



The Implementation of Hajj Organization in Bengkulu Province in 2023 (A Study on the Allocation of Hajj Quotas for Bengkulu Province)

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A B S T R A C T

The purpose of this research is to understand the implementation of the Hajj pilgrimage in Bengkulu Province in 2023 and to determine the impact of Governor Regulation Number L.126.B-1 of 2023 regarding the Allocation of Hajj Quotas for Regencies/Cities in Bengkulu Province on public policy. The method used in this research was descriptive qualitative, employing observation, interviews, and documentation. Meanwhile, the informants consisted of four individuals who were part of the Hajj and Umrah organization within the Regional Office of the Ministry of Religious Affairs in Bengkulu Province. The research results are elaborated in four aspects: 1) Policy Socialization: The socialization or provision of understanding to the community and relevant stakeholders regarding programs, policies, and legal regulations that have been established should continue to be carried out to assist in resolving various issues that occur within the community. 2) Hajj Organization Activities: The Bengkulu Provincial Government collaborates with the Regional Office of the Ministry of Religious Affairs in Bengkulu Province to implement the government's policies regarding Hajj organization. 3) Monitoring: The allocation of Hajj quotas in 2023 was carried out in accordance with policy plans, and there was even an increase in quotas for Bengkulu Province. 4) Evaluation: Implementing the Hajj Organization in Bengkulu Province in 2023 at the Regional Office of the Ministry of Religious Affairs in Bengkulu Province has applied the principles of fairness, transparency, and proportionality quite well.

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INTRODUCTION

As the country with the largest Muslim population in the world, Indonesia faces significant challenges in organizing the Hajj pilgrimage. The guidance, services, and protection of Hajj pilgrims at home and in the holy land are all integral aspects of the

managerial responsibilities in organizing the Hajj pilgrimage. Law Number 8 of 2019 clearly states that the Ministry of Religious Affairs is responsible and authorized to organize the Hajj pilgrimage as a state obligation.

According to Article 2 of Law Number 8 of 2019 concerning the Implementation of Hajj and Umrah, the Hajj pilgrimage is carried out



based on the following principles: Shariah, belief, justice, benefit, utility, security, professionalism, transparency, and accountability. Therefore, the Ministry of Religious Affairs and other relevant authorities need to conduct supervision over the Hajj pilgrimage.

Table 1 The Number of Hajj Pilgrim Quotas in the Last 5 Years

No	Regency/City	Number of Quotas
1	Bengkulu City	307
2	South Bengkulu Regency	313
3	North Bengkulu Regency	533
4	Central Bengkulu Regency	91
5	Kaur Regency	1,476
6	Seluma Regency	1,091
7	Kepahiang Regency	108
8	Rejang Lebong Regency	574
9	Lebong Regency	831
10	Muko-muko Regency	464
Total		5,788

Source: Statistical Data from the Regional Office of the Ministry of Religious Affairs, Bengkulu Province, Year 2022

In the Governor of Bengkulu's Decree Number: L.126.B.1 of 2023 regarding the Allocation of Hajj Quotas for Regency/Cities in Bengkulu Province for the Year 1444/2023 H, provisions are made regarding the organization of the Hajj pilgrimage.

The Saudi Arabian government has set a limit on the total number of Hajj pilgrims they can accommodate. Nevertheless, given the current circumstances, it appears that the allocated Hajj quota from the Kingdom of Saudi Arabia to Indonesia is insufficient to accommodate the number of prospective Hajj pilgrims who wish to embark on the journey to the holy land.

The Ministry of Religious Affairs allocates a specific number of individuals each year to perform regular Hajj and special Hajj. The allowed number of pilgrims for the annual Hajj is distributed fairly and evenly among provinces. However, the Governor's Decisions determine the quotas for each city or region within that province. Hajj pilgrims who seek assistance from Special Hajj Organizers (*Penyelenggara Haji Khusus*) authorized by the Minister of Religious Affairs utilize the special Hajj quotas.

Throughout the year, individuals can register to perform the Hajj pilgrimage by entering their queue number through the online and real-time Integrated Hajj Computer System (*Sistem Komputerisasi Haji Terpadu or SISKOHAT*). The registration serial number for Hajj pilgrims is known as the "Porsi Number," and it is provided by the Ministry of Religious Affairs. Registration is open to all Muslims aged 12 and above; those who have completed the Hajj pilgrimage can re-register 10 years after their last Hajj journey

RESEARCH METHODE

In this research, a descriptive research method with qualitative data analysis was used, as the subject of this study was a social phenomenon or reality. Qualitative research examines participants' perspectives with interactive and flexible strategies. Qualitative research aims to understand social phenomena from the participant's point of view. Thus, the meaning or definition of qualitative research is research used to investigate natural object conditions in which the researcher serves as the key instrument (Sugiyono, 2019:18).

