



## HAJJ SERVICE OPTIMIZATION: THE STRATEGIC ROLE OF IMMIGRATION IN SUPPORTING SMOOTH EMBARKATION AND DEBARKATION IN BALIKPAPAN

Tatang Iskandar<sup>1\*</sup>, Sefia Nur Laeli<sup>2</sup>

<sup>1</sup>Immigration Polytechnic, Indonesia

<sup>2</sup>Jenderal Soedirman University, Indonesia

[tatangiskandaarr@gmail.com](mailto:tatangiskandaarr@gmail.com)

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**Abstracts:** This study examines the improvement of Hajj services and the role of immigration officers in the embarkation and debarkation process of pilgrims at Sultan Aji Muhammad Sulaiman Sepinggan International Airport Balikpapan. With the increasing number of Hajj pilgrims every year, this research highlights the importance of effective Hajj management and the establishment of a team of Hajj Organizing Officers (PPIH) to ensure the smooth process of departure and return of pilgrims. This research's primary focus is optimising airport services, the immigration process, accommodation, catering, and security of the pilgrims. The results show that the Directorate General of Immigration plays a crucial role in expediting immigration checks, while inter-agency cooperation is needed to ensure successful Hajj management. The study concludes that improved services and inter-agency coordination can enhance the Hajj experience.

**Keywords:** Embarkation; Debarkation; Hajj Pilgrims

**Abstrak:** Penelitian ini mengkaji peningkatan layanan haji dan peranan petugas imigrasi dalam proses embarkasi dan debarkasi jemaah haji di Bandara Internasional Sultan Aji Muhammad Sulaiman Sepinggan Balikpapan. Dengan meningkatnya jumlah jemaah haji setiap tahun, penelitian ini menyoroti pentingnya manajemen haji yang efektif dan pembentukan tim Petugas Penyelenggara Ibadah Haji (PPIH) untuk memastikan kelancaran proses keberangkatan dan kepulangan jemaah. Fokus utama penelitian ini adalah optimalisasi pelayanan di bandara yang mencakup proses keimigrasian, akomodasi, catering, dan keamanan jemaah haji. Hasil penelitian menunjukkan bahwa Direktorat Jenderal Imigrasi memainkan peran kunci dalam memperlancar pemeriksaan keimigrasian, sementara kerjasama antar lembaga diperlukan untuk memastikan keberhasilan manajemen haji. Penelitian ini menyimpulkan bahwa peningkatan layanan dan koordinasi antar lembaga dapat meningkatkan pengalaman ibadah haji.

**Kata Kunci:** Embarkasi; Debarkasi; Jemaah Haji



## Introduction

Indonesia citizens have the right to enter and exit Indonesia. Indonesian citizens can be prohibited from leaving Indonesia territory for a certain period of time. Furthermore, Indonesia citizens cannot be subject to preventive measures because it is contrary to international norms and practices that state that citizens should not be prohibited from entering their own country, in accordance with Article 14 of Law Number 6 of 2011 concerning Immigration in Article 1 number 3 explaining the functions of Immigration include immigration services, law enforcement, state security, and facilitating the development of community<sup>1</sup> welfare. One of the main roles of Immigration is to provide immigration services to Indonesia citizens, including passport processing. The issuance of immigration travel documents for Indonesian citizens who will travel abroad is a form of security protection for Indonesian citizens while abroad<sup>2</sup>, thus giving the authority to Immigration to monitor the whereabouts and activities of their citizens. Mistakes that occur abroad can be handled by using data stored in Immigration as the basis for protecting Indonesian citizens abroad<sup>3</sup>.

Indonesia is known as the country with the largest Muslim-majority population in the world. Carrying out the hajj is one of the 5 (five) pillars of Islam that are mandatory for those who are able to istitha'ah both financially, physically, and <sup>4</sup>materially. After the COVID-19 pandemic subsided, there was a significant increase in the number of prospective pilgrims in East Kalimantan. Through the Decree of the Ministry of Religious Affairs of the Republic of Indonesia Number 189 of 2023 concerning Indonesia's Hajj Quota, East Kalimantan was given a hajj quota of 2,586. The details of the quota include 2,484 Hajj Pilgrims, 129 Elderly Priorities, 9 KBIHU Supervisors, and 24 Regional Hajj Officers out of a total national quota of 203,320 Prospective Hajj Pilgrims.

