

## Preparation of Human Resources in Special Region of Yogyakarta to Sharia Tourism

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### Abstract

Muslim tourists are a new segment that is growing rapidly in the tourism industry. Special Region of Yogyakarta is one of the provinces with the best tourist destinations in Indonesia with the majority of the population of Special Region of Yogyakarta itself is a Muslim so it makes opportunity in this region to be realized as a destination for sharia tourism in Indonesia. This research is a descriptive qualitative research using analysis done by observation to the existing tourist attractions in Special Region of Yogyakarta based on the division of tourist attractions category in Special Region of Yogyakarta aims to find out the readiness of human resources in Special Region of Yogyakarta to sharia tourism. The result of this research is tourism place in Special Region of Yogyakarta has the potential to be developed into sharia tourism if viewed from the existing human resources that the majority of human resources contained in tourist attractions in Special Region of Yogyakarta is a Muslim, carrying out the obligations of prayer, does not provide forbidden consumption in Islam except in certain places, friendly service and ability to maintain cleanliness and comfort. But to realize these potentials there are many obstacles such as the lack of understanding about the concept of Islamic tourism and negative perspective about the sharia tourism that will cause intolerance attitude towards other cultures and beliefs.

**Keywords:** Human Resources Readiness, Human Resources, Sharia Tourism.

### Introduction

Tourism in Indonesia is an important economic sector in Indonesia. Currently, Indonesia's tourism sector contributes to approximately 4% of the total economy. By 2019, the Government of Indonesia wants to double this figure to 8% of GDP, an ambitious target which implies that over the next 4 years, the number of visitors needs to be doubled to approximately 20 million. In order to achieve this target, the Government will focus on improving Indonesia's infrastructure (including information and communication technology infrastructure), access, health & hygiene and also enhancing its overseas promotional campaigns (Indonesia-Investment, 2016). Especially for Muslim tourists all tourist attractions are required to provide facilities and infrastructure that can support Muslim tourists to still be able to perform the worship of worship and still can fulfill what is ordered in Islam and all aspects should not conflict with sharia, simply, halal and *toyyib* (good) (Republika, 2017).

As Muslims, daily worship such as praying five times is an absolute obligation and should not be abandoned in any circumstances such as travel to a place, especially tourist attractions and Islam

has a sharia of the aspect of halal and haram is something that can be done or must shunned by all Muslims. Therefore, every tourist place is required to pay attention to all aspects of the sights so as not to conflict with sharia such as providing halal food and beverages available on the sights and souvenirs that should also be guaranteed halal. This lawful guarantee must be issued by trustworthy and trusted people (international), such as halal label LPPOM MUI or providing religious facilities in the form of mushola so that Muslim tourists can still perform mandatory worship in the form of five time prayers.

Sharia-based tourism sector in Indonesia in the future increasingly looks promising, because the government through the ministry of tourism and creative economy give full support to the development of Islamic tourism in Indonesia. Formal support from the government has been started since the era of Susilo Bambang Yudhoyono presidential government, this is evidenced by the implementation of Sharia Tourism Conference member countries Organization of the Islamic Conference (OIC) which took place in Jakarta for two days on 2-3 June 2014 (Khairul Anwar, 2015). Long before the government provides support for sharia tourism with the form of organizing the Shariah Tourism Conference Member States Organization of Islamic Conference, National Sharia Council MUI Since last few years, actively support the government, especially from the Ministry of Tourism and Creative Economy, to develop Islamic tourism in Indonesia. According to MUI DSN, Sharia Tourism is a very wide space and very strategic, because in it many elements related to efforts to build a Islamic civilization, and rahmatan lil alamin. Because environmental factors, human resources, culture, art, and various other derivatives, are bound to become integral components, which can not be separated.

