

Public Perception of Regular Hajj Pilgrims Services Reviewed From the Socio-Economic Aspect in the Ministry of Religion Area of Bengkulu Province

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ABSTRACT

This research aims to find out and analyze public perceptions of Regular Hajj Pilgrim Services in terms of the Social aspect and to find out and analyze public perceptions of Regular Hajj Pilgrim Services in terms of Economic aspects at the Office of the Ministry of Religion of Bengkulu Province. This type of research is descriptive research and also exploratory. The population in this study were all Regular Hajj Pilgrims at the Ministry of Religion of Bengkulu Province who departed in 2022 as many as 749 people and a 10% sample was taken from the population, so that a sample of 75 people was obtained. Then the informants in this research were 8 people who were taken using purposive sampling techniques for determining informants. Data analysis in research includes descriptive analysis. The data analysis technique in this research uses descriptive analysis. The results of the research found that the public's perception of the Regular Hajj Pilgrim Service in terms of the Social aspect at the Office of the Ministry of Religion of Bengkulu Province was in the bad category and the public's perception of the Regular Hajj Service in terms of the Economic aspect in the Office of the Ministry of Religion of Bengkulu Province was in the good category. Suggestions to the Office of the Ministry of Religion of Bengkulu Province should be to improve and improve services to Regular Hajj Pilgrims, especially services on social aspects, namely transportation and health services, so that Regular Hajj Pilgrims can be more satisfied with the services they feel or receive.

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1. Introduction

Implementation of Hajj as task nationally, implicitly mentioned in Constitution Number 13 of 2008 concerning organizing the Hajj pilgrimage as has been done amended by law number 34 of 2009 concerning determination regulation Government replacement Constitution Number 2 of 2009 concerning change on Constitution Number 13 of 2008 concerning organizing the Hajj pilgrimage, this becomes the task of your authority Ministry of Religion. Government is obliged to do guidance, service and protection by providing service administration, hajj guidance, accommodation, transportation, services health, security and other things needed by the pilgrims. One of the reasons is hajj is activity religious , implementation tasks mentioned , it is necessary optimal planning for service pilgrims and more professionals. The implementation is a challenge for the Ministry of Religion. The existence of a set of policies about the planning, implementation and monitoring of programs as well as evaluation. Therefore, the Hajj program should be under guard from religious and cultural aspects, but will be more Good If it follows entered into the system Social and economic or equitable, transparent and accountable management of the Hajj. In accordance with the law the pilgrimage, the system the organization of the Hajj consists of from sub-sub system, that is cost organization Hajj (BPIH), registration, guidance, health, immigration, transportation, accommodation, organization of special Hajj and Umrah . Organization of Hajj according to demands The law also refers to principles of modern management which includes planning, organizing, implementing And control. The basic law in organizing the Hajj pilgrimage in every year, is set in Constitution number 13 of 2008 concerning organizing the Hajj pilgrimage. So that the implementation of the Hajj pilgrimage is not just solely visiting Mecca or Medina and not because of standing still, tawaf and also sa'i but the real purpose is to look for the pleasure of Allah SWT. In performing the Hajj there is no difference in caste and tribe nation, there is no discrimination and there are no differences in skin color. About Why people who have registered to go on the pilgrimage but just went on the pilgrimage after for years This is because of the existence of the hajj quota is limited by Saudi Arabia, so No everyone can directly go on the hajj pilgrimage this year walking . This is happening because of the length of the queue list in Indonesia or what is often called a waiting list. Waiting list is a very controversial polemic constraint for the prospective Hajj pilgrims because Indonesia is the country with the most resident Muslims in the world, it's natural if the Muslim public desires to fulfill the Hajj worship Enough tall. Waiting time For timetable departure perform the Hajj pilgrimage dozens of years. List number data Wait candidate Hajj pilgrims from Bengkulu Province to in 2022 it will reach 33,384 pilgrims . Looking at the waiting list data above, it means that the average number of candidate Hajj pilgrims around 20 years they have to wait. Meanwhile, if compared to other provinces queue list