Hajj services have become important in facilitating the wishes of Muslims who want to travel to the Holy Land in the contemporary era. Sultan Aji Muhammad Sulaiman Sepinggan International Airport Balikpapan is the main entrance for prospective pilgrims from East Kalimantan and surrounding areas. The importance

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<sup>1</sup> Marcella Agnes, Flora Pricilla Kalalo, and Robert N. Warong, "Prevention and Deterrence in the Field of Immigration Based on Law Number 6 of 2011 concerning Immigration," *E-Journal Unsrat* 1, no. 1 (2022): 1–18.

<sup>2</sup> Marzuqoh Aulia and Nur Azizah, "The Strategy of the Indonesian Embassy in Kuala Lumpur in Protecting Citizenship: A Study of Undocumented Indonesian Citizens in Malaysia in 2022–2023" 7 (2016): 1–23.

<sup>3</sup> Rainhardus Halawa et al., "POLITICAL LEGAL PREVENTION OF INDONESIAN CITIZENS TO ABROAD IN" 1, no. 1 (2023): 1–10.

<sup>4</sup> Sri Wahyuni Asap, Ipandang Ipandang, dan Sriwaty Sakkirang, "Tinjauan Hukum Islam Terhadap Pembiayaan Ibadah Haji Melalui Hutang Suku Bugis (Studi Kasus Di Desa Iwoi Mendoro Kecamatan Basala Kabupaten Konawe Selatan)," *FAWAID: Sharia Economic Law Review* 1, no. 2 (2021): 98–109, <https://doi.org/10.31332/flr.v1i2.2849>.

of a smooth embarkation and debarkation process at the airport is becoming increasingly clear as the number of prospective pilgrims increases every year.

Immigration officials play an important job with significant strategic implications. Their responsibilities include completing the verification of Immigration Documents, especially Passports, and assessing the authenticity of the identity of prospective pilgrims before their departure to the Holy Land territory. Immigration officers improve safety and facilitate travel procedures for prospective pilgrims by verifying the completeness of immigration documents and regulations.

However, immigration officers face severe challenges. The existence of prospective pilgrims requires an increase in the capacity, effectiveness, and efficiency of migration services. This includes increased training of immigration officers, the application of advanced technology for immigration document authentication, and increased collaboration between agencies at airports. In addition, the airport places great emphasis on ensuring security during the hajj service. Immigration officers are responsible for verifying that prospective pilgrims do not have a criminal record or engage in acts that could endanger safety while in the Holy Land. Therefore, it is very important to conduct thorough and thorough checks to protect security and organization within the airport<sup>5</sup>.

The Regional Office of the Ministry of Religious Affairs of East Kalimantan through the Hajj and Umrah Organizer Division is committed to providing excellent facilities and services to prospective pilgrims from East Kalimantan, from the time of departure (embarkation) to returning to the country (debarkation), by forming a Hajj Organizing Officer who will work at the Balikpapan Embarkation, especially during the peak period of the Hajj season. Important factors in the implementation of the hajj that must be considered include aspects of prospective pilgrims, financing, administration, transportation, cooperation between countries, and organizing entities. The successful implementation of the hajj requires effective management in various areas, including services, education and guidance, as well as *manasik*, to ensure that pilgrims can achieve their spiritual goals in a satisfying and comprehensive manner<sup>6</sup>.

