

**APPLICATION STANDARD OPERATIONAL PROCEDURE (SOUP) SERVICE CANCELLATION HAJJ REGULAR ON OFFICE MINISTRY RELIGION REGENCY KAMPAR**

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**ABSTRACT**

**Received: 27-03-2024**

**Accepted: 29-06-2024**

**Keywords:**

*Standard Operating Procedures, Hajj cancellation*

This research was carried out at the Kampar Regency Ministry of Religion Office. The purpose of this research is to find out how standard operational procedures are implemented (SOP) for regular Hajj cancellation services at the Kampar Regency Ministry of Religion office, and to find out obstacles or inhibiting factors in implementing operational standards procedures (SOP) for regular Hajj cancellation services at the district ministry of religion office kampar. The type of research used is qualitative research with an approach descriptive. Data obtained from the study This with interview, observation, And documentation. Based on the results study in the field and then in analysis with indicator efficiency, consistency, minimization error, and solution problem It can be concluded that it can be said to be not fully optimal. Because the first time the return of the initial BPIH deposit does not match what is stated in the cancellation SOP. Second, many congregations still cancel outside the provisions This has been established, for example, because of the long waiting period for the Hajj departure. And there is the obstacle that influences the implementation of the Hajj cancellation SOP is the lack of awareness of pilgrims in complete file condition cancellation so that file pilgrims the

No. can directly be verified by the party officer.

**1. INTRODUCTION**

The introduction must contain (sorted and consecutively) the pilgrimage in Ja'far Yusuf (2018) is one obligatory act of worship in Islam, the Hajj is a pillar of Islam Which 5th, Where Hajj This means visits to Baitullah to worship Allah SWT with conditions and certain pillars, as well as on-time certain ones also. Worship Hajj is a journey ordered by Allah SWT, an obligation This is addressed to people of Islam Which capable in a way physique and mentally.

Some procedures and requirements must be met, starting from coming to the ministry Religion District/City local, Then Ministry Religion District/City checking files and inputting data into the Information System, and Integrated Hajj Computerization (SISKOHAT) was then continued to Office Region Ministry Religion Province, Which Then submitted to center that is Directorate General Maintenance Hajj And Umrah, Director General PHU Then submit to the Bank Receiving the Travel Expense Deposit Worship Hajj (Bipih BPS), and Bilip BPS This do refund of funds to the account of the congregation concerned. (Ighfir, 2018).

Remember also that has mentioned in Law Invite No. 13 the Year 2008, that maintenance worship Hajj in Indonesia This becomes an obligation and responsibility government. Based on observation

writer on Ministry Religion Regency Kampar,

writer found several phenomena That happened including the congregation's Hajj cancellation files not being checked by employees on the moment do cancellation on the day, so that later pilgrims return to Office Ministry Religion Regency Kampar complete fewer requirements. Next is the completion time cancellation Hajj regular No by Standard Operational Procedures (SOP) for Cancellation of Hajj when Completion of returning the congregation's initial deposit is 8 (eight) working days, while returns occur the initial deposit of Hajj pilgrims can reach 14 (fourteen) working days. If the waiting period is too long Hajj pilgrims who cancel outside the provisions which has been set. Furthermore, there were still many congregation pilgrims who didn't yet know thoroughly how to process cancellation pilgrimage, so the file condition the cancellation given to the officer was not complete to be processed and resulted in officers being overwhelmed and needing time Which more long in process cancellation. Moreover, pilgrims Who carry on age often bring file conditions that are not yet complete because they feel confused as well as lack information.

**Table 1.2**

No.	Reason Cancellation Hajj Regular (PMA NO 13	Problem Cancellation Ha Regular (Observation)3
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Year 2021)		
i.	Die world and the portion is not utilized by expert inheritance	Because of the Wait for departure which is too long Most pilgrims cancel
ii.	Cancel the registration (cancel self)	registration Hajj cancellationsæ regularly caused by personal reasons and moves carried out worship Umrah
iii.	Canceled the registration with reason wrong (canceled in a way system)	Pilgrims cancel registration Hajj cancellation regularly because

