

Implementation of the Use of DAU through the BPKH Benefit Program to Improve Hajj Services

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Abstract

This study aims to determine the use of the value of the benefits of endowment funds for the people through the BPKH benefit program and to find out what obstacles were encountered during the implementation of the particular benefit program within the scope of the pilgrimage services. In this research, using qualitative research methods. Then the data sources of this research are primary and secondary by using *purposive sampling technique*. Data collection techniques with observation, interviews and documentation. As for testing the validity of the data with source triangulation. Meanwhile, to analyze data with data reduction (*data reduction*), data presentation (*data display*), drawing conclusions (*conclusion drawing/verification*). The use of the value of the benefit of the people's endowment fund is managed by the BPKH Health Division in collaboration with organizations in in terms of benefit partners to be distributed to beneficiaries who support the benefit program, namely specifically for pilgrimage service activities. The use of DAU benefit values that have been explicitly realised for the scope of Hajj services in 2021 such as the procurement of operational cars for KBIHU offices, procurement of data digitization and KBIHU digitization infrastructure in collaboration through PPPA Daarul Qur'an benefit partners.

Keywords: People's Endowment Fund, Hajj Service, BPKH Benefit Program

Abstrak

Penelitian ini bertujuan untuk mengetahui penggunaan nilai manfaat dana abadi umat melalui program kemaslahatan BPKH dan mengetahui kendala apa saja yang dihadapi selama berjalannya program kemaslahatan khusus ruang lingkup pelayanan ibadah haji. Dalam penelitian ini, menggunakan metode penelitian kualitatif. Kemudian sumber data penelitian ini adalah primer dan sekunder dengan menggunakan teknik *purposive sampling*. Teknik pengumpulan data dengan observasi, wawancara dan dokumentasi. Adapun dalam uji keabsahan data dengan triangulasi sumber. Sedangkan untuk menganalisis data dengan reduksi data (*data reduction*), penyajian data (*data display*), penarikan kesimpulan (*conclusion drawing/verification*). Penggunaan nilai manfaat dana abadi umat ini dikelola oleh Divisi Bidang Kemaslahatan BPKH yang bekerjasama dengan organisasi-organisasi di dalam istilah mitra kemaslahatan untuk disalurkan kepada penerima manfaat yang mendukung program kemaslahatan yaitu khusus untuk kegiatan pelayanan ibadah haji. Penggunaan nilai manfaat DAU yang sudah terealisasi khusus ruang lingkup pelayanan ibadah haji pada tahun 2021 seperti pengadaan mobil operasional untuk kantor KBIHU, pengadaan digitalisasi data dan sarana prasarana digitalisasi KBIHU yang bekerjasama melalui mitra kemaslahatan PPPA Daarul Qur'an.

Kata kunci: Dana Abadi Umat, Layanan Ibadah Haji, Program Kemaslahatan BPKH

Introduction

The Hajj Financial Management Agency of the Republic of Indonesia, hereinafter abbreviated as BPHKRI, is a public legal entity established by Law Number 34 of 2014 concerning Hajj financial management. Hajj funds are defined as deposit funds for the costs of organizing the pilgrimage, funds for the efficiency of the implementation of the pilgrimage, the endowment of the people, as well as the value of benefits controlled by the state in the context of organizing the pilgrimage and implementing program activities for the benefit of Muslims (Saputera & Putra, 2020). BPKH determines the priority activities and the amount of the benefit of the people's endowment fund (DAU) in coordination with the Ministry of Religion of the Republic of Indonesia (Kemenag RI). The value of the benefits or results of developing the people's endowment fund is used as a source of funding in activities for the benefit of Muslims (Zakiruddin, 2021). The value of the benefits distributed is money, goods, or services in the form of waqf, zakat, assistance, cash guarantees, and yield subsidies. Benefit activities include six *asnaf*, including pilgrimage services, da'wah education, health, socio-religious, economic, and construction of worship infrastructure (<https://bpkh.go.id/>, 2020). In carrying out this mandate, the field of benefit refers to the principles of Maqashid Syariah.

The Hajj Financial Management Agency of the Republic of Indonesia, now abbreviated as BPHKRI, is a public legal entity established by Law Number 34 of 2014 concerning Hajj financial management. Hajj funds are defined as deposit funds for the costs of organizing the pilgrimage, funds for the efficiency of the implementation of the pilgrimage, the endowment of the people, as well as the value of benefits controlled by the state in the context of organizing the pilgrimage and implementing program activities for the benefit of Muslims (Saputera & Putra, 2020). BPKH determines the priority activities and the amount of the benefit of the people's endowment fund (DAU) in coordination with the Ministry of Religion of the Republic of Indonesia (Kemenag RI). The value of the benefits or results of developing Ummah's endowment fund is used as a source of funding for the benefit of Muslims (Zakiruddin, 2021). The value of the benefits is distributed in the form of money, goods, or services in the form of waqf, zakat, assistance, cash guarantees, and yield subsidies. Benefit activities include six *asnaf*, including pilgrimage services, da'wah education, health, socio-religious, economic, and construction of worship infrastructure (<https://bpkh.go.id/>, 2020). In carrying out this mandate, the benefits field refers to Maqashid Syariah's principles.

