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## RESEARCH ARTICLE

# Integrated Umrah Management Application System (Siskopatuh) Audit at PT Inayah Haromain Tours & Travel Cilegon

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**Abstract:** In organizing Umrah worship trips, there is a monitoring system launched by the Ministry of Religion in August 2019, namely the Umrah Integrated Management Computerization System. The purpose of this study is to determine the application of audits on the SISKOPATUH Application to evaluate and make the results as input to improve the management of this application at PT Inayah Haromain Tours & Travel. In the procedure for conducting an audit of this application carried out by researchers, it includes a process, namely: preliminary examination, further examination, examination results, discussion of examination results and recommendations / proposals, then an examination report. The results showed that there were problems that occurred in this Information System, namely the existence of a timer in the data entry system which caused the data to become more than one if the data input was long. The application of the SISKOPATUH Application Information System at PT Inayah Haromain Tours & Travel is still not efficient because there are still many resources that have not mastered this application, as well as the lack of government concern to socialize to technical personnel so that nothing detrimental to both parties occurs.

**Keywords:** Audit, System, Application, SISKOPATUH, Integrated Manajemen

## 1. Introduction

Indonesia holds the first position as the country with the largest Muslim population in the world, with a population of Muslim believers reaching 231 million people (World Population Review, 2022). Islam has been present in Indonesia since ancient times, and its spread became massive since the era of the Samudera Pasai Kingdom around 1267 (Britannica, n.d.). With the majority of Indonesia's population being Muslim, the number of Hajj and Umrah pilgrims increases every year. Data from the Indonesian Association of Hajj and Umrah Organizers (AMPHURI) shows that the number of Umrah pilgrims has been continuously increasing in the past five years, despite occasional declines. In the year 2018-2019, the number of Umrah pilgrims reached 974,650 people. However, in 2020, the Saudi Arabian government suspended Umrah visas to prevent the spread of the Coronavirus (Republika, 2022). As of 1 Muharram 1444 Hijri, a total of 1,267,490 pilgrims have arrived in Saudi Arabia, with the majority of pilgrims coming from Indonesia (Saudi Gazette, 2022).

Every Muslim has the hope of performing the Hajj or Umrah pilgrimage in the Holy Land. However, with the limitation on quantity and a waiting period of approximately 27 years for Hajj, many opt for Umrah as it can be performed at any time without quota restrictions



(Dewi, 2021). Umrah is a journey to the cities of Mecca and Medina, where Muslims perform rituals according to the teachings of Prophet Muhammad (PBUH) (Indonesia Ministry of Religious Affairs, 2019).

Regulations regarding the implementation of the Umrah pilgrimage managed by travel agencies or Umrah Pilgrimage Travel Organizers (PPIU) are continuously being improved by the Ministry of Religious Affairs (Kemenag) to prevent cases of fraud by irresponsible PPIUs (Ekualindo, 2021). The lack of effective supervision systems has led to issues in Umrah management, prompting Kemenag to launch the Integrated Umrah and Hajj Management Computerization System (SISKOPATUH) in August 2019 (Rahman & Fitriani, 2022).

SISKOPATUH is a computerized system used to oversee PPIUs in serving Hajj and Umrah pilgrims, integrated with relevant supervisory agencies, and accessible only to government-licensed travel agencies (Sari, 2020). Based on the Decision of the Director General of Hajj and Umrah Organization Number 323 of 2019 regarding the registration of Umrah pilgrims, SISKOPATUH manages data and information on the implementation of Umrah and special Hajj pilgrimages, monitors registration, financing, departure, and return of pilgrims (Indonesia Ministry of Religious Affairs, 2019).

PT. Inayah Haromain Tours & Travel Cilegon is one of the PPIUs that has implemented SISKOPATUH to ensure the safety and comfort of pilgrims. However, based on observations, there are some challenges in using this system, such as a timer on data input that causes data duplication if the input process takes a long time (Yusuf & Nurhayati, 2021). Based on this background, the author is interested in conducting research with the title "Audit of the Integrated Umrah Management Application System (SISKOPATUH) at PT. Inayah Haromain Tours & Travel Cilegon.

