

THE EFFECTIVENESS OF INTEGRATED HAJJ INFORMATION AND COMPUTERIZATION SYSTEM (SISKOHAT) IN THE HAJJ PILGRIMAGE IN SUMEDANG REGENCY

Fepi Febianti^{a*)}, Ida Farida^{a)}

^{a)}Sekolah Tinggi Ilmu Administrasi Sebelas April, Sumedang, Indonesia

^{*)}Corresponding Author: fepifebianti@gmail.com

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Abstract. This study aims to analyze the effectiveness of the integrated Hajj information and computerization system (SISKOHAT) in the hajj pilgrimage in Sumedang Regency. This research uses a descriptive method, which is a method of one type of research whose purpose is to present a complete picture of the social setting or what is meant by exploration and clarification of a phenomenon or social reality, by describing the variables relating to the problem and the unit under study with the phenomenon that is tested. The informants are the Head of the Office, the Head of Haj and Umrah Services, the Hajj and Umrah Service Unit Employees, and the SISKOHAT Operators. Based on the results of the research, the effectiveness of the integrated hajj information and computerization system in organizing the hajj pilgrimage has been going well, but there are still obstacles, namely the service support factor or a network from SISKOHAT, as well as people's understanding of the system. Strategies or efforts to ensure the effectiveness of SISKOHAT in carrying out the hajj properly are as follows: holding cooperation or MOU with local governments to improve network quality, organizing education and training, technical guidance or other training to improve employee integrity, and collaborating with extension workers at KUA and KBIH to provide understanding to the community or prospective pilgrims. Suggestions put forward for the effectiveness of the SISKOHAT in organizing the hajj run well are as follows: improving the quality of the SISKOHAT network to minimize existing obstacles. Also, it is necessary to hold comprehensive socialization for the community regarding the implementation of the hajj pilgrimage in Sumedang Regency, especially regarding hajj pilgrimage services using SISKOHAT.

Keywords: effectiveness, management information systems, hajj information

I. INTRODUCTION

The implementation of the hajj pilgrimage from year to year has increased. In terms of quantity, the people's interest to carry out hajj pilgrimage is getting higher. This can be seen from the number of departure quota each year is less than the number of pilgrims who register. So it is very understandable that some people who registering must wait in line until several years later to be dispatched to the Mecca.

Efforts to increase the implementation of the hajj and umrah pilgrimage include revitalizing the hajj dormitories, developing the hajj registration system, developing hajj services, optimizing hajj funds and hajj finance reform, rationalizing pilgrimage cost (BPIH), improving the quality of hajj financial reports, and increasing the accountability of the ummat endowment fund (DAU).

One of the policies in the hajj registration process that has been carried out by the Ministry of Religious Affairs (Kemenag) of Sumedang Regency is to implement a *first come first served* system based on obtaining portion numbers according to the national and provincial quota allocations. The development of the online hajj registration system is also carried out by utilizing Garuda Indonesia's main system as the host of the Integrated Hajj Information and Computerization System (SISKOHAT) which is connected to the Deposit Recipient Bank (BPS) of BPIH [1], which began in 1996.

The SISKOHAT management information system is an organized series of a number of parts or components that work to produce information that will be used in SISKOHAT's management itself. The SISKOHAT management information system is not just a technology but is also related to the implementation of the hajj pilgrimage and its staffing. It is also related to information, the value, and the use of information [2]. In the processing of information, technology is needed, especially computer technology and its equipment. The technology of data management includes organizing data into files and databases, designing and managing databases, and presenting data and information.

In terms of registering the hajj pilgrimage, SISKOHAT is an application of information and communication technology (ICT) that is made as a work support tool. All activities related to network connections and hajj data at the Directorate General of Hajj and Umrah (Ditjen PHU) will take advantage of this application. Starting from registration, cancellation, and payment, it will help for data validity. Hajj registration is carried out throughout the year which can be monitored and controlled in real-time. SISKOHAT which is organized by the Hajj and Umrah Service Unit (UPH) [3], Committee of Hajj and Umrah Service at Kemenag Sumedang is quite effective. The implementation of the system is affected by several factors.

