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Hajj Administration Procedures at the Ministry of Religion in Indonesia

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Article Info

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ABSTRACT

The purpose of this study was to find out how the Hajj administration procedures were carried out at the Ministry of Religion, to find out the constraints of the Hajj administrative procedures carried out by the Ministry of Religion and to find out how to solve problems that occurred in the Hajj Administration Procedures at the Ministry of Religion.

The research methodology used is descriptive qualitative which aims to describe the conditions and analyze the procedures for the administration of hajj at the ministry of religion. In this study, data relating to the author's study are sourced from library studies, field studies, and documentation techniques.

The results of the research on Hajj administration procedures at the ministry of religion
which is as follows: for information on the departure of the pilgrimage that is fifteen years old, prospective pilgrims can check with the portion number that has been printed on registering for Hajj registration, for bank validation numbers that have passed 7 working days or have expired, it is confirmed that prospective pilgrims when opening Hajj savings accounts do not leave files in the bank, they must wait until the process is complete and prospective pilgrims receive the file and for prospective pilgrims, they must prepare the requirements before registering Hajj with the Ministry of Religion so that data can be input quickly.

Keywords: procedure, administration, hajj

1. INTRODUCTION

Hajj administrative procedures are made for specific purposes and purposes. A procedure has steps related to a specific goal or goal. In addition, Hajj administrative procedures can make the company's performance orderly, effective, efficient and have good results.

Hajj Administration procedures involve many parties and people. Therefore, in the implementation of the pilgrimage, close cooperation, close coordination, careful handling and support of reliable and trustworthy human resources are needed.

The author makes observations in the field of Administration. In this section, the writer looks at the procedures for the administration of Hajj, there are several things that cause many mistakes, for example, many prospective pilgrims do not complete the specified requirements. This makes the queue of pilgrims increasingly crowded and wastes queuing time and prospective pilgrims often ask for estimates of Hajj departures by direct communication or by telephone. Judging from the portion number (hajj departure check number) that already exists.

Therefore, the procedures for the administration of Hajj are carried out precisely and accurately, in order to reduce losses in the administrative procedures of the Hajj. against the background of the problem the author chose the title "Procedures for Hajj Administration at the Ministry of Religion".

2. LITERATURE REVIEW

a. Procedure

1) Understanding Procedure

According to Jerry Fitzrgerald, Ardra F. Fitzgerald, and Warren D. Stallings, Jr. (2014: 151): "Procedures are an appropriate sequence of steps of instructions that explain what to do, who does it, when it is done, and how do it."

According to George R. Terry (1975: 28): "Procedures can be interpreted as a series of selected paper work stages, usually carried out by more than one person which is a prescribed way and in carrying out all major phases of office activities".

According to Arini T. Soemohadiwidjojo (2015: 90): "Procedures are clearer and more detailed documents to describe the methods used in implementing and implementing organizational policies and activities as stipulated in the guidelines."

According to George R. Terry (1975: 28) in Khaerul Umam (2014:151) states that: “Likewise a procedure can be considered as a of selected clerical steps, usually performed by more than one person. Which constitutes an establish and accepted way of carrying on an majoe of office activity” (a procedure can be interpreted as a series of selected paperwork stages, usually carried out by more than one person in the prescribed ways and in carrying out the main phase of office activities in a disorganized manner)."

Carl Heyel in Khaerul Umam (2014: 49) states that: "A procedure is a series of logical steps by which all recurring business actions are initiated, performed, controlled, and completed. Procedures define what action is required, who takes the action, when it is performed, and where it is carried out. Its essence is to put the chronological order of an activity that is manifested into results or actions.

Based on the understanding above, it can be concluded that the notion of procedure is a series of work procedures or stages that are interconnected with each other in achieving goals.

2) Procedure Type

On the basis of the purpose served, procedures can be classified into two types, namely primary procedures and secondary procedures.

a) Primary Procedure

Intended to facilitate the completion of daily work. Some examples of this type are order procedures, billing procedures, and purchasing procedures.

b) Secondary Procedure

Intended to facilitate the work performed by the primary procedure. Some examples of this type are correspondence procedures, telephone services, and archive services.

