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Integrated Hajj Computerization System (SISKOHAT) And *E-Government* At The Office Of The Ministry Of Religion Of Cirebon City

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Abstract:
Background. This research is based on the problem formulated in the problem statement, namely the Implementation of *E-Government* Through the Integrated Hajj Computerization System, abbreviated as SISKOHAT. Hajj services at the Cirebon City Ministry of Religion Office have yet to reach an optimal level.
Aims. This problem causes network disruptions in the system, difficulties with registration and input for elderly pilgrims, a lack of discipline among several employees, limited facilities with only one SISKOHAT room, and data inconsistencies in the Hajj registration requirements documents. Therefore, the researcher, who has observed the Implementation of *E-Government* through the Integrated Hajj Computerization System, SISKOHAT, is interested in taking the title.
Methods. This research uses a qualitative approach, data is collected through literature studies, observations, interviews, documentation, and *Focus Group Discussion* (FGD).
Result. The results of the research are as follows: The Implementation of E-Government through the Integrated Hajj Computerization System (SISKOHAT) is listed in PMA RI No. 14 of 2012, which is at the heart of the service for pilgrims, as it provides convenience in the registration and input process for pilgrims.
Conclusion. *E-government through the SISKOHAT application is not optimal, as evidenced by* some of the problems and obstacles. The factors that cause the implementation *of E-Government* through the SISKOHAT Integrated Hajj Computerization System are not optimal. According to Indrajit (2006:15), there are three main elements that must be possessed and seriously considered to achieve success, namely *support*, capacity, and value.
Implementation. Practical efforts to optimize the Implementation of *E-Government* through the Integrated Hajj Computerization System (SISKOHAT) at the Office of the Ministry of Religion of Cirebon City must be carried out by adding SISKOHAT rooms for pilgrims, developing the quality of human resources by organizing training or various seminars, mentoring prospective elderly pilgrims to make it easier to fill in the terms and conditions that apply to pilgrims.

Keywords: *E-Government*, SISKOHAT, Hajj, Ministry of Religious Affairs

INTRODUCTION

The implementation *of E-Government through the Integrated Hajj Computerization System (SISKOHAT) at the Office of the Ministry of Religion in Cirebon City is a strategic step to increase the effectiveness, efficiency, and transparency in Hajj* administration services. SISKOHAT plays an essential role in managing data on prospective pilgrims in an integrated manner, from the registration stage through document processing to monitoring the departure and return processes of pilgrims, thereby facilitating efficient and accurate data management and supervision.

In Indonesia, the term "e-government" is often referred to as SPBE (Electronic-Based Government System), which refers to the government's use of information technology to convey information and provide services to the public related to government affairs. (Central Government, 2018). Purpose of implementation: *E-Government* in Indonesia aims to enhance the effectiveness and efficiency of government management and implementation, to realize the principles of *Good Governance.* (Suciska, 2016). Development *of E-Government. It is further strengthened by Presidential Regulation Number 95 of 2018,* which regulates the Electronic-Based Government System (SPBE). This regulation aims to optimize the implementation of government by utilizing information and communication technology in an efficient way, so that it can provide better services to the community. This policy is designed to improve the quality of public services through the implementation of *E-Government* more efficient (Central Government, 2003).

Concept implementation *E-Government* It needs to be done seriously, paying attention to the three key elements that determine success, namely *Support*, *Capacity* and *Value.* (Indrajit, 2006). E-Government applications have the potential to provide publicly accessible services *Online* or through information technology. This enables service delivery without requiring direct interaction with public institution employees, while also reducing the often lengthy wait times for basic services. By leveraging the platform *online* This way, the community can use time efficiently for other activities, so that it is hoped that productivity can achieve progress, both at the local level and at the national level (Kosali, 2021).

SISKOHAT is an initiative owned by the Ministry of Religious Affairs aimed at improving the quality of services and developing e-government in the implementation of the Hajj. This policy seeks to deliver more efficient Hajj service information through the development of an integrated Hajj technology information system, known as the Integrated Hajj Information and Computerization System (SISKOHAT) (Zahrotun Munawaroh, M. Mudhofi, 2015). Based on the Regulation of the Minister of Religion of the Republic of

Indonesia No.14 of 2012 concerning the Implementation of Regular Hajj Chapter 1, the general provisions of Article 1 Point 14 state that the Integrated Hajj Information and Computerization System (SISKOHAT) is a system designed to manage data and information related to the implementation of the Hajj. The main function of this system is to facilitate hajj registration, which can be supervised and managed centrally, *Online*, as well as in *real time*. This policy change primarily reflects progress in implementing the Hajj (Ministry of Religious Affairs, 2012).

