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## Development of an Information System for Hajj Umrah Travel Services Using Co-Working Space Concept and Design Thinking Methods

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### Abstract

The effective execution of Hajj and Umrah necessitates the collaboration of three key entities: government agencies, Hajj and Umrah organizing bureaus (KBIHU), and the pilgrims themselves. The latter's willingness, preparedness, and understanding are crucial factors in ensuring the successful and seamless execution of Hajj and Umrah in accordance with their fundamental principles. Nevertheless, during the execution of the pilgrimage, there have been grievances expressed by pilgrims due to their limited understanding and awareness. This study presents a conceptual framework for a co-working facility that facilitates collaboration among three key stakeholders, to provide pilgrims with comprehensive and unified access to information and expertise. Furthermore, the organizer possesses the ability to provide continuous guidance and monitoring of the congregation's actions throughout 24 hours. The suggested framework involves the integration of three additional features, namely the Discussion Forum, Emergency Assistance, and Language Learning, into the existing KBIHU information system. The Emergency Assistance feature offers a platform for pilgrims to communicate directly with the organizer in real-time, enabling its utilization at any time and from any location. This section responds to basic inquiries regarding Umrah Hajj, including aspects such as departure arrangements, necessary equipment, essential prerequisites, and the fundamental pillars of Umrah Hajj. The Discussion Room feature serves as a designated area for pilgrims and managers to engage in knowledge sharing and exchange of experiences. Engaging in mutual reminders and acknowledging each other's expertise on the subject matter of Hajj and Umrah, including their historical context. The Language Learning component is designed to supplement and offer a learning environment for anyone undertaking the pilgrimage who are interested in acquiring a deeper understanding of the Arabic language. The research methodology employed consists of four distinct and organized steps. The process commences with the identification of challenges encountered during the implementation of Hajj Umrah. Subsequently, data is gathered to gain a comprehensive understanding of the issues at hand. Ideas for resolving these difficulties are then formulated based on the collected data. Finally, prototypes are developed to align with the proposed solutions. The anticipated outcomes of this study are poised to provide advantages for both pilgrims and organizers of the Umrah Hajj, thereby facilitating the execution of the pilgrimage in alignment with its fundamental principles.

**Keywords:** Hajj, Umrah, Design Thinking, Co-Working Space, KBIH.

### Introduction

The performance of Hajj and Umrah is obligatory for every Muslim who possesses sound judgement, exhibits bodily and mental well-being (Hazarika S, 2020), and possesses the necessary financial means. The practice of Hajj and Umrah in Indonesia has been historically established and maintained for a significant period. Indonesia is the nation that receives the most allocation for the annual departure of pilgrims. In the year 2023, Indonesia facilitated the

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pilgrimage of a substantial number of individuals, amounting to approximately 221,000 pilgrims.

The management of Hajj and Umrah in the Republic of Indonesia is overseen by the government, namely the Ministry of Religious Affairs. The Ministry of Religious Affairs, in collaboration with the Directorate General of Hajj Implementation (HPU), is consistently striving to enhance the standards of Hajj execution for Indonesian pilgrims. Law No. 13/2008, which pertains to the Execution of Hajj, stipulates that the Government is obligated to undertake three simultaneous responsibilities throughout each Hajj season, namely: safeguarding, providing direction, and offering services to Indonesian pilgrims. Based on the findings of multiple researches, it is evident that Umrah pilgrims continue to exhibit numerous deficiencies in their preparations, encompassing a lack of comprehension regarding the proper execution of Hajj and Umrah rituals, although possessing a well-educated background (Zajączkowski, 2022). From the perspective of governance, the government has implemented periodic enhancements in its services for pilgrims, which encompass the dissemination of information pertaining to Hajj or Umrah.

The government's endeavors are seen in the 1993 governmental assessment, which aimed to implement a contemporary and cohesive management system including technological advancements. The aforementioned items consisted of the following:

1. Improving the function and role of the Hajj post in the Ministry of Religious Affairs as the center for coordination and control of the Hajj pilgrimage.
2. Establishing a working network for the organization of Hajj.
3. Refine arrangements for all forms and types of Hajj services.
4. Efforts to improve the guidance and counselling of pilgrims include the following:
5. Improving the pattern of coaching and guidance of pilgrims by providing training for prospective pilgrims as needed.
6. Increasing the participation of Islamic organizations, especially the Indonesian Hajj Fraternity Association (IPHI) in the implementation of coaching and guidance of prospective pilgrims.
7. Improving the material of coaching and guidance of pilgrims including deepening the objective conditions of Saudi Arabia during the Hajj season.
8. Seeking a MUI fatwa on the once-in-a-lifetime Hajj pilgrimage and Umrah pilgrimage in the month of Ramadan.

Ongoing efforts to enhance preparations for the implementation of Hajj services have been observed, with the most recent developments occurring in 2020 (Nizar, 2020). These improvements are being undertaken by the Ministry of Religious Affairs in Indonesia, despite the Indonesian Hajj Pilgrims Satisfaction Index (IKJHI) having already achieved a satisfactory rating in 2019. The Ministry of Religious Affairs has devised a set of nine measures aimed at enhancing the quality of Hajj services in the year 2020. The aforementioned information was communicated by the Director General of Hajj and Umrah (PHU) of the Ministry of Religious Affairs, in which:

1. Enhance diplomacy with the Government of Saudi Arabia in an effort to increase the

quota of hajj pilgrims and the service and protection of hajj pilgrims.

