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## DESCRIPTIVE OF QUANTITATIVE DATA | SUPPLEMENTARY

## Dynamics of Indonesian Hajj and Umrah Management in Communicating with Local Residents of Saudi Arabia

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**Abstract:** The importance of being able to communicate in Arabic for Hajj and Umrah pilgrims when they are in the holy land of Mecca to carry out the Hajj and Umrah pilgrimages at least the congregation knows some Arabic vocabulary to avoid unwanted things such as feeling cheated, tricked, currency differences in transactions and when lost do not know the way home. The purpose of this study is to find out the Hajj and Umrah pilgrims when communicating with residents of Saudi Arabia. In this study, we as researchers used a descriptive qualitative method entitled "Dynamics of Indonesian Hajj and Umrah Management in Communicating with Local Residents of Saudi Arabia (Case Study of Alumni of PT. Nur Haramain Mulia). The researcher's process in obtaining data is observation (direct) through interviews (interviews) with Hajj and Umrah pilgrims. From the results of the interview, the congregation communicates with the Arab population using sign language by showing something as the desired destination. the Arab population generally uses ammiyah Arabic communication while the congregation uses fushah Arabic communication for those who can already communicate in Arabic. The suggestion from the congregation is that the travel party prepare earphones that will be used by the congregation so that communication between the congregation and TG runs smoothly while in Saudi Arabia. One of the pilgrims complained that the earphones used by the congregation were intermittent. In addition, although the congregation is not required to understand Arabic communication, at least the congregation has a little Arabic, it is feared that something unwanted will happen such as feeling cheated, cheated, about currency differences in transactions, and when lost not knowing the way home

**Keywords:** *Dynamics, Hajj and Umrah Management, Communication.*

### 1. INTRODUCTION

Communication is conveying messages from one person to another in the form of media to change opinions or behavior by face-to-face (direct) or indirect (media). (Nurhadi et al., 2017). Communication is creating understanding to be understood together. To understand each other does not mean agreeing but with the occurrence of communication will have an impact on changes such as opinions, attitudes and changes in social audiences. (Henny Novita Rumono<sup>1</sup>, Djoko Setyabudi, S.Sos, MM 2, Drs. Tandiyo Pradekso, 2014).. Communication is a basic human activity that is carried out daily. The existence of communication, humans can exchange opinions between one another such as with neighbors, in the office and relatives. (AB et al., 2022).

The importance of Arabic communication for prospective Hajj and Umrah pilgrims when they are about to leave for the holy land of Mecca in Law No. 8 article 4 of 1999 RI, prospective Hajj and Umrah pilgrims should get education as prospective pilgrims in fact Hajj and Umrah pilgrims only depend on *tour guides* Some pilgrims when they disappear from the group they can only be silent and



they immediately give their ID cards as their identity to the claim they meet so they can return to the group (Basri & Mutaqin, 2022).

Saudi Arabia is a country that is very strong in enforcing Islamic law both socially and religiously, has homogeneity (characteristics) of diverse cultures and tribes in Islam so that the Arab country has a complex cultural uniqueness. As a result, it is sometimes difficult for foreigners to distinguish between Islamic principles or teachings and traditional Arab culture or norms. (Lily, 2018). Some of the reforms carried out by the king of Saudi Arabia during the Mohammed Bin Salman (MBS) era include political, cultural, educational, social, legal and religious. Some of the policies issued are: First, giving women freedom in public, such as holding elections. Second, it is allowed to drive a car. Third, women are allowed to watch movies and concerts. Fourth, allowing women to go to the stadium (Warsito & Wulandari, 2022).

Management is an art that contains the process and science of a group of people such as supervision, control, movement, organization and planning. (Zuhdi, 2020). The importance of management in companies, especially sharia companies, namely Hajj and Umrah, companies with a management is clear evidence of the increasing number of Hajj and Umrah pilgrims every year. We can reflect on previous years, in 2018 the congregation amounted to 2.3 million, then in 2019 it soared to 2.5 million pilgrims. This proves that the management implemented by Saudi Arabia is getting better. However, in the following year, 2020-2021, prospective pilgrims for Hajj and Umrah decreased due to the pandemic. (Mansyur & Hudaya, 2023). Management can be said to be the implementation of science in making plans, and completing activities to achieve common goals. (Putriani et al., 2024)..