The researcher described phenomena related to implementing the Hajj organization in Bengkulu Province in 2023 (A Study on the Allocation of Hajj Quotas for Bengkulu Province).



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The character of the research was descriptive. According to Nazir (2014:43), descriptive research is a method used to investigate the status of a group of people, an object, a condition, a thought system, or a class of events in the present. This descriptive research aims to systematically,

factually, and accurately create a description, portrayal, or depiction of the investigated facts, characteristics, and relationships among the studied phenomena.

Table Research Focus, Research Aspects, and Measurement Criteria

Research Focus	Research Aspects	Measurement Criteria
1	2	3
Implementation of Hajj Organization in Bengkulu Province in 2023 (A Study on the Allocation of Hajj Quotas for Bengkulu Province)	Policy Socialization	<ol style="list-style-type: none"> 1. The government conducts public awareness campaigns before implementing the policy. 2. The public is aware of the implemented policy.
	Hajj Organization Activities	<ol style="list-style-type: none"> 1. The method of Hajj organization carried out by the Regional Office of the Ministry of Religious Affairs in Bengkulu Province. 2. The government involves the community in the organization of Hajj.
	Monitoring	<ol style="list-style-type: none"> 1. The allocation of Hajj quotas in 2023 was carried out in accordance with policy plans. 2. The implementation of the Hajj organization was in accordance with the Governor's decision.
	Evaluation	<ol style="list-style-type: none"> 1. The policies implemented have achieved the desired objectives. 2. The implemented policies are in line with the implementation.

RESULTS AND DISCUSSION

From the research on the Implementation of the Hajj Organization in 2023 (A Study on the Allocation of Hajj Quotas for Bengkulu Province), the findings can be elaborated through several aspects:

1. Policy Socialization

Socialization or providing understanding to the community and relevant stakeholders about

the programs, policies, and legal regulations that had been established had to continue to be conducted to help address various issues that arose within society.

Socialization had consistently been positioned as an activity conducted after a policy was formulated and before the policy was implemented in the policy implementation phase. Activities aimed at deepening the content or substance of a public policy for parties



involved in policy implementation who might not have had a good response and/or had limited knowledge and understanding of the content or substance of a policy that had been formulated or the prerequisites for policy implementation that needed to be optimized could still be carried out during the policy implementation phase using an approach known as policy internalization.

The Bengkulu Provincial Government continued to conduct socialization to the public, especially prospective Hajj pilgrims, regarding the current year's Hajj organization. This was to prevent misinformation from both prospective Hajj pilgrims and their families.

2. Hajj Organization Activities

The Bengkulu Provincial Government collaborated with the Regional Office of the Ministry of Religious Affairs in Bengkulu Province to implement the government's policies regarding Hajj organization.

a. Quota

The quota for prospective Hajj pilgrims from Bengkulu Province in 2023 was 1,636 individuals. These prospective Hajj pilgrims were accompanied by 11 regional Hajj officers (PHD) and two supervisors from Bengkulu Province. The Hajj quota for the year 2023 returned to normal. There were no age restrictions or other limitations imposed. During the 2021 Hajj departure, restrictions were applied, and those above 65 years of age were not allowed to go. The Hajj quota for Bengkulu Province in 1443 Hijriah/2022 CE was 747 individuals, primarily due to the ongoing COVID-19 pandemic. However, for this year, in addition to the return to normal quotas, the Saudi Arabian authorities provided extra quotas. Bengkulu Province received an additional quota of 142 individuals, bringing the total quota for

Bengkulu Province in 2023 to 1,778 individuals.

b. Registration

Hajj registration was open throughout the year, following the principle of **First Come First Served**.

- 1) Regular Hajj registration was done at the Ministry of Religious Affairs offices in the regency/city where the prospective pilgrims resided. The queue number was provided by the system after depositing IDR 25,000,000 (twenty-five million Indonesian Rupiahs) through a receiving bank (BPS) for Hajj payments (BPIH) that was connected online with SISKOHAT.
- 2) Special Hajj registration was carried out at the Directorate of Hajj Guidance by depositing USD 4,000.00 (four thousand United States Dollars).
- 3) Hajj registration services at the Ministry of Religious Affairs offices in regencies/cities could now be conducted online. This was because each Ministry of Religious Affairs office in the regencies/cities across Bengkulu Province was connected online to SISKOHAT, where the photographs and fingerprints of Hajj pilgrims could be recorded.

c. Settlement of Hajj Implementation Costs

- 1) The opportunity to settle the BPIH (Hajj implementation costs) was given to those who had registered and received a queue number within the provincial allocation, prioritizing those who had not performed Hajj before. Similar provisions applied to special Hajj.



