

Hajj Service Management at the Department of Religious Affairs in Gowa Regency

Abdul Hafid¹

Rakhmat²

Suradi Tahmir³

Rifdan⁴

¹Doctoral Student of Public Administration, the Graduate State University of Makassar

²Professor of Public Administration, state Hasanuddin University of Makassar

³Professor of Public Administration, State University of Makassar

⁴Professor of Public Administration, State University of Makassar (Indonesia)

¹a.hafid63@yahoo.com, ²rakhmat20@gmail.com, ³radita_unm@yahoo.com, ⁴rifdan@unm.ac.id

Doi:10.5901/mjss.2016.v7n3s1p150

Abstract

This study aims to analyze the planning and implementation, and monitoring services in the Office of Religious Affairs Hajj in Gowa. The importance of public service management in organizing Hajj requires the involvement of all elements of the bureaucracy, the private and the public throughout the whole process and the management of the service management of Hajj pilgrimage in order to realize a quality service in Gowa. The study used a phenomenological approach. Data collection techniques used are in-depth interviews, observation, and documentation. Techniques of data analysis through data collection, data reduction, presenting the data, and drawing conclusions. The results showed that the First, implementation of the service management functions on pilgrimage shows the results have not been optimal. Complaints pilgrims started at the time of registration to departure for unsatisfactory service. In the aspect of planning to monitoring has not shown the expected level of effectiveness. Infrastructure and the availability of Human Resources has an influence in the service of Hajj. Second, implementation of Hajj services and mechanisms that are running already processed properly, but the implementation is still partial. Third. In the aspects of monitoring has not shown the results are not satisfactory because it is still the presence of weak supervision of the Ministry of religion in Gowa. It shows that every year, there are always complaints about Hajj worshipers and their family. Whereas, the supervision performed by the Government through the Ministry of religion is expected to minimize their complaints.

Keywords: Public Service, Management, Hajj Services

1. Introduction

Performing Hajj is the desire of every person who professed Muslims. Every Hajj season arrives, the Muslims from different parts of the country come to Makkah Baitullah to perform Hajj. Indeed, Hajj and Umrah is obligatory for every Muslim, who can afford it. It means that he or she has stock. He or she is healthy physically and spiritually. He has a cost for the family left behind. Since ten years, the number of Muslims, who performs Hajj in Makkah reached 2.5 to 3 million people annually. It shows the high interests of Muslims to perform the Hajj, although the economic crisis still afflicting Indonesia.

The complexity of the problems in organizing the Hajj from year to year requires a management system that can access all the managerial functions such as planning, organization, coordination, and supervision. It is conducted in order to achieve the Hajj implementation that is safe, smooth, comfortable, discipline and economic.

The Ministry of Religion as one of the institutions of public service that manages the Hajj is not apart from the problem of the quality of service. The case of canceling embarkation of 29.974 prospective Hajj to the Holy Land of Makkah in 2014 creates some speculations and analysis from some quarters about the performance and management of the Hajj. Organizing the Hajj that is not professionals in providing services is still far from the expectations of the Jamaah Hajj. Efforts to organize the management is very sluggish. It can be seen from the complaints of Jamaah Hajj every year.

As a form of placing a customer as the mission that should get excellent service, and then it is not wrong if not all affairs of Hajj are handled in Ministry of religion. One of the ways is to give authority to the region for organizing some of

the Hajj services. Thus, not all Affairs of the Hajj is performed in the Center.

Service is not just a Word. It has the meaning as the following description. Self-awareness and Self-esteem instill an awareness that service is part of the Muslim mission. Hence, it should always maintain the dignity of themselves and others. It has to do with empathy and serves with great enthusiasm. Enthusiastic attitude will give the inner effect for himself and others who are served. It seeks to better and better again, and always fixes quickly at every possible complaint or anything that could damage the service. Service means to win the hearts, to bring the mission and to build happiness and victories together.

In the attitude of serving, someone must have the foresight to make improvements, and improved quality give an impressive service and strive always to improve the service. The service should show a very profound concern and develop values that are capable of opening cooperation. The service should establish communication as a Golden Bridge to foster synergy and openness. The service should perform an evaluation, contemplation, and should empower the existing assets.