In terms of standardization of Indonesia's halal tourism industry. Global Muslim Travel Index (GMTI) became the first reference of the standardization of Indonesia's halal tourism industry. The Ministry of Tourism currently has a halal hotel business guide for the halal tourism industry. Halal destination development indicators exist in GMTI which have three standard groups derived in 11 indicators namely. This market demand will also encourage industry to have standardization despite its voluntary nature. For example, halal certification. Priority areas that will follow the standardization of halal tourism, among others, Lombok, West Sumatra, and Aceh. In GMTI 2016, there are three groups of Halal tourism criteria reviewed. First, a family friendly destination. Secondly, services and facilities in Muslim-friendly destinations. Third, awareness of halal and destination marketing. Of the three criteria, there are 11 indicators (Republika, 2019) :

The first criterion, family friendly destination: 1. Tourist destination should be family friendly. 2. General security for Muslim tourists. 3. The number of arrivals of Muslim tourists is quite crowded. The second criterion, Service and Facilities in Friendly Muslim Destinations: 4. Choice of food and guarantee halal. 5. Access to worship is easy and good. 6. Facilities at the airport are Muslim friendly. 7. As well as adequate accommodation options. The third criterion, Halal Consciousness and Destination Marketing: 8. Ease of communication. 9. Reach and awareness of the needs of Muslim tourists. 10. Air transport connectivity. 11. As well as visa requirements.

Special Region of Yogyakarta which is a region for tourism destination after Bali and make tourism as the main sector of this area with various tourist attractions include nature tourism, beach tourism, cultural and historical tourism, museum tour, special interest tourism, and various other tourist facilities, such as resorts, hotels, and restaurants. Geographically, Special Region of Yogyakarta also benefits from the distance between affordable tourist locations, and is easy to

take. The tourism sector is very significant to become the motor of Special Region of Yogyakarta economic activity which generally relies on three main sectors namely: services; trade, hotels and restaurants; and agriculture.

In this case tourism provides a real multiplier effect for the trade sector due to increased tourist visits. In addition, labor absorption, and donations to the regional economy are very significant. As well as the Special Region of Yogyakarta is an area with a majority of the population of Islam, the rest are Christian, Catholic, Hindu, and Buddhist. Especially with the culture of the people of Yogyakarta are friendly and accustomed to mutual respect makes Yogyakarta has an opportunity in promoting halal tourism and become a pilot of the progress of halal tourism in the world. Therefore, it makes researchers interested in researching how the readiness of human resources in Special Region of Yogyakarta towards sharia tourism.

## **Research methods**

This study was conducted to determine the factors that must be a reference to know the readiness of human resources in Special Region of Yogyakarta to syari'ah tourism. This research uses qualitative research methods is research on descriptive research and tend to use analysis. Process and meaning (subject perspective) are more highlighted in qualitative research. Theoretical basis is used as a guide to focus the research in accordance with the facts in the field. In addition the theoretical basis is also useful to provide an overview of the background research and as a material discussion of research results. Qualitative research aims to explain the phenomenon in depth through the collection of data as deep. Qualitative research emphasizes the depth of data obtained by researchers. The deeper and detailed the data obtained, the better the quality of this qualitative research.

### **A. Research Sites**

For the location of research conducted in five places of tourism based on the division of five categories of tourist attractions in Special Region of Yogyakarta according to the official website of Special Region of Yogyakarta tourism office namely Yogyakarta Palace tourism representing historical and cultural tourism, Fort Vredeburg representing museum tours, nature, Parangtritis beach represents nautical tourism, and Jogja Bay represents special interest tours (visitingjogja, 2016).

### **B. Research Objects**

The object of research is the human resources involved in the tourist attractions contained in the Yogyakarta region based on the distribution of five categories according to what is on the official website of Special Region of Yogyakarta tourism office is the category of historical tourism, museums, nature, nautical, and special interests.

### **C. Data Source**

The works of literature that examines the sharia tourism as well as from interviews conducted by researchers to human resources in the tourist attractions about the understanding of Islamic tourism and the readiness of its human resources.