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Wait For candidate congregation his pilgrimage Far longer, such as; South Kalimantan Province Prospective Pilgrims Hajj 31 years old queue list wait for it . It's overflowing potential candidates for Hajj pilgrims and the slowness of the order waiting list that's what became because of the emergence of various polemic Indonesian societies in general and Bengkulu society in particular. This is need get serious attention especially as it relates to no arranged things Which Can make candidate the pilgrims get protection and care from the country and awake right basic principles for prospective pilgrims, and rules to shorten the queue departure. The Regional Office of the Ministry of Religion of Bengkulu Province as one of the public organizations Already Of course must be capable of anticipating development and change environment by implementing various policy strategies. The continued public on repair Hajj management and services from time to time Keep going rolling, so that Hajj management can support the implementation of the Hajj system, namely through determining work procedures and standards universally applicable services. The organization of the Hajj carried out by the Ministry of Religion is always the attention of circles society. Things that are often highlighted by the mass media are problems. The regulatory function and operator function are attached to the Ministry of Religion, the implementation of the Hajj pilgrimage. Therefore, the demands will improve quality service for congregation Hajj candidates at the regional office of the Ministry of Religion of Bengkulu Province also continue rolling, both delivered directly from the public and also Which delivered through certain institutions. Among public complaints among other things concerning speed the service that given officer as well as problem distribution of the group that is not according to the number sequence registration . Initial data obtained from Field The implementation of the Hajj and Umrah of the Regional Office of the Ministry of Religion of Bengkulu Province shows that the Padang Kemiling Bengkulu Hajj dormitory has three the dormitory building is The Madinah, Muzdalifah and Arafah buildings are equipped with facilities room sleep . Data from the PHU Sector of the Ministry of Religion of Bengkulu Province stated that the quota for Bengkulu Province in 2023 will have 1,636 pilgrims, divided into five batches. Each batch containing 393 Hajj pilgrims , with the arrival of or enter to the dormitory gradually temporary amount place Sleep Which is available only as many as 265 people . This shows the existence of a lack of number of beds with number of pilgrims in each group . Moreover if happens Kloeter Hajj Pilgrims furthermore arrive faster than time with amount of place lack of sleep, so that causes Congregation Hajj Lots Who sleep in the mosque while waiting Empty room and bed. This phenomenon is what drives researchers. For to study Perception Community in Regular Hajj Pilgrim Services reviewed from Aspect Social and Economic Affairs at the Office of the Ministry of Religion of the Province Bengkulu.

2. Literature Review

Management Service Hajj

Management in a way etymology has the meaning of leader, board of directors in to manage and govern, to lead or can also be interpreted as management (Moekijat, 2017). Moenir (2019) explains service management is a process, namely side management that regulates and controls the service process, so that the service mechanism service activity can run orderly, smooth, precise about targets and satisfying for the party that must be served. Hajj management has specific characteristics by combining elements service general , service health , worship services , services document travel and connection with the external environment that continues to grow and change including inside it other countries' policies that could not be predicted previously . Diversity understanding and knowledge growing religion in society give color alone in management pilgrimage, remembering matter This is closely related to the beliefs held by society that What is being done is right, so in its implementation it needs to be given freedom However No bother belief Other pilgrims. Salim, (2002) stated that social economic status has meaning a condition which shows on financial ability and material equipment owned, where condition This standard is good, sufficient, and less. Then Mulyanto Sumardi and Hans Dieter Evers (2002) the state of social economic affairs is a position that is rational and decisive for someone in a certain position in the community, giving The position is also accompanied by a set of rights and obligations that must be played by the status bearer . a. Factor The determinant Socio-Economic Determining factors of a person's social economy can be seen from a number of factors including other, level of education, type of work, income, conditions environment residence, ownership wealth and participation in a community and factors that can determine someone's high low social economy in public namely: (Poniman, 2015)

- 1) Level of education. Law No. 20 of 2003 classifies shared education levels into three that are low, medium and high. Low education is the condition of someone who is only capable of completing education level at the same level of basic school (elementary and middle school or equal). The second is education intermediate high school level or equivalent. And the last one is higher education, where someone has reached a diploma or bachelor's level of education.
- 2) Income. Income is the amount of all results of the job that was received by the head of the family and also other family members that are realized in the form of money and goods.

