THE INFLUENCE OF *MUZAKKI* LOYALTY, EQUITABLE *ZAKAT* DISTRIBUTION AND *AMIL* COMPETENCY ON THE INCREASE IN THE NUMBER OF *MUZAKKI* AT LEMBAGA *ZAKAT NEGERI KEDAH*

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MASTER IN ISLAMIC FINANCE AND BANKING
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Abstract

This study aims to analyze the influence of *Muzakki* loyalty, fair *zakat* distribution, and *amil* competence on increasing the number of *Muzakki* in *Lembaga Zakat Negeri Kedah* (LZNK). *Zakat* is one of the important pillars in Islamic teachings that has a strategic role in creating socio-economic welfare, and its effective management can increase in the number of participating *Muzakki*. This study used a quantitative approach with a survey method of *Muzakki* registered in LZNK. The analysis shows a significant relationship between *Muzakki* loyalty and increasing the number of *Muzakki*, as well as between fair distribution of *zakat* and increasing the number of *Muzakki*. In addition, the competency of *amil zakat* has also been proven to play an important role in increasing the trust of *Muzakki* towards *zakat* institutions, which in turn has an impact on increasing the number of *Muzakki*. These results emphasize the importance of strategic management practices in *zakat* institutions, which encourage transparency, accountability, and *amil* skill development to ensure fair and efficient *zakat* distribution.

Keywords: *Muzakki* Loyalty, Distribution of *Zakat*, Amil Competency, Increase *Number of Muzakki*, Lembaga *Zakat* Negeri Kedah.

Abstrak

Kajian ini bertujuan untuk menganalisis pengaruh kesetiaan Muzakki, agihan zakat yang adil, dan kompetensi amil terhadap peningkatan jumlah Muzakki di Lembaga Zakat Negeri Kedah (LZNK). Zakat merupakan salah satu rukun penting dalam ajaran Islam yang mempunyai peranan strategik dalam mewujudkan kesejahteraan sosial-ekonomi, dan pengurusannya yang berkesan boleh meningkatkan jumlah Muzakki yang turut serta. Kajian ini menggunakan pendekatan kuantitatif dengan kaedah tinjauan terhadap Muzakki yang berdaftar di LZNK. Analisis menunjukkan hubungan yang signifikan antara kesetiaan Muzakki dan peningkatan jumlah Muzakki, serta antara agihan zakat yang adil dan peningkatan jumlah Muzakki. Selain itu, kompetensi amil zakat juga terbukti memainkan peranan penting dalam meningkatkan kepercayaan Muzakki terhadap institusi zakat, yang seterusnya memberi kesan terhadap peningkatan jumlah Muzakki. Hasil kajian ini menekankan kepentingan amalan pengurusan strategik dalam institusi zakat, yang menggalakkan ketelusan, akauntabiliti, dan pembangunan kemahiran amil bagi memastikan pengagihan zakat yang adil dan berkesan.

Kata kunci: Kesetiaan *Muzakki*, Agihan *Zakat*, Kecekapan Amil, Peningkatan *Muzakki*, Lembaga *Zakat* Negeri Kedah.

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List of Abbreviations

LZNK	Lembaga *Zakat* Negeri Kedah
BAZNAS	Badan *Amil Zakat* Nasional
GYD	Griya Yatim and Dhuafa
SEM	Structural Equation Modeling
SPSS	Statistical Program for Social Science
VIF	Variance Inflation Factor
ML	*Muzakki* Loyalty
EZD	Equitable *Zakat* Distribution
AC	*Amil* Competence
LAZ OPSEZI	*Lembaga Amil Zakat Optimalisasi Sedekah Zakat* and *Infaq*
LAZISMU	*Lembaga Amil Zakat Infaq* and *Sedekah Muhammadiyah*
LAZIS	*Lembaga Amil Zakat Infaq* and *Sedekah*
LAZ	*Lembaga Amil Zakat*

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

Zakat is a form of worship with both emphasis relationship between humans and Allah. *Zakat* also has social implications for the benefit of fellow human beings. The Islamic economic perspective places *zakat* as a basic element that has an impact on social and economic matters, as well as a form of worship in order to get closer to Allah SWT. In the Islamic economic system, the role of wealth distribution in the *zakat* mechanism has a major impact on the effectiveness of empowering the poor and fostering their social independence.

Zakat is the fourth pillar of Islam and a fundamental obligation for every Muslim. It is clearly stated in the Holy Quran, An-Nur, 26: 56.

> *Meaning: And establish prayer, and give the zakah, and obey the Messenger (Prophet Muhammad) that you may receive mercy* (Ibnu Katsir, 1999).

In a hadith, Prophet Muhammad SAW clearly stated the obligation of *zakat*, as reported by Ibn Umar r.a., who said that the Prophet said:

> *It means: "Islam is built on five things: testifying that there is no God but Allah and that Muhammad is the Messenger of Allah, establishing prayer, paying zakat, performing Hajj to the House of Allah, and fasting in Ramadan." (HR Bukhari, 2:8).*

Zakat is one of the pillars (*rukun*) out of the five pillars that make up Islam. *Zakat* has a strategic and crucial role in developing the economic welfare of the *mustahiq* (*zakat* recipients). *Zakat* is not only an act of worship to Allah (*hablumminallah*), but it also functions as a form of relationship with humans (*hablumminannas*) (Fakhruddin, 2012).

Distributing the results of *zakat* taken from *Muzakki* will provide more benefits and impact of change if channelled with a productive strategy. If properly managed, the magnitude of the potential of *zakat* can improve the welfare of the poor. For this reason, it becomes urgency with the presence of institutions that can manage *zakat* properly so that its distribution can be more optimal. *Lembaga Zakat Negeri Kedah* (LZNK), as the government institution that manages *zakat*, must be innovative so that people, including *Muzakki*, have high confidence and the funds managed can be channelled optimally. *Amil's* capabilities are expected to positively impact the equitable distribution of *zakat*, thereby reducing poverty and improving welfare.

Innovations that LZNK can implement to increase the confidence of potential *Muzakki* can be mass information dissemination. The goal of increasing *Muzakki* is the responsibility of human resources at LZNK, so it requires *amil* with competency. *Amil* skills in innovation, especially in digital technology, are very important in the effectiveness of socialization in building public awareness of *zakat*.

The *Muzakki* loyalty built will impact the emergence of *Muzakki* because the community has increased trust at LZNK. This trust adds value for LZNK to continue innovating in *zakat* funds' management. The innovation should not only be aimed at meeting the basic needs of *mustahiq* but also at maximizing the potential of *zakat* funds to transform the status of *mustahiq* into *Muzakki* in the future.

Public awareness plays an important role in increasing *Muzakki*, individuals who contribute to *zakat*, the practice of charitable giving in Islam. When people are informed about their obligations and the benefits of paying *zakat*, there will be an increase in the number of *Muzakki* participation. Awareness includes knowledge about the importance of *zakat* and emphasizes understanding fair distribution and transparency in *zakat* management.

Increased public awareness significantly affects the level of interest among potential *Muzakki*. This partial increase in awareness makes a meaningful contribution to the overall funds collected, which currently only represents about 21.7% of the full potential of *zakat* distribution (Ilmi et al., 2023). Therefore, educating the public on the mechanism of *zakat* payment and its tangible impact on people's welfare can foster a stronger culture of *zakat*. The likelihood of individuals contributing will increase by improving understanding of how *zakat* funds are used and ensuring accountability within *zakat* institutions.

Currently, LZNK is focusing on raising public awareness about the obligations of *zakat* and its impact on social welfare. To expand *Muzakki* participation, LZNK needs to innovate and optimize digital technology and more massive communication strategies to increase transparency and build public trust. By socializing the *zakat* mechanism and its distribution impacts, LZNK is expected to create a sustainable *zakat* distribution model, increase public participation, and reduce social inequality through more effective *zakat* management.

1.2 Problem Statement

Zakat institutions are organizations entrusted by the community to manage *zakat* affairs. The effectiveness of *zakat* management in collecting and distributing *zakat* funds to asnaf groups is often in the public spotlight. This is because *zakat* institutions are institutions of public trust, as these institutions are always subject to public judgment (Patmawati, 2008).

Today, *zakat* plays a key role in improving welfare and poverty alleviation. In Malaysia, particularly in Kedah, the LZNK plays an important role in managing *zakat* funds so they can be distributed evenly and effectively to the poor in different regions. However, Statistics show that despite the good collection and distribution of *zakat*, the number of *Muzakki* in Kedah continues to fluctuate, along with the polarity between the high potential of *zakat* collection and the actual distribution of funds through officially recognized organizations. As illustrated in Figure 1.1 and Figure 1.2.

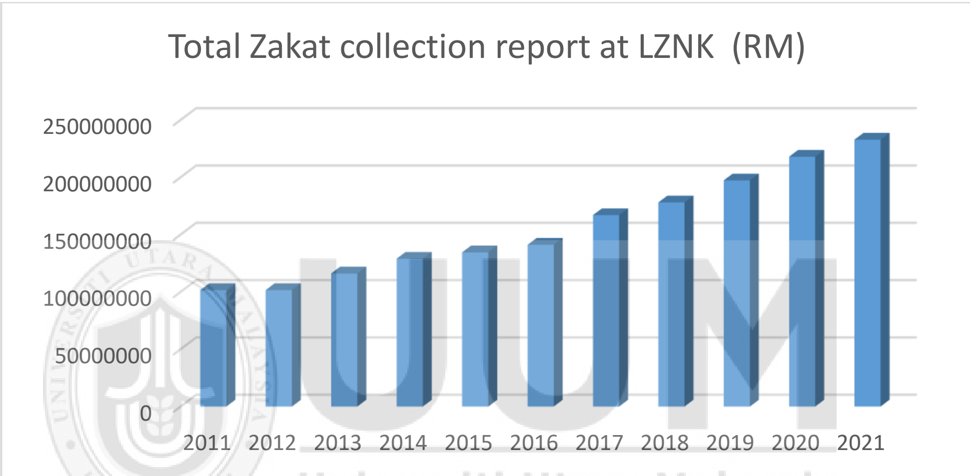

Figure 1.1 *Zakat Collection 2011-2021*
Source: Lembaga Zakat Negeri Kedah 2024

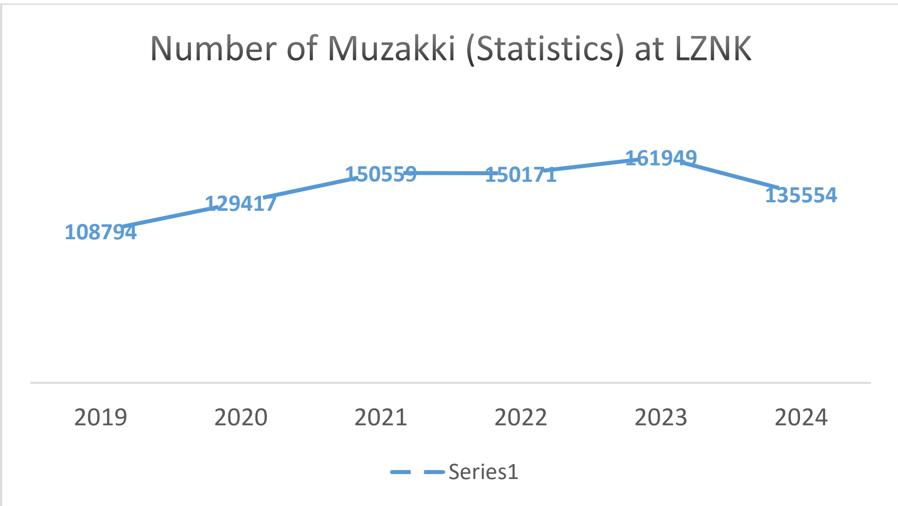

Figure 1.2 *Number of Muzakki (Statistics) at LZNK*
Source: *Lembaga Zakat Negeri Kedah 2024*

Figure 1.1 presents the *zakat* collection data by LZNK from 2011 to 2021, showcasing a steady increase over the 11-year period. Starting at RM101.56 million in 2011, the collection remained stable in 2012 but showed a consistent increase afterwards, reaching RM116.09 million in 2013 and continuing to rise to RM232.79 million in 2021. The most notable increases occurred from 2016 to 2021, with significant annual increments, reflecting improved *zakat* management, increased public trust, and heightened awareness about *zakat* obligations. This upward trend highlights the role of LZNK in enhancing *zakat* collection efficiency contributing positively to socio-economic development in Kedah.

Figure 1.2 presents a graph showing the shift in *Muzakki* in LZNK from 2019 to 2024. In 2020, there were 129,417 *Muzakki*, up from 108,794 in 2019. The upward trend continues till 2021 with 150,559 *Muzakki*. The number of *Muzakki* peaked at 161,949 in 2023. This upword trend may be due to increased *zakat* awareness or LZNK's better *Muzakki* approach. On the other hand, the problems faced by the National Amil *Zakat* Agency (BAZNAS) in Indonesia in increasing the number of *Muzakki* are related to several main factors, namely *Muzakki* loyalty, *zakat* distribution, and amil *zakat* competence found in several previous studies. According to Muthaher and Wibowo Agung Santoso (2023), *Muzakki* loyalty is influenced by transparency and quality of service provided by *zakat* institutions. Without any improvement in this regard, *Muzakki* tend not to feel bound to continue channeling their *zakat* through BAZNAS. In addition, inefficient and non-transparent distribution of *zakat* is also an obstacle, as found by Febrianti and Yasin (2023), which shows that the decision of *Muzakki* to distribute *zakat* is strongly influenced by the quality and transparency in *zakat* management. On the other hand, Guntoro et al. (2023) revealed that the competency of *zakat amil* also plays an important role in building *Muzakki* trust. Poorly trained *amil* can damage the image of *zakat* institutions and reduce *Muzakki* loyalty. Therefore, BAZNAS needs to address these challenges in order to increase in the number of *Muzakki* and ensure effective and targeted *zakat* distribution. Considering these challenges, the *zakat* management model applied by LZNK, which successfully integrates technology and empowerment programs such as the Food Bank, can be a reference for BAZNAS to improve the effectiveness of *zakat* distribution and attract more *Muzakki* (Zainal et al., 2019).