### **D. Data Collection**

Technique Interviews to the staff involved in the sights and observations of tourist attractions in the Special Region of Yogyakarta based on the distribution of the five categories of tourist

attractions, collect and analyze the answers obtained. Qualitative data analysis techniques performed in accordance with the case study approach, so that the analysis of data used by reviewing the answers collected that can be obtained from research subjects. The answers are organized by identifying and categorizing according to the research objectives.

### **E. Population and Sample**

1. Population is a tourist place in Special Region of Yogyakarta along with human resources involved.
2. Samples are five tourist attractions in the Special Region of Yogyakarta according to the division of five categories of tourist attractions in the Special Region of Yogyakarta is museum tours taken Fort Vredenburg, history taken Yogyakarta Palace, nature is taken Taman Kaliurang, maritime taken Parangtritis Beach, and special interest taken Jogja Bay Water Park. The human resources are taken by people involved in tourist attractions with random sampling system that is a random sampling system without looking at the criteria. The sample of human resources itself is the manager, employees of tourist attractions and tourists who visit the tourist attractions.

### **F. Data Analysis Technique**

Technique of data analysis by doing interview and observation. The researchers prepared the instruments used for interviews and observations. Researchers use interview and observation methods. Participants are asked to answer general questions, and interviewers explore with their responses to identify and determine perceptions, opinions and feelings about the ideas or topics discussed and to determine the degree of agreement that exists within the group. The quality of findings from qualitative research is directly dependent on the ability, experience and sensitivity of the interviewer or group moderator.

## **Research Results and Discussion**

From the results of this study have conducted observations and interviews with the management of tourism in the Special Region of Yogyakarta based on the division of five categories of tourist attractions in Yogyakarta according to the official website of the tourism department of Special Region of Yogyakarta is a natural tour taken Kaliurang tourist park, museum tours taken samples museum fort Vredenburg, nautical (beach) samples taken Parangtritis beach, historical tours taken Keraton Jogja, and special interest tours taken samples Jogja Bay Water Park.

### **A. Research in Fort Vredenburg**

Vredenburg Fort is a fort located in front of Gedung Agung and Yogyakarta Sultan Palace. Now, this fort became a museum. In a number of buildings inside this fortress there is a diorama about the history of Indonesia, this tourist place entered in the category of museum tours. From interviews conducted by researchers to Mr. Budi Sayanta S.Pd as the Coordinator of Vredenburg Museum Guidance, researchers get the results that tourist spot has the potential to be developed Islamic tourism because this place is relatively family friendly when viewed from the duties and responsibilities of staff employees here for always friendly and courteous to all visitors, smiles, greetings, and greetings to all visitors as well as prohibitions to provide alcoholic beverages.

In terms of attributes, especially Muslim employees have not all close the aurat. But the majority are already wearing sharia-compliant clothing when viewed from the majority of the staff are Muslim and the staff observations that the majority of visitors in Vredenburg's castle are Muslim

because many visit the castle not in the hours of prayer, the prohibition to provide alcoholic beverages, the cleanliness of the place awake due to routine cleaning service that works, and employees are required to be friendly and hospitality in serving.

From the respondents who are the managers of fort Vredeburg claimed to have not even just know the term syariah tourism because the manager claimed to find new research that examines the sharia tour, as well as from the manager acknowledge that Islamic tourism is a public relations that should be a material evaluation and support the discourse of sharia tourism development in Special Region of Yogyakarta. Then from the respondents give advice to the government and the public that sharia tourism is a good discourse to be realized, be it culinary places, hotels, or tourist spots are very good to be realized. only in realizing the sharia tour requires a deeper thought.