## 2. Literature Review

The Umrah pilgrimage, a significant religious journey for Muslims, involves meticulous planning, coordination, and execution of various logistical aspects. With the advancement of technology, the integration of digital solutions has become crucial in streamlining the management of Umrah operations. This literature review aims to explore existing research and literature related to the audit of the Integrated Umrah Management Application System (SISKOPATUH) at PT. Inayah Haromain Tours & Travel Cilegon.

### 2.1. Umrah Management Systems

Umrah management systems have emerged as essential tools for tour operators and travel agencies to efficiently organize and manage Umrah trips. These systems typically encompass features such as itinerary management, accommodation booking, transportation arrangements, and financial tracking. Research by Khan, S., Rahman, M. A., & Ahmed, R. (2018) highlights the importance of such systems in enhancing the overall experience of Umrah pilgrims while improving operational efficiency for service providers.

### 2.2. Audit of Information Systems

Information systems audits play a critical role in assessing the effectiveness, security, and compliance of IT systems within organizations. According to literature by the Certified Information Systems Auditor (n.d.), an effective IS audit ensures that information systems align with organizational objectives, mitigate risks effectively, and comply with regulatory requirements. In the context of Umrah management, IS audits are instrumental in evaluating the performance and reliability of digital platforms like SISKOPATUH.

### 2.3. Challenges in Umrah Management

Despite the benefits offered by digital solutions, Umrah management faces several challenges, including data security concerns, interoperability issues, and the need for continuous system updates and maintenance. Research by Al-Dulaimi, A., Al-Azzam, S., & Al-Dulaimi, S. (2016)

discusses the challenges associated with integrating various components of Umrah management systems and emphasizes the importance of regular audits to identify and address potential vulnerabilities.

#### *2.4. Best Practices in IS Auditing*

Effective IS auditing requires adherence to best practices and standards established by organizations such as ISACA (Information Systems Audit and Control Association) and IIA (Institute of Internal Auditors). These practices encompass various stages of the audit process, including planning, execution, reporting, and follow-up. Literature by Dhillon, G., & Backhouse, J. (2012) outlines key principles and methodologies for conducting IS audits, emphasizing the need for thorough documentation, risk assessment, and continuous monitoring.

In conclusion, the audit of the Integrated Umrah Management Application System (SISKOPATUH) at PT. Inayah Haromain Tours & Travel Cilegon represents a critical step in ensuring the reliability, security, and efficiency of digital platforms used in Umrah management. By leveraging existing literature and best practices in IS auditing, organizations can effectively evaluate and enhance their information systems to meet the evolving needs of Umrah pilgrims and stakeholders

### **3. Research Method**

#### *3.1. Data Collection Techniques*

a) Interview:

In-depth interviews were conducted with several administrative staff and operational managers to understand the implementation of SISKOPATUH. Additionally, interviews were also conducted with several pilgrims to obtain user perspectives on this system.

b) Observation:

Observations were made to directly observe the workflow using SISKOPATUH, from the registration of pilgrims to the management of data during the Umrah pilgrimage process.

c) Documentation:

Data collection was conducted by accessing documents related to the use of SISKOPATUH such as implementation reports, internal policies, and other operational records.

d) Literature Review:

Literature review was conducted to gather information from various relevant sources, including journals, books, and online sources related to information systems and the management of Umrah pilgrimage.

#### *3.2. Analyze*

a) Audit Processing.

The Figure 1 explains the application audit process, which includes application selection, audit planning, information gathering, risk assessment, and control. If the controls are effective, less substantive audit procedures are conducted. If not, weakness reports are prepared and more substantive procedures are applied. Finally, the final audit report is compiled.

