
Increasing understanding to prospective Umrah pilgrims in the Umrah ritual guidance program at PT Arudam 99 Probolinggo Branch

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Abstrac: The purpose of this service is to increase the understanding of prospective pilgrims in the umrah manasik guidance program at PT Arudam 99 Probolinggo Branch, this manasik guidance shows a high commitment to providing an effective and comprehensive learning experience for prospective umrah pilgrims. Methods of implementing activities, such as personal approach, lectures with PowerPoint, interviews, and practice. Results The manasik guidance activity was carried out for three months with six meetings, designed to provide in-depth understanding to prospective pilgrims. In addition, the provision of a WhatsApp group as a forum for post-guidance communication serves to strengthen understanding and build community among prospective pilgrims. The results of the service show that this program is effective in improving the understanding of prospective pilgrims, as well as recommending the development of more innovative learning methods and periodic evaluations for continuous improvement.

Keywords: Increased Understanding, Umrah ritual guidance

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Introduction

PT Arudam 99 Probolinggo Branch located on Kademangan District Probolinggo City is a travel company engaged in Umrah worship services that already has an official permit from the Ministry of Religion with PPIU No. 461/2017. This business was established because many people there did not perform Hajj and Umrah, the reason was because they lacked knowledge about Hajj and Umrah. Therefore, Director PT Arudam 99 Probolinggo was moved to help the people in Ketapang Village by presenting about Hajj and Umrah in every recitation and various other forums. From here finally began to see the results of the socialization carried out by him more and more interested. Therefore, he took the initiative to build an Umrah travel company, so PT. Arudam 99 Probolinggo Branch was established in order to make it easier for the surrounding community to register themselves as prospective Umrah pilgrims (Lestari 2020).

This service was carried out at PT Arudam 99 Probolinggo Branch because this company is known by the community as an umrah worship organizer that has a positive reputation and experience in serving pilgrims, with a community that is enthusiastic about umrah worship, it provides a great opportunity to obtain participation from prospective pilgrims, so that this service can reflect the needs and expectations of the community regarding the ritual guidance program. Therefore, this place is considered strategic to analyze the impact of the ritual guidance program on the understanding of Umrah worship (Ulfiah & Jamaluddin 2022).

Several studies have been conducted by previous researchers regarding increasing understanding to prospective Umrah pilgrims in the Umrah ritual guidance program, including: Ryan

Aditiya Wijaya, this study discusses efforts to improve the understanding of prospective Umrah pilgrims through ritual guidance. The research shows that in increasing the understanding of prospective Umrah pilgrims, travel and Tour uses the ritual guidance program by introducing pilgrims to the pillars of Umrah and the practice of Umrah (Ryan Aditiya 2021). By Irhan Ari Muhammad, In research showing communication effectiveness can test how well work performance and customer satisfaction with an organization (Ari Muhammad 2025). And also submitted by Tasya Nabila, in research discussing the Umrah manasik guidance strategy at Zafa Tour Bengkulu in increasing the understanding of the congregation. The results show an increase in the understanding of the congregation through activeness during activities and briefly summarizing what is obtained (Nabila 2024). The purpose of this service is to provide an understanding of the Umrah pilgrims' condition in the Umrah ritual guidance program at PT Arudam 99 Probolinggo Branch, it is hoped that this service journal can provide a deeper understanding of the effects of the ritual guidance program and its role in the implementation of a more perfect Umrah worship.

Method

This activity was carried out at PT Arudam 99 Probolinggo Branch, located on Jalan Kelud, Ketapang Village, Kademangan District, Probolinggo City. The location of PT. Arudam 99 Probolinggo Branch which the researcher lives in is easy to reach because of its very strategic position, which is located in Ketapang Probolinggo and serves as one of the company's official branches in the Probolinggo area. There are several methods used in this community service activity carried out by directors and employees and students at PT Arudam 99 Probolinggo Branch, including: First observation, this observation is carried out to see the condition of the company in serving prospective pilgrims who take part in ritual activities at PT. Arudam 99 Probolinggo Branch. Second interviews, the author conducts interviews with the Director of the company as well as with employees to explore information related to what are the solutions to solve the problems that exist at PT. Arudam 99 Probolinggo Branch. Third field practice, the author carries out field practice by providing guidance and training on Umrah rituals with prospective pilgrims.

