
Implementation of Mutlaqah Mudharabah Agreement on Hajj Savings Products at Bank Syariah Indonesia KCP Gunung Tua

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Abstract:

Hajj is one of the pillars of Islam that must be believed and carried out by every Muslim who has fulfilled the mandatory requirements which will perfect the fifth pillar of Islam. The Hajj pilgrimage is actually an obligation for Muslims. Bank Syariah Indonesia Gunung Tua Sub-Branch Office is one of the sharia financial institutions that provides services for the Hajj pilgrimage using a system that can make it easier for customers, namely Hajj savings. This savings aims to make it easier for prospective Hajj pilgrims by setting aside some of their money so they can pay for expenses. pilgrimage trip. This research uses field research, with qualitative research methods to explore data through interviews, observation and data analysis. The research results obtained are that the implementation of the mutlaqah mudharabah agreement on the Hajj savings of Bank Syariah Indonesia KCP Gunung Tua is in accordance with sharia and the terms of the mudharabah contract. And the system used by Bank Syariah Indonesia KCP Gunung Tua is revenue sharing, meaning that the Indonesian bank as mudharib and the customer as shahibul mall receive a profit share from the bank's total income. Bank Syariah Indonesia has been very helpful, making it very easy for customers to be able to fulfill their wish of getting a Hajj portion number and continuing on to the holy land.

Key words: Mudharabah mutlaqah, Hajj savings

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1. Introduction

The interest in performing Hajj increases annually, as evidenced by the expanding departure quotas and lengthening waiting periods. To assist prospective pilgrims in fulfilling the fifth pillar of Islam, the banking sector has introduced Hajj savings products using the Mutlaqah Mudharabah Agreement (Al-Hasni, 2017).

Indonesia, with nearly 85% of its population being Muslim and spread from Sabang to Merauke, is the largest contributor to Hajj pilgrims globally. This demographic presents an opportunity for Sharia Financial Institutions (LKS) to meet community needs through various products (Harahap & Soemitra, 2022). One such product is the Hajj savings account, designed to help prospective pilgrims save money to cover Hajj costs (Sulistyawati et al., 2022).

Mudharabah is a partnership where the owner of capital (shahibul mal) entrusts funds to a manager (mudharib) with an agreed profit-sharing ratio established at the outset. This form of cooperation

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involves a 100% capital contribution from the owner and expertise from the manager (Harahap, 2022). The application of mudharabah mutlaqah can be in the form of savings and deposits, resulting in two types of fund collection: mudharabah savings and mudharabah deposits. There are no restrictions on how banks use the collected funds under this principle. Mudharabah mutlaqah is classified as an unrestricted investment, meaning the bank is not obliged to return the funds if there is a loss not caused by the bank's negligence or error (Hulam, 2010).

Mabrur savings are specifically used for the Hajj pilgrimage. According to the MUI National Sharia Council fatwa no. 02/DSB-MUI/IV/2000, savings products that are justified or permitted according to sharia are based on the mudharabah principle (Falikhatus et al., 2015).

At Bank Syariah Indonesia KCP Gunung Tua, the opening of Hajj savings accounts for travel expenses increases annually. This trend indicates a rising interest in performing Hajj, evident from the expanding departure quotas and longer waiting periods. However, in practice, many customers are unaware of the profit-sharing ratio in the mudharabah mutlaqah contract for Hajj savings. They typically know only about opening a savings account and securing a Hajj slot once they have sufficient funds for the pilgrimage costs (Indah, 2022).

In a mudharabah mutlaqah investment, one party provides funds or capital to a manager who is unrestricted in managing the funds according to sharia principles. This type of investment can be offered in the form of a Hajj savings product. Permitted profit-sharing ratios, for example, could be 70% for managers and 30% for capital owners, or 55% : 45%, determined at the beginning of the contract and distributed at the end of the collaboration based on accumulated profits (Nasution & Siregar, 2022).

Bank Syariah Indonesia KCP Gunung Tua provides Hajj savings services, which simplify the pilgrimage process for customers. This product is valuable as many Muslims aspire to perform Hajj but face high costs. Thus, the role of sharia banking is significant, not only as a place for profit-seeking or investment but also as a means to get closer to Allah SWT through sharia-compliant contracts (Juniarty et al., 2017).

