

Implementation of Good Governance In Order To Improve Service Quality HAJJ in West Jakarta Religious Ministries

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Abstract- The objective of this research is to analyze and to test the influence of leadership, apparatus professionalism, and community participation on the quality of service maintenance section umroh hajj on west Jakarta office ministry of religious. There are four hypotheses proposed in this study, i.e. 1) The influence of leadership on quality service. 2) The influence of apparatus professionalism on quality service. 3) The influence of community participation on quality service. 4) The influence of leadership, apparatus professionalism and community participation simultaneously on quality service.

The research method used in this study is a quantitative method of sampling technique is proportionate stratified random sampling with a sample of 270 people. Data is collected using observation, interviews and questionnaires techniques. Data collection tool study used a questionnaire with Likert scale. Data analysis techniques using test validity, test reliabilities, testing normality, linearity test, F test and t test, simple and multiple linear regression.

From the results of statistical tests, it was found that 77.0% of influential leadership, professionalism Apparatus for 73.1%, 73.8% for Public Participation. All these things are raised significantly affect the quality of service of Hajj and Umrah Operation Section ministries West Jakarta Religious of 72.4%. either partially or together.

Recommendation of this research is the importance of the commitment of the Ministry of Religious Affairs Office of West Jakarta Administration, especially the Operation Section of Hajj and Umrah in the pilgrimage of service quality improvement. First, in determining the leadership, should use the principle of proportional as fit and proper test, so that the elected leaders who have integrity and capability needed in leadership. Second, in order to achieve a quality service, professionalism apparatus so thoroughly realized the coaching Hajj officials through training, upgrading and so on. Third, open channels of communication and cooperation with the community in the socialization of the pilgrimage of legislation on the administration of the pilgrimage, the pilgrimage and the cost of Hajj quota.

Index Terms: leadership, professionalism, participation, umroh, HAJJ

I. INTRODUCTION

Throughout history, organization of the Hajj in Indonesia has always been a very interesting conversation. Not only about the spiritual aspect is that unique, because it deals directly with various aspects, including politics and economics. In the perspective of social systems, political and economic elements have never deserted from the pull of interests. Evidently, since the Dutch colonial era, the old order, new order, until the reform era (today), organizing the pilgrimage continues to receive a very high concern.

However, apart from that, very unfortunate if the implementation of the pilgrimage only to dwell on the elements of interest is not comparable with the main purpose of holding straight pilgrimage. In Chapter II, Article 2 and 3 of Law No. 13 of 2008 on the implementation of Hajj stated that the organization aims to provide guidance, service, and the best possible protection for pilgrims so that they can perform their worship in accordance with the teachings of religion Islam is based on the principle of justice, professionalism, and accountability with the non-profit principle.

Organizing Hajj is a national duty and the responsibility of the government under the coordination of the Ministry of Religious Affairs of the Republic of Indonesia. Cooperate in its implementation, and coordinate with ministries, institutions and agencies, as well as the government of Saudi Arabia. When compared with other countries, the number of Indonesian Jamaah Hajj first ranks. In fact, almost every year Indonesia ranks highest in the number of Haj quota established under the MoU between the Indonesian government and the government of Saudi Arabia is based on the agreement of 1986 OIC summit in Amman, Jordan. The MoU sets each country to obtain Haj quota for 1 permille (10/000) of the number of Muslims. Data that around 211 000 in 2012 quota

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granted by the government of Saudi Arabia. With details of regular Haj Quota to 194,000 people, while special Hajj quota of 17,000 people. A large number of pilgrims demanding quality of service that is not light. Especially with diverse backgrounds / profiles pilgrims complex, both in terms of education, age, culture, communication skills, and health. These conditions resulted in organizing Hajj every year almost never devoid of issues and spotlight elements of society.

Coordinator organizing Hajj and Umrah is a provincial governor (Chapter II, Article 3, paragraph 1), while designated as the coordinator of the Hajj and Umrah organizing district level is the mayor / regent (Chapter II, Article 4, paragraph 1). As coordinator of the Mayor made the appointment on the basis of co-administration. . That is why the organizing Hajj, although the task of the central government, but mostly delegated to local governments, so that the flaws and weaknesses in the organization of Hajj is also a weakness and lack of local government.

Since the enactment of the Law of the Republic of Indonesia Number 32 of 2004 on Regional Government, making local governments to act more freely develop its own territory. Including Jakarta. Moreover, Jakarta is the area that gets the full attention of the Government, as the Law of the Republic of Indonesia Number 21 Year 2001 on Special Autonomy for the Province of Jakarta, the Jakarta City Administration the authority to regulate and manage his own household according aspirations. And the birth of special autonomy law, has brought about fundamental changes in the structure of regional government, especially local government of DKI Jakarta.

The Jakarta administration for Haj in 2011 poured funds amounting to Rp. 18 Billion to prospective pilgrims (calhaj) DKI Jakarta, which accounted for 7,175 people. Money was given to the aid of pilgrims Capital in the form of food and transportation while in the Holy Land. That is why, pilgrims Indonesia especially in Jakarta get preferential treatment. However, shortcomings and weaknesses still felt by the pilgrims Indonesia especially in Jakarta.

