

LEGALIZATION OF KBIHU INSTITUTIONS IN INDONESIA

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ABSTRAK

Penelitian ini bertujuan untuk mengetahui urgensi legalisasi lembaga KBIHU agar dapat memahami standardisasi KBIHU dan kontribusinya dalam menyelenggarakan haji dan umrah di Indonesia. Tanpa izin operasional dari Kementerian Agama suatu lembaga sulit dipercaya dan berdampak buruk bagi kualitas lembaga. Oleh karena itu, legalisasi menjadi hal penting yang harus dilakukan agar KBIHU menjadi lembaga yang memiliki kontribusi baik. Metode penelitian ini menggunakan pendekatan *library research* seperti buku, *e-book*, jurnal, Undang-undang dan artikel sebagai alat pengumpulan data. Hasil penelitian yang diperoleh adalah pentingnya melegalisasi lembaga KBIHU dengan melakukan perizinan pada Kementerian Agama yang bertujuan agar mendapatkan perlindungan hukum. Selain itu, standardisasi lembaga KBIHU dapat dilihat dengan memiliki kantor yang jelas, memiliki *website* resmi atau medsos, sudah resmi terdaftar di Kemenag dan memiliki reputasi baik. Lembaga KBIHU juga harus mampu berkontribusi dalam menyelenggarakan haji dan umrah dengan memberikan pelayanan yang sesuai ajaran agama Islam pada calon jamaah.

Kata Kunci : Legalisasi; KBIHU; Haji; Umrah.

ABSTRAK

This study aims to determine the urgency of legalizing the KBIHU institution in order to understand KBIHU standardization and its contribution in organizing Hajj and Umrah in Indonesia. Without an operational permit from the Ministry of Religion, an institution is hard to trust and has a negative impact on harm situation. Therefore, legalization is an important thing that must be done so that KBIHU becomes an institution that has a good contribution. This research method uses a library research approach such as books, e-books, journals approaches and articles as a data collection tool. The research results obtained are the importance of legalizing the KBIHU institution by licensing at the Ministry of Religion with the aim of obtaining legal protection. in addition, the standardization of the KBIHU institution can be seen by having a clear office, having an official website or social media, being officially registered with the Ministry of Religion and having a good reputation. The KBIHU institution must also be able to contribute in organizing Hajj and Umrah rituals by providing services in accordance with Islamic teachings to prospective pilgrims.

Keywords: Legalization; KBIHU; Hajj; Umrah.

INTRODUCTION

Indonesia is a country that sends the most hajj and umrah pilgrims in the world, and every year it is increasing. In 2023 the increase in the quota for Indonesian hajj and umrah pilgrims to reach 221,000 has been agreed upon by the chairman of the Indonesian Ministry of Religion and the Saudi Minister (Wikanto & Vendy: 2023). Indonesia itself has a predominantly Muslim population, where Muslims have an obligation to carry out the pilgrimage once in a lifetime for those who can afford it. It can be interpreted as being able, namely being able to physically, spiritually and financially be able to pay the costs of going for the Hajj and Umrah pilgrimages. (Johari & Johar, 2019: 4).

In essence, Hajj is a means for Muslims around the world to carry out the pilgrimage and Umrah to the Holy Land with certain conditions. Hajj is not merely going to the Holy Land of Mecca, Medina or so on, but also as a noble act of worship that can erase sins, its value is comparable to jihad, getting to heaven and so on. Therefore, the implementation of Hajj has a great priority. (Sarwat, 2019:21).

The implementation of Hajj and Umrah requires guidance from people who are experienced in this science. However, currently prospective pilgrims do not need to be confused about carrying out Hajj and Umrah and the process of carrying out Hajj and its departure, because there are already institutions that contribute to assist prospective pilgrims to carry out what is known as the KBIHU institution (Hajj and Umrah Guidance Group).). .

The existence of this institution can make it easier for prospective pilgrims to be directed and guided in carrying out the Hajj and Umrah pilgrimages. However, legalization is needed, the KBIHU institution can be declared an official and trustworthy institution because it has a statement of establishment of the institution by a body. Therefore, official KBIHU institutions are those that already have permission from the Ministry of Religion.

In Indonesia there are 1577 KBIHU institutions, in fact almost every region has a KBIHU. However, to establish a KBIHU institution, it must be able to fulfill certain conditions according to the direction of the Ministry of Religion. So to formalize the KBIHU institution requires legalization so that the KBIHU that is established is official and can be trusted because it has a permit to establish the institution. Because there are still institutions that carry out fraudulent acts, this will be detrimental to prospective Hajj and Umrah pilgrims. So that prospective pilgrims must be careful in choosing an agency for Hajj and Umrah departure.

