



## Wakalah Contract on Delivery Services: A Comparative Study

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### ABSTRACT

The purpose of this research was to determine the use of wakalah contracts on Citilink and Pos Indonesia delivery services and to determine the advantages and disadvantages of Citilink and Pos Indonesia delivery services. This research used a qualitative approach and combines secondary data, interviews, observations and documents. The results of this research indicated that the wakalah contracts that exist at Citilink and Pos Indonesia were the same but the comparison was in the service or when doing this wakalah contract Citilink cannot transact directly because Citilink is located in a city not in a village, while Pos Indonesia can serve and transact directly because Pos Indonesia already exists in every sub-district. Citilink's advantages included more punctuality, guaranteed service and security, solutions for geographical differences between regions. While Pos Indonesia, including PT Pos Indonesia, was more trusted than similar products that provided services such as those that can be provided by Pos Indonesia, wider area coverage, domestic shipping rates and uniform operating hours longer, excellent service. The disadvantage of Citilink was that it costs more. While Pos Indonesia, including PT Pos Indonesia, was still less well-known compared to other shipping services because of the views of the people of Pos Indonesia, it can only serve mail delivery services, delivery of destination packages in the village, the delivery system for goods was different between in Villages and Cities.

## INTRODUCTION

Many parties play an active role in the development of information technology today. With the complexity and increasingly heavy work or tasks that must be carried out, it is necessary to have an appropriate and fast way to solve them, not to mention the demands for the needs that exist in an increasingly diverse society. To meet these diverse needs, it is impossible to do it alone because there are limitations that are

owned by the community.

To help meet the needs of the community with good public services, Citilink and Pos Indonesia were present where Citilink and Pos Indonesia played an active role in picking up the ball in responding to the limited information of the public. Citilink is one of the airlines with low-cost flights in Indonesia. However, unlike other low-cost airlines that tend to ignore service and security, Citilink continues to prioritize this even though passengers can fly at affordable prices. Citilink is one of the Strategic Business Units of the largest airline in Indonesia, namely Garuda Indonesia. In other words, Citilink airline is a subsidiary of Garuda Indonesia. Citilink was founded in 2001 under the name Citilink Indonesia.<sup>1</sup> Whereas in Pos Indonesia is an organizer and provider of public services. The implementation of public service activities is directed at creating a professional and accountable bureaucratic performance with orientation to the satisfaction of the community or service users, which prioritizes the level of service. The change in the public service paradigm is directed at the realization of excellent service quality, through service instruments that are owned with a service orientation that is faster, better and cheaper as promised. So in the current era, the service at the Post which incidentally is a BUMN (Government-Owned Enterprise) is required to provide quality public services.<sup>2</sup> Because nowadays there are more and more shipments of goods that do not pay attention to the contract, while what determines the sale and purchase of the goods is legal and replacement (doman) if the goods are damaged or lost in the delivery service will be borne by which party.

Pos Indonesia is currently able to show its creativity in the field of postal services by utilizing its network infrastructure, reaching 24 thousand service points covering 100% of cities/districts, almost 100% of sub-districts and 42% of sub-districts/villages, as well as 940 remote transmigration locations in Indonesia. Along with the development of information, communication and technology, the Pos Indonesia network already has 3700 online post offices, and is equipped with electronic mobile posts in several big cities.

Currently Citilink serves air shipping services for General Cargo and Special Cargo types by prioritizing security aspects, on time delivery and ensuring the integrity of the goods arriving at their destination. Citilink cargo is part of the service to customers in the field of shipping goods by air. Port to port cargo delivery services in accordance with the available load capacity on Citilink flights (Priority Cargo), and Citilink also created a new concept called Cargo Service Center (CSC), which is a regular cargo sales channel with a compatible and accessible counter concept, a business opportunity offered to companies with an easy and profitable process. CSC is opened in airport areas, housing, shops, offices and crowded areas that are affordable by

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<sup>1</sup> Troficiendy Soeroso, Cargo & Ancillary Business Citilink Indonesia, VIVA.co.id , Wednesday 15 June 2016

<sup>2</sup> Muhammad, Assegaf "Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pelanggan". *Jurnal Ekonomi Bisnis* 10, No 2. 2009.

customers.

