

ABSTRAK

Skripsi dengan judul “Peran Petugas Haji Dalam Meningkatkan Kenyamanan Jemaah Lanjut Usia Dari Kemenag Kabupaten Trenggalek” ini ditulis oleh Nada Kharirotul Maulida, NIM. 1860311223053, dengan pembimbing Didin Wahyudin M.Pd.

Kata kunci: peran petugas haji, kenyamanan jemaah, jemaah lanjut usia, pelayanan haji, haji ramah lansia.

Penelitian ini dilatarbelakangi oleh meningkatnya jumlah jemaah haji lanjut usia yang memiliki keterbatasan fisik, penurunan daya tahan tubuh, serta kemampuan adaptasi yang berbeda dibandingkan jemaah usia produktif, sehingga membutuhkan pelayanan yang optimal dari petugas haji. Penelitian ini bertujuan untuk mengetahui peran petugas haji serta urgensi peran petugas haji dalam meningkatkan kenyamanan jemaah haji lanjut usia di Kementerian Agama Kabupaten Trenggalek.

Penelitian ini menerapkan metode kualitatif yang bersifat deskriptif. Data dikumpulkan melalui wawancara mendalam, pengamatan, dan pencatatan dokumen. Narasumber dalam penelitian ini berjumlah sebelas orang, yang terdiri atas enam petugas haji dan lima jemaah haji lanjut usia. Analisis data dilakukan melalui kondensasi data, penyajian data, dan penarikan kesimpulan. Keabsahan data diuji melalui triangulasi sumber dan triangulasi teknik.

Hasil penelitian menunjukkan bahwa petugas haji di Kementerian Agama Kabupaten Trenggalek memiliki peran yang sangat penting dalam meningkatkan kenyamanan jemaah haji lanjut usia. Peran tersebut meliputi fungsi pembimbingan, perlindungan, pelayanan, pendampingan administratif, pelayanan kesehatan, serta dukungan psikologis. Petugas haji tidak hanya membantu jemaah dalam memahami tata cara pelaksanaan ibadah, tetapi juga memberikan perlindungan terhadap risiko kesehatan, membantu mobilitas, serta menciptakan rasa aman dan nyaman selama pelaksanaan ibadah.

Urgensi peran petugas haji terlihat dari tingginya kebutuhan jemaah lanjut usia terhadap pendampingan akibat keterbatasan fisik, penurunan fungsi kognitif, risiko tersesat, serta kerentanan terhadap kondisi lingkungan yang padat dan cuaca ekstrem. Keberadaan petugas haji terbukti menjadi faktor penting dalam menciptakan ketenangan, meningkatkan kepercayaan diri, serta mendukung kelancaran pelaksanaan ibadah jemaah lanjut usia.

Berdasarkan hasil penelitian, dapat disimpulkan bahwa peran petugas haji merupakan kebutuhan yang bersifat esensial dalam penyelenggaraan ibadah haji, khususnya bagi jemaah lanjut usia. Sebagai hasilnya, perbaikan mutu tenaga kerja, penambahan jumlah petugas, serta penguatan sistem pelayanan haji ramah lansia perlu terus dilakukan agar pelayanan yang diberikan semakin optimal.

ABSTRACT

The thesis with the title "The Benefits of Hajj Officers in Increasing the Comfort of Elderly Pilgrims from the Ministry of Religion, Trenggalek Regency" was written by Nada Kharirotul Maulida, NIM. 1860311223053, with supervisor Didin Wahyudin M.Pd.

Key words: *role of Hajj officers, comfort of pilgrims, elderly pilgrims, Hajj services, elderly friendly Hajj.*

This research is motivated by the increasing number of elderly Hajj pilgrims who have physical limitations, decreased body endurance, and different adaptation abilities compared to productive age pilgrims, so they require optimal service from Hajj officers. This research aims to determine the role of Hajj officers and the urgency of the role of Hajj officers in increasing the comfort of elderly Hajj pilgrims at the Ministry of Religion, Trenggalek Regency.

This research applies descriptive qualitative methods. Data was collected through in-depth interviews, observations and document recording. There were eleven resource persons in this study, consisting of six Hajj officers and five elderly Hajj pilgrims. Data analysis is carried out through data condensation, data presentation, and drawing conclusions.. The validity of the data was tested through source triangulation and technical triangulation.

The research results show that Hajj officers at the Ministry of Religion of Trenggalek Regency have a very important role in increasing the comfort of elderly Hajj pilgrims. This role includes the functions of guidance, protection, service, administrative assistance, health services, and psychological support. Hajj officers not only help pilgrims understand the procedures for carrying out the pilgrimage, but also provide protection against health risks, help with mobility, and create a sense of security and comfort during the pilgrimage.

The urgency of the role of Hajj officers can be seen from the high need for elderly pilgrims for assistance due to physical limitations, decreased cognitive function, risk of getting lost, and vulnerability to crowded environmental conditions and extreme weather. The presence of Hajj officers has proven to be an important factor in creating calm, increasing self-confidence, and supporting the smooth implementation of the elderly congregation's worship.

Based on the research results, it can be concluded that the role of Hajj officers is an essential need in organizing the Hajj pilgrimage, especially for elderly pilgrims. As a result, improving the quality of the workforce, increasing the number of officers, and strengthening the elderly-friendly Hajj service system need to continue to be carried out so that the services provided are more optimal.