The Effectiveness of Using SISKOHAT (Integrated Hajj Information and Computerization System) in the Hajj Pilgrim Candidates' Portion Number Delegation Service at the Ministry of Religious Affairs in Bengkulu Province

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Abstract

This study aims to determine the effectiveness of using SISKOHAT (Integrated Hajj Information and Computerized System) in the hajj pilgrim candidates' portion number delegation service. To find out the obstacles faced in SISKOHAT, portion delegation, and evaluate the service system provided by the umrah and hajj organizer, registration and hajj documents section, to Hajj pilgrims candidates. SISKOHAT is a work support tool in organizing the pilgrimage by utilizing information technology in Indonesia and Saudi Arabia. The results of this study indicated that SISKOHAT at the Head of Hajj Registration and Documents for the Implementation of Hajj Umrah at the Regional Office of the Ministry of Religion Province Bengkulu had been effective in the service of delegating portion numbers to pilgrim candidates.

Keyword: effectiveness, pilgrim's portion, SISKOHAT

Abstrak

Penelitian ini bertujuan untuk mengetahui Efektivitas Penggunaan SISKOHAT (Sistem Informasi dan Komputerisasi Haji Terpadu) dalam Pelayanan Pelimpahan Nomor Porsi Calon Jemaah Haji. Untuk mengetahui kendala-kendala yang dihadapi dalam SISKOHAT dan Pelimpahan Porsi dan juga mengevaluasi system pelayanan yang diberikan pihak Penyelenggaraan Haji Umrah Kasi Pendaftaran dan Dokumen Haji kepada calon Jemaah haji. SISKOHAT merupakan alat pendukung kerja dalam penyelenggaraan ibadah haji dengan pemanfaatan teknologi informasi yang dilakukan di Indonesia maupun di Arab Saudi. Hasil penelitian ini menunjukkan bahwa SISKOHAT (Sistem Informasi Haji Terpadu) pada Kasi Pendaftaran dan Dokumen Haji Bidang Penyelenggaraan Haji Umrah di Kantor Wilayah Kementerian Agama Provinsi Bengkulu sudah efektif dalam pelayanan pelimpahan nomor porsi calon Jemaah haji.

Kata kunci*:* efektivitas, pelimpahan porsi, SISKOHAT

Introduction

The development of the current digital era is marked by the increasingly massive use of Information and Communication Technology (ICT) and the hajj registration in Indonesia. The increasing number of pilgrim candidates every year is a challenge for the government, especially in the system of organizing the pilgrimage, starting from

the registration system to departure and return. Information technology functions in processing, processing, compiling, obtaining, storing, and converting all data with various efforts to obtain quality and useful information. This technology is useful for finding solutions to every problem, increasing creativity, effectiveness, and efficiency.

SISKOHAT (Integrated Hajj Information and Computerization System) is an Information and Communication Technology (ICT) media that was built or initiated after the chaos of the hajj registration system in Indonesia and the tragic death of hundreds of pilgrims in the Mina Tunnel in 1990 due to over-quota which caused the accumulation of hajj pilgrims on a waiting list. In the past, SISKOHAT Gen 1 (Generation 1) only served hajj registration. With the development of digitalization, SISKOHAT Gen 2 (Generation 2) is formed as a work support tool that helps the system of organizing the pilgrimage in preparing things, such as 1) Registration. Registration here is for the Regular Hajj Pilgrims. 2) Settlement Payment. Settlement payment is an advanced stage of registration and initial payment explaining the Hajj pilgrims who are entitled to pay according to the quota determined by the government. 3) Cancellation. Cancellation is divided into two, they are cancellations for Regular Hajj Pilgrims and Special Hajj Pilgrims. 4) Hajj Documents. Hajj documents here are passports, technical passport processing, and Hajj Administration Documents (DAPIH). 5) Departure. In the departure, it is explained about the departure procedures which have been determined by the government and for the management of SISKOHAT data. 6) Return. SISKOHAT provides services in the form of data collection for returning pilgrims, which is matched to the departure data (Sarbini, 2016).

