

## THE QUALITY OF SERVICE IN DIVORCE CASES AT THE SUKABUMI RELIGIOUS COURT

**Tia Fauzi**

Department of Public Administration,  
Universitas Muhammadiyah Sukabumi,  
[tiafauzia0104@gmail.com](mailto:tiafauzia0104@gmail.com);

**Andi Mulyadi**

Department of Public Administration,  
Universitas Muhammadiyah Sukabumi,  
[andimulyadi@ummi.ac.id](mailto:andimulyadi@ummi.ac.id);

**Rizki Hegia Sampurna**

Department of Public Administration,  
Universitas Muhammadiyah Sukabumi,  
[rizkicdn@ummi.ac.id](mailto:rizkicdn@ummi.ac.id);

### ABSTRACT

The purpose of this research is to determine the quality of divorce case services at the Sukabumi Religious Court, and to find out what are the driving and inhibiting factors in providing divorce case services at the Sukabumi Religious Court. The research approach used in this research is a qualitative approach. The unit of analysis in this research is the one-stop Integrated Service function. The data collection techniques used was observation, interview, and documentation. This research uses data triangulation in testing data validity or data validation. The data analysis techniques used are data reduction, data presentation, and conclusion drawing. The study highlights noteworthy improvements in the operations of the Sukabumi Religious Court, which encompass upgraded complaints desks and waiting room facilities, indicative of heightened accessibility. Demonstrating empathy awareness, measures have been taken to comprehend applicants' socio-economic conditions. Service reliability is bolstered through monthly evaluations and the provision of clear procedural information. The court's prompt resolution of complaints underscores its commendable responsiveness. Moreover, endeavours to uphold privacy and professionalism contribute to fostering confidence in the court's proceedings.

**Keywords:** *Service Quality, Divorce, Religious Court*

### A. INTRODUCTION

Divorce is a very frightening event for every family (husband, wife, and children) a divorce cannot be separated from the various factors that cause it that affect the integrity of the marital bond. various factors occur reasons for the wife to file a lawsuit against her husband and various factors for the husband to divorce his wife both external factors in the household and internal factors, be it conflicts that come from husbands and wives, poor communication to cause

quarrels, unfaithfulness domestic violence economic problems, early marriage, cultural changes.

Article 39 (1) the *Undang-Undang Nomor 1 Tahun 1974* explains that divorce can only be carried out before a court session after the court concerned has tried and failed to reconcile the two parties, To carry out a divorce there must be sufficient reason that the husband and wife will not be able to live together as husband and wife. The procedure for divorce in front of a court session is regulated in separate laws and regulations. Another problem also arises, namely the space of the one-stop integrated service centre which is not large enough to receive the types of divorce case services including

- a) Trial services
- b) Case fees
- c) Legal aid services
- d) Complaint services
- e) Information services

The economic capacity of the community is less able to complete the payment of court fees at the religious court. Religious courts play an important role in serving the community when it comes to divorce. By ensuring a speedy and efficient process, they can help maintain a positive image in the community. This demonstrates their commitment to providing the best possible service to the community, which is critical to their continued success.

Divorce is divided into two, namely divorce and contested divorce. This is due to several factors, including (1) adultery factor (2) drunkenness factor (3) opium factor (4) gambling factor (5) abandonment of one of the parties (6) imprisonment factor (7) polygamy factor (8) domestic violence factor (9) disability factor (10) continuous dispute and quarrel factor (11) forced marriage (12) mortals factor and (13) economic factor. The trial process includes a scheme of state administrative procedures, trial stages, trial proceedings.

By paying attention to the results of the research, the advice that research can give is for husband and wife couples to understand each other, be open to each other in the household to solve the problems they face, so that there is no disharmony in the family. The step that is taken is by raising the existing problems, then the problems are discussed together and found a way out together, one of which is that there must be someone who relents and realizes each other, so that the dispute is quickly resolved peacefully. For the community, counselling should be conducted regarding the law of divorce with all its aspects, in order to stimulate the strength of the marriage bond and reduce the divorce rate of Sukabumi Religious Court.