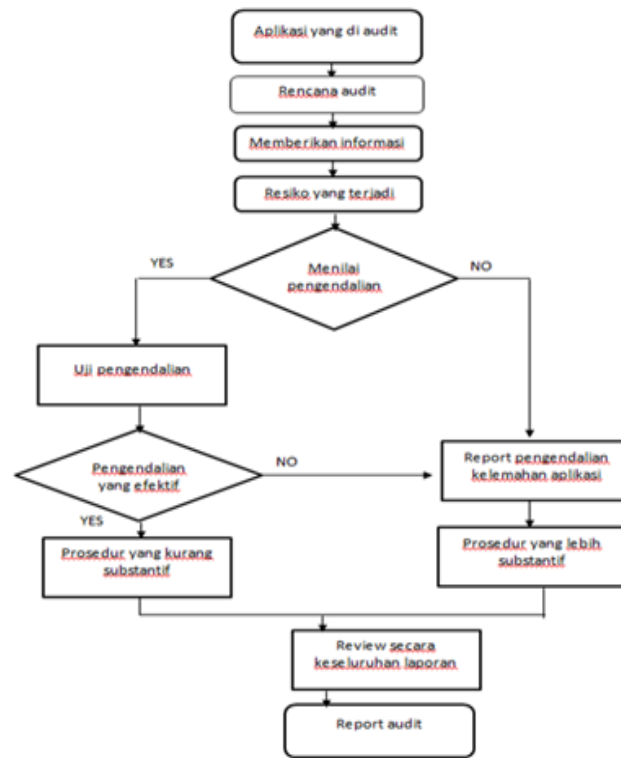


Figure 1. Flowchart of Audit Processing

b) Application Processing

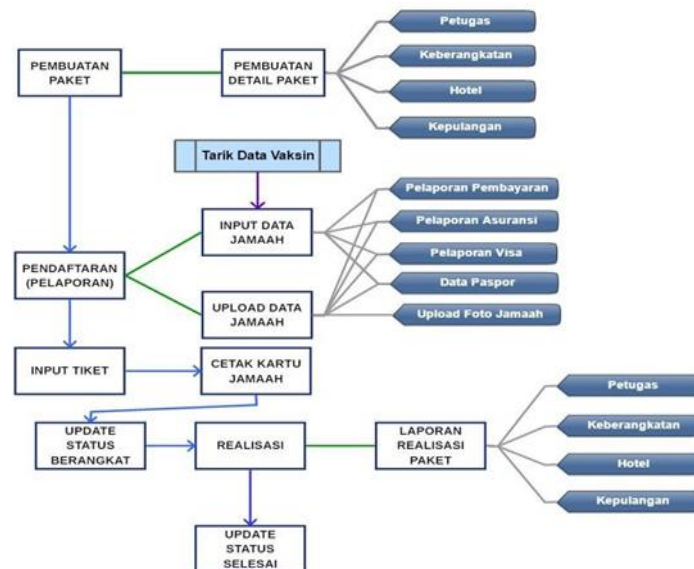


Figure 2. Application Processing Diagram.

The Figure 2 illustrates the flow of the Umrah registration and data management process, starting from package creation to realization reports. The process includes inputting pilgrim data, uploading data, printing cards, updating departure and completion statuses, as well as reporting payments, insurance, visas, passport data, and pilgrim photos.

The data collected from various sources are summarized and selected based on their relevance to the research focus. With this method, it is hoped that the research can provide a clear overview of the implementation and audit of SISKOPATUH, as well as offer valuable

recommendations for improving the Umrah pilgrimage management system at PT. Inayah Haromain Tours & Travel Cilegon.

#### 4. Result

##### 4.1. Discussion of Application Audit Results

##### a) SISKOPATUH Application Login Page

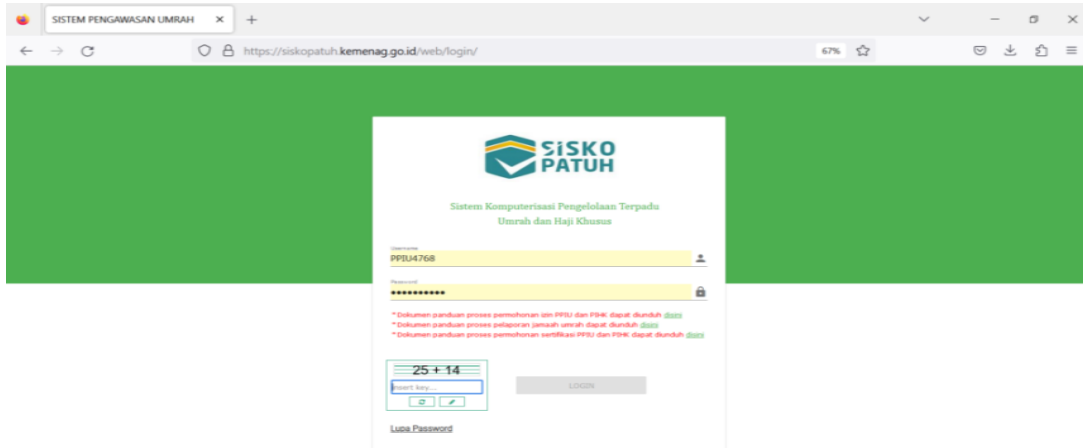


Figure 3. SISKOPATUH Application Login Display

The result of login page Audit are:

Table 1. Login Menu Audit Results

Menu	Condition	Criteria	Couse	Effect	Recomendation
Login	There is already a feature/link or button to forget password and there is login security such as chapctha verification	should have a feature/link on the Siskopatuh Application login form to make it easier for the Admin if something goes wrong.	There is already a Chapctha Verification supporting application to meet these needs.	If something goes wrong, it will result in wasted time making it inefficient.	If something goes wrong, it will result in wasted time making it inefficient.

