

ANALYSIS OF THE IMPACT OF UMRAH TRAVEL SUSPENSION DUE TO COVID-19 ON HAJJ AND UMRAH TRAVEL AGENTS

ANALISIS DAMPAK PENANGGUHAN PERJALANAN UMRAH AKIBAT COVID-19 TERHADAP AGEN TRAVEL HAJI DAN UMRAH

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Abstract

The Covid-19 extensive has brought almost several collisions that chalk up occurred in indefinite countries, including the country that is a religious tourism destination for Muslims in the world, namely Saudi Arabia, all the more the Covid-19 widespread press for the sovereign state of Saudi Arabia to constitute procedures to understate the spread out diffuse of Covid-19 in its sovereign state, namely by make a policy of suspension of Umrah travel. The issuance of the suspension policy resulted in the cancellation of all Umrah trips from all countries to these destination countries, of course, it would have an impact on companies that run businesses in the field of travel. This discover focus to conclude the impression of the suspension of Umrah expedition outstanding to Covid-19 on the patronage of hadj and umrah globetrot agents, the contemplate was conducted at PT Saudi Patria Wisata situated in underground City, Lampung Province. collections solicitation approaches were carried elsewhere nailed down influential collections and less important data, videlicet press conference environment notes, examinations and documentation, collections psychoanalysis approaches were carried elsewhere by elaborating the examination conclusions victimisationing causative methods. The determination of this contemplate discloses that the Covid-19 widespread has an consequence on the continuance of the corporation and furthermore the consequence on employees.

Keywords: *suspension of umrah; covid 19; hajj and umrah travel agents*

Abstrak

Pandemi Covid-19 memunculkan banyak dampak yang terjadi di berbagai negara, tidak terkecuali negara yang menjadi tujuan wisata religi umat muslim di dunia yaitu Arab Saudi, bahkan pandemi Covid-19 mengharuskan negara Arab Saudi untuk menetapkan aturan dalam meminimalisir infeksi Covid-19 di negaranya yaitu melalui penetapan kebijakan penangguhan perjalanan umrah. Dikeluarkannya kebijakan pengangguhan tersebut berakibat dibatalkan semua perjalanan umrah seluruh negara ke negara tujuan tersebut, tentu saja akan berdampak pada perusahaan yang menjalankan usaha dalam bidang travel perjalanan. Studi ini akan membantu mempelajari suspensi perjalanan Umrah dan haji ke Mekah. Survei tersebut dilakukan dalam PT Saudi Patria Wisata di Metro, Lampung. Metode mengumpulkan data berdasarkan data primer dan sekunder: wawancara, lapangan, observasi, dan dokumentasi, dan teknik analisis data dilakukan dengan menggunakan metode induktif untuk mencapai

kesimpulan akhir. Kesimpulan pada penelitian ini mengungkap bahwa Pandemi Covid-19 membawa dampak terhadap eksistensi perusahaan dan juga dampak terhadap karyawan.

Kata kunci: penanguhan perjalanan umrah; covid 19; agen travel haji dan umrah

A. INTRODUCTION

At the beginning of 2020, the world was shocked by a new outbreak called COVID-19 (Coronavirus-2019). The disease first occurred in Wuhan, China, and was first detected by the World Health Organization in late 2019. The World Health Organization declared the COVID-19 outbreak an international public health emergency. This is because the number of confirmed cases of COVID-19 is increasing rapidly and spreading around the world. As of October 2020, a total of 41,570,883 confirmed cases were reported with 1,134,940 deaths reported in 216 countries (<http://www.who.int>, diakses pada hari Selasa 3 November 2021). In addition to causing many people to become infected and causing many fatalities, COVID-19 also has an impact in all lines from business to tourism. Tourism is among those affected by COVID-19, with restaurants and hotels temporarily closed. Like travel agencies and tour operators, tourist attractions are no exception. As a result, many companies from the tourism sector that closed caused a decrease in people's income because there were many job cuts (PHK), making people unemployed and then causing low purchasing power and resulting in sluggishness of the country's economy.

