in Kamus Besar Bahasa Indonesia (KBBI) means implementation or application. The term implementation usually refers to actions taken to achieve certain goals. Efforts to implement it into the system are the implementation of policies that have been established because, without enforcement, the concept will never be realized. To recognize that policy is actually not only related to the mechanism of turning political decisions into routine procedures through

bureaucratic channels, but it is more than a matter of conflict, decisions, and who gets what from certain goals (Suyanto, 2010).

2. George C Edward (Implementation Theory)

George C. Edward's theoretical approach has four variables that influence policy implementation success: communication, resources, disposition and bureaucratic structure.

a. Communication; the success of policy implementation requires that the implementer knows what must be done, where the goals and objectives of the policy must be transmitted to the target group so that it will reduce implementation distortion.

b. Resources; even though the contents of the policy have been communicated clearly and consistently, if the implementor is lacking resources to implement, the implementation will not be effective. These resources can take the form of human resources, the implementor's competence, and financial resources.

c. Disposition; it is the character and characteristics the implementer possesses, such as commitment, honesty, and a democratic nature. If the implementer has a good disposition, then the implementer can carry out the policy well as desired by the policymaker.

d. Bureaucratic Structure

The organizational structure tasked with implementing policies significantly influences policy implementation. Aspects of the organizational structure are Standard Operating Procedures (SOP) and fragmentation. (Hayat, 2018)

3. Public service

According to Law No. 25 of 2009 concerning Public Services, the definition of public services is an activity or series of activities to fulfill service needs per statutory regulations for every citizen and resident for goods, services and/or administrative services provided by the public service organizer.

The principles of Public Service are as follows:

- a. Transparency; it is open, easy and accessible to all parties, provided adequately and easily understood.
- b. Accountability it can be held accountable in accordance with statutory provisions.
- c. Conditional; it is in accordance with the conditions and abilities of the service provider and recipient while adhering to the principles of efficiency and effectiveness.

- d. Participation; it encourages community participation in the delivery of public services by taking into account the aspirations, needs, and hopes of the community.
- e. Equal rights; it is non-discriminatory in the sense of not distinguishing between ethnicity, race, religion, class, gender, and economic status.
- f. Balance of rights and obligations; the givers and recipients of public services must fulfill the rights and obligations of each party. (Evi Satispi, 2018)

4. Information Systems Management (SIM)

Management is a tool to achieve desired goals. Good management will make it easier to realize a goal (Sisto, 2016).

The role of information technology in its development can change the old paradigm which has become increasingly difficult to adapt to the development of increasingly complex human needs, even completely overhauling standard rules that have long existed. In this case, information technology is more of a catalyst for change (Albab & Darpono, 2020).

The benefits and functions of Management Information Systems are as follows:

- a. Organizations use information systems to manage transactions, reduce costs, and generate revenue from one of their products or services.
- b. Identifying needs and skills as information system support
- c. Maximize productivity in applications so that they are maintained and continue to grow.
- d. Making information systems a guarantee of quality service.
- e. Continue to develop an effective planning process.
- f. Determine the investment that will be used in the information system.
- g. Improving the quality of the data provided so that it reaches the users accurately.
- h. Agencies can check everything with the information system (Chamdan Purnama, 2016).

Research Methods

The approach used by researchers was a qualitative method. A qualitative case study was the approach used by researchers. A case study is a subset of qualitative methods that use multiple sources of information to investigate a particular case in more depth. According to Creswell, a case study is an investigation of a limited system

or case. A case is interesting to study because their characteristics have important meanings for other people—at least for researchers.

The researchers in this study used a strategy that was appropriate to the topic of investigation, from several aspects of approach, data sources, and data collection. Practically researching the application of the Mosque Management Information System (SIMAS) in improving services at Ministry of Religious Affairs Office of the Kendal Regency, this research used a qualitative descriptive research type, namely a problem-solving procedure by describing the current state of the object, based on the facts as they were, analyzed them and interpreted them. The forms were surveys, correlation studies, and development studies.