##### b) SISKOPATUH Application Dashboard Page



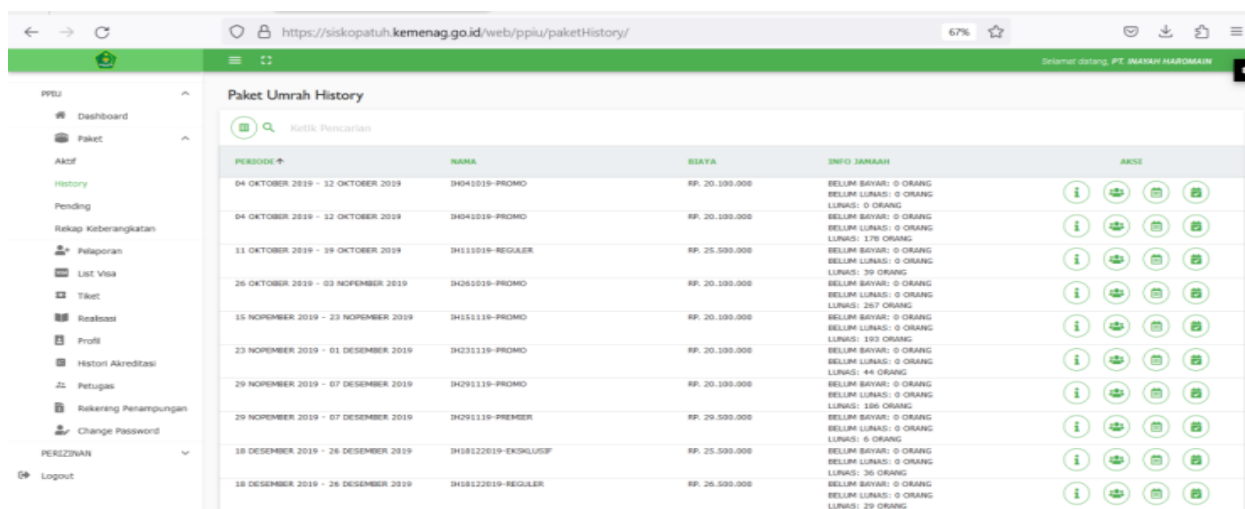
Figure 4. SISKOPATUH Application Dashboard Dashboard

The result of Application Dashboard Page are:

**Table 2.** The Result of Dashboard Menu

Menu	Condition	Criteria	Couse	Effect	Recomendation
DashBoard	the display on the dashboard of the SISKOPATUH application looks small if it is not zoomed in / zoom even though there is still a blank display	The page display should only be full so that it makes it easier for admins to look clearer without having to zoom in the view.	The initial page display looks small when zoomed	Admin must zoom / zoom in so that it doesn't look small.	if there is an application upgrade by the Government, the page should only be made full.