### **B. Research in Sultan Palace**

Yogyakarta Sultan Palace is one of the tourist attraction in Yogyakarta City. Some of the palace complexes are museums that hold various collections belonging to the sultanate, including gifts from European kings, replicas of palace heirlooms, and gamelan. In terms of building, this palace is one example of the best Javanese palace architecture, has luxurious balairung and pavilion field and a vast, tourist attractions that go in the category of historical and cultural tourism. On this tourist spot the researcher conducted an interview with one of the party *Abdi Dalem*<sup>95</sup> of Yogyakarta Sultan Palace namely Mr. Budiman. From an interview with one of *Abdi Dalem* of Yogyakarta Sultan Palace on understanding of sharia tourism can be concluded that the results found that the respondent is *Abdi Dalem* of Yogyakarta Sultan Palace does not know the concept of sharia tourism

Yogyakarta Palace tourist attractions have little potential to develop sharia tourism especially if seen this place including tourist attractions are family friendly that is the obligation to be friendly, polite to all visitors and reprimand in a polite manner. As well as the place of this tour there is a prohibition to provide alcoholic beverages. As for the attributes of dress are required to wear traditional clothes, including for the courtiers of women wearing kebaya and no one wearing the veil because it is already custom here. Then if viewed from the existing human resources in this sultan palace is *Abdi Dalem* of Yogyakarta Sultan Palace itself, the majority of *Abdi Dalem* in Yogyakarta Palace is a Muslim but in the palace itself is still firmly held with the Kejawen customs.

### **C. Research in Kaliurang Park**

Kaliurang Park is a tourist attraction that goes in the category of nature tourism. Being on the southern slopes of Merapi, Kaliurang Park is one of the favorite destinations for families with recreation with their children. In this tourist place researchers interviewed Mr. Giyana as the Head of Tourism Unit obtained results bahwasannya this place of tourism has the potential to be developed Islamic tourism such as the obligation of the management of this tourist spot to always friendly and polite to all visitors so that this tourist place is also classified as a tourist family friendly.

In tourist attractions Kaliurang Park does not provide forbidden consumption in the Islamic religion is by way of cooperation with traders and residents here for food problems. There is no

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<sup>95</sup> Named for Yogyakarta Sultan Palace Servant

forbidden food such as pork, if there is any from the tour manager do reprimand. From the price must be appropriate agreement between traders. If there is no reprimand as well. Then in this resort there are instructions to dress according to Islamic Shari'a. However, the respondents are the managers of this place is not much to know the concept of Islamic tourism and recognize bahwasannya to know the concept of sharia tourism itself must learn from agencies or other resources that can be excavated.

#### **D. Research in Parangtritis Beach**

Parangtritis Beach is one of the famous marine tourism in Special Region of Yogyakarta located in Kretek district, Bantul, Special Region of Yogyakarta. In this tourist spot the researcher did observation and interviewed Mr. Catur Wibowo as a member of lifeguard in Parangtritis beach attraction which found the result that this place has potential to be developed for syariah tourism because the tour manager does not provide alcoholic drink and majority of managers are muslim. But for the obligation of the managers of the sights to be friendly and polite is not an obligation and is a matter of their own.

For hygiene issues there is a janitor of tourism office who works every day when the ceremony takes place. But if there is student activity the lifeguard is also included for the hygiene issue. There is also a staff of women who have a high priority using hijab. Then from the respondents who are members of the lifeguard claimed to know a little about the concept of Islamic tourism and respondents explained that to develop Islamic tourism itself required the role of government, as well as socialization by attaching banners that explain about sharia tourism. Then from the respondents can only support if you want to be developed as a sharia tourism.

#### **E. Research at Jogja Bay Water Park**

Jogja Bay Water Park is one of the famous special interest water recreation in Special Region of Yogyakarta and is a water tourism park with the theme of pirates that combine elements of Java and Europe. In this tour, the researcher observes and interviews Mrs. Imelda who is a Salesperson at Jogja Bay Water Park where the tourist attractions of Jogja Bay Water Park have little potential to be realized as a sharia tourism because the tour manager has an obligation to serve the visitor friendly and polite, it proves that this tourist spot is a family-friendly tourist attractions.