3) Purpose of Procedure

The following are the objectives of establishing office procedures:

a) Ensure the smooth flow of information in the right order
b) Avoiding the possibility of cheating
c) Provide appropriate control limits
d) Allows insertion of missing information according to system requirements.
e) Adjusting inaccurate information
f) Include additional information deemed necessary
g) Confirming legal requirements
h) Provide appropriate information to supervisors and managers in a timely manner
i) Integrating other procedures and systems
j) Be economical
k) Respond quickly to inquiries from staff, customers, suppliers and others
l) Maintaining employee performance at the highest level
m) Present all information in the most suitable form
n) Demonstrate the accuracy of the information.

4) Procedure Benefits

Procedures contribute to the effectiveness of office management, for the following reasons:

a) Procedure for Giving Action Sequence

To perform any activity, each employee is instructed to follow a certain flow, this minimizes delays and errors in work.

b) Economical in Use of Resources

This is possible because the procedure can increase efficiency through the elimination of unnecessary movements and the absence of work delays.

c) Facilitating Coordination

Procedures serve as the basis for coordination between different parts of the organization.

d) Serves as a Control Base

Procedures provide a mechanism for comparing actual performance with standards. Thus the procedure can facilitate the correction of deviations.

e) Can be used to Train New Employees

Employees can understand the details of their work easily, if they feel they know the work procedures.

b. Administration

1) Administrative Understanding

According to Akifa P. Nayla (2014: 51): "In a broad sense, administration can be interpreted as an activity related to the implementation of policies in order to lead to a specific purpose or goal. Meanwhile, in a narrow sense, administration can be interpreted as an activity that includes administrative processes, ranging from recording, bookkeeping, sending letters to determine the monthly agenda to various other activities related to the company's operational activities.

According to Darmawan F. Siagian in Akifa P. Nayla (2014: 53) states that: "Administration can be interpreted as a series of collaborative processes between two or more parties on the basis of complying with policies in order to achieve predetermined goals".

According to The Liang Gie in Inu Kencana Syafiie (2015:12) states that: "Administration is the whole series of structuring activities for the main work carried out by a group of people in cooperation to achieve certain goals".

According to Prajudi Atmosudirjo in Inu Kencana Syafiie (2015:12) states that: "Administration is a social phenomenon, namely a certain embodiment in modern society. The existence of this administration is related to the organization. So, whoever wants to know about the existence of administration in society, he must first look for an organization that is still alive, in which there is administration".

According to Sondang P. Siagian in Inu Kencana Syafiie (2015:13) states that: "Administration is the entire process of implementing the decisions that have been taken and the implementation is generally carried out by two or more human beings to achieve predetermined goals" .

According to Hadari Nawawi in Inu Kencana Syafiie (2015: 13) states that: "Administration is an activity or a series of activities as a process of controlling the cooperative effort of a group of people to achieve a predetermined common goal".

2) Administrative Elements

According to Andri Feriyanto and Endang Shyta Triana (2015:2) stated that the administrative elements are as follows:

Administration has certain elements, namely:

a) There are two or more people.
b) There is a goal to be achieved.
c) There are tasks that must be carried out.
d) Availability of equipment and supplies to carry out tasks, (time, place, material equipment and other facilities).

3) Administrative Object

According to Inu Kencana Syafiie (2015: 46) states that: "The condition of a science is to have objects, ranging from formal objects to material objects".

The following is an explanation of material objects and formal objects according to Inu Kencana Syafiie (2015:47):

a) Material Object

Administrative sciences (both general administration and commercial administration, personnel administration, education administration and others) both have a material object, namely humans.

b) Formal Object

Administrative science (general) has a formal object, namely management, while commercial administration has a formal object of profit, then education administration has a formal object of science..

c. HAJJ

1) Meaning of Hajj

According to Ustaz Agus Sumardiyono (2016: 9): "Hajj is the fifth pillar of Islam and is one of the worships that many Muslims dream of. Hajj is so imprinted and meaningful for believers who are serious about carrying it out. Besides that, the value of the reward is also extraordinary in the sight of Allah"

2) Obligatory Conditions for Hajj and Umrah

The conditions for Hajj and Umrah are the same. Are as follows:
a) Islam (not obligatory and invalid for unbelievers).
b) Reasonable (not obligatory on the insane and the stupid).
c) Baligh (until the age of 15 years, or baligh with other signs) and not obligatory Hajj for children).
d) Power (not obligatory Hajj for people who can not afford).