However, the reality on the ground does not live up to these expectations. Prospective pilgrims who are registered in SISKOHAT at the Office of the Ministry of Religion in Cirebon City have encountered a network problem in the system. Additionally, elderly pilgrims encounter difficulties with the registration and data entry process at SISKOHAT, and the fingerprints of female pilgrims tend to be more challenging to read than those of male pilgrims. There is only one room used for SISKOHAT, and the discrepancy of data listed in the Hajj registration requirements documents, such as Identity Card (KTP), Family Card (KK), Birth Certificate, Marriage Certificate, and Diploma, can be an obstacle for prospective pilgrims in carrying out registration and data input. Some employees lack discipline and do not understand SISKOHAT technology.

Therefore, it is crucial to conduct a more in-depth analysis of the various aspects that contribute to the low understanding of technology among rural communities and formulate effective strategies to improve digital literacy. To overcome this problem, collaboration between the government and other related parties is needed. One step that can be taken is to organize digital literacy training for Hajj officers, the younger generation, and the general public. With the increase in digital literacy, it is hoped that the public can better understand and utilize SISKOHAT optimally in the process of registering for Hajj and other Hajj management services, so that in the end it can improve the quality of public services and develop *E-Government* at the office of the Ministry of Religion of Cirebon City.

This study aims to examine the Implementation of *E-Government* through the Integrated Hajj Computerization System (SISKOHAT) at the Office of the Ministry of Religion in Cirebon City, focusing on the aspect *of E-Government* through the Integrated Hajj Computerization System (SISKOHAT). The results of this study are expected to serve as a reference for designing a better E-Government implementation.

The GAP research summarized previously was conducted by Baiq Maulidia Hayatunnupus and Nurabiah in 2024, with the title "The Effectiveness of the Implementation

of the Integrated Hajj Information and Computerization System (SISKOHAT) in the Implementation of Hajj Operations." The study revealed differences in the results of the variables used, and the underlying theories also varied. The theory used is also different, previous research uses *stewardship* theory (1991) and our research is a theory according to Indrajit (2006:15). In addition, the location of the research is also different, our research was carried out at the Office of the Ministry of Religion of Cirebon City, while the research that had been carried out previously was located at the Office of the Ministry of Religion of Mataram City.

LITERATURE REVIEW

E-Government

E-Government is an innovation in the bureaucracy that not only focuses on the use of technology but also involves the community in the decision-making process. Concept *E-Government* is often understood as the implementation of Information and Communication Technology (ICT) by the government, which is further combined with bureaucratic reforms to improve the structure and effectiveness of government operations. (Andriyus et al., 2023). *E-Government* in Cirebon plays a very vital role in supporting the Head of Service in formulating policies, coordinating, and harmonizing various activities. Additionally, this sector plays a role in developing the necessary norms, standards, procedures, and criteria. *E-Government* also provides technical guidance, supervises, monitors, analyzes, evaluates, and reports related to the management of *E-Government*, ecosystem development, and applications. This role is increasingly important in meeting the needs of data innovation, increasing administrative transparency, and addressing the challenges of an increasingly complex era, implementing E-Government is a necessity. (Bharoto et al., 2023).

Implementation of *E-Government*

E-Government is a service system that aims to improve public services through the use of information and communication technology. This effort is taken to meet the community's needs for fast data processing and accurate information. *E-government plays a crucial role in enhancing efficiency, effectiveness, transparency, and accountability in government administration, aiming to strengthen public trust in the quality of government services, particularly* in the bureaucratic sector (Salsabila Rahmadina, Choris Satun Nikmah, 2024). The E-Government application is an initiative to provide information and public services in a more efficient and effective manner. This initiative aims to change the bureaucratic paradigm that has been considered slow, has complicated procedures, high costs, and uncertainty in services (Anryana S, Ahmad Yamin, 2024).

E-Government *Dimension*

According to Indrajit (2006:15), in applying the concept of digitalization to the public sector, there are three important elements that must be owned and seriously considered. These three elements include: *Support, Capacity, and Value* (Indrajit, 2006).

1. *Support*, The first element that the government must have is the firm determination of public officials and politicians to implement the concept of *E-Government*, not just following the *trend* or rejecting initiatives related to *the principles of E-Government*.
2. *Capacity*, The second element includes the ability or power of the government to realize the implementation of *E-Government* in a concrete way.
3. *Value*, The first and second elements are two aspects that are viewed from the perspective of the government as a service provider and the community as a service user.