Based on previous studies related to service quality and customer satisfaction in *zakat* institutions, researchers only found a few studies, namely Selangor state (Abu Bakar & Rashid, 2010), Terengganu (Mohd Tahir et al., 2018), and some areas in Indonesia and Malaysia (Adinugroho et al., 2024). This indicates that prior studies on the quality of services and customer satisfaction in *zakat* organizations in Malaysia are insufficient. This study aims to assess the quality of service and customer loyalty among *Muzakki* at LZNK.

One main challenge for LZNK is ensuring that *Muzakki* maintains their loyalty to official *zakat* distribution channels. At the same time, many prefer to give their *zakat* directly to *mustahiq*. Preliminary research indicates that the main factor influencing *Muzakki* loyalty in this regard is their trust in the *zakat* institution, which can be influenced by the steadfastness of the *zakat* institution to which the *Muzakki* donates, the technical capabilities of the *zakat* institution, and also its outreach capabilities through the Internet. In addition, the uneven distribution of *zakat* and the constraints of professionalism of *zakat* institutions in terms of accountability and effectiveness of *zakat* management add to the complexity of the problems faced by LZNK in ensuring *Muzakki* loyalty. The study by Ahmad et al. (2006) shows that 10.5% of respondents are interested in paying *zakat* directly to the *asnaf*. Research by (Pusparini & Zahroh, 2023) shows that many *Muzakki* in Indonesia prefer to give *zakat* directly to *mustahiq*, although the importance of channeling *zakat* through *zakat* institutions has been recognized. In addition, a study by (Rahman et al., 2025) stated, in Malaysia showed that although online *zakat* services have grown, there are still *Muzakki* who are reluctant to use such platforms due to concerns about security and the traditional nature of their giving. It can be implied that *zakat* payers' trust in *zakat* institutions is moderate.

Although LZNK has developed digital platforms such as "*Zakat* on Touch" (ZoT) to ease the *zakat* payment process, the amount of *zakat* collected through this platform is still limited. One study shows that although ZoT offers various beneficial features for *zakat* contributors in Kedah, the platform has not fully implemented the digital *zakat* application process (Nor et al., 2024). A survey conducted on Universiti Teknologi MARA (UiTM) Kedah staff shows that only 23% of them prefer to use the ZoT app to pay *zakat*, while 57% prefer direct salary deduction, and 39.3% choose to go through the official Kedah *zakat* website. This figure reflects that although ZoT is available, the adoption and usage rate of this application is still limited among *Muzakki* (Mohd Khalis et al., 2022).

In addition, factors such as digital literacy, trust in digital payment systems, and habit of using traditional methods also influence the low adoption of digital platforms for *zakat* payment. However, another study identified that the expectation of ease of use is the main factor influencing the intention to continue using digital *zakat* applications in Malaysia (Saro & Bhari, 2023).

Therefore, this study aims to analyze the effect of *Muzakki* loyalty, *zakat* distribution and *amil* competency on increasing the number of *Muzakki at* LZNK. This research is expected to make a real contribution to the optimal management of *zakat* in Kedah and increase public trust and participation in the distribution of *zakat* through official institutions to achieve community welfare equally.

1.3 Research Questions

Based on the research background, the influence between each variable needs to be tested to analyze the factors that increase in the number of *Muzakki*. More specifically, in the discussion, the author braked down to several sub-problems in the form of research questions, as follows:

1) How does the loyalty of *Muzakki* influence the increase in the number of *Muzakki*?
2) How does the equal distribution of *zakat* influence the increase in the number of *Muzakki*?
3) How does the competence of *zakat* collectors (*amil*) influence the increase in the number of *Muzakki*?

1.4 Research Objectives

Based on the problem formulation above, the objectives of this research are:

1) This study aims to examine the impact of *Muzakki* loyalty on the increase in the number of *Muzakki* at *Lembaga Zakat Negeri Kedah* (LZNK).
2) To analyze the effect of equitable distribution of *zakat* on the increase in the number of *Muzakki* at *Lembaga Zakat Negeri Kedah* (LZNK)
3) To explain the influence of *amil* competence on the increase in the number of *Muzakki* at *Lembaga Zakat Negeri Kedah* (LZNK).

1.5 Significance of the Study

It is anticipated that this research will contribute to the academic field, facilitating the advancement of knowledge and serving as a valuable reference for subsequent research, particularly in the areas of *Muzakki* and *zakat*. It is anticipated that the findings of this study will prove beneficial and contribute to the assessment of collection aspects conducted by LZNK. Additionally, the study's results may serve as a reference for the public in evaluating the performance of collecting *zakat* funds at LZNK, thereby fostering public interest in paying *zakat*.

The study's objective was to provide insights that could inform the *zakat* management in Kedah. The study focused on the role of *amil zakat* institutions, which were expected to promote social welfare in the broader community. According to (Osman & Raja Hisham, 2024) highlighted this aspect. The findings would inform policy and strategy. *Zakat* is crucial for supporting those in need, and institutions that manage it play a vital role in distributing resources effectively, reinforcing their importance in society and the broader community's well-being.

1.6 Scope of the Study

This research examined factors that influenced the increase in the number of *Muzakki* at the *zakat* institution in Kedah. Three main factors comprised of *Muzakki* loyalty, equal distribution of *zakat*, and *amil* competency also played a role. This study evaluated how these three elements affected the increase in the number of *Muzakki* participation. It sought to optimize *zakat* management, too. Increasing *Muzakki* participation mattered, as did improving distribution. Understanding these factors could lead to better outcomes for *zakat* management overall.

1.7 Definition of Key Terms

Muzakki is a person or entity owned by Muslims obliged to pay *zakat* (Khasanah, 2010). According to Qardhawi (1999), a *Muzakki* is a Muslim who is obliged to pay *zakat*. The term also encompasses independent, mature, and reasonable individuals and those who possess wealth and meet certain conditions. It is anticipated that the continued increase in the number of *Muzakki*, as evidenced by the rising figures in *zakat* collection data, will facilitate the expansion of distribution and enhance the population's well-being.

Loyalty is the attitude or willingness of a person to continue using the services of an institution or organization within a certain period, which generally lasts for a relatively long period (Connor, 2007). Loyalty describes the degree to which a customer demonstrates repeated positive behaviour toward a service provider. It encompasses a customer disposition to maintain a positive attitude about the service provider. Customers would choose to utilize the services that are exclusively needed by the service provider (Akhgari & Bruning, 2024). In this study, the researcher defines loyalty as a form of *Muzakki's* trust in the *amil zakat* agency. This implies that when the *Muzakki* has reached the obligatory *zakat*, his choice is no longer a matter of deliberation because he has already demonstrated loyalty to the *amil zakat* agency through his actions. This loyalty relationship is sustained over an extended period.

The equitable distribution of *zakat* in this study is defined as the distribution of *zakat* issued by *amil zakat* agencies, which can be divided into two categories: distribution and utilization. This distribution encompasses *zakat*, which is intended for immediate consumption and charitable giving to address the needs of *mustahiq* in the short term. Concerning the utilization of these funds, which are channelled into productive assets, the objective is to empower and optimize the potential of the *mustahiq*, thereby enabling them to sustain themselves over the long term. In this research, the author posits that the distribution need not be identical in value and amount. Rather, it should align with the income of the *amil zakat* agency, thereby optimizing the utilization of the *zakat* fund across all 8 *asnaf* and *zakat* funds.

The competence of the *amil* of the LZNK is defined as a trait that underlies a person and is connected to the efficacy of individual performance in their job or the basic qualities of a person who has a causal relationship or is related to the criteria used as a reference. In this research, the author directs the competence of human resources employees of LZNK, with a particular focus on the ability to achieve continuous improvement in management and the satisfaction of users of *amil zakat* agency services.

The efficacy of *zakat* distribution is significantly influenced by the loyalty of the *Muzakki* who provide donations. A profound dedication from the *Muzakki* towards the *zakat* institution can result in enthusiastic donations and involvement in the process. When *Muzakki* have a bond with the organization they financially support, they are more likely to donate and ensure their contribution is utilized effectively (Muthaher et al., 2023).

Loyalty not only ensures a steady stream of financial support for *zakat* organizations but inspires more people to participate and donate regularly, thus expanding the assistance network for fair *zakat* distribution practices. Furthermore, improving communication and trust between donors (*Muzakki*) and *zakat* organizations can further strengthen this loyalty by being transparent about the use of funds and demonstrating the tangible results of their donation agencies can increase the drive for continued support (Kashif et al., 2018).

Furthermore, it is important to note that when dedicated *zakat* supporters advocate for their preferred *zakat* organizations and encourage their peers to engage, it can lead to greater awareness of the significance of *zakat* within society, prompting more individuals to contribute towards *zakat*. It is of the utmost importance to prioritize establishing relationships with these loyal supporters, not only for the immediate financial benefits but also to create a sustainable framework where *zakat* can be distributed efficiently and effectively to meet the community's needs. Therefore, it is imperative for the management overseeing the *zakat* distribution system to prioritize the fostering of relationships with these loyal supporters.

1.8 The Organisation of the Study

A synopsis of this chapter is as follows:

Chapter One provides a concise overview of the research project's overall content. This chapter is divided into several main sections, including an overview of the research object, research background, problem statement, research objectives, research benefits, and a description of the final report structure. Each section is organized systematically to facilitate a comprehensive understanding of the research methodology employed.

Chapter Two presents an in-depth examination of the theoretical underpinnings of the research, encompassing both general and specific aspects. It also offers a comprehensive review of previous studies in the field. Additionally, this chapter delineates the research conceptual framework and concludes by formulating hypotheses when necessary. The theory and framework presented are designed to provide a robust theoretical foundation for the research and to elucidate the unique contribution of this study to the advancement of knowledge in the field.

Chapter Three delineates the approach, methods, data collection, and analysis techniques to address the research problem. This chapter describes the type of research, measurement of variables, population and sample (for quantitative research), data collection techniques, validity and reliability tests, and data analysis techniques. Each methodological step is explained in detail to ensure that this research can be replicated and the results are reliable.

Chapter Four is presented systematically, following the problem formulation and research objectives. This chapter comprises two main sections: the first presents the research findings, and the second presents a discussion or analysis. Each aspect of the discussion begins with data analysis, followed by interpretation, and ends with the drawing of conclusions. Additionally, the discussion compares the findings with previous studies or relevant theoretical foundations, providing context and depth to the research results.

Chapter Five presents the conclusions from the final data analysis, which answers the research questions. The conclusions offer a summary of the research objectives achieved. After the conclusion, recommendations are provided based on the research findings, which are expected to make practical and theoretical contributions to knowledge development or relevant stakeholders.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

In the first chapter, an investigation has been conducted on the loyalty (trust and confidence) given by *zakat* payers towards *zakat* institutions. Another aspect is the equitable distribution of *zakat*, and finally, the competence of *amil* in LZNK. Therefore, this second chapter will provide a more comprehensive literature review of each variable. Section 2.2 will discuss *Muzakki* loyalty, which consists of several points, including the definition of *Muzakki* loyalty, the definition of customer loyalty, factors that affect loyalty, and indicators of customer loyalty.

In section 2.3, we will continue discussing equal distribution of *zakat*. This section consists of several points: the equal distribution of *zakat*, the definition of *zakat* distribution, the distribution of *zakat* based on the law, and a study of the characteristics of *zakat* itself. The competence of human resources (*amil*) will be presented in section 2.4 to provide details about the definition of competence, characteristics of competence, individual competence, and employee competence. Section 2.5 will explain the chapter summary. In conclusion, research on the effect of *Muzakki* loyalty, equal distribution of *zakat*, and *amil competency* on increasing the number of *Muzakki* as its variables will be discussed in detail.

2.2 *Muzakki* Loyalty

2.2.1 Definition of *Muzakki*

In general, loyalty means that customers continue to make purchases regularly. Customer loyalty can be said in more general terms to refer to the relationship of a particular person with a particular product, ranging from individual goods to services and products offered to the public. Experts provide many definitions of loyalty. Griffin and Herres (2002) state that loyalty is "non-random purchases expressed over time by some decision-making unit". To elaborate on this concept, loyalty is defined as a behavior, and consequent purchases illustrate this; trust, on the other hand, is anchored in the decision-making unit.

The research of Fredericks et al. (2001) discussed that customer loyalty is formed through two main aspects: trust and satisfaction. Trust, in this case, refers to the customer's belief in the integrity of the company or institution. At the same time, satisfaction is more related to the customer's positive experience while interacting with the institution. In addition, transparency in communication and clarity in the results obtained are important factors in strengthening customer loyalty. In the context of *zakat* institutions, Fredericks' statement is relevant because the principles they outline in creating customer loyalty can be applied to *Muzakki*. *Muzakki*, as donors, tend to be more loyal to *zakat* institutions that they trust, especially those that are transparent in the distribution of *zakat* and provide clear information about the impact of their contributions. If *zakat* institutions can show how their funds are used and the positive impact of *zakat* on society, this will increase in the number of *Muzakki* satisfaction and strengthen their loyalty.