West Jakarta Administration is one of the City Administration is in DKI Jakarta province is located in the north western tip of Java Island and is the main gateway to the island of Sumatra menghubungkan Java with a distance of 70 km from the capital Jakarta. West Jakarta Administration City community in addition to well-known very religious, because in the area of West Jakarta Administration in addition to having the madrassas also has a boarding school. While the activities of the people in West Jakarta Administration is known as the merchant. So the West Jakarta Administration City is the center of trade in the province of Jakarta.

The success of the Hajj It depends mainly include the figure of a leader who truly understands the issue of pilgrims expected. Leadership role in the organization of the pilgrimage is a key factor. Leadership happens in the Implementation section of Hajj and Umrah Office of Religious Affairs in West Jakarta still embrace leadership Participative leadership style and discretionary. , Participative leadership style is the style of leadership in implementing the persuasive leadership, creating a harmonious cooperation, foster loyalty and participation of subordinates. While discretionary leadership style is a style of commanders who delegate authority to subordinates, so the subordinates in carrying out the work freely. Two styles of leadership exist in the Hajj and Umrah Operation Section of the Office of Religious Affairs in West Jakarta is what will bring about a change in the organization of the Hajj service quality in the area of West Jakarta Administration City.

Influence the success of the pilgrimage was not only the leadership factor, but the professionalism apparatus also very decisive. Attention Hajj and Umrah Operation Section of the Office of West Jakarta Religious Ministry in improving the quality of the pilgrimage for a better life and a professional is a good way to officer recruitment organization of the pilgrimage. Selection is made on the level of State (Office of Religious Affairs in West Jakarta) to Sub (KUA) Once elected, they received training (training), and debriefing so professional, competent and have a service life.

II. RESEARCH METHODOLOGY

Research design is defined as a research strategy in order to set the background research to obtain valid data in accordance with the characteristics of the variables and research purposes. This study is a survey based on the type explanations (explanatory research), which explains the systematic facts or characteristics of a particular population is reasonably and carefully in explaining the relative relationship between the variables through hypothesis testing.

The study consisted of four (4) variables, ie three (3) independent variables and one (1) dependent variable is the effect of Leadership (X1), Professionalism Apparatus (X2), Community Participation (X3), and Quality of Service section of Hajj and Implementation pilgrimage Office of Religious Affairs in West Jakarta Hajj Operation (Y).

III. RESEARCH MODEL

Model analysis of research data using simple and multiple linear regression as contained in Figure 2:

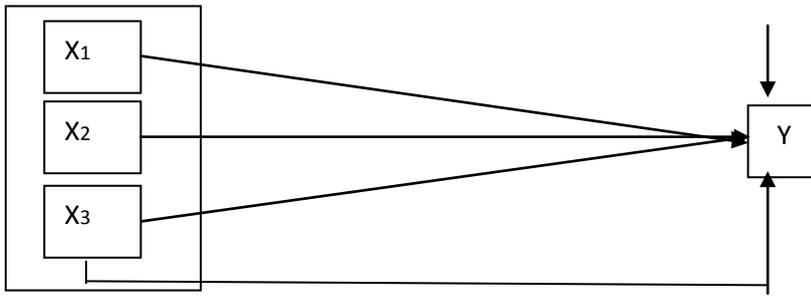


Figure 2
 Research Model

Description:

X1 = Leadership

X2 = Professionalism Apparatus

X3 = Community Participation

Y = Quality Implementation Services Section of the Office of Hajj and Umrah

ϵ = Ministry of Religious Affairs in West Jakarta Hajj Operation beyond Variables X1, X2, X3, is not examined

The analysis in this study consists of two (2) phases:

1. Simple linear regression

a. $Y = a + b_1X_1$

b. $Y = a + b_2X_2$

c. $Y = a + b_3X_3$

2. Multiple linear regression

$$\hat{Y} = a + b_1X_1 + b_2X_2 + b_3X_3$$

IV. POPULATION AND SAMPLE

Population

According Sugiyono (2011: 80) population is a generalization region consisting of the objects / subjects that have certain qualities and characteristics that applied by researchers to learn and then drawn conclusions.

In accordance with the purpose of research, population in this study was the Office of Religious Affairs in West Jakarta, West Jakarta Mayor, Hajj and Umrah Operation Section of the Office of Religious Affairs in West Jakarta Operation Pilgrimage, Religious Leaders, Group Guidance Hajj (KBIH), Haji Jama , Religious Affairs Office (KUA), of West Jakarta and various groups are considered to have anything to do with the problems examined in West Jakarta.

Samples

According Sugiyono (2011: 81) samples are part of the number and characteristics possessed by the population.

The sampling technique used was Proportionate Stratified Random Sampling, the sampling technique when the population has members / elements are not homogeneous, but stratified proportionally.

To calculate the sample size used Slovin formula (Husein Umar, 2003: 120), which can be explained as follows:

$$n = \frac{N}{1 + N e^2}$$

1 = Constant

n = Sample

N = Population

e2 = Error / error rate that can be tolerated (0,05).

$$n = \frac{831}{1 + 831 (0.05)^2}$$

$$n = \frac{831}{1 + 2.0775}$$

$$n = \frac{831}{3.0775}$$

$$n = 270$$

Data Analysis Techniques

Understanding of data analysis by Patton in Hasan (2004: 29) is the process of arranging the order of the data, organize into a pattern, category, and description of the basic unit. The data has been collected, processed and analyzed by using SPSS (Statistical Package for Social Science) 17 to simplify, speed up the calculation and obtain accurate and real results. The processed data is presented in the form of tabulations or data tables and data research score.

