The Effectiveness of SISKOHAT in Organizing Hajj at the Ministry of Religious Affairs Office of Lima Puluh Kota Regency

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Abstract

The Ministry of Religious Affairs Office of Lima Puluh Kota showed that the number of employees who could use SISKOHAT was only three people; hence, if many pilgrims registered on the same day, the employees at the Ministry of Religious Affairs Office of Lima Puluh Kota would have difficulty serving the pilgrims. The pilgrims would take a long time waiting in line. The research method used in this study was a qualitative descriptive approach. Data collection techniques were by observing, interviewing, and documentation. The participants in this study were employees of the Ministry of Religious Affairs Office of Lima Puluh Kota and one of the pilgrims who came to the Ministry of Religious Affairs Office of Lima Puluh Kota. The analytical method in this study started with data collection, data reduction, and drawing conclusions. The results of the study showed that SISKOHAT was running well, and system updates were being carried out in line with increasingly advanced technological developments in organizing the pilgrimage at the Directorate General of PHU at the Ministry of Religious Affairs Office of Lima Puluh Kota. The inhibiting factor of SISKOHAT that occurred at the Ministry of Religious Affairs Office of Lima Puluh Kota did not become a barrier for the staff of the Hajj and Umrah pilgrimage division. In addition, the government also anticipated so that it could prevent incidents that could hinder the effectiveness of information and computerized systems.

Keyword: effectiveness, SISKOHAT, organizing hajj

Abstrak

Kantor Kementerian Agama Lima Puluh Kota menunjukkan jumlah pegawai yang dapat menggunakan SISKOHAT hanya tiga orang; Sehingga, jika banyak jamaah yang mendaftar pada hari yang sama, maka pegawai di Kantor Kementerian Agama Lima Puluh Kota akan kesulitan melayani jamaah. Para jamaah akan membutuhkan waktu lama untuk mengantri. Metode penelitian yang digunakan dalam penelitian ini adalah pendekatan deskriptif kualitatif. Teknik pengumpulan data dengan observasi, wawancara, dan dokumentasi. Partisipan dalam penelitian ini adalah pegawai Kantor Kementerian Agama Lima Puluh Kota dan salah satu jamaah yang datang ke Kantor Kementerian Agama Lima Puluh Kota. Metode analisis dalam penelitian ini dimulai dengan pengumpulan data, reduksi data, dan penarikan kesimpulan. Hasil penelitian menunjukkan SISKOHAT sudah berjalan dengan baik, dan dilakukan pemutakhiran sistem seiring dengan perkembangan teknologi yang semakin maju dalam penyelenggaraan ibadah haji di Direktorat Jenderal PHU Kantor Kementerian Agama Lima Puluh Kota. Faktor penghambat SISKOHAT yang terjadi di Kantor Kementerian Agama Lima Puluh Kota tidak menjadi kendala bagi para staf bagian ibadah haji dan umroh. Selain itu, pemerintah juga melakukan antisipasi agar dapat mencegah terjadinya kejadian-kejadian yang dapat menghambat efektivitas sistem informasi dan komputerisasi.

Kata Kunci: efektivitas, SISKOHAT, penyelenggaraan haji

Introduction

Hajj is a trip to the city of Mecca or the Kaaba to carry out the pillars of Islam in Dzulhijjah. In other words, visiting the Kaaba in certain months to do the pillars of Hajj in the form of Tawaf, Sa'i, Wukuf, and other forms of worship in fulfilling the call of Allah SWT (Al-Aqil, 1427 H). It is in accordance with the words of Allah SWT in QS Ali Imran verse 97 which reads:

فِيهِ ءَايَٰتٌ بَيِّنَٰتٌ مَّقَامُ إِبْرَٰهِيمَ ۖ وَمَن دَخَلَهُ كَانَ ءَامِنًا ۗ وَلِلَّهِ عَلَى ٱلنَّاسِ حِجُّ ٱلْبَيْتِ مَنِ ٱسْتَطَاعَ إِلَيْهِ سَبِيلًا ۚ وَمَن كَ فَإِنَّ ٱللَّهَ غَنِىٌّ عَنِ ٱلْعَٰلَمِينَ

Meaning:

"In it are clear signs and the standing-place of Abraham. Whoever enters it should be safe. Pilgrimage to this House is an obligation by Allah upon whoever is able among the people. And whoever disbelieves, then surely Allah is not in need of ˹any of His˺ creation."

