

ABSTRAK

Feri Wahyudin. Manajemen Pelayanan Pendaftaran dan Pembatalan Calon Jemaah Haji di Kantor Kementerian Agama Kabupaten Bogor (Studi deskripsif di Pusat Layanan Haji dan Umrah Terpadu Kabupaten Bogor).

Penyelenggaraan haji melibatkan berbagai instansi dan memerlukan pelayanan yang cepat. Penelitian ini membahas manajemen pelayanan pendaftaran dan pembatalan calon jemaah haji di Kantor Kementerian Agama Kabupaten Bogor. Tingginya antusiasme masyarakat terhadap ibadah haji menuntut pelayanan yang efektif, efisien, dan profesional.

Penelitian ini bertujuan untuk mendeskripsikan serta menganalisis, dan mengevaluasi manajemen pelayanan pendaftaran dan pembatalan calon jemaah haji di Kantor Kementerian Agama Kabupaten Bogor berdasarkan Konsep manajemen pelayanan publik yang dijelaskan oleh Ratminto dan Winarsih (2013) yang meliputi kepastian waktu, tanggung jawab pimpinan, kelengkapan sarana prasarana, dan kedisiplinan, kesopanan, keramahan.

Penelitian ini menggunakan metode deskriptif dengan pendekatan kualitatif, serta teknik pengumpulan data melalui wawancara mendalam serta observasi kepada Kementerian Agama khususnya bidang penyelenggaraan haji dan umrah, dan juga didukung dokumentasi guna melengkapi penjelasan pada pemaparan hasil data penelitian.

Hasil penelitian menunjukkan bahwa manajemen pelayanan pendaftaran dan pembatalan sudah berjalan sesuai prosedur yang ditetapkan oleh Kementerian Agama, meskipun masih terdapat beberapa kendala seperti keterbatasan sumber daya manusia, dan kurangnya pemahaman sebagian masyarakat terhadap prosedur yang berlaku. Jika manajemen Pelayanan dilakukan dengan memperhatikan kepastian waktu, tanggung jawab pimpinan, sarana dan prasarana, kesopanan, kedisiplinan dan keramahan maka pelanggan akan mendapatkan kepuasan layanan.

Kata Kunci: Kementerian Agama, Manajemen pelayanan, pendaftaran dan pembatalan, Pelayanan publik

ABSTRACT

Feri Wahyudin, *Management of Registration Service and Cancellation of Hajj Pilgrim Candidates at the Office of the Ministry of Religion of Bogor Regency (Descriptive Study at the Bogor Regency Integrated Hajj and Umrah Service Center).*

The implementation of Hajj involves various agencies and requires fast service. This research discusses the management of registration services and cancellation of prospective pilgrims at the Bogor Regency Ministry of Religion Office. The high enthusiasm of the community towards Hajj worship demands effective, efficient, and professional services.

This research aims to describe and analyze, and evaluate the management of registration services and cancellation of prospective pilgrims at the Bogor Regency Ministry of Religion Office based on the concept of public service management explained by Ratminto and Winarsih (2013) which includes time certainty, leadership responsibility, completeness of infrastructure, and discipline, politeness, hospitality.

This research uses descriptive methods with a qualitative approach, as well as data collection techniques through in-depth interviews and observations to the Ministry of Religion, especially in the field of Hajj and Umrah, and also supported by documentation to complete the explanation of the presentation of research data results.

The results of the study indicate that the management of registration and cancellation services has been running according to the procedures set by the Ministry of Religion, although there are still some obstacles such as limited human resources, and lack of understanding of some people regarding the applicable procedures. If the service management is carried out by paying attention to the certainty of time, the responsibility of the leadership, facilities and infrastructure, politeness, discipline and friendliness, then customers will get service satisfaction.

Keyword: *Ministry of religion, Service management, registration and cancellation, public service*