Hajj and Umrah are the fifth pillar of Islamic worship that must be performed by Muslims around the world. Hajj is an act of worship that must be carried out for a Muslim for those who are able to carry it out in terms of material and physical if because if you do not carry it out it will be sinful if you fulfill it then get a reward. (Al-Hadi, 2019). Hajj is a ritual worship that requires determination. The determination to leave your hometown and family to improve bad morals. (Istianah, 2017). Hajj and Umrah are a series of activities that are only carried out in the holy land of Makkah and visit certain places to carry out the practices of Hajj and Umrah, namely Mas'a, Arafat, Muzdalifa and Mina. (Firdaus et al., 2023)..

Everyone cannot avoid communication, communication can occur anywhere, anytime, and with anyone because communication is *omnipresent*. (Efendi, 2021). There are 4 factors to improve communication for quality, namely physical contact, oral communication, physical caresses, and (*face to face*) eye contact. the benefits of these 4 factors can familiarize fellow social beings and be more sensitive to the environment. (Anggrahini, 2013). Everyone's way of doing communication varies from simple to perfect. There is no limit to communication, but it can take the form of anything such as expressions of interest, nodding heads, interacting, and the same attitude (Sobarudin, Karmahini, 2013). (Sobarudin, Karmilah, 2019). The formulation of the problem in this study is How do you communicate with the Arab population? Are there pilgrims from Indonesia who cannot communicate in Indonesian? How do you make buying and selling transactions with Saudi Arabian traders? Do you only meet with local residents of Saudi Arabia? Are there any communication barriers between travel officers and pilgrims? The purpose of this research is to find out the Hajj and Umrah pilgrims when communicating with residents of Saudi Arabia. (Hayati, 2022). from here the author wants to raise the title, namely "Dynamics of Indonesian Hajj and Umrah Management in Communicating with Local Residents of Saudi Arabia (Case Study of Alumni of PT. Nur Haramain Mulia)" (Rachmadie & Ediyono, 2017).

## 2. LITERATURE REVIEW

According to (Nasarudin & Syafii, 2021) The importance of being able to communicate in Arabic for Hajj and Umrah pilgrims when they are in the holy land of Mecca to carry out the Hajj and Umrah pilgrimages, at least pilgrims know some Arabic vocabulary to avoid unwanted things such as feeling cheated, tricked, currency differences in transactions and when they get lost they don't know the way home. We can take lessons in the Lombok area there, namely NTB, which from 2014 they planned to develop religious tourism because NTB is known as a thousand mosque area where it will be oriented to the arrival of tourists from the Middle East due to the sending of migrant workers to the Middle East which resulted in many Hajj and Umrah pilgrims from the Middle East who are interested in visiting NTB from here NTB residents are encouraged to be able to communicate in Arabic, especially ammiyah, the aim is to avoid discommunication and so as not to cause unwanted problems. Arab residents generally use ammiyah Arabic as a means of daily communication rather than fushah Arabic. According to (Firmansyah, 2020) Communication is the delivery of a message, both positive and negative, with the intention of one individual to another through devices used such as media. According to (Putriani et al., 2024) Management can be said to be the implementation of science in making plans, and completing activities to achieve common goals. According to (Priatna, 2023) For prospective Hajj and Umrah pilgrims at least before leaving to carry out worship, they have learned a little Arabic communication. as much as possible, each congregation already has a small note about what the congregation wants to ask when the congregation has arrived in Mecca and Medina, for example, preparing a few sentences that are needed there. When the congregation has memorized what they want to ask, they also need to be careful so that there are no mistakes in pronunciation.

According to (Ara Ashraf, 2018) The majority of Saudi Arabians have been able to communicate with foreign languages since middle school. With the rapid advancement of technology and meeting various kinds of problems when communicating directly for nine years of teaching to advance the system period that seems systematic. When the teaching staff is teaching the shortcomings that are felt are the lack of vocabulary in conveying meaning and to keep the communication of others going this requires a long time process. In his study (Kadwa & Alshenqeeti, 2020) suggests that today is inseparable from technological developments to make it easier for someone to communicate in a foreign language. someone can use software to facilitate communication Someone can use a translator or interpreter application to make it easier for someone to communicate with foreigners. (CHAPTER IV, 2020) The population level of the local population of Saudi Arabia is increasing year by year, making the country ranked 41st in the world. According to (Abdullah, 2019) at that time the Arab population was known as a country with ritual activities that worshiped idols. They do idol worship when the Arab population will travel outside the city. They worship idols by carrying stones around the ka'bah. They worship idols by purifying the stones they carry to worship this worship applies in the jahiliyah era until the birth of the Prophet Muhammad.