One of the business fields of the tourism sector is the business of Hajj and Umrah Tour and Travel Agents, this business field is quite promising, which as we know Indonesia is the country with the largest Muslim population in the world, according to the Central Statistics Agency (BPS), Indonesia as one of the Umrah pilgrims increases every year. In 2014, it increased from 649,000 in 2015 to 677,500 in 2016, increased again in 2016 and 2017, increased to 876,246 in 2017, fell sharply to 1,005,336 in 2017, and decreased to 94 in 2018 and 2019 (<http://www.bps.go.id>, diakses pada hari Kamis 2 Desember 2021).

Umrah Travel Implementation Industry (PPIU) March 2020, in the face of the COVID-19 pandemic that triggered a crisis in the PPIU industry. Saudi Arabia responded on February 27, 2020, shutting down all public events such as sporting and religious events, including Muslims abroad, in response to the COVID-19 pandemic.

The suspension of Umrah travel due to COVID-19 has a major impact on the Umrah Travel Operator (PPIU) industry in Indonesia, many Umrah pilgrims set departure dates but have to cancel because of this policy. Syam Resfiadi, Chairman of SAPUHI (Union of Umrah and Hajj Organizers), estimated that the Umrah hajj office would lose Rp 1 trillion in a week. As these delays continue, the losses identified by the Umrah Travel Agency will increase (<https://bisnis.tempo.co>, diakses pada hari Jumat 03 Desember 2020).

One of the companies that operate in the field of religious tourism travel business is PT. Saudi Patria Wisata, PT. Saudi Patria Wisata is one of the agents operating in the field of Umrah travel agencies. PT. Saudi Patria Wisata legally from the Ministry of Religious Affairs, namely KEMENAG NUMBER 367/YEAR 2016 for Umrah permits and Special Hajj Decree Number 16 of 2017.

Discussions about Umrah and Hajj in literature tend to focus on two things. First, a study that discusses Hajj and Umrah services in Indonesia (Syaukani, 2009; Yusni, 2015; Wildayati, 2017). Second, studies that focus on the management of hajj and Umrah management issues (Zubaedi, 2016; Muslims, 2020; Permadi and Muqoffa, 2020). Both research trends are no studies that pay attention to the analysis of the impact of the suspension of hajj and Umrah during the COVID-19 pandemic based on Saudi government policies. This study analyzes this, so there needs to be an effort to see the problems that occur.

The study that has been conducted has the aim to complete the treasures of knowledge or suspension of Umrah travel due to COVID-19 against hajj and Umrah travel agents. The study looked at shortcomings related to the suspension of travel affected by COVID-19 for Hajj and Umrah travel agencies based on Saudi government policies. This research is useful in evaluating travel companies and travel service companies to assess the impact of the suspension of COVID-19 Umrah policies on pilgrims and Mecca's Umrah travel agencies. In line with the goals and benefits that have been outlined, there is one question that can be formulated, What is the impact on PT. Saudi Patria Tourism due to the suspension of the suspension of Umrah travel of the country of Saudi Arabia? The explanation of this question is the main discussion in this article.

B. THEORETICAL FRAMEWORK

1. Umrah Travel Agent

A travel agent is a company whose business provides services and information to people traveling for general or exclusive tourism purposes (Kawengian and Kalesaran, 2018). In the Implementation of Hajj and Umrah there is a company in charge of organizing Umrah, among which is an official party called PPIU (Organizer of Umrah Worship Implementation) (Fadilah, 2019).

PMA no. 8/2018 explained that PPIU is a series of Umrah activities outside the Mecca hajj season which includes services, coaching and protection that can be provided by PPIU and the government to hajj pilgrims. The explanation can be understood that the Umrah travel agency is a travel company that operates in the field of tourism that has "obtained the approval of the Minister to hold an Umrah bureau (Karoyan and Djajaputra, 2020).

The Law Governing PPIU is the Regulation "legislation governing PPIU, namely Law No. 8/2019 concerning the Implementation of Hajj, PMA No. 8/2019 related to the Implementation of Umrah Worship, PP No.79/2012 concerning the Implementation of Law No. 13/2008 related to the regulation of hajj.