Every year, there is an increase in the number of pilgrims, highlighting the need for better and more efficient management. Based on statistics from *the General Authority for Statistics (GASTAT)*, there was a surge in participants from 2.3 million in 2018 to nearly 2.5 million in 2019, indicating an increase in the management of hajj by Saudi Arabia. However, the COVID-19 pandemic that occurred between 2020

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<sup>5</sup> Syifa Fauziah dan David Benjamin Simanjuntak, "ANALISIS KINERJA PETUGAS AVSECDALAM PELAYANAN MELAKSANAKAN PEMERIKSAAN BARANG BAWAAN PENUMPANG DI BANDAR UDARA INTERNASIONAL FRANS KAISIEPO BIAK PAPUA" 16, no. 2 (n.d.): 581–95.

<sup>6</sup> Zahrotun Munawaroh, M Mudhofi, dan Dedy Susanto, "Efektivitas Sistem Informasi Dan Komputerisasi Haji Terpadu (Siskohat) Dalam Penyelenggaraan Ibadah Haji," *Jurnal Ilmu Dakwah* 35, no. 2 (2017): 225, <https://doi.org/10.21580/jid.v35i2.1608>.

and 2021 resulted in a significant decrease in the number of hajj participants, with restrictions that allowed only those around the Grand Mosque to perform the hajj<sup>7</sup>. Effective hajj management is essential not only to ensure the smooth running of the pilgrimage but also to ensure good logistical coordination, the safety of pilgrims, and the provision of adequate infrastructure, including shelter, transportation, and health services for pilgrims from various countries.

A team from the Hajj Organizing Officer (PPIH) was formed to oversee the Hajj operations at the Balikpapan Embarkation. This decision was taken by the Director General of Hajj and Umrah Implementation of the Ministry of Religion of the Republic of Indonesia through Decree Number 436 of 2022. In addition, the Head of the Regional Office of the Ministry of Religious Affairs of East Kalimantan Province, Drs. H. Abdul Khaliq, M.Pd, has also assigned a PPIH task team of 273 people. This team is assigned to assist with operational tasks related to the departure of prospective pilgrims.

To ensure that the immigration examination process for prospective Hajj pilgrims from Indonesia runs smoothly, the Directorate General of Immigration provides special immigration services at the Embarkation or Debarkation point for Hajj pilgrims. Embarkation is the departure airport for prospective pilgrims, while Debarkation is the place where pilgrims from Saudi Arabia return home. The airport serves as an aviation area, including passenger, cargo, and flight security facilities<sup>8</sup>. The Directorate General of Immigration also provides passport services to make it easier for prospective pilgrims and educate them about the importance of maintaining a passport which is proof of identity while abroad. In addition, the Directorate of Immigration Traffic establishes Standard Operating Procedures for the examination of travel documents in collaboration with relevant agencies<sup>9</sup>.

This research aims to improve the quality of hajj services by optimizing the role and function of immigration officers with Hajj Organizing Officers (PPIH) in the embarkation and debarkation process of hajj pilgrims. To optimize the efficiency of the embarkation and debarkation process at Sultan Aji Muhammad Sulaiman Sepinggan International Airport Balikpapan, it is important to be aware of the strategic role of immigration officers. This can be achieved by implementing increased training, the use of advanced technology, and improved security measures. This initiative is expected to improve the quality of hajj services and provide a satisfactory travel experience for prospective pilgrims.

### **Theoretical Approach**

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<sup>7</sup> Abdurrahman Mansyur dan Nurul Hudaya, "MANAJEMEN HAJI DAN UMRAH DALAM PEMETAAN BIBLIOMETRIK" 3, no. 2 (2023).

<sup>8</sup> Besse Novariani Amri, "Peran Unit Apron Movement Control (Amc) Dalam Menjamin Keselamatan Penerbangan Di Bandar Udara Internasional Sultan Hasanuddin Makassar," *Jurnal Publikasi Ekonomi dan Akuntansi* 2, no. 3 (2022): 307–17, <https://doi.org/10.51903/jupea.v2i3.367>.

<sup>9</sup> Taufik Illahi dan M. Amin Akkas, "Sistem Penyediaan Transportasi Udara dalam Pengoptimalan Pelayanan Jemaah Haji Pada Penyelenggaraan Haji Indonesia" 10, no. September (2022): 183–203.