Integrated Hajj Computerization System (SISKOHAT)

SISKOHAT is a system designed to serve the registration of prospective pilgrims, supporting various activities, but not as an operational unit. The role of SISKOHAT is crucial in providing up-to-date information and managing hajj pilgrim data, which contributes to the smooth implementation of the hajj pilgrimage in Indonesia. The importance of this system is even more felt when we remember that in the 1990s, the entire process of implementing Hajj was carried out manually, starting from filling out the SPPH form, paying BPIH deposits, managing Hajj passports and visas, to preparing pre-*Manifest* Clusters and Settings *Boarding* Passes and Tickets (Wardatur Rizqiyah & Chonyta, 2024). SISKOHAT is a system that integrates information and communication technology to manage all data and information related to the implementation of the Hajj in Indonesia. This system encompasses various processes, including registration, cancellation, and repayment, with the goal of ensuring that the management of the Hajj pilgrimage operates in a coordinated and efficient manner. In addition, SISKOHAT allows data monitoring *in Real-time and supports* coordination between various related agencies, so that Hajj services become more transparent, orderly, and accessible. Rather, SISKOHAT also plays a role in validating hajj data. Currently, this system has undergone significant development, especially in financial records related to Hajj registration, repayment, and cancellation. SISKOHAT has also connected with Hajj flight services for the preparation of pre-manifests, as well as with the banking sector for financial mutations, and established cooperation with Hajj agencies in the provincial, regency, and city

sectors. Therefore, the Ministry of Religion's steps in improving the quality of Hajj services through the development of the Integrated Hajj Information and Computerization System (SISKOHAT), which is connected to the Regional Offices of the Ministry of Religion in all districts and cities in Indonesia, is a crucial strategy. This initiative aims to strengthen coordination and increase efficiency in the implementation of the hajj nationally (February 2024).

METHODS

To examine social phenomena in depth, this study uses a descriptive qualitative approach. This research aims to formulate concepts and collect data related to conditions, events, and accumulation, while also describing the interaction between elements without conducting hypothesis testing. According to (Rusandi & Muhammad Rusli, 2021) The main focus of this descriptive research is to study events and phenomena in the lives of individuals, as well as collect life experience stories from individuals or groups. (Rusandi & Muhammad Rusli, 2021). This study uses a descriptive method with a qualitative approach. The research was conducted at the Office of the Ministry of Religion in Cirebon City, and data were collected through observation, interviews, and documentation. The informants involved in this study include the Head of the Hajj and Umrah Implementation Section, the Public Relations staff of the Hajj and Umrah Organization, and the SISKOHAT Operator at the Office of the Ministry of Religion of Cirebon City. Data analysis is carried out through several stages, namely data reduction, data presentation, and conclusion drawing (February, 2024). In addition, analysis is also carried out on various factors that affect the application of *E-Government* by using the Integrated Hajj Computerization System (SISKOHAT) at the Ministry of Religion of Cirebon City.

DISCUSSION

Implementation *of E-Government* Through the Integrated Hajj Computerization System (SISKOHAT) at the Office of the Ministry of Religious Affairs of Cirebon City

The Ministry of Religion of Cirebon City is a vertical institution that operates in the Cirebon city area, under the supervision and responsibility of the Head of the Regional Office of the Central Ministry of Religion. The Ministry of Religion in Cirebon City is responsible for carrying out religious duties and functions within the Cirebon city area, in accordance with the policies of the Central Ministry of Religion, while complying with applicable laws and regulations. The Office of the Ministry of Religious Affairs of Cirebon City, through the Hajj

organizer section, as well as through the SISKOHAT system to be more effective and efficient in inputting data of pilgrims, is determined to carry out its mandate and responsibility in improving services and developing information and communication technology, especially in *the E-Government*, for the community and prospective pilgrims in Cirebon City to the Guests of Allah SWT in the implementation of the Hajj. This determination covers various aspects, including coaching, serving, and protecting Hajj pilgrims.

Based on the Regulation of the Minister of Religion of the Republic of Indonesia Number 14 of 2012 concerning the Implementation of Regular Hajj, Chapter 1 of General Provisions Article 1 Point 14 explains that the Integrated Hajj Information and Computerization System (SISKOHAT) is a system that manages data and information related to the implementation of the Hajj. SISKOHAT functions as a service system that transforms the data collection process from conventional methods to automatic *Online* and *Real-time*, connecting 31 Hajj Travel Fee Deposit Recipient Banks (BPSBPIH) with 504 Ministry of Religion Offices in districts/cities in 34 provinces throughout Indonesia, with the data processing center located at the Central Ministry of Religious Affairs (Ministry of Religious Affairs, 2012).