2. Determining region-based groupings. This will be done as early as possible to streamline ritual guidance in the sub-districts.
3. Developing an emergency response at Armuzna as part of the Crisis Centre procedures by involving the muassasah.
4. Improving the mobile application-based reporting system for the group report and officer services integrated with Siskohat.
5. Full Covered Consumption, which is the addition of consumption during the peak season.
6. Revitalization of Hajj Dormitory Development
7. Improving Hajj services. "In addition to providing services to pilgrims during Hajj operations, also for community social service activities," he explained.
8. Construction of Integrated Hajj and Umrah Service Centre (PLHUT) to accelerate and improve hajj and umrah services in districts/cities.
9. Year-round Manasik to increase the knowledge of Hajj rituals for pilgrims and pilgrims candidate.

However, the evaluation of the effectiveness of the Hajj implementation can be determined by examining the level of successful collaboration between the commanding authority, the organizing bureau, and the pilgrims. The provision outlined in Article 1 of law, Paragraph 1 of PMA No.13/2018 elucidates that, alongside the government's efforts, the community has the capacity to independently or collectively establish pilgrim guide initiatives. Due to the significance of providing guidance for Hajj and Umrah, as well as the considerable number of pilgrims who remain unfamiliar with the process, the government has engaged the Hajj and Umrah Guidance Group (KBIHU) to assist in its execution (Abdollahif A.R, 2014). According to Article 33 of Law No. 8/2019, the Minister collaborates with KBIHU in the coordination of Hajj manasik advice. The user's text is too short to be rewritten in an academic manner (Al-Nawafleh E. A, 2019). The Hajj and Umrah advice Group (KBIHU) plays a significant role in facilitating the organization of Hajj advice in Indonesia, encompassing both the debriefing phase and the period spent in Saudi Arabia. The user's text is too short to be rewritten in an academic manner. Each KBIHU institution attempts to establish public confidence and meet the expectations of pilgrims. Nevertheless, KBIHU is still plagued by numerous issues.

The management of Hajj and Umrah is conducted in a structured manner by KBIH service bureaus, which operate under the oversight of the Ministry of Religious Affairs. Certain KBIH establishments employ information technology as a means to effectively administer and cater to the needs of their pilgrims. The communication process within KBIHU involves a unidirectional flow of information, originating from the manager and transmitted to the congregation via the respective information systems (Ismail I, 2022). Furthermore, congregational services are often conducted using telephonic or chat-based contact channels (Indra H, 2020). The provision of communication services through telephone and chat is significantly constrained due to their limited availability only during regular business days and hours (Haddouche H C, 2018). Nevertheless, the utilization of the KBHI Information System will offer enhanced flexibility in communication. Communication can be conducted at any given moment, with temporal

constraints being of minimal significance (El Mawardi M, 2020). Nevertheless, this mode of communication engenders a state of passivity among pilgrims, compelling them to adopt a passive stance and rely solely on the information disseminated by the KBIH organizer. Pilgrims are unable to pose inquiries unless they possess a comprehensive understanding of the imparted material. This phenomenon may contribute to the prevalence of ignorance, lack of understanding, and confusion among pilgrims regarding the regulations and essential aspects of undertaking the Umrah trip.

This research highlights the presence of Hajj manasik guides who lack professional expertise in providing services to pilgrims. Based on the collected data, it is evident that around 42% or 6,738 manasik supervisors possess valid credentials. The numerical value provided by the user is 6. According to data provided by the Indonesian Ministry of Religion on 20th February 2020, the Directorate General of PHU, in conjunction with 16 PTKN institutions located in 13 provinces of Indonesia, is anticipated to conduct the certification process for professional Hajj manasik supervisors. It has been observed that while the management implementation in KBIH has shown satisfactory progress, there persist numerous challenges in effectively executing the ritual direction for pilgrims. Enhancing the knowledge of pilgrims emerges as a vital undertaking.

## **Methodology**

In the contemporary era of information technology, accessing diverse information has become highly convenient (Moosa, 2016). This encompasses information pertaining to the preparations required for the pilgrimage of Hajj and Umrah. The utilization of digital media holds potential to enhance understanding pertaining to the preparation for Hajj and Umrah. Furthermore, a significant proportion of the Indonesian population possesses a high level of literacy in the field of information technology (Rosana E P, 2021). The percentage of Indonesians possessing communication devices exceeds 67.88%. This demographic is primarily composed of individuals within the productive age to old age range.

This study establishes a communication framework, referred to as a co-working environment, which is centered on dialogue and the exchange of information among the organizer and fellow travelers.

This research proposes a framework for a co-working environment as an innovative means of facilitating communication and conversation between KBIH providers and their pilgrims. Communication is facilitated by a mobile phone application or system, to instill a sense of confidence among pilgrims throughout their devotional activities (Khan K.A, 2023). The rationale for this is that pilgrims possess a structured framework that aids them in navigating challenges encountered during the preparation and execution of the Hajj and Umrah pilgrimages. The system design employs the methodology known as "design thinking," which encompasses four primary stages in its implementation.