With a trusted institution and professional guides in the implementation of Hajj and Umrah, it will have a positive impact on the KBIHU institution. Of course, prospective pilgrims will definitely look for a good and good KBIHU institution, because so they can depart and be satisfied with the facilities provided. In addition, providing good service will also affect the positive image of the KBIHU institution in the eyes of the public. (Irmayani, 2019: 90).

To support research, the author includes previous research as a reference for the author, namely Didin Chonyta, Inayatul and Mar'etus (2021) in a journal entitled "Management of Pilgrimage Guidance Funds in an Effort to Increase Satisfaction (Case Study at KBIHU Nurul Haramain Kraksaan). This research uses method of observation, interviews and documents. The existence of this study aims to determine the management of Hajj guidance funds and the quality provided. The results of the study are that the management of pilgrimage guidance funds at KBIHU Nurul Haramain is very good by charging a minimum fee of IDR 1,500,000.00 per congregation and provide quality guidance that is reliable, comfortable and satisfying. The similarity of this study with that researched by the author is that it discusses the contribution of KBIHU. Meanwhile, for the difference is the management of funds and researchers discuss the legalization of institutions.

Mujiono, Sobirin and Ahmad (2022) journal entitled "Management of Hajj and Umrah Manasik Guidance in the Hajj and Umrah Manasik Guidance Group (KBIHU) Daarul Istiqomah Bogor". Aims to find out good guidance management. This study uses a qualitative descriptive approach. The results of this study, guidance management at KBIHU Daarul Istiqomah is good, namely by having effective and efficient guidance methods according to scheduling. However, it also has an inhibiting factor, namely some congregations are elderly so they have to adjust the application in guidance. The similarities between this study and those studied by the author are the guidance process that is in accordance with KBIHU's duties. For the difference is in this study explaining the management of Hajj guidance,

Hamid (2020) in the title "Total Quality Management in Hajj and Umrah Guidance Institutions: Case Studies of KBIHU in the Yogyakarta Area. This study aims to photograph the implementation of KBIHU management in Yogyakarta from the perspective of Total Quality Management. The method used is qualitative. The results of this study are that the management of KBIHU in Yogyakarta has referred to the concept of TQM. Several indicators must be improved by improving the quality of coaching and guidance services to pilgrims and Umrah pilgrims. The equation of this research is to discuss the role of KBIHU in developing institutions. The difference is the concept of

KBIHU quality management, while the researcher discusses the legalization of KBIHU.

There are some institutions that cannot be trusted at this time, so it is important to check the legality of the institution to be addressed. In addition, prospective pilgrims must also be able to understand KBIHU standardization well. So, that is the reason this research was conducted, namely to find out how important legalization is for KBIHU institutions and how to find out about standardization and how to contribute more in organizing Hajj and Umrah. Therefore, the researcher formulates a research problem, namely how urgent is the legalization of the KBIHU institution in Indonesia? How is the standardization of KBIHU institutions in Indonesia? What is the contribution of the KBIHU institution in organizing Hajj and Umrah in Indonesia?

THEORETICAL FOUNDATION

The theory used in this study is regarding legalization, institutions, hajj, umrah and KBIHU (Hajj and Umrah Guidance Group). The establishment of the institution certainly requires legalization to formalize it. Legalization is an agency or government statement regarding the validity of an institution inauguration which is declared in accordance with the original. The existence of legalization is intended so that documents or endorsements issued by the government can be recognized and have legal force without being suspected whether the institution established was a hoax or not.

Legalization itself comes from English, namely deep legalizational in KBBI is defined as ratification. According to Peter Zablud, a document can be declared reliable if it fulfills two qualities, namely reliability and authenticity. An original document is declared reliable if the information it contains is reliable information. Then documents can meet the requirements of authenticity if they are in accordance with the goals of the institution. Mandatory documents to fulfill the requirements through a process known as the legalization of institutional or company establishment documents (Dranisa, et al, 2022: 125).

Meanwhile, an institution in KBBI (Big Indonesian Dictionary) means an organizational body that aims to carry out a business. In this study, the institution in question is an institution related to Hajj and Umrah departure services. The service institution itself is an institution that plays a role in providing convenience for those who need it, such as the implementation of Hajj and Umrah which requires both service, administration, guidance processes and so on.