- 3) Ownership wealth. Ownership riches or facility is ownership of valuable goods that have marked tall in a House ladder such as money, jewelry, items of value sell tall as well as ownership of land as investment riches.
- 4) Place to stay. In general it can be interpreted as place profit taking shelter or shelter from influence of natural conditions. And is a place to take a rest. According to because svalastoga For measuring someone's social level.

from his house can be seen from the status of the house occupied, the condition physics of the building, size of the house. Aspects and Indicators Erlangga's Socio-Economics (2015) explains that social and economic aspects and indicators in service worship hajj, as following:

Transportation. Safe, comfortable and smooth transportation is very necessary. For implementation of the Hajj and Umrah pilgrimages. Journey candidate congregation Hajj And Umrah from area of origin to Saudi Arabia then go home return to area of origin need means transportation that according to distance traveled and volume of transport of people and goods. Transportation used in the country, from release congregation until airport, usually wearing a comfortable bus. To flight Holy Land direct going to Jeddah. From Jeddah to Medina using transportation in the form of a bus and there is also in the form of aircraft. Health. Health services done before departure to the holy ground, covering medical check up services, injections meningitis vaccine and injections H1N1 vaccine, activities inspection, care and maintenance candidate congregation so that they are still in healthy condition, no transmit or infected disease during performing the Hajj and Umrah and after returning to the homeland. Accommodation. Accommodation is something provided For fulfilling needs, for example place to stay. Accommodation is one of the important elements to be considered by the organizers of the Hajj and Umrah pilgrimages. Organizers must provide accommodation with good and satisfying so that the congregation is more solemn in performing worship. Service accommodation means among others, namely service accommodation equipped with services eating and drinking as well as other services. Consumption. Consumption is necessary for main congregation Because food functions to maintain the stamina and health of the pilgrims who are performing the Hajj and Umrah. Consumption provided must fulfill standard nutrition and must be hygienic so that the congregation does not feel disappointed. The menu provided by the hotel is very varied, there is an international menu and there is a typical Indonesian menu. The congregation is provided food as much as three times a day, namely morning, noon and night. By providing food that fulfills the congregation's needs so that the congregation feels satisfied because it has got the best service.

3. Method, Data, and Analysis

Study is a process of collecting and analyzing data that is carried out in a systematic and logical way to achieve specific goals. Type of research This is a descriptive study and also exploratory. Sugiyono (2017) explains descriptive method is a method in researching a group of people, an object, a condition, a system thinking or a class incident now. The purpose of descriptive study is to make a description or image, or painting in a systematic, actual and accurate way about facts, as well as properties and relationships between the phenomenon that is researched. More carry on according to Sugiyono (2017) said that exploratory study This its nature is more flexible, and tends to be No structured in a rigid and standard way, and usually the sample of his research is relatively A little the amount or limited, and primary data analysis is usually more nature qualitative . Therefore in this study will be depicted and performed analysis of community perception at the Regular Hajj Pilgrim Service at the Ministry of Religion of Bengkulu Province seen from social and economic aspects. Analysis Descriptive Data analysis in study covering analysis descriptive. Data analysis techniques in study This use descriptive analysis. In research descriptive This used perception respondents to the variables used , do data and information collection with distribution questionnaire (Now, 2016). Sugiyono (2017) explains that descriptive analysis method is done to know the mark of independent variables, good one variable or more without making comparisons, or connecting with other variables. Analysis Qualitative Data analysis after the writer finished do data collection in the field using interactive model analysis.