Table 1.1 Number of Divorce and Plaintiff's Divorce Cases in 2021-2022

No	Type	Total	
		2021 Jan-Dec	2022 Jan-Dec
1.	Divorce	171	165
2.	Divorce Gugat	644	771
Total		815	936

Source: Sukabumi City Religious Court

From the table above, it can be seen that the number of cases of divorce and contested divorce in Sukabumi City over the past 2 years has fluctuated, it can be seen from the data provided by the Sukabumi City Religious Court that divorce in 2021 amounted to 815 cases (including divorce 171 cases and contested divorce 644 cases), in 2022 amounted to 936 (including divorce 165 cases and contested divorce 771 cases) with various factors causing divorce.

Cases that enter the Sukabumi Religious Court cannot be separated from the quality of service related to the tasks that must be carried out, researchers found several problems that exist in the Sukabumi Religious Court Office regarding the quality of case filing services, especially divorce cases, including problems with the quality of human resources (HR) or employees at the Sukabumi Religious Court Office in providing services. This relates to the attitude and responsiveness of employees who have not been optimal in providing services to the litigating community problems with facilities and infrastructure, which can be attributed to the inadequate room area at the One Stop Integrated Service Centre, significantly affecting the standard of divorce case services offered to the community. In addition, the fees set were deemed too expensive for people with limited income. The costs set are considered too expensive for people with limited income, especially when divorce occurs because it involves economic problems that are less able to trigger divorce, with the cost of divorce which is considered quite expensive, it is very burdensome for people who cannot afford it.

Based on the phenomenon of the above problems regarding the quality of divorce case services at the Sukabumi city religious court, it shows that the less than optimal services provided by the religious court officers of the city of Sukabumi and the lack of facilities and infrastructure as well as the high costs that must be paid burden the less capable community. Therefore, researchers are interested in taking the title "Quality of Divorce Case Services at the Sukabumi City Religious Court" The purpose of this study is to determine the quality of divorce case services at the Sukabumi Religious Court, and to find out what are the driving and inhibiting factors in providing divorce case services at the Sukabumi Religious Court.

## **B. THEORY**

### **Service Quality**

According to Putri, et al., (2022), service quality is two interrelated syllables of integrality, these two syllables must be done well and correctly, the concept of service quality basically provides a concrete perception of the quality of a service. This concept of service quality is a comprehensive, permanent revolution in changing the way humans view things in carrying out or pursuing their businesses which are related to dynamic, ongoing, continuous processes in fulfilling hopes, desires, needs and perceptions.

Meanwhile, according to Riani (2021), service quality is the actions or actions of a person or organization to provide satisfaction to customers or employees. Service quality is a supporting factor in customer satisfaction. Service quality can be seen from the skills of the sellers, because sellers are the

key to the success of the company where they deal directly with customers.

### **Dimensions of Service Quality**

According to Zeithaml, et al., (1988), there are five dimensions of service quality that are used as guidelines by customers in assessing service quality, namely:

a. Tangible

Appearance of physical facilities, equipment, and personnel.

b. Empathy

Requirements for caring, giving personal attention to customers.

c. Reliability

Ability to carry out promised services accurately and reliably.

d. Responsiveness

Willingness to provide customers and provide services quickly or responsively.

e. Confidence

The knowledge and courtesy of employees and their ability to inspire trust and confidence.

### **Definition of Divorce**

According to Siswanto (2020), divorce is a legal or social process in which a legally married couple decides to end their marriage bond. In a divorce, the legal marital relationship between husband and wife is terminated and they return to being legally single people. Divorce can occur for a variety of reasons, including irreconcilable differences, communication problems, compromised loyalty, differences in values and life goals, or financial issues. Each country has different laws and procedures for managing divorce, and usually involves legal proceedings in court or other related institutions.