Due to the long queues for the departure of Hajj pilgrim candidates in Indonesia, not a few pilgrims have cancelled their departure due to changes in health conditions, permanent illness, or death. Law No. 8 of 2019 concerning the Implementation of Hajj and Umrah provides a solution for pilgrims who have died and are permanently ill pilgrims. As stated in the second part regarding the rights and obligations of the Hajj pilgrims, Article 6 Paragraph 1 Point k, the hajj pilgrims have the right to delegate a portion number to their husband, wife, father, mother, biological child, or sibling appointed and or agreed in writing by the family on the grounds of death or permanent illness according to the health information of the pilgrims (Law, 2019).

This article is the result of interesting research about the role of SISKOHAT in organizing the pilgrimage, the obstacles faced in using SISKOHAT, and the efforts of umrah and hajj organizing at the Regional Office of the Ministry of Religious Affairs in Bengkulu Province in improving portion distribution services.

Literature Review

The authors in this study classified data sources into two: primary and secondary data. The authors collected primary data from various journals, theses, and books, as well as laws that discussed SISKOHAT and the delegation of portion numbers for the pilgrims. The authors referred to the results of previous studies regarding the effectiveness of SISKOHAT and the distribution of hajj portion numbers, and the interview results with several competent sources in the field of registration and Hajj Documents offline/directly with the implementation of health protocols. The authors obtained secondary data from conducting periodic observations regarding the dynamics of the use of SISKOHAT in the distribution of portion numbers for pilgrims from time to time. To enrich the research data and avoid duplication of existing and previous research results, the authors examined the results of previous studies that are relevant to this research. The literature review in this study includes the following:

1. Zahrotun Munawaroh, M.Mudhofi, and Dedy Susanto's Research

The research entitled "The Effectiveness of the Integrated Hajj Information and Computerized System (SISKOHAT) in the Organization of the Hajj" and it described how the effectiveness of SISKOHAT in organizing the pilgrimage.

This study showed that SISKOHAT had been carried out effectively in organizing the pilgrimage at the Regional Office of the Ministry of Religious Affairs of Central Java Province. It can be proven by the running of various functions of the integrated Hajj information system and computerization to the maximum, such as 1) The registration process and database storage of all pilgrims and hajj officers were faster and more organized; 2) Speeding up the processing of passport documents, visas, and the issuance of Hajj Travel Administration Documents (DAPIH); 3) The online and real-time online and real-time payment process for the initial deposit and settlement fees at BPS BPIH were more accountable; 4) Preparation of premanifest and flying Groups (Kloter) was easier and faster according to the incoming data; 5) Monitoring the health of pilgrims as well as On-Time Performance (OTP) flights took place optimally; 6) Monitoring the operation of the pilgrimage in the country to Saudi Arabia was more controlled so that deficiencies in the implementation of the pilgrimage could be detected as early as possible. The implementation of SISKOHAT at the Regional Office of the Ministry of Religious Affairs of Central Java Province could not be separated from the supporting and inhibiting factors. However, the inhibiting factors for implementing the integrated Hajj information and the computerized system did not become a barrier to improving the service for

implementing the pilgrimage. The government continued to anticipate in order to prevent events that could hamper the effectiveness of the integrated hajj information and computerization system (Munawaroh et al., 2015).

The similarity between this research and the research study conducted by the authors is that both examine the effectiveness of the Integrated Hajj Information and Computerization System (SISKOHAT). Meanwhile, the difference is that the authors focus on examining the effectiveness of SISKOHAT in the service of delegating portion numbers of pilgrim candidates of Bengkulu province.

2. Ardi Sazumi, Chairul Hudaya, and Rodianto's research

The research entitled "Implementation of the Integrated Hajj Information and Computerized System (SISKOHAT) on the Improvement of Hajj Services at the Office of the Ministry of Religious Affairs of Sumbawa Regency". The results of this study stated that the implementation of the SISKOHAT significantly affected the improvement of hajj services at the Sumbawa Regency Ministry of Religious Affairs, with a percentage of 82.1% for pilgrim candidates, 57.3% for the general public, and 52.6% for officers/managers. However, these services could be improved because other variables influence the increase in hajj services by 17.9% for pilgrim candidates, 42.7% for the general public, and 47.4% for officers/managers (Suzami et al., 2021).

The author took the journal reference because it discussed SISKOHAT, which was related to the title that the author would study.

3. Putri Miftahul Jannah's research

The research entitled "The Effectiveness of the Integrated Hajj Information and Computerized System (SISKOHAT) in the Regular Hajj Registration Service at the Ministry of Religious Affairs of Kuantan Sengingi Regency". This study used a quantitative method. Quantitative research is research which generally uses statistics. The approach used in this research was a descriptive approach.