4. Result and Discussion

Perception of community in service Regular Hajj Pilgrims reviewed from aspect Social and Economic at the Office of the Ministry of Religion of Bengkulu Province category sufficient / moderate . In the aspect of transportation Category sufficient / moderate because of because the existing fleet is already own comfortable facilities and departure schedule Already in accordance with plan . In the aspect of health Category No Good because of service health meningitis vaccination not yet noticed or differentiated between congregation man men and congregation women, activities inspection health Not yet running smoothly because of facilities Still not enough, congregation No given Health insurance although has paid off , in maintenance congregation Not yet existence book control health in Ministry of Religion Bengkulu Province . Then in the aspect of accommodation Category Good because of No existence additional fees requested or charged to pilgrims and already in accordance with directions from Ministry of Religion Bengkulu Province . In the aspect consumption Category Good because of service consumption in timetable Eat Already according to schedule and officers service consumption own friendliness and politeness good manners . This matter in line with the

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interview results that service transportation either by land by bus or air by plane Already Enough good and comfortable and there are supporting facilities such as TV, AC and toilet and every time table departure Already appropriate time , service health Enough because the Hajj Pilgrims have been given meningitis vaccine, when embarking there is a doctor on duty inspect congregation if there are complaints, but amount the doctor only some people so make congregation must queue and service accommodation Already Good because the Hajj Pilgrims have get a good hostel in Bengkulu, Embarkation both in Saudi Arabia, so that Hajj pilgrims can rest as well as service consumption Already Good because of Hajj pilgrims can quota eat 3 times a day both in Indonesia and in Saudi Arabia because the government has in collaboration with Catering owned by private or company . Findings This is in line with the service public according to Nahrawi (2019) explains that characteristics of the service that Good is can give satisfaction, as for characteristic features of good service for companies and employees on duty serve congregation, namely: 1) Having good employees (at the time) congregation enter office , so employees must behave friendly , polite , and attractive) , Availability good facilities and infrastructure (availability) room comfortable waiting room clean and tidy consultation , and clean toilets will make congregation feel at home and comfortable appreciated) , 2) Responsible answer to every congregation (obligation) employee For always responsible for every congregation. Employees must serve the congregation well and always committed To give good service so that the congregation feels satisfied) , Able to serve in a way fast and precise (serving) congregation according to established procedures determined company in a way fast But appropriate target) , 3) Able to communicate well (one of the things that is a satisfaction factor congregation is employees capable of communicating well with easy language understood by everyone congregation. Employees can explain all questions congregation and employees capable of conveying all programs in the company) , 4) Have good knowledge and skills (existence of knowledge and skills certain matters relating to the Hajj and Umrah which must be understood by every employee) , 5) Trying to understand congregation needs (existence of fast employees responsive to what the congregation wants by understanding desires congregation mentioned) and 6) Able to provide trust to congregation (congregation that is satisfied with the service) so a day He will return and will spread expand services provided to the congregation). Findings This in line with the study study Takwin (2021) found that, in a way overall, the implementation of Hajj pilgrimage services at the district Ministry of Religion Office Konawe has been implemented relatively Good. Matter This can be seen from activity Organizing the Hajj pilgrimage implemented Good formally or informally, but is what is needed carried out by the Ministry of Religion of the Regency Konawe especially in the Hajj and Umrah Section that is to weave Work the same as local media in the Konawe Regency.