Therefore, the formulation of the problem in this research is how the process of planning, implementation and supervision of the Hajj service is in order to create an efficient management service at the Office of the Ministry of Religion in Gowa Regency.

1.1 *The Theory of Public Service Management*

The nature of service is a series of activities. Therefore, the service is a process. As a process, the service runs regularly and continuously. It covers the whole life of the people in the community. Indeed, the product of a government organization is the public service. The service is provided to meet the right of public either civil service or public services. It means that activities are fundamentally related to the fulfillment of the rights. It attaches to any person, either in private or in groups (organizations). It is universally conducted.

The service is very carefully related to public lives, in relation to the formation of the Government. It aims to create regularity, justice, prosperity, and peace of the community. Rakhmat explained that the government is creating an atmosphere within the activities of service to the community, which mostly concern the fulfillment of rights that adhere to any person, either in private or in a group. Moreover, it is conducted universally.

The public service is one manifestation of the function of the state apparatus as a servant of the state and society. The change of government that has undergone a paradigm shift from "rule government" to "good governance" demands the involvement of all elements of the bureaucracy, private or community in the overall process and the implementation of development and public service. Osborne and Gaebler (1992, p. 25) reveal "The job of government is to steer not to row the boat delivering services is rowing."

If the Government is a bureaucratic organization in the public service, the Organization of the Government bureaucracy is the leading organization that deals with public service. In terms of government institutions providing services, the most important is how to provide relief and ease to the community in order to meet your needs and interests.

Davidow Uttal (1989) and Kinteki (2012) mentions that the Ministry's activities or benefits offered by the person or individual who is intangible and cannot be owned. Norman (1991); Kinteki (2012) added that the Ministry was characteristics cannot be touched, deeply opposed to finished goods. God, explained that the Ministry's actions and influences social, where production and consumption Ministry not split for real, because in most cases, it happens simultaneously and occurred in the same place and time.

Institutional aspects, resource management and reform the principles of management of public service as follows:

1. Organizational Restructuring, include: rationalization and decentralization.
2. Budgeting Reforms, including: financial management reform, and reform of the financial performance of the audit.
3. Customer-oriented management includes: strategic planning, management flexibility, and performance measurement.
4. Apparatus, comprising: HR leadership and professionalism.
5. the democratization and public participation in the need's analysis and evaluation.

In line with the development within the management organization of the State, and in an attempt to realize high quality, excellent service and public service paradigm developed by focusing management oriented on customer satisfaction (customer-driven government). Management service in the public sector is the overall service management activities carried out by the Government are operationally implemented by agencies-government agencies or other government-owned legal entity pursuant to the authority of the Ministry which is directly given in the public or indirectly

through specific policies.

Public service product is used collectively by individuals who want to use and not an individual may prevent other individuals using it. The provision of a public service nature product is pure, such as ministries of Justice, defence and diplomacy conducted by the State Government. 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.

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.

On many occasions, the society coming into public service management performance is increasingly widely expressed by society openly. The community demands of organizing management service more responsive to the needs within the community and the implementation of public service management that is transparent, participatory and accountable.

To respond to the challenges and problems that in order to support increased efforts will be focused to service, 1) Increased the effectiveness of organizing services 2) development of procedures of the Ministry that is easy, fast and transparent. 3) to improve the quality and capabilities of personnel service providers 4). Policy development that supports the Action Plan Increased service.

2. Method

This type of research uses qualitative research methods, i.e. this study investigates a phenomenon that occurs in the Office of the Ministry of religion, with a focus in implementing what sort of planning, implementation and supervision of the Organization of the Hajj through researching the words, a detailed report of the views of informants, and conduct studies on a natural situation. a key instrument is the researcher. Data collection is done in triangular (combined), the resulting data is descriptive. Results of the qualitative research emphasized the significance of the generalization. This research uses a case study approach to know the assessment or response of informants against the activities conducted through the offices of the Ministry of the bureaucratic apparatus Religion Gowa.