## Hajj

Hajj is one of the pillars of Islam that every physically and financially capable Muslim must perform at least once in their lifetime. Hajj has a deep spiritual meaning, namely as a form of obedience to Allah, self-sacrifice, and a symbol of the unification of Muslims around the world. In Islamic teachings, the Hajj aims to cleanse oneself of sins and obtain the pleasure of Allah, as mentioned in the Qur'an, Surah Al-Baqarah, verse 197, which emphasizes the importance of maintaining piety while performing this worship<sup>10</sup>.

## Immigration

Article 1 number 1 of Law Number 6 Year 2011 on Immigration explains that immigration is the traffic of persons entering or leaving the territory of Indonesia and its supervision in order to maintain the sovereignty of the state. The function of immigration is part of state government affairs in providing immigration services, law enforcement, state security, and facilitating the development of public welfare<sup>11</sup>.

## Embarkation

Embarkation refers to the process of departing pilgrims from the country to the Holy Land through certain designated points. The embarkation serves as a service center that provides facilities for health checks, departure administration, and final debriefing before the pilgrims depart. In general, embarkations aim to facilitate a smooth departure process by ensuring that each pilgrim has met the administrative and health requirements before performing the Hajj<sup>12</sup>.

## Debarkation

Debarkation in the context of Hajj refers to the process of arriving pilgrims in the country after completing the entire series of pilgrimage in the Holy Land. Debarkation involves a number of procedures such as health checks, return administration, as well as arranging the distribution of pilgrims to their respective areas of origin<sup>13</sup>. The main function of debarkation is to ensure the return of pilgrims runs smoothly and safely, as well as to identify any potential health problems that may arise during the journey, as part of post-hajj protection and treatment efforts.

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<sup>10</sup> Muhammad Saefullah dan Robingun Suyud El Syam, "Pedidikan Islam Pada Alumni Haji Di Majelis Taklim Dan Dzikir Asy Syahidiyah Wonosobo" 4, no. 2 (2022): 66–76.

<sup>11</sup> "Undang-undang (UU) Nomor 6 Tahun 2011 tentang Keimigrasian" 16, no. 2 (2011): 39–55.

<sup>12</sup> Rafrianika, "Kualitas Pelayanan Pada UPT Asrama Haji Embarkasi Bekasi," *Wawasan: Jurnal Kediklatan Balai Diklat Keagamaan Jakarta* 3, no. 1 (2022): 123–33, <https://doi.org/10.53800/wawasan.v3i1.112>.

<sup>13</sup> Aryani Dwi Hartanti dan Amal Chalik Sjaaf, "Tren Pemakaian Obat dan Pembekalan Kesehatan Haji Periode 2017-2019," 2019, 2056–65.

## Research Methods

The approach that the author applies is normative juridical, which is qualitative to describe, analyze, and develop discussions related to the formulation of problems that have been identified. Data collection is carried out by identifying laws and regulations and conducting library research, both in the form of scientific writings, works, and other source materials relevant to the research topic. Data analysis techniques include data processing, analysis, and description of results to achieve various views on the data and issues discussed in this study.

## Results and Discussion

Table 1. Embarkation and Debarkation Places in Indonesia

No.	Airport	Region
1.	Iskandar Muda Banda Aceh International Airport (BTJ)	Aceh Province
2.	Kualanamu International Airport Medan (KNO)	North Sumatra Province
3.	Hang Nadim Batam International Airport (BTH)	Riau Province, Riau Islands Province, West Kalimantan Province, and Jambi Province
4.	Minangkabau International Airport Padang (PDG)	West Sumatra Province and Jambi Province
5.	Sultan Mahmud Badaruddin II International Airport Palembang (PLM)	South Sumatra Province and Bangka Belitung Province
6.	Soekarno Hatta International Airport (CGK)	DKI Jakarta Province, Banten Province, Lampung Province, parts of West Java Province including Bandung Regency, West Bandung Regency, Bekasi Regency, Bogor Regency, Ciamis Regency, Garut Regency, Karawang Regency, Pangandaran Regency, Purwakarta Regency, Sukabumi Regency, Cianjur Regency, Tasikmalaya Regency, Bandung City, Banjar City, Bekasi City, Bogor City, Cimahi City,