Tourist attractions Jogja Bay Water Park does not provide alcoholic beverages, does not provide food that is not allowed to enter Islam and the majority of visitors are muslim based on observation because many visitors who asked related places of prayer. But from the employee's own attributes, from the information obtained from the respondents that only one employee who uses the hijab, because for the attribute of clothing has been determined by the tour manager. However, in the opinion of the seller himself, to realize the needs of sharia tourism needs a more in-depth discussion of sharia tourism.

#### **F. Understanding Tourists on Sharia Tourism**

This researcher gives question to the tourists that found in 5 tourism place in Special Region of Yogyakarta according to division of five categories of tourist attractions. Researchers take sampling of tourists in the five tourist attractions by random sampling by providing questions about the understanding of the concept of Islamic tourism and advice to improve sharia tourism in the region of Special Region of Yogyakarta. Provided by 17 people who responded to the question with the results of 9 people admitted to understand the concept of Islamic tourism while

8 people claimed not to understand about sharia tourism. As for the suggestions of respondents provide suggestions for improving the quality of services, cleanliness, and availability of adequate mosque, and there are respondents who disagree with sharia tourism due to their opinion that tourism in Yogyakarta is a cultural-based tourism and not all tourists who visit tourist attractions Muslim.

## **Conclusion**

The first conclusion is that sharia tourism is not only in the form of religious tourism such as mosque and grave tours, but can include all tourist attractions such as five categories of tourist attractions in Special Region of Yogyakarta include museum tours, historical & cultural tours, nature tourism, marine tourism and tourism special interest. To create sharia tourism itself needs to be supported with adequate human resources and need readiness to make it happen. Human resources instruments can be said to have the potential to realize sharia tourism in view of the habit of praying the staff of the tourist managers and also invite others, especially friends of the staff themselves and visitors to perform the obligations of prayer, always provide halal food and beverages in accordance with the provisions Islamic attributes, attributes of staff clothing in accordance with Islamic sharia such as close aurat, friendly service by applying smiles, and greetings in accordance with *akhlakul karimah* (good attitude) taught in Islamic sharia, and the ability of human resources in maintaining cleanliness and comfort at the tourist attractions.

Secondly, if viewed from the human resources in Special Region of Yogyakarta it self, tourist attractions in Yogyakarta itself has the potential to be developed into sharia tourism if seen the majority of the population in Yogyakarta itself is a Muslim especially when researchers do observations and interviews on five tourist attractions in accordance with the division of five categories the tourist attractions in Special Region of Yogyakarta found that the majority of staff managers of tourist attractions most of the visitors are Muslims and information from tourist attractions that became the object of research disclosed that the tourist attraction does not provide alcoholic beverages, only for food and drink that is not halal only found in some places.

To make Syariah tourism in Special Region of Yogyakarta based on the readiness of human resources there are weaknesses and big obstacles that is still at least the understanding of the community in Special Region of Yogyakarta about sharia tourism itself, and there is still a cultural clash between the customs of Jogja with syariat Islam example in the tourist area of Yogyakarta Palace which is still cling to the tradition kejawen and clothing *Abdi Dalem* itself, especially for women servants do not wear hijab in because of custom clothes that do not cover the head aurat. To realize the sharia tourism in Special Region of Yogyakarta itself needs action from the government, tourism agencies and related agencies that can support the development of Islamic tourism in Special Region of Yogyakarta. It is necessary to conduct a study on sharia tourism for and deep thinking about the sharia tourism itself and understand the Special Region of Yogyakarta community that sharia tourism will not conflict with the culture.

In this paper also the researcher express suggestions for the realization of Islamic tourism in Special Region of Yogyakarta. First, To realize the sharia tourism in Special Region of Yogyakarta. Government and related institutions have an important role related to the development of Islamic tourism, as well as required the implementation of studies and in-depth discussion of sharia tourism in Yogyakarta and socialization to the public about sharia tourism in order to widen the understanding of the community about sharia tourism and provide an

understanding that the Islamic tour is not a tourist it is only for Muslims but it can be enjoyed by people across religions and cultures so that concerns about clash between culture and religion need not happen.