The existence of a pilgrimage and umrah institution is important as a forum to help Muslims carry out the pilgrimage and umrah according to Islamic teachings. This can be an opportunity for entrepreneurs to establish an institution with the best quality as needed. Hajj and Umrah institutions that are commonly known are Hajj and Umrah travel services that facilitate transportation and KBIHU (Hajj and Umrah Guidance Group) which serve as guidance and other administrative services. Where hajj and umrah must be carried out properly, therefore they need proper guidance from people who understand religion and are experienced.

Hajj is one of the fifth pillars of Islam and must be performed by Muslims who are physically, financially or scientifically capable of performing Hajj. In addition, Hajj means a visit by Muslims to the Holy Land by carrying out several Hajj rituals and at a predetermined time and place (Suaidi, 2019:14). In language, pilgrimage means to go to a place repeatedly. Like the visit of Muslims to the baitullah every year (repeated), so that this worship is called pilgrimage or considering that baitullah is a place that is raised, so that worship activities that visit the place are called pilgrimage.. Hajj is also interpreted as a pilgrimage, a visit to the baitullah and to a noble place. Meanwhile, Umrah is a small pilgrimage that can be performed at any time without any time limit (Sarwat, 2011:22).

The implementation of Hajj can unite hearts and unite the bodies of Muslims all over the world for pilgrims. The Muslims in the Holy Land come from different nationalities, different skin colors and different tribes and different customs. The pilgrims are gathered to carry out the pilgrimage in the Holy Land with various kinds of rituals in accordance with the teachings of Islam. When performing the pilgrimage, pilgrims wear the same clothes, namely ihram clothes and are not distinguished between the rich and the poor, between officials or people, between any nation. So that there does not differentiate from one to another.

In addition, in the pilgrimage and Umrah it is beneficial for mental and physical health. If someone has the desire to get the priority of healing, the congregation should have the provision of knowledge to help so that the ongoing process can run smoothly and optimally. Because it can be beneficial for health when the pilgrimage takes place. In the implementation of Hajj and Umrah there are many sequences that require guidance according to Islamic law (Anwar, 2007:13).

KBIHU (Hajj and Umrah Guidance Group) as a socio-religious (non-government) institution that has legality in the guidance process through laws (Indrawati, 2019: 9). Therefore, in establishing KBIHU it is necessary to obtain

permission from the Ministry of Religion so that it becomes an official and trusted institution. However, sometimes it is official and does not contribute to development due to a lack of bad institutional management. Thus, institutional managers must be very clever in arranging how to make the established business progress.

KBIHU (Hajj and Umrah Guidance Group) as an institution that helps provide direction, guidance and counseling for performing the pilgrimage. KBIHU also has activities such as providing materials, guides in the form of books or practices and so on. The guidance of the Hajj and Umrah pilgrimage aims to provide good service, guidance and protection for pilgrims so that they comply with Islamic teachings.

In carrying out Hajj guidance to achieve the goal, it must have interrelated elements, namely the subject (guide), namely the person who carries out the Hajj guidance, either individually, in an organization or as an institution. Second, the object (target or pilgrims) is the person being guided or prospective Indonesian pilgrims who register themselves to perform the pilgrimage. Third, the method is a method used to achieve organizational goals. The implementation of Hajj and Umrah guidance also requires a method so that the guidance given can be understood by pilgrims.

Fourth, the media is a means or tool used to convey information. In the guidance process, the pilgrims will definitely need information about the pilgrimage. Especially in the modern era, it can be done digitally. Fifth, the goal in which every institution or organization must have its own goals, including the Hajj guidance agency must have its own goals. Namely being able to guide prospective pilgrims with full understanding of Hajj and Umrah so that they are in accordance with Islamic teachings. Sixth, the effect or influence in the implementation of guidance is that prospective pilgrims are able to understand what is conveyed and can implement the Hajj procedures properly and become better individuals.

Of course, in Hajj guidance one must also have good guiding criteria for prospective pilgrims such as having experience of Hajj or having gone on Hajj, understanding Hajj jurisprudence, having an understanding of Islam, understanding Arabic and having good morals. If these criteria are not present in a supervisor, it will cause misunderstandings in providing guidance to prospective pilgrims and Umrah pilgrims. This will make the implementation of the pilgrimage becomes inappropriate. Therefore, supervisors must have these criteria.

In guiding the implementation of Hajj and Umrah, one must be able to

direct prospective pilgrims according to the stages in worship guidance. The stages of guidance start from before departure, guidance in the country, guidance in transportation, the stabilization process at Embarkation up to Saudi Arabia. So, the existing stages must be implemented so that prospective pilgrims and Umrah pilgrims know about the implementation process properly and correctly.