No.	Airport	Region
		Depok City, Sukabumi City, and Tasikmalaya City
7.	Adisumarmo Solo International Airport (SOC)	Central Java Province and Yogyakarta Special Region Province
8.	Djuanda International Airport Surabaya (SUB)	East Java Province, Bali Province, and East Nusa Tenggara Province
9.	Sultan Aji Muhammad Sulaiman Sepinggan International Airport Balikpapan (BPN)	East Kalimantan Province, North Kalimantan Province, Central Sulawesi Province, and North Sulawesi Province
10.	Syamsudin Noor International Airport Banjarmasin (BDJ)	South Kalimantan Province and Central Kalimantan Province
11.	Sultan Hassanudin Makassar International Airport (UPG)	South Sulawesi Province, West Sulawesi Province, Southeast Sulawesi Province, Gorontalo Province, Maluku Province, North Maluku Province, Papua Province, and West Papua Province
12.	Lombok International Airport (LOP)	West Nusa Tenggara Province
13.	Kertajati International Airport (KJT)	Parts of West Java include Cirebon Regency, Cirebon City, Majalengka Regency, Indramayu Regency, Kuningan Regency, Subang Regency, and Sumedang Regency

**Source:** Decree of the Minister of Religion of the Republic of Indonesia in 2023 about Embarkation and Debarkation of Hajj

Based on table 1 above, it explains that the embarkation and debarkation places at Sultan Aji Muhammad Sulaiman Sepinggan International Airport Balikpapan (BPN) include several provinces including East Kalimantan Province, North Kalimantan Province, Central Sulawesi Province, and North Sulawesi Province.

Table 2. List of Hajj Quotas at Embarkation and Debarkation of Sultan Aji Muhammad Sulaiman Sepinggan International Airport Balikpapan (BPN)

No.	Region	Congregation	Priority for the Elderly	KBIHU Supervisor	Regional Hajj Officer	Sum
1.	East Kalimantan Province	2.424	129	9	24	2.586
2.	North Kalimantan Province	392	21	0	3	416
3.	Central Sulawesi Province	1.870	100	5	18	1.993
4.	North Sulawesi Province	669	36	2	6	713
	<b>TOTAL</b>	<b>5.355</b>	<b>286</b>	<b>16</b>	<b>51</b>	<b>5.708</b>

**Source:** Decree of the Minister of Religion of the Republic of Indonesia Number 189 of 2023 concerning Indonesia's Hajj Quota for 1444 Hijri/2023 AD

Based on table 2, it can be seen that the 2023 hajj quota consists of 4 (four) categories, namely pilgrims, elderly priorities, supervisors of the Hajj and Umrah Guidance Group (KBIHU), and regional hajj officers. The hajj quota for the East Kalimantan region is 2,586, the North Kalimantan region is 416, the Central Sulawesi region is 1,993, and the North Sulawesi region is 713.

Embarkation and Debarkation Process at Sultan Aji Muhammad Sulaiman Sepinggan International Airport, Balikpapan.

#### 1. Embarkation

Embarkation through the Hajj Organizing Officer (PPIH) provides a one-stop service called *"One Stop Service"* at the Muzdalifah Building to improve services for pilgrims, arrange the departure and return process. This comprehensive service includes final health checks, reception assistance, and cost-of-living support. One-stop integrated service is an innovative offering provided by PPIH Embarkation Balikpapan. This service aims to facilitate the process of pilgrims' journey to the Holy Land by combining customs, immigration, and quarantine (CIQ) procedures into a single unit<sup>14</sup>. This allows

<sup>14</sup> Z N W Awaliyah dan M A Yasfin, "... Kualitas Pelayanan Ibadah Haji Melalui Optimalisasi Petugas Penyelenggara Ibadah Haji (PPIH) Dalam Pemberangkatan Dan Pemulangan Jemaah Haji," *IDRIS: Indonesian Journal of Islamic ...* 01, no. 1 (2023): 37–54.



pilgrims to get enough rest before embarking on a journey deep into the holy land, ensuring they are physically prepared.