Because Saudi Arabia generally uses the Malikiyyah and Hanafiyyah madhhabs, Umrah is Sunnah. This is in accordance with the hadith of the Prophet SAW explaining that he performed Umrah 4 times in the month of Zulqa'dah. Usually, Umrah is performed when someone performs Hajj. (Wahid & Yarmunida, 2016). According to (Nurasyah et al., 2022) basically, Hajj and Umrah are the main goals of Muslims in the world to perform worship to the temple every year. As for the other essence of Hajj and Umrah, it is a medium of communication with the Almighty Creator for Muslims to worship the holy land of Mecca at any time and at any time. Because at that time Muslims around the world flocked to fulfill the call of the almighty creator to visit the ka'bah to worship. (Kifli, 2010) In essence, the purpose of Hajj and Umrah is of 3 kinds, namely: first, performing Hajj is obligatory (for those who are able). Second, performing Umrah is the same law as performing Hajj, only different in time and implementation. Third, to make a pilgrimage, namely visiting historical places such as



Jeddah, Makkah, Medina and other historical places. According to (Badi, 2018) In body language there are communicative actions, we can see body language in terms of pragmatic messages received. The body language of each country has its own uniqueness, especially Arab countries such as shaking hands which symbolizes close friendship. An example of communication in the market, usually the seller is able to lower the price for a long time. In Indonesia, bargaining takes about 15 minutes, while in Arabia it takes 30 minutes to lower the price of the goods.

### 3. RESEARCH DESIGN AND METHOD

In this study, researchers used a descriptive qualitative method entitled "The Dynamics of Indonesian Hajj and Umrah Management in Communicating with Local Arab Saudi Residents (Case Study of PT. Nur Haramain Mulia Alumni)" to obtain data on a general environment. (Arofah, 2022). The researcher's process in obtaining data is observation (direct) through interviews (interviews) to Hajj and Umrah pilgrims. Therefore, researchers choose qualitative methods so that the data submitted is accurate and easy to understand because writing can explain in detail and perspective. (Kohar et al., 2022).

### 4. RESULT AND DISCUSSION

We as researchers have conducted observations (interviews) with several Umrah pilgrims who have performed Umrah in the holy land of Mecca. Here are some Umrah pilgrims that we have observed (interviewed) with a total of 5 people including 4 men and 1 woman.

- a) First, he is Mr. Abdul Asis whose address is in Buduan District, Situbondo Regency. He is an Umrah pilgrim group 91 in 2024 with 34 members led by H. Muhaimin TL (Tour Leader) from Jember and ust. Abdus as TG (Tour Guide) from Pamekasan Madura.
- b) Second, Mr. Mahfudz Yusuf is from Kraksaan sub-district, Probolinggo Regency. He is one of 58 Umrah pilgrims in 2023, with a total of 14 pilgrims, the majority of whom are from Probolinggo.
- c) Third, Mr. Bambang Taufik Hidayat whose address is in Landangan Hamlet RT / RW 001 / 2001 Kali Buntu Kraksaan District Probolinggo Regency. He is an Umrah pilgrim group 91 in 2024 with 34 members led by H. Muhaimin TL (Tour Leader) from Jember and ust. Abdus as TG (Tour Guide) from Pamekasan Madura.
- d) Fourth, Mrs. Babul Jannah whose address is in Gentengan Hamlet RT / RW 012 / 004 Sumurdalam Besuk District, Probolinggo Regency. In 2024, she was part of Umrah pilgrim group 91, which had 34 members, led by H. Muhaimin TL (Tour Leader) from Jember and ust. Abdus as TG (Tour Guide) from Pamekasan Madura.
- e) Fifth, Mr. Misdi Sudi whose address is in Mranggon Hamlet RT/RW 014/003 Mranggonlawang Dringu Subdistrict, Probolinggo Regency. He is an Umrah pilgrim group 91 in 2024 with 34 members led by H. Muhaimin TL (Tour Leader) from Jember and ust. Abdus as TG (Tour Guide) from Pamekasan Madura.