## **C. METHOD**

The research approach used in this research is a qualitative approach. The unit of analysis in this study is the function of one-stop Integrated Services. In determining informants in this study, namely using the snowball sampling technique, with informant 1 PPNPN in the service section, informant 2 subdivision head of staffing, informant 3 people involved in the service of divorce. The data collection techniques used are observation, interview, and documentation. This research uses data triangulation in testing data validity or data validation. This study uses data triangulation in testing data validity or data validation, Triangulation is used in research there are two kinds, namely triangulation of sources and triangulation of techniques. The data analysis techniques used are data reduction, data presentation, and conclusion drawing.

## **D. EXPLANATION**

### **Divorce Case Services at Sukabumi Religious Court**

This research utilizes the theory of service quality dimensions developed by A. Parasuraman, Valarie Zeithaml, and Leonard Berry, known as the SERVQUAL model (Zeithaml, et al., 1988). In the context of divorce services at the Sukabumi Religious Court, this theory serves as the foundation for the

research to understand how customers evaluate the quality of services they receive based on dimensions such as tangibles, empathy, reliability, responsiveness, and assurance. Therefore, this research refers to the theory and model of SERVQUAL to analyze and understand customer experiences in the context of divorce services at the Sukabumi Religious Court.

### **Tangible**

In this study, through interviews with informant 1 from the Sukabumi Religious Court, it was revealed that the institution has tried to provide the best service to the community by providing a waiting room that is divided into several functions, including information services, registration, complaints, and trials. Despite constraints in terms of physical facilities, efforts to provide a good experience to the community remain a focus.

The waiting room consists of two sections, with the first section used to provide information services to the public, and the second section used for the registration process, products, and complaints. This study also matched the findings with the service quality theory "Tangible," showing the relationship between the practices expressed by informants and the service quality dimension. The description of the waiting room provided by the researcher through documentation shows the institution's attention to the aspect of "Tangible."

Furthermore, an interview with informant 2, the Head of the Personnel Subdivision, revealed that the institution has 32 employees, including 7 judges, which aims to maximize services to parties involved in divorce cases. The adequate number of employees creates the impression that the institution has sufficient human resources to provide good and effective services, which corresponds to the dimension of "Tangible." Furthermore, through an interview with informant 3, an applicant for a divorce case, it was revealed that the condition of the waiting room was considered clean and comfortable, with facilities such as chairs, wifi, tea and coffee. The informant felt comfortable and satisfied with the services provided by the officers, including the information provided about the divorce case process. These findings reflect a positive assessment of the "Tangible" dimension, especially in terms of the appearance of physical facilities and personnel services.

Furthermore, informant 1 explained the use of an automated queuing system and the existence of the Case Writing Service Information System (SIPP). *SIPP* provides information on the progress of divorce cases and trial schedules efficiently. The implementation of this technology reflects attention to the appearance of physical facilities and equipment, which is an aspect of the "Tangible" dimension. Furthermore, through an interview with informant 3, the use of social media such as Instagram, Facebook, and websites to convey information to the public was also revealed. This utilization of modern technology creates a wider possibility of reaching the audience, in line with the element of equipment appearance in the dimension of "Tangible." The results of the interview with informant 3 also show that information announcements are made through physical notice boards and social media. The use of notice boards shows attention to the appearance of physical facilities, while the utilization of

social media reflects adaptation to modern technology, both in line with the dimension of "Tangible."

Overall, the analysis concludes that Sukabumi Religious Court has successfully met the standards of the "Tangible" dimension in service quality theory. By providing comfortable physical facilities, utilizing modern technology, and providing good service through competent personnel, this institution continues to be committed to providing a positive experience to applicants. In other words, it can be understood that Sukabumi Religious Court has met the criteria for the "Tangible" dimension by providing comfortable physical facilities, utilizing modern technology, and providing good service through competent personnel. These efforts reflect the institution's commitment to providing a positive experience for customers, in accordance with the service quality standards described in the "Tangible" theory by Sari et al. (2022). This physical evidence can influence the comfort and smoothness of providing services to service users (Leviyanto, 2018).