## **Results**

Fundamentally, the level of communication between Umrah Hajj organizers and their pilgrims remains relatively low (Uswatun Hasanah, 2023). This is evident from the dearth of understanding and knowledge regarding this religious observance, which gives rise to numerous inquiries during its execution. According to the survey results, disagreements and misunderstandings continue to occur frequently in the congregation. This may result from information sources that are not centralized and accessible through a single entrance, thereby causing the congregation to be hesitant to act or do something.

Uncertainty gives rise to inquiries, the subjects of which encompass challenges associated with preparations for departure, necessities during sojourn in the holy land, complications that arise during the performance of Hajj and Umrah, and other activities undertaken in the holy land. The issues posed by the encountered problems are straightforward but fundamental, and they require responses. The 288 questions were gathered for the survey from a variety of sources. The category of inquiries pertaining to getting lost in the Holy Land was the most prevalent, comprising a total of 56 queries or a relatively high 19%. Certain queries are posed with the congregation in a state of uncertainty, while others are posed in anticipation of their own eventual disorientation. It is evident that the likelihood of pilgrims becoming disoriented is extremely high. Other potential triggers include a novel setting, an unfamiliar ambiance, an exceptionally high volume of attendees, and the repetitive arrangement of the mosque entrances. The congregation is preoccupied with the apprehension of becoming disoriented, despite the efforts of the organizers to ensure their safety and tranquility during the worship service.

Following this is a question frequently posed by pilgrims concerning their health, including the treatment of persistent coughs, headaches, diarrhea, and genetic disorders carried from their native land, as well as medication. Pilgrims may fail to recognize these challenges during their time in the host country. However, pilgrims typically panic if they encounter this while already in the holy land; they are notably concerned about hospital referrals, medications, and other expenses. Health-related inquiries comprise 39 queries, or fourteen percent of the total. The subsequent inquiries stem from concerns regarding elderly assistance, loss, preparation, and luggage, as well as religious observance prior to and throughout the journey (Al-Ajarma K, 2021). This issue is constant and unavoidable, as it constitutes a fundamental challenge encountered in the course of one's daily life throughout the Umrah pilgrimage. Therefore, pilgrims require a platform through which they can promptly obtain responses to their inquiries. By integrating the system created through this research with the KBIHU information system, pilgrims' issues can be answered and resolved. Attributes provided in the form of a collaborative workspace for organizing staff and pilgrims to engage in dialogue and study. This functionality offers a time-and-location-flexible discussion and question-and-answer forum, enabling pilgrims to utilize it at their convenience, irrespective of location (Bingaman K.A, 2023).

**Empathize;** In order to investigate the persisting challenges encountered by Umrah pilgrims, this study initially undertook a research endeavor to gather pertinent information and research data. The collection of study data encompasses a wide range of internet media sources, as well as other prior studies within the same research subject. The obtained data is analyzed in order to identify the primary topic of debate and make a conclusion that leads to the formulation of a solution. The study conducted a comprehensive survey on the many needs of pilgrims, encompassing aspects such as their comfort and happiness. The aim of this research was to provide pilgrims with sufficient knowledge and understanding to effectively do the Umrah pilgrimage in the sacred land. Furthermore, this study collected data from articles published in online media sources. A total of 250 articles were gathered during the course of 2023, as indicated in Table 1. Table 1 presents the most recent eleven articles obtained from diverse digital information sources at both national and regional levels. The most commonly posed inquiries by the pilgrims were extracted from the compiled articles.

No	Source
1	<a href="https://www.rri.co.id/ibadah-haji/243959/daftar-perlengkapan-ibadah-haji-yang-wajib-dibawa">https://www.rri.co.id/ibadah-haji/243959/daftar-perlengkapan-ibadah-haji-yang-wajib-dibawa</a>