There are thirteen requirements of Umrah Travel Organizer KMA No.100/2020, including; First, use the notary office of PT and its corrected copy; Second, use copies of the identities of shareholders, directors, and committee members; Third, using affidavits, stamped letters of shareholders, directors and commissioners explaining that the company has never violated the special procurement rules of Hajj and Umrah; Fourth, a stamped affidavit explains that he was never convicted or convicted of breaking the law during Umrah and special Hajj; Fifth, use a copy of the deed and office lease that is said to be for at least four years; Sixth, the company's residence permit is issued by the Local government; Seventh, a copy of the information on the use of the logo of the registered tourism company; Eighth, record a minimum of two years of business report as a travel agent (BPW); Ninth, photocopy of KADIN certificate with a valid BPW category description; Tenth, the organizational composition of BPW is signed by the president and directors and stamped with the company; Eleventh, a copy of the employment contract of employees of the travel agency; Twelfth, the documentation of the

company's financial statements for the past two years is audited with fair opinion without exception (WTP) by certified auditors registered with the Ministry of Finance; Thirteenth, physical identification and photocopy of Taxpayer Identification Number (NPWP) representing the company and company administrators.

In addition, there are obligations of PPIU stipulated in Article 94 of Law No. 8/2019, that PPIU must complete several conditions, including; First, get a worship guide for every 45 Umrah pilgrims; Second, the provision of travel documents, consumption, transportation and accommodation for hajj pilgrims based on a written agreement between PPIU and Umrah pilgrims; Third, there is a cooperation agreement between PPIU and the health service in Saudi Arabia; Fourth, the departure and return of Umrah pilgrims is subject to the validity of Umrah visas issued to Saudi Arabia; Fifth, the Umrah route is clearly communicated to the Minister in writing before traveling Umrah; Sixth, report to the representatives of the Republic of Indonesia in Saudi Arabia upon arrival in Saudi Arabia and return to Indonesia; Seventh, submit a report to the minister no later than 10 days after arriving in the country; Eighth, Umrah pilgrims register for the current Hijri year; Ninth, comply with minimum service standards and reference prices; Tenth, comply with the principles of Sharia law.

2. Suspension of Umrah Travel

In layman's terms, a timeout or delay is when part of the operation time is not used as planned, causing various activities that must be carried out simultaneously delayed/cannot be completed in the set schedule (Musra, 2014).

Umrah Travel is a series of Umrah travel activities carried out outside the Hajj season, with services, coaching and protection for hajj pilgrims in Mecca by the Umrah Travel Organizer (PPIU) or the government (Korayan and Djayaputra, 2018).

This understanding can be understood as the cessation of Umrah travel due to the delay of some or most Umrah activities related to the service, protection and development of hajj pilgrims.

3. Saudi Arabia's Policy

COVID-19 has been classified as a pandemic. Saudi Arabia has implemented a number of policies to combat COVID-19 infections to teach lessons to many countries that have been affected by COVID-19. One of these policies is to prohibit Muslims from performing Umrah and closing places of worship.

This policy was put in place to protect the safety, health, and safety of Mecca pilgrims from the effects of COVID-19 when going out and boarding a plane, even while traveling inside Saudi Arabia. Islamic teachings, on the other hand, state that the preservation of life is one of the five Maqashids of Shariah that must be preserved.

In accordance with this policy, all types of Hajj and Umrah to Mecca, whether organized by the government or not, are prohibited from taking place until further notice. That is, the cancellation applies to all hajj pilgrims, including those traveling on special invitation visas, also known as Mujamalah Visas.

4. Coronavirus Disease 2019 (COVID-19)

COVID-19 is an infectious disease caused by a new coronavirus infection. The disease was first confirmed in Wuhan, China in December 2019. COVID-19 is acute pneumonia caused by the new coronavirus (Sari, 2020). The name of COVID-19 which stands for Coronavirus Disease 2019 and later named Coronavirus Acute Respiratory Syndrome 2 (SARS CoV) 2 because the symptoms are similar to SARS (Pariang dkk, 2020).