Loyalty manifests the basic psychological need to be accepted, the need for relatedness to be met, the need to feel safe, and the need to be bound. Even in the Oxford English Dictionary, loyalty is "a strong feeling of support and allegiance, a person performing firm and costly support". This definition uses the term "strong feeling", which means the intensity of human emotions towards something, be it family, friends, institutions/organizations, or businesses. This feeling is perhaps the most significant, along with client connection and customer loyalty. Based on the expert's explanation above, there is always something different for each consumer that makes them loyal, and this is because of objectivity. Loyalty is a tendency to choose an object and can be categorized according to the affective aspect as affect-based loyalty (like / dislike) (Yunaida, 2018).

Loyalty refers to consumer commitment to a brand, regardless of competitors' marketing efforts (Giovanis & Athanasopoulou, 2018). This is reflected in repeat purchases and consumers' willingness to recommend the brand to others (Konečnik Ruzzier et al., 2013). Consumer loyalty can grow when consumers trust a company and are committed to its services, driven by the tangible benefits they experience (Dewi, 2020). In the context of LZNK management, customer loyalty is demonstrated by active donors who consistently contribute over time, maintaining their role as *Muzakki*. This is evident from their regular *zakat* payments to the institution.

One of the factors influencing a Muslim to pay *zakat* through an *amil zakat* institution is loyalty (Roziq et al., 2020). *Muzakki's* trust is crucial in fostering this loyalty (Jumriani, 2020). To build trust, *zakat* institutions must enhance service quality (Fahrozi et al., 2024). High-quality service creates positive perceptions and expectations, leading to *Muzakki* satisfaction. When their needs and expectations are met, *Muzakki* develops stronger trust and loyalty toward the institution.

2.2.2 Factors Affecting Loyalty

Identifying the factors influencing loyalty provides an overview for companies to develop plans to increase loyalty. According to Robinette and Brand (2001), some factors influence consumer loyalty: Concern, trust, the length of time a customer has been a customer of a service or product, and overall satisfaction.

The first factor, namely caring, the company must be able to see and overcome all the needs, expectations, and problems customers face. With that attention, customers will become satisfied with the company and make repeat transactions with the company, and in the end, they will become loyal company customers. The more the company shows its attention, the more customer loyalty will appear.

The second factor is trust, which arises from a long process until both parties trust each other. Suppose trust has been established between the customer and the company. In that case, the effort to build it will be easier, and the relationship between the company and the customer will be reflected in the level of trust of the customers. One of the ways that companies can foster relationships with customers is that all types of products produced by the company must have quality factors or perfection as promised.

The third factor is protection. Protection must be provided through product warranties, services, complaints, and after-sales services to maintain the company's client base. Thus, clients are no longer worried about the company when making transactions because they now think that this company provides them with the necessary protection.

The fourth component is cumulative satisfaction, which includes the total purchase and consumption of goods and services over the period. Current satisfaction is a function of the agent's attitude and satisfaction with the service company. Therefore, customer satisfaction is the company's ability to offer satisfaction to customers when carrying out all transactions with the company. In this case, the company tends to focus on strengthening the function and utility of all assets owned by the company so that customers can use them anywhere and anytime (Robinette & Brand, 2001).

2.2.3 Indicators of Customer Loyalty

The research indicators utilized in this study are based on the theory proposed by Griffin and Herres (2002). To measure customer loyalty, several key indicators are used. First, customer loyalty is reflected in the tendency of individuals to make regular repeat purchases, indicating a sustained preference for the product or service. Second, loyalty is demonstrated when customers purchase across a range of products and services offered by the same brand, highlighting their trust and commitment. Third, a loyal customer is likely to recommend the product to others, thus serving as a referral, which further strengthens the brand's reach. Lastly, customer loyalty is evident when individuals show immunity to the appeal of competing products, meaning they remain dedicated to the brand despite the offerings of competitors. These indicators collectively illustrate the depth of customer loyalty and its impact on the brand's success.

The research indicators utilized in this study are based on the theory proposed by Griffin and Herres (2002) and are further supported by the study of Selnes (1993) To measure customer loyalty, several key indicators are used. First, customer loyalty is reflected in the tendency of individuals to make regular repeat purchases, indicating a sustained preference for the product or service. Additionally, transaction habits and repeat purchases, as suggested by Selnes (1993), highlight how often customers make transactions and their willingness to utilize a range of services offered by the operator. Second, loyalty is demonstrated when customers purchase across a range of products and services offered by the same brand, highlighting their trust and commitment. Third, a loyal customer is likely to recommend the product to others, serving as a referral, which further strengthens the brand's reach. This recommendation, as Selnes (1993) notes, is also about oral communication regarding the customer's experience, encouraging others to follow suit. Lastly, customer loyalty is evident when individuals show immunity to the appeal of competing products, meaning they remain dedicated to the brand despite the offerings of competitors. Commitment, as identified by (Selnes, 1993), is the willingness of customers to continue utilizing the services provided by the operator in the future, further illustrating the depth of customer loyalty and its impact on the brand's success.

In line with the explanation given above, this study can confirm that customer loyalty shows the ability of customers to continue to buy goods or use the service, and they also recommend the goods or services to other customers. They will show brand loyalty to the offer while rejecting similar products or services.

2.3 Equitable Distribution of *Zakat*

2.3.1 Concept of *Zakat*

Zakat is one of the five pillars of Islam, playing an important role in social and economic aspects. In addition to the declaration of faith in the Unity of Allah SWT and the prophethood of Muhammad SAW, and the obligation of prayer, *zakat* also signifies a person's valid entry into the Muslim community. This is in accordance with Allah SWT words in the Qur'an, Surah At-Taubah 9:11.

> *Meaning: If they repent, establish prayer, and pay the zakat, they are your brothers in religion. We have explained these verses in detail for those who know* (Ibnu Katsir, 1999).

Although it is stated in the subject of "worship" because it is seen as an integral part of prayer, *zakat* is part of the Islamic socio-economic order and, therefore, is discussed in books and journals on Islamic legal and economic strategies. For this reason, Islamic scholars have devoted great attention to discussing the law and meaning of *zakat* following their respective fields of specialization (Qardhawi, 2007).

The purpose of *zakat* is to achieve socio-economic justice. *Zakat* is a simple gift of a predetermined portion of the *Muzakki's* wealth that is to be allocated to the *asnaf* who are entitled to receive it. Many scholars have explained the vision of *zakat*, which is universally related to the economic, social, and even state order and more specifically seen from the explicit objectives of the text. The idea of obtaining happiness in the world and the hereafter can only be obtained by all accumulative activities, namely believing in Allah SWT and His Messenger and carrying out jihad, both with wealth and nafs, which is certainly in the way of Allah Swt (Kakar et al., 2022).

According to Ridwan and Safrudin (2011), *zakat* is a multi-dimensional worship, first is the transcendental dimension and second is the horizontal dimension. Therefore, *zakat* has many meanings in society, especially in Islamic society. *Zakat* has a lot of wisdom related to human relations with God and social relations among humans. *Zakat* is used to create economic justice and reduce economic inequality between people who have property and those who are not well-off. On the other hand, *zakat* also has a meaning as an effort to seek the pleasure of Allah Swt, namely, among others:

1. Helping fellow humans, fostering and developing the resources of the poor.
2. Eradicating social diseases in the community.
3. An important element in realizing the balance of wealth distribution, property ownership, and individual responsibility in society.
4. Worship to Allah Swt to share his gifts in the form of property.

2.3.2 Definition of *Zakat* Distribution

Distribution is a transfer of income wealth between individuals using exchange (through the market) or other means such as inheritance, alms, *waqf*, and *zakat* (Djamil, 2013). The modern economic theory of distribution is a theory of setting the price of production services so that the problem of individual distribution can be solved in the best possible way after first examining the problem of ownership and factors of production (Mannan, 1995). So what is meant by the distribution of *zakat* is the channeling or allocation of property that is more and has reached the time that a person owns to be given to (*mustahiq*) those entitled to receive it, as stated by Allah SWT in the Qur'an. Business entities or individuals carry out the distribution function through the collection of goods by buying them from producers to be distributed to consumers; based on this, the distribution function can be divided into an exchange, supply, and support function (Swastha, 1999).

The governance model for building *zakat* payer trust, consists of three governance mechanisms: (1) transparency and disclosure practices; (2) stakeholder management practices; and (3) procedural fairness. The first component relates to the implementation of transparency and disclosure, which can be assessed through several indicators. These include the publication of annual reports with sufficient information, the implementation of financial audits, and the provision of comprehensive details regarding the management of *zakat* funds and their distribution process.

The second dimension relates to stakeholder management, which can be observed through various aspects, including the provision of educational materials on *zakat* assessment and regulation, the establishment of an efficient *zakat* payment system, public and media involvement in awareness campaigns, and the dissemination of comprehensive information regarding fund distribution.

The third factor relates to the procedural fairness of the *zakat* authority. This characteristic can be seen from the perspective of *zakat* stakeholders regarding fairness in *zakat* assessment and collection procedures, the treatment of *zakat* managers towards *zakat* donors, and the neutrality of the distribution process (Mustafa, Har Sani Mohamad, et al., 2013).

Distribution in Islamic economics has important objectives, including the development of wealth and cleaning, empowering human resources, and contributing to the realization of the Islamic economy (Qardhawi, 2006):

Firstly, the development of wealth and its purification, because the owner of wealth, when he gives some of his wealth to others, whether it is an obligatory or voluntary *infaq*, will encourage him to invest his wealth so that it is not depleted because of *zakat*. Secondly, empowering unemployed human resources by fulfilling their needs for wealth or persuading them to do so by doing economic activities. On the other hand, the distribution system in the Islamic economy can eliminate the factors that prevent a person from participating in economic activities, from debts that burden the shoulders of people who are in debt or slaves who are bound to be free. Lastly, maintaining economic welfare is related to the level of consumption achieved. The intensity of consumption is related and connected not only to the type of income but also to the distribution of that income among people in society. Therefore, to answer whether this distribution system can help achieve the highest level of economic welfare for society, it is necessary to study the distribution system as a requirement and necessity.

The first component relates to implementing transparency and disclosure, which can be assessed through several indicators. These include the publication of annual reports with sufficient information, the implementation of financial audits, and the provision of comprehensive details regarding the management of *zakat* funds and their distribution process. The second dimension relates to stakeholder management, which can be observed through various aspects, including providing educational materials on *zakat* assessment and regulation, establishing an efficient *zakat* payment system, public and media involvement in awareness campaigns, and disseminating comprehensive information regarding fund distribution. The third factor relates to the procedural fairness of the *zakat* authority. This characteristic can be seen from the perspective of *zakat* stakeholders regarding fairness in *zakat* assessment and collection procedures, the treatment of *zakat* managers towards *zakat* donors, and the neutrality of the distribution process (Sawmar & Mohammed, 2021).

2.4 *Amil* Competency

2.4.1 Definition of Competency

Amil zakat is responsible for the *zakat* operation, which includes collecting, storing, keeping track of, and documenting the *zakat's* inflow and outflow and allocating the *zakat* payments to *mustahiq* (*zakat* recipients). These viewpoints, therefore, suggest that the *amil* plays a crucial part in carrying out the *zakat* function. Similar to this, the government has established a system for collecting, storing, transferring, and managing *zakat* from the owner of wealth (Al-Jaza'iri, 2018).

Competence is not new; the demand for competence began in the 1960s and early 1970s. Boyatzis made competence widely known as a special capacity of a person who, in his attitude, reflects the needs of the job within the organizational boundaries to produce the required results. Similarly, it is stated that competence combines aspects of the performance process that characterize the reasons for behaviour, motives, self-perceptions, value systems, information bases, or skills demonstrated by high employee turnover rates in the context of work (Kartika & Sugiarto, 2016).

2.4.2 Individual Competence

Yuliawati et al. (2021) classify the dimensions of individual competence, including intellectual, emotional, and spiritual competence. Firstly, intellectual competence is the ability and willingness related to rational and strategic problem-solving. Secondly, emotional self-regulation is defined as the ability to learn through emotions, resulting in improved workplace performance. Our emotional intelligence determines our ability to learn practical skills based on five elements: Self-awareness, self-motivation, self-control, the ability to understand the feelings and emotions of others, and competence.

Spiritual competence is an attitudinal trait that is part of a person's deepest consciousness that relates to the wisdom that comes from beyond the ego (self) or conscious thought that recognizes the existence of values and is also creative in discovering new values.

2.4.3 Characteristics of Competency

In research conducted by Situmorang and Munthe (2015) identified five types and characteristics of competencies that define a person's potential for success in various roles. Knowledge refers to the information and learning outcomes that a person possesses, which are critical to apply effectively in a work context. Skills, on the other hand, encompass one's ability to carry out tasks, both physical and mental, that directly affect job performance. Self-concept and values, which include one's attitudes and self-image, play an important role in influencing behaviors such as leadership or confidence in facing new challenges. Personal characteristics, including physical traits and consistent responses to various situations, also contribute to competence, especially in terms of emotional self-control and initiative. Finally, motives, which are the emotional and psychological drives behind one's actions, such as achievement motivation, serve as the prime movers that encourage individuals to set and pursue challenging goals. Overall, these competency characteristics including knowledge, skills, self-concept, personal character, and motives can shape a person's ability to succeed and perform highly in their professional life (Spencer & Spencer, 1993).

Qardhawi (1999) states that an *amil zakat* must possess three key competencies. First, they should have a deep and comprehensive understanding of *zakat* jurisprudence to ensure proper implementation. Second, they must be well-versed in management principles, particularly in *zakat*, to oversee its collection and distribution effectively. Third, they need to grasp the fundamentals of accounting and accountability, as they bear significant responsibility not only in financial management but also from a religious perspective. Being entrusted as an *amil zakat* requires integrity, transparency, and efficiency in fulfilling their duties.