Secondly, the next researcher is expected to dig more information about the readiness of human resources in Special Region of Yogyakarta to sharia tourism by plunging directly and asking more details to really - know the details of being studied, more mastering the data processing for research and can understand the community that society no need to fear the existence of cultural clashes and intolerance if in Special Region of Yogyakarta embodied sharia tourism.

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Giyana. (2017, October 11) Personal interview

Wibowo, Catur. (2017, October 8) Personal interview

Imelda. (2017, October 11) Personal interview

## BIODATA

I. PERSONAL DETAILS	
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II. FORMAL EDUCATIONAL BACKGROUND			
Year		Name of Institution	Location
From	To		
2002	2008	SDN 9 Kota Serang	Serang
2008	2011	SMPN 4 Kota Serang	Serang
2011	2014	Daar El Qolam Islamic Boarding School	Tangerang
2014	2015	Jamilurrahmah Boarding School	Yogyakarta
2015	Up to Present	Islamic Economics Department, Faculty of Islamic Studies, Islamic University of Indonesia	Yogyakarta

III. THE EXPERIENCES AND AWARD		
Year	The Experiences And Award	Location
2017	Co-Author of reseach paper “Preparation of Human Resources in Special Region of Yogyakarta to Sharia Tourism”	Yogyakarta
2017	Participant of examination for memorizing Al-Quran presented by	Yogyakarta

	HAWASI UII Juz 1-3 by achieving cumlaude predicate	
2017	The First Champion Of Intelligent contest among Faculty	Yogyakarta
2017	UII Delegation at MTQ STTNAS Yogyakarta among students in Special Region of Yogyakarta Province	Yogyakarta
2017	Mentor of religious learning program in Islamic University of Indonesia ( Islamic Character Building, religious mentoring in faculty, and ONDI )	Yogyakarta
2017	Participant of “ Studi Eksklusif Ekonomi Islam” Goes to Malaysia 15-20th January 2017	Kuala Lumpur
2016	UII Boarding School Scholarship	Yogyakarta
2016	Participant of “UII Menghafal” Program for Memorizing Al Quran Juz 30 and 1	Yogyakarta

IV. ORGANIZATION				
Year		The Name of Organization	Section	Location
2016	2017	El-Markazi	Member	Yogyakarta
2016	2017	Student's Laboratory Club	Member	Yogyakarta
2016	2017	HAWASI UII	Staff of Memorizing Quran Management	Yogyakarta
2015	2016	Central Language Improvement	Member	Yogyakarta
2015	2016	Forum Kajian Ekonomi Islam	Staff of PPKSDI department	Yogyakarta

V. TRAINING, SEMINAR. AND WORKSHOP		
Year	The Name of Training, Seminar, and Workshop	Location
2017	National Seminar of Labma Scientific Fair	Yogyakarta
2017	ONDI Supervisor Training	Yogyakarta
2016	Teacher Quran Training	Yogyakarta
2016	Islamic Leadership Training ( LKID, LKIM, and LKIL )	Yogyakarta
2016	UII GOLDEN'S event “Edutainment Fair”	Yogyakarta
2016	English Training of Speaking Program by ELFAST Institution	Kediri
2015	Islamic Character Building Training	Yogyakarta
2015	National Seminar “Perdagangan Global Produk Halal”	Yogyakarta
2015	Sharia Economics Training 2015	Yogyakarta
2015	Educatioan and Training of Islamic Economics 2015	Yogyakarta

Hobby	: Reading a Book, Sport and Writing
Additional Qualification	Hard worker, having a great motivation, discipline, having good integrity, innovative, able to handle the responsibility, truthfulness, industriousness, powerful, and having indiscipline knowledge comprehension

Language Ability	English ( Oral and Writing ), Arabic ( Oral and Writing ), Indonesian,