The results of our observations (interviews), the congregation said that the way he communicates with the local population of Saudi Arabia is that in general the pilgrims use sign language by showing something they want as a goal because they and the Umrah pilgrims do not know about Arabic communication which is often used by local residents of Saudi Arabia because the Arab population generally uses ammiyah Arabic communication while the congregation uses fushah Arabic communication. Regarding communication, pilgrims more often communicate with pilgrims in their group than with Arab residents (foreigners). There are many pilgrims from Indonesia but these



pilgrims cannot communicate perfectly in Indonesian, the majority of these pilgrims are elderly, on average 50-60 years old and above. Therefore, the congregation who cannot communicate perfectly in Indonesian, the congregation follows the congregation whose age is below them, whether it is from worship activities, buying and selling transactions and so on. On average, what influences their language is the work environment and the environment of the area of origin, one of which is from Madura and the livelihood of farmers.

Every person is inseparable from buying and selling activities, the interaction carried out by Hajj and Umrah pilgrims towards Saudi Arabian traders through communication with different languages, from here there are differences in communication between Hajj and Umrah pilgrims and local residents of Saudi Arabia. Communication that often occurs from Arab traders to pilgrims there is a meaning of insertion of words and phrases such as: assalamualaikum, look around, look for clothes, which one, ana loss, anta turid, please, la yumkin, and so on. (Suri & Utara, 2021). When they want to make buying and selling transactions they do it in 2 ways, first, the Umrah pilgrims use riyal money which is the currency of Saudi Arabia. Then the second they make transactions using Indonesian currency. In general, if the Umrah pilgrims use riyal money in making transactions, they spend at least 5 riyals. From here in preparing to avoid unwanted things such as feeling cheated, tricked, currency differences in transactions and when lost do not know the way home. So, it is important for Hajj and Umrah pilgrims to know some Arabic vocabulary or sentences that the pilgrims need when they want to communicate with the Arab population.

However, if the congregation uses Indonesian currency in making transactions they spend a minimum of 20 thousand rupiah. Why the amount of currency spent is different, because each country has a currency exchange rate. And in conducting buying and selling transactions, even the Saudis Arab traders only know part of the Indonesian vocabulary when communicating with the congregation. if the language other than Indonesian we as researchers do not know about other languages because we are researchers from Indonesia. Regarding communication, after the researchers conducted interviews related to whether it was mandatory for Umrah pilgrims to learn Arabic communication before the Umrah pilgrims left for the holy land to one of the Umrah pilgrims they said it was not mandatory but at least the pilgrims had to know some Arabic vocabulary, the most important thing in carrying out worship and sunnah is to know and be able to follow the Prophet's way when carrying it out.

For now, there are no obstacles related to communication between one congregation and another as well as with the TG (Tour Guide). Because the TG is full in guiding the congregation using Indonesian so that the congregation is not confused in carrying out the Umrah worship, the congregation just follows what the TG orders. Because all the schedules of activities that will be carried out there have been told in advance by the TG. There he not only met local residents but foreigners such as neighboring Malaysia, besides Malaysia there are also many such as Afghanistan, Bangladesh, Pakistan, and Africa but they were only greeted by saying "Assalamu'alaikum". For now, there are no communication problems when TG leads the congregation, but there is a slight communication barrier for those who are elderly and are approximately 60 and above because they are not perfect in communicating in Indonesian. Most of those who have just performed Umrah and have just set foot in the holy land of Mecca are lost because they are still laypeople who can be said to have never been to the holy land before.

## 5. CONCLUSIONS

From the results of the interview, I as a researcher concluded that the Umrah pilgrims had no obstacles regarding communication between the TG (*Tour Guide*) and the congregation because the TG (*Tour Guide*) fully guided with Indonesian communication. Obstacles from the congregation



when the congregation wants to communicate with the Arab population even though the Arab population is familiar with Indonesian. Just in case at least the congregation can master some Arabic vocabulary. And also the TG from the travel party is very proficient in leading the congregation and professional. So, for prospective pilgrims who want to perform Umrah to the holy land of Mecca, there is no need to worry when the congregation arrives in Makkah and Medina because there is already a TG from the travel party who is very ready to assist the congregation in any way.

The suggestion from one of the Umrah pilgrims is that the traveler needs to prepare again regarding the *earphones that the congregation* will use so that the communication between the two parties between the congregation and TG is smooth when in Saudi Arabia. One of the pilgrims complained about the earphones used by the congregation breaking up. In addition, although the congregation is not required to be able to communicate in Arabic, at least the congregation controls some Arabic when communicating it is feared that something unwanted will happen such as feeling cheated, tricked, currency differences in transactions and when lost do not know the way home.

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