Quantitative analysis on this research with the following steps:

1. Descriptive Statistics

This analysis aims to determine descriptive statistics variables X1, X2, X3 and Y in the form of minimum value, maximum value, average value (Mean), the range of values (Range) and standard deviation (SD).

2. Frequency statistics

This analysis aims to determine the frequency distribution of each variable in the form of research absolute frequency / absolute and relative frequencies.

3. Test Research Instruments

In this study, the data has the highest position, because the data is a depiction of the variables studied and serves as a means of proving the hypothesis. Whether or not the data, it determines whether or not the results of research quality. Whether or not the data, depending on whether or not the data collection instruments. Testing instrument consist of:

a. Test Validity

To determine the validity / accuracy of the data collection instruments.

b. Test Reliability

To determine the consistency of measuring instruments, measuring instruments used are reliable and remain consistent if the measurement is repeated.

4. Test Requirements Analysis or Test Assumptions consisting of:

a. Normality Test

This test aims to determine whether the data were normally distributed population. Analysis tool used is the One Sample Kolmogorov Smirnov. Basic retrieval values is provided that the value of Kolmogorov Smirnov > 0.05 then the data can be said to be normally distributed or meet the requirements of normality.

b. Linearity test

This test aims to determine the regression of two variables have a linear relationship or not significant to the terms Fhitung > F. Analysis tool used is the F (F-Test).

5. Classical Test assumptions as Multicollinearity Test

Multicollinearity test to test whether the regression model found a correlation between the independent variables. One method to determine the presence of multicollinearity can be done by looking at the Variance Inflation Factor (VIF), is to see how the value of tolerance and how his VIF value. If the tolerance value < 0.01 or if VIF > 10, then there is multicollinearity.

6. Simple Linear Regression Equation and Regression

This test aims to test whether or not a significant relationship of one or two variables through regression coefficient by the following formula:

a. $Y = a_1 + \beta_1 X_1$

b. $Y = a_2 + \beta_2 X_2$

c. $Y = a_3 + \beta_3 X_3$

d. $B_1 X_1 Y = a + + + \beta_2 X_2 \beta_3 X_3$

7. Analysis of Coefficient of Determination

This analysis to determine the strength of the effect of independent variables either individually or jointly to the dependent variable and the appropriateness of the regression model used.

Draft Test Hypothesis

The draft test this hypothesis can be formulated as follows:

1. H0: $\beta_1 = 0$ there is no effect on the quality of service leadership Operation Section of the Ministry of Hajj and Umrah West Jakarta Religious

- H0: $\beta_1 \neq 0$ there is a leadership influence on the quality of service of Hajj and Umrah Operation Section of the Office of Religious Affairs in West Jakarta
If $t > t$ table, then H0 is rejected and Ha accepted
2. H0: $\beta_1 = 0$ there is no effect on the quality of service of personnel professionalism Operation Section of the Ministry of Hajj and Umrah West Jakarta Religious
H0: $\beta_1 \neq 0$ there are significant personnel professionalism to service quality Hajj and Umrah Operation Section of the Office of Religious Affairs in West Jakarta
If $t > t$ table, then H0 is rejected and Ha accepted
3. H0: $\beta_1 = 0$ there is no effect on the quality of service of the public participation section of Hajj and Umrah Operation Office of Religious Affairs in West Jakarta
H0: $\beta_1 \neq 0$ there are significant public participation in the implementation of service quality Hajj and Umrah Section of the Office of Religious Affairs in West Jakarta
If $t > t$ table, then H0 is rejected and Ha accepted
4. H0: $\beta_1, \beta_2, \beta_3, = 0$ there is no influence of leadership, professionalism and community participation apparatus together to service quality Hajj and Umrah Operation Section of the Office of Religious Affairs in West Jakarta
Ha: one of the main third / $b \neq 0$: there is the influence of leadership, professionalism and community participation apparatus together to service quality Hajj and Umrah Operation Section of the Office of Religious Affairs in West Jakarta West
If $F_{hitung} > F$, then H0 is rejected and Ha accepted

Research Sites

In conducting this research, direct observation of objects of research conducted at the Office of Religious Affairs Haji Section of West Jakarta

V. RESULTS AND DISCUSSION

Results

Geophysical conditions and Demographics of West Jakarta

West Jakarta Administration is one of the City Administration in DKI Jakarta which is located at the north western tip of Java Island and is the main gateway to the island of Sumatra menghubungkan Java with a distance of 70 km from the capital Jakarta. Geographically, the area of West Jakarta Administration City lies at $5^{\circ} 50-6^{\circ} 21'$ south latitude and $105^{\circ} 0'-106^{\circ} 22'$ east longitude. The longest distance by mismanagement line from north to south is 60 km and the longest Jarat from West to East is 90 km, while the position of the administrative borders in the north bounded by Java Sea, in the East dibarasi by South Jakarta, to the west is limited by the Sunda Strait . City of West Jakarta area administrative the administrative tercatat 170,341.25 hectares at its best on eight (8) District and 41 villages and two urban village.

