

Implementation of Government Policy on Influencing the Implementation of the Conducting of Hajj and Quality of Service to Conducting Special Hajj in Indonesia (Explanatory Survey on Special Hajj in Indonesia)

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Abstract

The conducting of the Hajj is a national duty and the responsibility of the Government under the coordination of the Ministry of Religion. Because in the conducting of the Hajj related to various aspects of technical and non-technical, which is under the responsibility of agencies outside the Department of Religion, and even entered the territory and the authority of another country, in carrying out the task of organizing the Hajj, Religious Affairs Minister to coordinate and cooperate with the Department/Agencies/ Institutions concerned and the Government of Saudi Arabia. This research is an attempt to reveal various weaknesses in the implementation of Government policy in the conducting of the Special Hajj (*Haji Khusus*) and the lack of quality service by organizing Special pilgrimage thus affecting the performance of the Hajj organizers specifically in Indonesia. This study aims to examine and analyze how much influence government policy implementation in organizing the pilgrimage and service quality affect the performance of the Hajj organizers specifically in Indonesia. By way of analyzing the components are surrounded by the dimension of communication, resources, disposition and bureaucratic structure for policy implementation variables and dimensions of reliability, responsiveness, assurance, empathy, and tangibles to variable service quality improvement. Based on the calculation results of the study, it can be concluded that: the implementation of government policy in the conducting of the Hajj and influence service quality and contribute significantly to the performance of the Hajj organizers specifically in Indonesia. Thus, the conducting of the Hajj Indonesia will go well if it is managed by a strong institution and carried by the quality of human resources that are reliable, honest, trustworthy, responsible and professional and oriented on providing excellent service and protection to pilgrims with the presence of the Directorate General of Hajj and Umrah Department of Religion as a new institution to specifically manage the implementation of the Hajj and Umrah, including managing the Hajj organizers specifically in Indonesia can meet our expectations, as mentioned above.

Keywords: Implementation, Special Hajj (*Haji Khusus*), Quality Service, Government Policy

1. Introduction

In essence, the development of the religious sector has strategic meaning, in the sense that the construction religious sector and the widening impact have to be accommodated to the life of society, nation and state. Conversely, the failure of the development religious sector, will have a negative impact on the overall national development. In the sense of non-fulfillment of the principles of balance, harmony and harmonious development.

The conducting of Hajj in Indonesia, has a very strong foundation, because the Republic of Indonesia guarantees the freedom of citizens to worship according to their respective religions. Law No. 17 of 1999 on Hajj, to conduct training, service and protection by providing facilities, convenience, and comfort needed by every citizen who perform the pilgrimage. In addition, the Act also emphasized that the implementation of the Hajj by the principles of justice have the opportunity, protection and legal certainty in accordance with that set forth in paragraph III of the Preamble of the 1945 Constitution. The conducting of Hajj is a national duty and the responsibility of the Government under the coordination of the Ministry of Religion.

The trust that has been given by the Government to the Special Hajj, which is a positive opportunity for helping ease and smoothness of pilgrims as well as to bring financial benefits. In the implementation of execution over the years have not all pilgrimage organizers specifically refer to and comply with all the provisions as required. Giving rise to the various problems that is very detrimental to the pilgrims. The emergence of the issue of conducting of services on a Special pilgrimage begins with irregularities or violations of the provisions that have been enacted by the Government of Saudi Arabia for a long time, such as on the number and conditions of time entering and leaving the medina. Moreover, the inadequate services are provided by most organizers. This problem if not dealt with seriously, at the time, will be able to touch relations the Government of Indonesia and Saudi Arabia, which has been well established. (Hasil Evaluasi Haji, 2003: 97).

Noting the weaknesses conducted by the organizers of the Special pilgrimage, of course, will result in most of the pilgrims do not get quality service as promised, but the main purpose for pilgrims using the organizer of the pilgrimage Special Hajj was expecting to get the quality of service that is much better compared to the conduct of Regular Hajj.

However, a variety of possible weaknesses raised by Special Hajj at this time, can also be caused by the implementation of policy for the pilgrimage that has not been properly socialized, coordination with related parties that still needs to be improved, the lack of responsiveness to the various complaints of implementation, supervision in the field that need to be intensified as well as firmness to the rule.

2. Research Purposes

This study intends to 1) To examine and assess the factors that played a role in the implementation of Government policy in the organization of the pilgrimage Special Hajj and the quality of services that can improve the performance of the organizers of the Special Hajj in Indonesia, 2) To examine and assess the factors that influence the implementation of the policy government in conducting the pilgrimage and the quality of service to the performance of conducting Special Hajj in Indonesia.

Research objective: 1) Examine and analyze the empirical use of the theory of public policy and theory quality of care in addressing the problems of the role and influence of the implementation of Government policy in the organization of the Hajj and the quality of service to performance of conducting Special Hajj in Indonesia, 2) to analyze and get an understanding of the implementation Government policy in conducting of Hajj and quality of service on the performance of Special Hajj organizers in Indonesia within the framework of the theory and the concept of "perfect implementation" and "customer satisfaction".