Despite the increasing interest and the introduction of Hajj savings products, there is a notable gap in understanding the awareness and comprehension of customers regarding the profit-sharing ratios and the intricacies of the Mudharabah Mutlaqah agreements. Previous studies have focused on the implementation and benefits of such products (Hasanah & Sihotang, 2021; Soffi, 2022), but there is limited research on customer knowledge and the practical challenges they face in engaging with these financial instruments. Additionally, the impact of these savings products on the financial behavior and planning of prospective Hajj pilgrims has not been extensively studied (Jayaprawira, 2019; Indah, 2022).

This study addresses the research gap by providing a comprehensive analysis of customer awareness and understanding of Mudharabah Mutlaqah contracts in Hajj savings. It offers insights into the practical challenges faced by customers and evaluates the broader impact of these financial products on their financial behavior and planning. By focusing on these aspects, the study contributes to a deeper understanding of the effectiveness and customer engagement with Hajj savings products, thereby providing valuable recommendations for Sharia banks to enhance their product offerings and customer education initiatives.

2. Theoretical Background

Overview of Mudharabah

Mudharabah, also known as qiradh in Islamic finance, is a partnership where the first party, the fund owner (shahibul maal), provides the capital, while the second party, the fund manager (mudharib), manages the business. Profits are shared according to a predetermined ratio, while financial losses are borne solely by the fund owner, provided there is no negligence by the manager (Al-Hasni, 2017).

Types of Mudharabah Contracts

Fiqh scholars classify mudharabah contracts into two types: mudharabah mutlaqah and mudharabah muqayyadah.

1. **Mudharabah Mutlaqah:** This type involves providing capital without any specific conditions, giving the entrepreneur (mudharib) the freedom to manage the capital in any profitable and halal business venture. In banking, mudharabah mutlaqah represents a cooperative agreement between the bank and the mudharib or customers with expertise to manage productive and halal businesses. Profits are shared according to the agreed ratio (Hulam, 2010).
2. **Mudharabah Muqayyadah:** This type involves providing capital with specific conditions. The contract restricts the use of capital to a particular business or project. Entrepreneurs must adhere to these conditions, and any deviation is not permitted. In banking terms, this represents a cooperative agreement where the capital is invested in predetermined projects with profit sharing managed according to the agreed ratio (Hulam, 2010).

Application in Hajj Savings

Hajj savings at Indonesian sharia banks utilize the mudharabah mutlaqah principle. This principle involves investing funds from the owner (shahibul maal) to the manager (mudharib) to conduct business activities compliant with sharia principles. The profits from these activities are shared between both parties based on an agreed ratio established at the contract's inception (Indah, 2022).

Bank Syariah Indonesia KCP Gunung Tua, for instance, sees an annual increase in Hajj savings accounts. This trend highlights a growing interest in performing Hajj, indicated by expanding departure quotas and longer waiting periods. However, many customers are unaware of the profit-sharing ratio in the mudharabah mutlaqah contract for Hajj savings. They typically know only about opening a savings account and securing a Hajj slot once they have sufficient funds for the pilgrimage costs (Indah, 2022).

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Hajj savings products, such as those offered by Bank Muamalat, demonstrate the practical application of mudharabah in the context of pilgrimage financing. These products are designed to meet the financial planning needs of prospective pilgrims by facilitating regular savings towards the high cost of Hajj (Hasanah & Sihotang, 2021). The importance of profit-sharing principles in these savings products is emphasized in various studies, highlighting the compliance with sharia and the ethical distribution of profits (Fuad et al., 2011).

3. Methodology

This research employs descriptive qualitative methods, grounded in the philosophy of postpositivism. Unlike experimental research, qualitative descriptive research focuses on natural settings, where the researcher serves as the primary instrument. The goal is to provide a detailed description of phenomena, gathering data through observation, interviews, and documentation (Sugiyono, 2020). This study was conducted at Bank Syariah Indonesia Gunung Tua Sub-Branch Office, located at Jl. Sisingamangaraja No.234, Kel. Pasar Baru, Kec. Padang Bolak, Kab. North Padang Lawas, North Sumatra - 22753.

The research relies on primary data obtained directly from original sources. Interviews were conducted to gather information from knowledgeable and trustworthy informants, including customers, branch managers, customer service, and operational staff. The data collection techniques involved observation, where the researcher monitored the conditions or behaviors of the target subjects, and semi-structured interviews, which provided flexibility in eliciting relevant responses (Rahmani, 2016). Additionally, documentation procedures were used to verify the validity of the collected data, utilizing documents from PT. Bank Syariah Indonesia KCP Gunung Tua (Sugiyono, 2017). This multi-faceted approach aimed to comprehensively explore the implementation of the Mudharabah Mutlaqah Agreement in Hajj Savings Products at the Bank Syariah Indonesia Gunung Tua Sub-Branch Office.