With the issuance of PMA RI No. 14 of 2012, it is hoped that it will facilitate the development of E-Government in Siskohat at the Ministry of Religion in Cirebon City, enhancing the performance of employees in managing data on prospective pilgrims and increasing the productivity of information on the implementation of the Hajj. However, to date, network problems persist in the system, elderly pilgrims encounter difficulties with registration and input processes, some employees lack discipline or a proper understanding of digital technology, only one room is available for SISKOHAT, and discrepancies exist in the data of Hajj registration requirements documents.

The Integrated Hajj Information System (SISKOHAT) is an innovation introduced by the Ministry of Religious Affairs to support the development of *E-Government* in the digital technology sector, there are three types of users, namely central users, regional office users, and city/district users, every kind of user is equipped with various menus, which include *entry*, processes, monitoring, information, report printing, and settings. In today's digital age, the demand for a system that prioritizes time and resource efficiency while maximizing output in managing data on prospective pilgrims is increasing. SISKOHAT is here as an answer to overcome various challenges faced in administrative services related to the completeness of the hajj, such as long queues, complicated processes, and a lack of transparency in services.

Based on observations made by researchers at the Ministry of Religion in Cirebon City, it is known that the system for inputting data on prospective pilgrims in SISKOHAT, operated by the government, has been quite effective. *E-Government* It is the application of information and communication technology in the government administration system with the aim of providing more effective, efficient, and transparent services, so as to increase public satisfaction. To find out how to apply *E-Government,* the author uses the theory of (Indrajit, 2006) in the successful development and realization of *E-Government*, three key elements of success must be possessed and taken seriously, namely:

1. *Support*

   Agreed Framework *E-Government*, as a form of support from the Ministry of Religion in the implementation of the Integrated Hajj Information and Computerization System (SISKOHAT), which is a strategic step by the Directorate General of Hajj and Umrah (Dirjen PHU) to make SISKOHAT the "heart" in services to pilgrims as well as to improve the quality of Hajj services and make it easier for the community or pilgrims who come to the Ministry of Religion of Cirebon City. This service encompasses all stages of organizing the Hajj, from registration and cancellation of the Hajj quota, document processing, departure preparation, operational supervision in the Holy Land, to the return of pilgrims to their country.

   The allocation of several resources, registered in the Hajj and Umrah Implementation Section at the Office of the Ministry of Religion in Cirebon City, specifically for those who run SISKOHAT, is assigned to three operators, each with a designated task. At the same time, seven other staff members are assigned according to their respective positions and duties. Although some employees have been assigned to the specified positions, there are individuals who lack discipline, which harms the Hajj service due to the shortage of manpower. The implementation of SISKOHAT requires a competent workforce to manage and operate the system. At the Cirebon City Ministry of Religion Office, there is a lack of routine training to ensure that field officers can adequately understand the use of the system, due to the limited operational budget for training and maintenance as outlined in the Budget Implementation Entry List (DIPA). Technical competence in the use of hardware and software, as well as an understanding of hajj administration procedures, are key factors in supporting the successful implementation of this system.

   Construction of Various Infrastructures and Superstructures, with the aim of building an environment that supports progress *E-Government*. The success of the implementation

of SISKOHAT is greatly influenced by the quality of the technological infrastructure used. The infrastructure of SISKOHAT is adequate, and the availability of sufficient hardware and software is a crucial foundation for ensuring the smooth operation of SISKOHAT. In addition, a stable internet connection is also vital to ensure that the system operates optimally, especially when accessing data in real-time. However, there are still constraints regarding the network system and Maintenance of SISKOHAT. For the infrastructure, the SISKOHAT room facilities are still limited due to the limited land available at the Ministry of Religion in Cirebon City. Meanwhile, the procedural superstructure applied at the Office of the Ministry of Religion of Cirebon City refers to PMA RI No.14 of 2012 and follows the Standard Operating Procedures (SOP) for Hajj Services set by the Directorate General of Hajj and Umrah Implementation (Dirjen PHU). The stages in this process include registration and cancellation of the hajj quota, document management, preparation for departure at embarkation, operational supervision in the Holy Land, and the process of returning to the country.