According to Ab rahman and Abd Shakor (2024), *amil* must demonstrate professionalism in managing *zakat* collection and distribution and strategic capabilities to ensure long-term sustainability. These competencies include financial management mastery, building positive relationships with stakeholders, and utilizing technology to modernize *zakat* operations.

Adnan (2017) suggested developing an integrated model that aims to improve the competency of *amil zakat* in Malaysia. The results of this study confirmed the importance of organizing structured training programs and skills development initiatives to strengthen the role of *amil zakat*. The proposed model emphasizes continuous professional development, improvement of leadership skills, and a more comprehensive understanding of *zakat* law. Implementing this model is expected to support *zakat* institutions in realizing a more transparent and accountable distribution of funds while significantly impacting beneficiaries. Thus, public trust can be further increased, and *Muzakki* participation can be maintained and increased sustainably.

2.5 Increase in the Number of *Muzakki*

The increase in the number of *Muzakki* or *zakat* payers at LZNK can be attributed to several strategic initiatives and factors identified in various studies on *zakat* institutions. These strategies include increasing transparency, improving service quality, utilizing digital platforms, and fostering public trust.

One of the key strategies to increase in the number of *Muzakki* is the implementation of transparent and accountable management practices. Several studies have shown that transparency in fund management significantly influences the decision of *Muzakki* to pay *zakat* through formal institutions. For example, *Badan Amil Zakat Nasional* (BAZNAS) in Bangka Belitung Islands Province has shown that transparency, accountability, and quality of service are crucial in encouraging *Muzakki* to contribute through formal channels (Yanti et al., 2023). Similarly, LAZISMU (*Lembaga Amil Zakat Infaq* and *Sedekah Muhammadiyah*) in Tulungagung Regency has focused on maintaining transparency and trustworthiness in its operations to build trust among *Muzakki* (Maulida & Anshor, 2022).

An alternative approach to boosting the number of *Muzakki* is through the adoption of digital donation platforms and transparent payment systems. Several studies have shown that using digital tools such as QR codes, online transfers, and special *zakat* payment features can make it easier for *Muzakki* to fulfill their *zakat* obligations. For example, *Lembaga Amil Zakat Optimalisasi Sedekah Zakat* and *Infaq* (LAZ OPSEZI) in Jambi has successfully utilized digital fundraising strategies to reach a wider audience and facilitate easier transactions for *Muzakki*. However, there is still a need to improve people's digital literacy (Haryani et al., 2023). Similarly, BAZNAS in Jombang has implemented a digital payment system, although further socialization is needed to maximize its potential (Sofiyah & Nasrulloh, 2023).

Building trust and improving the image of the institution are also important factors. Studies show that *Muzakki* are willing to give *zakat* through institutions they perceive as trustworthy and well-managed. For example, institutional image and *zakat* literacy have significantly influenced *Muzakki's* interest in paying *zakat* at LAZIS Nurul Falah Surabaya (Febrianti & Yasin, 2023). In addition, building a positive institutional image and improving *zakat* literacy can bridge the gap between *zakat* potential and actualization (Haki, 2020).

Socialization and outreach efforts are very important to raise awareness and educate the public about the benefits of giving *zakat* through formal institutions. LAZ Griya Yatim and Dhuafa in Surakarta have successfully increased the number of *Muzakki* by conducting socialization and education activities in the community, thus increasing trust and encouraging *zakat* payment through their programs (Sari et al., 2023).

Finally, the role of religiosity and community involvement cannot be ignored. Although religiosity does not directly affect *Muzakki's* interest in paying *zakat*, it can moderate the impact of other factors, such as *zakat* literacy and the institution's image. Engaging the community and understanding their preferences, as seen in the study of *Muzakki* in

Padang, can help institutions adjust their strategies better to meet the needs and expectations of *zakat* payers (Yuskar, 2023).

2.6 Summary of Literature Review

Despite previous studies have examined the relationship between *zakat* management and *Muzakki* behavior, there is still a lack of comprehensive analysis of how these independent variables collectively affect the increase in the number of *Muzakki*. Therefore, this study seeks to address this gap by integrating findings from multiple perspectives to provide a comprehensive understanding of the factors contributing to the increase in the number of *Muzakki*.

2.6.1 Statistic of Previous Research on Factors that contributed to the increase in the number of *Muzakki*

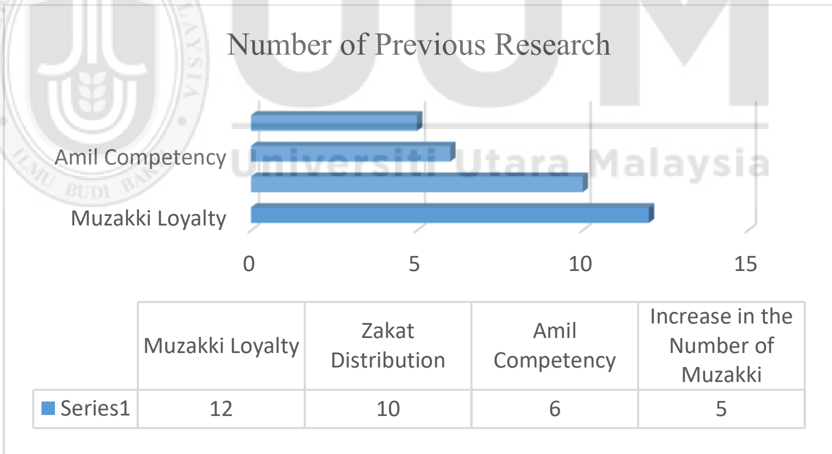

Figure 2.1 *Statistic of previous research on factors that contributes to the increase in the number of Muzakki*
Source: Self-constructed

The graph illustrates the number of *Muzakki* and *zakat* studies. The graph's primary categories are the increase in the number of *Muzakki*, *amil* competency, *zakat* distribution, and *Muzakki* loyalty. The graph shows that *Muzakki* loyalty has the most studies, around 12. This suggests that *Muzakki* loyalty is the major focus of *zakat* research since it helps institutions sustain *zakat* earnings. With 10 papers, *zakat* distribution is the second most investigated issue. This suggests that numerous scholars study *zakat* distribution to ensure its equity and efficacy to *mustahiq*. *Amil* competency has the fewest studies 6 compared to the other two. Despite their crucial function in *zakat* administration, *amil* competence may not be the main research topic. Finally, increase in the number of *Muzakki* has the fewest studies, 5 total. This suggests that raising the number of *Muzakki*, crucial to generating *zakat* revenue for public welfare, has not been widely studied. This graph shows *zakat* research trends, with *Muzakki* loyalty and *zakat* distribution receiving more attention than *amil* competency and increase. This can be used for future research on understudied *zakat* topics.

2.6.2 Summary of Previous Method Used

Previous research has applied various methods to analyze the factors influencing *Muzakki* behavior and *zakat* distribution effectiveness. Quantitative approaches, such as surveys and Structural Equation Modeling (SEM), have been widely applied to evaluate *Muzakki* loyalty and trust in institutions. The following graph summarizes the method applied in previous studies.

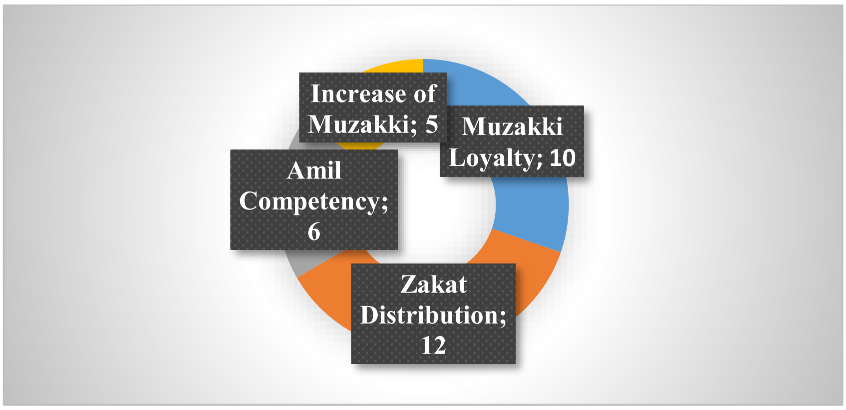

Figure 2.2 Number of studies with selected variables
Source: Self-constructed

A review of the literature on *zakat* identified three main variables that can increase in the number of *Muzakki*: loyalty, fair *zakat* distribution, and *amil* competence. Looking at the diagram above, it quickly shows that *zakat* distribution (12 studies) and *Muzakki* loyalty (10 studies) dominate the research. Due to the importance of these two elements in the sustainability and effectiveness of *zakat* collection, they receive special attention. In contrast, *amil* competency (6 studies) and increasing in the number of *Muzakki* (5 studies) have fewer studies, which indicates the need for further research. Previous studies used questionnaires and statistical analysis to test how loyalty, distribution and amil competency affect *Muzakki* engagement. Some studies also used qualitative approaches such as interviews and case studies to understand *Muzakki* behavior. A mixed approach was also used to better understand the relationship between these variables.

Of the quantitative research, most (8 studies) used Structural Equation Modeling (SEM) and SPSS for statistical analysis to explore the relationships between variables. On the other hand, qualitative research is fewer, with 4 studies using interviews and case studies to gain insights into *Muzakki* behavior. In addition, 3 studies have used a mixed approach, which combines qualitative and quantitative data to analyze the dynamics of *zakat*-related factors.

Regarding data collection methods, quantitative studies mainly rely on surveys with closed questionnaires, which allow for the collection of large amounts of data and statistical analysis. Qualitative research, on the other hand, uses in-depth interviews and case studies, which provide detailed insights into the attitudes and behaviors of *Muzakki*. Studies with a mixed approach integrate survey-based questionnaires and interviews or group discussions to gain a comprehensive understanding of the relationships between variables.

This research uses quantitative methods to examine how *Muzakki* loyalty, fair *zakat* distribution, and *amil* competence contribute to increasing number of *Muzakki*. The reason for choosing a quantitative approach, particularly statistical modeling, is that it allows the analysis of large amounts of data to identify patterns and relationships between key variables. This approach also provides empirical evidence that can be generalized to a wider population, so the findings are more applicable to improve the policies of *zakat* institutions and address research gaps. In addition, this quantitative method contributes to the development of existing literature by providing a deeper understanding of the factors that influence *Muzakki* participation, which can be used to design more effective and evidence-based policies in *zakat* management.

2.7 Underpinnings Theory

To examine the factors that affect the increase of contributors in *zakat* institutions, it is essential first to grasp the theoretical framework that connects contributor loyalty, fair distribution of *zakat*, and the competence of administrators (*amil)*. This study examines the influence of internal and external factors in *zakat* governance on *Muzakki* behavior and the role of *zakat* institutions in enhancing community participation. In pursuit of this objective, various pertinent theories related to trust, satisfaction, organizational governance, and individual competence are utilized to establish a strong academic basis for elucidating this phenomenon. This theoretical framework will enhance comprehension of how the trust mechanism, equitable distribution, and professionalism of *zakat* managers can increase in the number of *Muzakki* and ensure the sustainability of *zakat* funds.

The customer loyalty theory is initially employed to clarify variable X1, which signifies customer loyalty. Customer loyalty, defined as continued involvement and favorable behavior toward a brand or service, is crucial for every organization. Multifaceted and linked elements create client loyalty. Brand value, personal values and experiences, customer loyalty, switching barriers, and customer satisfaction (Fredericks et al., 2001). In the context of *zakat* institutions, the concept of customer loyalty is highly relevant to understanding *Muzakki* loyalty. Just as brand value, personal experiences, switching barriers, and customer satisfaction influence customer retention in conventional businesses, similar factors are crucial in ensuring that *Muzakki* continues contributing to the same *zakat* institution.

The theory discussed aligns with Oliver (1999), conceptualization of customer behavior, which defines loyalty as consisting of cognitive, affective, conative, and action dimensions. Within *zakat* institutions, loyalty among *Muzakki* can be fostered by building strong trust in the organization, ensuring positive experiences during *zakat* distribution, and providing satisfaction through the visible impact of *zakat* (Morgan & Hunt, 1994). Therefore, executing strategies designed to improve the connection between *Muzakki* and *zakat* institutions is crucial for cultivating increased loyalty among *Muzakki*.

Second, the theory of trust governance becomes the basis for understanding variable X2, which is the equitable distribution of *zakat*. The governance model for building *zakat* payer trust, as stated by Mustafa, Mohamad, et al. (2013), consists of three governance mechanisms: (1) transparency and disclosure practices, (2) stakeholder management practices, and (3) procedural fairness.

This governance theory is also supported by legitimacy theory Suchman (1995), which states that organizations must maintain social legitimacy by ensuring that their operations align with society's expectations. In the context of *zakat* distribution, transparency in the management and distribution of *zakat* funds can increase public trust and strengthen the relationship between *Muzakki* and *zakat* institutions (Sawmar & Mohammed, 2021). Thus, good governance in *zakat* distribution contributes to the sustainability of *Muzakki* trust and increases their participation.

Third, the theory of individual competence is the basis for variable X3, namely *amil* competence. Competency, as defined in the literature, encompasses a range of underlying characteristics essential for predicting superior performance in various jobs. According to Spencer and Spencer (1993), Motivations, traits, self-concept, knowledge, and skills are five types of individual competencies that affect job performance and success.

In the context of *zakat* institutions, amil competence becomes a key factor in ensuring the effectiveness of *zakat* management, including optimal collection and distribution of *zakat* funds (Gunz, 1983). In addition, dynamic capability theory Teece et al. (1997), is also relevant in explaining the importance of *amil* competency improvement, where organizations with competent human resources can be more adaptive in dealing with environmental changes and improving their service quality. Therefore, strengthening *amil* competency becomes one of the important strategies in improving the effectiveness of *zakat* institutions and *Muzakki* loyalty.