Data analysis is the systematic process of collecting data through interviews, field notes, and documentation. According to the data analysis paradigm of Miles and Huberman, this process involves data reduction, data visualization, and drawing conclusions/verification (Albi Anggito, 2018). Data reduction includes summarizing, selecting key elements, focusing on essential aspects, identifying themes and patterns, eliminating irrelevant information, and organizing data in a way that leads to conclusions and verification. The result is a condensed dataset that presents a clearer picture, making it easier for researchers to gather additional data and retrieve it as needed.

4. Empirical Findings/Result

Hajj Savings Mechanism

The Hajj savings mechanism at Bank Syariah Indonesia begins with opening a Hajj savings account, then continues with cash or non-cash deposits until the Hajj savings have reached the amount in accordance with the provisions of the Indonesian Ministry of Religion (IDR 25,000,000) for Hajj registration. Once the balance in the customer's savings book is sufficient, the Prospective Hajj Pilgrim (CJH) approaches Bank Syariah Indonesia to complete the Hajj requirements so that the prospective Hajj pilgrim gets a no. validate and receive printed proof of initial BPIH deposit. Then prospective pilgrims immediately register with the Ministry of Religion. However, if it is found that the customer has died or resigned, the Hajj can be canceled and the initial deposit returned until it is paid off.

Application of the Mudharabah Mutlaqah Agreement in Hajj Savings

Based on the Fatwa, the DSM-MUI stipulated fatwa No: 02/DSN/MUI/IV/2000, stating that savings that are not permitted according to sharia, namely savings that are based on interest calculations. Justified savings, namely savings based on the Mudharabah principle. According to the results of interviews obtained from customer service regarding the implementation of the mudharabah mutlaqah

agreement on Hajj savings at Bank Syariah Indonesia Gunung Tua Sub-Branch Office, this cannot be separated from its responsibilities as a sharia-based financial institution, namely:

1. In this transaction the customer acts as shahibul maal or fund owner, and the bank acts as mudharib or fund manager. The implementation of actors in Hajj savings at Bank Syariah Indonesia has been implemented. The customer acts as shahibul maal or fund owner, while the bank acts as mudharib or fund manager.
2. In its capacity as mudharib, banks can carry out various kinds of business that do not conflict with sharia principles and develop them, including mudharabah with other parties. Banks are free to manage customer funds to be used for business provided that the business does not conflict with sharia, such as investing in shares and financing other customers. So that with this business the bank will make a profit and will provide profit sharing to the savings customers.
3. Capital must be stated in terms of amount, in cash and not receivables. When opening an account, the customer deposits the money with the teller in cash. So this provision is in accordance with the general provisions of the DSN fatwa.
4. Profit distribution must be expressed in the form of a ratio and stated in the account bookkeeping contract. At the beginning of opening an account, it is not stated what the profit sharing ratio the customer will get. But customers still get profit sharing.
5. The bank as mudharib covers the operational costs of savings using the profit ratio that is their right. To cover the costs of maintaining customers' Hajj savings, the bank uses the profit ratio provided by the bank each month. This provision has been notified to the customer at the beginning of the contract when opening the account.

From the research that has been carried out, Bank Syariah Indonesia Gunung Tua Sub-Branch Office has provided a product for the public when carrying out the Hajj, namely Hajj savings. Hajj savings are savings in rupiah currency to help carry out the Hajj and Umrah with contractual agreements based on sharia principles, namely mutlaqah mudharabah agreement. The general provisions for Hajj savings that apply to Bank Syariah Indonesia Gunung Tua Sub-Branch Office, namely:

1. Hajj savings products use a mudharabah muthlaqah contract.
2. Cannot be cashed out except to pay off Hajj Travel costs (BPIH)
3. To open Hajj savings, customers open an account with an initial deposit of IDR 100,000
4. The next deposit is a minimum of IDR 100,000.
5. The minimum balance to be registered with Siskohat is IDR 25,000,000 or according to the provisions of the Department of Religion
6. The fee for closing the account due to cancellation is IDR 20,000.