In this study, researchers conducted research using the library research approach, namely research using sources from books, journals and various other writings. This paper will provide an explanation of the importance of legalizing the KBIHU institution in Indonesia so that it becomes an official and trusted institution. One of the KBIHU institutions in Indonesia that was taken by researchers was Tulungagung. In Tulungagung there are 12 KBIHU that have operational permits (Ministry of Religion of the Republic of Indonesia, 2021:124).

Data search was obtained and collected from literature that has relevance in accordance with the theme of the writing obtained from books, journal articles, laws, government regulations and so on. Then, the research checks the correct data. The data is then classified according to what is needed and interpreted to obtain an in-depth understanding of what the meaning, intent and results of this research are.

RESULTS AND DISCUSSION

The Urgency of Legalization of KBIHU Institutions in Indonesia

Legalization is an important thing that must be carried out by KBIHU institutions in Indonesia. Without an operational license, an institution that is established becomes an institution that is seen only for fraud. Especially with such a tempting offer that prospective hajj and umrah pilgrims are not careful and fall into losses. Because the problem of fraudulent institutions is still rife, only for personal gain without regard for other people, such as in 2022, according to information from Jawa Pos, radarsemarang.id, there are still frauds in Kendal carried out by unscrupulous MS Banks. It is known from data from the Ministry of Religion that there were 49 prospective pilgrims who lost billions, some of the victims came from KBIH in Kendal. (Radar Semarang.id : 2022).

One of the victims approached the Ministry of Religion to inquire about depositing money, but it turned out that the check had not been received. Upon further investigation, it turned out that the person had disappeared. So the Ministry of Religion held a meeting with eight KBIHU and Bank MS in Kendal to resolve the issue. From the results of the coordination, Bank MS must be

responsible, return the money to prospective pilgrims and elements continue to carry out the legal process. (Radar Semarang.id : 2022).

Fraud cases themselves will receive criminal law that has been regulated in the Criminal Code (KUHP) Chapter XXV Article 378 which contains:

“Any person who with the intent to unlawfully benefit himself or another person, by using a false name or false prestige, by deception or a series of lies, incites another person to hand over something to him, or to give him a debt or write off a debt, is threatened because fraud with a maximum imprisonment of four years.”

UU no. 13 of 2008 article 63 paragraph 2 also explains the criminal law which contains:

“Anyone who deliberately and without rights acts as an organizer of Hajj and Umrah pilgrimages by collecting and/or dispatching Umrah pilgrims as referred to in Article 43 paragraph (2) shall be subject to imprisonment for a maximum of 4 (four) years and/or a maximum fine of a lot of IDR 500,000,000.00 (five hundred million rupiah)”

So, the existence of legalization means that haj institutions, one of which is KBIHU, which was established, has an operational permit from the Ministry of Religion to help Muslims go to Hajj (Fadilla, 2019:16). In Indonesia alone the number of prospective pilgrims is increasing, so the Ministry of Religion or KBIHU must be able to provide maximum assistance so that it is easy for them to carry out the Hajj and Umrah pilgrimages. However, institutions must be able to manage good service so that prospective pilgrims are also satisfied with what is provided. As in Tulungagung, of the 12 KBIHU that have been established, all of them have legality registered at the Ministry of Religion and have adequate services so that it is guaranteed that the institution is safe and reliable.

The advantage of legalizing the institution is getting legality and legal protection. In which an entrepreneur who has legalized his company will avoid dismantling or controlling actions from the authorities, thus providing a sense of comfort for the continuity of his business. When the company has legalized its promotional efforts it will also be easier because when legalizing the institution it indirectly carries out promotions.

Institutional legalization is also proof of compliance with state laws and regulations. Because having an operational license is a sign that the business

that has been established complies with the applicable legal regulations in Indonesia. So that the importance of legalization for institutions or companies must be prioritized in order to become an official institution according to the law in Indonesia. (Anugerah, et al, 2021: 93-94).

If the institution has been legalized, then prospective pilgrims who will register will not hesitate to take advantage of the services of the institution. Precisely if legalization is not taken care of, it will have an impact on the institution, namely it will have difficulties in its business activities. Apart from feeling threatened by law enforcement, they will also find it difficult to develop their business in a better direction. (Fitriani, 2017:144).

In addition, the KBIHU institution cannot be separated from the role of the community, religious leaders, people with experience in hajj who work together to help prospective Indonesian pilgrims. Since the establishment of the KBIHU institution, since its inception in 1989, it already has rules regarding the implementation of the pilgrimage and its process. So that at this time it has also been regulated and stated in the Law on the Implementation of the Hajj, namely No. 13 of 2008, No. 8 of 2019 and so on (Kilanin, 2020:3).