Thus, this study adopts various relevant theories, including customer loyalty theory, trust governance theory, and individual competency theory, to understand how *Muzakki* loyalty, *zakat* distribution equity, and amil competency contribute to increasing number of *Muzakki* in *zakat* institutions. This approach provides a strong theoretical foundation for analyzing the factors that influence the sustainability and effectiveness of *zakat* management to provide more comprehensive academic insights regarding strategies to increase in the number of *Muzakki* participation and optimize *zakat* distribution.

2.8 Summary of the Chapter

This chapter briefly reviews the literature related to *zakat*, highlighting the lack of research (refer to graph section) on the criteria used to identify factors that influence the increase in the number of *Muzakki*. The main objective of this study is to fill the gap by examining three factors: *Muzakki* loyalty, equal distribution of *zakat*, and *amil* competency. This chapter reviews several approaches used by previous studies to identify the most suitable method for this research. This process helps to identify the limitations of the review, any potential biases or methodological issues, and any suggestions that could be adopted in the research. Overall, this literature review chapter provides a comprehensive understanding of the current state of *zakat* research and highlights the research gaps that this study aims to fill.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter will present a discussion of the research methodology, the formulation of hypotheses, and the research design for the current study. In addition to this, it is also necessary to provide an operational variable interpretation, instrumentation, sample preparation, and data collection process.

3.2 Research Framework

The conceptual framework explains the influence of *Muzakki* loyalty, equal distribution of *zakat*, and *amil* competency in relation to increasing the number of *Muzakki* to be distributed. The influence of these variables is referred to as the relationship figure.

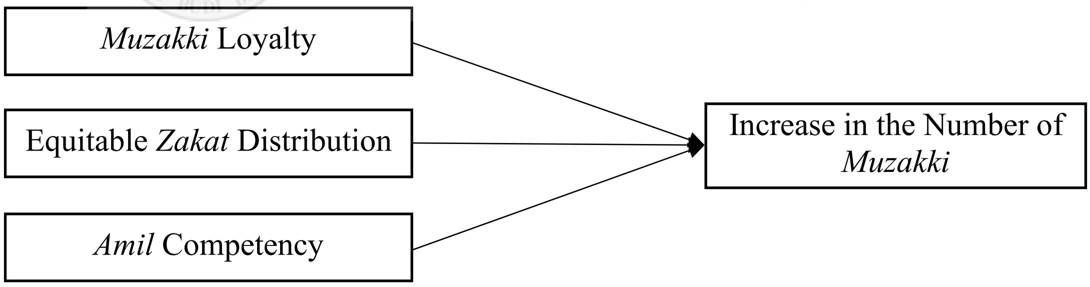

Figure 3.1 *Conceptual framework*
Source: Self-constructed

3.3 Hypotheses Development

The objective of formulating these hypotheses is to examine the potential influence of:

H1: There is a significant correlation between *Muzakki* loyalty and the increase in the number of *Muzakki* at LZNK.

H2: There is a significant correlation between the equitable distribution of *zakat* and the increase in the number of *Muzakki at L*ZNK.

H3: There is a significant influence between the competence of human resources (*amil*) at LZNK and the increase in the number of *Muzakki*.

3.4 Research Design

Research design is the main plan that connects theoretical research questions to practical and available empirical research. It is a research question that guides research techniques clearly (Creswell, 2014). Research design aims to convert a research problem into data that, upon analysis, earns relevant answers to research questions, all while keeping costs to a minimum. Kerlinger (1986) defines research design as the systematic plan, structure, and technique of investigation that ensures control over variables to provide answers to research questions. Research design can be separated into three major groups: quantitative, qualitative, and mixed methods. Therefore, the researcher must choose the most suitable design that aligns with the research type (Asenahabi, 2019).

Quantitative research design involves the methods and tools utilized to produce quantifiable or observable values (Kothari, 2004). The data was gathered through practical observations and measurements. Almalki (2016) stated that a quantitative study aims to break down the objective into smaller, manageable components, forming research objectives or hypotheses to aid in improving comprehension. The connections between variables in the objectives help the researcher to acquire data and evaluate hypotheses through several data collection techniques. Conclusions may be formed by analyzing the data concerning the objectives or hypotheses. Data collection and analysis involved mathematical and statistical methods, emphasizing experimental or nonexperimental approaches to gather numerical data and generalize the findings to the study population. Goertzen (2017) argued that results derived from quantitative research uncover behaviors and trends. Quantitative research emphasizes patterns within data sets or study groups without understanding the underlying reasons behind observed behaviors.

Generally, this is a quantitative study. One of the types of quantitative studies is survey research. This research method quantitatively describes a population's attitudes, assumptions, or trends by analyzing a specific group of such population. Chapman et al. (2005) defined it as a technique for collecting substantial data, typically in a statistical format, from a significant number of individuals in a relatively limited period by employing closed-ended questions.

Designed as a quantitative study, this study aims to analyze the third *zakat* dimensions: loyalty *Muzakki*, equitable distribution, and *amil* competency to influence the increase in the number of *Muzakki at* LZNK. The data obtained will be divided into descriptive data and statistics. Descriptive data will include frequency distribution, mean, and standard deviation.

3.5 Measurement of Variables/Instrumentation

Table 3.1 *Measurement of variables*

Variable (X)	Definition of Variable	Indicator
Loyalty of *Muzakki*	1. Brand value	1) Trust this *zakat* institution for its strong reputation in *zakat* management. 2) Other *zakat* institutions are more reliable than the existing one.
	2. Individual	1) Paying *zakat* through this institution is simple and quick. 2) Challenges with *zakat* payment at this institution.
	3. Characteristics	1) This *zakat* institution prioritizes *Muzakki* through communication and courteous service.

		2) This *zakat* institution prioritizes *Muzakki* requirements less.
	4. Switching barriers	1) *Zakat* fund information is promptly and honestly provided. 2) Challenges in obtaining timely and accurate information on *zakat* funds.
	5. *Muzakki* satisfaction (Fredericks et al., 2001)	1) Paying *zakat* in this institution is safe due to transparent and accountable administration. 2) *Zakat* fund information is promptly and honestly provided.
Equitable Distribution of *Zakat*	1. Transparency and disclosure practices	1) *Zakat* institutions offer transparent, well-documented information on *zakat* distribution. 2) Accessing clear and reliable information on *zakat* distribution is challenging. 3) *Zakat* institutions distribute *zakat* honestly, without favoring particular groups. 4) The *zakat* institution monitors *zakat* receipt to verify the appropriate mustahik is receiving it.
	2. Stakeholder management practices	1) *Zakat* institutions efficiently identify and distribute *zakat* to financially capable mustahik. 2) *Zakat* institutions innovate to increase distribution and access to mustahiq. 3) I believe *zakat* distribution is uneven, with some groups or regions receiving more than others.
	3. Procedural fairness (Mustafa, Mohamad, et al., 2013)	1) *Zakat* institutions may not precisely count the number of needy mustahiqs. 2) The current *zakat* distribution system lacks innovation and fails to address the needs of mustahiqs. 3) Poor evaluation and monitoring lead to off-target *zakat* distribution.
***Amil* Competence**	1. Motives	1) Amil seek information and interact with scholars to enhance *zakat* management knowledge. 2) Amil lack curiosity and typically do not seek *zakat* management information.
	2. Traits	1) Amil offers well-structured and unambiguous *zakat* initiatives to enhance *Muzakki* involvement. 2) Amil's *zakat* plans seem confused and incapable of attracting *Muzakki* participation.
	3. Self-concept	1) Amil collaborates to efficiently collect and distribute *zakat* as a team. 2) Poor teamwork among Amil hinders *zakat* fund administration.
	4. Knowledge	1) *Zakat* institutions value Amil's continued innovation in enhancing services. 2) Lack of innovation among Amil leads to outmoded *zakat* services.

	5. Skills (Spencer & Spencer, 1993)	1) Amil prioritizes *Muzakki*'s requirements and facilitates efficient *zakat* utilization. 2) Amil offers unclear response on *zakat* allocation and seems insensitive to *Muzakki*'s worries.
Increase in the Number of *Muzakki*	1. Religious values (Yuskar, 2023)	1) *Zakat* payment instills a sincere resolve to fulfill religious obligations. 2) Paying *zakat* is a habit with no spiritual significance. 3) Paying *zakat* brings inner calm and spiritual satisfaction. 4) Pay *zakat* without personal or spiritual gains. 5) Paying *zakat* inspires others to do good things. 6) Paying *zakat* does not affect others' attitudes or actions. 7) Positive *zakat* experience motivates me to continue payments at the same institution. 8) Insufficient knowledge or socialization regarding *zakat* advantages deters continued payment. 9) Regular *zakat* payments are more motivating due to the meaningful impact of *zakat* distribution by institutions. 10) My readiness to contribute *zakat* remains constant, independent of the institution's management.

3.6 Data Collection

Data generally refers to factual information and statistics collected for reference or analysis. The outcome of a study depends significantly on the quality, accuracy, and relevancy of the gathered data. Researcher use surveys and questionnaires. The purpose of choosing quantitative research is to get numerical data from a representative sample. In this study, the probability sampling method will be used to gather data from the respondents. The data used in this study amounted to 100 out of 124 questionnaires collected, this number of respondents was suggested by Roscoe (1975). In the context of this study, a sample size of 100 respondents is deemed adequate, as substantiated by Anderson and Gerbing (1984), assertion that this quantity is sufficient for conducting statistical analyses. Previous studies have shown that 100 respondents are enough to create valid and credible technological and social research estimates. A large sample size makes data variety easier, enabling accurate and meaningful conclusions (Raza et al., 2019). To achieve the research objectives, the targeted criteria of respondents are *Muzakki* at LZNK.

After the respondents were determined, that is, *Muzakki* at LZNK, the next stage was the distribution of questionnaires, which served as the main tool for data collection. The questionnaire selection stems from its reputation as an effective tool for gathering extensive data, facilitating generalizations to a broader population, and aligning with the principles of quantitative inquiry (Hair et al., 2015).

In the second week of February 2025, the researcher began distributing questionnaires by contacting LZNK to obtain permission and confirm the willingness of *Muzakki* to participate as respondents in this study. The researcher provided a brief overview of the purpose of the study and assured that all information provided by participants would be kept confidential and only used for scientific purposes.

The questionnaire was subsequently shared with the respondents via a Google Form link, enabling them to complete it independently, drawing from their experiences as *Muzakki*. To enhance the response rate, periodic reminders were also sent to the respondents. Following a two-week interval, the gathered questionnaires were assembled and analyzed. The data collection phase extended for roughly two months, culminating in achieving the desired sample size.

3.7 Population and Sample

Muzakki of LZNK will be the population for this study, and the questionnaire will be distributed to them, requiring them to be Kedah residents. The subjects or respondents of this study are *Muzakki*, whom LZNK has recorded. The data at LZNK in 2024 is compresed of 135,554 *Muzakki*. Present study utilizes probability sampling, a sampling technique that ensures equitable representation of each element within the population. This technique guarantees that each population element has an equal chance of being selected as a sample member (Sugiyono, 2018). Roscoe (1975) recommends that a sample size ranging from 30 to 500 would be adequate for most investigations. The present study employs a random sampling method, whereby the selection of samples is random without regard to the strata in the population. According to Sujarweni (2008), the determination of sample size can be accomplished by employing the Slovin Formula:

$$n = \frac{N}{1 + (N \times e^2)}$$

n : Sample size

N : Population

e^2 : Percentage of sampling error that is still desired

The present study's findings indicated that e was 10%, while N was 135.554. According to the formula above, the total number of respondents is 96.04. To ensure a rounded figure, the researcher has set the sample to 100 respondents from *Muzakki* LZNK. As a result, the questionnaire will be made using Google Forms and disseminated through WhatsApp. Google Forms' web application allows users to gather data from respondents in real-time and from any location with internet availability, making the process more inexpensive and efficient. Additionally, Google Forms makes it possible to automatically process data in a format that may be processed further. The shift also promotes a paperless culture to digital platforms, which is crucial in the digital age (Widayanti, 2021).

3.8 Techniques of Data Analysis

The questionnaire results are the primary data that will be used in this study. Data collection will be done by distributing questionnaires. Questionnaires are the data collection technique that uses media as a basis for assessment. Questionnaires usually contain questions or statements using a rating scale measuring respondent behavior. The rating scale can describe something from the respondent's point of view. The assessment scale commonly used is the Likert scale (Hardani MSi et al., 2020).

The questionnaire will be adopted and adapted from Battour et al. (2019). Participants will be asked to answer using a Likert scale ranging from strongly disagree (1) to strongly agree (5). The Likert scale for measuring variables. The Likert scale is the most used since it is simple to use and understands the findings. Each question on this scale indicates a person's attitudes about a particular item or a set of traits that should be measured. The Likert scale is a scale commonly used in questionnaires, including survey research. Respondents determine how much they agree with the statement when answering Likert scale questions (Syofian et al., 2015). The Likert scale is used to weigh each statement in the survey. The following are the assessment tables in use the following are the assessment tables in use:

Table 3.2 *Likert scale assessment*

Information	Total Weight
Strongly Disagree	1
Disagree	2
Neutral	3
Agree	4
Strongly agree	5

The gathered data will be processed and evaluated using the SPSS (Statistical Program for Social Science) 30^{nd} Edition. Meanwhile, the mean and standard deviation values will be taken to process descriptive data from the sociodemographic section. Besides that, this study will also be using secondary data.

3.8.1 Pilot Test

According to Baker (1994), survey validation requires a pilot study. This study offers several benefits before the main research is conducted, such as helping to identify potential errors in the survey instrument and evaluating the suitability and effectiveness of the methods used.