3. Framework and Hypotheses

A theoretical approach was used to analyze this problem is the approach of structural-functional, suggests that: Approach functional-structural assume that society is basically an integrated, on the basis of an agreement of their members to the values of specific societal, namely a collective agreement (general agreements) which has the power to overcome differences of opinion and interests among the members of society. The approach of looking at society as a system that is functionally integrated into a equilibrium form. Therefore it is so, the flow of thought is referred to as integration approach, equilibrium approach, or better known as structural functional approach (Salman, 2004:13); Regarding the concept equilibrium approach according to Parsons in Salman (2004:13) that: "The concept of equilibrium is a fundamental reference point for analyzing the processes by which a system either comes to terms with the existences imposed by a changing environment, without essential change in its own structure, or fall to come to the terms and undergoes other processes, such as structural change, dissolution as boundary-maintaining system (analogous to biological death for the organism), or the consolidation of some impairment leading to the establishment leading of secondary structures of a pathological character"

Thus, that society must be seen as a system of parts that are interconnected and mutually influencing one another in a variety of social life to the nation and state. Furthermore, in the theory of structural-functional focus study findings public administration contemporary (Henry, 1989: 20) is to understand the relationship between the Government and the public, increasing the responsibility of public policy to various social needs, instituting management practices of good governance, effective, efficient and appropriate with the needs of a diverse community.

This theory form the three pillars of public administration of good governance, namely: (1) Organizational behavior and the behavior of people in public organizations; (2) The technology of management and the institutions of policy implementation; and (3) The public interest as it relates to individual ethical choice and public affairs. Based on the theory Bailey consisting of a descriptive theory, normative theory, assumptive theory and instrumental theory, which form the three pillars of good governance administration. Each includes organizational and human behavior in organizations and public or government bureaucracy, technology management in implementing the policy, and the public interest in relation to the individual ethics selection of the various public issues, the focus is on organizational theory and management science. Average locus is public interest and public affairs. Thus, through this theory is expected to solve public problems, especially regarding the implementation of policies that are directly related to the interests of the people and organizations in meeting the needs and interests.

Structural-functional theory is a grand theory that is used to examine the issue of research. This theory, in principle, observing the "shape of the structure and function within a society, so that they can see how a community changes or established through each element of interconnected and dynamic to meet the needs of individuals and groups" (Garna,1996:56-57) argues: the structure is any pattern of behavior that has become the basis of a social system size and functionality are the consequences of a structure, as far as affecting other structures or the overall system in which the structures are a part. Thus, the function is a pattern of interdependence between two or more structures, a relationship between the variables.

Therefore, based on the description as mentioned above, can be summarized as a reference in the framework of this study, that underlying this study is that this research topic relevant to all three pillars of public administration for good governance, namely First, organizational behavior and human in public organizations

and or government bureaucracy; second, the management of technology in implementing the policy; Third, the public interest in relation to the individual ethics selection of the various public issues; the focus is on organizational theory and management science, being locus is of public interest and public affairs. In addition, ethical individuals who are fully aware of the obligations of each individual Muslims who are capable to perform the pilgrimage once in a lifetime is based on the word of Allah in Surah Al-Baqarah 97 which means: And God shall be on the human pilgrimage to the Temple (God) for people who are able to travel to Him (Surah, 2:97).

Thus, the organization of pilgrimage for Muslims in Indonesia, as well as the implementation of the values of faith and devotion to God Almighty, also got a very strong foundation, because the Government of the Republic of Indonesia have any obligation by Act No. 17 of 1999 on Hajj, to conduct training, service and protection by providing facilities, convenience, safety and comfort needed every citizen who perform the pilgrimage.

In this regard, policy implementation, is an important aspect, and perhaps more important than the whole policy-making process. The policies are not implemented like a dream and a good plan that is neatly stored in the archive. As noted Edwards III (1980: 9-10) concluded that the implementation level, there are four variables that must be addressed include: (1) Communication, (2) The disposition or attitude implementers, (3) Resources, and (4) Bureaucratic structure. The implementation process is more detailed theory put forward by Mazmanian and Sabatier (1981: 4) as follows: "Implementation is carrying out of basic policy decision, usually incorporated in a statute but which can also take the form, of important executive orders or court decisions. Ideally, that decisions identifies the problem (s) to be addressed, stimulates the objective (s) to be persuade, and in variety of ways, "structures" the implementation process. The process normally runs through a number of stage beginning with passage of the basic statute, followed by the policy outputs (decisions) of implementing agencies, the compliance of target groups with those decisions, the actual impacts ... both intended and unintended ... of those out, the perceived impacts of agency decisions, and, finally, important revisions (or attempted revisions) the basic statute".

Wahab (2004: 62) said that the implementation is not successful usually occurs when a particular policy has been implemented according to plan, but given the external conditions were not profitable the policy does not succeed in realizing the impact or the end result desired. Usually the policy with the risk of failure is caused by the following factors: deficient execution (bad execution), in its sole deficient discretion (bad policy) or of wisdom is indeed bad luck; Hoogerwerf (1978: 168-174) suggests that the causes that might be the basis of a failure of policy implementation, are very different from each other, and the most important include: (1) The contents of the policy, (2) Information, (3) The support, and (4) Distribution of potential. Berko, et al. (1995: 5) concluded that nearly 63 percent, the individual does not give verbal instructions clearly. In addition the results of the same research also indicates that most individuals obtain succeeds in society are the ones who are able to communicate well; Soewardi (2001: 71) that improve the quality of human resources in terms of internal/culturally it, is to create a personality that are Straight-Strong-High, which is both moral and professional concerns. Straight and strong is a matter of morality, while the height is professional. Unfortunately, the attitude of the mentality of the majority of the Indonesian people; According Koentjaraningrat (1990: 45) less support the successful development of the nation, as it has: The properties of the weakness which is based on the full life of doubt and life without guidance and without a firm orientation is this: (1) The nature of the understatement of quality mentality; (2) The nature of mentality which likes to bypass; (3) The nature do not believe in yourself; (4) The nature of pure undisciplined; and (5) The nature of mentality rather ignore the strong responsibility.