2	<a href="https://ihram.republika.co.id/berita/rv1kk0430/tips-haji-persiapan-lahir-dan-batin-untuk-calon-jamaah">https://ihram.republika.co.id/berita/rv1kk0430/tips-haji-persiapan-lahir-dan-batin-untuk-calon-jamaah</a>
3	<a href="https://dinkes.palangkaraya.go.id/pelajari-persiapan-dan-cara-menjaga-kesehatan-saat-ibadah-haji/">https://dinkes.palangkaraya.go.id/pelajari-persiapan-dan-cara-menjaga-kesehatan-saat-ibadah-haji/</a>
4	<a href="https://kemenag.go.id/pers-rilis/menag-bicara-haji-2024-dari-tambah-petugas-syarat-istitah-kesehatan-hingga-persiapan-dini-yH8nH">https://kemenag.go.id/pers-rilis/menag-bicara-haji-2024-dari-tambah-petugas-syarat-istitah-kesehatan-hingga-persiapan-dini-yH8nH</a>
5	<a href="https://www.detik.com/edu/detikpedia/d-6165958/3-bekal-ibadah-haji-yang-wajib-dipersiapkan-sebelum-berhaji">https://www.detik.com/edu/detikpedia/d-6165958/3-bekal-ibadah-haji-yang-wajib-dipersiapkan-sebelum-berhaji</a>
6	<a href="https://www.halodoc.com/artikel/pentingnya-persiapan-fisik-dan-mental-sebelum-berangkat-haji">https://www.halodoc.com/artikel/pentingnya-persiapan-fisik-dan-mental-sebelum-berangkat-haji</a>
7	<a href="https://bpkh.go.id/ilmu-yang-harus-dipelajari-calon-jamaah-haji/">https://bpkh.go.id/ilmu-yang-harus-dipelajari-calon-jamaah-haji/</a>
8	<a href="https://www.acc.co.id/accone/InfoTerkini_Detail?Id=3738&amp;title=Selain-Biaya-Haji-Persiapkan-5-Hal-Ini-Sebelum-Berangkat-Haji-di-2022">https://www.acc.co.id/accone/InfoTerkini_Detail?Id=3738&amp;title=Selain-Biaya-Haji-Persiapkan-5-Hal-Ini-Sebelum-Berangkat-Haji-di-2022</a>
9	<a href="https://timesindonesia.co.id/peristiwa-nasional/447261/4-olahraga-yang-baik-untuk-persiapan-fisik-jemaah-calon-haji-2023">https://timesindonesia.co.id/peristiwa-nasional/447261/4-olahraga-yang-baik-untuk-persiapan-fisik-jemaah-calon-haji-2023</a>
10	<a href="https://www.alodokter.com/pelajari-persiapan-dan-cara-menjaga-kesehatan-saat-ibadah-haji">https://www.alodokter.com/pelajari-persiapan-dan-cara-menjaga-kesehatan-saat-ibadah-haji</a>
11	<a href="https://www.pusatumroh.id/tips-persiapan-haji/">https://www.pusatumroh.id/tips-persiapan-haji/</a>

Table 1. Research Data Sources Taken from Online Media

Afterwards, the issues raised by the congregation in each gathered article are removed. A total of 288 issues were derived from a sample of 250 articles, subsequently transforming into inquiries posed by the congregation. Table 2 presents a compilation of frequently encountered issues raised by pilgrims, each with a frequency of occurrence above seven instances. Based on the findings of the research, it was observed that out of the 288 frequently requested problems, certain components can be categorized according to their respective classes. There exist ten distinct categories of challenges that exhibit similarities and then manifest as collective inquiries.

When is manasik	Hajj Equipment	What health requirements?
Physical Health	Luggage	Enough medical team
Physical Health	Elderly needs	Health Facilities
Communication with family	Study history & Physics	Medicines
Preparatory sports for departure	Specific knowledge for the elderly	Health coverage
Medications brought	Communication	Medical evacuation
Situation in a new environment	Drink a lot, get enough nutrition	Administration/Documents
Sport?	Transportation	Luggage
Practice before leaving	Luggage	Improves mental state
To enrich the knowledge of Umrah Hajj	Customs	Menage Health
Health conditions	Personal medicine, routine mandatory medicine	Learning the pillars and procedures of Hajj
Luggage	Vaccine	Improving morals
Packing	Chronic Diseases	Hajj equipment

Exchange money	Clothes	Luggage
Phone Credit	How to prescribe medicine?	Vaccine
How to wear ikhram clothes	Medical report	Health check
Important documentation	Personal hygiene, towels, shavers, etc.	Diet
Money means of payment there	Glucose meter for diabetics	Maintain health
Clothing and supplies	Dysentery, antipyretic, painkiller	Medicines
Learn about culture and customs	Procedures on board	Get enough sleep
Travel routes	Health counseling	Mental health
Important locations	Health check-up	Waiting in the translite room

Table 2. The List of Questions That Often Arise from Hajj Umrah Pilgrims

**Table 2.** Continue

Luggage	Luggage	Allowed luggage
What is physical mental preparation	Health monitoring	Unauthorised luggage
How is the procedure for Hajj	Treatment	Communication
What does this cause sara	transportation	mask
Some cash maximum	Hajj rituals	health
IMEI Registration	Mobility in the holy land	vaccine
Is it okay to accept consignments?	Hajj Officer	Personal medicine
What prohibited goods?	Document preparation	Drink enough
Knowledge about Umrah Hajj	Self-preparation	Hygiene
What is the safar?	health	Personal tools such as razors
Morals during the implementation of Hajj	Kondisi financial	Nutrient
On the go	Assistance for the elderly	Mask
Physical, mental preparation	Officer imbalance	Keep your distance
Elderly health	Luggage	Keep yourself safe
Regular diet during the implementation	Recommended pilgrims	health
Sports, Healthy Living	health	Elderly health
Can you do manasik independently?	Personal health documents	vaccine
Physical and mental health	Healthy lifestyle	Health check-up
Nutritious food with balanced nutrition	vaccination	Health counseling
Drink enough	Medicines	Treatment

Manage stress	Get enough rest	Physical health
Lots of breaks	Take care of your health	Mental health
Forgiving each other	Drugs brought to the cabin	Learn the mandatory requirements and get along well
Draw close to God (Patience)	Get enough sleep	Document haji
Health of elderly pilgrims	Krim is a term for water	Health
administration	Cleanliness, holy hands	Wheelchair
Information about implementation	Pay attention to nutrition	Hajj rituals
health	Any expired food?	Assistance for the elderly

The following are the 10 main groups of issues frequently queried by Umrah pilgrims, as seen in Table 3.