3. Result and Discussion

3.1 Planning Dimension

Planning areas of Hajj compiled by the head of the Organization of Hajj, Zakat and Waqaf, aided by the Kasi Extension Hajj and Umrah, Kasi Guidance Officers and Pilgrims, kasi journey and infrastructure of Hajj, Kasi Build Board of Zakat and Waqaf, Empowerment Zakat and Waqaf. The preparation of the planning based on the input of Kandepag regencies and cities.

The planning covers basic tasks Extension section of the Hajj and Umrah, Section Pilgrims and field officers, infrastructure Section and Hajj travel, section Bina Institution Zakat and Waqaf, Section empowerment of Zakat and Waqaf. While its implementation covering the details about the activities of each section. To facilitate the implementation of the controls produced a matrix containing items of activities over a period than one year. The matrix can be detected based upon the implementation of activities are appropriate or not with planning.

The competence of the staff in the field of Hajj Zakat and Waqf according to the head on a human basically has the skills or the intelligentsia and skill levels vary; some have high skill and prowess, while some are low.

So the staff in the field of Hajj Zakat and Waqf, in fact, there are personnel with educational background does not fit for the job that he's capable of, but since the question has the prowess and skill above average, then the educational background that doesn't match it's not a problem. On the contrary, there is a background of undergraduate education in accordance with his duties, but because the level of intelligentsia and skill possessed low so concerned is less capable of handling the job was charged.

With the condition of the staff in such a way, Kabid Haj, Zakat and Waqaf in completing tasks in their fields don't feel too distracted. It is resolved by looking for the type and nature of the work load. For the work to be completed soon (pursued) then it should be taken on the road bypass, by giving those duties to staff who can work quickly. However, if

the work is not to be immediately resolved (normal), then a weak staff of the assignee and of course with guided kasi respectively.

In the implementation of the Regional Office of the Ministry of Hajj, as agencies within the area of level I just as planners. However, sometimes there are also people who come to the regional office, and those who came were also served by The Waqaf, Zakat and Hajj. However, the services at the level of the regional office are usually more briefing, explaining to worshipers who came, who recommended that they eventually come to the Kandepag district/city respectively.

3.2 Discharge Dimension

Implementation of Hajj services refers to the policy of the Central Government and the local Regional Office of the Ministry of Religious Affairs. Centralized system up gradually raises surveillance system (controlling, supervising and monitoring) adopts inherent hierarchical supervision. One implementation unit, namely Section Head of PIH and Umrah at the Ministry of Religious Affairs in the discharge serving pilgrims or pilgrims always obtain the direct supervision of the Head Office of Religious Affairs. In addition to the direct supervision of technical coordination meetings organized by the Head Office of Religious Affairs periodically to control and monitor the Hajj ministry.

Then periodically Section Head of PIH and Umrah 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 Office of Religious Affairs. Furthermore, all the reports from the Head of Section forwarded to the Head Office of the Ministry of Religious of South Sulawesi Province.

It has become an annual event after each departure and return of Hajj Head Office of Religious Affairs made a report to the Mayor/Local Regents meeting to serve as evaluation of pilgrimage in the region. Evaluation meeting organized by the Regional Head, II level followed by the Office of Religious Affairs, relevant government agencies, police and military as well as some of KBIH. Also present were a number of meeting participants evaluation local legislators who sit in the relevant commission.

Who giving good service or services that will give satisfaction to the congregation of worshipers who in turn will 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 the entire desired product, Responsible for pilgrims from start to end. Able to serve as a quick and precise, able to give confidence to the pilgrims.

3.3 Control Dimension

One of the activities carried out by the Office of Religious Affairs of Gowa is implementing and monitoring the implementation of the Hajj which was coordinated by the Section of Hajj. In this case the task of Section Hajj is providing services to pilgrims in Gowa.