The application of this comprehensive service technique has been successful and efficient in facilitating the embarkation procedure of pilgrims. Upon arrival at the Muzdalifah building, the pilgrims will be greeted by the reception area and directed to sit. They will then be briefed in the reception area, and introduced to TIPHI, TPHI, and TKHI group officers. This is in line with Cashmere's view that an integrated service approach is an effective strategy to provide high-quality services during the hajj.

In addition, the pilgrims were also given briefings from the lodging and health sectors, namely about the division of rooms, the number of rooms, and meal schedules. Next, the pilgrims conduct a convincing health assessment to determine whether the subject is fit to fly. Pilgrims who are considered physically capable of flying are instructed to rest in the Mecca building. Pilgrims who are deemed physically unable to fly will undergo a health check by the health sector and will be assigned to the next flight group. Pilgrims who have completed the *screening* process will be directed to the Mecca building according to the room number that has been determined. Pilgrims receive a total of three meals a day and two additional snacks.

Furthermore, the supply department distributes Immigration Documents in the form of passports and provides a living allowance of 30 pieces of paper money (riyals) for individuals while in Saudi Arabia. Hajj pilgrims in Saudi Arabia receive meals three times a day. 5 (five) hours before leaving for the supply field, the congregation at the Muzdalifah building was carrying out sweeping activities. This activity is considered haram if it is in the holy land of Mecca. In the x-ray examination, the individual was in the jurisdiction of Angkasa Pura and the airline. After that, a departure ceremony was held, and the individual was then directed to Sultan Aji Muhammad Sulaiman Sepinggan International Airport by bus, and each bus was assigned to a specific group. According to Ahmad Ridani, Head of Hajj and Umrah Organizers of the Regional Office of the Ministry of Religion of East Kalimantan, after the pilgrims received comprehensive services, they were transported by buses arranged by hajj officers to Sultan Aji Muhammad Sulaiman Sepinggan Airport, from where they would depart for the Holy Land.

The departure of prospective pilgrims is determined by PT. Garuda Indonesia at the airport. Before departure, the bus needs to be secured. The pilgrims' journey from the hajj dormitory to the airport was carried out in groups accompanied by the Police and the PPIH Task Force. They were guided to the Angkasa Pura Logistics Building and then to Apron, with the help of *Airport Security* (AMC). The backup bus followed the group. Luggage trucks depart from the hajj dormitory to the airport with a *lead time* of 4 hours before the scheduled departure, as determined by PT. Garuda Indonesia at Sultan Aji Muhammad

Sulaiman Sepinggan International Airport. The luggage truck was securely sealed and accompanied by *Airline Security* personnel and PT. Garuda Indonesia during the trip. It is not allowed to change buses, vehicles, or drivers because they have undergone inspections and have a team according to the provisions. If there is a need to replace buses, trucks, or drivers, coordination must be carried out with *the Airport Operation & Services Department (OBDH)* to repeat the entire process from the beginning. The distance between the hajj dormitory and the airport is approximately 7 kilometers. The journey usually takes between 15 and 20 minutes. So far, the journey of pilgrims from Batch 1 to Cluster 43 which started at the Hajj Dormitory and ended at the airport did not encounter obstacles because the traffic flow remained smooth.

Figure 1. Embarkation Process



**Source:** Personal Documentation

The quality of service provided by immigration officers and PPIH has improved significantly, starting from the process of making passports at the TPI Balikpapan Class I Immigration Office, Embarkation at the Balikpapan hajj dormitory until arriving in the Holy Land. This service aims to ensure that pilgrims feel a high level of comfort and satisfaction with the services provided by immigration officers<sup>15</sup>.