The research data was obtained through the distribution of questionnaires given to all respondents, and data processing was carried out using a simple statistical formula, it can be concluded that the SISKOHAT in the regular hajj registration service at the Ministry of Religious Affairs of Kuantan Singingi Regency was categorized as very satisfactory based on the questionnaires offered to the respondents. They were pilgrims who registered for Hajj in September-October 2019 with a percentage result of 97.74%. This decision-making is in accordance with what the author had included in the research methodology, in which the effective criteria were in the score range of 76% - 100%. These results indicated that there was the effectiveness of SISKOHAT in the hajj pilgrims' registration service (Jannah, 2021).

The similarity between this research and the authors' research is that both examined the effectiveness of SISKOHAT and the regular hajj service at the Ministry of Religious Affairs. Meanwhile, the difference is that the research conducted by the authors focus on the effectiveness of SISKOHAT in delegating portion numbers of hajj pilgrim candidates at the Regional Office of the Ministry of Religious Affairs of Bengkulu Province.

4. Rini Khaerunnisa's research

Her research entitled "Implementation of Services for the Delegation of the Regular Hajj Congregation Portion Number". This study showed that the portion assignment service in the PHU section of the Yogyakarta City Ministry of Religious Affairs was already good with the service form of verifying the delegated pilgrim's file and providing a letter of recommendation in accordance with the applicable SOP (Khaerunnisa 2021). The similarity in this study with the research studies conducted by the authors is that both examine the delegation of the hajj pilgrims portion number, while the difference is that the author researched the effectiveness of using SISKOHAT in the service of delegating portion numbers to pilgrim candidates.

Research Methods

The study used a descriptive method with a qualitative approach. The types and data resources used in this study were in the form of primary and secondary data. Primary data was a type of data collected by researchers directly from key sources through a survey and questionnaire. Secondary data was the source of research that researchers obtained by researchers indirectly through intermediary media (obtained and recorded by other parties) with library research techniques, and media analysis

Researchers collected and analyzed the data, leading to a conclusion on the research conducted. The researchers focused on research in accordance with the chosen theme with a focus on the effectiveness of SISKOHAT in delegating the number of hajj pilgrims at the Regional Office of the Ministry of Religion of Bengkulu Province.

Result and Discussion

Hajj is the fifth pillar of Islam. Linguistically, hajj means deliberately visiting. Meanwhile, in terms, hajj means going to the Baitullah (Kaaba) to carry out the worship that Allah SWT has ordered, as explained in the Qur'an Surah Ali Imran verse 97:

فِيْهِ اٰيٰتٌۢ بَيِّنٰتٌ مَّقَامُ اِبْرٰهِيْمَ ەۚ وَمَنْ دَخَلَهٗ كَانَ اٰمِنًا ۗ وَلِلّٰهِ عَلَى النَّاسِ حِجُّ الْبَيْتِ مَنِ اسْتَطَاعَ اِلَيْهِ سَبِيْلًا ۗ وَمَنْ كَفَرَ فَاِنَّ اللّٰهَ غَنِيٌّ عَنِ الْعٰلَمِيْنَ

It means:

"There are clear signs, (among them) the station of Ibrahim. Whoever enters it (Baitullah) becomes secure. And (among) man's duty toward God is to perform the hajj to Baitullah, which is for those who are able to travel there, anyone who disavowed (obligation) hajj, then know that God is supremely rich (doesn't need anything) of all nature."

In the 1990s, Hajj registration was done manually, and at that time, the Musa'iem (Mina tragedy) incident which killed 631 Indonesian pilgrims, occurred. There was also an over-quota which led to a buildup of waiting lists for Indonesian hhhajj pilgrim candidates. The Indonesian government was overwhelmed and needed a registration system to provide certainty and a sense of justice for pilgrims. Therefore, the Ministry of Religiousss Affairs took steps to establish a computer-based hajj registration service system. Hence, SISKOHAT (Integrated Hajj Information and Computerized System) was initiated.

The Central Ministry of Religious Affairs launched SISKOHAT Gen 1 (Generation 1) in 2010 which only assisted in the registration of hajj. Then, to improve SISKOHAT as a work support tool that built service quality in the organization of the pilgrimage, SISKOHAT Gen-2 (Generation 2) was launched to help improve hajj registration services in 2014.

