

ABSTRAK

Penelitian dengan judul "Strategi Pelayanan Bimbingan Manasik Haji bagi Jemaah Lanjut Usia di Kelompok Bimbingan Ibadah Haji dan Umrah (KBIHU) Al Hikmah Melathen Kabupaten Tulungagung" Ini ditulis oleh Anis Rhomawati, NIM. 126407211002. Program Studi Pariwisata Syariah Fakultas Ekonomi dan Bisnis Islam, Universitas Islam Negeri Sayyid Ali Rahmatullah Tulungagung. Dosen Pembimbing Dr. Qomarul Huda, M. Ag.

Kata Kunci: Strategi Pelayanan, Bimbingan Manasik Haji, Lansia.

Penelitian ini dilatarbelakangi oleh permasalahan lansia, karena masa tunggu yang terlalu lama di Indonesia sehingga tidak menutup kemungkinan seseorang itu baru berangkat haji saat lansia. Hal ini menekankan pentingnya bimbingan manasik haji yang harus disesuaikan dengan kemampuan dan kondisi kesehatan lansia yang rentan. KBIHU diharapkan dapat menyediakan fasilitas dan pelayanan yang mendukung kebutuhan khusus jemaah lansia agar dapat beribadah dengan nyaman dan aman.

Fokus Penelitian (1) Bagaimana implementasi pelayanan yang diterapkan oleh KBIHU Al Hikmah dalam memberikan bimbingan manasik haji bagi jemaah lanjut usia? (2) Apa faktor pendukung dan penghambat dalam memberikan bimbingan manasik haji bagi jemaah lanjut usia?. Tujuan penelitian untuk mengetahui implementasi pelayanan yang diterapkan oleh KBIHU Al Hikmah dalam memberikan bimbingan manasik haji bagi jemaah lanjut usia. Dan untuk mengetahui faktor pendukung dan penghambat dalam memberikan pelayanan bimbingan manasik haji bagi jemaah lanjut usia. Penelitian ini menggunakan pendekatan kualitatif jenis deskriptif. Narasumber adalah Wakil Ketua, Sekretaris, dan calon jemaah lansia. Data dikumpulkan melalui wawancara, observasi, dan dokumentasi. Analisis data meliputi pengumpulan, reduksi, penyajian data, dan penarikan kesimpulan. Keabsahan data diuji menggunakan uji kredibilitas, transferabilitas, dependabilitas, dan konfirmabilitas.

Hasil Penelitian adalah (1) KBIHU Al Hikmah menerapkan enam bentuk pelayanan khusus untuk jemaah haji lansia: (a) Pelayanan Pendaftaran dan Administrasi bagi Calon Jemaah Lansia. (b) Pelayanan Bimbingan Ibadah Haji bagi Calon Jemaah Lansia. (c) Pelayanan Transportasi bagi Calon Jemaah Lansia. (d) Pelayanan Konsumsi bagi Calon Jemaah Lansia. (e) Pelayanan Kesehatan bagi Calon Jemaah Lansia. (f) Pelayanan Perlindungan Kesehatan dan Keamanan bagi Calon Jemaah Lansia. (2.a) Faktor Pendukung: (a) Pendampingan pendaftaran dan administrasi yang komprehensif. (b) Sarana dan prasarana manasik yang memadai. (c) Tim medis dan layanan kesehatan yang responsif. (d) Penyediaan transportasi untuk pengurusan dokumen. (2.b) Faktor Penghambat: (a) Akses jalan menuju KBIHU Al Hikmah yang sempit. (b) Tangga menuju ruang manasik yang kurang aksesibel bagi jemaah lansia dan disabilitas.

ABSTRACT

Research entitled "Guidance Service Strategy for Hajj Pilgrimage for Elderly Pilgrims in the Al Hikmah Melathen Hajj and Umrah Guidance Group (KBIHU) Tulungagung Regency" This was written by Anis Rhomawati, NIM. 126407211002. Sharia Tourism Study Program, Faculty of Islamic Economics and Business, Sayyid Ali Rahmatullah State Islamic University of Tulungagung. Supervisor Dr. Qomarul Huda, M. Ag.

Keywords: Service Strategy, Hajj Pilgrimage Guidance, Elderly.

This research is motivated by the challenges faced by the elderly, particularly regarding the excessively long waiting periods for the Hajj pilgrimage in Indonesia. This situation makes it highly probable that individuals will only be able to depart for Hajj when they are already elderly. This highlights the crucial importance of Hajj ritual guidance being adapted to the capabilities and vulnerable health conditions of older pilgrims. Hajj and Umrah Guiding Groups (KBIHU) are expected to provide facilities and services that support the special needs of elderly pilgrims, enabling them to perform their worship comfortably and safely.

Research Focus (1) How is the service implementation applied by KBIHU Al Hikmah in providing Hajj ritual guidance for elderly pilgrims? (2) What are the supporting and hindering factors in providing Hajj ritual guidance for elderly pilgrims?. The research aims to determine the service implementation applied by KBIHU Al Hikmah in providing Hajj ritual guidance for elderly pilgrims, and to identify the supporting and inhibiting factors in providing this guidance to elderly pilgrims. This research employs a qualitative descriptive approach. This research employs a qualitative descriptive approach. The informants include the Vice Chairman, Secretary, and prospective elderly pilgrims. Data were collected through interviews, observations, and documentation. Data analysis involved collection, reduction, data presentation, and conclusion drawing. The validity of the data was tested using credibility, transferability, dependability, and confirmability tests.

The research findings indicate that (1) KBIHU Al Hikmah implements six specific forms of service for prospective elderly Hajj pilgrims: (a) Registration and Administration Services for Prospective Elderly Pilgrims. (b) Hajj Worship Guidance Services for Prospective Elderly Pilgrims. (c) Transportation Services for Prospective Elderly Pilgrims. (d) Consumption Services for Prospective Elderly Pilgrims. (e) Health Services for Prospective Elderly Pilgrims. (f) Health and Security Protection Services for Prospective Elderly Pilgrims. (2.a) Supporting Factors: (a) Comprehensive registration and administrative assistance. (b) Adequate Hajj ritual facilities and infrastructure. (c) Responsive medical team and health services. (d) Provision of transportation for document processing. (2.b) Hindering Factors: (a) The narrow access road to KBIHU Al Hikmah. (b) Stairs leading to the Hajj ritual room that are less accessible for elderly and disabled pilgrims.