The effectiveness of the system can be seen and assessed by the results achieved. The effectiveness in implementing SISKOHAT can be seen from the success of the computer system in organizing the hajj pilgrimage, starting from registration, cancellation, and payment related to hajj costs. Several vital components are needed to support the effectiveness of SISKOHAT.

According to Sedarmayanti [4] effectiveness is a measure that gives an idea of how far the target can be achieved. The definition of effectiveness is more output-oriented while using input is less of a major concern. If efficiency is related to effectiveness, even though there is an increase in effectiveness, it does not mean that efficiency will increase.

Meanwhile, Makmur [5] reveals that effectiveness is related to the level of truth (success) and error. He argued that in order to determine the level of effectiveness of a person, group, organization, even to the head of state, we must make a comparison between truth or accuracy with the error or what is done. The lower the level of error, the closer to the accuracy in the implementation. Meanwhile, according to Duncan [6], effectiveness is a measure that states how far the target or objective has been achieved.

Effective measurement does not always run smoothly, there are several factors that influence and become obstacles to the effectiveness of SISKOHAT based on field observations [7] including:

a. Facilities in the form of technology and infrastructure

The Hajj and Umrah Service Unit of Kemenag Sumedang has sophisticated technology. With this technology, the PHU unit of Kemenag Sumedang can improve services to the community, especially for pilgrims. There are still problems related to the internet system and network in its services.

b. Quality of human resources

The quality of human resources here means the ability of the employees of the hajj and umrah service unit to respond quickly to services provided in the field. Preparedness is the key to the services desired by the pilgrims. Then, using sophisticated technology requires employees who can use this technology optimally.

c. Low knowledge and abilities of the community

This means knowledge of SISKOHAT service employees (operators), or knowledge of the people or pilgrims about this system. There are still people who do not understand the procedure for registering the pilgrimage using this SISKOHAT.

Effective activities will be implemented if supported by strategies or efforts to overcome the barriers. Strategies or efforts to overcome obstacles to the effectiveness of SISKOHAT in organizing the hajj pilgrimage in Sumedang Regency are based on observations [7], namely:

a. Facilities in the form of technology and infrastructure

The technology owned by the hajj and umrah service units of the Kemenag Sumedang is very sophisticated. Taking advantage of this SISKOHAT in organizing hajj and umrah is very helpful. In addition, adequate facilities and infrastructure make it easier for employees in the hajj and

umrah service units, especially operators who are tasked with inputting data to handle unwanted things that occur in the service process to prospective pilgrims.

b. Quality of human resources

The number of human resources is sufficient, it makes it easier for employees of the PHU unit of the Kemenag Sumedang to cover the things that are needed by prospective pilgrims related to SISKOHAT operations ranging from registration, cancellation, payment related to hajj, and empowering them to validate data in real-time.

c. Low knowledge and abilities of the community

With the problems in the field, the prospective pilgrims previously received socialization by the KBIH (Hajj guidance group) which had previously been registered and collaborated with the PHU Unit regarding the implementation of the hajj pilgrimage in Sumedang. In this socialization, the PHU unit fully handed over to KBIH to guide prospective pilgrims in accordance with government policies regarding the implementation of the hajj pilgrimage.

According to Wu in Jogiyanto article [8], a management information system is a collection of systems that provide information to support management. Meanwhile, according to Hartono [9], a management information system is a system, which is an organized series of parts or components that together produce information for use in company management.

In contrast to the opinion according to Cushing [8] states that a management information system is a collection of human and capital resources within an organization that is responsible for collecting and processing data to produce information that is useful for all levels of management in planning activities and control.

SISKOHAT has the task to manage the network system, developing hajj databases, and hajj information services. In carrying out its duties SISKOHAT has the following functions:

- a. Implementation of managing network system; preparing the management of integrated hajj information and network system,
- b. Implementation of hajj database development; preparing the management and development of the hajj database,
- c. Implementation of hajj information services; preparing hajj information services.

Thus, SISKOHAT was built to provide convenience and speed of service, control of registration and payment, systematic control of the national hajj quota, the certainty of going to hajj in the current year, and consecutively to obtain a portion number for hajj.