### **Empathy**

In an interview with informant 1, it was revealed that the Sukabumi Religious Court implemented the One Stop Integrated Service (*PTSP*) to improve service efficiency and coordination. Previously, the process was divided into separate desks, but with *PTSP*, all stages are integrated into one desk. The use of Standard Operating Procedures (SOPs) demonstrates the institution's commitment to consistent and structured services.

In the context of the empathy dimension, the implementation of *PTSP* can be considered as a form of empathy for visitors' needs. The integration of service stages reflects attention to an easier and smoother visitor experience. SOPs demonstrate a commitment to providing consistent and structured attention to visitors. Informant 2 mentioned the 5S service standard, focusing on smile, greeting, salutation, courtesy, and courtesy. This reflects the institution's commitment to maintaining a high standard of service, showing empathy towards the parties who come to court. In the interview with informant 3, it was revealed that the officer's friendly attitude and good explanation made the informant feel supported and have confidence in facing difficult situations such as divorce cases. This data reflects the empathy dimension of providing personal attention and creating positive experiences. From the interview with informant 2, it was revealed that the 5S service standard principle aims to create an efficient and standardized work environment. The implementation of the 5S principles reflects the institution's orientation to providing empathetic and friendly service to the parties.

In the next section, informant 3 stated that the staff provided information with joy and were responsive to questions, creating a positive experience. Responsiveness in providing information demonstrates the institution's efforts to provide personalized support and focus on individual needs. Finally, informant 1 emphasized the institution's commitment to providing the best service by applying the 5S principles. They also highlighted the importance of transparency in providing information, especially regarding fees, in accordance with the principles of the empathy dimension, which emphasizes attention and concern

for customer needs.

Based on the interview excerpt above, it can be clearly seen the alignment of the Sukabumi Religious Court's efforts in providing the best service to individuals seeking justice with the empathy dimension according to Sari, et al. (2022). This commitment reflects the institution's orientation to meet customer needs and expectations, which is in accordance with the Empathy dimension that emphasizes personal attention and care for customers. Informants also explained that the 5S principle (Smile, Greet, Greet, Polite, and Courteous) is a guideline in interacting with the parties. These principles show the institution's real effort in creating a positive, friendly and responsive environment for customers. Informants also highlighted transparency as an important aspect of providing information, especially regarding fees. Their affirmation of compliance with public information disclosure laws demonstrates the institution's willingness to provide clear and open information to the public.

### **Reliability**

In this subsection, researchers discuss the reliability of divorce case services at the Sukabumi Religious Court. Reliability is an important dimension in evaluating service quality, encompassing consistency and accuracy in the provision of information and service processes. The Sukabumi Religious Court sought to maintain reliability by utilizing technology, such as electronic channels and the "e-court corner" initiative to facilitate access to technology for the community. The identity verification process and the regular organization of court schedules also reflect a commitment to reliability.

Applicants recognized the efficiency of the divorce case registration process through electronic channels and the "e-court corner," although awareness of technology remains a challenge among the lower middle class. The Sukabumi Religious Court strives to maintain data accuracy by carefully verifying identity. From the perspective of the applicant, the service was perceived as fast and accurate, with timely information. The court provides an information desk, pamphlets and banners to provide structured information. The court scheduling system is strictly regulated, and applicants can easily check the court schedule through the court website. Petitioners also perceived fairness and transparency in the divorce case process. Sukabumi Religious Court emphasizes the importance of the principles of transparency and fairness as an institution overseen by various parties, including God, and uses technology such as CCTV for supervision.

Overall, these practices reflect the Sukabumi Religious Court's efforts to maintain the reliability of divorce case services, in accordance with the dimensions of reliability in the theory of Sari et al. (2022). Service reliability is measured through efficiency, accuracy, timeliness, access to information, and the principle of justice.

### **Responsiveness**

In this sub chapter, the research discusses the dimension of responsiveness in divorce case services at the Sukabumi Religious Court. Responsiveness is one of the five dimensions of service quality that guides customers in assessing service quality. Responsiveness refers to an institution's ability to respond

quickly to needs, requests or problems. Sukabumi Religious Court maintains responsiveness by providing a complaints and information desk. Complaints are evaluated monthly, and if there is a complaint, the institution deals with it immediately.