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According to the Decree of the Minister of Administrative and Bureaucratic Reform Number 63/2003 public service standards must pay attention to; 1) Transparency nature open, easy and accessible accessible to all the party in need and provided in a way adequate as well as easy to understand, 2) Accountability, can be accounted for in accordance with the provisions of legislation, 3) Conditional According to conditions and capabilities giver and receiver service with constant stick to the principle of efficiency and effectiveness, 4) Participatory push role as well as public in organization public service by paying attention to aspirations, needs and hopes of society, 5) Equal Rights Non-discriminatory in the sense of not differentiating ethnicity, race, religion, social class, gender, and economic status and 6) Balance of Rights and Obligations Giver and recipient of public services must fulfill the rights and obligations of each party. Yusni (2015) explains that Hajj services are public services in the field of religious matters relating to development services (services) development), and protective service (protection) for Indonesian citizens who are Muslims and practice their religion Hajj as harmonious Islam which and fifth concerning development services , Hajj services regarding with coaching good pilgrims before carry out worship in the form of Hajj rituals are held in the land water and also guidance worship during the implementation of the Hajj pilgrimage in the holy land . Related to protective service , then Hajj service is service in a general way supporting smoothly implementation of the Hajj pilgrimage, starting from service administrative , service transportation , accommodation , consumption , and health , as well as protection pilgrims as Indonesian citizens in Saudi Arabia. In line with Farhanah's research (2021) that excellent service in aspects ability, attitude, appearance, attention, action, and responsibility categories Good capable give excellent quality service to congregation. Pahlijan (2017) found that regulation services at KBIH are useful to provide guarantees to congregations will quality service, improve accountability and clarify work targets. Facilities services at KBIH are always improved and enhanced in order to provide excellent service to the congregation. Erlangga (2015) explains that the social aspect in Hajj pilgrimage services is needed to be paid attention to because it means safe, comfortable and smooth transportation is very necessary for the implementation of the Hajj and Umrah pilgrimages. Journey candidate Hajj and Umrah pilgrims from area of origin to Saudi Arabia then go home return to area of origin need means of transportation that suits the travel distance and volume of transport of people and goods. Transportation used in the country, from release congregation until airport, usually wearing a comfortable bus. To flight Holy Land direct going to Jeddah. From Jeddah to Medina using transportation in the form of a bus and there is also in the form of a plane. More carry on Erlangga (2015) explains that economic aspect in service worship Hajj what is needed to be paid attention to is accommodation because of accommodation is something provided For fulfilling needs, for example

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place to stay. Accommodation is one of the important elements to be paid attention to by Hajj and Umrah organizers. The organizer must provide good and satisfactory accommodation so that the congregation is more solemn in performing worship. Service accommodation means among others, namely service service equipped accommodation with service Eat, drink as well as other services. Erlangga (2015) also explains that besides transportation need Also notice aspect health because of service health done before departure to the holy ground, covering medical check up services, injections meningitis vaccine and injections H1N1 vaccine, activities inspection, care and maintenance candidate congregation so that they are still in healthy condition, no transmit or infected disease during performing the Hajj and Umrah and after returning to the homeland. More carry on according to Erlangga (2015) besides accommodation also need to pay attention consumption because of is need main congregation Because food functions to maintain the stamina and health of the pilgrims who are performing the Hajj and Umrah. Consumption provided must fulfill standard nutrition and must be hygienic so that the congregation does not feel disappointed. The menu provided by the hotel is very varied, there is an international menu and there is a typical Indonesian menu. The congregation is provided food as much as three times a day, namely morning, noon and night. By providing food that fulfills the congregation's needs so that the congregation feels satisfied Because it has got the best service. In the Law Number 8 of 2019 concerning Organizing the Hajj and Umrah Pilgrimage formal legal, law This became the runway law effort the implementation of the Hajj and Umrah pilgrimages in Indonesia which is determined as a national task based on the principles of sharia, trust, justice, welfare , usefulness , safety , security , professionalism , transparency , and accountability . Government as organization bureaucracy state administration has single power For to organize implementation of Hajj and Umrah through the Ministry of Space scope and responsibility the answer is in the field of religion. By this law, then the Hajj and Umrah organization has a strong legal foundation and provides certainty of rights and obligations of the government as public service apparatus and the Hajj and Umrah congregation as customers. Besides that, the spirit of Transparency, professionalism and excellent service are very important the substance contained in the Constitution This is namely involving roles as well as society, discussion costs the implementation of the Hajj pilgrimage carried out with the DPR, protection to Hajj and Umrah pilgrims with it strict sanctions for every detrimental maintenance of Hajj and Umrah pilgrims. Management elements are contained in organizing the Hajj and Umrah pilgrimages, namely planning, organizing and sourcing human power, financing, pattern registration, guidance and information, documents and immigration, accommodation, health services, transportation and management of special Hajj pilgrimages. According to Zubaedi's research (2020) shows that process implementation