The Mudharabah Agreement at Bank Syariah Indonesia KCP Gunung Tua has implemented a Hajj savings product, and the profit sharing is 96% for the bank and 4% for customers. In this cooperation agreement, the sharia bank is the manager while the customer is the provider of capital. If the contract used is a mudharabah contract, the bank is free to manage the capital provided by the customer without interference from the customer himself as long as the management is in accordance with Islamic law. Meanwhile, if the contract used is a mudharabah muqayyadah contract, the bank is not free to manage the capital and the customer can be involved in managing the funds.

Get to know the Hajj Savings product at Bank Syariah KCP Gunung Tua

Indonesian sharia bank KCP Gunung Tua applies two contracts for savings, namely wadi'ah and mudharabah. Savings that apply mudharabah contracts follow the principles of mudharabah contracts. Among them, profits from the funds used must be shared between the shaibul maal (customer) and mudharib (bank) and there is a grace period between the funds provided and the distribution of profits because to invest by circulating the funds requires sufficient time.

Hajj savings at BSI KCP Gunung Tua uses a mudharabah mutlaqah contract which is in accordance with Islamic law. The profit sharing distribution is also 96% for the bank and 4% for customers.

Savings in rupiah currency to help carry out the Hajj and Umrah:

1. Benefits

- a. Safe and secure
- b. Ease of planning to help carry out the Hajj and Umrah pilgrimages.
- c. Online with SISKOHAT Ministry of Religion for easy Hajj registration.

2. Condition

- a. Show identity (valid KTP/SIM/passport) and submit a photocopy of proof of identity.
- b. Show the original family card (KK)/birth certificate/student card and submit the family card (KK)/birth certificate/student card.

3. Feature

- a. Based on sharia principles with a mudharabah mutlaqah agreement.
- b. Cannot be withdrawn except to pay off Hajj/Umrah Travel Costs (BPIH).
- c. The minimum initial deposit is IDR 100,000.
- d. The next deposit is a minimum of IDR 100,000.
- e. The minimum balance to register with SISKOHAT is IDR 25,000,000 or according to the provisions of the Ministry of Religion.
- f. Fee for closing account due to cancellation Rp. 20,000.

Every time you register for Hajj Savings you will get benefits including balance notification via email/SMS if the balance reaches IDR 25,000,000. You can then register the portion number via the SISKOHAT application.

Advantages and Disadvantages in Implementing the Mudharabah Mutlaqah Agreement on Hajj Savings at Bank Syariah Indonesia KCP Gunung Tua

Gunung Tua is one of the money products offered by BSI to its customers. With the Hajj savings product, customers get convenience in the process of saving funds for Hajj departure. By using a mudharabah mutlaqah contract, the bank will carry out in advance the profits that will be obtained, both the profits that will be obtained by the customer and the KCP Gunung Tua sharia bank. The application of the Mutlaqah Mudharabah Agreement at BSI KCP Gunung Tua for Hajj savings is in accordance with the terms and conditions of the mudharabah agreement such as there are two parties involved, namely the bank and the customer, capital from the customer (shaibul mall) then the capital is managed by the bank (mudharib) then there is an agreement (contract) between two parties regarding the sharing of profits from the collaboration. And in Indonesian sharia banks, the profit sharing is 96% for the bank and 4% for the customer of the total customer income. This method is known as revenue sharing, which is calculated from the total income from mudharabah management.

According to customer service regarding the benefits of implementing the mudharabah agreement on Hajj savings in their products, the bank and the customer both get profits in accordance with the mutual agreement, namely 96% for the bank and 4% for the customer, of the average bank income on these savings.

The benefits gained from establishing a mudharabah mutlaqah contract on Hajj savings, both from the bank and the customer, both benefit. Meanwhile, the problem is only with the customers themselves who still feel burdened by the cost of getting a Hajj portion number, then the drawback of this product

is that after the customer has paid off his Hajj savings and has obtained a Hajj portion number, he is required to wait approximately 19 years to pay off the Hajj fare for the customer's Hajj departure. the.