However, the fact is that there are many problems that arise from the KBIHU institution which harm prospective pilgrims, both from the registration process, payment, and even a lack of understanding about the implementation of the pilgrimage. Lack of understanding can indeed occur because of a vulnerable age. However, if the management of the KBIHU institution is also not an experienced person and setting up a fake KBIHU institution will also have a bad impact on the congregation. But it cannot be denied that KBIHU has an important role in the implementation of guidance, guidance and direction regarding the pilgrimage.

The licensing steps for setting up a KBIHU institution in Indonesia are listed in the Decree of the Director General for Hajj and Umrah Management No. D/799 of 2013, namely by showing the deed of establishment of the foundation and its amendments which have been approved by the Ministry of Law and Human Rights. Second, formal or non-formal educational institutions (madrasas, Islamic boarding schools, religious groups) or managing mosques. Third, has a permanent secretariat office and guidance activity room. Fourth, have a certified management structure and Hajj guide issued or known by the government.

Fifth, the program plan for the manasik guidance process with an estimate of at least 45 people. Sixth, obtain a recommendation from the head of the local district or city Ministry of Religion office. Seventh, obtain a recommendation from the head of the Hajj guidance group communication

forum (FK.KBIH) at the district or city and province level. Eighth, having a Hajj guide consisting of a cleric or someone who masters religious knowledge and Hajj rituals and understands the conditions for Hajj set by the government and the Ta'limul Haj. Finally, KBIHU has fulfilled the requirements as obliged to highlight national identity and not group or regional identity (Wijaksana: 2019).

After the KBIHU institution is able to fulfill these requirements that have been regulated by law, the institution can contribute better with licensing. KBIHU institutions that already have legality and have goals as written according to the law are considered to be official and trustworthy institutions. Furthermore, according to government regulations, it is necessary to have KBIHU accreditation to obtain a permit extension after 3 years of validity by reporting finances, congregation quotas, administration and so on as evaluation material. However, sometimes there are KBIHU institutions that already have establishment permits but do not contribute to development. This can happen if managers are unable to manage institutions properly and lack institutional experience.

So that an understanding of the procedures for carrying out the pilgrimage must be mastered by the KBIHU management. It's useless if you already have legality but are unable to manage it properly. This can be detrimental to the institution or prospective pilgrims who want to use the services of the institution. Thus, it is important to balance understanding and management in order to realize the ideals of a better institution according to the duties and requirements of KBIHU. (Rohmawati, 2021: 3).

Prospective pilgrims need a guide to help them understand the procedures for carrying out the pilgrimage. In addition, KBIHU must also provide training so that it is not only materially but directly put into practice. Therefore, the institution must play an extra role for prospective pilgrims, especially since many of them are elderly. So, it is fitting for them to be able to fully guide even though the absorption of directed understanding is still lacking due to age.

Therefore, the role of KBIHU must be considered in organizing the guidance of the pilgrimage, which must be able to assist prospective pilgrims in the process of registering the pilgrimage and conducting socialization regarding the provisions of the implementation of the pilgrimage regardless of age. KBIHU must also produce guidance manuals based on the guidance manuals of the Ministry of Religion.

Of course KBIHU must provide training, guidance both in the country

and in Saudi Arabia. In addition to guidance, they must also accompany the pilgrims in Saudi Arabia by providing a guide for 1 person or as a group. After Hajj they also provide post-Haj guidance to improve the quality of pilgrims and maintain the glory of their Hajj (Junaidi, 2018: 1).

Because in KBIHU, prospective pilgrims will be fostered and guided about Hajj in accordance with the Shari'a. With this institution, prospective pilgrims do not need to be confused about carrying out the pilgrimage. With the formation of KBIHU, it is hoped that it will be able to properly guide and foster prospective pilgrims in accordance with their functions so that the implementation of the pilgrimage is in accordance with Islamic teachings. (Wahid, 2019:130).

Standardization of KBIHU Institutions in Indonesia

Indonesia is a country with the largest Muslim majority population in the world. That is why many prospective pilgrims come from Indonesia, including many from other countries. Therefore, the establishment of the KBIHU institution is important and has a great opportunity as an effort to help Muslims perform Hajj and Umrah.