Pilot studies are generally implemented on a smaller scale, about 10% to 20% of the total research sample (Polit et al., 2001). This number is deemed sufficiently representative to assess the effectiveness of the employed instrument (Baker, 1994). The pre-test phase of this research aims to assess the feasibility of the survey instrument by ensuring that the instructions and questions provided are clear and easily comprehensible to the respondents.

Through feedback from respondents, researchers can identify and minimize potential errors in the survey instrument and make improvements before the main research is carried out. If no significant errors are identified in the pilot test, the questionnaire can be applied directly in the main research.

3.8.2 Reliability Test

Reliability denotes a survey's capacity to yield consistent outcomes when administered in a comparable context (Field & Hole, 2003). A survey is deemed reliable when devoid of random mistakes, ensuring that the results remain consistent during repeated measurements. Cronbach's Coefficient Alpha test is a widely utilized method for evaluating internal consistency (McCrae et al., 2011). A measurement scale is highly dependable when it attains a high Cronbach's alpha score (Clow et al., 2013). A Cronbach's alpha value of 0.7 or above is typically a sign of good reliability (Santos, 1999).

Table 3.3 *Reliability analysis*

Coefficient Alpha (α) Scope	Strength of Relationship
0.0 – 0.59	Poor Reliability
0.6 – 0.69	Moderate Reliability
0.7 – 0.79	Good Reliability
0.8 – 0.89	Very Good Reliability
Above 0.90	Excellent Reliability

3.8.3 Descriptive Analysis

Descriptive analysis is defined as a dataset that is converted into a coherent and comprehensible source of information. It is also an analysis that must be done before linear regression (Pallant, 2020). Data for this study was gathered via an online questionnaire. This analysis yields valuable statistics, including median, mean, mode, and standard deviation.

3.8.4 Pearson Correlation

Pearson correlation and Spearman correlations are commonly applied to evaluate the strength of the relationship between continuous variables. This method helps identify the positive or negative direction and the relationship's intensity. A positive correlation coefficient indicates that as one variable increases, the other variable also increases. Conversely, a negative coefficient indicates that when one variable increases, the other variable decreases. The correlation coefficient ranges from -1 to +1. A value of +1 indicates a perfect positive relationship, while -1 indicates a perfect negative relationship. The closer the coefficient is to 1 or -1, the stronger the relationship between the variables. If the coefficient is 0, the variables have no linear relationship (Zikmund et al., 2009). However, when the Pearson correlation coefficient between two variables exceeds 0.80, it may indicate the presence of multicollinearity, which may affect the accuracy of the statistical model (Pallant, 2020).

Table 3.4 *Pearson correlation coefficient*

Range	Indication
0.90 to 1.00 (-0.90 to -1.00)	Very High Positive/Negative Correlation
0.70 to 0.89 (-0.70 to -0.89)	High Positive/Negative Correlation
0.50 to 0.69 (-0.50 to -0.69)	Moderate Positive/Negative Correlation

3.8.5 Heteroscedasticity

According to Ghozali (2018), the heteroscedasticity test is used to determine whether there is inequality in the regression model between residuals from one observation to another. The Glejser test is used to check each independent variable with absolute residual regression as the dependent variable. In the Glejser test, the basis for decision-making is as follows: 1) If the sig value. <0.05 then there is heteroscedasticity. 2) If the sig value. > 0.05 then there is no heteroscedasticity.

3.8.6 Multicollinearity Test (VIF)

Higher collinearity increases the likelihood of distorting the significance of a variable, even if the overall results look satisfactory. However, this problem, known as multicollinearity, can negatively affect the reliability of the analysis. Therefore, a collinearity analysis is essential to identify and address this issue. Two main measures are commonly used to detect multicollinearity: Tolerance and Variance Inflation Factor (VIF). According to Yoo et al. (2014), a VIF value exceeding 5.0 indicates a potential multicollinearity issue. Similarly, if the tolerance value falls at or below 0.10, it indicates the presence of multicollinearity.

3.8.7 Finding of Pilot Test

Table 3.5 *Pilot test Cronbach's Alpha*

ID	Number of Items	Pilot Test Cronbach's Alpha
Muzakki Loyalty	10	0.796
Zakat Distribution	10	0.604
Amil Competency	10	0.764
Increase in the Number of *Muzakki*	10	0.555

The results of the Cronbach's Alpha pilot test demonstrated that the reliability of the research instruments varied across each variable. *Muzakki* loyalty (0.796) and *amil* competency (0.764) exhibited strong reliability, suggesting adequate internal consistency. *Zakat* distribution (0.604) attained the minimum acceptable limit; however, it remains applicable contingent upon considering instrument item enhancements. Conversely, the increase in the number of *Muzakki* (0.555) exhibited inadequate reliability, underscoring the necessity for instrument refinement.

3.9 Summary of the Chapter

This chapter discusses the methods that will be used to conduct this study. This includes research design, approach, questionnaire, and analysis. This study will be a quantitative study with a questionnaire survey and use a probability sampling method for data collection. The questionnaire will be distributed, and 100 *Muzakki* will be targeted to fill it out. There will be a total of 38 questions in the questionnaire. The data that has been collected then will be processed using SPSS (Statistical Program for Social Science) 30^{nd} Edition.

CHAPTER FOUR

RESULTS

4.1 Introduction

This chapter examines the analysis and findings obtained from the data that has been collected. This chapter consists of nine main sections. The introduction is described in Section 4.1. Section 4.2 describes normality analysis, whereas Section 4.3 concentrates on demographic analysis. Section 4.4 shows the multicollinearity test. Next, reliability analysis is discussed in Section 4.5, followed by descriptive analysis in Section 4.6. Section 4.7 examines multicollinearity analysis. Section 4.8 discusses the Discussion, and finally, Section 4.8 summarizes the entire chapter.

4.2 Descriptive Analysis

Table 4.1 *Descriptive analysis output*

Statistics					
		Muzakki Loyalty	*Zakat* Distribution	*Amil* Competency	Increase in the number of *Muzakki*
N	Valid	100	100	100	100
	Missing	0	0	0	0
Mean		33.15	31.18	33.23	31.17
Std. Error of Mean		.616	.554	.613	.555
Median		32.00	30.00	32.00	30.00
Mode		32	27	32	27
Std. Deviation		6.163	5.538	6.133	5.554
Variance		37.987	30.674	37.613	30.850
Skewness		.798	.671	.782	.672
Std. Error of Skewness		.241	.241	.241	.241
Kurtosis		-.239	-.243	-.242	-.264
Std. Error of Kurtosis		.478	.478	.478	.478
Range		25	24	25	24
Minimum		22	21	22	21
Maximum		47	45	47	45
Sum		3315	3118	3323	3117
Percentiles	25	29.00	27.00	29.25	27.00
	50	32.00	30.00	32.00	30.00
	75	35.75	34.00	35.75	34.00

Based on the data above, the variables measured are *Muzakki* loyalty, *zakat* distribution, *amil* competency, and increase in the number of *Muzakki* with 100 respondents. The average mean generated by variable X1 (*Muzakki* loyalty) is 33.15, variable X2 (*zakat* distribution) has an average of 31.18, variable X3 (*amil* competency) averages 33.23 and variable Y (increase in the number of *Muzakki*) averages 31.17.

The standard errors of all variables range from 0.554 to 0.616, indicating that the variability of the data is quite low. The median value for *Muzakki* loyalty and *amil* competency is 32.00, while for *zakat* distribution and increase in the number of *Muzakki* is 30.00. Then, the most frequently occurring value (mode) for *Muzakki* loyalty and *amil* competency is 32, while for *zakat* distribution, the increase in the number of *Muzakki* is 27. This suggests that the data is relatively stable and clustered around these values.

Standard deviation ranges from 5.538 to 6.163, with the lowest variation for *zakat* distribution (30.674) and the highest for *Muzakki* loyalty (37.987) with data distribution (Skewness and Kurtosis), which states that all variables show positive skewness (values between 0.671 to 0.798), indicating data distribution is slightly skewed to the right. Kurtosis shows a distribution that is close to normal, with values around -0.239 to -0.264.

4.3 Validity and Reliability Test

4.3.1 Variable X1 (*Muzakki* Loyalty)

4.3.1.1 Finding From Validity Test for Variable X1 (*Muzakki* Loyalty)

Table 4.2 *Validity test for variable X1*

Correlations												
		ML1	ML2	ML3	ML4	ML5	ML6	ML7	ML8	ML9	ML10	TOTAL
Total	Pearson Correlation	.489**	.829**	.302**	.812**	.247*	.880**	.224*	.829**	.392**	.503**	1
	Sig. (2-tailed)	<.001	<.001	.002	<.001	.013	<.001	.025	<.001	<.001	<.001	
	N	100	100	100	100	100	100	100	100	100	100	100

**. Correlation is significant at the 0.01 level (2-tailed).
*. Correlation is significant at the 0.05 level (2-tailed).

Based on the data from the validity test results of the 10 questions above, it shows the number of sig. (2-tailed) 0.001, 0.001, 0.002, 0.001, 0.013, 0.001, 0.025, 0.001, 0.001, 0.001, these numbers show a value smaller than 0.05, which means that the question is valid.

4.3.1.2 Finding of Reliability Test for Variable X1 (*Muzakki* Loyalty)

Table 4.3 *Reliability test for variable X1*

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.745	.750	10

Referring to the minimum reliability standard Cronbach's Alpha is 0.600, then based on the data above with the amount of Cronbach's Alpha 0, 745 the data is said to be reliable.

Furthermore, the range of values ranges from 24 to 25, with a minimum value of about 21-22 and a maximum of 45-47. at the 25th percentile, the value for the *zakat* distribution and increase in the number of *Muzakki* variables is 27.00, while for *Muzakki* loyalty and amil competency, it is around 29.00. At the 75th percentile, the values for all variables range from 34.00 to 35.75. So, it can be concluded that this data provides an overview of the distribution, variation, and trends for the four main variables related to *Muzakki* loyalty, *zakat* distribution, amil competency, and increasing the number of *Muzakki*.

4.3.2 Variable X2 (*Zakat* Distribution)

4.3.2.1 Finding of Validity Test for Variable X2 (*Zakat* Distribution)

Table 4.4 *Validity test for variable X2*

Correlations											
	ZD1	ZD2	ZD3	ZD4	ZD5	ZD6	ZD7	ZD8	ZD9	ZD10	Total

Total	Pearson Correlation	.198*	.726**	.234*	.788**	.406**	.227*	.410**	.832**	.400**	.794**	1
	Sig. (2-tailed)	.048	<.001	.019	<.001	<.001	.023	<.001	<.001	<.001	<.001	
	N	100	100	100	100	100	100	100	100	100	100	100

*. Correlation is significant at the 0.05 level (2-tailed).

**. Correlation is significant at the 0.01 level (2-tailed).

Based on the data from the validity test results of the 10 questions above, it shows the number of sig. (2-tailed) 0.048, 0.001, 0.019, 0.001, 0.001, 0.023, 0.001, 0.001, 0.001, 0.001, 0.001, this number shows a value smaller than 0.05, which means that the question is valid.

4.3.2.2 Reliability Test of X2 (*Zakat* Distribution)

Table 4.5 *Reliability test of X2*

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.659	.680	10

Referring to the minimum reliability standard Cronbach's Alpha is 0.600, so based on the data above with the amount of Cronbach's Alpha 0, 659 the data is said to be reliable.

4.3.3 Variable X3 (*Amil* Competency)

4.3.3.1 Validity Test of Variable X3 (*Amil* Competency)

Table 4.6 *Validity test of variable X3*

Correlations												
		AC1	AC2	AC3	AC4	AC5	AC6	AC7	AC8	AC9	AC10	Total
Total	Pearson Correlation	.483**	.820**	.283**	.773**	.246*	.858**	.234*	.820**	.401**	.499**	1
	Sig. (2-tailed)	<.001	<.001	.004	<.001	.014	<.001	.019	<.001	<.001	<.001	
	N	100	100	100	100	100	100	100	100	100	100	100

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

Based on the data from the validity test results of the 10 questions above, it shows the number of sig. (2-tailed) 0.001, 0.001, 0.004, 0.001, 0.014, 0.001, 0.019, 0.001, 0.001, 0.001 these numbers show a value smaller than 0.05, which means that the question is valid.

4.3.3.2 Reliability Test of Variable X3 (*Amil* Competency)

Table 4.7 *Reliability test of variable X3*

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.736	.741	10

Referring to the minimum reliability standard Cronbach's Alpha is 0.600, then based on the data above with the amount of Cronbach's Alpha 0, 736 the data is said to be reliable.

4.3.4 Variable Y (Increase in the Number of *Muzakki*)

4.3.4.1 Validity Test of Variable Y (Increase in the Number of *Muzakki*)

Table 4.8 *Validity test of variable Y*

Correlations												
		IM1	IM2	IM3	IM4	IM5	IM6	IM7	IM8	IM9	IM10	Total
Total	Pearson Correlation	.224*	.720**	.229*	.788**	.405**	.230*	.393**	.835**	.405**	.771**	1
	Sig. (2-tailed)	.025	<.001	.022	<.001	<.001	.022	<.001	<.001	<.001	<.001	
	N	100	100	100	100	100	100	100	100	100	100	100

*. Correlation is significant at the 0.05 level (2-tailed).

**. Correlation is significant at the 0.01 level (2-tailed).

Based on the data from the validity test results of the 10 questions above, it shows the amount of sig. (2-tailed) 0.025, 0.001, 0.022, 0.001, 0.001, 0.022, 0.001, 0.001, 0.001, 0.001, this amount shows a value smaller than 0.05, which means that the question is valid.