Staff at the information desk is regularly trained to provide information needed by parties seeking justice. The court has an evaluation mechanism related to services and facilities, as well as a complaint resolution mechanism. Customers' experiences showed compliance with the responsiveness dimension, where they were satisfied with the service provided by the staff. The Sukabumi Court ensured that applicants received clear information about the legal procedures related to divorce cases. Although information on procedures was clearly conveyed, the responsibility for understanding the content of the proceedings remained with the judge.

Applicants felt that they were provided with adequate assistance during the divorce process. The court has an integrated service system, where the PTSP provides initial information, the information desk provides clarification, and the *Posbakum* assists with the preparation of the lawsuit. Collaboration and coordination between service units shows the responsiveness of the institution in providing holistic services in accordance with the responsiveness dimension.

This shows the alignment between the services provided by Sukabumi Religious Court with the theory of responsiveness dimensions presented by Sari et al. (2012) which explains that this responsiveness is a willingness to provide services quickly or responsively, which in this case is to the litigating community.

### **Assurance**

Providing explanations about legal procedures, transparency efforts, supervision, ethical enforcement, and privacy protection described by informants are all strategies taken by Sukabumi Religious Court to build the Assurance dimension in divorce case services. By providing clear knowledge, communicating openly and maintaining privacy, the court sought to ensure that applicants felt confident, trusting and comfortable with the judicial process. More specifically, Sukabumi Religious Court used a variety of communication tools, such as direct interviews, pamphlets and banners, to provide information to applicants. In addition, they also integrate religious aspects, such as the judge's oath on the Qur'an, as a confidence-building factor. Understanding women's rights in divorce cases was also raised as part of the initiative to engage vulnerable groups. The use of the Case Tracking Information System (SIPP) demonstrates efforts at transparency, but the courts still maintain the confidentiality of personal information. They focus not only on providing open information, but also on protecting the personal data of applicants.

Overall, these efforts reflect the implementation of the Belief dimension in the context of judicial services. By understanding and responding to the needs of applicants, Sukabumi Religious Court seeks to build trusting relationships and increase applicant satisfaction with the services provided.



## E. CONCLUSION

Based on the results of the interviews and the discussion that has been described, the researcher concluded several things. First, Sukabumi Religious Court has made significant efforts in improving tangible aspects, such as the availability of a complaint desk and improved waiting room facilities, demonstrating their commitment to a comfortable physical environment. However, in the face of technological developments, it needs to be continuously improved to provide a better service experience. Secondly, in the empathy dimension, the courts have provided services by taking into account the socio-economic conditions of the applicants, but interpersonal training for service officers needs to be improved to enhance the quality of the empathy dimension. Third, the courts have improved service reliability with monthly evaluations of complaints, but challenges may arise in improving the capacity and efficiency of the complaints system. Fourth, the responsiveness dimension has been implemented in responding to customer complaints, but it needs to improve communication efficiency and faster handling of complaints given the increase in the volume of applications. Fifth, in the dimension of confidence, Sukabumi Religious Court has attempted to provide transparent explanations, maintain the privacy of personal information, and emphasize the professionalism of judges and employees. However, there is potential for improvement through understanding and enforcing the code of ethics and improving communication regarding quality and fair service efforts.

Courts can involve stakeholders such as judges, employees, and the general public in designing service improvements and development. This can be done through working groups, open discussions, or customer satisfaction surveys. In addition, courts can engage experts in the field of service quality to provide more in-depth input and recommendations to address challenges and improve existing dimensions of service quality.