- 2) The settlement of BPIH was divided into two stages. The first stage lasted for 19 working days at receiving banks (BPS) for BPIH, where the initial deposit was made, and it took place on every working day. If the settlement was not completed in the first stage, it was extended to the second stage, which lasted for six working days, with the same conditions as the first stage.
 - 3) The settlement for prospective special Hajj pilgrims took place for 8 working days at receiving banks (BPS) for BPIH, where the initial deposit was made.
- d. Passports and Hajj Bracelets
- 1) Hajj pilgrims traveling to the holy land starting from the year 1430 H/2009 CE used regular passports. Passports were issued coordinatively between the Ministry of Religious Affairs offices in regencies/cities and the local Immigration Office.
 - 2) In addition to using passports, pilgrims traveling to the Holy Land were provided with an Identity Bracelet containing information such as the pilgrim's name, passport number, cluster number, embarkation point, year of departure, Ministry of Religious Affairs inscription, and the Indonesian flag. The Identity Bracelet was intended to make pilgrims easily recognizable and to facilitate assistance in case of accidents, difficulties, or emergencies such as getting lost, accidents, deaths, etc.
- e. The Process from Departure to the Return of Hajj Pilgrims
- 1) The number of members in each flight group (cluster) was adjusted to the aircraft's seating capacity at each embarkation point.
 - 2) The operational process of departure and return for regular Hajj pilgrims took place over 30 days through 11 embarkation points, namely: Banda Aceh, Medan, Batam, Padang, Palembang, Jakarta, Solo, Balikpapan, Banjarmasin, Surabaya, and Makassar. Additionally, there were transit embarkation points, including Mataram and Gorontalo. In the first departure phase, flights carrying regular Hajj pilgrims landed in either Jeddah or Madinah.
 - 3) The designated airlines responsible for transporting Hajj pilgrims to and from Saudi Arabia followed a predetermined schedule, ensuring that the pilgrims' stay in Saudi Arabia was between 40-41 days. Pilgrims who became ill and could not return during the operational period were repatriated by the airline once they recovered.
 - 4) In the first wave, the return of Hajj pilgrims took place through Jeddah. In the second wave, some pilgrims returned from Madinah, specifically those who had departed in the second wave from embarkation points in Medan, Batam, Jakarta, and Surabaya. The rest returned through Jeddah.
3. Monitoring
- The allocation of Hajj quotas for the year 2023 was carried out in accordance with the policy plan, and there was even an addition to the quota for Bengkulu Province. The organization of Hajj



was also conducted in accordance with the decision of the Governor, which allocated the Hajj quota per regencies/city within Bengkulu Province. Despite some individuals canceling their departure due to illness and other reasons, the Bengkulu Provincial Government, in collaboration with the Regional Office of the Ministry of Religious Affairs in Bengkulu Province, quickly reallocated these quotas to substitute prospective Hajj pilgrims from Bengkulu Province. Consequently, there were no unused quotas.

4. Evaluation

The implementation of the Hajj organization in Bengkulu Province in 2023 at the Regional Office of the Ministry of Religious Affairs in Bengkulu Province adhered fairly well to fairness, transparency, and proportionality principles. As an implication of this, several new policies were designed to address the issue of long waiting periods for departure. These policies included: First, the introduction of special Hajj quotas for the elderly, amounting to one percent of the national quota. Second, the merging of mahram (close family members) for spouses and parents with children. Third, the allocation of quotas for deceased and permanently ill pilgrims.

CONCLUSION

The conclusions drawn from this research on the implementation of the Hajj Organization in Bengkulu Province in 2023 (a study on the allocation of Hajj quotas for Bengkulu Province) include the following: Internally, the implementation aligns with and adheres to Governor's Decision Number L. 126.B.1 of 2023 concerning the allocation of Hajj quotas for regencies/cities in Bengkulu Province for the year 1444/2023 CE. However, there are still

identified weak service areas within the city of Bengkulu.

1. In light of these findings, the following recommendations are provided: The Bengkulu Provincial Government, in collaboration with the Regional Office of the Ministry of Religious Affairs in Bengkulu Province, should reevaluate the Muslim population in each regency/city of Bengkulu. This evaluation will help ensure that the Hajj quota for Bengkulu Province aligns with every one thousand Muslim residents in each district/city of Bengkulu. Additionally, a specific budget should be allocated for Hajj service enhancements, including adequate computer infrastructure for the SISKOHAT application, which is crucial for managing Hajj applicant data in Bengkulu Province.

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