4.3.4.2 Reliability Test for Variable Y (Increase in the Number of *Muzakki*)

Table 4.9 *Reliability test of variable Y*

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.657	.677	10

Referring to the minimum reliability standard Cronbach's Alpha is 0.600, then based on the data above with the amount of Cronbach's Alpha 0, 657 the data is said to be reliable.

4.4 Normality Test of The Data

Table 4.10 *Normality test of data*

Tests of Normality						
	Kolmogorov-Smirnov[a]			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Muzakki Loyalty	.190	100	<.001	.905	100	<.001
Zakat Distribution	.133	100	<.001	.945	100	<.001
Amil Competency	.175	100	<.001	.908	100	<.001
Increase in the number of *Muzakki*	.133	100	<.001	.944	100	<.001
a. Lilliefors Significance Correction						

Based on the data above the sig value. variable X1 is 0.001 <0.05, variable X2 0.001 <0.05, variable X3 0.001 <0.05 and Variable Y 0.001 <0.05. So it can be concluded that the data is not normally distributed.

4.5 Multicollinearity Test

Table 4.11 *Multicollinearity test*

Coefficients[a]							
	Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
Model	B	Std. Error	Beta	t	Sig.	Tolerance	VIF
(Constant)	-.028	.282		-.098	.922		
Muzakki Loyalty	.005	.104	.006	.049	.961	.005	184.936
Zakat Distribution	.994	.014	.991	72.336	<.001	.380	2.630
Amil Competency	.001	.102	.001	.009	.993	.006	179.057
a. Dependent Variable: Increase in the number of *Muzakki*							

Based on the data above, the value of Variable X1 184.936> 10 means there is multicollinearity, while Variable X2 2.630 < 10 means there is no multicollinearity.

Furthermore, Variable X3 shows a VIF value of 179.057> 10 which means there is multicollinearity.

Table 4.12 *Collinearity diagnostics*

Collinearity Diagnostics[a]						
			Variance Proportions			
Dimension	Eigenvalue	Condition Index	(Constant)	*Muzakki* Loyalty	*Zakat* Distribution	*Amil* Competency
1	3.969	1.000	.00	.00	.00	.00
2	.022	13.334	.89	.00	.01	.00
3	.009	21.245	.09	.00	.96	.00
4	9.056E-5	209.344	.02	1.00	.03	1.00
a. Dependent Variable: Increase in the number of *Muzakki*						

Based on the Variance Proportions in the table above, the value of the first dimension, the variance proportion of all variables is 0.00, which means that this variance is not significant. then the second dimension, *Muzakki* loyalty accounts for 89%, indicating that this variable experiences most of the variability in that dimension, then the third dimension, *zakat* distribution dominates with a variance proportion of 96%, while other variables are low and the fourth dimension, *amil* competency contributes a variance of 1.00 (100%).

Looking at the data shows that there are indications of high multicollinearity between independent variables, especially between *Muzakki* loyalty and *zakat* distribution, which can affect the regression results. The high Condition Index value (above 30, especially reaching 209.344) indicates potential problems in the model that require further attention. After doing the multicollinearity test, it turns out that there is multicollinearity, so the researcher uses a non-linear regression test to test how much influence the X variable has on the Y variable.

4.6 Heteroskedacity Test

Table 4.13 *Heteroskedacity output*

Residuals Statistics[a]					
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	21.05	44.98	31.17	5.535	100
Residual	-3.984	1.998	.000	.460	100
Std. Predicted Value	-1.829	2.495	.000	1.000	100
Std. Residual	-8.531	4.279	.000	.985	100
a. Dependent Variable: Increase in the number of *Muzakki*					

Based on the data, the standardized residuals range from -8,531 to 4,279, indicating a large variability in the model's prediction of the actual data. These results can be used to test whether there is any indication of heteroscedasticity, which may affect the validity of the regression model. Furthermore, researchers use non-linear regression tests to test how much influence variable X has on variable Y.

4.7 Hypothesis Test

4.7.1 Variable X1 (*Muzakki* Loyalty)

Table 4.14 *Rank test X1*

Ranks				
		N	Mean Rank	Sum of Ranks
Increase in the Number of *Muzakki* – *Muzakki* Loyalty	Negative Ranks	66[a]	50.84	3355.50
	Positive Ranks	27[b]	37.61	1015.50
	Ties	7[c]		
	Total	100		
a. Increase in the number of *Muzakki* < *Muzakki* Loyalty				
b. Increase in the number of *Muzakki* > *Muzakki* Loyalty				
c. Increase in the number of *Muzakki* = *Muzakki* Loyalty				

Based on the Wilcoxon Signed Rank Test analysis, the values obtained are the rank mean and sum of ranks of the negative ranks, positive ranks and ties groups. that is, negative ranks 50.84 are greater than positive ranks 37.61.

Table 4.15 *Wilcoxon signed ranks output x1*

Test Statistics[a]	
	Increase in the Number of *Muzakki* - *Muzakki* Loyalty
Z	-4.496[b]
Asymp. Sig. (2-tailed)	<.001
a. Wilcoxon Signed Ranks Test	
b. Based on positive ranks.	

Based on the data above the Asymp sig value. (2-tailed) value obtained is 0.001 <0.05 then H0 is accepted. then it can be concluded that there is an influence of Variable X1 on Variable Y.

4.7.2 Variable X2 (*Zakat* Distribution)

Table 4.16 *Rank test X2*

Ranks				
		N	Mean Rank	Sum of Ranks
Increase in the Number of *Muzakki* - *Zakat* Distribution	Negative Ranks	1[a]	3.00	3.00
	Positive Ranks	2[b]	1.50	3.00
	Ties	97[c]		
	Total	100		

a. Increase in the number of *Muzakki* < *Zakat* Distribution
b. Increase in the number of *Muzakki* > *Zakat* Distribution
c. Increase in the number of *Muzakki* = *Zakat* Distribution

Based on the Wilcoxon Signed Rank Test analysis, the values obtained are the rank mean and sum of ranks of the negative ranks, positive ranks and ties groups. that is, negative ranks 3.00 are greater than positive ranks 1.50.

Table 4.17 *Wilcoxon signed ranks output X2*

Test Statistics[a]	
	Increase in the number of *Muzakki* - *Zakat* Distribution
Z	.000[b]
Asymp. Sig. (2-tailed)	1.000

a. Wilcoxon Signed Ranks Test
b. The sum of negative ranks equals the sum of positive ranks.

Based on the data above the Asymp sig value. (2-tailed) value obtained is 1.000> 0.05 then H0 is rejected. it can be concluded that there is no influence of Variable X2 on Variable Y. Then it can be concluded that Variable X2 has no effect on Variable Y.

4.7.3 Variable X3 (*Amil* Competency)

Table 4.18 *Rank test X3*

Ranks				
		N	Mean Rank	Sum of Ranks
Increase in the Number of *Muzakki* - *Amil* Competency	Negative Ranks	66[a]	51.22	3380.50
	Positive Ranks	27[b]	36.69	990.50
	Ties	7[c]		
	Total	100		

a. Increase in the Number of *Muzakki* < *Amil* Competency
b. Increase in the Number of *Muzakki* > *Amil* Competency
c. Increase in the Number of *Muzakki* = *Amil* Competency

Based on the Wilcoxon Signed Rank Test analysis, the values obtained are the rank mean and sum of ranks of the negative ranks, positive ranks and ties groups. that is, negative ranks 51.22 are greater than positive ranks 36.69.

Table 4.19 *Wilcoxon signed ranks output x3*

Test Statistics[a]	
	Increase in the number of *Muzakki* - *Amil* Competency
Z	-4.591[b]
Asymp. Sig. (2-tailed)	<.001
a. Wilcoxon Signed Ranks Test	
b. Based on positive ranks.	

Based on the data above the Asymp sig value. (2-tailed) value obtained is 0.001 <0.05, so H0 is rejected. then it can be concluded that there is an influence of Variable X3 on Variable Y.

4.8 Kruskal-Wallis Test

Table 4.20 *Kruskal Wallis analysis output*

Descriptive Statistics					
	N	Mean	Std. Deviation	Minimum	Maximum
Muzakki Loyalty	100	33.15	6.163	22	47
Zakat Distribution	100	31.18	5.538	21	45
Amil Competency	100	33.23	6.133	22	47
Increase in the Number of *Muzakki*	100	31.17	5.554	21	45

Based on the table above, the results are: 1) Variable X1 shows the level of *Muzakki* loyalty with an average value of 33.15. The standard deviation of 6.163 indicates that there is considerable variation among respondents, with values ranging from 22 to 47. 2) Variable X2 shows the distribution of *zakat*, with a mean value of 31.18 and a standard deviation of 5.538, showing moderate variation among respondents. Values range from 21 to 45. 3) Variable X3, namely *amil* competence, has an average of 33.23 with a standard deviation of 6.133. The value variation is quite large, with values ranging from 22 to 47. 4) Variable Y, namely the increase in the number of *Muzakki*, has an average of 31.17 and a standard deviation of 5.554, showing variations in the increase in the number of *Muzakki*. Values range from 21 to 45. Thus, all variables with the same amount of data (N=100) show moderate to high variation based on the reported standard deviation.

4.9 Correlation Test (Spearman's Rank)

Table 4.21 *Correlation analysis output*

Correlations						
			Muzakki Loyalty	*Zakat* Distribution	*Amil* Competency	Increase in the number of *Muzakki*
Spearman's rho	*Muzakki* Loyalty	Correlation Coefficient	1.000	.633**	.990**	.631**
		Sig. (2-tailed)	.	<.001	<.001	<.001
		N	100	100	100	100
	Zakat Distribution	Correlation Coefficient	.633**	1.000	.614**	.990**
		Sig. (2-tailed)	<.001	.	<.001	<.001
		N	100	100	100	100
	Amil Competency	Correlation Coefficient	.990**	.614**	1.000	.613**
		Sig. (2-tailed)	<.001	<.001	.	<.001
		N	100	100	100	100
	Increase in the Number of *Muzakki*	Correlation Coefficient	.631**	.990**	.613**	1.000
		Sig. (2-tailed)	<.001	<.001	<.001	.
		N	100	100	100	100

**. Correlation is significant at the 0.01 level (2-tailed).

Based on the data above, the Significance results of Variable X1, X2, X3 and Y are 0.001 <0.05, it can be concluded that there is a significant relationship between Variables.

4.10 Regression Test

Table 4.22 *Regression analysis output*

Correlations					
		Increase in the number of *Muzakki*	*Muzakki* Loyalty	*Zakat* Distribution	*Amil* Competency
Pearson Correlation	Increase in the Number of *Muzakki*	1.000	.783	.997	.775
	Muzakki Loyalty	.783	1.000	.783	.997
	Zakat Distribution	.997	.783	1.000	.775
	Amil Competency	.775	.997	.775	1.000

Sig. (1-tailed)	Increase in the Number of *Muzakki*	.	<.001	<.001	<.001
	Muzakki Loyalty	.000	.	.000	.000
	Zakat Distribution	.000	.000	.	.000
	Amil Competency	.000	.000	.000	.
N	Increase in the Number of *Muzakki*	100	100	100	100
	Muzakki Loyalty	100	100	100	100
	Zakat Distribution	100	100	100	100
	Amil Competency	100	100	100	100

The basis for decision making in interpreting the correlation coefficient is as follows:

0.00 - 0.199	Very Low
0.20 - 0.399	Low
0.40 - 0.599	Medium
0.60 - 0.799	Strong
0.80 - 1.000	Very Strong

(Cohen, 1988)

Based on the regression test results presented in the data above, the results based on the Pearson Correlation table:

1. The correlation between *Muzakki* loyalty increase in the number of *Muzakki* is 0.783, which indicates a strong positive relationship.
2. The correlation between *zakat* distribution and increase in the number of *Muzakki* is 0.997, indicating a very strong and almost perfect relationship.
3. The correlation between *amil* competency and increase in the number of *Muzakki* is 0.775, which also shows a strong positive relationship.

The results based on the Significance value (Sig. 1-tailed) are, All significance values (Sig.) are <0.001, which means that all these correlations are highly statistically significant. This indicates that there is a significant relationship between the variables.

4.10.1 Exponential Regression Test of Variable X1 on Variable Y

Table 4.23 *Exponential regression output x1*

Model Summary			
R	R Square	Adjusted R Square	Std. Error of the Estimate
.750	.562	.557	.115

The independent variable is *Muzakki* Loyalty.

When viewed from the R Square table, the effect of variable X1 on Y is 56.2% with a standard error rate of 0.115.

4.10.2 Exponential Regression Test of Variable X2 on Variable Y

Table 4.24 *Exponential regression output x2*

Model Summary			
R	R Square	Adjusted R Square	Std. Error of the Estimate
.991	.983	.983	.023

The independent variable is *Zakat* Distribution.

When viewed from the R Squere table, the effect of variable X2 on Y is 98.3% with a standard error rate of 0.23.

4.10.3 Exponential Regression Test of Variable X3 on Variable Y

Table 4.25 *Exponential regression output x3*

Model Summary			
R	R Square	Adjusted R Square	Std. Error of the Estimate
.741	.549	.544	.117

The independent variable is *Amil* Competency.

When viewed from the R Square table, the effect of variable X3 on Y is 54.9% with a standard error rate of 0.117. This result indicate that *Muzakki* loyalty (X1), distribution of *zakat* (X2) and *amil* competence (X3) exert a substantial influence on the increasing the number of *Muzakki*.

4.11 Discussion

4.11.1 *Muzakki* Loyalty (ML)

H1: ML has a positive effect on increasing the number of *Muzakki*.

