

Management Umrah Handling Services at Soekarno Hatta Airport (Study Case in CV. Titian Jaya)

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ABSTRACT

This type of research is field research conducted at CV. Titian Jaya at Soekarno-Hatta International Airport. Researchers took samples using a purposive sample, namely taking subjects based on predetermined traits or characteristics, so the sample from this study amounted to 6 people as research key informants.

The results of this study indicate that the management of Umrah handling services at CV. Titian Jaya, the company's plan is to re-check all requirements and cooperation with related clients. Organizing in this company is grouping or interrelated between divisions with other divisions. The movement carried out in this case is to do all the work according to their respective duties. Supervision carried out is supervising the entire series of activities whether they are in accordance with what has been agreed or not. Services provided by CV. Titian Jaya covers administration, transportation, accommodation, consumption, and health. Suggestions for the results of the research are the implementation of supervision and evaluation of programs that are currently running or those that are already running. With the aim of making Umrah pilgrimage services even better in the future.

Keywords: Services¹, Umrah², Umrah Handling Services³

INTRODUCTION

In Indonesia, regulations or regulation Organizing Hajj and Umrah pilgrimages start from Constitution until regulation its implementation. System Arrangements for regular Hajj, special Hajj (plus), and Umrah are arranged in Constitution Number 13 of 2008 concerning Organizing the Hajj and its implementation arranged in Regulation Government Number 79 of 2012 concerning Implementation Constitution Number 13 of 2008 concerning Organizing the Hajj. System arrangement organizing the Hajj pilgrimage shared in half, accordingly with Article 3 of the Regulations Government Number 79 of 2012: (1) Organizing regular pilgrimages, and (2) Organizing special pilgrimages. Implementation of regular pilgrimage in a manner national become not quite enough answer government and its implementation regulated by the Ministry of Religion of the Republic Indonesia (Sukayat, 2016: 124). System setting as well as implementation the must become A held ground _ firm for all related parties, so that the implementation of the Hajj and Umrah pilgrimages goes on with should and well maybe. Travel agency that has get the permission of the Ministry of Religion must in the form of a legal entity, fine in the form of a PT or at least CV. Next, travel agency do registration as a special Umrah and Hajj travel agency with fulfil requirements that have determined by the government.

Obligation give service as has stated, stated and agreed in form agreement between organizers and candidates pilgrims as well as Umrah. Service guidance pilgrims provided by the organizers before departure, during trip, and while in Saudi Arabia. Service transportation Umrah pilgrims who become not quite enough answer organizer covers transportation from and to Saudi Arabia as well while in Saudi Arabia.

Service accommodation and consumption pilgrims during the Umrah pilgrimage be in Saudi Arabia to be not quite enough answer organizer pilgrimage pilgrimage with standard provisions that have been given by the Minister of Religion. So is service health and protection pilgrims to perform Umrah not quite enough answer organizers, and Umrah pilgrims must included in insurance life, health, and accidents.

However umrah during, this rated not enough effective and efficient, especially in matter proper service received by the congregation. There is several assessed umrah travel agencies still not yet can give service in accordance with those determined by the ministry of religion. service is key success a effort, then from that a company or organization must give service with the best to use reach success. Order goals Umrah worship can be carried out achieved with maximum by the organizers nor congregation, then must There is good management, for one is management in the field service. There is management good service so that expected what to be ambition pilgrims For Can carry out Umrah prayer can walk with fluent in accordance religious guidance obtained in a manner perfect and satisfying start from preparation in the homeland, implementation in the forbidden land and also arrived homecoming to homeland back. With many interest willing community for carry out the umroh pilgrimage, become

final gap fishing Lots one travel agency Umrah good already own permission or not yet own permission each other compete. For interesting sympathy pilgrims with offer all type service with use all ability resource people, facilities and means owned infrastructure. From opportunities here it is institution swat This take role for participate as well as launched activity implementation of Umrah worship in Indonesia. In framework increase service to Umrah pilgrims, service bureau companies also work together with company other For increase service Umrah pilgrims at the airport, fine that is at airports in Indonesia or airports in Saudi Arabia. Call just CV company. Titian Jaya which is company provider Hajj and Umrah handling services at Soekarno-Hatta International Airport.