Hajj is one of the pillars of Islam and must be carried out by people who are financially, physically, and mentally capable (Rochimi, 2010). Also, the pilgrimage to Mecca is a once-in-a-lifetime obligation, and the fifth pillar of Islam is completed once the pilgrimage is completed. The next pilgrimage or double Hajj is sunnah. Hajj is a form of worship that all capable Muslims must carry out as it is a big responsibility for all Muslims. Someone can perform the Hajj pilgrimage to Mecca, but if they don't, they will be punished by Allah SWT. In addition, Hajj also forms a true brotherhood and sisterhood among Muslims in the world, where they can share expertise to combine understanding, plans, and examples to promote Islam in their respective countries after their Hajj. The role of information and technology in managing religious worship is very much needed. It is caused by the development of Indonesian society, which is caused by various factors such as education, political democracy, economic development, and various problems that are different in form, nature, and intensity from before.

Indonesia (RI) No. 19 of 2019 discusses the organization and implementation of vertical agencies of the Ministry of Religious Affairs, Article 593(5): the Umrah and Hajj pilgrimage division, in Article 592 (e), is responsible for providing exemplary service; the best guidance based on the SOP; information and data management; the preparation of reports related to Hajj check-in and checkout; ritual guidance; regular Hajj guidance; special Hajj and Umrah organizers; regular Hajj and transportation document; and financial management (New Article 3). The role of information and technology in managing Hajj services is very important and necessary as many factors,

such as education, political democracy, economic development, and many problems of different forms, nature and intensity, cause the development of Indonesian society.

Previously, the pilgrims' intention to perform the Hajj was small and the Hajj service in Indonesia did not yet use an electronic application system. At that time, the Hajj registration and cancellation service was done manually, making it difficult to control and became a problem. On the other hand, people wanted to get maximum service. However, the existing service was still manual, and the process was slow. Therefore, considering the increasing interest and desires of Hajj pilgrims, the government developed and created a computerized tool to assist sub-district offices in registering and canceling the Hajj pilgrimage. In 2010, the Integrated Hajj Computer and Information System (SISKOHAT) was used to register and cancel the Hajj pilgrimage, and the intensity was different from before.

SISKOHAT is intended to support the registration and deregistration of the Hajj pilgrimage, which is carried out at the Administration/Ministry of Religious Affairs Office of the City, especially in regulating Hajj and Umrah performances. SISKOHAT is very helpful with registration and cancellation services so that Hajj pilgrims feel satisfied and carry out their business at the Regency/City Religious Affairs Department. Organizing the Hajj and Umrah pilgrimage in Lima Puluh Kota Regency, the Ministry of Religious Affairs is the agency that provides full service for Hajj registration with SISKOHAT as the organizer. Meanwhile, in this system, the agency is fully responsible for the management and other information provided by prospective pilgrims. In order to improve the registration and cancellation services for Hajj pilgrims, the Religious Affairs Department of Lima Puluh Kota, especially the Hajj and Umrah Administration Division, uses an Integrated Hajj Computerized Information System (SISKOHAT) to provide and speed up services to Hajj pilgrims. The advantage of government management is that the use of information systems and computers can minimize the management that will be carried out in the Hajj and Umrah organizations (Al-'aqil, 2006).

With the number of Hajj pilgrims increasing yearly, Hajj and Umrah organizers continue to make improvements, arrangements, and changes. Organizational structures, human resources, and information systems need to be updated and rebuilt. However, informatization is necessary to improve public services. As the organizer and service provider, the Religious Affairs Ministry Office of Lima Puluh Kota is fully responsible as the organizer and service provider for pilgrims and issues various policies related toHajj services, standards for organizing church services, pilgrimage, technical guidance, monitoring, and evaluation of operations. Hajj and Umrah

Organizer for Hajj Organizing, one of the Ministry of Religious Affairs agencies, continues to strive to improve Hajj services by evaluating and monitoring the results of Hajj implementation from year to year and improve the service model to overcome obstacles, such as data input errors, lack of online support, incorrect passport input, possible compatibility of pilgrims' information between KTP and others, and immigration office problems in issuing Hajj pilgrims' passports.