In monitoring the Hajj at the Ministry of Religious of Gowa, which constantly monitors the situation and condition of pilgrims in Mecca. Whether it is through direct coordination with the Hajj, or even sends a team of representatives of the Ministry of Religious who are considered to have the capability to go there to see the situation and provide assistance in resolving the problem. It will be pursued dialogue with representatives of embassies in Saudi Arabia to help deal with the crisis. Additionally held dialogues with the pilgrims to the opinions on the sidelines rest of their activities are carried out by a team of Indonesian Hajj to be directly coordinated with the Ministry of Religious Affairs. Ask for help by Hajj Monitoring Team that can help provide information on the state there. So that information will be obtained continuously.

Monitor all the news in the media, both electronic and print media. So it is important to monitor or monitor rumors were reported to be used as reference material make emergency decisions there. Cooperate with the media to proclaim what things are needed pilgrims there.

Always corrected thoughts or actions were wrong actions, improve the management of internal that this crisis must be resolved with a cool head. Not just any reactive origin, was blamed but rose to make the ideas that drive the wake of the thinking about what steps strategy is to be retrieved. Minimize rumors by appearing to provide information to the public. By always active through the mass media to disseminate information on what facilities will be fixed soon.

Reports for several years had a little manipulation of the good immediately addressed and corrected to be made new, more honest report according to the datas and facts. So that the evaluation can be measured quantitatively and

qualitatively can be criticized for being material correction in the future. If all has been done trying to do the handling of the crisis evaluation.

Evaluation of the crisis can be done if all have a safe and controlled circumstance. The hajj team in Mecca has stated condition can be overcome and recover. While in Indonesia Ministry of Religious Affairs Management makes steps to resolve the crisis, whether it is done with a new adaptation decisions taken, so that all parties can be satisfied. Then the next step with the media to talk to can make an agreement that the Ministry of Religious Affairs made it out of the crisis and resolve the case in the provision of facilities will not be repeated in the future in addition to technical factors. Maintain consistency management in Indonesia and to continue working in Makkah serve wholeheartedly even after the occurrence of the problem. So keep increasing the harmonious relationship between the teams. Consistency is needed in a teamwork and coordination of a solid team for the Indonesian pilgrims there.

If these steps crisis evaluation done well then it should not immediately satisfied, it makes a work that always unsatisfied so be motivated to pursue and will always give the best results for its customers in this case Indonesian pilgrims.

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 issue of service should be anticipated from the aspect of planning to control the level of effectiveness has not been demonstrated adequate 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 process 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.

In the aspects of monitoring has not shown the maximum results, it is seen that every year there are always complaints of pilgrims, as well as the family of pilgrims whereas the supervision conducted by the government through the ministry is expected to minimize the religion of complaints pilgrims.

References

- Anwaruddin, Awang. (2004). Up and Down of Paradigm of Public Administration. *Jurnal Ilmu Administrasi*, 1 (2).
- Belinda., & Erika. (2011). *Analysis of Conflict Management and Work Stress on Employee Performance at PT. General Adjuster Indonesia*. (Dissertation). Jakarta: Bina Nusantara University.
- Budyanto. (2009). Reform of Local Government Administration in Public Service in Indonesia. *Jurnal Demokrasi*, 8 (1).
- Burhanuddin, M. Hum. (2009). *Public Services Policy for Education in West Sumbawa regency of West Nusa Tenggara*. Publication Journal of FKIP Universitas Mataram.
- Inarto, Agoes. (2003). Improving the Quality of Public Services: In Order to Overcome a Trust-Crisis of Government. *Jurnal Manajemen Pembangunan*, 43 (3).
- Irawati. (2007). Renewal Administration and Bureaucracy (An Era of Change). *Jurnal Madani*, 1.
- Joni, Dewa Made. (1999). *Deconcentration and Improving the Quality of Public Services*. Thesis, Bali.
- Kinteki, Noor. (2012). *Best Services: The Challenge to Make Changes for Reform on Government Agencies*. Widyaisawara BBPK Jakarta Kemenkes RI
- Larasati, Endang. (2008). Public Services Reform and Public Participation. *Dialogue JIAKP*, 5 (2).
- Rakhmat, MS. (2005). Public Administration Reform Toward a Democratic Local Government. *Jurnal Administrasi Publik*, 1 (1).
- Yalia, Mulyono. (2011). *Towards a Better Public Services With e-Government*. Observation Agenda, Bandung.