Citilink and Pos Indonesia transactions in terms of shipping goods in general are almost the same as goods carriage agreements, a carriage agreement is an agreement where one party is willing to undertake to safely carry people or goods from one place to another. Which in the agreement is only obliged to transport it without having to own or provide its own vehicle. Meanwhile, the delivery of packages carried out by Citilink and Pos Indonesia is a work agreement with the provision of wages in which the sending party is obliged to be a representative who must be trustworthy and fully responsible for sending the package, while the customer is obliged to provide wages (transaction fees for sending letters, documents, and or goods).

Delivery of goods through Citilink and Pos Indonesia delivery services in Islamic law is included in the wakalah contract, namely the wakalah bil ujah contract, namely the consumer as muwakkil (the person who represents), while the delivery party acts as a representative (the party who represents in the delivery of goods). While the meaning of wakalah bil ujah itself is: Representing what is done by people who have tasharruf rights to people who also have tasharruf about something that can be represented.<sup>3</sup> Etymologically it is a contract of surrender, delegation, and granting of a mandate in a power transfer contract, in which a person appoints another person as his representative to act. In this case, a person as a representative will receive wages (ujrah) from the deputy because the services of sending goods to other parties (the person addressed by the deputy) have been carried out well. The wakalah bil ujah contract at the time of the Prophet was also often used, including in the hadiths it was stated: "From Jabir Radhiyallahu Anhu he said: I was going back and forth to Khaibar, then I came to the Messenger of Allah, then he said, "When you come to my representative in Khaibar, then take from him 15 wasaq." (HR Abu Dawud).<sup>4</sup> The purpose of this study was to determine the use of wakalah contracts on Citilink and Pos Indonesia delivery services; know the advantages and disadvantages of Citilink and Pos Indonesia delivery services.

## **LITERATURE REVIEW**

### **Contract**

The word Akad comes from Arabic which means a bond or obligation which is also commonly called a contract or agreement.<sup>5</sup> Akad is a tightening or agreement of several parties, both real and abstract.<sup>6</sup> According to the terminology of the fukaha, the

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<sup>3</sup> Mardani, *Fiqh Ekonomi Syariah: Fiqh Muamalah*, (Jakarta: Kencana, 2013), 300

<sup>4</sup> Mardani, *Ayat-ayat dan Hadits Ekonomi Syariah*, (Jakarta: Rajawali Pers, 2011), 196

<sup>5</sup> Ibnu Zakariya and Abu al-Husain Ahmad ibn Faris. *Mu'jam Maqayis Al-Lughah*. Beirut. Dar al-Fikr (1979), 679

<sup>6</sup> Wahbah Az-Zuhaili. *Fiqh Islam Wa Adillatuhu* Terj. Abdul Hayyie al-Kattani, dkk. Jakarta (ID): Gema Insani (2011), 420.

contract is something that has the pleasure of both parties which is justified by syara' using the statement of Ijab and Qabul. Another understanding of the contract is an engagement that can affect the object using a statement of Ijab Qabul in accordance with the provisions of the Shari'a. The meaning in accordance with the Shari'a is that the contract done does not deviate from the religion of Islam. In terms of promise and wa'ad, something that cannot be equated according to muamalah fiqh, promise, promise (wa'ad) only binds one party. while the contract is binding on both parties. In wa'ad there will be moral sanctions if the person who promises does not keep his promise.<sup>7</sup> The contract has the following pillars: 1) The person who carries out the contract is aqid, the contract can consist of several people and one person from each party. 2) The object that is the object of the contract, either goods or services, is called Ma'qud alaih. 3) Shigat al a'qad, namely the handover statement from the contracted (ijab and qabul) Ijab, namely stating an explanation that gives an overview of his will through the contract, while Qabul is a statement of acceptance that comes out after the consent.<sup>8</sup>

The terms of the contract in the first pillar are: 1) the party; 2) tamyiz. Conditions in the second pillar: 1) objects can be transacted; 2) can be determined or certain; 3) which becomes a real object and can be given. The terms of the third pillar contract are: 1) Unity of the contract assembly, and; 2) conformity of consent and qabul.<sup>9</sup> The types of contracts are as follows: a) Munjiz contract is a contract that has no conditions at the completion of the contract and is carried out directly. b) Mualaq contract is a contract that has certain conditions in its implementation. c) Mudhaf contract is an engagement whose implementation is subject to a condition of suspension of contract implementation until a predetermined time.