The high Muslim population in Indonesia is one of the reasons many people have founded KBIHU institutions. Moreover, Indonesia has many regions or areas, so that it is easier to establish the KBIHU institution. However, there are also people who take personal advantage by cheating, so prospective pilgrims must be smarter and more careful in choosing the institution they want to go to.

When you want to register for Hajj or Umrah, you must first find out from a trusted institution, ask people who have gone on pilgrimage, look for information in various media and so on. Don't make the wrong decision because of unreasonable offers, because that could be a tactic for fraudsters to carry out their actions. So that prospective pilgrims must be careful and alert. (Fauzi, 2018:14).

Of course, each KBIHU institution has different tariffs or pilgrimage departure packages. However, if the KBIHU agency really has legality then it is able to provide clear and appropriate departure fee rates. Bearing in mind that the facilities for each KBIHU are different, for example from lodging facilities, transportation, and so on. There are different facilities, costs also adjust. So, not only does the KBIHU institution look expensive just for personal gain but because the facilities provided are also high.

As for the way to find out whether the KBIHU institution is official or a hoax, which the researchers will mention in detail, namely having an office with a clear location, because without a clear location or address, the credibility

of the institution is questionable. As for several KBIHU located in Tulungagung, such as KBIHU Rahmatul Ummah having offices in the Kepatihan, Sakinatul Ummah in Bago, Al Hikmah in Kauman and so on. If the KBIHU institution does not have a clear location or office, be careful. Prospective pilgrims must check the location directly to ensure that it is correct or not. Even though currently registration can be done online and fees can be transferred, just in case it's best to check in person.

By registering KBIHU, it has become an official and trustworthy institution. To make sure the institution is official or not, you have to check on the website or the office directly. Even fraud is also carried out through fake permits, so prospective pilgrims must pay close attention. (Amarullah, 2015). Where the KBIHU institution is a religious-based business or company that has received government permission to carry out Hajj guidance to prospective pilgrims in Indonesia. .

Having a good reputation is also one way to find out the authenticity of an institution, even though sometimes the agency is negligent or unintentional. However, by having a good reputation, pilgrims who have used the services of the KBIHU institution are satisfied and in accordance with the results of their guidance. The existence of a good reputation will be able to bring a good image for his business. For example, a good reputation can be known by asking an experienced person about a good KBIHU institution, good service, facilities and so on. (Prabowo, 2010: 4).

When you want to go on pilgrimage, it is certain that people will go to find information about the institution in advance, either in person or online. Especially in this era where a lot of technology is used, so you can search for information through social media or the official website. KBIHU institutions that have social media and official websites can be ascertained as trusted institutions because they introduce or disseminate their institutions so that they are known by many people.

Social media or websites are an effective means of introducing KBIHU's products or services. Having social media will be able to widely introduce KBIHU's business. In using social media owned by the institution, it can be seen that it has a unique way by sharing activities when accompanying pilgrims and Umrah pilgrims and using it to share good and correct ways or tips for carrying out Hajj and Umrah. This can be proof that the KBIHU institution is real and official.

Although there are several KBIHU that do not have official social media or websites, they still lack management in providing information.

However, the institution has its own way of introducing its business by direct communication. However, if it is an official website and checked directly at the office, it is true, then the institution can be confirmed to be official. The current use of social media is important to implement considering that many people use it as a means of communication or looking for information quickly.

Vice versa if a fake KBIHU can be marked by offering a cheap departure fee even the nominal can reach very small beyond reasonable. This is only as a lure to attract prospective pilgrims. Not to mention the reason that it is a promo even though the nominal value for the departure of the pilgrimage needs to be questioned. (Oktaviani, et al, 2017: 289).

Especially if the institution orders to pay directly and is promised to carry out the pilgrimage at a certain time which is not clear. Even though the implementation of Umrah can be done at any time. It could be just to deceive so that the money that has been given can be taken away and harm the prospective pilgrims. Therefore, it is important to check with a trusted and official Hajj organization.

So, it is important to be vigilant and careful in choosing KBIHU institutions for prospective pilgrims. Because leaving for Hajj also requires time and a long process and costs are quite large. Therefore, it is important for prospective pilgrims to find out about KBIHU institutions around them or ask people who are experienced about Hajj so that they are easily directed and don't make the wrong choice.

Meanwhile, to choose the correct KBIHU institution is to check the location whether the intended KBIHU is correct. Prospective pilgrims must also check social media or websites as a means of finding information. Because usually on the official website the address is stated, what departure packages are offered and so on. In addition, when approaching the day of departure, prospective pilgrims must know all matters of departure, such as passports, flight code and don't forget to pray to Allah SWT to make the journey easier.