During the departure time, the service provided by the Hajj Organizing Officer (PPIH) is the Hajj Dormitory, a hajj dormitory established to provide accommodation for prospective pilgrims before leaving for the Holy Land. During their stay at the Hajj Dormitory, pilgrims are treated to various services to ensure their comfort before starting their journey in Saudi Arabia. Researchers observed that PPIH has implemented improved services, including providing air-conditioned rooms and *single spring beds*, to ensure the comfort of pilgrims. The Hajj Organizing Officer (PPIH) for Accommodation employs cleaning staff to

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<sup>15</sup> Trisna Wahyu Endang Febrianti, Syarif Hidayatullah, dan Aprilia Rachmadian, "Peran Manajemen Pengelolaan Dokumen Pada Penyelenggara Umrah Di Pt. an Nahl Malang," *Multazam : Jurnal Manajemen Haji dan Umrah* 3, no. 1 (2023): 25, <https://doi.org/10.32332/multazam.v3i1.6435>.

maintain the cleanliness of the Hajj Dormitory. These assistants clean rooms, bathrooms, and dining rooms twice a day to ensure that the dormitory remains clean for its residents. To ensure the safety and comfort of pilgrims in the dormitory, officers have imposed strict security measures. In addition, visiting hours are limited to ensure that pilgrims can relax, feel comfortable, and get enough rest. Likewise, traffic restrictions at the Balikpapan Embarkation require anyone entering the area to show an exclusive identity card issued by PPIH Embarkation Balikpapan. In addition, access to the Balikpapan Embarkation area is limited to Regional Hajj Officers or agencies involved in the implementation of Hajj services.

In the provision of catering services, it is equally important to ensure the satisfaction of the public. Due to the need to maintain a high level of organization, there is a possibility of facing difficulties in distributing food to many people. As a result, there are concerns that certain pilgrims may need to receive enough food. Therefore, upon arrival of the pilgrims at the hajj dormitory, the Hajj Organizing Officer (PPIH) gave them a meal ration card. This card allows pilgrims to consume three meals and two snacks. Food is served to pilgrims in the hajj dormitory technically, either in the form of a buffet in each lodging building or in the form of a box if needed. The food provided by the Hajj Organizing Officer (PPIH) is adjusted to the preferences of the pilgrims, guaranteed to be sterile, delicious, and nutritious. The pilgrims were very enthusiastic about participating in the activities at the Hajj Dormitory.

In the service of airport facilities, order, comfort, and security at the airport are the top priorities. The Hajj Organizing Officer (PPIH) of the Weighing and Transportation Section of Luggage gave instructions to pilgrims to leave the dormitory three hours before the departure of the plane. The pilgrims were directed to the SG3 building to undergo a bag inspection using an x-ray machine operated by Angkasa Pura II Officers and Customs<sup>16</sup>.

The pilgrim departure process is carried out using 10 units of buses with an additional unit of spare buses. Each group is accompanied by escort patrols, monitoring cars, ambulances, departure officer cars, and transit pilgrims. The departure was carried out one hour before the flight schedule using Garuda Indonesia aircraft.

The Sultan Aji Muhammad Sulaiman Sepinggan International Airport Health Committee is ready to provide medical assistance to sick pilgrims, as well as working with various units, such as Immigration Officers, the Indonesian Air Force, Koramil, and the Balikpapan Police, to ensure airport security during the pilgrim's departure process.

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<sup>16</sup> Herawati Herawati, "Implementasi Peraturan Angkutan Udara Keberangkatan Dan Kepulangan Jamaah Haji Indonesia," *Multazam: Jurnal Manajemen Haji dan Umrah* 2, no. 2 (2022): 208, <https://doi.org/10.32332/multazam.v2i2.5966>.

Aircraft and cargo are carefully inspected to ensure flight eligibility, while PT. Garuda Indonesia Security escorted the truck carrying luggage through the Cargo Building to the Apron. The luggage was unloaded at the Garuda Pura Logistics Building, then moved by PT. Garuda Indonesia or designated Ground Handling staff.

