

ABSTRACT

Mauliana, 2022, *Manajemen Pelayanan Bimbingan Manasik Haji Di Kantor Urusan Agama (KUA) Kecamatan Bati-Bati Kabupaten Tanah Laut Tahun 2018-2019*. Skripsi, Jurusan Manajemen Dakwah Fakultas Dakwah dan Ilmu Komunikasi. Pembimbing yaitu Bapak Syaipul Hadi, S. IP., MM. dan Ibu Devi Noviyanti, SE., MM.

Kata Kunci: Service Management, and Guidance of Manasik Hajj

This research is motivated by the existence of good hajj manasik service management, it is hoped that in serving pilgrims it can be as much as possible, effective and efficient before the pilgrims leave for the holy land, so that pilgrims feel satisfied and in carrying out the hajj run smoothly in accordance with religious guidance, so as to get a mabrur hajj.

The research method used is descriptive qualitative. The data was obtained by the author using interview techniques, with the number of informants as many as 7 people. The data obtained is then processed with editing, clarification and description techniques which are then analyzed qualitatively with a theoretical basis reference.

The results of the research conducted by the author are *first*: The hajj manasik guidance activities carried out in the Kua Bati-Bati District, Tanah Laut Regency in 2018-2019 broadly include, the policies of hajj organizers in the country, *taklimatul hajj*, hajj procedures (manasik hajj) field practices, hajj jurisprudence, travel manasik and flight safety, hajj wisdom, arbain, pilgrimage, hajj health information, morals, customs and culture of Saudi Arabia, as well as the rights and obligations of pilgrims and preserve the hajj mabrur. The manasik hajj guidance method carried out by the hajj manasik supervisor is in the form of lectures, questions and answers, manasik practices, and simulations. *Second*: Management of hajj manasik guidance services in the Bati-Bati District KUA in 2018-2019, namely: a) *Planning* (Planning), which includes: The District Depag provides a decree to the Bati-Bati District KUA, Informs prospective participants of the hajj manasik guidance, Determination of hajj manasik supervisors, Determination of manasik schedules and supervisors, and Determination of manasik hajj guidance materials. b) *Organizing*, the guidance of hajj manasik is carried out simultaneously with a total of 45 pilgrims without any separation. It's just that the pilgrims are divided into 4 squads. c) *Actuantting* (Implementation), the implementation of which is carried out, namely through the curriculum and syllabus of the hajj manasik that has been determined. d) *Controlling* (Supervision), supervision carried out, among others, by conducting an evaluation of the success rate of the implementation of hajj manasik guidance, both in terms of material mastery, mastery of memorization of hajj manasik prayers and the extent of the practice of manasik hajj guidance that has been curated by prospective pilgrims before departure.