Drops are fluids that come out of the airway and contain a lot of fluid. For example, when you cough or sneeze, saliva and mucus come out of your nose. This is the reaction of the body. If the droplet contains a virus that has been infected by someone else, the virus remains in the respiratory tract of the infected person. When we cough, these droplets can fall into the air from one to two meters. Water droplets spread throughout the body and landed on tables or floors, where they would stick to clothing and other surfaces, while others would be inhaled by others. These droplets will dry out and will be able to last for a period of time.

The virus can attach to almost any surface, including the most vulnerable parts of the body, such as the human body and hands. Therefore, it is recommended

to wash your hands every meal. That when droplets contaminated with the virus are inhaled in healthy people, the virus can re-enter the airway wall between the tip of the nose and the alveoli (Sutaryo et.al, 2020).

Symptoms of COVID-19 infection are usually characterized by fever and shortness of breath, with an incubation period of 56 days to 1 to 14 days after infection. The most common symptoms of an infected person are fever, which is experienced by almost 90% of patients, and cough without phlegm, which is experienced by 67% of patients. Furthermore, 40% of patients complained of fatigue (pain), and 33% of patients experienced symptoms of phlegm cough. "Patients with symptoms of difficulty breathing accounted for 18.6% of all those who showed symptoms (dyspnea).

The symptoms associated with COVID-19 infection are similar to those experienced by people who get the flu. The difference is that flu symptoms are more likely to include symptoms such as nasal congestion or runny nose, while COVID-19 symptoms tend not to include symptoms like this (Sutaryo dkk, 2020).

Recommended tips from for the prevention of COVID-19, including; First, often wash your hands with soap and running water, or use alcohol-based scrubs. Cleansers in soap and alcohol in disinfectants can kill bacteria and viruses on the hands; Second, keep a distance of at least one meter. This is to prevent the spread of the virus through coughing or sneezing; Third, do not touch the eyes, mouth, or nose until the hands are protected from bacteria and viruses; Fourth, stay home to avoid contracting COVID-19, a virus that can spread to others outside the home.

COVID-19 has had a significant effect on businesses from all sides. With the implementation of policies aimed at limiting the spread of COVID-19, including the implementation of the Hajj ban. The following are some of the consequences of Umrah travel delays, namely:

1. Impact on the Company

Influence on this Umrah tourism company. The COVID-19 pandemic resulted in applicants who were supposed to travel in March or April failed, resulting in accommodation, transportation, and catering that had been booked for hajj to be rescheduled due to the cancellation (Asykur, 2021). The losses suffered

by the Umrah Travel Bureau due to the cancellation of the 2020 Hajj are very large, as it took place from the previous period. In contrast, the Umrah Travel Administration Bureau is responsible for covering ongoing basic operational costs (Haskar, 2021).

The COVID-19 pandemic has also had an impact on the company's reputation. It is defined as the general perception and opinion of the company. The brand and reputation of a product can be very important in increasing the value of the product. We cannot deny that everyone has different expectations of how the company performs and behaves, and therefore also has a different view of the organization. If a company is not careful will be reported negatively by the media, the company's reputation will quickly decline, especially in the digital era that we face today (Sudradjat, 2021).

A significant increase in Umrah costs occurred due to the implementation of new taxes as well as price increases in a number of hotels and airlines. This became a problem, which prompted pilgrims to express their dissatisfaction with the rising costs. Another concern expressed by some pilgrims is that, due to the prolonged pandemic, the bureau will go bankrupt, so that the pilgrim funds are confiscated or cannot receive it back.

2. Impact on Employees

The effect of the cancellation of Umrah is not only felt by hajj pilgrims, but also by bureau employees and officials as a whole. The provision of incomplete salaries during the pandemic, has a negative impact on employees (Permadi and Muqofa, 2020). Salary reduction seems to be standard practice for businesses trying to survive this pandemic era. This is done so that the company can survive even though it receives only a small amount of revenue every month. During the current pandemic, many companies have provided policies to lay off employees. In order to stabilize the financial situation of the company, the decision to lay off employees is inevitable. As a result, the company must establish a policy of laying off some of its employees.