The increasing use and development have made SISKOHAT has an essential role in organizing the pilgrimage. In addition to being designed to assist and improve the quality of service in the organization of the pilgrimage, an integrated and centralized SISKOHAT minimizes the possibility of errors in data entry or fraud in determining portion numbers for pilgrim candidates. SISKOHAT is a data and information management system for the implementation of the pilgrimage (Regulation of the Minister of Religion of the Republic of Indonesia 2012). SISKOHAT plays a significant role in supporting the procession of organizing the pilgrimage, starting from registration, processing of hajj travel documents, embarkation of departure to the process of debarkation/return.

The effectiveness of the use of SISKOHAT in the delegating portion numbers service to pilgrim candidates at the Regional Office of the Ministry of Religious Affairs of Bengkulu Province is influenced by several facts, they are:

1. Sophisticated system

    Technology, online communication, and providing real-time information encourage the Ministry of Religious Affairs of Bengkulu Province to always

provide services and present updated information that can be accessed directly by all pilgrim candidates of Bengkulu Province.

2. Facilities and information system infrastructure

Complete facilities and infrastructure significantly affect the effectiveness of the performance of SISKOHAT employees in excellent service. Conducive room conditions, computer equipment, and supporting components, such as fingerprints, cameras, printers, routers, and internet connections, affect the quality of data collection and presentation.

3. Human resources

Human resources in the information system for organizing the pilgrimage have a very important role because professional human resources are needed in accordance with the qualifications in the computer and information field.

4. Operational standard

Operational Standards (SOPs) are prepared to optimize the management and services of SISKOHAT as well as to become a reference in the implementation of effective and efficient tasks. The Delegation of Portions refers to Law Number 8 of 2019 concerning the Organization of Hajj and Umrah and the Decree of the Director-General of Hajj and Umrah Organization Number 130 of 2020 concerning Instructions for the Implementation of the Delegation of Portion Numbers of Pilgrims who Die or are Permanently Sick.

The mandate of Law Number 8 of 2019 Article 6 stated that delegating the portion number to husband, wife, father, mother, biological child, or sibling appointed and or agreed in writing by the family on the grounds of death or permanent illness according to the health information of the Hajj pilgrims (Law 2019). The delegation of the portion is only valid for 1 (one) time of the assignment.

a. Portion Delegation Requirements

    1) Hajj pilgrim dies

        a) Death Certificate from the local Population and Civil Registry Office (copy).

        b) Proof of initial deposit and/or full payment of BPIH (original).

        c) Power of attorney which shows delegating the portion number of the deceased pilgrim signed by the husband, wife, father, mother, biological child, or sibling known to the RT, RW, and Lurah/Village Head (original).

        d) Certificate of absolute responsibility signed by the recipient of the delegation (original).

        e) ID card, family card, birth certificate, marriage certificate (copy), or

f) Other evidence of the pilgrims receiving the distribution of the portion number by showing the original evidence.

2) Hajj pilgrim permanently sick

a) A sick certificate from a government hospital with a sick category according to the circular letter of the Minister of Health Number HK.02.01/MENKES/33/2020 concerning the category of permanent illness in the organization of the hajj (original).

b) Proof of initial deposit and/or full payment of BPIH (original).

c) Power of attorney which shows delegating the portion number of the sick pilgrim signed by the husband, wife, father, mother, biological child, or sibling known to the RT, RW, and Lurah/Village Head (original).

d) Certificate of absolute responsibility signed by the recipient of the delegation (original).

e) ID card, family card, birth certificate, marriage certificate (copy), or

f) Other evidence of the pilgrims receiving the distribution of the portion number by showing the original evidence.