No	Source
1	Health
2	Elderly companion
3	Luggage
4	Lost
5	Currency
6	Lost and found
7	Packing (Packing)
8	Communication and Information
9	Preparation for departure
10	Resident

Table 3. The Top Ten of Occurrence of Question

Given that the article search mostly revolves around the preparation of Hajj and Umrah, it is evident that inquiries pertaining to the fiqh (Islamic jurisprudence) of Hajj are not prominently featured in the pilgrims' list of questions.

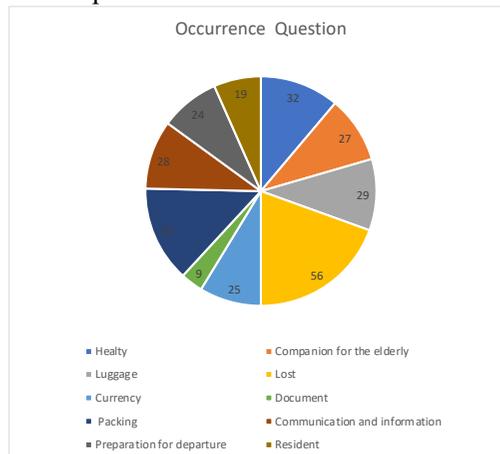


Figure 1. Percentage of Occurrence Question of Hajj Umrah Pilgrim

Figure 1 illustrates the percentage of occurrence of inquiries related to pilgrims' Umrah **Define:** Subsequently, the research progressed to the Define stage. At this juncture, a survey was undertaken to assess a selection of the most exemplary KBIH information systems (El Mawardi M, 2020). In the capacity of a coordinator for Hajj and Umrah, it is imperative that the KBIF information system possesses the capability to offer interactive direction and guidance to pilgrims. Table 4 presents the survey findings pertaining to the three most outstanding KBIHU. All KBIHs has identical characteristics. There is a lack of user-friendly features specifically designed to cater to the needs of pilgrims, particularly in terms of facilitating direct engagement with the system to enhance their understanding and expertise through the ability to ask diverse questions regarding the planning and execution of Hajj and Umrah.

KBIHU	Features		
	Article	Package	Gallery
<b>Magfirah</b>	√	√	√
<b>Assalam</b>	√	√	√
<b>PSII</b>	√	√	√

Table 4. Comparison Of Features Owned by The Three Best Kbihs

In order to optimize the utilization of the KBIH information system as a communication tool between the organizer and the congregation, it is imperative to introduce innovative elements that enhance its functionality and enable it to effectively serve the congregation.

**Ideate:** This stage involves the exploration of potential solutions in order to identify the most effective idea for resolving the problem at hand. Based on the data gathered from the research, it is imperative to introduce innovative enhancements to the KBIH information system. Based on the findings derived from surveys done on various Hajj Umrah systems, it has been identified that certain components exhibit deficiencies and require further enhancement. This study presents a conceptual framework for a direct communication system that incorporates emergency aid elements, a discussion room system, and a Language Learning system with the aim of enhancing the knowledge of pilgrims. Table 5 illustrates the three distinct aspects inherent in the co-working space framework suggested in this study.

KBIHU	Features					
	Emergency Help	Discussion room	Study Arabic	Article	Package	Gallery
<b>Magfirah</b>	X	X	X	√	√	√
<b>Assalam</b>	X	X	X	√	√	√
<b>PSII</b>	X	X	X	√	√	√
<b>Co-working space</b>	√	√	√	√	√	√

Table 5. Comparison Of Co-Working Space Features with Existing Features

**Prototype:** a prototype was developed through additional study to establish a framework for the co-working space. The present study posits the development of a more sophisticated and refined system. The User Interface was developed via Figma tools with the aim of creating a congregation-friendly design. Given the diverse social backgrounds, educational levels, and age ranges within the congregation. In a general sense, this study presents a variety of User Interface pages. The primary webpage exhibits a collection of five distinct elements that are available for selection by the congregation, as illustrated in Figure 2. The primary components encompassed within the system are Procedures, Learning, Gallery, and Help.



Figure 2. The Main Page of the Co-Working Space Frame Work

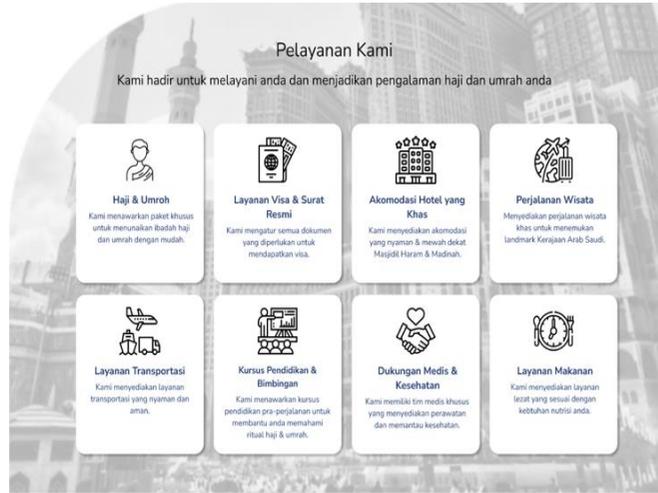
The Service Procedures section encompasses the various services that are made available to individuals who are considering embarking on a pilgrimage. There exists a total of eight services, one of which is the Hajj Umrah Package. This feature provides services for the issuance of passports and visas, arrangements for accommodation and hotels, as well as organizing religious tourism tours, as depicted in Figure 3 and Figure 4.