Result and Discussion

Mosque Management Information System Services at the Ministry of Religious Affairs Office of Kendal Regency

The Mosque Information System (SIMAS) is a program developed by the Ministry of Religious Affairs of the Republic of Indonesia through the Sub-Directorate General of BIMAS Islam to collect data and accelerate the recording of mosques and special musallas in Kendal Regency. It is an effort to find out and carry out the tasks assigned by the Central Religious Affairs Ministry.

The most important goal of creating an information system is making it easier for the public to find information. The Ministry of Religious Affairs of the Republic of Indonesia created this system to make visiting mosques and musallas throughout Indonesia easier. The Indonesian Ministry of Religious Affairs mobilized all ministries, provincial and city, to speed up data input evenly, especially in Kendal Regency.

1 Transparency

To maintain transparency in carrying out tasks and activities that are open, transparent and easy for the public to understand, the Ministry of Religious Affairs of Kendal Regency, which is also an umbrella institution for the Central Ministry of Religious Affairs, must have transparent services. When conducting an interview with the Head of Islamic Guidance at the Ministry of Religious Affairs of Kendal Regency, he said that all services to the community and to agencies outside the Ministry of Religion must be open, fast and agile/responsive.

2 Accountability

Having responsibilities as an employee at the Ministry of Religious Affairs of Kendal Regency is very important because becoming someone who can be trusted by the public, the community, and outside agencies. The Kendal Regency Ministry of

Religious Affairs really upholds a sense of responsibility and obeys the Head of Office's Statutory regulations. It aims to increase the trust of the community and the Republic of Indonesia.

3 Participation

Paying attention to the desires, needs, and expectations of the community and encouraging community participation in the implementation of public services. As a government organization in the regency area, the Ministry of Religious Affairs of Kendal Regency provides services in the religious sector.

4 Efficiency

To determine the effectiveness of SIMAS (Mosque Information System) services at the Religious Affairs Office of Kendal Regency, the researchers will explain the pre and post implementation of SIMAS at the Ministry of Religious Affairs of Kendal Regency. Efficiency can mean that public services run smoothly and quickly.

B. The Influence of SIMAS Implementation at the Ministry of Religious Affairs Office of Kendal Regency

Effects can be interpreted as results/benefits produced through certain goals. Hence, the role of the SIMAS application for the community is to make it easier to find information about mosques and musallas, and clarity for organizations under the auspices of the Ministry of Religious Affairs.

Clarity of information about SIMAS is the most important thing. Therefore, it must be done well to maximize it, as explained above in the explanation of the tasks and functions of the SIMAS application. The Directorate General of Islamic Community Guidance (Ditjen Bimas Islam) of the Ministry of Religious Affairs continues to collect data on mosques and musallas throughout Indonesia. This data collection is carried out online through the Mosque Information System (Simas) application which can be accessed on the simas.kemenag.go.id. The tasks executor Director of Islamic Religious Affairs and Sharia Development (Urais Binsyar) of the Directorate General of Islamic Community Guidance, Ismail Fahmi, said the program was to make it easier for the public to access mosque data. Furthermore, SIMAS also strengthens the integration of mosques and musallas with the Ministry of Religious Affairs.

1. Input the profile of the mosque and musalla

The process of socializing and inputting mosque and musalla data into the SIMAS application has been carried out since 2014. Inputting data into SIMAS greatly affects mosques and musallas in Kendal as they can be easily monitored by the Ministry of Religious Affairs directly, by the outside community and agencies under

the auspices of the Ministry of Religious Affairs of Kendal Regency. In improving services at the Ministry of Religious Affairs Office of Kendal Regency, SIMAS has an important role for all employees in the Islamic BIMAS section and has a broad influence on the scope of mosques and musallas.