3) Provisions Delegation Requirements

a) Delegation of the portion of regular hajj pilgrims can be applied to pilgrims who have registered with the Ministry of Religious Affairs, yet the pilgrim concerned dies or is permanently ill before departure.

b) The delegation of the portion number can only be made to the husband, wife, father, mother, biological child, or sibling, who is appointed through a power of attorney which shows delegating the portion number of the deceased pilgrim agreed in writing by the family and/or through a power of attorney for the delegation of the number portion of pilgrims who are permanently ill.

c) The time limit for pilgrims who have died so that the portion number can be delegated are:

- death is counted from April 29, 2019, since the enactment of Law Number 8 of 2019 (not retroactive), and

- died prior to departure for Saudi Arabia from the airport of embarkation.

d) For hajj pilgrims who have died as referred to in number 3 letter b and have received living cost money, the recipient of the portion is obliged to return the living cost money.

e) The submission for the delegation of the portion number of the Hajj pilgrims is carried out every working day as long as the relevant hajj pilgrims meet the requirements for the portion allocations.

f) Submission of the proposal for the transfer of the pilgrims' portion number who die or are permanently ill through the Office of the Ministry of Religious Affairs of the regency/city where the hajj pilgrims are registered.

g) The number of pilgrims who die or become permanently ill can only be assigned once.

h) For pilgrims who die or are permanently ill and have a portion number more than 1 (one) time, they can only be delegated 1 (one) portion number, or other portion numbers are cancelled.

4) Portion Transfer Procedure

a) Recipient of the portion number must submit an application letter by attaching the requirements to the Regency/City Ministry of Religious Affairs Office.

b) The officers of the Ministry of Religious Affairs in the Regency/City verify the files. If the files are complete and meet the requirements, they make a Recommendation Letter to the Provincial Office of the Ministry of Religious Affairs.

c) The recipient of the portion allocation number waits for a call for photo and fingerprint recording at the Provincial Office of the Ministry of Religious Affairs.

d) The recipient of the portion number opens the pilgrim's savings book at the same bank as the pilgrim who dies or is permanently ill.

e) The recipient of the portion number delegation of the pilgrims who die or are permanently ill has been at least 12 (twelve) years old at the time of submission of the delegation. The minimum age for hajj departure is 18 years old or married.

Table 1. Bengkulu Province Regency/City Delegation Data 2021

REKAPITULASI PER BULAN
PEREKAMAN PELIMPAHAN NOMOR PORSI JEMAAH HAJI
KANWIL KEMENTERIAN AGAMA PROVINSI BENGKULU TAHUN 2021

No	Kab./Kota	Jan	Feb	Mar	Apr	Mei	Jun	Jul	Agt	Sep	Okt	Nop	Des	Jml
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	Kota Bengkulu	6	3	5	7	1	2	1	3	9	5	6	6	54
2	Bengkulu Utara	0	2	4	8	2	2	1	0	3	1	0	3	26
3	Bengkulu Selatan	0	3	1	2	3	1	0	1	0	6	0	1	18
4	Rejang Lebong	0	4	3	4	0	2	1	2	4	3	6	3	32
5	Mukomuko	0	1	1	1	1	3	0	3	0	0	2	4	16
6	Seluma	0	1	1	2	0	0	0	1	0	1	1	4	11
7	Kaur	0	1	0	1	1	0	0	1	0	3	0	1	8
8	Kepahiang	0	0	1	0	1	1	0	0	0	2	0	2	7
9	Lebong	1	1	1	0	0	1	0	0	1	1	0	0	6
10	Bengkulu Tengah	0	2	2	2	1	0	0	0	0	1	0	2	10
	Jumlah	7	18	19	27	10	12	3	11	17	23	15	26	188

Mengetahui
Kabid Penyelenggaraan Haji dan Umrah

Dr. H. Intihan, S. Ag. MH

Bengkulu, 31 Desember 2021

Kasi Pendaftaran dan Dok. Haji Reguler

H. Afiazil SE

Dipindai dengan CamScanner

Conclusion

Based on the results of research and data collection through observation, documentation, and interviews, as well as after analysis by paying attention to the main issues raised entitled "Effectiveness of the use of SISKOHAT in the Delegating the Portion Number Service of Hajj Pilgrims Candidates at the Ministry of Religious Affairs in Bengkulu Province", it can be concluded that:

First, the role of SISKOHAT in organizing the pilgrimage at the Regional Office of the Ministry of Religious Affairs of Bengkulu Province is significant as SISKOHAT assists in preparing the procession of organizing the pilgrimage such as; registration, settlement payment, cancellation, Hajj documents, departure and return.

Second, the implementation of SISKOHAT at the Regional Office of the Ministry of Religious Affairs of Bengkulu Province cannot be separated from the inhibiting and supporting factors. The existence of inhibiting factors in the application of SISKOHAT does not become a barrier to improving services in the implementation of the pilgrimage.

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