People are forced to comply with government regulations due to the COVID-19 pandemic which prohibits them from gathering or gathering in large

numbers. As a result, the company limits the number of employees assigned to guard in the office. The implementation of a shift system is a possible solution to this problem (Asykur, Zulkarnain, and Darlinus, 2021).

C. METHOD

This study applies field studies so that it aims to study the real influence of hajj and Umrah delays on travel agencies. This study explains the impact of Umrah delays by looking at PT objects. Saudi Patria Wisata Tour and Travel City metro Lampung. This research is descriptive which aims to educate accurate and systematic information about the nature of populations in certain regions. There is no need to explain the testing or relationships between hypotheses in this study. A qualitative descriptive approach will be used in this study, meaning that the author will continue to analyze the data harmoniously along with the initial format of the data when recorded and collected. The purpose of this study is to describe the influence of the suspension of Umrah for PT. Saudi Patria Tour and Metro City Travel.

This research data is sourced from primary as well as secondary data. The primary data source is obtained from the subject in the field, namely the President Director of PT. Saudi Patria Wisata as well as some employees of PT. Saudi Patria Tourism. In conducting the study, researchers used number selection techniques. Quota sampling is a technique used to determine a sample of a population based on a certain amount, regardless of the representation of the group's information source (Siyoto and Sodik, 2015). The second data source used in this study is documentation of pt. Saudi Patria Wisata, Company Profile Report PT. Saudi Patria Wisata as well as representatives of pilgrims. Data analysis as a step in finding and collecting information with system according to findings from interviews, field studies, pre-research and recording, which is continued with data collection until the dataset is saturated. The fact of making continuous observations leads to very high data variability when it comes time to draw conclusions (Barlian, 2016). Analysis is carried out in the field by describing theory and reality to draw conclusions from a study of the application of practice and theory in the field. When describing the final conclusion, the inductive method is used, and the method used is to concentrate inductively (Prawitha, 2016). The

data is followed by an inductive analysis because it focuses on something from the public. This inductive analysis helps to analyze several factors related to the impact of Umrah suspension on travel agencies by implementing risk management. PT. Saudi Patria Tour and Metro City Travel.

D. RESULTS AND DISCUSSION

1. Analysis of the Impact of Umrah Travel Suspension Due to COVID-19 on Hajj and Umrah Travel Agents

Soon after the declaration of COVID-19 into a pandemic, the kingdom of Saudi Arabia took steps in reducing the transmission of COVID-19 in the country. The Government of Saudi Arabia reportedly temporarily suspended Umrah, which is considered a knighthood policy implemented by the Saudi government in fighting COVID-19 infection. His policies have a significant impact on various sectors, especially the religious tourism sector.

The cessation of Umrah due to the COVID-19 pandemic has a fairly real negative effect on PT. Saudi Patria Tourism. The company's operations have been severely hampered due to COVID-19, which caused all normal operations to be suspended for a period of time. Since the enactment of the Saudi government's policy to suspend Umrah, there has been no activity of sending hajj pilgrims to perform hajj to Mecca. Employees of PT. Saudi Patria Wisata was also affected by the lack of activities of departing hajj pilgrims, resulting in a number of employees being laid off. In addition, employees who are still working have decreased wages, according to an interview with the President Director of PT. Saudi Patria Tours, which was done for this article. The Umrah Travel suspension policy requires all Makkah Hajj and Umrah (PPIU) organizers to comply with the law, including PT. Its influence is very large on Saudi Arabia Patria Wisata and PT. The streets of Saudi Arabia. COVID-19 is very detrimental to various parties such as business actors, workers and hajj pilgrims. Your position as Hajj is also very important, because you cannot perform Umrah during this pandemic (Rekha, Adm & Operating Officer Staff interview, August 4, 2021).