The SISKOHAT multifunction is as follows:

- a. Registration;
- b. Hajj document database;
- c. Accounting of BPIH;
- d. Hajj transportation database;
- e. Database of placement of pilgrims;
- f. Public information;
- g. Hajj health information system; and
- h. Hajj officer database.

II. RESEARCH METHODS

In this research, the approach used is qualitative or often called the naturalistic research method because the research is carried out in natural conditions (natural setting).

The research method according to Sugiyono [10] states that: qualitative research methods are research methods based on the philosophy of postpositivism, used to examine objects of natural conditions, (as opposed to experiments) where researchers are locked instruments, data collection techniques conducted in triangulation (combined), data analysis is inductive/ qualitative, and the results of qualitative research emphasize meaning rather than generalization.

In this research, what was observed was the effectiveness of the Integrated Hajj Information and Computerization System (SISKOHAT) in the hajj pilgrimage by the Hajj and Umrah Service Unit at the Ministry of Religious Affairs (Kemenag) of Sumedang Regency.

Determination Of Targets

According to Sugiyono [10] says that "Population is a generalization area consisting of objects/ subjects that have certain qualities and characteristics determined by the researcher to study and then draw conclusions". The population in this study were all employees at the Kemenag Office of Sumedang, while those who became informants were 4 people.

Data Collection Technique

Data collection techniques in this study were carried out by:

1. Literature study, means research is carried out through accurate sources from books or libraries that are related to the problem under study.
2. Field study, namely data collection techniques obtained directly in the field, by:
 - a. Observation, namely making direct observations on the object of research to record all activities related to the problem under study, where the researcher does not participate in the work process.
 - b. In-depth interview, namely data collection techniques by asking for explanations from various parties related to the problem under study, by asking questions orally, in-depth, and directed according to the interview guidelines.
 - c. Documentation, which is the collection of data in the form of recorded interviews, photographs, or field diaries that complement the results of interviews and observations.

Data Processing Procedures

To manage data from interviews and observations, the researcher processed the data by referring to the basic operations that produced important outputs which quoted from the model of Miles and Huberman which was translated by Sugiyono [10] as follows:

1. Data reduction. Reducing data means summarizing, choosing the main things, focusing on the important things, looking for themes and patterns, and removing

unnecessary. Thus, the data that has been reduced will provide a clearer picture and make it easier for researchers to carry out further data collection and search for it if necessary.

2. Data display. Data display is done in the form of brief descriptions, charts, relationships between categories, flowcharts, and the like. Through the presentation of the data, the data is organized, arranged in a relationship pattern so that it will be easier to understand.
3. Conclusion drawing/ Verification. The conclusion in the research carried out is a new formulation that has never existed before. The findings can be in the form of descriptions of objects that were previously vague so that after being examined it becomes clear, can be in the form of causal or interactive relationships, hypotheses, or theories.
4. Triangulation (combined). Data collection techniques that combine various data collection techniques and data sources that already exist.

III. RESULTS AND DISCUSSION

The effectiveness of SISKOHAT implementation in Sumedang Regency

Achievement of objectives

- a. Punctuality in achieving goals. The PHU unit provides punctuality in providing hajj services, starting from registration to departure. All forms of service have been carried out in accordance with the service standards for the pilgrimage. Service activities using SISKOHAT are very helpful, because online registration is very effective. In addition, the performance of this system is directly monitored by the central government or the Ministry of Religious Affairs of the Republic of Indonesia.
- b. Conformity with predetermined goals. The conformity of SISKOHAT services with the targets that have been determined based on the Strategic Plan of the Kemenag Office of Sumedang 2014-2019, namely there are 4 priority activities carried out in order to achieve the objectives of the hajj and umrah implementation program, including: Domestic Haj Services; Hajj and Umrah Guidance; Fund Management Hajj; and management support of other technical duties of hajj and umrah.

The service activities before and after the existence of SISKOHAT are very different. With this system, the predetermined goals or objectives can be easily achieved. The SISKOHAT service is already in accordance with predetermined operational service standards.