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Hajj is said to be successful, if it fulfills success from aspects of security, service officers, and also health congregation, there is no overlap about distribution of tasks between regulators, operators and evaluators. Improvements quality Hajj management is necessary done in advance previously strengthen regulation about the Hajj, and the Regional Office of Religion in implementation of the Hajj pilgrimage more to do coordination, synchronization and supervision between agencies Good in a way vertically and also horizontally in organizing the Hajj pilgrimage. In the Law Number 8 of 2019 concerning The implementation of the Hajj and Umrah is explained that Organizing the Hajj also involves various related agencies coordinated by And in lower not quite enough answer the Ministry of Religion. In relation to bilateral relations between countries, the regulations and policies that are set by the Saudi Arabian government regarding various aspects of pilgrimage, among other things concerning visa granting, transportation flights inter-country and transportation between cities pilgrimage, accommodation in Saudi Arabia, health services and licensing others, which is very decisive in determining policy the implementation of the Hajj and Umrah in Indonesia. The trauma experienced government consequence failure - failure caused by misuse of the opportunity given to Hajj and Umrah organizers private in organizing the Hajj and Umrah, causes government set organizing the Hajj and Umrah as mandatory national task implemented by the government. After experience various refinement regulation legislation that regulates government authority in implementation of the Hajj and Umrah, their positions the more strengthened by the stipulation change .

5. Conclusion and Suggestion

Conclusion

Based on research results and discussion, then it can be concluded that the perception of the community at Regular Hajj Pilgrim Services reviewed from the Social and Economic aspect at the Office of the Ministry of Religion of Bengkulu Province category is sufficient / moderate.

1. Transportation Regular Hajj Pilgrim Services reviewed from the Social and Economic aspect at the Office of the Ministry of Religion of Bengkulu Province category sufficient / moderate because of due to the Bus Fleet and The existing aircraft already own facilities, comfort, and departure schedule Already in according to plan.
2. Health Services for Regular Hajj Pilgrims reviewed from the Social and Economic aspect at the Office of the Ministry of Religion of Bengkulu Province category No Good because of health services meningitis vaccination not yet noticed or differentiated between congregation man men and congregation women, activities inspection health at Embarkation Not yet running smoothly Because Still queue Because number of doctors only some people because facility Still

not enough in maintenance congregation Not yet existence book control health at the Ministry of Religion Province Bengkulu.

3. Accommodation Regular Hajj Pilgrim Services reviewed from aspect Social and Economic at the Office of the Ministry of Religion of Bengkulu Province category Good because of the Hajj pilgrims have get good dormitory facilities in Bengkulu, Embarkation as well as in Saudi Arabia and already in accordance directions from Ministry of Religion Bengkulu Province .
4. Consumption Regular Hajj Pilgrim Services reviewed from aspect Social and Economic at the Office of the Ministry of Religion of Bengkulu Province category Good because of service consumption in timetable Eat Already in accordance with the timetable that is three times a day Because Already cooperate with officers catering.

Suggestions

Suggestions to the Bengkulu Province Ministry of Religion Office should be able to fix and further increase Again service to Regular Hajj Pilgrims especially service in social and economic aspects that is service transportation and health, so that Regular Hajj Pilgrims can be more satisfied with the service felt or received .

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