Influence on PT. Saudi Patria Wisata looks based on both lines of both companies and employees, which are spelled out below:

a. Impact on the Company

The Company experienced significant influence as a result of the implementation of the policy of temporarily suspending Umrah worship, which included the temporary suspension of PT. Saudi Patria Tourism activities in the field of sending Umrah pilgrims to the Holy Land. Due to COVID-19, PT. Saudi Patria Wisata has not dispatched pilgrims since March 2020, until now PT. Saudi Patria Wisata rarely fails to dispatch Umrah pilgrims. On the other hand, the number of Umrah pilgrims affected is estimated to reach 1,319 pilgrims (Rekha, Adm & Operating Officer Staff interview, August 4, 2021).

With the policy of temporary suspension of Umrah worship, which among others includes the temporary suspension of PT. Saudi Patria Tourism activities in the field of sending Umrah pilgrims to the Holy Land, the company suffered a significant setback. Following the end of COVID-19, Indonesian pilgrims PT. Saudi Patria Wisata has not dispatched pilgrims since March 2020, marking the organization's longest period without dispatching worshippers.

One of the explanations of the affected pilgrims explained that it was not protesting our failure to leave Umrah because it had understood the condition of COVID-19 cases that were still high, and it has been reported that the current situation has also been explained if it is not possible to travel far, let alone Umrah. Although we do not demonstrate, we always look for the latest information on Umrah departures from PT. Saudi Patria Tourism. Next, PT. Saudi Patria Wisata gives us the freedom to be patient waiting until Saudi Arabia gives Muslims access back to Umrah worship or raise funds that have been deposited in the organization (Tuti Hartini, prospective pt pilgrims. Saudi Patria Tours, August 4, 2021).

PT. Saudi Patria Wisata explained that up to 150 pilgrims who have disbursed funds that have been deposited nominal amount of funds reaching Rp. 4,500,000,000 (Rekha, Adm interview & Operating Officer Staff, August 4, 2021). Because they take funds ranging from economic considerations to the fact that they are getting older and cannot wait any longer to do so.

PT. Saudi Patria Wisata in providing services to its customers as a result of the failure of pilgrims to perform Umrah worship not only reduces the services provided by PT. Saudi Patria Tourism To customers. Management that promotes constant communication with the community and keeps the office open during every working hour. So that the congregation is sure that PT. Saudi Patria Wisata still takes care of pilgrims' affairs.

It is impossible to determine exactly the amount of material losses suffered by PT. Saudi Patria Tourism because there is no income at all. Usually, PT. Saudi Patria Wisata can send 100-300 Umrah pilgrims every month, but currently there is no income because there are no pilgrim sending activities or buying and selling Umrah and Hajj packages, but there are expenses because the office is still open, so the operational costs of the office continue. Instead, air tickets have been successfully returned, and lodging budgets can be deposited in anticipation of the next departure.

Reputation of PT. Patria Wisata Saudi still looks good in the eyes of the public in the midst of the COVID-19 pandemic. This was directly referenced by Rekha who explained that the public still trusted Patria as a responsible travel agent. The explanation is recommended even though Umrah pilgrims who delay departure, it is proven that the majority of hajj pilgrims do not take advantage of the opportunity to disburse funds, although they do not know when to leave Umrah, and although Patria has given permission to hajj pilgrims. the option to wait or withdraw their funds. In addition, although Patria does not open Umrah registration, the number of special hajj applicants continues to increase.

The COVID-19 pandemic has not had a major impact on the reputation of PT. Saudi Patria Tourism itself. reputation of PT. Saudi Patria Tourism continues to be active in the community. Although Indonesia does not have Umrah or Hajj, people still choose PT. Saudi Patria Wisata acts as an agent providing Hajj and Umrah services. Good reputation of PT. Saudi Patria Wisata, since PT. Saudi Patria Travel alone provides open information about the current situation and always gives freedom to its pilgrims, which leads to continued public trust in the company.