## REFERENCES

- Adena, A., Sagita, N. I., & Lesmana, A. C. (2022). Penerapan Konsep Good Government Governance Dalam Kualitas Pelayanan Akta Perceraian Di Suku Dinas Kependudukan Dan Pencatatan Sipil Kota Jakarta Selatan. *Jurnal Administrasi Pemerintahan (Janitra)*, 2(1), 70-81.
- Ahmira, N. (2020). *Kualitas Pelayanan Penyediaan Air Bersih Di Perusahaan Umum Daerah Air Minum Kota Makassar* (Doctoral dissertation, UNIVERSITAS NEGERI MAKASSAR).
- Bharmawan, A. S., & Hanif, N. (2022). *Manajemen Pemasaran Jasa: Strategi, Mengukur Kepuasan Dan Loyalitas Pelanggan*. Scopindo Media Pustaka.
- Erlindawati, E., & Novianti, R. (2020). Pengaruh Tingkat Pendidikan, Pendapatan, Kesadaran Dan Pelayanan Terhadap Tingkat Motivasi Masyarakat Dalam Membayar Pajak Bumi Dan Bangunan. *IQTISHADUNA: Jurnal Ilmiah Ekonomi Kita*, 9(1), 65-79.
- Ernawati, E., & Ilmam, M. A. Z. (2022). Analisis Kualitas Pelayanan Perkara Perceraian Di Pengadilan Agama Selong Kabupaten Lombok

- Timur. *Jurnal SIKAP (Solusi Ilmiah Kebijakan dan Administrasi Publik)*, 7(01), 32-38.
- Hartono, C., Haryanto, A. T., & Purwanto, A. (2023). KUALITAS PELAYANAN ADMINISTRASI KEPENDUDUKAN PADA MAL PELAYANAN PUBLIK KABUPATEN PONOROGO PROPINSI JAWA TIMUR TAHUN 2022. *JI@ P*, 12(1).
- Ibrahim, D. (2022). Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pelanggan Pada PT. Hadji Kalla Cabang Alauddin Makassar. *Jurnal Ilmiah Manajemen & Kewirausahaan*, 8(4), 378-393.
- Leviyanto, H. (2018). Kualitas Pelayanan Publik Di Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Sidoarjo. *DIA: Jurnal Administrasi Publik*, 16(1), 26-38.
- Mahin, M. (2020). Pelayanan Pembuatan Kartu Tanda Pencari Kerja. *FOKUS: Publikasi Ilmiah untuk Mahasiswa, Staf Pengajar dan Alumni Universitas Kapuas Sintang*, 18(2).
- Putri, A. U., Maleha, N. Y., & Salim, A. (2022). PENGARUH KUALITAS PELAYANAN TERHADAP KEPUASAN NASABAH MENURUT EKONOMI SYARIAH (STUDI KASUS BANK SUMSEL BABEL SYARIAH KCP MUHAMMADIYAH). *Jurnal Ilmiah Mahasiswa Ekonomi Syariah (JIMESHA)*, 2(2), 127-132.
- Rangkuti, E. M., Zainal, Z., Lubis, D. I. D., & Lisa, L. (2021). Sistem Perancangan Dan Kualitas Produk Terhadap Produksi Sofa Di CV. Berkas Raya. *Juripol (Jurnal Institusi Politeknik Ganesha Medan)*, 4(2), 502-507.
- Riani, N. K. (2021). Strategi peningkatan pelayanan publik. *Jurnal Inovasi Penelitian*, 1(11), 2443-2452.
- Sari, D. S., Ariniputri, R. K. Z., Rustikana, R., & Wiyadi, T. (2022). *Manajemen Strategik dalam Perencanaan dan Pelayanan Sektor Publik*. Penerbit NEM.
- Siswanto, D. (2020). *Anak di Persimpangan Perceraian: Menilik Pola Asuh Anak Korban Perceraian*. Airlangga University Press.
- Sugiyono. (2020). *Metode Penelitian Kuantitatif Kualitatif Dan R&D*. Bandung: Alfabeta
- Widanti, N. P. T. (2022). Konsep Good Governance dalam Perspektif Pelayanan Publik: Sebuah Tinjauan Literatur. *Jurnal Abdimas Peradaban*, 3(1), 73-85.
- Zeithaml, V. A., Berry, L. L., & Parasuraman, A. (1988). Communication and control processes in the delivery of service quality. *Journal of marketing*, 52(2), 35-48.