Table 1.1

Data on the Number of Hajj Pilgrims, the Ministry of Religious Affairs Office, Lima Puluh Kota 2017-2022

NO	YEAR	NUMBER OF PILGRIMS	THE PILGRIMS DEPARTED
1	2017	698	226
2	2018	715	305
3	2019	656	351
4	2020	373	-
5	2021	159	-

Source: Integrated Hajj and Umrah Service Center (PLHUT) Ministry of Religious Affairs, Lima Puluh Kota

Based on Table 1 above, it can be seen that the number of pilgrims registering for the Hajj has fluctuated. The number increased from 2017 to 2018, but decreased from 2018 to 2021 due to Covid-19, so no pilgrims departed from 2020 to 2021. Then, in 2022, there would be pilgrims departing with a quota of 50% of the previous quota, where the previous year's quota was 4,549 people per province, and it was around 2,093 people per province then.

To improve services for registration and cancellation of Hajj pilgrims, The Religious Affairs Office in Lima Puluh Kota, especially the Hajj and Umrah administration department, uses a computerized integrated Hajj information system (SISKOHAT). It is a provision and timeliness of services for pilgrims who register and cancel the Hajj. The advantage for government administration is that the use of information systems and computerization can minimize administrative work carried out at the Hajj and Umrah Organizing Agency (Lima Puluh Kota, the Regional Ministry of Religious Affairs Office archives). There are five employees in the PHU division who are placed in their respective positions, such as Kasih Haji, SISKOHAT, documents, passports, and administration. Other than that, the number of employees who can use SISKOHAT at the Ministry of Religious Affairs Office of Lima Puluh Kota is only three people: they are Mulyati, S.A.P; Syukri Ramadhan; and Delfikos Andres, S.Kom. In fact, Delfikos

Andres is no longer in the PHU Division; he has moved to the Young Expert Computer Pranata Division. Hence, only two people can use SISKOHAT in the PHU division. If a large number of pilgrims register on the same day, the two employees will have difficulty, and the pilgrims will have to wait a long time.

Literature Review

The word efficiency has many meanings. According to Kamus Besar Bahasa Indonesia (KBBI), efficiency has three meanings. The first is consequence, impact, influence, and impression; the second meaning is efficient or effective; and the third meaning is capable of producing results. Consisting of the word "effective" which means effect or influence, effectiveness is the result or success of doing something. Performance can be measured by comparing the results achieved to the plans. However, inefficiency is when the results of business and work are not in accordance with the response, and the expected goals are not achieved. It is said to be ineffective if the amount of work, results, or actions is insufficient and the expected goals are not achieved.

A computerized system is the use of a computer as a tool in manual data processing operations. This data processing starts from data storage to report printing. Here, computer data processing is much more profitable than manual data processing since computer data processing is faster and more accurate than manual data processing, which is time-consuming and less accurate. The advantages of an information system are: a) Increasing ease of access for users to information that is presented in a timely and accurate manner without intermediary information systems. b) Ensuring the availability of quality and expertise for critical use of information systems. c) Being used to process customer checks and generate various bank statements and events. d) Anticipating and understanding the economic consequences of new information systems and technologies (Suharto, 1995).

The Integrated Hajj Information and Computer System (SISKOHAT) is an information and data management system for organizing the Hajj pilgrimage. The main task of SISKOHAT is to convey information. Improving SISKOHAT is an effort to improve services to future Hajj pilgrims. The objectives of SISKOHAT are: 1) Providing information services to the general public and Hajj pilgrims in a professional manner so that information can be conveyed quickly, accurately, and precisely. 2) Helping the pilgrims and the public to be able to easily access all information, both directly and indirectly, related to the Hajj pilgrimage. 3) Increasing the knowledge of Hajj pilgrims in carrying out the Hajj pilgrimage to create a pluralistic and independent society. 4)

Informing Hajj pilgrims and the public about programs or activities that have been or are being carried out in connection with the Hajj preparation process in Indonesia and Saudi Arabia. 5) Exchanging of Hajj messages among city information centers, province, and Hajj information centers. 6) Becoming a material for decision-makers, leaders, and related regions in the Hajj process. 7) Helping the pilgrims and the public understand all government guidelines regarding the organization and implementation of the Hajj pilgrimage in Indonesia and Saudi Arabia (John M Echlos and Hasan Syadili, 1990).