cost

Source: Minister of Religion Regulation no. 13 of 2021 And Processed Researcher

The aim of this research is the high cancellation rate the regular Hajj from 2019 to 2023 is due to many pilgrims Canceling outside provisions Which has been determined. Because of That, the writer wants to know the Standard Operational Procedure (SOUP) for Cancellation of the Regular Hajj so that you can get later information regarding the Hajj cancellation service addressed to pilgrims Hajj And capable know so far where Standard Operational Procedure (SOUP) Hajj cancellation can be implemented properly. Based on the background that the author has explained, then the author is interested in doing A study with the title "Implementation of Service Standard Operating Procedures (SOP). Cancellation of Regular Hajj at the Ministry of Religion Office Regency Kampar."

## 2. METHODS

Study This uses an approach descriptive. According to Nazir (1999.63), (Arikunto et al., 2015) approach descriptive studies about facts with interpretation Which is appropriate for describing a phenomenon or accurately depicting the essence of some phenomenon, group, or individual that is happening

Study This was held by the writer from October 2023 until completion. As for location, this agency or research office is the Ministry's Office Religion Regency Kampar.

Primary data in this research was obtained from several sources' explanation informants (Head Field Organizer Hajj and Umrah, Employees, and Prospective Hajj Pilgrims) who can afford it explain Application Standard Operational Procedure (SOUP) Service Cancellation Hajj Regular on Office Ministry of Religion Regency Kampar.

Secondary data or supporting data in this research was sourced from several kinds of literature or documents That originated from Office Office Ministry Religion Regency Kampar.

Technique Collection data used is observation, interview, and documentation. Technique analysis data

Which used reduction data, presentation data, withdrawal conclusion.

## 3. RESULTS AND DISCUSSION

### Application Standard Operational Procedure (SOUP) Service Cancellation Hajj Regular on Office Ministry Religion Regency Kampar

#### Efficiency

#### Standard Operational Procedure is Already done more appropriate target

Efficiency is in the form of things related to activities or activities that are expected to become more precise and not only fast, but also appropriate target desired. In matter, This SOUP Can be made base so that source Power Which operates capable does work carefully and appropriately.

*In our opinion, as a congregation, we are in the process*

*the cancellation is what makes it difficult regarding the policy The congregation came directly to the Ministry of Religion to take photos in the SISKOHAT system, but it became an obstacle for the congregation I was sick and couldn't come straight away to the office. For condition cancellation we Which*

*don't understand technology, we first come to the office to know condition file Which must be fulfilled". (Interview, 06 February 2024)*

Based on exposure, Father Suyono feels difficulties regarding policies or procedures for the congregation present directly to the office for cancellation, especially for pilgrims who are sick. Because SOP is based on Directorate General Decree Number 241 Year 2021 pilgrims concerned must present to the office for system photo processing. And for file Cancellation requirements pilgrims who do not understand will technology come Formerly to the office to know file What just Which must be equipped so that process cancellation Can be quickly done.

#### Application Standard Operational Procedure Cancellation of the Hajj does not take long and cost

SOUP Can be measured by Good must Already efficiency Which is related to savings cost and time. With service that is not long-winded or not emits cost Which Lots For getservice the.

*"This cancellation process sometimes takes 11 hours (eleven) days until Money is returned to account pilgrims because many processes Which passed. For cost issued by the congregation for the agency does not exist, but only buy duty stamp of 10,000 For letter applications, technology, or system line filing pilgrims There is no cancellation, the congregation still has to come directly to the office to submit files and take photos systemically." (Interview, February 06, 2024)*

Based on the narrative above can be concluded that the long cancellation process depends on the congregation, this can be seen from the completeness of the congregation's files If the congregation is incomplete, it will be returned to you pilgrims for be equipped, and will take process cancellations are taking longer. For the costs incurred pilgrims spelled out for agency No There are pilgrims only need to emit cost for completeness the file such as a 10,000 stamp for application letters. So far, the problem is with the congregation's requirements file. So, from That service Which given Still not enough efficient. And

To process the cancellation until Money is returned to the congregation's account which day is 11 This includes very little efficiency, because it is in Standard Operational Procedure cancellation based on the decision Directorate General PHU Number 241 in the Year 2021 For a time the solution only applied 8 (eight) day Work, And This very contradictory with fact in the field.