Declared by Soewardi (2001: 76) that the mentality of most of our nation, because it has a personality that is "soft culture" consisting of five properties include: (1) The lack of future orientation, (2) There is no "growth philosophy", (3) Quickly surrendered, (4) Turn to afterlife or "retreatism", and (5) Slow or live in a relaxed atmosphere. Soewardi (2000: 138) put forward the theory of "courtesy intention" which is a culmination of a game theory the basis of logic substitutability, better translated as courtesy high and courtesy low, while the initiative stronger and intention weak contextual, every community can have wills of strong and weak wills. That "courtesy intention" reflects the power of faith that is based on behavioral and psychological to perform the obligations laid down by Allah Almighty to man, namely an obligation as a representative of Allah, so called Game Theory.

Montgomery, (1985: 39) defines the quality is the extent to which products meet the requirements of people who use them. Parasuraman and Berry. (1988; 84) arranged five dimensions of quality of service as follows: (1). Tangible, physical facilities, equipment, media communication and employee performance; (2) Reliability, ability to provide optimum service and accurate; (3) Responsiveness, willingness to help customers and fast service; (4) Assurance, knowledge and courtesy of employees and the ability to build trust and confidence of customers; (5). Empathy, giving individual attention to customers;

The factors that trigger their demands for public service quality improvement by Mohamad (1999: 116-117) are: (1) First, the environment is always evolving and the demands of society also increases with

conditions and changes in the quality of life itself: (2) Second, the increasingly strong competition encourages sector and the public sector to have to be able to offer goods and services of high value at a decent price in the midst of an increasingly competitive environment; (3) Third, opening up the opportunity with the development of technology, to be able to provide better service with wider communication and easy; (4) Fourth, the consumer society demands it, along with the increasing awareness of every member of the community that they have the right to quality public services, effective, efficient and economical.

According to Logothetis, (1992: 116-118) public organizations must have at least four characteristics, if it is to provide customer satisfaction, namely: 1) The ability to understand and meet the desires and demands of consumers at reasonable prices; 2) The ability to provide goods and services of quality and reliable; 3) Ability to read and follow the changes, both technological, and social and political; and characteristics; 4) The ability to predict the tastes and needs of consumers up to several years to come. According to Adiwisastro (2001: 3): The concept of the present government management paradigm is changing from the state department (state oriented) oriented paradigm to the public and also from the view authoritarian to democratic view. But the important thing, Government organizations in Indonesia have not been able to change the direction of a boundary less organization, yet also lead to post-bureaucratic government. These changes led to the re-formulation of the management objectives of the Government, namely, that the purpose of the management of government is to serve the public interest. In other words, the government is a public servant.

The concept of performance by Mitchell (1978: 343) covers several aspects, namely: (1) Quality of Work; (2) Promptness; (3) Initiative; (4) Capability; (5) Communication. The concept of this performance moved from the concept of productivity. Sedarmayanti (1995: 52) argues that: Performance is closely linked with the issue of productivity as an indicator in determining how businesses to achieve high levels of productivity in an organization ". Performance is shown the ability to work with the work which in English is defined as performance, which means performance or achievements.

5. Hypothesis

1. The amount of influence Government policy implementation in conducting the pilgrimage to performance of the Special Hajj organizers in Indonesia is determined by the dimensions of communication, resources, disposition and bureaucratic structure.
2. The impact of service quality on the performance of the Hajj organizers specifically in Indonesia is determined by the dimensions of tangible, reliability, responsiveness, assurance, and empathy.
3. The magnitude of the effect of government policy implementation in conducting the pilgrimage and quality of service on the performance of the Special Hajj organizers specifically in Indonesia as a whole is determined by the dimensions of communication, resources, disposition and bureaucratic structure as well as the dimensions of tangible, reliability, responsiveness, assurance, and empathy.

6. Research Methods

The study design used in this research is explanatory survey that combines quantitative and qualitative methods. It means to deepen the research results, for a quantitative approach emphasizes the measurement and analysis of causal relationships between variables, while the qualitative approach emphasis on process. This method is used to explore thorough and detailed, both the basic and detail the methodology and implementation techniques, explains the procedure of collecting, processing and analyzing the data and conclusions. Survey techniques can then be used to analyze the relationships between variables, such as the relationship between the variables X1 and X2 to Y variable by using data obtained from the survey.

6.1 Operational Variable

Operational variable in this study are intended to facilitate or lead in developing measurement tools necessary data based on variables contained in the hypothesis above, namely: the independent variables (independent variables) is the implementation of Government policy in the organization of the Hajj (X1) and the variable quality of service (X2). The dependent variable is the organizer of the pilgrimage Special performance (Y).