The Contribution of the KBIHU Institution in Organizing Hajj and Umrah in Indonesia

KBIHU is an institution that has an important role in the process of organizing Hajj and Umrah for prospective pilgrims to go to the Holy Land. KBIHU as an institution that has an important role in providing information about the process of organizing Hajj and Umrah, both registration, guidance schedules and so on. KBIHU also serves as a place Hajj consultation. It means that it functions as a place for consultation regarding Hajj, because if in the guidance of Hajj and Umrah pilgrimage you still don't understand or maybe there is a problem you

can consult KBIHU.

In addition, the function of KBIHU is to equip the pilgrims towards hajj mabrur, to become directors, monitors, motivators and mentors for prospective pilgrims. In carrying out the Hajj, monitoring is needed so that when unwanted things occur or experience confusion, they can be resolved quickly. Whereas as a motivator is so that prospective pilgrims can be motivated to be more enthusiastic and fully understand how to carry out an independent pilgrimage.

The creation of prospective pilgrims who are independent. This means that the hajj candidate can go on pilgrimage without being completely dependent on the guide, so that the hajj candidate can carry out his hajj with full awareness based on knowledge of the rituals of hajj and umrah. Meanwhile, as a motivator as well as a mentor can provide a sense of confidence, peace and security as well as an enthusiastic atmosphere for prospective pilgrims. Able to create ukhuwah Islamiyyah among the congregation so that they can help each other to realize noble ideals in perfecting the noble pillars of Islam.

For this reason, being an institution that has an important contribution in the implementation of Hajj and Umrah rituals must be able to properly assist Muslims. Hajj is a noble worship and great reward. Therefore, it must be done properly according to the teachings of Islam. In addition, KBIHU must provide services, guidance and protection so that the implementation of the Hajj and Umrah pilgrimages goes as expected. Thus, KBIHU has a role in organizing Hajj and Umrah rituals through direction, training and providing outreach regarding the provisions for the proper implementation of the Hajj and Umrah pilgrimages. So, the guidance of Hajj and Umrah rituals is the task of implementing services carried out by KBIHU.

Prospective pilgrims are expected to be able to understand and prepare provisions within themselves in carrying out the pilgrimage and umrah. This has been stated in law No. 8 article 6 of 2019 which contains the process of organizing the Hajj and Umrah pilgrimages aimed at realizing independence and resilience in organizing the Hajj and Umrah pilgrimages. In carrying out the guidance of prospective pilgrims who are carried out in groups, the costs of guidance and services can be determined.

However, all of this was done in accordance with the agreement with the prospective pilgrims without burdening them. KBIHU will also provide a Hajj guidebook for debriefing so that the implementation of the Hajj can be understood both from direct guidance and through readings that can be read anytime and anywhere. In addition, prospective pilgrims must prepare sufficient provisions for their needs, either from traveling or while in the Holy

Land and Medina. (Junaidi, 2018; 28).

The process of debriefing in the implementation of Hajj and Umrah rituals is very important to provide so that pilgrims are also guaranteed to carry them out in accordance with Islamic teachings. Even though the limited knowledge of the general public regarding the procedures for performing Hajj and Umrah is still not optimal, the KBIHU institution provides assistance when carrying out Hajj. Even the existence of a guidebook cannot guarantee an understanding of the contents of prospective pilgrims, because many congregations are elderly (Fahhan, 2015: 15).

It can be seen that the congregation's understanding of the implementation of the Hajj is by looking at whether the KBIHU institution is capable of properly organizing the Hajj and Umrah rituals. Because as an institution that plays a role in guiding, it must be able to be responsible and provide training to prospective pilgrims. In addition to improving the quality of the institution, namely providing routine manasik activities, good service, providing training, having operational permits and so on. (Harahap, 2009:9).

Discussing about self-service is very influential in the contribution of the institution. Where service is an activity that cannot be seen, but is carried out and there is communication between the congregation and employees and something else that aims to make prospective pilgrims or customers satisfied with the services and products of the institution. In addition, there are several pillars regarding service, namely exploring the main needs of the congregation, providing ready-made services, creating something to advance congregation services, coordinating each agency employee so that they can provide special services and so on. Meanwhile, the scope of Hajj and Umrah services includes accommodation, transportation, guidance, administration, health and consumption. (Fauzan & Ahmad, 2018: 609).