COVID-19, has imposed strict health protocols on hajj pilgrims, which has an impact on increasing the costs incurred by hajj pilgrims. This is because the facilities obtained are also different, for example, usually 1 room there are 4 pilgrims, now only 2 automatic pilgrims cost more than 1 room, there are 4 pilgrims, etc. goods, which makes the package more expensive. PT. Saudi Patria Wisata offers discounted package prices for all hajj pilgrims, including those who failed to depart yesterday and those who are new to signing up. PT. Saudi Patria Wisata has not been able to set the exact price because it does not know what additional costs will be incurred other than those related to accommodation and transportation. Pilgrims can choose between two options provided by PT. Saudi Patria Tourism. The first is the price of the standard package, which is the same, but this cost does not include all the accommodation needed. The second step is to remove a package that has been increased in size and includes all the necessary facilities.

PT. Saudi Patria Tourism has been trying to maintain the company's reputation. Both start by opening a company every day, starting on Mondays and continuing through Saturdays, serve to maintain public trust. Because currently it is not possible to send Umrah pilgrims, PT. Saudi Patria Tourism is currently only concentrating on the promotion of hajj. However, if people want to register for Umrah, PT. Saudi Patria Wisata will continue to accept them, but to the extent that the administration of funds is completed, not when funds are withdrawn. Also, PT. Saudi Patria Wisata has set a monthly target of at least 10 people registering for hajj, which can be met monthly if the organization's efforts are maintained. These are some of the initiatives undertaken by PT. Saudi Patria Tourism amid COVID-19 pandemic.

b. Impact on Employees

With the suspension of Umrah this not only affects the company but also employees who work for the company. Employees were laid off, salaries were reduced, bonuses were eliminated, and the work system was changed as a result of changes to this system.

Due to the outbreak of the COVID-19 pandemic, several employees of PT. Saudi Patria Wisata had to be repatriated. There were 15 people employed at the beginning of the establishment of the company; seven of them were dismissed as a result of the COVID-19 pandemic. This is experienced as a result of the company's inability to pay its employees. Other effects are a reduction in their salaries, as well as the absence of bonuses from the company. There is a reduction in salary at PT. Saudi Patria Wisata amounted to Rp 500,000 per employee from the salary given by PT. Saudi Patria Wisata which applies the UMR standard of Metro City is Rp. 2,300,000.

employees of PT. Saudi Patria Wisata gets a bonus if the company can send Umrah pilgrims. The bonus amount of each Hajj and Umrah trip for employees is Rp. 1,000,000, for example if the company can send 3 times, the bonus is given by PT. Saudi Patria Wisata can reach Rp. 3,000,000. PT. Saudi Patria Wisata offers worker bonuses that were not received during the COVID-19 pandemic, which remain valid because there is no action to send Umrah pilgrims, so PT. Saudi Patria Wisata does not give any bonuses to its employees.

Due to the high number of cases of COVID-19 infection, the way it works at PT. Saudi Patria Wisata changed the work system based on advice from the government. Usually, employees who work in the office are only required to come three times a week; The rest of their time is spent at home or working-from-home. Employees of PT. Saudi Patria Wisata works shifts every day because the company follows the government's advice. Every day, there are two employees and one office boy who are on duty or working in the office, while the rest work from home or other locations.

Indonesian company PT. Saudi Patria Wisata revealed that the company's office always opened it as usual, which has working hours from 09.00-16.00 WIB now changed to 10.00-14.30 WIB, although Mr. Slamet only served once a week (Slamet, Staff interview, August 4, 2021). That the office is always open every weekday and is guarded by an office boy (OB) every day, but if there are pilgrims who want to be asked or there is an emergency then we will still handle (Noldi, Document Manager interview, August 4, 2021).

E. CONCLUSION

The COVID-19 pandemic forced the Saudi government to issue a policy to temporarily stop Umrah activities. The implementation of this policy has an impact on PT. Saudi Patria has an impact on both the company and employees. The impact for the company is 1,319 pilgrims who do not participate in Umrah because of this policy, so the company does not get income even though there are no activities related to the delivery of pilgrims, the reputation of PT. Saudi Patria Tourism is still quite good in the eyes of the public, this looks many people who still want to use the services of companies from increasing registrants to perform special hajj. PT. Saudi Patria Wisata is still carrying out the company's operational activities to serve its consumers and maintain public trust even with the reduction of 7 employees, and by conducting a policy of reducing salaries and bonuses to employees.

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