Socialization of the Concept of E-Government, which involves understanding the public about the use of SISKOHAT, requires a comprehensive approach. At the Ministry of Religion in Cirebon City, socialization is conducted directly with individuals who come to register for the hajj quota or simply to obtain information about the hajj. Then, socialization about SISKOHAT is limited to the Indonesian Ministry of Religion's social media platforms, such as Instagram.

2. *Capacity*

The availability of financial resources is a crucial factor in supporting the implementation of various programs, *E-Government*, especially those related to economic aspects. In terms of financial resources, the Hajj and Umrah Organizing Section already has a DIPA (Budget Implementation Entry List) covering all activities related to the development of pilgrims and employees, including financial support for the E-Government at the Office of the Ministry of Religion in Cirebon City. In addition, the results of interviews related to the allocation of funds to support SISKOHAT at the Office of the Ministry of Religion in Cirebon City showed that there was a budget for the maintenance of devices, such as computers and printers, as well as network and internet installations.

The availability of Information Technology Infrastructure, SISKOHAT special room facilities that are inadequate, but from the technological infrastructure three server computer devices have been connected to the internet network as a database center for pilgrims and to

facilitate data input, there are also printers and scanners for several supporting files for Hajj requirements, supporting facilities for the security and comfort of SISKOHAT operations, cameras used for biometric photos and *Finger Print* Although there are still obstacles such as not being detected for elderly pilgrims.

The availability of Human Resources, as well as the right competencies and expertise, is crucial for the implementation of E-Government, which can be carried out in accordance with the expected benefit objectives. The placement of human resources in SISKOHAT does not depend solely on their background in the field of information technology, as employees may be assigned to specific positions on a permanent basis. The Ministry of Religious Affairs in Cirebon City has a combined staff of three for Hajj registration and SISKOHAT input, as well as seven staff members assigned to their respective fields. Every year, a new position is formed, and employees are expected not only to master one type of work but also to be able to carry out various tasks if colleagues are absent. In terms of human resource capacity, there are still some employees who lack a comprehensive understanding of digital technology.

3. *Value*

Initiative *E-Government* It will not have a significant impact without any party benefiting from the implementation of the concept. In this case, the evaluation of the magnitude of the benefits obtained from *E-Government* is not only the responsibility of the government, but also involves the community and various related parties. The implementation of the Integrated Hajj Computerization System (SISKOHAT) at the Office of the Ministry of Religion in Cirebon City demonstrates the benefits felt by the Office of the Ministry of Religion and the community as users of Hajj services. The Office of the Ministry of Religion of Cirebon City, as an operator, has gained ease in managing data and information related to the implementation of the hajj pilgrimage thanks to the use of SISKOHAT. At the same time, the community also feels significant benefits, ranging from an easy and fast registration process, cancellation of pilgrim portions, to the processing of hajj documents.

Factors Inhibiting the Implementation of *E-Government* Through the Integrated Hajj Computerization System (SISKOHAT) at the Office of the Ministry of Religious Affairs of Cirebon City

The implementation *of E-Government through the Integrated Hajj Computerization System (SISKOHAT) in Cirebon City is still experiencing various challenges, resulting* in this system not functioning optimally. There are several factors that hinder the optimization of the implementation of SISKOHAT, including:

Lack of Human Resource Capacity

In the development of *E-Government,* such as SISKOHAT, the presence of human resources is a crucial element in achieving the effectiveness of the system. However, the Ministry of Religion of Cirebon City still faces various challenges, especially related to the lack of employees, and some employees lack discipline. Some of the officers involved in the operation of SISKOHAT lack the necessary skills and competencies to manage this technology and information-based system effectively without adequate training and a sufficient understanding of how to utilize the system optimally. The existence of errors or inconsistencies in the data on Hajj registration requirements will increase, which can interfere with the smooth operation of SISKOHAT. In addition, many employees still struggle to adapt to digital systems and prefer manual methods, and are less aware of the importance of training to enhance their competencies.

Limited Facilities and Infrastructure

The Ministry of Religion in Cirebon City's inability to identify prospective pilgrims is increasing, accompanied by challenges in using SISKOHAT for inputting pilgrim data. The limitation of these facilities and infrastructure requires a considerable allocation of funds. At the same time, the government budget is often limited and must be divided for various other needs, which usually causes SISKOHAT to experience network constraints in the system. The increase in prospective pilgrims causes a queue of services, and sometimes the services used are not exclusive to Hajj services. Therefore, in the operation of SISKOHAT, exceptional facilities and supporting technological infrastructure are necessary to ensure that data and service inputs can run optimally.