Figure 3. Service features of the co-working space



(a)



(b)

Figure 4. Service Procedure Features. (A) Procedure; (B) Service

Referring to the Figure 4 illustrates the service procedure features in which procedure (a) and our service (b). The Learning component offers comprehensive knowledge and scholarly papers pertaining to the execution and organization of the Hajj and Umrah pilgrimage. This feature also provides information regarding the cultural aspects of the Arab region, the historical backdrop of the Hajj pilgrimage, the life and teachings of the prophet Muhammad, the historical development of the Hajj and Umrah rituals, and other related topics. The articles are presented in a manner that is both accessible and engaging, with the intention of capturing the interest of pilgrims.

The inclusion of a gallery feature is a notable aspect of the design. The co-working facility known as Frame Work also provides a gallery page, which allows pilgrims to access and see documentation of their Umrah journey as participants of this system. Furthermore, the collection showcases various historical sites, Indonesian culinary establishments together with their respective geographical positions, and conveniently accessible shopping destinations.



Figure 5.

Gallery feature provides information and documentation of the Hajj Umrah journey

The Help feature is a proposed innovative feature put out by the research. This feature encompasses the provision of Emergency Assistance, a Discussion Room, and a Language Learning Room.

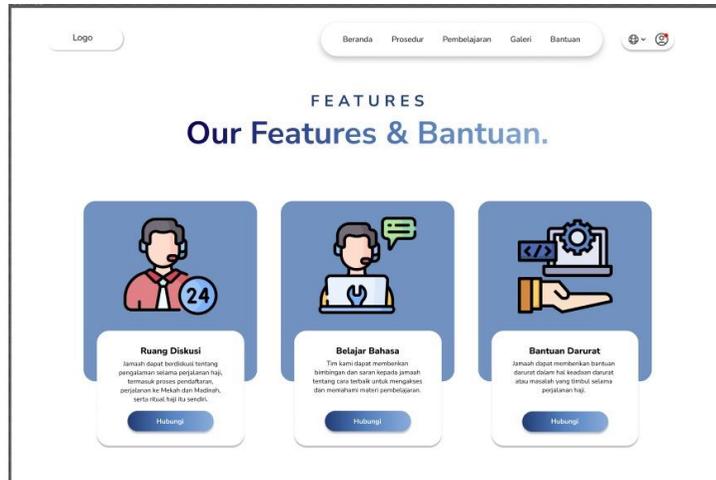


Figure 6.

Emergency assistance features for enquiry room, discussion room and language learning room

- a. The Emergency Assistance feature facilitates real-time communication between pilgrims and organizers or guides through tailored queries and responses. Support is readily available to pilgrims in times of need, both during their departure and throughout the course of their devotional activities. Immediate assistance and guidance will be provided without delay, as the system operates online. Below is an illustration of basic inquiries pertaining to the concept of pilgrimage.
- b. The primary objective of the Discussion Room feature is to enhance the understanding and knowledge of pilgrims on various aspects of the Umrah pilgrimage, including the historical context of the prophet, the Arabian peninsula, the Arab nation, and the Prophet's hijrah, among other relevant topics (Zarcone, 2011). Online discussions serve as a platform for pilgrims and organizers to engage in information sharing, exchange experiences, and contribute valuable insight. The implementation of Co-working spaces is anticipated to enhance the quality of services provided to pilgrims.
- c. The Language Learning function is designed exclusively for anyone doing a pilgrimage who wish to acquire proficiency in the Arabic language (Iryani E, 2020). Acquiring proficiency in the Arabic language might prove to be highly advantageous for individuals seeking to delve into the scientific aspects of Islam, as Arabic serves as the native language of the country where Islam originated (Pasaribu M, 2022).

**Pintu Masuk Masjidil Haram di Makkah**

Ada begitu banyak pintu masuk Masjidil Haram. Masing-masing mempunyai nomor tersendiri.

Di atas pintu-pintu tersebut terdapat lampu petunjuk yang dapat dilihat dari jauh untuk mengetahui apakah ini pintu masuk atau pintu keluar.

**Lima Pintu Utama Masjidil Haram**

- **Pintu Raja Abdul Aziz**, No. 1, terletak di pelataran bagian barat
- **Pintu Shafiq**, no. 11, terletak di arah tempat Sari
- **Pintu Al-Fatih**, no. 45, terletak di pelataran utara
- **Pintu Al-Umrah**, no. 52, terletak di pelataran utara
- **Pintu Raja Fahd**, no. 79, di pelataran bagian barat

**Pintu Khusus untuk Jemaah Umrah**

Pintu untuk para jemaah Umrah berbeda dengan pintu untuk orang-orang yang hendak shalat.