The Benefit Program is designed by considering the issues and needs of the community. It is done to ensure that the value of the DAU benefits can be distributed fairly and effectively in promoting the benefit of the people. Every party, either government institutions, benefits partners, or the community can participate in designing benefit programs. In order to ensure the achievement of the goals of benefit for the people in carrying out its mandate in the field of benefit, BPKH also cooperates with other Muslim benefit organizations which are officially designated by BPKH as BPKH's benefit partners. The definition of a benefits partner is an institution appointed by BPKH as a BPKH benefit partner. It, at least, must meet the criteria. It is a legal entity, having operated for at least three years since its establishment and having at least three years of experience implementing social humanitarian programs (Hendarsa et al., 2022).

In line with the mandate of the Law on the use of the people's endowment fund (DAU) which must be channeled for the benefit of the people, BPKH now plays a role in taking solutions in the procurement of operational vehicles for the Hajj and Umrah rituals for the Hajj and Umrah Worship Guidance Group (KBIHU), procurement of digitalization facilities and procurement of servers and data digitization tool for KBIHU. The funds are focused on meeting the needs of pilgrims through benefit programs with the scope of Hajj services. The purpose of this study is to determine the use of the value of the benefits of the people's endowment fund to improve the activities of the pilgrimage services. Furthermore, it can provide understanding for the community so that they are aware of some of the roles of the value of the benefits of the people's endowment fund managed by BPHKRI.

Literature Review

The People's Endowment Fund (DAU) is a number of funds which prior to the enactment of Law Number 34 of 2014 were obtained from the results of the development of the People's Endowment Fund and/or the remaining operational costs for the implementation of the Hajj and other sources that are lawful and non-binding. The remaining operational means the efficiency of the Hajj Organizing Cost (BPIH), both direct cost and indirect cost components after the Hajj operational activities are completed according to the plan agreed upon in the discussion of the BPIH component between BPKH RI and the House of Representatives of the Republic of Indonesia (DPR-RI). Funds for the efficiency of the implementation of the pilgrimage are obtained from the remaining operational funds for the implementation of the pilgrimage. The funds that have been obtained will be put into the DAU account,

which will later be managed again for the pilgrimage. Financial management must be based on the law (Rasjid, 2017). The value of the benefits or results of the DAU development is used as a source of funding in activities for the benefit of Muslims. The value of the DAU benefits that can be used is at most the same as the total value of the DAU benefits from the previous year.

Service as a basic function of a public institution (government) is still a discourse that has a very high urgency value along with the problems that are still very much complained of by some members of the community in the process of providing public services. It is because, in reality, almost all of the community will intersect and come into contact with public services provided by government agencies in meeting their various needs. Hence, the problem of providing public services is still a serious discussion for both elements of the community who receive public services and elements of government institutions that carry out the process of providing public services. It is a common symptom that occurs in the public service process carried out by government institutions. Service quality refers to the understanding of serving at any time quickly and satisfactorily, being polite, friendly, professional, and capable. Based on the above opinion, a service can be said to be of good quality if it shows several characteristics, including fast, satisfying, polite, and professional (Nurdiawati & Triatmo, 2021).

Viewed from various perspectives, the pilgrimage has a high value and occupies a special position in the Islamic teaching system. From the perspective of religiosity, Hajj is the fifth pillar of Islam that must be carried out by every Muslim who is able and fulfills the requirements. Hajj always presents a very deep and unforgettable spiritual experience for the performer. Based on the hadith of the Prophet, heaven is a reward (reward) for every mabrur hajj (accepted Hajj).

Research Methods

In this study, the researchers used a descriptive qualitative type of research. The researchers took samples to determine research subjects using a purposive sampling technique. According to (Sugiyono, 2017) the purposive sampling method is a data sampling technique based on certain considerations. The data collection techniques were through interviews with internal BPKH, observation, and carrying out documentation. The researchers used triangulation in conducting the technique of checking the validity of the data. After data collection was conducted, the results of data collection must be processed in order to produce a conclusion. There are three main elements of qualitative research. First, data comes from various sources.

Second, various analytical procedures and interventions are used to obtain findings or theories. Third, it is a written or oral report.

Result and Discussion

The People's Endowment Fund (DAU) is a number of funds which before the enactment of the Law were obtained from the results of the development of the DAU and/or the remaining operational costs for the implementation of the Hajj and other lawful and non-binding sources in accordance with the provisions of the legislation. Meanwhile, the value of the benefits of the DAU itself is used for expenditures for benefit activities. The benefits program includes six asnaf. They are the economy of the people, religious social, education and da'wah, health, worship facilities and infrastructure, and pilgrimage services. The activities for the benefit of the pilgrimage include three targets, namely:

1. The primary target is to reduce indirect costs in Hajj services. Another need is the provision of a miniature Kaaba.
2. The secondary target is directed at improving the long-term quality of Hajj, for example, improving the quality of Hajj education in various basic educational institutions and improving KBIH management.
3. The tertiary target is directed to the benefit of the people in general. In this case, benefit activities must capture the spirit of the pilgrimage which is not only ritual worship but also related to social impacts that can be affected.