Results and Discussion

Umrah manasik guidance activities at PT Arudam 99 Probolinggo Branch are carried out for 3 months with a total of 6 meetings, which are held every two weeks on Sundays. The manasik guidance training activities were carried out for 2 hours, starting with the presentation of manasik material after that carrying out asr prayers in congregation and ending with hospitality.



Picture 1. Manasik activities in the hall of PT. Arudam 99 Probolinggo Branch

In an effort to provide good ritual guidance to prospective pilgrims, the supervisor certainly has a way or method related to how the material that has been prepared will be delivered to prospective

pilgrims. After the author conducted an interview with H. Agung Winulyo, he said that the method used in the Umrah manasik guidance training was interviews and practice in carrying out a series of Umrah worship activities.



Picture 2. Umrah ritual practice

The material provider approaches the prospective pilgrims first, second the presentation of the material is carried out using the lecture method using a power point that contains material about the things that need to be conveyed, then there is a question and answer method and practice, third after which it ends with a friendly event.



Picture 3. Hospitality Activities

In the implementation of manasik guidance, good material preparation is very important. Organizing the material into several meetings can increase the effectiveness of learning and help prospective pilgrims gain a deep understanding. By dividing the material into several sessions, prospective pilgrims can more easily digest information, relate the concepts taught, and provide time for reflection and practice. In addition, this approach allows mentors to adapt teaching methods according to the needs of prospective pilgrims, increase engagement, and create a more conducive learning atmosphere (Ginting & Hamidah, 2024). Thus, the structured preparation of materials will help prospective pilgrims feel more prepared and confident in carrying out the Hajj or Umrah pilgrimage.

The following is the structure of ritual guidance material at PT Arudam 99 Probolinggo Branch: At the first meeting the material presented is in the form of knowledge about the pillars of Umrah from start to finish that is ihram, tawaf, sa'i and shaving. Then at the second meeting is the practice of

wearing ihram cloth then practice how to ihram, tawaf, sa'i and tahallul as well as delivery related to the preparation of meningitis injections. Then at the third meeting the material presented was material on how to and practice prayer on the way/on the plane, ablution and tayammum. Then at the fourth meeting is material related to the procedures for praying ghaibih, tasbih, hajat, tahajjud, awwabin, tahiyyatul masjid, ihram prayer, prayer in quba. Then at the fifth meeting, namely prayers for guests and practices in Makkah and Madinah other than Umrah. Then at the last meeting, namely the technical delivery of Umrah departure and check in.

After the implementation of Umrah manasik guidance activities, PT Arudam 99 Probolinggo Branch also provides a special group platform on WhatsApp for prospective pilgrims to make it easier for prospective pilgrims to communicate and ask questions related to the material that has been delivered. The presence of this WhatsApp group is very effective in strengthening pilgrims' understanding, because they can discuss directly, share experiences, and support each other. In addition, this platform allows pilgrims to get clarification on information that may still be confusing, thus increasing their confidence before carrying out worship. In this way, PT Arudam 99 not only provides guidance materials, but also creates a community of mutual help, which in turn contributes to the overall success of the Umrah ritual program.

Conclusion

The Umrah ritual guidance at PT Arudam 99 Probolinggo Branch demonstrates a high commitment to providing an effective and thorough learning experience for prospective pilgrims. An interactive and structured approach is the main foundation of this guidance process, ensuring that prospective pilgrims not only receive information, but are also actively engaged in learning. The methods used, such as personalized approach, lectures with PowerPoint, Q&A, and practice, are designed to create a fun and engaging atmosphere. This is particularly important in maintaining the interest of prospective pilgrims, who may feel anxious or lack confidence ahead of the pilgrimage. By increasing engagement, prospective pilgrims can more easily grasp the concepts being taught. Overall, the Umrah manasik guidance program at PT Arudam 99 Probolinggo Branch in improving the understanding of prospective pilgrims is considered very good. The diverse methods and communication platforms provided contribute to the success of the program, as well as helping prospective pilgrims feel more prepared to carry out worship smoothly and meaningfully.

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