Sejumlah pintu di Masjidil Haram dikhususkan untuk jemaah Umrah pada setiap musimnya. Ini dimaksudkan untuk mengatur arus masuk ke Masjidil Haram dan memudahkan mereka menunaikan Umrah.

Jika Anda menunaikan Umrah, Anda dapat mengetahui pintu-pintu khusus untuk jemaah Umrah dengan cara bertanya kepada salah seorang petugas yang ada di pelataran Masjidil Haram.

**Taksi dan Mobil Sewa di Bandara**

Ketika keluar dari bandara, Anda akan menemukan banyak taksi atau mobil sewaan yang dapat membawa Anda ke Masjidil Haram.

Anda juga dapat menyewa taksi atau mobil sewa dari loket-loket perusahaan transportasi yang ada di terminal kedatangan bandara.

**Apa Yang Tidak Boleh Dibawa ke Dalam Masjidil Haram?**

Di antara barang-barang yang tidak boleh dibawa ke dalam Masjidil Haram adalah

- Makanan dan minuman (kecuali kopi, kurma dan air)
- Benda-benda tajam
- Cairan yang mudah terbakar
- Tas dan koper berukuran besar
- Stoker kereta dorong untuk anak-anak

Orang yang berhaji atau berumrah tidak boleh meninggalkan barang-barang pribadinya di pintu. Ia bisa menyimpannya di tempat penitipan khusus yang tersedia di loket penitipan yang terdapat di halaman Masjidil Haram.

**Kereta Al-Haramain**

Ini merupakan kereta super cepat yang disediakan untuk melayani para jemaah haji dan Umrah, yang menghubungkan antara Makkah, Madinah Al-Munawwarah dan Bandara Jeddah.

- Kereta api Al-Haramain menawarkan kecepatan, keamanan dan kenyamanan bagi para penumpang.
- Kursinya tersedia dalam dua kelas: bisnis dan ekonomi.
- Dilengkapi kafe yang menyajikan makanan dan minuman bagi penumpang sepanjang perjalanan.

**Letak stasiun terpenting kereta Al-Haramain**

- Stasiun bandara Jeddah terletak di dalam bandara King Abdul Aziz.
- Stasiun Makkah Al-Makuramah terletak sekitar 3,5 km dari area Masjidil Haram. Di situ terdapat bus-bus yang telah disediakan untuk mengangkut jemaah antara stasiun dan Masjidil Haram di Makkah.
- Terminal Madinah Al-Munawwarah terletak sejauh 9 km dari Masjid Nabawi. Di sana terdapat bus yang khusus mengangkut penumpang dari dan ke Masjid Nabawi.

**Bagaimana cara memesan tiket Kereta Al-Haramain?**

Anda dapat memesan tiket Kereta Cepat Al-Haramain dengan cara sebagai berikut:

- Lewat aplikasi atau aplikasi
- Loket perjalanan tiket yang terdapat di setiap stasiun kereta
- Menghubungi hotline Kereta Al-Haramain di nomor: 920004433

**Yang Tidak Boleh Dibawa Masuk ke Arab Saudi**

Saat tiba di salah satu bandara di Arab Saudi, perhatikanlah hal-hal berikut ini

Catatan di Kartu Imigrasi.

- Uang tunai dalam jumlah besar jika melebihi 60 ribu riyal.
- Hadiah dalam jumlah yang bersifat komersial, dimana nilainya lebih dari 3000 riyal.
- Usaha untuk tidak membawa barang-barang dalam tas Anda yang dilarang masuk ke Arab Saudi. Untuk mengetahuinya, silakan cek di daftar barang-barang yang dilarang, melalui situs: Lembaga Zakat, Pajak dan Bea Cukai.

Sebelum berangkat, jangan lupa bertanya tentang spesifikasi dan ukuran tas yang telah ditetapkan oleh bandara dan maskapai penerbangan, agar barang-barang Anda sesuai spesifikasi, dan agar dapat dikunci dan dikemas dengan baik sehingga tiba dengan aman.

Jemaah haji dan Umrah bertanggung jawab penuh atas barang-barangnya sendiri. Berhati-hatilah, jangan sampai membawa barang atau tas orang lain di bandara.

**Apa Saja yang Saja Bawa dalam Tas?**

Kerajaan Arab Saudi secara umum, dan wilayah dua tanah Haram secara khusus, kaya semua produk dan komoditas primer dan sekunder yang dibutuhkan oleh para jemaah haji dan peziarah, dan tentunya dengan harga yang kompetitif.

Anda harus membawa apa yang biasa Anda butuhkan dalam perjalanan, tanpa membebani Anda dalam mengangkutnya.