Integration

- a. Socialization of the service

The socialization carried out to improve the integrity of employees is by holding training for certain officers in their fields or often called operators. These training activities are usually held by the provincial office. But after that, if there is a system update, it will be notified by a circular letter or other media.

b. Application of consensus development
The consensus development that occurred in the PHU unit of the Kemenag Office in Sumedang was decided based on the leadership or the authorized party as long as it was in accordance with procedures and did not conflict with existing policies. Based on the results of interviews, observations, and documentation results, the researcher concludes that every employee has the same opportunity to spend income. Every decision made beforehand is held by deliberation involving each employee. The decision made does not conflict with existing policies.

c. Communication process
The communication process that occurs in the PHU unit of the Kemenag Office in Sumedang is carried out very well, this can be seen from the harmonious relationship between employees. In addition, they have a WhatsApp group to facilitate communication between employees.

Adaptation

a. Procurement Process
The procurement of goods and services is carried out through auction and inventory from the center to support the services provided. As for the procurement of human resources (employees), it is entirely carried out by the personnel department of the Kemenag Office in Sumedang. It is the main function of the personnel department in accordance with the strategic plan of 2014-2019.

b. Employees Placement
Placement of employees in the PHU unit is carried out well which refers to the strategic plan of Kemenag Office 2014-2019. Placement in the PHU unit is in accordance with the needs of employees. So far, employees in the PHU unit have carried out their duties in accordance with their respective duties and functions. However, if there are obstacles or a lack of staff, it can be submitted to the personnel department of the Kemenag Office in Sumedang.

Obstacles to the Effectiveness of SISKOHAT in Sumedang Regency

Internal Factor Obstacles

a. Service facilities
The facilities currently available in the PHU unit are sufficient. They have computers with sufficient specification. However, there are some computers that have low specification but are still adequate. Although sometimes there are problems in the network which is the authority of the center. Even though, the PHU unit is trying their best to overcome these obstacles.

b. Obstacle to service supporting facilities
In the SISKOHAT service, usually, the obstacle has to do with the network of the system itself. Especially in the system network, it is the central authority. This obstacle caused service to be temporarily suspended. If there are obstacles like that, the staff in the PHU unit will try their best to overcome these obstacles and immediately consult with the central government.

c. Government response to obstacles of supporting facilities

The response of the government to the obstacle that exists in the PHU unit is quite good, they are willing to help and do not mind holding an MOU on the implementation of the hajj pilgrimage if in the future there are barriers faced.

d. Condition of human resources and its obstacles
That the condition of human resources in the PHU unit is well implemented and tends to have few obstacles. The service that is given, the employee refers to the Standard Operating Procedure for SISKOHAT service in organizing the hajj pilgrimage. Based on the results of interviews, observations, and documentation results, the researchers conclude that the human resource capacity of the PHU unit is very good, this can be seen by the placement of employees according to their main duties and functions in accordance with the strategic plan of Kemenag Office in Sumedang 2014-2019.

e. Significant obstacles for human resources
The human resource capacity of the PHU unit is very good, this can be seen by the placement of employees according to their main duties and functions. This is evidenced by the absence of any obstacles at all in each service. In addition, there were no significant problems found so that everything was fine and resolved properly.

External Factor Obstacles

a. Service knowledge and understanding of people
The knowledge and understanding of the community or pilgrims to use SISKOHAT is not good enough. They only know that all forms of service are carried out online. For people who want to register or prospective pilgrims, previously they were given an understanding by the extension officers at KUA in Sumedang Regency.

b. Understanding given to prospective pilgrims
For people who want to register or prospective pilgrims for pilgrimage, previously they were given an understanding by the extension officers placed in KUA and KBIH (Hajj guidance group) who have collaborated with the PHU unit of Sumedang Regency.

