

ABSTRAK

Masrianti, Mappamiring, dan Muhammad Yusuf, 2025. Implementasi Sistem Informasi Dan Komputerisasi Haji Terpadu (SISKOHAT) Dalam Pelayanan Haji Di Kementerian Agama Kota Makassar.

Penelitian ini bertujuan untuk menganalisis implementasi Sistem Informasi dan Komputerisasi Haji Terpadu (SISKOHAT) dalam pelayanan haji di Kementerian Agama Kota Makassar, dengan fokus pada 4 indikator implementasi berdasarkan teori George C. Edward III yaitu, komunikasi, sumber daya, disposisi dan struktur birokrasi. Metode penelitian yang dilakukan adalah metode kualitatif dengan teknik pengumpulan data melalui wawancara, observasi dan dokumentasi.

Hasil Penelitian Implementasi SISKOHAT di Kementerian Agama Kota Makassar menunjukkan efektivitas dalam mempercepat dan memudahkan pelayanan haji, terutama dalam pendaftaran dan pengawasan jamaah. Pelatihan rutin bagi pegawai dan pelayanan yang humanis mendukung keberhasilan sistem ini. Komunikasi, Kementerian Agama Kota Makassar secara rutin mengadakan pelatihan dan bimbingan teknis (bimtek) yang komprehensif bagi pegawai, memastikan pemahaman mendalam tentang SISKOHAT, prosedur verifikasi dokumen, dan sinkronisasi data. Sumber Daya, Kesiapan sumber daya manusia (SDM) dalam mengoperasikan SISKOHAT sangat baik, dengan pegawai yang terlatih dan terus diperbarui pengetahuannya melalui sosialisasi sistem terbaru. Dukungan fasilitas memadai, termasuk komputer, jaringan internet yang andal, dan ruang pelayanan khusus, memastikan kelancaran operasional dan kenyamanan jamaah. Disposisi, pegawai menunjukkan komitmen tinggi dan tanggung jawab serius dalam mendukung SISKOHAT, menyadari pentingnya ibadah haji. Sistem ini terbukti sangat membantu dalam pengelolaan data jamaah secara efisien dan transparan. Struktur Birokrasi, mekanisme koordinasi antarbagian berjalan rutin dan terstruktur, memastikan alur administrasi sinkron. Petugas bekerja sesuai kebijakan dan SOP, menjaga akurasi data serta memberikan pelayanan yang jelas dan komunikatif.

Kata kunci: Implementasi, SISKOHAT, Pelayanan.

ABSTRACT

Masrianti, Mappamiring, and Muhammad Yusuf, 2025. Implementation of the Integrated Hajj Information System and Computerization (SISKOHAT) in Hajj Services at the Ministry of Religious Affairs of Makassar City.

This study aims to analyze the implementation of the Integrated Hajj Information and Computerization System (SISKOHAT) in hajj services at the Ministry of Religion of Makassar City, focusing on 4 implementation indicators based on George C. Edward III's theory, namely, communication, resources, disposition and bureaucratic structure.

The research method carried out is a qualitative method with data collection techniques through interviews, observation and documentation. The results of the SISKOHAT Implementation Research at the Ministry of Religion of Makassar City show its effectiveness in accelerating and facilitating hajj services, especially in the registration and supervision of pilgrims. Regular training for employees and humane services support the success of this system. Communication, the Ministry of Religious Affairs of Makassar City routinely conducts comprehensive technical training and guidance (bimtek) for employees, ensuring an in-depth understanding of SISKOHAT, document verification procedures, and data synchronization. Resources, Readiness of human resources (HR) in operating SISKOHAT is very good, with trained employees and constantly updated their knowledge through the socialization of the latest system. Adequate facility support, including computers, reliable internet networks, and dedicated service rooms, ensures smooth operations and comfort for pilgrims. Disposition, employees show high commitment and serious responsibility in supporting SISKOHAT, realizing the importance of the hajj. This system has proven to be very helpful in managing pilgrim data efficiently and transparently. Bureaucratic structure, coordination mechanism between departments runs regularly and structured, ensuring a synchronous administrative flow. Officers work in accordance with policies and SOPs, maintain data accuracy and provide clear and communicative services.

Keywords: *Implementation, SISKOHAT, Service.*