**Ingatlah untuk selalu membawa**

- Dokumen resmi utama: paspor, sertifikat vaksin, dan surat-surat izin yang diperlukan.
- Obat-obatan yang Anda butuhkan dalam perjalanan sesuai lama perjalanan Anda, catatan medismu apabila kami memiliki riwayat penyakit tertentu, dan resep dokter untuk obat-obatan khusus.
- Dompet dengan uang tunai, kartu debit, dan kartu kredit yang Anda butuhkan dalam perjalanan Anda.
- Pakaian yang Anda butuhkan setelah Ihram.
- Sepatu yang cocok untuk berjalan jauh.
- Baju ihram.
- Telepon genggam dan charger dengan tiga colokan yang sesuai sistem listrik negara Arab teluk yang bisa dibeli di bandara atau toko ritel saat kedatangan, dan headphone nirkabel jika Anda memang menggunakannya.
- Mushaf atau buku yang ingin Anda baca dalam perjalanan.

**Jangan membawa**

- Bahan makanan dan minuman yang mudah rusak serta yang membutuhkan alat khusus untuk membawa dan menyimpannya.
- Benda apapun yang bertentangan dengan peraturan Islam seperti alkohol dan kartu remi.
- Obat-obatan tradisional atau suplemen nutrisi dan kosmetik, jamu, dan bahan kimia yang tidak dikemas oleh pabrik serta bahan-bahannya ditulis dalam bahasa Inggris.
- Rokok elektronik dan aksesorisnya, seperti cairan elektronik, nikotin cair, dan aksesorisnya.
- Benda apapun yang dilarang untuk dibawa dalam perjalanan secara internasional, seperti narkoba, senjata, dan benda-benda yang mudah terbakar.

**Perhatian**

Jangan lupa sebelum perjalanan, Anda menanyakan tentang spesifikasi dan ukuran tas dan bagasi yang ditentukan oleh pihak bandara dan maskapai penerbangan, sehingga barang-barang Anda sudah sesuai dengan spesifikasi. Jangan lupa mengunci koper supaya aman.

## Discussion

The primary objective is to enhance the understanding of aspiring pilgrims and those already

engaged in this religious practice. Currently, the practice being implemented involves the annual conduct of debriefing sessions by KBIHU. These sessions encompass several methods such as face-to-face meetings, assembly debates, and manasik practices. This activity has a transient nature. A common phenomenon observed among pilgrims is that they acquire knowledge and comprehension during their pilgrimage, yet once returning to their homes, many individuals tend to forget the information they had recently acquired.

Based on the aforementioned contextual information and other relevant scholarly investigations that address the same matter, it has been seen that numerous significant inquiries spontaneously emerge from pilgrims over the course of implementation. Topics of interest for pilgrims include the proper procedures for distinguishing between luggage and cabin items, effective methods of communication with family members residing in their home country, considerations over the currency to bring along (rupiah or the local currency), adherence to certain dress codes for female pilgrims during ihram, and the potential implications of deviating from these guidelines on the validity of the hajj pilgrimage. These inquiries emerge spontaneously and necessitate immediate responses. Regrettably, this problem consistently manifests itself during every departure of the Hajj and Umrah pilgrimages.

In order to address this challenge, it is imperative to enhance the services provided by the organizer through the utilization of technology (Moch. Charis Hidayat, 2019), hence augmenting the knowledge base for the effective execution of Hajj and Umrah. This study presents a proposal for including the functionalities of 'Emergency Assistance', 'Discussion Room', and 'Language Learning Room' within a co-working space framework. The accessibility to the system is guaranteed to all pilgrims who possess an account provided by the organizer. One benefit of this practice is that it facilitates communication among other pilgrims, enabling them to exchange information, provide reminders, and offer mutual support for positive endeavors, among other advantages (A Mannan, 2018).

This study proposes the development of an online co-working space system as a means of optimizing the implementation of information technology. The system aims to address the needs of the congregation by providing a platform for answering questions and facilitating the sharing of experiences among fellow worshippers. By fostering a sense of familiarity, safety, and confidence, the system aims to enhance the worship experience for individuals utilizing this technology. Furthermore, the 'Learn Language' functionality is offered to enable pilgrims to engage in independent Arabic language study. It is advisable for devotees to acquire proficiency in everyday conversational dialogue, should the need arise.

## **Conclusions**

According to the findings of interviews with Umrah pilgrims, when the three newly developed features were presented to them, they were ecstatic. Precisely for the purpose of emergency assistance. As a result of the fact that this function is extremely helpful throughout both the planning and execution phases of Hajj Umrah, it can be concluded that the co-working space system is extremely useful for Hajj Umrah. Benefits are immediately apparent during the preparation phase, knowledge is imparted through the Discussion function, and assistance is requested in an emergency situation. The co-working space system possesses the capability to promptly provide answers to any inquiries that the pilgrims may have yet to encounter. Similarly, pilgrims may inquire about and engage in discussions regarding the stipulations and pillars of Hajj Umrah, sunnah worship, the most effective prayers, the performance of supplementary prayers, trips to locations where prayers are answered, and similar matters. All

inquiries and dialogues are permissible at any moment, with no constraints on time or space. Conversely, an analysis of the discussion feature reveals that pilgrims who have undertaken Hajj and Umrah on multiple occasions contribute a greater number of solutions and remarks to the forum than those who have recently completed these sacred rites. Conversely, pilgrims who have recently completed Hajj or Umrah are observed to employ the aforementioned three characteristics.

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