Strategies and Efforts for SISKOHAT Effectiveness in Sumedang Regency

a. Efforts to solve problems regarding facilities
To solve problems regarding the procurement of goods, usually there is a budget from the government. Meanwhile, the efforts made by employees are in accordance with their authority and in consultation with the central party. So that if there are problems that cannot be done by employees, the central party will help and service activities can be continued.

b. The government's role in overcoming obstacles to service supporting facilities
The government has a role in overcoming obstacles related to technology, facilities, and infrastructure problems. There is cooperation or MOU with the Regional Government of Sumedang Regency. This makes it easier for the PHU unit in case of obstacles in the future.

c. Efforts of PHU unit to overcome obstacles if government performance is slow

To solve the problem if the government is slow to respond, then coordination is held between PHU units and the government so that the government is responsive in overcoming existing obstacles. So far, the government has responded quickly if there are obstacles regarding the implementation of the hajj pilgrimage in Sumedang Regency. So it proves that the government also gives a positive response to the implementation of this hajj pilgrimage.

d. Efforts to overcome human resource obstacles

Efforts made to overcome obstacles related to employee resources in the PHU unit were by holding training in the workplace (DDTK). But so far there has been no obstacle in the ability of the human resources of employees because from the general personnel department also places staff according to their respective abilities.

e. The response of new employees to overcome obstacles in their fields

The response of new employees to overcome human resource obstacles, which is held by DDTK was quite good. So far, new employees are also willing to participate so as to minimize existing obstacles.

Efforts against External Factors Obstacles

a. Efforts to overcome obstacles of knowledge and understanding of the community/pilgrims

Efforts made to address problems regarding the knowledge and abilities of the community, especially for prospective pilgrims, are usually from the PHU side in collaboration with their KUA employees, where usually there is an extension officer who is in charge of explaining to the community. In addition, there has been the collaboration with institutions or KBIH. KBIH is tasked to socialize any information related to the implementation of the hajj pilgrimage to prospective pilgrims who will depart soon.

b. Knowledge and ability of the community/ pilgrims

Efforts to address problems regarding the knowledge and abilities of the community, especially for prospective pilgrims, are usually from the PHU side in collaboration with the respective KUA employees. In addition, there has been the collaboration with institutions or KBIH. KBIH is tasked to socialize any information related to the implementation of the hajj pilgrimage to prospective pilgrims who will depart soon. In addition, this activity is carried out in accordance with existing procedures.

IV. CONCLUSION

Based on the results of research conducted at the Kemenag Office in Sumedang regarding the effectiveness of integrated hajj information and computerization system (SISKOHAT) in the implementation of the hajj pilgrimage in Sumedang Regency, the following conclusions are presented as follows:

1. In accordance with the data collected by researchers, the effectiveness of the integrated hajj information and computerization system (SISKOHAT) in the implementation of the hajj pilgrimage in Sumedang

Regency has been very good, this can be proven by the results of observations, interviews, and also the results of documentation conducted by researchers.

2. Some of the obstacles to the effectiveness of SISKOHAT in Sumedang Regency is its implementation, namely the service support factors or the network from SISKOHAT itself, human resources in their fields, and people's understanding of SISKOHAT.
3. Efforts made in order to increase the effectiveness of the SISKOHAT in implementation of the hajj pilgrimage in Sumedang Regency, namely by holding a collaboration or MOU with the local government to improve network quality, holding training, technical guidance or other training to improve employee integrity, and collaborating with extension agents at KUA and KBIH to provide understanding to the community or prospective pilgrims.

Based on the existing problems and the results of the research conducted by researchers, the authors provide suggestions that can be used as recommendations, namely:

1. The effectiveness of the integrated hajj information and computerization system (SISKOHAT) in the implementation of the hajj pilgrimage in Sumedang Regency is already very good, this needs to be maintained and improved again by improving the quality of networks and services so that the implementation of the hajj pilgrimage in Sumedang Regency becomes more effective and efficient in terms of time and services so that its performance will be more optimal.
2. The employees of the hajj and umrah service units, especially those who are assigned as operators SISKOHAT should be able to minimize several obstacle factors related to the effectiveness of siskohat, namely by improving the quality of service supporting facilities. In addition, it is necessary to hold comprehensive socialization for the community regarding the implementation of the hajj pilgrimage in Sumedang Regency, especially regarding hajj pilgrimage services using SISKOHAT.
3. Based on the results of observations, interviews, and documentation at the Kemenag Office in Sumedang regarding the efforts made by employees are good. However, it must further improve coordination of each executive officer with the parties involved by establishing a harmonious working relationship and creating a good organizational climate between officers and several parties so as to be able to increase the effectiveness of the SISKOHAT in the hajj pilgrimage which is supported by services and networks.

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