6.2 Population and Sample

Populations are travel agencies that organizing a Special pilgrimage Hajj about 216. From the 216 samples of organizers were taken against the conducting of Special pilgrimage Hajj that put into three groups of data (stratum) based on the number of participants Special Hajj 2005. Information was also nabbed from association leaders (AMPUH, SEPUH and AMPPUH), *Jemaah Haji Khusus*, *Lembaga Pemantau dan Pemerhati Perhajian*, among others: *Maslahat Haji Indonesia (MHI)*, *Rabithah Haji Indonesia (RHI)*, and the Independent Monitoring Hajj Committee Indonesia (*KIPHI*). The target of population for the study in each stratum based on the number of Special Hajj pilgrims from the organizers of Special pilgrimage are presented in Table 1.

Table 1. Category research target population in each stratum based on the number of Special Hajj pilgrims from the organizers of Special pilgrimage

Stratum	Number of Populations
A = Number of Participants Hajj > 100 Pilgrims	40
B = Number of Participants Hajj 46 -100 Pilgrims	95
C = Number of Participants Hajj < 45 Pilgrims	81
Amount	216

Source: Results of processing data from the Ministry of Religious Affairs

The number of special pilgrimage organizer who became the target population studies in each stratum according to the association, are presented in Table 2.

Table 2. Target Population Research on Any Strata Based on the Number of Special Hajj

Organizers	Special Hajj Organizers			Number
	A	B	C	
AMPUH	26	78	61	165
SEPUH	12	15	20	47
AMPPUH	2	2	0	4
Amount	40	95	81	216

Source: Results of processing data from the Ministry of Religious Affairs

Table 3. Sample Research Goals at Every Strata Based on the Number of Special Pilgrimage Organizers.

Organizer	Special Hajj Organizer			Number
	A	B	C	
AMPUH	9	25	18	52
SEPUH	3	4	7	14
AMPPUH	1	1	0	2
Amount	13	30	25	68

Source: Results of processing data from the Ministry of Religious Affairs

Draft Data Analysis and Testing Hypotheses

Quantitative data analysis was done in two ways: (1) descriptive analysis using frequency tables to describe the characteristics of the study variables; (2) analysis using inferential statistics were conducted to determine the relationship of correlation and causal relationships, in order to test hypotheses to answer the research problem. Because of the problems tested were a variety of network variables that have a causal relationship, then detect the relationship between those variables used path analysis. Qualitative analysis was carried out to deepen the results of a quantitative analysis, by analyzing information obtained through interview techniques that are considered to explain the issues studied, for example, cooperative relationship between the leader / supervisor and subordinate, the payments are inadequate, promotion, prospects bureau Hajj in the future , the real conditions of competition between agencies Hajj and others.

Draft Test Hypothesis

The hypothesis proposed structurally depicted through a paradigm that diagram describe relationships between variables in the diagram government policy implementation in conducting of Hajj (X1) and quality of service (X2) as the cause variable and performance manage the pilgrimage (Y) as a result of the variable. This hypothesis can be illustrated as in figure 1.

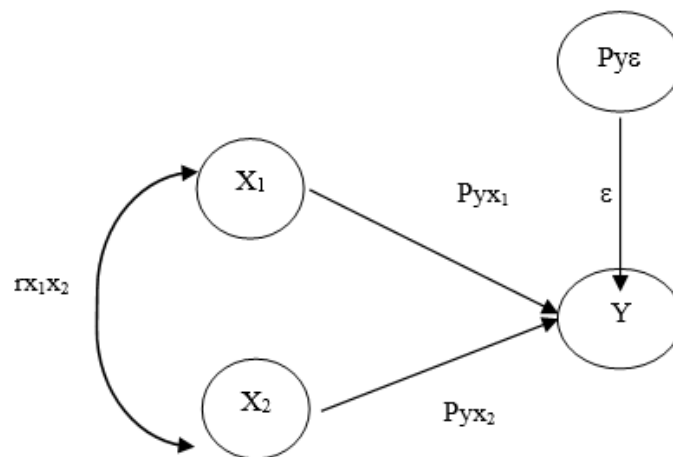


Figure 1 Paradigm Structure Framework Relationships Variable X1 , X2 Against Y

The structure of the relationship between variables in Figure 1 shows the effect of the relationship between variables, namely: variables X1 affects the variable Y, the variable X2 affects the variable Y, as well as variables X1 and X2 simultaneously together affecting variable Y. The effect of each variable causes (Xi), against the result variable (Y) is expressed by the magnitude of the structural parameters, namely P_{yx_i} . The amount of direct influence (relative) of the variable X_i (X_1, X_2) to variable Y can be determined by the formula:

$$P_{yx_i} = \sum_{j=1}^k CR_{ij} r_{yx_j}; \text{ for } i = 1,2$$

Where CR_{ij} is an element in the i -th row and j -th column of the matrix inverse correlation, which form is: So r_{yx_i} can be determined by the formula:

$$r_{yx_i} = \frac{n \sum_{h=1}^n X_{ih} X_{1h} - \sum_{h=1}^n X_{jh} \sum_{h=1}^n X_{1h}}{\sqrt{\left[n \sum_{h=1}^n X_{ih}^2 - \left(\sum_{h=1}^n X_{ih} \right)^2 \right] \left[n \sum_{h=1}^n X_{1h}^2 - \left(\sum_{h=1}^n X_{1h} \right)^2 \right]}}; \text{ } r_{xix_j} = j = 1,2.$$

