

MANAGEMENT SERVICES PILGRIMS HAJJ OFFICE AT THE MINISTRY OF RELIGION

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***Abstract:** This study aims to analyze the planning and implementation of services at the Ministry of Religious at Regensi. The importance of service management implementation requires the involvement of the entire pilgrimage bureaucratic elements, either as the private and the public throughout the whole process and the management of the service management Hajj pilgrimage in order to assess a quality service in the District Gowa. This research using qualitative descriptive phenomenological approach. Data collection techniques used were interviews, observation, documentation, and data analysis techniques are used, data collection, presenting the data, and drawing conclusions. The results showed that the first implementation of the service management functions on pilgrimage shows the results are not optimal, it is characterized by complaints of pilgrims started at the time of enrollment until the departure phase. Second, implementation of Hajj services in general has been processed properly, but the implementation is still not well coordinated, so that the contributions of the responsibility of the elements of leadership and stakeholders tend to run itself alone, so do not show maximum results, it is seen that every year there is always a complaints of pilgrims, as well as the family of pilgrims whereas the supervision conducted by the ministry of religion are expected to minimize the complaints of pilgrims.*

Keywords: Public Service and Service Management Hajj.

INTRODUCTION

Public service is one embodiment of the state apparatus at functions sivil a servant of the state and public servant. Changes in governance paradigm has shifted from "rule government" to "good governance" requires the involvement of all elements of the bureaucracy, the private and the public throughout the whole process and the management of the development and public service. As noted Osborne and Gaebler (1992: 25) that: "The job of government is to steer not to row the boat delivering services is rowing". [1]

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Hajj is the dream of everyone who consider themselves Muslims. Each pilgrimage season came pouring Muslims from across the country to Mecca Baitullah, to perform the pilgrimage. Indeed Hajj and Umrah obligatory upon every Muslim who is able to have the provision, physical and spiritual health, the cost for the family left behind. Since 10 years, the number of Muslims who go for Hajj in Mecca between 2.5 to 3 million people per year. This shows the magnitude of the public interest in this case Muslims to perform the pilgrimage, despite the economic crisis the country is still plagued Indonesia.

The government is a bureaucratic organization in the public service, the organization of government bureaucracy is a leading organization dealing with public services. In terms of government institutions to provide services, the most important thing is how to provide assistance and facilities to the community in order to meet the needs and interests.

The complexity of the problems in the organization of the Hajj from year to year, demanding the birth of management systems that are able to access all managerial functions such as planning, organizing, coordinating, and oversight in order to achieve safe operation of the Hajj, smooth, and comfortable, orderly organized, and economical.

Ministry of Religious Affairs as one of public service institutions that manage the Hajj is not regardless of the lack of good quality of service. The case of the cancellation of about 29 974 pilgrims departure sacred ground of Mecca on pilgrimage season 2014 makes some speculation and analysis from some quarters regarding the performance and management of Hajj. The reason is the Unprofessional organization of Hajj in providing services is still far from expectations by pilgrims. Efforts to restructure the management is very slow, it can be seen from the complaints of pilgrims every year.

Manifestation of putting the customer as a mission to get good customer service, it is not wrong if not all matters can be handled by the Ministry of Religious pilgrimage, one of which is by way of authority affairs ministry sebahagian pilgrims to the region, so it's not all done at the Center for Hajj affairs.

In an attitude of the instetmenservice must have the foresight to improve and quality operation of the hajj, give impressive service and always strive to improve service improvements. Care, Cooperativenss, and Communication, shows a very deep concern and develop values that are able to open cooperation. Establish communication as a golden bridge to foster synergy and openness. Evaluation and Empowerment, do assessment, reflection, and always to empower Earn the existing assets.

Therefore, the authors formulate the problem of how the process of planning, implementing and monitoring the effectiveness of services in order Hajj pilgrimage service management at the Office of Religious Affairs Gowa.

RESEARH METHODS

This research uses qualitative research methods were held on August 7, 2015 to October 7, 2015, that this study investigates a phenomenon that occurs in the office of the Ministry of Religion, with a focus on what to carry out the planning, implementation and execution of the pilgrimage through researching the words , detailed reports on the views of informants, and conduct studies on the natural situation. Researchers are a key instrument. Collecting data triangulation (combined), the resulting data is descriptive. Qualitative research results further emphasize the significance of the generalization. This study uses fenomenolgi study approach to determine the response assessment or informants from the Head Office of Religious Affairs and the head organizer of Hajj and Umrahterhadap activities undertaken by bureaucrats in the Ministry of Religion Gowa.

The are several indicator that used in this research to Dimension of planning of implementation,

RESEARCH RESULT

Dimensions of Planning

Planning the field of pilgrimage arranged by the Head of Hajj, Zakat and Waqf, assisted by the Head of Guidance Hajj and Umrah, Head of Guidance Jamaat and Officer, Head of Travel and Means Hajj, Head of Zakat and Waqf Development Institute, and Head of Zakat and Waqf Empowerment. Preparation of the plan based on input from the regins office counties and cities.