Benefits that can be taken through Hajj service activities include: for BPKH in achieving the target of benefits activities: assisting BPKH benefit programs, especially in the field of hajj services and religious social services for administrators, prospective pilgrims, pilgrims, and Muslims in general. For pilgrims, either directly or indirectly, online guidance services for pilgrims. For the benefit of Muslims in achieving maqasid sharia: a means of guidance for Muslims. Others: as an effort to provide guidance for Hajj pilgrims in the midst of a pandemic, so that the training & meetings as well as socialization continue to run. Others: as an effort to provide guidance for Hajj pilgrims in the midst of a pandemic, so that the training & meetings as well as socialization continue to run.

As for the assistance generated by special benefit activities within the scope of the pilgrimage services, as following:

1. Procurement of KBIHU Hajj & Umroh Operational Vehicles

The value of the DAU benefits is intended for Hajj and Umrah Guidance Groups (KBIHU) that do not yet have operational vehicles. The aim is to be able to improve services properly as mandated by Law No. 8/2019. Considering the mobility of Hajj and Umrah ritual guidance activities is very high, operational vehicles are needed to support Hajj and Umrah Guidance Group Communication Forum (FKKBIHU) activities. Furthermore, the objectives of the procurement of operational cars are:

1. Guidance on Hajj and Umrah rituals
2. Training and certification of supervisors
3. Accreditation and development of KBIHU
4. Administrative and support staff training

Following up on the operational car distribution program for Hajj and Umrah services to each KBIHU representative in several areas of the island of Java, with a description of the distribution area locations as follows: Banten, Jakarta, West Java, Central Java, East Java, and Yogyakarta. Each area mapping that has been assessed by BPKH will receive an operational car with the following distribution:

Toyota Hiace car units:

1. KBIHU Ibn Aqil Kab. Bogor
2. KBIHU Al-Khoeriyah (Azkal Azkia Foundation) Cianjur
3. DPW PFK KBIHU Banten
4. DPP PFK KBIHU Indramayu
5. DPD PFK KBIHU Kab. Subang

Mitsubishi Xpander car units:

1. KBIHU Al-Manar, Depok City
2. Chairman of the Board of Trustees of DPP PFK KBIHU
3. KBIHU Khazanah Mandiri, Depok City
4. KBIHU Khoerul Ummah, North Jakarta
5. KBIHU Nurul Aeni
6. KBIHU Yahdi, Bandung City
7. KBIHU Mirfat Kholillah, Banten
8. DPW PFK KBIHU East Java
9. DPW PFK KBIHU Central Java
10. DPW PFK KBIHU D.I. Yogyakarta

11. DPW PFK KBIHU West Java
12. DPP PFK KBIHU Sekretariat
13. Data digitization and Hajj rituals digitization
14. Public Relations and Cooperative DPP PFK KBIHU

2. Procurement of Digitalization Facilities, Procurement of Servers and Equipment Digitization KBIHU Hajj and Umrah rituals

Likewise with KBIHU, which currently has to adjust to conditions and situations, especially in conditions of the Covid-19 pandemic as its function, in general, is to carry out guidance, service and assistance for prospective Hajj pilgrims, both in Indonesia and in Saudi Arabia. Hence, it becomes important to improve digitization. KBIHU data management has now started using the Data Digitization System (SIDIQ) but is still using server hosting. Hence, there are still limitations in terms of bandwidth and storage so it is not maximized. Adequate servers and equipment are needed in each region so that data updates can be carried out properly. The following are the objectives of procuring digitization for KBIHU:

1. Having adequate servers and equipment in each area so that data updates can be carried out properly.
2. Servers are redundant and backup is available.
3. Good digitization and servers will support all KBIHU online activities.
4. Data entry from all provinces can run well.
5. Internet network with adequate speed and availability of storage for all SIDIQ applications and data backup and data availability of:
 - a. KBIHU Potential
 - b. Educational Potential
 - c. Economic Potential
 - d. Da'wah Potential

Conclusion

In order to improve services for the pilgrimage in benefit programs that use funds from the DAU, it is in accordance with the "Service Excellent" of the service standard. BPKH has attempted to provide the needs needed by KBIHU as a beneficiary, as stated in the 2021 benefit program. BPKH and its benefit partner, Lazis PPPA Daarul Qur'an, have distributed assistance to beneficiaries in the form of operational vehicles and data digitization aimed at supporting the activities of the pilgrimage services. The

operational vehicles distributed are intended for vehicles that can be used when there is guidance for Hajj and Umrah rituals or other activities related to the needs of Hajj services. These vehicles are five units of Toyota Hiace cars and fourteen units of Mitsubishi Xpander cars. In addition, there are still shortcomings in the data management system that still uses server hosting so it has a lot of limitations both in bandwidth and storage. Hence, with the help of the benefit value which is also used in the development of a digitized data system (SIDIQ), it is expected to help in improving Hajj services.

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