The legal consequences that arise are the main concern of the contract. The mutual desire to be realized by both parties is the result of the main law which is the cause of the purpose of the contract. The purpose of the contract is the desire that someone wants to achieve when doing the contract, and the results that have been achieved are the legal consequences of the contract when the contract has been carried out.<sup>10</sup> For example, in buying and selling, the goal is to transfer ownership. The purpose of the contract, divided into five: a) Buying and selling, it is tamlik. b) Conducting a business or partnership that aims to work together. c) Tautsiq is just to strengthen belief. d) Like wakalah to hand over power. e) Like a deposit for maintenance. Then, for the expiration of the contract caused by: 1) Several things cause Fasach: because of damage, because khiyar and because there is no realization. This resulted in the termination of the contract. 2) Ends by death. 3) Died before giving permission or those

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<sup>7</sup> Adiwarman A Karim. *Bank Islam: Analisis Fiqih Dan Keuangan Edisi Ketiga*. (Jakarta PT. Raja Grafindo Persada, 2007), 65.

<sup>8</sup> Hendi Suhendi, *Fiqh Muamalah: Membahas Ekonomi Islam*. PT. Raja Garfindo Persada, I. (Jakarta: PT. Raja Garfindo Persada, 2002), 46-47.

<sup>9</sup> Urbanus Uma Leu. *Akad Dalam Transaksi Ekonomi Syariah*. *Jurnal Tahkim* 10, No. 1 (2014), 52.

<sup>10</sup> Mustafa Edwin Nasution. *Pengenalan Eksklusif Ekonomi Islam*. (2017), 17

who have the authority to not give permission cause the end of a contract because they do not get permission from the party authorized to give permission.

### **Wakalah**

Wakalah or wikalah is the term masdar which etymologically means taukil, which means to hand over, to represent and to guard.<sup>11</sup> Al-Wakalah or Al-Wikalah means (انحف ٍيض submission, delegation, giving mandate)<sup>12</sup> as mentioned in a verse also means انحف ظ (maintenance), in the word of Allah: "Allah is sufficient to be our helper and Allah is the best protector", (Surat Ali Imron [3]: 173).<sup>13</sup> In Islamic jurisprudence, wakalah is known as a mutual assistance contract between individuals, both in criminal and civil matters. According to the DSN MUI fatwa concerning wakalah, namely the delegation of power by one party to another in matters that may be represented.<sup>14</sup> In sharia banking, wakalah is the granting of power of attorney in which the Islamic bank as a representative of the customer as the giver of power (mu Representative), to do something (taukil).<sup>15</sup> In the practice of wakalah contracts at Islamic banks, banks will get wages from administrative costs that have been agreed upon in the bank, for example things that use wakalah contracts in Islamic banks are banks can be representatives for paying electricity bills, telephone, and receiving payments. school and university tuition fees.

In the Qur'an, what is used as the legal basis for wakalah is the word of God, the sunnah of the Prophet and ijma', including: the Word of Allah QS. Al kahfi (18): 19<sup>16</sup> This verse explains that the departure of one of the three ash-habul kahf who acts for and on behalf of his colleagues as their representative in choosing and buying food. Verses of the Qur'an QS. An-Nisa (4) : 35.<sup>17</sup> This verse means that when there is a dispute between two people, it is permissible to send someone who is an expert (Hakam) as a representative in resolving the dispute. In the contents of the verse above, it is clear that there are two people (husband and wife) who are involved in a dispute and want to divorce, so the two parties sent someone (Hakam) to represent them in resolving the dispute. Also found in the word of God in the QS. Yusuf (12): 55.<sup>18</sup>

In this verse tells that the prophet Yusuf as. Proposes to make himself a treasurer in a country that represents the state government in managing state finances, because Prophet Yusuf is a person who can be trusted, is smart and expert in managing state finances. It can also be concluded that this paragraph contains a message that it is

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<sup>11</sup> Mardani, *Fiqh Ekonomi Syariah: Fiqh Muamalah*, (Jakarta : Kencana, 2013), 300

<sup>12</sup> Syukri Iska, *Sistem Perbankan Syariah di Indonesia: dalam Perspektif Fikih Ekonomi*, (Yogyakarta: Fajar Media Press, 2012), 190

<sup>13</sup> Departemen Agama RI, *Al-Qur'an dan Terjemahnya*, (Solo : PT Qhomari prima, 2007), 92

<sup>14</sup> *Ibid.*, 301

<sup>15</sup> *Ibid.*, 306

<sup>16</sup> Departemen Agama RI, *Al-Qur'an dan Terjemahnya*, (Solo : PT Qhomari prima, 2007)

<sup>17</sup> *Ibid.*, 109

<sup>18</sup> *Ibid.*, 326

permissible to enter into a work agreement or to represent a job to another person who can be trusted and is an expert in the field of work.