Of the total area of which as many as 8 districts, there are also islands, of which, the island snakes. The average air temperature in West Jakarta City of Administrative $26.3^{\circ} C$ with an average range between $23.1^{\circ} -31.3^{\circ} C$. where the minimum temperature of $21.9^{\circ} C$ and maximum $32.1^{\circ} C$. humidity levels are very high, which is about 80%. Under these conditions, the City of West Jakarta Administration including the D or temperate climates.

Most of the land use in the City of Administrative ersawahan West Jakarta, which comprises an area of 54145.40 hectares of rainfed area of 31 079 hectares, irrigated area of 23066.40 hectares, followed by upland area of 39912.35 hectares, mixed garden Selas 39159.10 Ha, the township area of 20121.97 hectares, residential area of 8,680 Ha.

While the population of West Jakarta Administration amounted to 1,625,912 people consists of 850 275 men and 793 813 women with a growth rate of 2.79% per year.

Jakarta Provincial Office of the Ministry of Religious Affairs has five levels of the city, including the Office of Religious Affairs of South Jakarta, Central Jakarta Office of Religious Affairs, Ministry of Religious Affairs Office of East Jakarta, North Jakarta Office of Religious Affairs, Ministry of Religious Affairs Office of the Thousand Islands and the Office of Religious Affairs in West



Figure 3
Map of the Ministry of Religious Affairs in West Jakarta

Office of Religious Affairs in the City of West Jakarta West Jakarta Administration which covers 127.11 km², with a population of 2,322,232 people and density as jiwa/km² 18269.47. As for the location of West Jakarta office of the Ministry of Religious Affairs was on the road the Prime No.. Wijaya Kusuma 10 Tel. (021) 5663501, 5647452, Fax. (021) 5663501 Jakarta 11460.

In carrying out its duties in West Jakarta Religious Affairs Office assisted by a Head of Administration and Head and KUA (Office of Religious Affairs) as West Jakarta which there are 8 KUA, namely:

1. KUA Kec.Tambora Jl.Masjid Pekayon IV/46 Tambora
2. KUA Duri Kepa Kec.Kebon Orange Jl.Raya
3. KUA Kec.Grogol Jl.Hadiah IV/10 Kel.Jelambar
4. KUA Kec.Taman Sari Jl.Kemukus 2 Kel.Pinangsia
5. KUA Kec.Palmerah Jl.Melati White 2 Kel.Kemanggisian
6. KUA Kec.Kalideres North Jl.Peta 2 Kel.Pegadungan
7. KUA Kec.Cengkareng Jl.Utama Kingdom Ganefo Market
8. KUA Kec.Kembangan North Jl.Kembangan

While the existing sections in the Office of the Ministry of Religious Affairs in West Jakarta; Urais Kasi, Kasi Adj. Hajj and Umrah, Kasi Pekapontren, Mapenda Kasi, Kasi Penamas, Zakat and Waqf Implementation Kasi Kasi Implementation Guidance and Buddhism.

The purpose of Hajj and Umrah Operation Section of the Office of Religious Affairs in West Jakarta Hajj and Pilgrimage Organization is to provide best and satisfactory services to the community at large prospective pilgrims in particular, to improve the performance of which leads to a better work ethic, improve the management organization of Hajj from year to year, looking for a solution solving the problem of organizing the pilgrimage every year face a bigger problem with holding reform to lead to better service. also to provide guidance, care and protection as well as possible through the system and good management of the provision for the implementation of the pilgrimage can be run safely, orderly, smooth and comfortable in accordance with his religious beliefs as well as pilgrims to perform the Hajj pilgrimage independently to obtain Mabruur as stated in the Law. 17/99 article. 5 and Implementation of pilgrimage by the principles of justice and the protection of the opportunity to obtain legal certainty as in the Law. 17/99 Section 4. Since registration, departure to the Holy Land, the top event of worship, until the return to the homeland everything is going well

As another supporter in serving pilgrims in the city of West Jakarta has operated pilgrims registration program religious ministries On-line with Beneficiary's Bank Deposit BPIH, where the pilgrims who want to register directly come to operation office City / County of residence in accordance with the ID card without represented.

Registration for early BPIH held throughout the year without being limited by a particular date and year, while the repayment is limited to the amount of quota BPIH each province which have been determined and the rest goes to the pilgrims waiting list. With Kankemenag On-line system with the bank receiving the deposit BPIH pilgrims directly photographed and fingerprinted on entry and through Siskohat. Thus securing the data documents can be monitored pilgrims computerized.

For pilgrims who want to join can do mutation a couple departure to join the pilgrimage along with couple. And if the pilgrims had left the first Hajj to be patient at the time of redemption for those who have departed have to wait for the pilgrims who had never performed the pilgrimage to pay off first, after all prospective Hajj pilgrims wave then pay off the first ever Hajj pilgrims could pay off to the bank where she saved.

For pilgrims who are unable to perform the pilgrimage and has been listed on Siskohat can apply to religious ministries with resignation / null and then pay off the first ever Hajj pilgrims could pay off to the bank where she saved.