To calculate the effect of other variables not included in the model, determined by the formula:

$$P_{yE} = \sqrt{1 - R^2_{yx_i}}$$

In this case:

$$R^2_{yx_i} = \sum_{i=1}^k P_{yx_i} r_{yx_i}$$

Where $R^2_{yx_i}$ is the coefficient of determination stating total of variable due to variable causes. The magnitude of the indirect effect of variable X_i to variable Y can be determined by the formula:

$$Y \quad X_1 \Omega X_2 = P_{yx_1} r_{x_2 x_1} P_{yx_2}$$

because path diagram is a picture of a multiple linear regression (multiple regression), the test on the effect of cause variable to variable due to be conducted in two phases, namely, as a whole and individually. To test the overall hypothesis formulation converted into operational hypothesis formulation with the form:

$$H_0 : P_{yx_1} = P_{yx_2} = 0$$

$$H_1 : \text{at least there is a } P_{yx_i} \neq 0$$

Statistical tests were used:

$$F = \frac{(n - k - 1) \sum_{i=1}^k P_{x_i x_i} r_{x_i x_i}}{k \left(1 - \sum_{i=1}^k P_{x_i x_i} r_{x_i x_i} \right)} \quad i = 1,2$$

Then the F-count is compared with the value of the F-distribution table F-Snedecor ($0.05 \text{ db} = k, n-k-1$). If the $F\text{-count} > F\text{-table } \alpha 0.05; k; (N-k-1)$ means significant. Conversely, if the $F\text{-count} < F\text{-table } \alpha 0.05; k; (N-k-1)$ means insignificant. Furthermore, the individual test and test statistics used are:

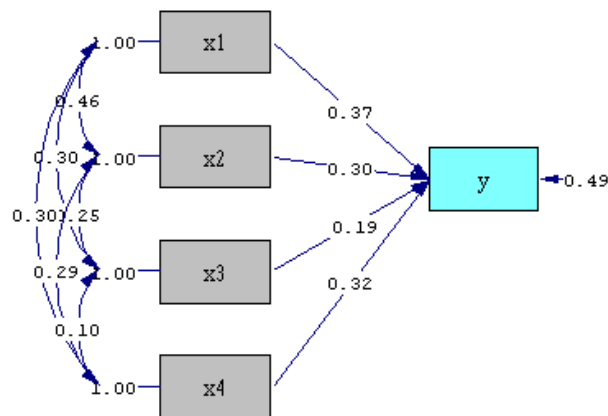
$$t = \frac{Px_1x_i}{\sqrt{\frac{(1 - R_{X_{1,2,\dots,k}}^2)CR_{ii}}{(n - k - 1)}}}; \quad i = 1,2$$

For comparison is the value of the distribution table t- student ($\alpha 0.05$ db = n-k-1). If the value of t-test (t_i) > t-table $\alpha 0.05$; n-k-1, meaning there is a significant difference between cause variable to variable result. If there is no significant difference then performed an analysis of the contribution of the effect (effect of total) among variables than the variables in order to know which of these causes tend to give greater influence or dominant. To calculate the interpretation of the degree of relationship between the variables under study used criteria Guilford (1954: 145) as follows:

Results and Discussion

The Influence and Feedback of Respondents about Implementation of Government Policy on Conducting Special Hajj in Indonesia

Results of research conducted on 68 samples taken with proportional stratified random sampling based on the strata of the organizers of the special pilgrimage bureau according to the number of pilgrims in 2005. Statistical analysis obtained by the path analysis influence of government policy implementation in conducting of Hajj pilgrimage to the performance of the Special Hajj organizers in Indonesia is:



Chi-Square=0.00, df=0, P-value=1.00000, RMSEA=0.000

Figure 2. The Path Coefficients X1 is Based on Estimates.

To determine the level of implementation of government policy, described in the descriptive analysis of the variables recapitulation of government policy implementation in conducting the pilgrimage, are presented in the following tabulation.

Table 4. Results Summary of Analysis Description Variables of Implementation Government Policy in Conducting Pilgrimage of Hajj

No	Dimensions	Score		Percentage
		The standard	Factual	%
1	Communication	340	279	82.06
2	Resources	340	239	70.29
3	Disposition	340	270	79.41
4	Bureaucratic structure	340	251	73.82
	Total	1360	1039	-
	Average	340		76.40

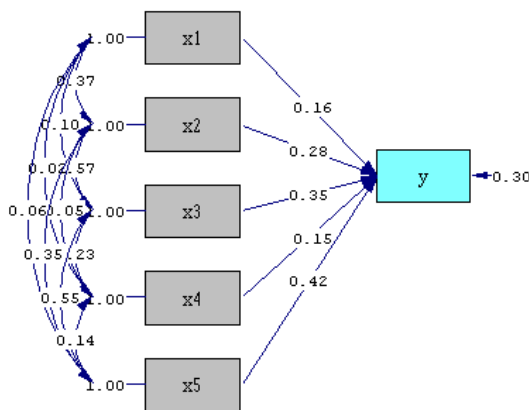
Source: Research data variables X1 through 16 items questionnaire that were processed

Based on table 4 above, it can be concluded that the analysis of the description of the ideal total score of all dimensions variable implementation of Government policy in the administration of the pilgrimage, showed that the average percentage of variable dimensions contribute significantly to the implementation of government policies in conducting the pilgrimage. That the level of implementation of Government policy in conducting of Hajj by the respondent amounted to 76.40 percent, meaning that policy implementation has only reached 76.40

percent, This means that there are several possible weaknesses include the lack of socialization, information and communication to the public, especially to the organizers Special Hajj related to the implementation of the policy process and the various pilgrimage almost every year there is a change of policy.