Wakalah contracts in terms of scope are divided into two types, including: a) Wakalah muthlaqah Wakalah muthlaqah are representatives who in practice are not bound by certain conditions (Mu Representative does not provide certain requirements for his representatives). For example, someone ordered to sell his spedah without stipulating certain conditions. b) Wakalah muqayyadah Wakalah muqayyadah, namely representatives who are bound by the conditions that have been determined and have been mutually agreed upon. Example: someone represents someone else to sell his car on the condition that if it is bought in cash for 100 million, but if it is bought on credit it is for 150 million.

### **Citilink and PT. Pos Indonesia**

Citilink is a low-cost airline and a subsidiary of Garuda Indonesia. Then Citilink improved its services, especially in the cargo business, by launching the digital application for butterfly cargo. PT. Pos Indonesia is one of the SOEs in Indonesia that carries out its duties and functions in the field of services in accordance with science and technology as a form of loyalty to its customers. Pos Indonesia launched Pos Express as a form of improving services for sending documents, letters, packages and online merchandise.

### **METHOD**

This research used a qualitative approach in answering research problems. this research was conducted at Citilink Jl. Fajar Baru Selatan RT/RW 001/012 no 85 Cengkareng East-West Jakarta 11730 and Pos Indonesia Jln. Raya Arosbaya no.1, Tambak, Tengket, Arosbaya, Bangkalan Regency, East Java 69151. Informants in this research were leaders and employees of Citilink and Pos Indonesia shipping services. Researchers emphasize on information that can be accounted for from one person to another with the aim of being able to provide satisfactory data. In this research, the method used was using unstructured interview method where this method researchers determine the problems that will be posed in order to find information, then the questions are deepened by extracting further information. The data collection technique in this research was that after the researcher's data has been collected, there needs to be a process of selecting the data and then analyzing it carefully, so that an objective conclusion is obtained from research.

### **RESULTS AND DISCUSSION**

The needs of the community who always want to be fulfilled quickly and easily, because of the busyness of community activities, so that community interactions (muamalah) are hampered. For this reason, many people do alternatives by choosing a

company/trading business that has facilities for ordering goods using online media or via telephone that can deliver the goods directly without having to go directly to the place, because this is almost all companies/trading businesses from businesses. small to large businesses provide online purchasing services and are ready to deliver purchased goods directly to consumers. In addition, there are also many people who have difficulty or are unable to send/deliver goods or letters to their destination because of distance and time barriers that do not allow them to deliver them themselves.

In goods delivery transactions there is a sale and purchase contract which is the first thing that is done by sellers and buyers both online and offline, but those who often use the services of shippers are buying and selling online. In this case the delivery service will be used after the sale and purchase agreement. For buying and selling online, if the buyer has chosen the item to be purchased, the seller will immediately package the item on the condition that the buyer has paid for it within 24 hours. If all the conditions have been met, the seller will call or come to the company that provides shipping services where the shipping costs have been calculated when the buyer makes payment. Not only online, goods delivery services also apply to offline transactions, for example if someone shopping for a wardrobe offline directly comes to a closet seller shop where the person does not have a car, the person or buyer will use a delivery service so that the cupboard purchased can arrive at home. , by using the extra money as a wardrobe postage.