Research Methods

In this research, the author used a qualitative descriptive type. The descriptive approach is structured research where data is described systematically, factually, and concisely according to certain facts and characteristics of an event or an attempt to describe a phenomenon in detail (Sudyarno, 2011). Research location is the place or area where research is conducted. This research was conducted in the Ministry of Religious Affairs Office of Lima Puluh Kotalocated on Jl. Mr Syafruddin Prawiranegara Sarilamak, Payakumbuh District, Lima Puluh Kota Regency, West Sumatra Province 26271. The research started on 20th of July 2022 until finished. Furthermore, there were two types of data sources in this research: a) Primary data, which is data collected and processed directly from the object itself. Data is collected specifically to solve the research problem being studied. The main data collection in this research was through interviews. b) Secondary information, which is received from other parties in ready-to-use form, collected and processed by other parties, usually in the form of publications. In this research, the researchers obtained data directly from the Hajj Integrated Service Center, Ministry of Religious Affairs Office in Lima Puluh Kota, by interviewing staff in the PHU Department and one of the prospective pilgrims who registered. In order to obtain valid data for this research, the researchers conducted face-to-face interviews with 50 employees of the Ministry of Religious Affairs Office's PHU Department and a prospective Hajj pilgrim who registered at the Hajj and Umrah Integrated Service Center (PLHUT) (Kurniawan, 2017).

Research participants were involved in research activities to obtain data or information. In this case, the researcher chose participants who were considered to have knowledge about the problem being studied and could provide information that could be developed to obtain information. Researchers determined the criteria for selecting participants. These criteria are: a) The participants were willing and had the

time to provide information about the effectiveness of SISKOHAT in organizing the Hajj at the Religious Affairs Office of Lima Puluh Kota. b) The applicant had experience registering for Hajj services at the Head Office of Integrated Hajj and Umrah Services (PLHUT) of the Ministry of Religious Affairs Office of Lima Puluh Kota. c) The participants were employees of the Hajj and Umrah Administration Division of the Ministry of Religious Affairs Office, Lima Puluh Kota. d) A whistleblower was a prospective Hajj pilgrim who registered at the Ministry of Religious Affairs Office's Integrated Hajj and Umrah Service Center (PLHUT) office in Lima Puluh Kota. In order to obtain valid data for this research, the researchers conducted face-to-face interviews with 50 employees of the PHU Department of the city Ministry of Religious Affairs Office and a prospective Hajj pilgrim who registered at the Hajj and Umrah Integrated Service Center (PLHUT). Data analysis technology is the process of turning data into new information. This process is carried out in such a way that the properties of the material become easier to understand and can be used as a solution to problems, especially those related to research. In connection with this research, the researchers collected the data needed regarding the effectiveness of his SISKOHAT in organizing the Hajj pilgrimage at the Ministry of Religious Affairs Office, Lima Puluh Kota.

Result and Discussion

The definition of a computerized information system is the use of a PC or computer as a tool to assist data processing operations which are carried out in a simple way, starting from data storage to report printing. Here, computer data processing is much more profitable than simple data processing since it is faster and more accurate than manual data processing which is time-consuming and less accurate.

The advantages of information systems are: a) Increasing ease of access for users to information that is presented in a timely and accurate manner without intermediary information systems. b) Ensuring the availability of quality and expertise for critical use of information systems. c) Being used to process customer checks and generate various bank statements and events. d) Anticipating and understanding the economic consequences of new information systems and technologies. Information system components are: a) Input (computer hardware); it is hardware used to enter data and commands into a computer. b) Output (computer software); it is a component that is directly related to information system users and is responsible for managing hardware and software data. c) Technology; it is part of its nature to collect a lot of data and process it into information. This technology is seen from the hardware. d) Bass Data

and Database Storage; they are a combination of data associated or connected with files, stored in computer hardware and processed by software. Since a database exists, it can be used to extrapolate recent data from the past. Without an adequate database and storage, the data obtained is less optimal and limited. e) Personnel and processing procedures;all data processed so far requires competent personal resources such as information management specialists. Every job in the organization must be trained so that the information system can be used optimally (Zulfa, 2017).

The aforementioned components are important since the information system has valid data and good abilities. Therefore, it is necessary to have usage or operation procedures of information systems by many users. Effectiveness in Islamic management is that by applying Islamic human resources, employees will submit to the company so that they can actively participate in the progress of a job and obtain satisfactory results. When one reaches an agency, it is influenced by various factors related to the character and field of activity of an agency. The parts that can influence the level of usability of SISKOHAT in the agency organizing the Hajj and Umrah are sophistication in using the system, facilities and infrastructure in the information system, human resources or experts, and applicable operating criteria.