The Influence and Feedback of Respondents about Implementation of Government Policy on Conducting Special Hajj in Indonesia

Statistical analysis with path analysis of the impact of service quality on the performance of Special Hajj organizers in Indonesia are as follows:



Chi-Square=0.00, df=0, P-value=1.00000, RMSEA=0.000

Figure 3. The path coefficients X2 according to estimates

Furthermore, to determine the level of service quality in conducting of Special Hajj is described by descriptive analysis recapitulation of service quality variables are presented in the following tabulation.

Table 5. Result Summaries Analysis of Description the Variable Quality of Service

No	Uraian	Skor		Prosentase
		Seharusnya	Kenyataan	%
1	Reliability	340	277	81.47
2	Responsiveness	340	268	78.82
3	Assurance	340	268	78.82
4	Emphaty	340	260	76.47
5	Tangible	340	264	77.65
	Jumlah	1700	1337	-
	Rata – rata	340		78.65

From table 5 above, it can be concluded that the analysis of description of the ideal total score of all dimensions of service quality variables showed that the average percentage of variable dimensions contribute significantly to the quality of service. Thereby indicating that the level of conducting of Special Hajj service quality by the respondent amounted to 78.65 percent, that is, that the quality of services provided reached 78.65 percent, not 100 percent reached. This means that there are several possible weaknesses include the lack of organizers to receive and resolve any complaints and complaints submitted pilgrims, provision of facilities does not correspond to what was promised, the appearance of those with less friendly and attractive, so it can result in less give satisfaction to the majority special pilgrims.

The Influence and Feedback of Respondents about Implementation of Government Policy on Conducting Special Hajj in Indonesia

How to influence and feedback of respondents on the performance of Special Hajj organizers in Indonesia, described by descriptive analysis of performance variables recapitulation of Special Hajj organizers presented in the following tabulation:

Table 6. Performance Special Hajj organizers in Indonesia

No	Uraian	Skor		Persentase
		Seharusnya	Kenyataan	%
1	Quality of work	340	266	78,24
2	Promptness	340	248	72,94
3	Initiative	340	256	75,29
4	Capability	340	279	82,06
5	Communication	340	219	64,41
	Jumlah	1700	1268	-
	Rata – rata	340	254	74,59

Source : Data from the study variable Y through the 17 item questionnaires

From table 6 above can be concluded that the analysis description of the ideal total score of all dimensions in performance variables conducting special pilgrimage shows that the average percentage of variable dimensions contribute significantly to the performance special pilgrimage organizers. Thereby indicating that the level performance of Special Hajj organizers by the respondent amounted to 74.59 per cent means that the performance of the new special pilgrimage organizers reached 74.59 percent, not 100 percent reached. This means that there are several possible causes of poor performance meant that should be a concern from the leaders to achieve the performance of Special Hajj organizers as expected.

The Influence of Government Policy Implementation in Hajj and Service Quality in Overall Performance are against Special Hajj in Indonesia.

This study aimed to explore the effect of implementation government policy in conducting of pilgrimage to the performance of Special Hajj organizers in Indonesia, and the impact of service quality on the performance of Special Hajj organizers in Indonesia, as well as the effect of both on the performance of Special Hajj organizers in Indonesia, so the shape of pathway structures can be described as follows:

Based on the pathway diagram, the statistical hypothesis testing can be described as follows:

H0: Implementation of Government policy in conducting Hajj and service quality did not significantly affect the performance of Special Hajj organizers in Indonesia

H1: Implementation of Government policy in conducting Hajj and service quality significantly affect the performance of Special Hajj organizers in Indonesia.

The study hypothesis above is converted into a statistical hypothesis, to test the effect of each coefficient of these lines, statistical hypothesis is as follows:

H0: $\beta_{yx1} = 0$ versus H1: $\beta_{yx1} \neq 0$

H0: $\beta_{yx2} = 0$ versus H1: $\beta_{yx2} \neq 0$

Before continuing on the path analysis process, previously determined first model to be studied through regression analysis. In this regression analysis of policy implementation (x1) and quality of service (x2) is an independent variable and the performance of Special Hajj organizers (Y) be the dependent variable. From the data collected, using SPSS software obtained as follows;

From the table above can be seen the value of determination coefficient of 0.676, this shows the influence of government policy implementation in conducting the Hajj (X1) and quality of service (X2) on the performance of Special Hajj organizers (Y) amounted to 67.6%. So as much as 67.6% of the variation contained in a special performance of Hajj organizers (Y) can be explained by the implementation of government policy in conducting the Hajj (X1) and quality of service (X2). Whereas the correlation between policy implementation (X1) and quality of service (X2) on the performance of Special Hajj organizers (Y) is equal to 0.822, this value shows the strength of relationship between these variables.