Umrah handling is something intended service for help make it easy all activity Umrah pilgrims at the time is at the airport . Umrah handling has team separate duty and responsibility answer For interact in a manner direct with pilgrims will need they from arrived they are at the airport until boarding to plane. Although we as pilgrims already arrange plan we with ripe or deliver all affairs we with travel, but travel or pilgrims still need role from handling umrah. It because, a lot very matter or administration as long as possible at the airport can escape from attention us. That why, the handling of umrah is very important very for help we in prepare departure plane.

CV. Titian Jaya in build commitment partnership cooperation The same Umrah handling services with party Umrah travel agency company, then company Already cooperate with PT. Angkasa Pura II as management of Soekarno-Hatta International Airport for provide lounge facilities (place Rest area while) for Umrah pilgrims. Condition this is part from management service from CV. Titian Jaya to party Umrah travel agency company increase comfort and safety from Umrah pilgrims while at the airport.

Need is known that no all company Hajj and Umrah handling services have a lounge at the airport. Condition This will fatal if happen delay in departure time flight (delay) to Saudi Arabia, because when company umrah worship trip together with Umrah handling companies that don't have a lounge, then congregation will become abandoned and wild at the airport. Naturally condition This No make comfortable for pilgrims when delay time is quite long as well will impact on potential vulnerable security for the Umrah pilgrims alone.

With consider various description problem already explained before, formula problem study this is how management Umrah services by CV. Titian Jaya at Soekarno-Hatta International Airport ? and goals his research is for know and explain management Umrah services by CV. Titian Jaya at Soekarno-Hatta International Airport.

RESULTS AND DISCUSSION

For see until to what extent CV. This Titian Jaya carry out management service so in a manner Specific researcher ask to Director Operations, Station Manager and operational manager in carrying out services to its customers. The results of the interviews are summarized and explained as follows. In problem

services provided by a company No will regardless from his name service when in company the or when Already will dispatched, as for management hajj and umrah services in CV. Titian Jaya is :

1. Implementation Service

The services provided by CV. Titian Jaya includes as following :

a. Service Administration and *Handling*

CV. Titian Jaya gave service against candidates congregation with register self. Registration candidate Umrah pilgrims can done When just Good via telephone and *whatsapp* or come direct to cv office Titian Jaya during business hours day Monday until Friday 09.00-16.30 WIB and on the day Saturday 09.00-14.00 WIB (day holiday close). In do registration Umrah pilgrims CV. Titian Jaya gave terms and conditions Umrah registration as following :

- 1) Pay advance umrah registration US \$ 500 (Five Hundred USD) payment 1 month before departure.
- 2) Passport name must consists of 3 words.
- 3) Original marriage certificate and Card Family original (for participant husband/wife).
- 4) Original KTP / original KK (for participant woman on 45 years old).
- 5) Submit a passport photo latest colored 4x6 = 6 sheets, with provisions : a) tar behind Photo must white, b) *close up* (face seen 80%), c) no wearing glasses black, d) women must wearing the headscarf, e) submitting card yellow (proof meningitis infection), and f) registration no later than 1 month before departure during place Still available.

Besides That there is condition special others, namely : a) b agi registrants aged in over 60 years must There is companion from Jakarta (incorrect a family body healthy / attach letter information Healthy from doctor House sick and doctor), b) required use service *guide* specifically, and c) for comfort in hotels during Umrah pilgrimage is mandatory choose package roommates both.

As for cost Umrah plus package already including : a) ticket class aircraft economics, b) management visa documents and letters recommendation departure, c) hotel accommodation, d) 3 meals a day, e) transportation local while in Saudi Arabia, f) guide, g) pilgrimage and city *tour* according to the program, h) Umrah equipment (luggage big, bag versatile book prayer, album book, sandal pocket, ID Card, bag label, ihram cloth (men), bag passport, mukena and bergo (women), materials uniforms), i) zam-zam water, j) airport porters, k) Jakarta *Airport Tax* and *Handling*, l) Equipment and m) insurance.

Cost package Umrah plus yet including associated costs with : a) cost excess heavy baggage, b) *our tour* and transportation in outside package, c) telephone, telex, facsimile, drink, laundry and other costs that are private, d) costs addition Name passport, e) fee management letter muhrim, f) costs inject Meningitis, and g) costs delivery equipment outside Jabodetabek.