Planning involves basic tasks Extension Section of Hajj and Umrah, pilgrims and Officers Section Division, Section Travel and Means Hajj, Zakat Institutions and Development Section Endowments and Zakat and Waqf Section Empowerment. While the Implementation includes details of the activities of each section. To facilitate the implementation of the control matrix created containing items of activities within a period of 1 year. Based on the matrix can be detected implementation of activities whether or not in accordance with the planning.

Competence of the staff of the Hajj, Zakat and Waqf according to the Head of Human essentially have the skills and high skill, while some are low . have the skill or intelligence and skill with different levels. Similarly, the staff at the Field Hajj, Zakat and Waqf in fact there are personnel with educational background does not fit with the job that he is capable, but because he has the ability and skill above the average, the educational background that does not comply would not matter. Instead there are scholars in accordance with the educational background jobnya, but because of the level of intelligence and skill possessed low so concerned less able to handle the job at hand.

Dimension of Implementation

Implementation of Hajj services refers to the policy of the Central Government and the Regional Office of local MORA. Centralized system up gradually raises surveillance

system (control, supervision and monitoring) adopts inherent hierarchical supervision. One implementation unit, eg Section Head PIH and Umrah in Lokal office in the discharge serving pilgrims or pilgrims always obtain the direct supervision of the Head Kankemenag. In addition to the direct supervision of technical coordination meetings held periodically Kankemenag Head to control and monitor the Hajj ministry.

Then periodically Division Hajj and Umrah Trustees also periodically without being asked to submit a report on all activities related to service both the data Hajj pilgrims development and registration of the Hajj and the achievement of service. Similarly, the implementation of training rituals of Hajj and the use of the training budget is always reported to the Head Department of Religion. Furthermore, all of the reports forwarded to the Head of the Section Head of Regional Office of the Ministry of Religious South Sulawesi Province.

Already an annual event after each departure and return of Hajj Head Department of Religion make a report to the Mayor / local Regent to be meeting evaluation of pilgrimage in the region. Evaluation meeting organized by the Regional Head tk. It followed by Department of Religion, relevant government agencies, police and military as well as some Guidance Group Hajj. Also present were a number of meeting participants evaluation local legislators who sit in the relevant commission.

DISCUSSION

Dimensions of Implementation

With conditions such staff, Head of Hajj, Zakat and Waqf in completing tasks in the field was not too bothered. This is addressed by looking at the type and nature of the work load. For work to be completed (pursuing the program) should be taken by pass road, by giving these tasks to staff who can work quickly. But if the job is not to be immediately resolved (normal) then the staff of the weak who were given the task and of course with the guidance of the respective cation.

In the implementation of the pilgrimage services, Regional Office as an institution in the first level just as planners. But sometimes there are pilgrims who come to the Regional Office, and those who came were also served by Sector Hajj, Zakat and Waqf. But the service at the Regional Office level are usually more guidance, explain to pilgrims coming, which in turn suggested that they come to Kandepag District / City respectively.

David Dowd (1989) and Kinteki (2012) mentions that the Ministry's activities or benefits of fered by the person or individual who is in tangible and cannot be owned. Norman (1991) Kinteki (2012) added that the Ministry was characteristics can not be touched, deeply opposed to finished goods. [2] God, explained that the Ministry' sactions and influences social, where production and consumption Ministry not split for real, because in most cases, it happens imultaneously and occurred in the same place and time.

Dimension of Implementation

Giving good service or services at the pilgrims will memberikan satisfaction to his congregation that will ultimately create loyalty pilgrims on the manager (travel) concerned. If the above services are perceived good and satisfactory services, otherwise if the service or services received is lower than expected, then the perceived poor quality.

Characteristics of good service can give you the satisfaction of the congregation is to have professional employees, available infrastructure is good, provided all of the desired product, Responsible for pilgrims from start to finish. Able to serve as a quick and precise, able to give confidence to the pilgrims the public service management can be understood as any activity in order to increase performance in the fulfillment of basic needs in accordance with the fundamental rights of each citizen and resident of goods, services and administrative services provided by the service providers related to the public interest. [3]

Public service management is the responsibility of the Government, both central and local. In the era of decentralization and the more powerful the democratization currently, the claim will be the responsibility of the public service and public service management performance improvements are also more powerful and open. At the moment, this public service performance management is becoming a measure on the performance of local governments, especially heads of regions. [4]

CONCLUSION

Implementation of management functions to service Hajj is not optimal, various obstacles and complaints of pilgrims started at the time of enrollment until the departure phase indicates that there are things that still need to be addressed, the problems should be anticipated from the aspect of service planning to implementation has not shown sufficient level of effectiveness both of infrastructure and availability of human resources so as to give effect in the service of Hajj

Implementation of Hajj services in general and running mechanism appears to already processed properly, but the implementation is still not well coordinated, so that the contributions of the responsibility of the elements of leadership and stakeholders tend to run itself alone.

This shows that the results have not been up, it is seen that every year there are always complaints of pilgrims, as well as the families of pilgrims whereas administration implemented by the government through the ministry of religious pilgrims are expected to reduce from haji. Finally, complaint we accepted the author would like to thank Mr. Prof.Dr.HaedarAkib, M.Si, as Head Programs Public Administration at Makassar State University, and the Ministry of Religious Affairs for their cooperation Gowa so we can finish my dissertation well.

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