For pilgrims who are unable to perform the pilgrimage and has been listed on Siskohat can apply to Kankemenag with resignation / leave canceled and put off his departure in the year to come.

For registration procedures BPIH Early / Indonesian hajj savings held throughout the year with the following requirements;

1. Bringing Copy of health certificate from the district level health centers
2. Bringing Copy of valid ID card with the original show, according domicile
3. Copy of passbook carrying pilgrims, with an initial deposit of Rp. 25,000,000 registered number BPIH early for pilgrims Kankemenag West Jakarta

With regulation No. 31 of the President of the cost of implementation of Hajj, pilgrims are included in the allocation portion BPIH pay via bank deposit BPIH receiver. After obtaining proof of payment of redemption BPIH, true pilgrims come to Kankemenag Regency / City and bring the following requirements:

- Copy of a valid ID card to show that the original suit domicile
- Proof of payment sheet BPIH Red and Yellow
- Copy of family card, marriage certificate, diploma last as much as 2 copies and use the A4 paper.

Document completion of Hajj

Based on the regulations of the Republic of Indonesia and the Minister of Religious Affairs and Ministry of Law and Human Rights of the Republic of Indonesia number: 2009 No. 2: M.HH-02.Hm.03.02 2009 on issuance of ordinary passports for pilgrims. The process of passport services for pilgrims in the year 1432 AD H/2011 nearest immigration office implemented with the introduction of the Office of Religious Affairs Cities / districts with:

- a. ID Copy
- b. KK Copy
- c. Copies of birth certificate / marriage Surah / Diploma
- d. In the case of birth certificate / marriage Surah / certificate does not exist, then it can be replaced with an extra letter identity of religious ministry head office city / county.
- e. Copy of proof of payment in full sheet BPIH
- f. Ordinary passports for those who already have it and it expires or is two syllables
- g. Attach form SPRI (PERDIM 11), comprising 3 word name

By making an introduction to the City of West Jakarta Immigration Office, officers from the Ministry of Religious collectively bring all requirements pilgrims. For passport services for pilgrims who registered with the city of West Jakarta Religious ministry consists of:

- 1. Which makes the card as much as 879 people
- 2. Passport validity period extended by 10 people
- 3. Pilgrims cancel / delay set (not submitted passport), no.

For pilgrims who have had a passport, can be used if the passport validity period of at least 6 months after the final departure of pilgrims.

In principle, the process of filing and a passport for pilgrims experienced problems due to the transfer of the passports brown to green passport but in principle run in accordance with a predetermined time schedule.

Implementation guidance Hajj rituals are divided into two: Guidance Rituals of mass conducted by the Ministry of Religious Affairs akarta City West, guidance classical rituals held at the Religious Affairs Office (KUA) in each district.

Implementation of the missal rituals performed 4 times on 16th June by inviting all prospective pilgrims who have paid BPIH. Missal rituals using material:

- 1. Government policy on income
- 2. Hajj trip
- 3. Hajj Health
- 4. The introduction of the Holy Land

As for the mass execution of Hajj rituals held in the hall wijaya kusuma religious ministries West Jakarta next coaching mass rituals that have been implemented, there are other activities that activity cards and karom. Structuring cards and karom held on September 19,20,21 karu, whereas for the implementation karom on September 22,23,24 held in the hall wijaya kusuma religious ministries West Jakarta karom followed by 24 and 94 with the gift of a resource consists of Ministry of Religious Affairs Republic of Indonesia, Ministry of Religious Affairs offices, the head office of the city west ministry of religion, tribal health department Jakarta provincial government, community leaders.

Table 13
 Employee Data Section of the Office of Religious Affairs Haji West Jakarta 2011.
 By sex

sex	Amount in figures	percentage
men	4	60%
women	3	40%
Number	7	100%

Data Sources: Data Head Organizer Hajj and Umrah Head of West Jakarta office of the Ministry of religion

From the table above it can be seen the number of employees / employee who to serve pilgrims and take care of the registration procedure for the registration and to finish pilgrimage trip. Hajj group Jakarta office dating to west will know which section or staff of 10 people, so do not get confused and ask kepada other parts.

Data Description

Leadership (X1)

Based on calculations using SPSS 17 for Windows description Leadership variable data (X1) as follows:

Descriptive Statistics

	N	Range	Minimum	Maximum	Mean	Std. Deviation	Variance
Leadership	270	.80	4.00	4.80	4.4618	.23613	.056
Profesionalism	270	.80	4.00	4.80	4.5253	.23132	.054

Pasrtisipation	270	.93	4.00	4.93	4.4884	.26785	.072
Quality of Service	270	.80	4.20	5.00	4.6778	.25813	.067
Valid N (listwise)	270						

Range of values (range) of 0.80

- The lowest value of 4:00.
- Highest value of 4.80.
- The average value (Mean) of 4.4618.
- Standard deviation (SD) of 0.23613.
- The variance of 0.056.