A system is considered successful and has a high effectiveness value if the system is able to carry out institutions that include the foundation of explanations received, relevant, specific information, including helping to draw conclusions and connecting this information with other information. Measuring program effectiveness can be seen from various points of view and depends on who assesses and interprets it. From a productivity perspective, production managers understand that efficiency refers to the quality and quantity (output) of goods and services. Performance can also be measured by comparing the plans with actual results. However, if the efforts or results of work and actions are inadequate, then the goals will not be achieved or the expected goals are said to be ineffective ((P3B), 1995).

According to T. Hani Handoko in his management book, the effectiveness of planning can be assessed using several criteria (Handoko, 2003), they are: arrangements are flexible, continuous, and sustainable; require self-control and subjectivity; work for ease of use; control in the implementation of other functions; and the program is evaluated to understand its form and must be concise, clear and comprehensive. Various decisions and other management actions are successful only if proper accountability, scope, planning, completeness, integration and harmony, economy, and planned economy are taken into account. This plan includes time, effort, and total costs. There are two sides to the flow of emotions, responsibility and plans.

1) Implementation of the commitment plan. 2) The obligation to make reasonable preparations for temporary disputes; however, if the number of work activities carried out does not meet the criteria, the target will not be achieved.

As stated by S.P Siagian (Sarwat, 2011), the effective ways to achieve the goals are: a) Clarity of goals; it is intended so that employees can achieve the desired goals and organizational goals when carrying out their duties. b) Clarity of steps towards the goals; various efforts to achieve predetermined goals are known to be strategies so that practitioners do not get lost in achieving organizational goals. c) Careful planning; it means deciding what the organization will do in the future. d) Analysis process and a firm regulation concerning objectives that can be obtained using the methods or stages that have been determined, the existing regulations should be able to combine the targets to be achieved with efforts to implement operational standards.

SISKOHAT function for management in operations

Ways to aim for targets to be effective, as proposed by S.P Siagian (Siagian, 2017), are: a) Accuracy of goals, which aims to ensure that employees achieve the desired goals in carrying out their work and that the targets of the organization can be achieved. b) Clarity of strategies to achieve the goals; it is known that strategies are various efforts to achieve predetermined goals so that implementers do not get lost in achieving organizational goals. c) Careful planning, which means deciding what the organization will do in the future. d) Analysis process and a firm regulation in relation to the objectives that can be obtained in the manner or stages that have been determined; the existing regulations should be able to combine the targets to be achieved with efforts to implement operational standards.

SISKOHAT programs provision can be evaluated and clearly understood

Evaluation activities were very useful for evaluating digitalization services implemented in the integrated Hajj computerized system so that there were more attractive improvements and developments to maximize Hajj and Umrah services to the community. The provision for the SISKOHAT program so that it could be evaluated and understood clearly was to measure the effectiveness based on the ratio of actual performance to planned performance. To measure this effectiveness, they had to establish some plans or criteria before the process could begin to produce results. Additionally, the plan should have been evaluated for purpose and objectivity to determine whether disclosures were appropriate and accurate; and whether the scope was based on consistent principles. Apart from that, factors that influenced the level of effectiveness of SISKOHAT in organizing Hajj and Umrah organizations would also be looked at to evaluate other decisions, such as sophistication in system use; sound

information systems and facilities; good quality of human resources; and being carried out in the SOP which was passed and in accordance with standards.

Benefits of SISKOHAT for organizing the Hajj pilgrimage at the Ministry of Religious Affairs Office of Lima Puluh Kota

The benefits of SISKOHAT when providing services at the Ministry of Religious Affairs Office of Lima Puluh Kota were facilitating the work of organizing the Hajj pilgrimage; being able to respond to information needs that could be accessed quickly and accurately, especially those related to selection and deletion; being able to indicate the year of departure of a pilgrim with the section number; service to the community did not require a lot of time and delivery of information to the center was very fast; and officers could directly monitor the progress of the Hajj cancellation process using materials received from BPKH.

Problems that occurred during registration and solutions that were implemented

The problems that occurred during registration and the solutions that were implemented were: a) Data was not synchronized in the registration requirements, such as name, place, date of birth, and parents' names on the ID Card (KTP), family certificate (KK), and birth certificate/marriage book/diploma. b) Errors by the bank receiving the deposit in collecting the Hajj pilgrims who registered. The solution was that the Hajj and Umrah organizers had to write a letter requesting changes to the Regional Office of the Provincial Ministry of Religious Affairs.

The situation of SISKOHAT at the Ministry of Religious Affairs Office of Lima Puluh Kota

It has been effective, as it was seen from SISKOHAT. The progress of the Hajj implementation, from registration and when to leave for Hajj, completed cancellations to when the cancellation funds were released, could be seen and monitored. They could find out by checking with SISKOHAT using the portion number.