The profit sharing ratio for Hajj savings products at KCP Gunung Tua sharia bank is 96% : 4% (bank: Customer) (results of BSI KCP Gunung Tua customer service interviews) Calculation of profit sharing for Hajj savings using a mudharabah agreement:

Formula :

$$\boxed{\begin{array}{c} \text{Average balance of} \\ \text{customer deposits, average} \\ \text{balance of all similar} \\ \text{deposits} \end{array}} \times \boxed{\begin{array}{c} \text{Total profit sharing} \\ \text{distribution income for} \\ \text{similar savings} \end{array}} \times \boxed{\text{Profit sharing ratio}}$$

Example:

- First, Mr. Hindra has an average balance of Hajj savings at BSI in October 2023 of IDR. 1,000,000
- Second, the comparison of profit sharing (nisbah) between BSI and Pak Hindra (customer).
- Third, the average savings balance of all Hajj savings customers at BSI in October was IDR. 2,000,000
- Fourth, BSI's income which is distributed to Hajj savings customers is IDR. 200,000,000
- Fifth, the method for distributing profit sharing to Mr. Hindra is:

$$\text{Rp.1.000.000} \quad \times \quad \text{Rp. 200.000.000} \quad \times \quad 4\% \quad = \quad \text{Rp. 4.000}$$

$$\text{Rp.2.000.000}$$

There are differences in the distribution of profits from Hajj savings obtained by customers using a mudharabah agreement. That is, if the average balance of Mr. Hindra's customer savings does not increase, while the average balance of all Hajj savings and profit sharing distribution income increases, then the profit or profit sharing ratio that Mr. Hindra gets will also increase. And if it decreases, the profit sharing will also decrease. Because at the beginning of opening a Hajj savings account, both the customer and the bank have informed them about the profit or profit sharing ratio obtained, if the customer agrees, the customer will open a Hajj savings account. The profits from the results obtained are influenced by the bank's profits and losses.

Obstacles and solutions in implementing the mudharabah mutlaqah agreement on mabrur savings at Bank Syariah KCP Gunung Tua

In implementing the mudharabah mutlaqah contract, there are certainly obstacles experienced. This can be anticipated immediately by finding the right solution. The branch manager also added regarding the obstacles faced and solutions in implementing the mudharabah mutlaqah agreement on Hajj Savings at Bank Syariah Indonesia KCP Gunung Tua:

"The problem may be the customer's lack of understanding regarding the contracts in the Hajj Savings, when the customer has been registered with the Ministry of Religion, because the IDR 25,000,000 is deposited with the Ministry of Religion and the remaining amount in the customer's savings is IDR

100,000. Some customers no longer save to prepare provisions for the Hajj pilgrimage. So a more detailed explanation is needed to customers."

Mr. Hindra, a Haji Savings customer, stated:

"Initially when I opened the account, I didn't really understand the agreement in this savings, so I had to ask several times to understand more about the agreement in this savings."

Added by Mrs. Mintaito, a Hajj Savings customer, she stated:

"My husband and I don't really understand what a mudharabah mutlaqah contract is, and how come I don't understand the results."

From the explanation of the sources above, the researcher can conclude that, the obstacles faced by Bank Syariah Indonesia KCP Gunung Tua in implementing the mudharabah mutlaqah contract for Hajj savings are: Lack of customer understanding regarding the contract used in Hajj savings so that when they are registered with the Ministry of Religion's siskohat they do not return to saving. to prepare supplies for the Hajj pilgrimage.

From the obstacles faced by Bank Syariah Indonesia KCP Gunung Tua above, the Bank has a solution, namely they provide counseling to customers that Hajj savings use a mudharabah mutlaqah contract, it is hoped that customers will continue to save when the customer has been registered with the Ministry of Religion's siskohat, so that customers still get profit sharing.

5. Discussion

The mechanism for Hajj savings at Bank Syariah Indonesia (BSI) follows a structured process. Customers begin by opening a Hajj savings account and making deposits until they reach the required amount for Hajj registration, currently IDR 25,000,000 as per the Indonesian Ministry of Religion's guidelines. Upon reaching this amount, the customer receives a validation number and a proof of initial deposit (BPIH), allowing them to register with the Ministry of Religion. If a customer passes away or decides to cancel their Hajj plans, the initial deposit is refunded in full.

The implementation of the mudharabah mutlaqah agreement in Hajj savings at BSI aligns with sharia principles, as outlined by the DSN-MUI fatwa No: 02/DSN/MUI/IV/2000. The fatwa mandates that savings should be based on profit-sharing (mudharabah) rather than interest. This ensures compliance with Islamic law, which prohibits riba (interest).

In this arrangement, customers (shahibul maal) provide the capital, and the bank (mudharib) manages these funds. The bank can engage in various sharia-compliant business activities, such as investments in shares or financing other customers. The bank covers operational costs using the profit-sharing ratio, which is predefined at the account opening.