**c) Historical Package Menu**



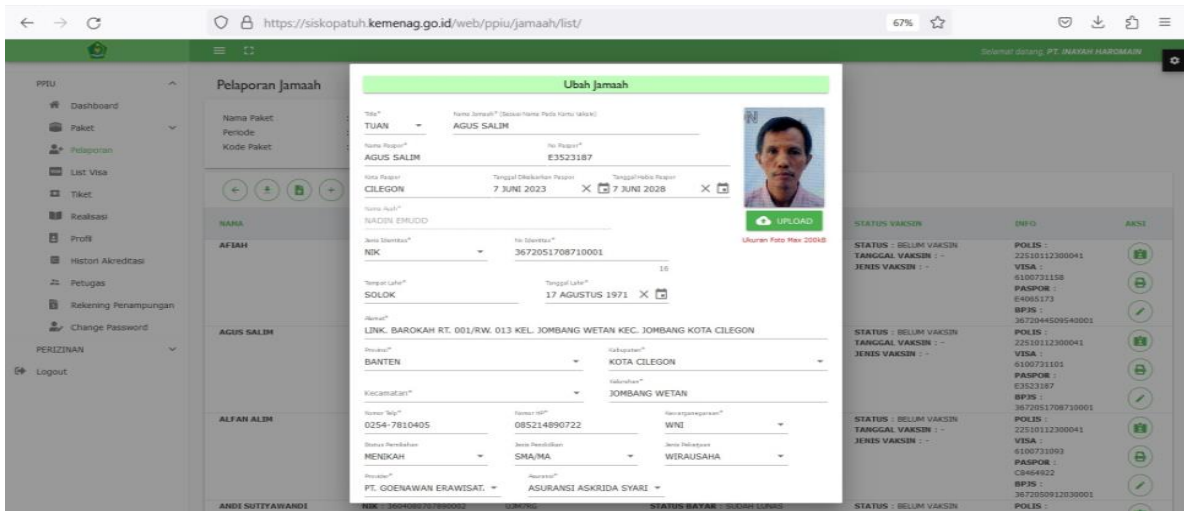
**Figure 5.** History Package Menu

The result of Historical Package Menu are:

**Table 3.** The Result of Historical Page Menu

Menu	Condition	Criteria	Couse	Effect	Recomendation
Package Historical Menu	In the SISKOPATUH application, the departure date does not appear automatically	In the SISKOPATUH application, the departure date should appear automatically.	The programmer configured the period, name, and pilgrim information buttons to automatically use uppercase letters.	As found in Figure 4.3, it becomes uppercase	The Umrah departure period should ideally appear using a combobox, where data can be input by typing or selection. It should match the automatically displayed date, month, and year according to the button

d) **Pilgrim Data Input Menu**



**Figure 5.** History Package Menu

The result of Pilgrim Dara Input Menu are:

**Table 4.** The Result of Pilgrim Dara Input

Menu	Condition	Criteria	Cause	Effect	Recomendation
Menu Input Data Jamaah	It is functioning well without any issues.	In the SISKOPATUH application, the letters should appear automatically	The programmer configured the pilgrim data input button to automatically use uppercase letters	It occurred as found in Figure 4.3, where it automatically becomes uppercase..	According to the researcher, there is no need for any changes.

**4.2. Audit Findings**

In the audit findings of the SISKOPATUH application, the researcher discovered the following :

- a) The display on the SISKOPATUH Application Dashboard page looks small if not enlarged/zoomed in, even though there are still empty displays.
- b) Saat input data pada aplikasi SISKOPATUH belum muncul tanggal keberangkatan secara otomatis.
- c) When inputting data in the SISKOPATUH application, the departure date does not appear automatically.
- d) PT. Inayah Haromain Tours & Travel Cilegon only has one computer that meets the specifications for using the SISKOPATUH Application. This also poses a constraint that will hinder the Operator's performance during the input process in the application.

**4.3. Consequences and Impacts of Audit Findings**

Here are the direct consequences and impacts that can affect users of the SISKOPATUH application:

- a) It will make it difficult for users of the SISKOPATUH application or administrators when inputting data for a large number of Umrah pilgrims.
- b) It will affect the company's control when the system is not repaired.
- c) The lack of computers owned by PT. Inayah Haromain Tours & Travel Cilegon that meet the specifications poses a constraint that will hinder the performance of the Administrator during the input process in the SISKOPATUH application



## 5. Conclusion

In this study, the researcher conducted an audit of the integrated Umrah management computerization system, commonly referred to as SISKOPATUH, at PT. Inayah Haromain Tours & Travel. Based on the discussion in the previous chapter, the following conclusions can be drawn:

- a) The audit procedure for the SISKOPATUH Application, carried out by the researcher, includes processes such as preliminary examination, advanced examination, examination results, discussion of examination results and recommendations/suggestions, and then the audit report.
- b) The research results indicate that there are problems in this Information System, namely the presence of a timer in the data input system, which causes data duplication if data entry takes too long.
- c) The lack of knowledge among admins about Information Technology results in weak curiosity about the SISKOPATUH Application.
- d) From the audit findings, it can be concluded that there is a need for suggestions for improvement, not only in performance and knowledge but also in the related Application.

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