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### **Use of Wakalah Contracts for Citilink and Pos Indonesia Delivery Services**

Wakalah contract is a type of Ta'awun contract or help so that this contract is *jaiz min atfafain*, but like a currency that has two sides, wakalah in this case is a contract that cannot be decided unilaterally, because there are *ujroh/wages* in the form of tariffs, which has been determined by Citilink and Pos Indonesia as a reward for their services, so that in return Citilink and Pos Indonesia are obliged to fulfill their obligations, both parties cannot unilaterally terminate the agreement unless there is a defect / defect found in the contract at a later date. The application of the wakalah contract on Citilink is when we transact after getting the receipt which is a representative when the goods are sent to the destination address. Citilink transactions in terms of delivery of goods in general are almost the same as agreements for carriage of goods, a carriage agreement is an agreement where one party is willing to undertake to safely carry people or goods from one place to another. Which in the agreement is only obliged to transport it without having to own or provide its own vehicle. In addition, Citilink is very careful in separating items that are easily damaged/broken with ordinary items, this is done to keep the items from being damaged or broken and to seal the items properly so that the items are not lacking when they arrive at their destination. "When we find damaged or missing items, our party will investigate whether it was purely our fault or because of other parties. If it is known that our party caused the damage or lost the package, we will compensate for the loss according to the value of the shipment"<sup>19</sup>

Meanwhile, the postal package delivery carried out by Pos Indonesia is a work agreement with the provision of wages in which Pos Indonesia is obliged to be a representative who must be trustworthy and fully responsible for sending postal packages, while the customer is obliged to provide wages (transaction fees for sending mail, documents and or goods). Meanwhile, the application of the wakalah contract at Pos Indonesia occurs when we start the transaction after getting the receipt which is a representative and is bound by the conditions that have been determined together. Where in Pos Indonesia the work agreement is divided into three, namely: an agreement to perform certain services in which one party invites the other to do work in the form of delivering goods, letters, documents etc.

Mail or goods delivery transactions carried out by Citilink and Pos Indonesia by always reporting online every time the package is handed over at each post and when the goods have arrived at their destination with proof of the goods data transaction letter and receipt of goods is a good thing to avoid mistakes in sending, writing complete address accompanied by the telephone number of the recipient of the shipment which can be contacted. If the address is unclear or the address cannot be found, the delivery party will contact the telephone number listed in the transaction letter attached to the package, if not found, the delivery party will return it back to original shipment. "All of this is a form of our caution in carrying out our obligations and mandates to the customer as the *muwakkil* who gives us power."<sup>20</sup>

The delivery transaction model that exists at Citilink and Pos Indonesia is the similarity or resemblance found in the package delivery transaction with the wakalah contract is an indication of the customer's use of the services of the Citilink and Pos Indonesia employee team which is their expertise and profession in relation to sending

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<sup>19</sup> Toni Imam Saffar, interview, 21 June 2021.

<sup>20</sup> Indra Suyanto, interview 11 June 2021.

letters, documents and or goods. that he wants to send, starting from the transaction process until the goods are sent to their destination. This means that the customer uses the professional staff of Citilink and Pos Indonesia employees to represent work that they cannot do alone. Transactions for sending letters or goods that contain elements of similarity to wakalah contracts are transactions involving representatives, muwakkil (customers) and muwakkil fih (goods to be sent). In addition, in the transaction, customer service will ask and provide services according to the choice and desire of the customer, and the customer will also provide complete data and shipping address and will choose the type of shipment package they want, so that indirectly the Ijab Wakalah contract is carried out in writing in the fee. and the shipment data, which is listed (name, address, telephone number of the sender and recipient of the shipment clearly, the type of goods and the type of delivery model that the customer wants, time and day and date of delivery) in addition to the column at the bottom of the column the recipient of the goods with the identity of the recipient is listed. in the form of name, relationship with the recipient of the goods, the time and date the goods were received.

The application between Citilink and Pos Indonesia in the transaction model, the similarity or similarity found in the package delivery transaction with the wakalah contract is an indication of the customer's use of the services of the Citilink and Pos Indonesia employee team which are professional funds expertise in relation to shipping. However, there is also a comparison in the application of Citilink and Pos Indonesia where when we use the Pos Indonesia services we can directly use the wakalah contract/make an agreement because Pos Indonesia services already exist in every sub-district while Citilink cannot directly make transactions because Citilink has not is in the countryside.

Seeing the growth of the e-commerce industry and the increasing need for the logistics market in Indonesia, Citilink and Pos Indonesia consider it necessary to support the acceleration of digital transformation through innovation to improve the company's cargo business services that aim to provide convenience for customers. Citilink and Pos Indonesia companies opened this cargo business because of the good opportunities in this expedition business.