3. RESEARCH METHOD

The type of research used is descriptive qualitative research. Descriptive qualitative research is research that is used to analyze data by describing or describing the data that has been collected properly without intending to make generally accepted conclusions or generalizations (Sugiyono, 2012). According to Mukhtar (2013:10) descriptive qualitative research method is a method used to find knowledge of research subjects at a certain time. The author in this study uses descriptive qualitative research because researchers want to know and get depth of information related to the topic (Sugiyono, 2012)

Data collection techniques in this study are observation and interviews. Observations in this study are participant observation. Interviews in this study, namely through semi-structured interviews, the interviewer has prepared a topic and a list of interview guide questions before the interview activity is carried out, researchers need to explore further a topic based on the answers given by participants. Data collected from interviews with informants

The data analysis model in this study follows the concept of activities in qualitative data analysis carried out interactively and continuously at each stage of the research until it is complete. The components and data analysis in this study are:

1. Data reduction.
   The data obtained from the report is quite large for that it needs to be recorded carefully and in detail. Reducing data means summarizing, choosing the main things, focusing on the things that are important, looking for themes and patterns.
2. Data Presentation
   After the data is reduced, the next step is to display the data. In qualitative research, the presentation of data can be done in the form of a short, chart, relationship between categories, and with a narrative text. By displaying the data, it will be easier to understand what happened and plan further work based on what has been understood
3. Verification or Data Inference
   The initial conclusions put forward are still tentative, and will change if strong evidence is found to support them at a later stage. However, if the conclusions put forward at the initial stage are supported by valid and consistent evidence when the researcher returns to the field to collect data, then the conclusions put forward are credible conclusions.

4. RESULTS AND DISCUSSION

a. Hajj Administration Procedures at the Ministry of Religion

In this Hajj Administration Procedure, only a few banks are appointed as BPS (Deposit Receiving Bank) including: BRI Syariah, BNI, Bank Muamalat, Bank Muamalat, Bank Syariah Mandiri, Bank Mega Syariah.

Prospective pilgrims bring evidence after the initial deposit from the bank, namely a Savings Book, Hajj Organizing Fees that have been legalized and have been provided with photos and Cover Letters for Candidates for Hajj. If the savings have reached Rp. 25,000,000 million prospective Hajj pilgrims can register with the Ministry of Religion to get a Hajj Registration Letter and portion number. By reporting to the ministry of religion with proof of deposit, one sheet of Registration Letter for Hajj, a photocopy of a passport photo passbook with details: color, 80% face, dark clothes, white background (no glasses), photocopy of birth certificate / marriage book / diploma, photocopy family card and photocopy of Identity Card or Power of Attorney, domicile cover letter with a stamp from the sub-district and village.

All of these processes can be completed in a day and this process must be carried out by prospective pilgrims without going through intermediaries.

b. Explanation of Hajj Administration Procedures at the Ministry of Religion

1) Bank

Prospective Hajj pilgrims make an initial Hajj deposit with the bank, only a few banks are appointed as BPS (Deposit Receiving Bank) including: BRI Syariah, BNI, Bank Muamalat, Bank

Muamalat, Bank Syariah Mandiri, Bank Mega Syariah. Prospective Hajj Pilgrims Mandiri or the Foundation bring evidence after the initial deposit from the bank, namely a Savings Book, Hajj Organizing Fees that have been legalized and have been given photos and Cover Letters for Candidates for Hajj. If the savings have reached Rp. 25,000,000 million prospective Hajj pilgrims can register with the Ministry of Religion to get a Hajj Registration Letter and portion number. The function of Islamic Banks is, first, the Investment Manager from the owner of the collected funds, because the size of the income (profit sharing) received by the owner of the collected funds is very dependent on the expertise, prudence, and professionalism of the Islamic bank. Islamic banks can perform this function under a Mudaraba contract. Bank (in his capacity as a Muhdarib, i.e. someone who invests in other party's funds). Second, investors, Islamic banks invest the funds deposited in the bank (bank owner funds and investment account funds that are in accordance with sharia, these sharia-compliant investments include Murabahah contracts, leasing, musyarakat, Mudharabah contracts, Salam or Istisna contracts, company formation Third, financial services, in carrying out this function, Islamic banks are not much different from conventional banks, such as providing clearing services, transfers, collections, payment of salaries and so on. This can be done as long as it does not violate sharia principles. other financial services to obtain compensation on the basis of agency contracts or leases, for example letters of guarantee, wire transfers, letters of credit Fourth Social Functions, the concept of Islamic banking requires Islamic banks to provide social services either through Qard (policy loans) or Zakat and donated funds in accordance with Islamic principles Islamic banking also requires Islamic banks to play an important role in developing their human resources and contributing to social welfare. By reporting to the Ministry of Religion bringing proof of the initial Hajj deposit.