If presented in a table, then the value of the variable frequency distribution Leadership (X1) can be seen in Table 15

Table 15

Frequency Value Variable Leadership (X1)
 leadership

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 4	24	8.9	8.9	8.9
4.06	6	2.2	2.2	11.1
4.13	6	2.2	2.2	13.3
4.2	6	2.2	2.2	15.6
4.26	42	15.6	15.6	31.1
4.33	8	2.9	2.9	34.0
4.4	7	2.6	2.6	36.6
4.46	8	2.9	2.9	39.5
4.6	7	2.6	2.6	42.1
4.66	8	2.9	2.9	45.0
4.73	94	34.8	34.8	79.8
4.8	56	20.2	20.2	100.0
Total	270	100.0	100.0	

Based on the table, it is seen that hasl is good enough as it nears the number 4 (four) and respondents agree that leadership can affect quality of care, because leadership is a process of influencing an organized group activities in an effort to set goals and achieve them.

Based on the average value obtained from the data variable tabulation Leadership (X1), the dominant indicator acquire high gain values are committed, encouraging and providing a clear structure. This means that these indicators are the dominant influence on the quality of service.

Professionalism Apparatus (X2)

Based on calculations using SPSS 17 for Windows description variable data Professionalism Apparatus (X2) as follows:

Descriptive Statistics

	N	Range	Minimum	Maximum	Mean	Std. Deviation	Variance
Leadership	270	.80	4.00	4.80	4.4618	.23613	.056
Profesionalism	270	.80	4.00	4.80	4.5253	.23132	.054
Pasrtisipation	270	.93	4.00	4.93	4.4884	.26785	.072
Quality of Service	270	.80	4.20	5.00	4.6778	.25813	.067
Valid N (listwise)	270						

- Range of values (range) of 0.80
- The lowest value of 4:00.
- Highest value of 4.80.
- The average value (Mean) of 4.5253.
- Standard deviation (SD) of 0.23132.
- The variance of 0.054.

When presented in a table, then the distribution of the frequency variable for Professionalism Apparatus (X2) can be seen in Table 16

Table 16
 Frequency Variable Value Professionalism Apparatus (X2)
 professionalism

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 4	12	4.4	4.4	4.4
4.13	24	8.9	8.9	13.3
4.2	6	2.2	2.2	15.6
4.26	6	2.2	2.2	17.8
4.33	9	3.3	3.3	20.0
4.4	11	4.0	4.0	24.0
4.46	9	3.3	3.3	27.3
4.53	11	4.0	4.0	31.3
4.6	13	4.8	4.8	36.1
4.66	6	2.2	2.2	38.3
4.73	88	32.5	32.5	70.6
4.8	74	27.4	27.4	100.0
Total	270	100.0	100.0	

Based on the table, it is seen that hasl already good as it nears the number 4 (four) and respondents agree that professionalism Apparatus is the process of improving the qualifications or skills of employees Hajj and Umrah Operation Section of the Office of Religious Affairs Western Jakata to achieve ideal performance standard criteria or desired actions by that profession.

Based on the average value obtained from the data variable tabulation Professionalism Apparatus (X2), the dominant indicator acquire high gain values is a commitment to excellence, honesty, and. obey the rules. This means that these indicators are the dominant influence on the quality of professionalism apparatus.

Public Participation (X3)

Based on calculations using SPSS 17 for Windows description Data Public Participation variables (X3) as follows:

Descriptive Statistics

	N	Range	Minimum	Maximum	Mean	Std. Deviation	Variance
Leadership	270	.80	4.00	4.80	4.4618	.23613	.056
Profesionalism	270	.80	4.00	4.80	4.5253	.23132	.054
Pasrtisipation	270	.93	4.00	4.93	4.4884	.26785	.072
Quality of Service	270	.80	4.20	5.00	4.6778	.25813	.067
Valid N (listwise)	270						

- Range of values (range) of 0.93
- The lowest value of 4:00.
- Highest value of 4.93.
- The average value (Mean) of 4.4884.

- Standard deviation (SD) of 0.26785.
- The variance of 0.72.

When presented in a table, then the value of the variable frequency distribution of Public Participation (X3) can be seen in Table 17

Table 17
 Frequency Variable Value Public Participation (X3)
 Public Participation

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 4	12	4.4	4.4	4.4
4.06	24	8.9	8.9	13.3
4.13	12	4.4	4.4	17.8
4.2	12	4.4	4.4	22.2
4.26	18	6.7	6.7	28.9
4.33	12	4.4	4.4	33.3
4.4	24	8.9	8.9	42.2
4.53	12	4.4	4.4	46.6
4.6	12	4.4	4.4	51.0
4.66	18	6.7	6.7	57.7
4.73	66	24.4	24.4	82.1
4.8	42	15.5	15.5	97.8
4.93	6	2.2	2.2	100.0
Total	270	100.0	100.0	

Based on the table, it is seen that hasl already good as it nears the number 4 (four) and respondents agree that public participation can affect the quality of service, due to the participation of the community can encourage a person to take charge of an activity, as donations or support, which raised the sense of responsibility to the organization ..

Based on the average value obtained from the data variable tabulation Public Participation (X3), the dominant indicator acquire high gain value is an active role through labor, give judgment and freedom of speech. This means that these indicators are the dominant influence on Public Participation quality.