### **Advantages and Disadvantages of Citilink and Pos Indonesia Delivery Services**

Currently the economy is growing fast with the emergence of various companies that set up different businesses. One of them is a company engaged in freight forwarding services. This development is certainly a challenge for entrepreneurs who are both engaged in delivery services of goods. Therefore, every company must be able to survive in this fast-growing economy. example by providing good service or creating new products that are different from other companies.<sup>21</sup> This progress which is considered as an innovative disruption has changed the face of the world through various ways in the process of social interaction and personal relationships between individuals. If you can compare, this digital progress is going faster than the progress of other sectors. This can be seen from the increasingly sophisticated technology that

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<sup>21</sup> Muhammad Burhanudin, "Wakalah Bil Ujrah Dalam Investasi Jasa Pengiriman Barang," *Adliya: Jurnal Hukum dan Kemanusiaan*13, no. 1 (2019), 28.

exists today, one of which is cellphones which are increasingly carrying various increasingly sophisticated features. Even in the extreme, it could be argued that today probably far more people have cell phones than people who have access to electricity or clean water. The penetration of this digital technology wave slowly but surely has penetrated almost all aspects of people's lives without exception in the business world. Information technology-based business activities are slowly starting to develop and become popular in people's lives.

The large number of people's needs for goods, letters and documents delivery services causes people to be smart in choosing these services. Because people want cheap, reliable and fast delivery services to their destination. However, there are still many obstacles and difficulties so that people use goods delivery services, either Pos Indonesia, Citilink or other expedition services. From all of this, it can be seen that the current delivery service (expedition) is very important to facilitate all transactions and public affairs. The increasing need for expedition services for the community from and to all corners of the country from within to abroad requires shipping companies to provide safe, fast, precise services at affordable costs and are responsible for the mandate of the goods represented to them. For this reason, each shipping service must have its own advantages and disadvantages. However, these advantages and disadvantages will later become a benchmark for the community to choose an expedition service that suits the needs and interests of the community itself.

The advantages and disadvantages of sending Citilink goods are important things to consider. Especially for those who want to send goods between cities and even between countries. Delivery of goods itself can be done by sea, land and air. "In addition to opening flights with low costs, Citilink is also expanding its wings to serve the delivery of goods via Citilink Cargo"<sup>22</sup>

The geographical condition of Indonesia, which consists of thousands of islands, makes shipping goods by land and sea rather difficult. So the air route is one of the most widely chosen goods delivery services. Especially if you want a faster, safer and more practical delivery. Citilink's Cargo business has increased every year. Because of the community's need for delivery of goods from a different location over long distances. The increase in the use of Citilink's cargo itself has reached more than 60 thousand tons for 2015 with an average of 2.5 tons in one flight. This shipment of goods has also reached 29 cities throughout Indonesia. "Citilink has several delivery services that you can customize to your needs. The trick is to use the To Port service, which can be done through the nearest Citilink cargo office."<sup>23</sup> Shipping goods by air has many advantages that should be considered. Some of the advantages in question include;

a. More on time

One of the advantages that can be obtained by sending goods by air is timeliness. For those of you who want to send goods to distant locations but need fast time, then this expedition can be used as a solution. "Airplanes have a fairly high speed compared to other types of transportation with schedules that are very rarely delayed."<sup>24</sup>

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<sup>22</sup> Eni Rahayu Ningsing, interview, 23 June 2021

<sup>23</sup> Doni Gustiono, interview 1 July 2021.

<sup>24</sup> Intan Permatasari, interview, 3 July 2021.

- b. Guaranteed service and security
  - a) Service, performed by flight attendants or employees who are very well done.
  - b) Security, the delivery of goods is very well guarded so that when the goods arrive at the intended address there is no damage or loss

c. Solution for Geographic Differences Between Regions

Many want to ship goods to other countries. Surely, this is not a simple thing. This condition is sometimes difficult for the shipper, especially when they want to send their goods to a remote location, let alone remote. The use of aircraft cargo is certainly very helpful in shipping goods. "Air cargo is the right solution for us, Sis, who is in a hurry to send goods even in a matter of hours. However, shipping expeditions via air do not escape from the shortcomings that must be considered."<sup>25</sup>

Disadvantages of Citilink's delivery of goods include:

- a. More expensive
  - One of the obstacles for some people in using air cargo is the high cost. This is inseparable from the speed and the number of locations that can be reached by air cargo, thus affecting the price of shipping costs. "In my opinion, Sis, it depends on the distance and time of flight. The farther the distance, the more expensive it may be because it varies."<sup>26</sup>
- b. Weather conditions
  - Shipping an item using an airplane of course depends on the weather. When the weather is bad and the plane cannot fly, delays in delivery may occur. This of course affects the delay in the delivery of your goods to the customer.
- c. Large planes are not suitable for small airports
  - Despite the wide range of locations, airplanes need landing sites that are suitable for their size. When the airport used for landing is too small, the aircraft cannot use it to land. It takes an airport of the right size according to the fuselage.
- c. Loud noise and high pollution
  - The use of aircraft cargo can cause excess air pollution, thereby increasing the occurrence of air pollution. In addition, airplanes make loud and noisy sounds, especially when flying at low distances.

The use of shipping goods or expeditions using air cargo or aircraft is still used and is still in demand by many people. For this reason, it can be considered when using air cargo such as: a) Determination of the weight of the shipment, determining the weight of the shipment can be done in two ways, namely based on the volume of the shipment and based on the original weight. b) Filling of STTP, Delivery Receipt is carried out by cargo couriers in detail, complete and clear. c) The size of the goods sent, the goods sent must be in accordance with the entrance of the aircraft. The recommended size is a maximum width of 110 cm with a height of 80 cm, and a maximum length of 150 cm.

There are several advantages and disadvantages to Citilink, both air, sea and air routes. The selection is in accordance with the needs, the calculation of the time of arrival of the goods and the shipping costs provided. Pos Indonesia, which now still

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<sup>25</sup> Dini Susanti, interview, 3 July 2021.

<sup>26</sup> Vivi Amalia, interview, 4 July 2021.

exists, provides services to the community, especially those who need quality mail or package delivery services. However, Pos Indonesia also has weak points and advantages in shipping. One of the advantages of Pos Indonesia include: a. Pos Indonesia is more reliable than similar service products, because Pos Indonesia always wants satisfaction that can be accepted by consumers. b. Pos Indonesia can be accessed online, starting in 2010 Pos Indonesia launched its newest product, namely Pos Indonesia based online, so that wherever consumers/users are and whenever Pos Indonesia Online can be used. c. The rates provided by Pos Indonesia are more affordable compared to other similar services or expeditions, especially for shipping goods abroad, such as Fedex and DHL

d. Area Coverage

"The Indonesian Post Office is easy to reach, Sis, because every sub-district is there, so you don't have to go to the city. Like me, I am a person from Berbeluk Village, Arosbaya sub-district, all you have to do is come to the Arosbaya office to send goods, so Pos Indonesia really helps the community."<sup>27</sup>

There are so many post offices in Indonesia, almost every sub-district has one. Customers can easily reach the post office to accommodate their needs.

Domestic shipping rates are updated and uniform

- a. Domestic Delivery, at PT. Pos Indonesia domestic delivery services are also classified as very complete and even superior when compared to other expeditionary competitors,
- b. Express Courier, where the maximum weight of the Express Post service is 50 kg with a standard delivery time of two to nine days. While the tariff is determined based on the weight of the goods.
- c. Special Express Courier, the maximum weight of this service is 50 kg with standard travel time for delivery of goods from two to nine days. While the tariff is determined based on the weight of the goods.
- d. Jumbo Economy Courier, in this service the fare calculation starts with the first level of three kilograms and the tariff is then adjusted with an increase of every next 1 kg up to a weight of 30 kg. while the standard delivery is a maximum of 14 days after the goods are processed.

"What is meant by jumbo packages are shipments whose contents are above 30 kilos. Maybe because of working with its subsidiary, Pos Logistics."<sup>28</sup> While the disadvantages of Pos Indonesia are, firstly, PT Pos Indonesia is still less well known compared to shipping services which are often used by many people, because people only know that Pos Indonesia can only serve mail delivery services and not for shipping goods. Second, some market places/webstores do not include Pos Indonesia in their choice of delivery service because Pos Indonesia is rarely in demand by the public and also takes a long time to deliver. Third, PT Pos Indonesia is closed on holidays compared to other shipping services, although on holidays there is still delivery of goods so that goods do not need to be in the office for long. "Although it's not purely the post office's fault, it should have been resolved by calling the recipient if the package had been deposited in

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<sup>27</sup> Desi Septianara, interview, 13 July 2021.