Low Assistance for Prospective Elderly Hajj Pilgrims

Prospective pilgrims who are elderly often face various obstacles in understanding and fulfilling the requirements for Hajj administration registration, which is required for input at SISKOHAT. The number of companions assigned by the Ministry of Religious Affairs of Cirebon City to help elderly pilgrims is still very limited when compared to the number of prospective pilgrims who need assistance. Additionally, not all officers possess specialized expertise in caring for the elderly, particularly in areas such as communication and providing more personalized service. Many prospective elderly pilgrims experience difficulties in receiving information due to limitations in communication methods and challenges in reading and understanding administrative documents. In addition, many prospective elderly pilgrims have certain health conditions that hinder their mobility in managing documents and attending guidance sessions at the Ministry of Religion in Cirebon City.

Efforts to Realize the Implementation of *E-Government* Through the Integrated Hajj Computerization System (SISKOHAT) at the Office of the Ministry of Religious Affairs of Cirebon City

One of the crucial elements in this context is the Integrated Hajj Computerization System (SISKOHAT), which was developed to manage pilgrim data in an integrated and efficient manner. In order to establish *E-Government* and improve SISKOHAT services at the Ministry of Religion of Cirebon City, several steps need to be taken:

Human Resource Capacity Building

A competent workforce is significant in ensuring the smooth operational process and adherence to procedures in SISKOHAT input services. The Ministry of Religious Affairs of Cirebon City continuously strives to improve the quality of human resources by holding regular technical training, especially for employees who lack discipline, as well as organizing special training and seminars for SISKOHAT operator officers. This activity aims to strengthen the ability to manage data on the system and discipline of employee performance, as well as conduct periodic assistance and evaluation, so that officers can understand and apply *E-Government* standards and provide optimal services at the Ministry of Religion of Cirebon City.

Improvement of Facilities and Infrastructure

Improving infrastructure is a crucial step in supporting better services for prospective pilgrims and the development of *the E-Government* concept. The Ministry of Religious Affairs in Cirebon City can implement various initiatives, such as establishing a dedicated workspace for SISKOHAT operators to enhance comfort and work efficiency. Additionally, providing adequate facilities, including computer devices, a stable internet connection, and optimized systems, is also essential. The development of an integrated service center for pilgrims who need administrative assistance related to SISKOHAT is one of the top priorities. The Ministry of Religion in Cirebon City emphasized that facilities and infrastructure play a significant role in the E-Government development process and the operation of SISKOHAT.

Assistance for Prospective Elderly Hajj Pilgrims

Prospective elderly pilgrims often face various obstacles in fulfilling the terms and conditions that have been set. Therefore, the Ministry of Religious Affairs in Cirebon City took the initiative to provide support by forming a special team ready to assist prospective elderly pilgrims with administrative matters. This support is provided both in person and through online services, offering friendly consultation and guidance to prospective elderly pilgrims. The goal is to make it easier for them to understand the procedures for the hajj trip, simplify the registration and input process by clarifying technical instructions, and provide a document format that is more accessible to prospective elderly pilgrims.

CONCLUSION

The implementation of SISKOHAT at the Ministry of Religion of Cirebon City showed positive results based on *the Support*, *Capacity*, and *Value indicators*. In terms of *support*, policies, procedures, and infrastructure, the system operations are supported, although there are still constraints on space, employee discipline, and a lack of training. In terms of capacity, budget, and information technology tools, they are quite adequate; however, the quality of human resources needs improvement. From *Value*, this system streamlines data management and enhances service delivery for the community. The sustainability of SISKOHAT requires increasing the competence of human resources and expanding socialization.

Although its implementation has yielded relatively optimal results, some obstacles remain to be fully addressed. These challenges include a lack of human resources that do not have a deep understanding of SISKOHAT's technology and discipline, as well as limited and

inadequate facilities and infrastructure. In addition, there is a lack of sufficient support for prospective elderly pilgrims. This situation hinders the progress of E-Government in Siskohat and the quality of services provided to prospective pilgrims.

To achieve effective *E-Government* through SISKOHAT, the Ministry of Religion of Cirebon City must carry out initiatives aimed at improving the quality of human resources through consistent training and mentoring. This will ensure proficiency in SISKOHAT technology and encourage continuous improvement of employee performance. Additionally, it is crucial to enhance the system's supporting infrastructure and provide specialized services for elderly pilgrims. Through this initiative, it is hoped that the services offered to pilgrims will be more optimal, accountable, and better assist the community in carrying out the Hajj.

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