Limited human resources in using SISKOHAT

The reason for the lack of human resources in the area of organizing the Hajj pilgrimage was that other employees could not use SISKOHAT since it could not be tampered with by just anyone. If it was handled by many people, it could cause fatal errors, such as incorrect data input and so on. Moreover, operators at SISKOHAT were also authorized by the Head of the Office and provided with training and guidance in operating SISKOHAT since the system was constantly updated with updates from the center.

Supporting factors for SISKOHAT

In the implementation of each government agency, there are various factors that would improve the quality of implementing the SISKOHAT process as an institution for organizing Hajj and Umrah. Effective factors supporting the implementation of SISKOHAT in the Ministry of Religious Affairs Office of Lima Puluh Kota are a) The SISKOHAT application system is an electronic device used at the Ministry of Religious Affairs Office of Lima Puluh Kota which has just upgraded the CV used in registering for Hajj. The CV used is a touchscreen type, a device or visual display which can be controlled through simple movements using the touch of our fingers, hence, these aspects and CVs are fast in registration. b) Improved tools based on multiple display options to make it easier for the Directorate General of PHU employees, such as area operators, to use different applications according to their needs in completing the program. Also, there is no need to use a computer or special PC to access the tool as the connection system is private. SISKOHAT network connects to all computers in the area c) The main control of the integrated Hajj information system and computer system uses Centralized Data Processing (CDP), and the application is also centralized, with all data processing processes for organizing the Hajj centralized. This type of data processing can reduce the risk of duplication of stored data so that incoming information about the Hajj pilgrimage is truly safe. It even uses a biometric matching system (BMS) to keep proper records of pilgrims. d) Regulations; regulations show that SISKOHAT is not only running, but everything has permission since Minister of Religious Affairs Regulation (PMA) No. 42 of 2016 Chapter V Directorate General of Hajj and Umrah Organizing. The operation and management of SISKOHAT are permanently linked to the existing structure dedicated to the implementation of the entire Hajj pilgrimage in the center and regions of Saudi Arabia.

Inhibiting factors in the Implementation of SISKOHAT

Several factors hinder the implementation of SISKOHAT as a Hajj and Umrah organization in every government organization. Distractors are used as corrective measures to maximize improvements in Hajj services. a) The disruption of the integration of Hajj information and the SISKOHAT computer system was due to the internet network breaking down during the Telkomsel fire in Pekanbaru. However, Hajj registration could be done smoothly afterwards. b) Regarding maintenance of the SISKOHAT database. Firstly, there is excessive concern that the entire SISKOHAT of the Ministry of Religious Affairs of the Republic of Indonesia uses a centralized processing system called CDP, considering SISKOHAT's long-standing role as a support system. Even though it has been used for more than 20 years, it was only in

the last two years that the DRC system began to be implemented. In addition, a centralized data processing system called CDP was introduced. In practice, the SISKOHAT main computer is used as a form of data storage during the Hajj pilgrimage. In this case, if the operator or local bank makes an entry error, the user is only allowed to make changes through his SISKOHAT Central Authority, which will take longer to correct or verify the data.

Conclusion

Based on the results and discussions carried out by researchers, the effectiveness of SISKOHAT in the implementation of the Hajj and Umrah at the Regional Office of the Ministry of Religious Affairs of Lima Puluh Kota Regency is as follows: 1) SISKOHAT in organizing Hajj at the PHU Headquarters Office of Ministry of Religious Affairs in Lima Puluh Kota was running well and system updates continued to be carried out in line with technological developments that continue to develop. According to Effendy, effectiveness is an indicator of achieving predetermined goals and targets are a measure of whether or not goals are achieved as planned. SISKOHAT is a pillar of organizing pilgrimages, where if there is no SISKOHAT, everything related to pilgrimages is carried out simply, so it will take a very long time. Besides, it is difficult and tedious to get information from the pilgrims. In other words, SISKOHAT is the key service related to Hajj and Umrah. 2) The inhibiting factors for SISKOHAT that occurred in the Ministry of Religious Affairs Office in Lima Puluh Kota did not become obstacles for employees of the Hajj and Umrah pilgrimage division. In addition, the government assumes that it will be able to prevent incidents that could affect the efficiency of information and computer systems. 3) A factor supporting SISKOHAT is that it has been very effective, where with very limited human resources but sufficient equipment, they can carry out tasks on time and with excellent service.

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