2) Prospective Hajj Pilgrims

Prospective Hajj pilgrims come with proof of the initial Hajj deposit and carry out filling out the registration letter to go for Hajj and complete the requirements for Hajj. The files are the Hajj Registration Letter Form, Initial Deposit for Hajj Organizing Fees, Hajj Savings Account, Mandiri Syariah Savings Book, photocopy of marriage book, Power of Attorney or Identity Card, Family Card, Certificate of Domicile, photocopy of diploma, photocopy of birth certificate. Prospective pilgrims submit files to the Administrative Staff.

3) Administrative Staff

The administrative staff receives the Hajj Requirements file and the Hajj requirements file from the prospective Hajj pilgrims for inspection and completeness of the Hajj requirements. The files are a photocopy of the bank account book along with the nominal amount, Bank Validation, photo, photocopy of family card, Power of Attorney, Certificate of Domicile, passport (those who do not have a passport can attach a photocopy of birth certificate, photocopy of diploma, photocopy of marriage book). After receiving the documents for completing the Hajj requirements. If the file is not, the file is returned for filling out the registration letter for going for Hajj and completing the requirements. If the file is yes, continue to input the identity data of prospective pilgrims. After the input of the identity data of the prospective pilgrims is processed to completion, the administrative staff notifies the prospective pilgrims to take photos and fingerprints. After finishing taking photos and fingerprints, printing the registration letter for going to Hajj and asking the head of the Hajj registration letter to sign the registration letter.

4) Head of Hajj Organizing

The head of the hajj organization receives a printed proof of the registration letter for going for hajj after that, signs the registration letter for going for hajj as proof that prospective hajj pilgrims have registered for hajj at the ministry of religion. After being signed, the head of the Hajj organization submits all the documents for the Hajj registration letter and requirements for the Hajj to the implementing staff.

5) Implementing Staff

The Implementing Staff receives a file from the head of the Hajj organization for storing the registration form for the pilgrimage and the requirements for Hajj and the prospective Hajj pilgrims receive two pieces of proof of the registration letter for going to Hajj, one sheet for the prospective Hajj pilgrims and one sheet to be given to the bank.

Obstacles in Hajj Administration Procedures at the Ministry of Religion

a. Constraints in the procedure for providing information on Hajj departures to prospective pilgrims.

b. Constraints in the procedure for inputting the bank validation number of prospective pilgrims.
c. Obstacles in collecting documents for prospective pilgrims when registering for Hajj at the Ministry of Religion.

Solutions in Hajj Administration Procedures at the Ministry of Religion

a. For information on the departure of Hajj for fifteen years, prospective pilgrims can check with the portion number that has been printed on the registration for Hajj registration. To check the departure of Hajj can be through the website or telephone to the ministry of religion. If there is an increase in the quota of pilgrims, the departure of the Hajj can be advanced not according to the estimate.
b. For inputting bank validation numbers that have passed 7 working days or have expired. For the process from the bank, it only takes a day for the validation process, it is possible that prospective pilgrims will not wait until the validation process is complete. Because it has passed 7 working days or has expired, if later prospective pilgrims register for Hajj registration to the ministry of religion, the administrative staff will wait for half a day to ask the regional office administrator to open a validation number that has passed 7 working days or has already passed. expired
c. There are so many prospective pilgrims who do not meet the requirements because there are prospective pilgrims who register for Hajj through the foundation and some themselves. Therefore, prospective pilgrims must prepare the requirements before registering the pilgrimage to the ministry of religion. If there is a shortage, a photocopy of the marriage book, photocopy of passport, photocopy of domicile must be completed and wait until the file submission is complete.

5. CONCLUSION

From the results of observations that have been made by the author regarding Hajj Administration Procedures at the Ministry of Religion, which are as follows:

a. For information on the departure of Hajj for fifteen years, prospective pilgrims can check with the portion number that has been printed when registering for Hajj registration.
b. For bank validation numbers that have passed 7 working days or have expired, it is certain that prospective pilgrims when opening a Hajj savings account do not leave files at the bank, they must continue to wait until the process is complete and prospective pilgrims receive the file.
c. For prospective pilgrims, they must prepare the requirements before registering the pilgrimage to the ministry of religion so that data can be input quickly.

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