#### **Consistency**

##### **Standard Operating Procedure (SOP) for canceling the Hajj applied Already by principle and provision**

Consistency is the second part of the Standard Indicator Operational Procedure after service cancellation is carried out with efficiency and then it must be implemented with consistency. According to Joko Bi Santosa (2014), consistency is interpreted as size Which shows how much Far activity is done with principles or provisions which has determined

*This reason is often found because of family needs and the waiting period for Hajj departure Which is long, And Lots Also Pilgrims Who decide to move to carry out worship of Umrah. The reason is that we are still processing it because it is the congregation's right but before that, we will give you an overview of this Hajj mandatory and if you re-register you have to wait again with a new portion. There are also cancellations for this cancellation because of validation, yesterday found a problem with pilgrims saved at the bank and suspected party bank pilgrims want to register so the pilgrims asked for the money back, to cancel this validation there is No need to come to office Enough party The Ministry of Religion wrote to the center for a return the money." (Interview, 06 February 2024)*

Based on the explanation above, can conclude that employees have tried to implement the principles and provisions in implementing Standard Operational Procedures for the cancellation of regular pilgrimage. Congregants who come to the office have been given this queue number and processed according to the queue number. There isn't any treatment special between pilgrims When canceling, you will be given instructions for completeness of the file And No There are differentiated. Reason- The reason pilgrims cancel of course contradictory with the provision There are Standard Operational cancellation procedures, where the facts are on the ground What is often found is that congregations cancel because of a period Wait for Hajj departure Which is long,

##### **Standard Operating Procedure (SOP) for canceling the Hajj followed by all employees and involved in the application SOUP**

*"Yes, in application SOUP cancellation Hajj This usually of course There is mechanism supervision to ensure that everyone involved has carried out the procedures appropriately, from we Alone Certain Already do the correct procedure if the congregation does not make the initial deposit No will enter to the account, for example just we must verify document pilgrims with we make letter application return deposit beginning with Which sign pilgrims That Alone". (Interview, 06 February 2024)*

From the results of the interview above, it can be concluded that for clear monitoring mechanisms regarding individuals involved in in application Standard Operational There is no procedure for canceling the Hajj. But that it can be monitored or seen from the return of the initial deposit pilgrims, if pilgrims make complaints to the ministry

Kampar district religion that the initial deposit has not yet been received to account by time Which has determined so clearly There is a problem in filing and verification of congregation files. Only later will officers monitor it through the Integrated Hajj Computerized System (SISKOHAT) because in SISKOHAT you can see what date it is deposited beginning to log in to your account pilgrims.

#### **Minimization Error**

##### **Standard Operating Procedure (SOP) for canceling the Hajj made alloy Work so that more directed and systematic**

*"It's definitely in the SOP cancellation it's a workflow that is Already detailed with clear and systematic, in in the SOP, each step is explained in detail and responsibility officer for do by procedure Which has determined, with exists This clear workflow will help a lot in Hajj cancellation process because of each step already explained". (Interview, 07 February 2024)*

Based on exposure on, that on Standard Operational Procedure Already explained channel Work Which detailed start from document condition Which must be equipped by pilgrims until mechanism Which will be carried out in the cancellation process. With a workflow Already detailed like that appearance furthermore, it is the employee's responsibility to follow existing procedures to later No Again found constraints or errors When processing Hajj cancellation.

##### **Standard Operating Procedure (SOP) for canceling the Hajj can avoid any errors during the process Work**

*"Yes, made easy with existing SOUP so that later Can advise to pilgrims complete the documents so that they can later be verified by an officer, if the file is incomplete, it will be given again to the congregation to be re-equipped." (Interview, 07 February 2024)*

Based on the results of the interview above, it can be concluded that at this point having an SOP is very helpful Avoid errors during the work process. Following the steps in the cancellation SOP Hajj That very help the process, so that later pilgrims Also do not come to the office only for filing. Because the officer Already advises what documents must be completed by pilgrims for cancellation of Hajj.