Prospective Umrah pilgrims who cancel and move date departure, subject to cost cancellation from price package, as following :

- 1) 15% off price package, since registration until with 30 days before departure.
- 2) 25% off price package, since 30 days until with 14 days before departure.
- 3) 45% off price package, since 13 days until with 10 days before departure.
- 4) 85% of price package, since 9 days until with date departure.

Prospective Umrah pilgrims for Ramadan who cancel and move date departure, subject to cost cancellation from price package, as following :

- 1) 50% off price package since registration until with 10 days before departure.
- 2) 85% of price package, since 9 days until with date departure .

b. Transportation

CV. Titian Jaya gave service transportation that carries the pilgrims with comfortable, clean and smooth . Transportation is transport pilgrims start from place embarkation, during being in Saudi Arabia, and repatriation return to place debarkation Indonesian origin. Transportation used from Indonesia to Saudi Arabia using transportation air Because the distance between Indonesia and Saudi Arabia is very far and more fast.

CV. Titian Jaya cooperates with various types of aircraft used such as Garuda Indonesia Air line, Eitihad Air line, Emirates Air line, Saudi Arabian Airlines, and Turkish Airlines. Journey from Indonesia to Saudi Arabia takes quite a long time ie not enough more about 11 hours. By kaarena it, the path chosen by Air line is with two lanes flight that is flight international. Flight domestic started from airport Soekarno-Hatta International Airport. Pilgrims after arrived at Soekarno-Hatta International Airport, congregation still waiting in *the Lounge* airport For flight furthermore that is flight International to Jeddah.

For problem transportation while in Saudi Arabia Bandar CV. Titian Jaya cooperates with *providers - providers* who are in there fine or bus transportation land other. travel started from Jeddah King Abdul Aziz airport to the hotel in Medina for rest for a moment before start Hajj/Umrah activities. From Medina to Makkah pilgrims were also transported by the same bus. Likewise from Makkah to Jeddah for return pilgrims to Indonesia. CV. Titian Jaya has give service transportation in a manner comfortable, safe, and caring level safety. such thing in accordance with theory that has be delivered previously about service transportation Good transportation air nor transportation land, fine while in Indonesia or while in the Holy Land.

c. Accommodation

Accommodation is place lodging or hostel as place stay temporary time during Hajj/Umrah pilgrims are in Saudi Arabia. Place lodging customized with package that has elected by the congregation before. CV. Titian Jaya has give service in accordance with existing theory. In

field accommodation here, cv. Titian Jaya provides five-star hotels four and five respectively with package chosen by the congregation. In selection of the hotel on base subscriber Because No only at the time of pilgrimage that rents out the hotel, but also when Umrah pilgrimage.

The location of the inn used pilgrims / umrah nearby with Masjid Al Haram for congregation Can maximizing whole activity worship in the Grand Mosque so Can carry out pray five times in a manner together. one lodging when was in Mecca using Hotel Dar At tawhid Intercontinental, for Medina use the Oberoi Hotel and for Jeddah use the Ramada hotel which has distance approx 40 meters from place of worship.

d. Consumption

CV. Titian Jaya chooses a true international menu served direct from any hotel day during being in the city of Makkah or in Medina, this is also part most important from services provided by the company to the congregation in business maintain stamina and health congregation for congregation can more focus in operate whole Hajj/Umrah rituals in the Holy Land.

As for the consumption that can enjoyed by the congregation besides the international menu there is also an Indonesian menu such as food four Healthy five perfect, and other menus as well as always fruit available For congregation. Every pilgrims will get food 3 times inside a day that is when morning, noon, and night day, because For maintain the body stamina of the congregation, and the CV. Titian Jaya provides an additional menu typical of Indonesia when was at the hotel. Food served with method buffet to guarantee freshness the dishes served to congregation.

e. Health

Service health is inspection, care and maintenance health Hajj/Umrah pilgrims. Difference weather between Indonesia and Saudi Arabia resulted in the congregation attacked disease. As Saudi Arabia is known own very cold temperature at night day and heat moment afternoon day. If company No anticipate such a thing, then will Lots affected pilgrims /umrah pilgrims disease such as flu, cough, fever and so forth. because it's CV. Titian Jaya gave service health For candidate Hajj/Umrah pilgrims, among others covers service pre hajj and umrah and when implementation going on.