Profit distribution in Hajj savings accounts at BSI is based on a ratio predetermined during the account opening. While the exact ratio might not be initially disclosed to customers, profit sharing is practiced, ensuring transparency and compliance with the fatwa. The bank uses its share of profits to cover operational costs, a provision communicated to customers at the contract's inception.

The BSI KCP Gunung Tua applies a 96%:4% profit-sharing ratio between the bank and the customer. This substantial difference underscores the bank's role in managing and investing the funds while providing customers with a steady, albeit smaller, return on their savings. This approach aligns with the principles of revenue sharing, calculated based on the total income generated from mudharabah management.

The BSI's implementation of the mudharabah mutlaqah agreement in Hajj savings illustrates a practical application of Islamic financial principles. This method offers benefits to both the bank and customers, enabling the accumulation of funds for Hajj in a sharia-compliant manner. However, challenges arise, primarily due to customers' lack of understanding of the contract specifics.

Interviews with BSI KCP Gunung Tua customers revealed confusion regarding the mudharabah mutlaqah agreement. Many customers did not fully comprehend the terms, profit-sharing mechanisms, or the necessity of continuing to save after reaching the registration amount with the Ministry of Religion. This gap in understanding can hinder the effective use of Hajj savings products and affect customer satisfaction.

To address these challenges, BSI should enhance customer education regarding the mudharabah mutlaqah contract. Providing detailed explanations during account opening and ongoing counseling can ensure that customers fully understand the terms and benefits of their Hajj savings accounts. This educational effort can encourage continuous saving even after the initial registration amount is met, allowing customers to better prepare for their Hajj pilgrimage.

Moreover, the bank should consider simplifying the communication of profit-sharing ratios and the operational aspects of Hajj savings. Clear, concise, and regular updates on account status and profit-sharing details can build trust and ensure customer engagement.

The approach of BSI to mudharabah-based Hajj savings is consistent with practices observed in other Islamic financial institutions. Studies have highlighted the importance of transparent and sharia-compliant savings products in fostering trust and facilitating religious obligations like Hajj (Hasanah & Sihotang, 2021). The profit-sharing mechanism, while potentially complex, is a cornerstone of Islamic finance, ensuring that both parties share in the venture's success without engaging in prohibited interest-based transactions (Falikhatun et al., 2015; Hulam, 2010).

In comparison, other Islamic banks, such as those in Malaysia, also implement similar profit-sharing ratios and mechanisms, emphasizing compliance with sharia and ethical financial practices (Fuad et al., 2011; Mukti, 2020). These practices reinforce the global consistency and applicability of mudharabah contracts in Islamic finance.

6. Conclusion

Based on the research findings and discussions, the researcher draws several conclusions. First, the Hajj savings at Bank Syariah KCP Gunung Tua utilize the Mudharabah Mutlaqah contract with a profit-sharing ratio of 96:4 from the average income of the bank. In this arrangement, 96% goes to the mudharib (Bank Syariah KCP Gunung Tua) and 4% to the shaibul mal (customers). Opening a Hajj savings account is quite simple, requiring only an identity card (KTP, SIM, or passport) and an initial deposit of Rp. 100,000, with subsequent deposits of at least Rp. 100,000 until reaching Rp. 25,000,000 to be registered with SISKOHAT. However, a significant drawback is that customers must wait up to 19 years to pay off the remaining Hajj costs.

Second, the implementation of the Hajj savings at Bank Syariah Indonesia KCP Gunung Tua adheres to the Mudharabah contract in accordance with DSN-MUI Fatwa No: 02/DSN/MUI/IV/2000, which states that savings based on interest are not permissible in Sharia. Instead, permissible savings are those based on the Mudharabah principle. In this Hajj savings scheme using the Mudharabah Mutlaqah contract, the bank acts as the mudharib while the depositor is the shahibul maal, consistent with the general provisions of savings using the Mudharabah contract.

Third, a major issue faced by the bank is the lack of customer understanding regarding the contract used in the Hajj savings. As a result, once customers are registered with SISKOHAT Kemenag, they often do not continue saving for their Hajj preparations. To address this issue, Bank Syariah Indonesia KCP Gunung Tua should educate customers about the Mudharabah Mutlaqah contract used in the Hajj savings scheme, encouraging them to continue saving even after registration with SISKOHAT Kemenag, so they can still receive profit-sharing benefits.

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