#### **Completion Problem**

##### **Standard Operating Procedure (SOP) for canceling the Hajj Can make a tool to complete the problem**

*"SOP can be used as a solution to problems because often found problems That there is on filing the congregation is still incomplete. Therefore, with SOUP we Can direct pilgrims with steps That are Already stated on SOUP". (Interview, 07 February 2024)*

Based on the interview explanation above, SOPs can solve problems If there is a problem in process cancellation, of course, SOUP refers to finished process Work, And For problems between employees regarding the implementation of SOPs, nothing happens, because indeed in fact, the problem in the field is the registration of the congregation. The SOP has a clear structure and guidelines for finishing problems. SOUP also helps

avoid confusion and decisions infacing problems.

#### **Standard Operational Procedure (SOUP) applied so No There is Again overlapping overlap in carrying out task**

*"Which employee special That by letter Work employee, if in the office This part cancellation father Irwan Taufik, because that is his main task and function registration and cancellation section. For that training Formerly Once There is about training SISKOHAT, father Irwan This Also Once following guidance SISKOHAT but can learn by yourself. Because to understand the application It's easy to learn by self-taught, so there's nothing development special". (Interview, 12 February 2024)*

Based on the narrative, For the employee's special part cancellation Hajj in Office Ministry Religion Regency Kampar, there is a separate that is father Irwan Taufik. For qualification employees the determined by the lender based on Target Work Employee (SKP) And of course Task Tree and Function (TUPOKSI) part registration and cancellation.

#### **Obstacles or Inhibiting Factors in Implementation Standard Operating Procedure (SOP) for Hajj Cancellation Regular on Office Ministry Religion Regency Kampar**

*"Sometimes we don't have enough required documents understand that's why most of our files aren't complete, sometimes all that is in the brochure are the files We have completed the required documents listed. but We came back to hand over the files but it was still there There's just something missing, whether the account is active or not we Don't know it." (Interview, 12 February 2024)*

From the results interview, can concluded that the obstacles that are often encountered in the field at the moment Application Standard Operational Procedure (SOUP) Cancellation of Regular Hajj at the Ministry of Religion Office Kampar Regency has several indicators, namely first because the congregation's files were incomplete, both accounts congregation that is no longer active and there will be a return so that later office must write return to center and it will slow down the cancellation completion process, and finally, pilgrims who are sick are not can present directly to office For do cancellation because Wrong One SOUP his pilgrims Which concerned must present directly to office For done Photo in SISKOHAT.

#### **4. CONCLUSION**

1) Standard Operating Procedure (SOP) for Hajj Cancellation Regular is prepared based on the decision of the Directorate General Maintenance Hajj and Umrah (PHU) Number 241 Year 2021 Where in decision director general PHU This return of the initial BPIH deposit to the congregation's account calculated 8 (eight) working days while the facts in the field return deposit beginning BPIH to account pilgrims most fast 14 (four mercy) day Work. And procedure cancellation Hajj pilgrims must come directly to the ministry religion regency camper and mention the reason for the cancellation. For reason cancellation pilgrims almost all outside provision Which There is on Standard Operational Procedures which include reasons die world, registration canceled, and canceled

with reasons Which legitimate, fact Which happen in the field pilgrims Lots do cancellation because several factors, including the long waiting period for departure pilgrimage, for needs family orexpenses for the household, and because of the temptation of Umrah travel so that pilgrims think for carry out worship Umrah just because period Wait Which long. In its implementation also applies to the congregation as well confusion for complete file condition cancellation whereas the Ministry of Religion of Kampar Regency said that for file the requirements Can accessed on website official ministry religion.

2) Constraint or factor inhibitor in application Standard Operational Procedure (SOUP) Cancellation Hajj Regular on Office ministry Religion Regency Kampar First, lack of awareness pilgrims in complete the cancellation requirements file so that the file The congregation could not be directly verified by the party officer. Second, pilgrims nor Officer No check the congregation's account so that There are many problems with congregational accounts are no longer active, and the return will hamper the process of disbursing the initial BPIH deposit to the congregation's account. With the return, the Ministry of Religion was forced to return its regency camper write return to the center for application melting. Which final the problem from Congregants is sick so they cannot attend directly office ministry religion regency camper whereas stated in the Standard Operational Procedure (SOUP) Canceling the Hajj, the congregation concerned must come directly to the office ministry religion,

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