When weather conditions were favorable, the pilgrim bus was positioned on the West Side of the Garuda Pura Logistics Building, waiting for instructions from AMC personnel. After permission was granted, the bus group was escorted by security patrols to the plane, with the pilgrims divided into two groups before boarding the plane.

## 2. Debarcation

The Debarcation of Hajj Pilgrims at Sultan Aji Muhammad Sulaiman Sepinggan Airport, Balikpapan, is divided into 21 groups, the Debarcation period is from July 8 to August 3, 2023. In the service of airport facilities, the Hajj Organizing Officer Document team (PPIH) has recorded as many as 2,586 pilgrims from East Kalimantan who have been successfully repatriated. The cumulative number of pilgrims and officers departing through the Balikpapan Embarkation is 5,708 people.

Upon arrival at the airport, the pilgrims immediately carried out several stages of activities. First, they got off the plane and headed to the transportation bus provided by PT. Garuda Indonesia. Airport Flight Security then escorted them to the Cargo Building, before finally departing for the Balikpapan Hajj Dormitory. The responsibility for escorting the pilgrim bus was transferred from the Garuda Pura Logistics Building to the Escort Patrol by the Balikpapan Police or Police at the Hajj Dormitory<sup>17</sup>. Meanwhile, the pilgrims' luggage was removed from the plane and immediately transferred to prepared pallets, then transported using baggage tractors to be loaded into two cargo trucks.

Furthermore, immigration checks are carried out by immigration officers by collecting the passports of pilgrims collectively. The passport was handed over by the hajj officer to the immigration officer for stamping at the immigration arrival counter at Sultan Aji Muhammad Sulaiman Sepinggan International Airport. After all passports are stamped, the authorized hajj officer receives the passport back and distributes it to the pilgrims.

At the Hajj Dormitory, pilgrims are welcomed at the Zam Zam Building to be directed according to their respective groups. In addition to the PPIH Reception Section, a number of parties are ready to welcome the arrival of the pilgrims, including PPIH Leaders, Regional Officials from the Ministry of Religion

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<sup>17</sup> Haliza Ati Ningsiwi, "Manajemen Pelayanan Bimbingan Manasik Kbi Muslimat Nu Balikpapan Di Masa Pandemi," *Multazam: Jurnal Manajemen Haji dan Umrah* 2, no. 2 (2022): 193, <https://doi.org/10.32332/multazam.v2i2.5963>.

or Regional Government, Immigration Officers, Health Teams, Development Task Force, Customs & Excise Teams, and other guests. The Accommodation and Catering Division also provides snacks to each congregation. Arriving at the Hajj Dormitory, all pilgrims who are members of SOC undergo a health examination by the PPIH Embarkation Balikpapan Health Team.

Figure 2. Debarcation Process



Source: Personal Documentation

## Conclusion

This study presents an in-depth analysis of the improvement of hajj services through the strategic role of immigration officers in ensuring the smooth embarkation and debarkation of pilgrims at Sultan Aji Muhammad Sulaiman Sepinggan International Airport, Balikpapan. This research highlights the improvement of the quality of services provided by immigration officers and the Hajj Organizing Committee (PPIH), which includes the issuance of passports, accommodation at the Hajj Dormitory, catering services according to the preferences of pilgrims, services at the airport which aim to maintain order, comfort, and safety of pilgrims. The Directorate General of Immigration makes a significant contribution by providing special immigration services to facilitate the examination process and provide education on the importance of maintaining Passport Immigration Documents. The airport's one-stop service system that includes health screening, debriefing, and distribution of immigration documents, coupled with financial and logistical support in Saudi Arabia as well as security escort to the airport, demonstrates a strong commitment to improving the Hajj experience for pilgrims. This research emphasizes the importance of cooperation and coordination between institutions in the implementation of the hajj, which not only focuses on logistics and administrative aspects, but also on improving the quality of services and safety of pilgrims.

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