Quality of Service (Y)

Based on calculations using SPSS 17 for Windows obtained data description service quality variables (Y) as follows:

Descriptive Statistics

	N	Range	Minimum	Maximum	Mean	Std. Deviation	Variance
Leadership	270	.80	4.00	4.80	4.4618	.23613	.056
Profesionalism	270	.80	4.00	4.80	4.5253	.23132	.054
Pasrtisipation	270	.93	4.00	4.93	4.4884	.26785	.072
Quality of Service	270	.80	4.20	5.00	4.6778	.25813	.067
Valid N (listwise)	270						

- Range of values (range) of 0.80
- The lowest value of 4.20.
- Highest value of 5:00.
- The average value (Mean) of 4.6778.
- Standard deviation (SD) of 0.25813.
- The variance of 0.67.

When presented in a table, then the value of the variable frequency distribution service quality (Y) can be seen in Table 18

Table 18
 Frequency Variable Value Quality of Service (Y)
 Quality of Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.2	12	4.4	4.4	4.4
	4.26	6	2.2	2.2	6.7
	4.33	24	8.9	8.9	15.6
	4.4	24	8.9	8.9	24.4
	4.46	24	8.9	8.9	33.3
	4.53	12	4.4	4.4	37.8
	4.6	12	4.4	4.4	42.2
	4.73	30	11.1	11.1	53.3
	4.8	36	13.3	13.3	66.7
	4.86	12	4.4	4.4	71.1
	4.93	30	11.1	11.1	82.2
	5	48	17.8	17.8	100.0
	Total	270	100.0	100.0	

Based on the table, it is seen that hasl already good as it nears the number 4 (four) and the respondents agreed that the quality of service can be improved kaena melayanai services needed by people in all fields, public service activities is a function of the task and the government bureaucracy.

hypothesis testing

First hypothesis

1. t test
2. Analysis of Coefficient of Determination
3. Simple Linear Regression Equation

The second hypothesis

1. t test
2. analysis of Determination
3. Simple Linear Regression Equation

The third hypothesis

1. t test
2. analysis of Determination
3. Simple Linear Regression Equation

Fourth hypothesis

1. test F
2. analysis of Determination
3. Linear Regression Equation

VI. DISCUSSION

Discussion of the results of this study based on the results of the analysis are then interpreted by the theories are used as the basis for this study. Further discussion of the results of the study can be described as follows:

Leadership Influence on the Quality of Care

Based on the analysis, it is evident that the leadership has the effect of which is 77.0% of service quality Hajj and Umrah Operation Section of the Office of Religious Affairs in West Jakarta Hajj Operation. Therefore, effective leadership to the quality of the Implementation Section of the Ministry of Hajj and Umrah in West Jakarta Religious Pilgrimage Organization, is determined by the commitment of the leaders, the ability to deliver the spirit and have a clear structure.

Indicators dominant influence on leadership is committed based analysis, encouraging, and providing a clear structure. These indicators are indicators that the average values obtained are quite high in the leadership variable. This suggests that having a commitment, encouragement, and provide a structure that clearly has a role to service quality Hajj and Umrah Operation Section of the Office of West Jakarta Religious Ministry in organizing Hajj. As said by Kartono (2004: 32) that a leader is a person who has the skills and strengths, in particular excess proficiency in one area, so he was able to influence others to jointly perform certain activities in order to achieve one or more goals.

Effect of Professionalism on the Quality of Service Apparatus

Based on the analysis that had been done, it has been shown that the professionalism of the officers have influence sebesar ie 73.1% of service quality Hajj and Umrah Operation Section of the Office of West Jakarta Religious Ministry in organizing Hajj. It can be seen from the factors that influence berkualitاسnya apparatus professionalism is a commitment to excellence, honesty, and obedience to the rules and regulations.

Commitment to excellence is one of the elements of true professionalism that professional attitude: effective and efficient, giving / doing the best (Jatman, 2002: 66). Commitment to excellence is the apparatus of loyalty to the organization through revenue goals, organizational values, willingness or willingness to try to be part of the organization, as well as the desire to survive in the organization. Therefore personnel should understand the meaning of commitment seriously. This understanding is important, in order to create a conducive working conditions so that the organization can run efficiently and effectively.

Effect of Public Participation on the Quality of Care

Based on the analysis that had been done, it has been shown that participation has a strong influence that 73.8% of service quality Hajj and Umrah Operation Section of the Office of Religious Affairs in West Jakarta. positive and real. Therefore, service quality Haji Office of Religious Affairs Section of West Jakarta determined by the community's involvement in the identification, implementation and evaluation of service quality Hajj and Umrah Operation Section of the Office of Religious Affairs in West Jakarta.

Indicators dominant influence on public participation is based on analysis of community involvement in the identification, implementation and evaluation. These indicators are indicators that the average values obtained are quite high in participation variables. This suggests that community involvement in the identification, implementation and evaluation of service quality has a role to Hajj and Umrah Operation Section of the Office of West Jakarta Religious Ministry in organizing Hajj. The statement is in line with what is proposed by Isbandi (2007: 27) That the public participation is community participation in the process of identifying the problem and the potential that exists in the community, the selection and decision-making about alternative solutions to deal with problems, and community involvement in the process of evaluating changes occur.