From the results of computerized calculation above that can be interpreted that if formulated a mathematical regression equation is:

$$Y = b_0 + b_{yx1}X_1 + b_{yx2}X_2 + e$$

When transformed into value estimates obtained can be formulated as follows:

$$Y = 9.564 + 0.305X_1 + 0.569X_2 + e$$

From the equation above we can explain that any change in the effect of X1 and X2 by one unit then Y changes by 0,305 to X1 and 0.569 for X2 in the same direction, meaning that any positive effect of X1 and X2 for X then Y is also influential positive at 0.305 to 0.569 for the X1 and X2 and vice versa. Table analysis of variance was used to test the significance of regression equation we use the following hypotheses.

H₀ : $\beta_i = 0$ (All the regression coefficients equal to zero)

H₁ : $\beta_i \neq 0$ (At least one regression coefficient is not equal to zero)

The test statistic:

$$F = \frac{\text{the sum of quadratic regression}}{\text{the sum of quadratic residues}}$$

From the above table values obtained $F = 67.840$

Test criteria. Reject H_0 if $F \text{ count} > F_{\alpha (p-1; n-p)}$ for the regression equation which we test $p = 2$ and $n = 68$, where p is the number of parameters and n is the number of observations. With a confidence level of 95% of the table values obtained $F = 67.840$. Because the F count (67.840) is much larger than the value of F table (0.1619), then the test is very significant, so H_0 is rejected. The conclusion at least one regression coefficient is not equal to zero. Then the above regression model can be used to predict the path analysis.

Furthermore, by using statistical software Lisrel 8:30 then obtained a correlation matrix as follows:

Correlation Matrix			
	X_1	X_2	Y
X_1	1.0000	0.7914	0.7472
X_2	0.7914	1.0000	0.8011
Y	0.7472	0.8011	1.0000

Then the t-count values obtained as follows:

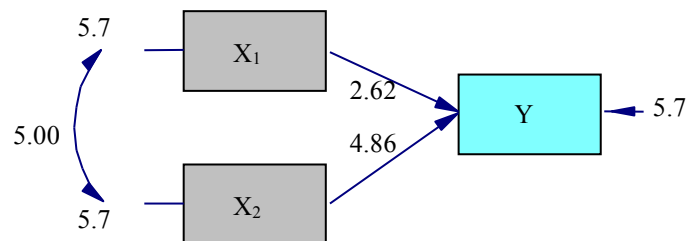


Figure above is the results counted t-test

1. Coefficient Test Pathway P_{yx1}

$$H_0 : P_{yx1} = 0$$

$$H_1 : P_{yx1} \neq 0$$

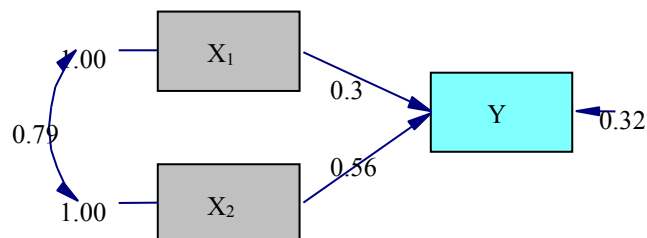
In the figure above $t\text{-count} = 2.62$ and $t\text{-table}$ with $db = nk-1 = 68-2-1 = 65$ 1.67 then the $t\text{-count} > t\text{-table}$, this means that H_0 is rejected, which has the sense that X_1 affect the Y significantly.

2. Coefficient Test Pathway P_{yx2}

$$H_0 : P_{yx2} = 0$$

$$H_1 : P_{yx2} \neq 0$$

In the picture above $t\text{-test} = 4.86$ and $t\text{-table}$ with $db = nk-1 = 68-2-1 = 65$ 1.67 then the $t\text{ count} > t\text{-table}$, this means that H_0 is rejected, which has the sense that their influence on Y X_2 significantly. Thus obtained value estimate as follows:

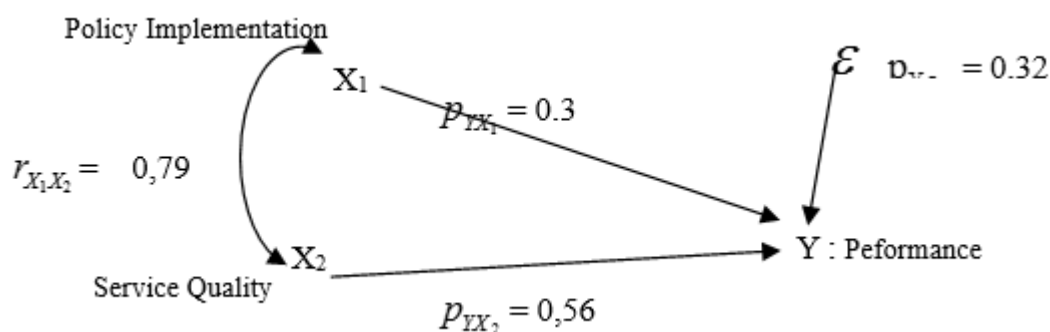


From the picture structure of causal relationships between variables with the values of the parameters structure above, it can be determined the effect of one variable against another, both the effect of directly or indirectly influence. So from the above calculation values can be obtained the effect of proportionately as follows:

1. For the variable X_1
 - Great direct influence on Y : $(P_{yx1}) \times (P_{yx1})$
 $(0,3) (0,3) = 0,09$
 - Great indirect effect X_1 through correlation with X_2 to Y : $(P_{yx1}) \times (r_{x1x2}) \times (P_{yx2})$
 $(0,3) (0,79) (0,56) = 0,1397$
 - Great influence X_1 to Y in total : 0.2297
- For variable X_2 .
 - The direct effect of X_2 to Y : $(P_{yx2}) \times (P_{yx2})$
 $(0,56) (0,56) = 0,3136$
 - Indirect effect X_2 through correlation with X_1 to Y : $(P_{yx2}) \times (r_{x1x2}) \times (P_{yx1})$
 $(0,56) (0,79) (0,3) = 0,1397$
 - Effect of X_2 to Y in total : 0,4463
2. For the combined variables X_1 and X_2 .
 - Influence along X_1 and X_2 to Y : $0.2297 + 0.4463 = 0.676$ which is none other than the coefficient of determination $R^2_{y(x1x2)} = 0.676$

Based on the calculations above it can put forward some things that can be inferred about the variables under study as follows:

1. Effect X_1 which directly determines the changes Y is 9 per cent and that through its relationship with X_2 amounted to 13.97 percent. Thus in total X_1 determine changes in Y by 22.97 percent.
2. In total 44.63 percent of the changes, Y is the influence of X_2 , with the details is 31.36 percent and 13.97 percent direct influence through X_1 .
3. X_1 and X_2 jointly affect Y by $22.97\% + 44.63\% = 67.6\%$.
4. The amount of influence in proportion caused by other variables outside variables X_1 and X_2 , which amounted to $100\% - 67.6\% = 32.4\%$.
5. Then the path diagram can be described overall as follows:



Conclusions and Suggestions

1. Conclusion

Implementation of government policies in conducting of pilgrimage in dimension of communication, resources, disposition and bureaucratic structure, influence and contribute significantly to the performance of Special Hajj organizers in Indonesia. The role of communication, sufficient and adequate resources, as well as the improvement of the bureaucratic structure is a media approach in improving the performance of Special Hajj organizers in Indonesia.

The quality of service that in tangible dimension, reliability, responsiveness, assurance and empathy, influence and contribute significantly to the performance of Special Hajj organizers in Indonesia. Reliability of service, responsiveness of services, provision of legal guarantees, empathy and a friendly and attractive appearance is a media approach in improving the performance of Special Hajj organizers in Indonesia.

Conducting of Hajj in Indonesia will go well if it is managed by a strong institution and carried by the quality of human resources that are reliable, honest, trustworthy, responsible and professional and oriented on providing excellent service and protection to pilgrims, and able managing potential funds for the benefit of the people and national development.

2. Suggestions

For every policy of the Government in the conducting of Hajj can be implemented well, accompanied by the provision of a quality service, so as to improve the performance of Special Hajj organizers, it should be

intensified through the use of human resources that are reliable and professional, capable communicated and socialized in the middle being surrounded society, improve reliability, responsiveness, empathy and without showing a treatment difference in providing services, also intensively improve the capacity and quality of work with ideals and sincerity in serving the guests of God (Allah SWT).

It is necessary to intensify the implementation of the registration of pilgrims through a network of Hajj Integrated Computerized System (SISKOHAT) across the province, all banks deposit Beneficiary Travel costs Hajj (BPS-BPIH) and in the relevant departments at the government.

Likewise, the division and the addition of a Special quota of pilgrims in a fair and democratic to the organizers a Special pilgrimage, as well as the necessary unification of the association of three existing associations so that is more robust and has a strong bargaining position. The government, in this case the Ministry of Religious Affairs should further enhance monitoring and take stern action against the irresponsible organizers of the Special pilgrimage and selectively select and further tighten the application for establishment of new Special pilgrimage organizers, in accordance with the applicable legislation.

It is time for the Government and the Parliament based on the aspirations of all sections of society, to immediately sit together to revise and refine the Law No. 17 of 1999 on conducting the Hajj which was soon followed by a variety of government regulation as the implementation of an Act.

Travel costs Hajj (BPIH) every year never went down even tends to increase significantly as a result, is determined by fluctuations in the price of each component to be borne directly (direct costs) in the process of Hajj, especially the cost of transportation and shelter. Government to intensively conduct bargaining and recalculation of the various components of the cost of lodging and so on in Saudi Arabia, so hopefully there will be a significant reduction in costs, which ultimately benefit to the pilgrims.

With the release of the Presidential Decree No. 63 of 2005 dated October 14, 2005 regarding the Second Amendment to the Presidential Regulation No. 10 Year 2005 on Organizational Units and Duties of Echelon I of State Ministries of the Republic of Indonesia, where Islamic Guidance Society Directorate General of Hajj and split into two, each Directorate General of Islamic Community Guidance and the Directorate General of conducting Hajj and Umrah, then has ended for the time of discourse and debate about the management of the organization of Hajj in the future.

Given the payment of travel expenses Hajj using the rupiah and the dollar, not to be affected in the event of price fluctuations, it should be the government and the Special Hajj organizers.

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