2. Discipline

Discipline is a feeling of obedience and adherence to values that are believed to be part of every responsibility. Discipline is an inner practice whose purpose is reflected in actions aimed at maintaining someone's obedience and polite behavior. Discipline is a person's awareness of being willing and able to control oneself and obey agreed rules or values, which relate to the rules and norms that apply to oneself and the social environment.

Regulation of the Minister of Religious Affairs concerning Amendments to Regulation of the Minister of Religious Affairs No. 28 of 2013 concerning Discipline in the Presence of Civil Servants within the Ministry of Religious Affairs, that in order to improve administrative order, regarding the development of civil servants within the Ministry of Religious Affairs, it is necessary to review the provisions regarding discipline of the Civil Servants attendance at the Ministry of Religious Affairs. Every Civil Servant at the Ministry of Religious Affairs is required to work 7.5 (seven point five) hours per day or the equivalent of 37.5 (thirty seven point five) hours a week.

3. Makes it easy to apply for fund assistance

In this case, the central Ministry of Religious Affairs through the Kendal Regency Ministry of Religious Affairs has implemented a good and correct method. Every mosque and musalla that wants to receive aid must register using a KTP as it is a requirement that must be followed. After everything has been verified, the aid proposal will be submitted by Takmir (mosque and musalla administrators) and processed at the Kendal Ministry of Religious Affairs before arriving at the Regional Office (KANWIL). These requirements must be included to fulfill the requirements that will be submitted. To apply for fund assistance, mosques and musallas in Kendal must have completed the requirements that will be requested when submitting the application, such as a proposal, RAB, and so on.

4. Equipped with Geographic Information System (GIS)

To access the mosque and musalla, it is best to do it by coming and seeing the condition of the mosque and musalla directly. Through GIS, complete mosque musalla data which was previously obtained offline, can now be done online. This application can also be viewed in real time; its accuracy is equivalent to satellite imagery.

The aspirations of the community which have been taken into account by the Ministry of Religious Affairs of Kendal Regency have been implemented. They do this according to the procedures listed to ensure the smooth running of services, and requests for funds will be reviewed directly by the Ministry of Religious Affairs of Kendal Regency, and assistance must actually be realized for the mosque or musalla.

Conclusion

Based on the information presented, the main aim of Mosque Management Information System Services at the Kendal Regency Ministry of Religious Affairs Office is to make it easier for the public to get information about mosques and musallas in the Kendal area.

The Ministry of Religious Affairs of Kendal Regency has improved the quality of service by utilizing the SIMAS application to record mosques and musallas throughout Kendal Regency. In providing services, the Kendal Regency Ministry of Religious Affairs prioritizes customer satisfaction by ensuring that each employee focuses on their respective duties so that all services can be carried out well.

In addition, it was found that the Ministry of Religious Affairs of Kendal Regency highly upholds employee responsibility and accountability for applicable regulations. It is done to increase public trust in the institution.

Based on the information provided, SIMAS is an application developed by the Directorate General of Islamic Community Guidance, Ministry of Religious Affairs of the Republic of Indonesia. SIMAS is an online system that functions as a platform for inputting, managing, and providing information about mosques and musallas throughout Indonesia. SIMAS also strengthens the integration of mosques and musallas with the Ministry of Religious Affairs.

The benefits of SIMAS for the community include providing access to information about mosques and musallas and facilitating data verification by the Ministry of Religious Affairs. SIMAS also plays an important role in improving services at the Ministry of Religious Affairs offices and significantly impacts mosques and musallas in Kendal Regency. Data inputted into SIMAS is verified to ensure the quality of the information, and registered mosques will receive a National Mosque Identification Number.

Implementing SIMAS requires discipline from stakeholders, especially mosque and musalla administrators (Takmir). Administrators must ensure that the information inputted into SIMAS is accurate and complete, which will also help maintain data quality. Additionally, managers must actively support the SIMAS

program and encourage other communities to register their mosques and musallas on the platform.

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