<sup>28</sup> Eni Handayani, interview, 16 July 2021.

the village. At least the recipient can pick it up himself at the village office if the shipment is needed urgently.”<sup>29</sup> Problems faced by Pos Indonesia are often complaints related to late delivery of goods and letters that do not even reach the recipient’s hands. In addition, the reluctance of Pos Indonesia to deliver the shipment on time, so that both the recipient and the sender have to go back and forth to the post office to check. These results are found in the announcement box table filled by consumers or customers when visiting the post office.

In addition, the shortcomings of Pos Indonesia such as the lack of promotional facilities, so that people are much more familiar with other private companies as goods delivery companies and also deliver packages to their destination, in the village. The delivery system for shipments in villages and cities is different. In the village, the postal courier usually leaves our goods at the village office. It is easier, but sometimes there is no notification of a shipment from the village office employee so that the recipient of the package tries to track the package himself or can go directly to the post office. Even though people in Indonesia already know Pos Indonesia, Pos Indonesia’s imaging strategy continues to be carried out with a network of post offices covering all parts of Indonesia from cities to villages is a strong image owned by Pos Indonesia, even specifically for delivery services already have cooperation with international postal companies such as US Postal Service, DHL Fedex which is the only company in Indonesia that is part of the Universal Postal Union which also has an EMS (Express Mail Service) network in sending documents or goods worldwide.<sup>30</sup>

Various delivery service products organized by Pos Indonesia are an alternative for the community to choose and use according to their needs. The community's need for postal services can be seen from the level of community use of postal services. The current use of postal services, especially letters and packages, is dominated by express mail services, while the Express Postal service has the least demand. Pos Express is Pos Indonesia's flagship product, with a motto that prioritizes delivery within one day. The existence of competition among postal service providers, the condition of the quality of Pos Indonesia services in the view of the user community in general is said to be still lacking, even not meeting the expectations of the postal service user community.

## **CONCLUSION**

Wakalah contract which is basically ta'awun or mutual assistance contract. The application of this wakalah contract at Citilink is when we transact and get a receipt, which is called a representative when the goods are sent to the destination address. Meanwhile, the application of Pos Indonesia is found when we start to transact and then get a receipt which is a representative and is bound by the conditions that have been

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<sup>29</sup> Raisyana, interview, 16 July 2021.

<sup>30</sup> Siti Wahyuningsih. “Pengembangan Layanan Jasa Pengiriman PT. Pos Indonesia untuk Kebutuhan Masyarakat di Kota Bandung”. *Jurnal Penelitian Pos dan Informatika* 3, No. 1 (2013), 36

determined together. So basically the wakalah contracts that exist at Citilink and Pos Indonesia are the same, but the comparison is in the service or when doing this wakalah contract Citilink cannot transact directly because Citilink is located in a city not in a village, while Pos Indonesia can serve and transact online. directly because Pos Indonesia already exists in every sub-district.

The advantages and disadvantages of Citilink and Pos Indonesia, including Citilink's advantages include more punctuality, guaranteed service and security, solutions for geographical differences between regions. Meanwhile, Pos Indonesia, including PT Pos Indonesia, is more reliable than similar products that provide services such as those provided by Pos Indonesia, wider area coverage, domestic shipping rates and uniform operating hours, longer, excellent service. The disadvantages of Citilink, including the cost is more expensive. While Pos Indonesia, including PT Pos Indonesia, is still less well-known compared to other delivery services because the views of the people of Pos Indonesia can only serve mail delivery services, delivery of destination packages in villages, the delivery system for shipments between villages and cities is different.

As the suggestion, for readers, the results of this study are expected to add insight, knowledge, especially those who are interested in knowing more about the Comparative Study of the Use of Wakalah Contracts in Citilink and Pos Indonesia Shipping services, so it is necessary to modify the independent variables or the data so that it will be more objective and vary in conducting research. For further researchers who are interested in researching comparative studies on the use of wakalah contracts in Citilink and Pos Indonesia delivery services, they are: a) Future researchers are expected to examine more sources and references related to comparative studies on the use of wakalah contracts on Citilink and Pos Indonesia shipping services so that the results of their research can be better and more complete. B) Future researchers are expected to be more prepared in the process of taking and collecting and everything so that research can be carried out better. Future researchers are also expected to be supported by interviews with competent sources in comparative studies on the use of wakalah contracts in Citilink and Indonesian postal delivery services.

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