2. Implementation coaching

coaching to Umrah pilgrims performed by CV. Titian Jaya is Suite activities that include counseling and information as well as guidance regarding the Umrah pilgrimage since pilgrims register self until finished perform the Hajj and Umrah pilgrimages. Implementation Umrah worship services carried out when in the country it was done 3 times with various method. There are three method in delivery Hajj and Umrah rituals, namely :

- a. Method lecture, that is mentor convey direct material rituals of hajj and umrah and pilgrims as audience as well as open session ask answer for pilgrims about given material.
- b. Method simulation, that is with play role between mentor danjamaah, both inside room nor outside room, like practice in the field.
- c. Method discussion, that is mentors and congregation deepen material with method discuss material Hajj and Umrah rituals, with purpose for the congregation truly understand manasik in a manner theory and practice. Between the guide and the congregation dialogue For discuss about related matters with the pilgrimage and umrah, for the sake of smoothness and legitimacy in worship.

Guidance manasik also given when pilgrims be in Holy Land, at the time in Holy Land for 40 worshipers get One mentor helped crew from Jakarta and the health team, as well muthawif local, congregation the will guided in accordance with theory and practice that has given during follow manasik in the country.

3. Implementation Protection

The protection provided by CV. Titian Jaya to congregation is with give protection insurance. CV. Titian Jaya cooperates with company which IATA insurance insurance This start apply since candidate pilgrims leave place domicile (left House For leaving for Hajj/Umrah) to Holy Land until pilgrims return to the Motherland. Besides that, CV. Titian Jaya guided to rule protection that has required by the Ministry of Religion, which includes:

- a. Certainty departure for performing Umrah.
- b. Guarantee health, safety and security Umrah pilgrims during performing Umrah.
- c. Protection to threat disease through meningitis vaccination.
- d. Guarantee insurance soul for Pilgrims and those experiencing accident or death.

For more explain condition services provided by the company to customers, researchers also have do interview with 3 customers as partners company where results the interview can summarized and explained below this .

In relation with Umrah services at CV. Titian Jaya obeyed father Rohmat as partners CV. Titian Jaya already well, because I feel what is given in accordance with what was promised moment beginning registration, and feel Enough satisfied although I new first time using service *handling* this. Mr. Zulfikar as partners CV. Titian Jaya also said, I feel Enough satisfied with services provided by CV. Titian Jaya, because previously I once disappointed to Umrah tour & travel services and services airport *handling* ever I use, indeed it costs more cheap but it turns out my service can No satisfying , different with CV. This Titian Jaya i guess though in problem price or financing a little more tall but I no feel Tricked with facilities and services provided by CV. This Titian Jaya.

On the other hand, Mrs. Maesyaroh as partners CV. Titian Jaya argue that handling handling services performed by CV. Titian Jaya is very giving convenience, comfort and safety to the congregation, on departure from Soekarno-Hatta International Airport to King Abdul Aziz Airport Mecca and back in Jakarta. The congregation is very helpful and not complicated during the administration and baggage process, which is usually in the process of traveling often in other companies the service not enough satisfying.

CONCLUSIONS AND RECOMMENDATIONS

The services provided by CV. Titian Jaya already Enough Good due to implementation has applied in accordance with theory and practice. Although If look from amount congregation that became reduce from year previously this is also a big PR for the CV. Titian Jaya, because the more many similar companies that offer price more low so that Lots candidate the elect congregation use other companies that haven't Of course service That in accordance with what you want. However in matter CV services. Titian Jaya by administration Already Enough maximum to pilgrims with facilitate professionally both in the country and in the Holy Land as well as accommodation in arrangement adequate place facility lodging the five star equipped with a menu of Indonesian and international food , because party cv management Titian Jaya saw existing situations and conditions.

Without reducing the success and stability of CV. Titian Jaya and does not intend to look for deficiencies, but solely intends to develop and improve the quality of service in the future, there are several suggestions that are submitted, namely: to supervise and evaluate programs that are being implemented or are already running. With the aim that the Umrah pilgrimage service in the future will be better, maximally responding to the wishes of pilgrims in every service provided, as well as maintaining harmonious relationships and improving the quality of employees from CV. Titian Jaya so as to create good cooperation.

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