Influence Leadership, Professionalism Apparatus, and Community Participation Together Against Service Quality

Based on the analysis that had been done, it is evident that the leadership, professionalism apparatus, and community participation together has the effect of 72.4%. to service quality section of West Jakarta Hajj Ministry Office in organizing Hajj. Therefore service quality Hajj and Umrah Operation Section of the Office of West Jakarta Religious Ministry in organizing Hajj, is determined by the reliability, quality and accuracy in organizing Hajj performed by Hajj and Umrah Operation Section of the Office of Religious Affairs in West Jakarta.

The indicators are the dominant influence on the quality of service implementation based on the analysis of the pilgrimage is hasten the work, and professional accountability. These indicators are indicators that the average values obtained are quite high in the variable quality of the Implementation section of Hajj and Umrah. This suggests that the immediate urge to work, professional and accountability have a role to service quality Hajj and Umrah Operation Section of the Office of West Jakarta Religious Ministry in organizing Hajj.

While the lowest indicators are easy to implement, greetings, polite and courtesies, and able to solve any problem. These indicators are lower scored on average in the variable quality of service. This suggests that easy to implement, greetings, polite and courtesies, and able to overcome any little problems have a role to service quality Hajj and Umrah Operation Section of the Office of West Jakarta Religious Ministry in organizing Hajj.

VII. IMPLICATIONS OF FINDINGS

Based on the results of the study proved that the leadership, professionalism apparatus an effect on the community participation services kulaitas Section West Jakarta Hajj Ministry Office in organizing Hajj. Political implications through this research is expected that the Act Act No. 13 of 2008 on the organization of the pilgrimage can be understood in its entirety (not piecemeal) and executed well, whole and consequently, the quality of the pilgrimage to Hajj and Umrah Operation Section West Jakarta office of the Ministry of Religious Affairs will work well. It is based on the results of the study proved that the leadership, professionalism apparatus, and community participation affect the service quality Hajj and Umrah Operation Section of the Office of West Jakarta Religious Ministry in organizing the pilgrimage.

Implications of the study of theory and research can be a common thread of research on "The Effect of Leadership, Professionalism Reform, and Public Participation on the Quality of Service section of Hajj and Umrah Operation Office of Religious Affairs in the administration of West Jakarta hajj." Is conceptually the research findings that can be identified as follows:

In terms of regional autonomy that decentralization is essentially to improve the welfare of the people by carrying out development activities in accordance with the will and interests of the community. Regional autonomy is a form of democracy given the central government to local governments to take care of their own homes by sticking to the applicable legislation.

Autonomy and serve as the major limiting the extent of autonomous regions and relations of power between central and local governments to avoid a State autonomous regions within the State. The autonomous regions are entitled to certain boundaries, authority and duty to regulate and manage his own household in the Unitary State of the Republic of Indonesia, according to the legislation in force. Jakarta enacted Law No. 29 Year 2007 concerning the Government of the Special Capital Province of Jakarta as the capital city of the Republic of Indonesia. Special Capital Region of Jakarta (DKI Jakarta) as the unit of government that is special in its position as the capital of the Republic of Indonesia and the autonomous regions have important functions and roles in support of the government of the Republic of Indonesia based on the Constitution of the Republic Indonesia Year 1945. Therefore, need to be given the specificity of the task, the rights, duties, and responsibilities of the regional administration. For this reason the Central Government issued Law No. 29 Year 2007 concerning the Government of the Special Capital Province of Jakarta as capital city of the Republic of Indonesia. The law regulates the specificity of Jakarta as the capital city of the State. Rule as an autonomous region and other provincial level remains bound to the legislation on local government. Likewise, in running the government, Jakarta has the authority to set its territory in accordance with the applicable legislation. However, for the organization of the pilgrimage. Its local governments to help the central government.

VIII. CONCLUSION

1. There is a leadership influence on the quality of service of Hajj and Umrah Operation Section of the Office of Religious Affairs in West Jakarta Hajj Operation in a positive and tangible by 77.0%. The magnitude of the effect of leadership on quality of service is determined by the dimensions of the excess leader, responsibilities, and duties of the leader in the Operation Section of Hajj and Umrah Office of Religious Affairs in West Jakarta.
2. There are significant personnel professionalism to service quality Hajj and Umrah Operation Section of the Office of Religious Affairs in West Jakarta Hajj Operation in a positive and tangible by 73.1%. The amount of influence on the quality of service professionalism apparatus Hajj and Umrah Operation Section of the Office of Religious Affairs in West Jakarta Hajj Operation is determined by the dimensions of sacrifice, commitment, tolerance, integrity, respect, responsibility of the officials at the Ministry of Religious Affairs Haji Section of West Jakarta.
3. There is a positive and tangible impact on the quality of service of public participation in the Hajj and Umrah Operation Section of the Office of Religious Affairs in West Jakarta Hajj Operation in a positive and tangible by 73.8%. The magnitude of the effect of community participation on service quality Hajj and Umrah Operation Section of the Office of Religious Affairs in West Jakarta Hajj Operation is determined by the dimensions of the identification, implementation and evaluation in the Office of Religious Affairs Haji Section of West Jakarta
4. There is the influence of leadership, professionalism officials, community participation simultaneously quality of services of Hajj and Umrah Operation Section of the Office of Religious Affairs in West Jakarta Hajj Operation in a positive and 72.4% real.

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