Therefore, KBIHU must be able to market its products or services with the right marketing strategy that will attract the attention of the public to use the services of Hajj and Umrah institutions (Rahmawati, 2010: 4). To see the level of success of the KBIHU institution, it can be seen from its ability to carry out its role and function as an institution that has great responsibility in organizing Hajj and Umrah rituals. The role of the KBIHU institution is very much needed by Muslims to assist in organizing Hajj and Umrah rituals. So, the roles and functions must be carried out properly. (Widyarini, 2013:167).

Do not forget that in order to achieve the development of the KBIHU institution, adequate facilities and infrastructure are needed to organize perfect Hajj and Umrah rituals. To achieve this, it can be done by improving facilities to make it easier for prospective pilgrims to increase knowledge about Hajj,

improve practice facilities, good facilities and so on. Even though an understanding of Hajj can be obtained through books or scriptures, scientific knowledge must also be optimized by KBIHU as the Hajj and Umrah guidance group in Indonesia.

In addition, the institution must also provide facilities for employees and marketing personnel, because they have a role in it as administrators. Do not forget to prepare everything needed in Hajj and Umrah rituals, namely preparing several programs related to Hajj and Umrah, preparing a special team for training in Hajj and Umrah rituals, delivery and pick-up teams at the airport and preparing special instructors to provide training according to their respective duties. -respectively. Making promotions for products or services in pilgrimage institutions so that they are more advanced and pay employee salaries on time (Novirizdya, et al, 2016: 5).

There are efforts that can be made to improve the quality of institutions, mentors and pilgrims. For institutions to contribute more, this can be done by prioritizing the needs of consumers or pilgrims and improving the quality of services and facilities needed. Bearing in mind that the implementation of the pilgrimage and umrah is not a short time, so the service must be prioritized in accordance with the role of the KBIHU institution. (Sulistiyawati & Ketut, 2015: 2320).

Efforts to improve the quality of their own supervisors can be done by providing training to further strengthen their knowledge. Make a selection of supervisors according to the criteria, such as have experience of Hajj or have already performed Hajj, understand the jurisprudence of Hajj and understand Islam. With these criteria, priority must be given because they will become guides in carrying out the rituals of Hajj and Umrah.

In addition, when they have mastered these criteria they can work professionally and flawlessly, without mixing with additional work outside. So that their concentration can be maintained and protected. Thus, it is important to improve the quality of the supervisors themselves in order to further increase the contribution of the institution in order to be able to carry out the Hajj and Umrah rituals optimally. Meanwhile, to improve the quality of pilgrims is to provide adequate training and a more detailed understanding.

Thus, in order for institutions to contribute more in organizing Hajj and Umrah rituals, this can be done by increasing services and facilities and infrastructure because there is bound to be competition in the business world. Therefore, it cannot be denied that in order to become the best institution, it must have qualified quality. Moreover, the cost of departing for Hajj is different

for each KBIHU, but this is not a big problem because the facilities provided are different, for example lodging, transportation and so on (Prabowo, 2011:4-5).

CONCLUSION

From the results of the research above, the researchers concluded that the legalization of the KBIHU institution (Hajj and Umrah Guidance Group) in Indonesia is very important to do in order to get legal and reliable protection. To establish an institution, KBIHU must follow the rules in accordance with the Law on the organization of the Hajj and Umrah pilgrimage as stated in No. 13 of 2008, no. 8 of 2019, Decree of the Director General of Hajj and Umrah Implementation No. D/799 of 2013 and other KBIHU basis. So, the KBIHU institution needs to carry out legalization in order to obtain legality and have good standardization. Due to the rampant fraud of Hajj and Umrah departures, it is a problem that needs to be addressed and eliminated.

Therefore, the importance of legalizing the KBIHU institution is to get legal protection, facilitate promotion, be able to develop institutions easily, avoid dismantling or controlling actions by the authorities, and prove that the institution or business complies with existing laws in Indonesia. Because the importance of having legality is proof that the business that has been established complies with applicable legal regulations.

The way to find out KBIHU standardization is by looking directly at whether it has an office, has been officially registered with the Ministry of Religion as a KBIHU institution that has a role in guiding prospective pilgrims. Having an official website and social media is a consideration of institutional authenticity, bearing in mind that today is an era that utilizes technology. So that with an official website and social media the institution can introduce its products or services, for example there is information on Hajj or Umrah packages, addresses, publish activities and so on.

The KBIHU institution must contribute to organizing Hajj and Umrah so that prospective pilgrims understand the worship being carried out. The importance of institutions to contribute more so that they develop more advanced as expected. This can be done by providing training to mentors or pilgrims, improving the quality of service, better facilities, the registration process or fees are not complicated, and prioritizing the needs of prospective Hajj and Umrah pilgrims.

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