Referring to the previous chapter, *Muzakki* loyalty is defined as the level of commitment and trust of individuals to continue to give *zakat* at the same *zakat* institution in the long term. Therefore, ML should have a strong positive relationship with the increase in the number of *Muzakki* because, logically, a person tends to keep giving *zakat* in an institution that he trusts and can even recommend to others. In this study, *Muzakki* loyalty is 0.783, a significant positive value. This indicates that when LM increases by one unit, the increase in the number of *Muzakki* will also increase by 0.783. This result fulfills the specified hypothesis. Indeed, as mentioned earlier, a person tends to remain a *Muzakki* and invite others to give *zakat* in an institution considered trustworthy. This provides benefits following the principle of justice in *zakat* distribution. The findings in this study support that statement.

4.11.2 Equitable *Zakat* Distribution (EZD)

H2: EZD has a positive effect on increasing the number of *Muzakki*

Referring to the previous chapter, equitable distribution of *zakat* is defined as the level of justice in the distribution of *zakat* to *mustahiq* following the principles set out in Islam. Therefore, EZD should have a positive relationship with the increase in the Number of *Muzakki* because, logically, people tend to continue to give *zakat* and invite others to give *zakat* if they see the distribution of *zakat* is done fairly and equitably. In this study, EZD is 0.997, a positive and significant value. This indicates that when EZD increases by one unit, the increase in the number of *Muzakki* will also increase by 0.997, holding other variables constant and significant. This result fulfills the specified hypothesis and informs that PDZ directly affects the increase in the number of *Muzakki*. With a better and equal distribution of *zakat*, the *Muzakki* will increase significantly.

4.11.3 *Amil* Competence (AC)

H3: AC has a positive effect on increasing the number of *Muzakki*

However, *amil* competency is not always the main factor *Muzakki* considers in choosing *a zakat* institution, although it has an important role in the context of this research. *Amil* competency is defined as the ability and professionalism of *amil* to manage *zakat* effectively and transparently. Logically, the higher the competence of *amil*, the greater the trust of *Muzakki*, which can encourage an increase in the number of *Muzakki*. In this study, AC is 0.775, a significant positive value. This result fulfills the hypothesis that AC positively impacts increasing the number of *Muzakki*; when AC increases by one unit, the number of *Muzakki* will also increase by 0.775, with other variables constant. This is logical because, under normal circumstances, *Muzakki* are more likely to give *zakat* in institutions with *amil* that are competent, trusted, and able to manage *zakat* effectively.

CHAPTER FIVE

CONCLUSION AND RECOMMENDATION

5.1 Introduction

The primary objective of this chapter is to provide a comprehensive discussion of the conclusions derived from this research study, which are based on the formulated research objectives. These objectives include the analysis of the impact of *Muzakki* loyalty, the equitable distribution of *zakat*, and the competence of *amil zakat* on the enhancement of *Muzakki*. Consequently, Section 5.2 offers a synopsis of the study's outcomes and the implications of the findings. While this study offers significant insights into *zakat* management, future researchers must consider the limitations identified to enhance the study. The discussion on research limitations and future research directions will be presented in Section 5.3 and Section 5.4 to address the challenges identified in this study.

5.2 Research Overview

Research on the influence of *Muzakki* loyalty, equitable distribution of *zakat*, and competence of *amil zakat* to increase in the Number of *Muzakki* can significantly contribute in various aspects. This research helps deepen the understanding of the factors that influence the loyalty of *Muzakki* in paying *zakat*, as well as how equal distribution of *zakat* can impact increasing the number of *Muzakki*. In addition, this study can also provide insight into the importance of *amil zakat* competence in managing *zakat* effectively, thus increasing public trust and participation in fulfilling their *zakat* obligations.

The findings from this study can be used as a reference for *zakat* institutions in devising strategies to increase in the number *Muzakki* loyalty and ensure a more equitable distribution of *zakat*. In addition, this research can help identify areas that still have gaps in *zakat* distribution and provide recommendations to improve the quality of *amil zakat* services. Thus, the results of this study can provide practical benefits for *zakat* institutions in optimizing *zakat* management more professionally and using sharia principles.

This research indirectly improves transparency and accountability in the *zakat* management system, thus encouraging more people to become *Muzakki*. Increasing the number of *Muzakki* can strengthen the *zakat* system as an Islamic economic instrument that effectively reduces social inequality.

After going through several stages, this research can finally be concluded. The main objective of this research is to understand the factors that influence the increase in the number of *Muzakki at* LZNK. The factors studied include *Muzakki* Loyalty (ML), Equitable Distribution of *Zakat* (EDZ), and *Amil* Competence (AC). The results showed that ML, EDZ, and AC significantly influence increasing the number of *Muzakki*.

Specifically, ML has a significant positive influence with a correlation value of 0.783, indicating that the higher the loyalty of *Muzakki*, the greater the possibility of increasing the number of *Muzakki*. Similarly, EZD has a very strong relationship with increasing the number of *Muzakki* with a correlation value of 0.997, confirming that equitable distribution of *zakat* is important in attracting more *Muzakki*. Furthermore, AC also shows a significant positive influence on increasing the number of *Muzakki* with a correlation value of 0.775, proving that the competence of *amil* in managing *zakat* effectively and transparently can increase the trust and participation of *Muzakki*.

From these results, it can be concluded that EZD is the most influential factor in increasing the number of *Muzakki*, followed by ML and AC. The results of this study reinforce the importance of a fair *zakat* distribution system and improving the quality of *zakat* management through increasing *Muzakki* loyalty and *amil* competency. Therefore, LZNK can consider more effective strategies in equitable *zakat* distribution and *amil* capacity building to sustainably increase in the number of *Muzakki*.

5.3 Contribution and Limitation

5.3.1 Academia

The contribution of this research to the academic field is its emphasis on developing and continuing research on strategy analysis and organizational governance that can be used to increase in the number of *Muzakki*. The findings can also help other researchers to conduct further, more in-depth research on the subject. In addition, this research also encourages collaboration and interdisciplinary research by bringing together academics from various fields to learn about *zakat* management, especially in increasing allocation through *Muzakki*. Thus, it can fill the gap in the existing literature and provide new insights to advance knowledge and understanding related to *zakat* collection.

Furthermore, this study utilizes a quantitative approach to evaluate the factors that influence the increase in the number of *Muzakki* in *zakat* distribution. The unique characteristic of the model developed in this study is the integration of *Muzakki* loyalty, *zakat* distribution equity, and *zakat amil* competency in one comprehensive analytical framework. The model utilizes a combination of empirical data and a statistical approach that ensures more accurate and reliable results in describing the dynamics of *Muzakki* improvement. This approach considers quantitative data from respondents and accommodates relevant qualitative aspects to enrich the understanding of *Muzakki* behavior.

Thus, this model is more resistant to individual bias and provides a more representative picture of the pattern of *Muzakki* participation. In addition, the approach developed in this study facilitates the systematic communication of the analysis results and is easily understood by various stakeholders, including *zakat* institutions and policymakers. By producing a model that can capture various dimensions that contribute to the increase in the number of *Muzakki*, this research is expected to be a reference for academics and practitioners in designing more effective and sustainable *zakat* management strategies.

5.3.2 *Zakat* Governance at *Lembaga Zakat Negeri Kedah* (LZNK)

Zakat governance strategies at LZNK can contribute in various ways to improve *zakat* collection, such as strengthening public understanding of the importance of *zakat* and the underlying sharia principles. This not only encourages *Muzakki*'s compliance in fulfilling their *zakat* obligations but also improves transparency and accountability in its management. In addition, an effective strategy in *zakat* governance can optimize the administrative system of *zakat* collection, thus facilitating the process of paying and recording *zakat* systematically.

The findings of this study can be used as a reference for LZNK in formulating policies to increase in the number of *Muzakki* trust and loyalty through service improvement, innovation in *zakat* payment methods, and utilization of digital technology in the *zakat* collection process. In addition, a good governance strategy can also help identify potential areas with a high number of *Muzakki* but a low level of compliance so that more effective education and socialization programs can be designed. Thus, LZNK can sustainably increase in the number of *Muzakki* and ensure a more equitable distribution of *zakat* following the principles of justice in Islam.

Indirectly, an optimal *zakat* governance strategy will provide long-term benefits for *zakat* management at LZNK, both in terms of finance, administration, and relationship with *Muzakki*. Improving *the zakat* collection system based on technology and accurate data can help LZNK monitor *zakat* payment trends and develop more adaptive strategies for social and economic changes.

5.3.3 Limitation

During the study, several limitations were identified, which are considered to be shortcomings. However, these limitations may present future opportunities for related research. Firstly, the sample size of this study was limited to 100 *Muzakki*. According to LZNK, the number of *Muzakki* in 2024 was 135,554. This indicates that the study's sample size was only 0.13% of the total *Muzakki* population. It is therefore recommended that future researchers consider increasing their sample size. One possible approach could be to use a sampling basis based on other theories with a larger sample. This study employed quantitative research methods, utilizing online questionnaires for data collection, a process that may introduce data accuracy concerns. A comparison of quantitative and qualitative research methods reveals their respective strengths. However, the suitability of qualitative methods for this research is particularly noteworthy, as they are well-suited for capturing diverse perspectives, an essential element in this study. Qualitative research methods, such as interviews, facilitate the collection of precise data by interviewees. The present study focuses exclusively on the perspective of *Muzakki*, neglecting the institution's viewpoint. Additionally, while this research examined the loyalty toward increasing the number of *Muzakki*, it did not involve real-time monitoring. Consequently, subsequent research should be directed toward studying the actual behavior of respondents in inviting others to become *Muzakki*.

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Appendix A Research Questionnaire

Demographics of Respondents

Respondent demographics are purely used for research purposes, the researcher guarantees that the respondents' data will not be misused and will not be disseminated widely. Please be willing to fill in the following list of questions:

Job			
Age			
Gender	**☐ Male**	**☐ Female**	
How long have you becomes *Muzakki*			
☐ < 1 year	**☐ 1 – 3 years**	**☐ 4 – 6 years**	**☐ > 10 years**

Questionnaire Instructions

We respectfully request that you provide responses/answers to the questions below by ticking the *check list* (√) in the answer column provided. Description of response/answer options are as follows:

Strongly Disagree	1
Disagree	2
Neutral	3
Agree	4
Strongly Agree	5

Muzakki Loyalty

No.	Question	Skala Likert				
		SDA	D	N	A	SA
Muzakki Loyalty						
(+)	Trust this *zakat* institution due to its strong reputation in *zakat* management.					
(-)	Other *zakat* institutions are more trustworthy than the one I currently use.					
(+)	Paying *zakat* through this institution is convenient and does not require much time.					
(-)	Difficult to process *zakat* payments through this institution.					
(+)	This *zakat* institution shows great care for *Muzakki* through good communication and friendly service.					
(-)	This *zakat* institution is not concerned about the needs of *Muzakki*.					
(+)	Information regarding the allocation of *zakat* funds is provided in a timely and transparent manner.					
(-)	Struggle to get clear and timely information about how *zakat* funds are utilized.					
(+)	Secure paying *zakat* through this institution because it ensures transparency and accountability.					
(+)	Information related to the use of *zakat* funds is always delivered quickly and transparently.					

Equitable *Zakat* Distribution (Davis, F. D., 1989).

Perceived Usefulness	
(+)	The *zakat* institution provides a transparent and well-documented information system on *zakat* distribution.
(-)	Difficult to access clear and reliable information regarding how *zakat* is distributed.
(+)	The *zakat* institution effectively identifies and distributes *zakat* to eligible mustahiq based on their financial capability.
(-)	Doubt that the *zakat* institution accurately determines the number of mustahiq who need assistance.
(+)	The *zakat* institution continuously develops innovative programs to enhance *zakat* distribution and reach more mustahiq.
(-)	The current *zakat* distribution system lacks innovation and does not effectively address the needs of mustahiq.
(+)	The distribution of *zakat* by *zakat* institutions is carried out fairly without favoring certain groups.
(-)	Distribution of *zakat* is mostly given to certain groups or regions, so it is not evenly distributed.
(+)	The *zakat* institution has a monitoring mechanism that ensures that *zakat* is actually received by the rightful mustahik.
(-)	Lack of evaluation and monitoring makes *zakat* distribution not on target.

Amil Competence (McKnight, et al., 1998).

Trust of Technology		
(+)	Amil actively seeks information and consults with scholars or experts to improve their knowledge of *zakat* management.	
(-)	Amil lacks curiosity and rarely seeks additional knowledge about *zakat* administration.	
(+)	Amil provides well-structured and clear offers regarding *zakat* programs to encourage *Muzakki* participation.	
(-)	The offers made by Amil regarding *zakat* programs seem unclear and do not effectively encourage *Muzakki* involvement.	
(+)	Amil works collaboratively within a team to ensure efficient *zakat* collection and distribution.	
(-)	Amil often struggles to work effectively in a team, which affects the management of *zakat* funds.	
(+)	The *zakat* institution continuously introduces innovative strategies and appreciates the efforts of Amil in improving *zakat* services.	
(-)	The institution does not encourage innovation among Amil, making *zakat* services outdated.	
(+)	Amil demonstrates strong awareness of *Muzakki*'s needs and ensures their *zakat* is utilized efficiently.	
(-)	Amil seems indifferent to *Muzakki*'s concerns and does not provide clear feedback on *zakat* allocation.	

Increase in the number of *Muzakki* (Venkatesh, 2003).

Intention to Adoption Technology		
(+)	Paying *zakat* strengthens intention to fulfill religious obligations sincerely.	
(-)	Paying *zakat* is merely a routine without a significant spiritual impact.	
(+)	Paying *zakat* provides me with a sense of inner peace and spiritual fulfillment.	
(-)	Not feeling any personal or spiritual benefits from paying *zakat*.	
(+)	Fulfilling *zakat* obligations motivates others to also engage in charitable acts.	
(-)	Decision to pay *zakat* does not influence the attitudes or behaviors of others.	
(+)	Positive experience in paying *Zakat* encourages me to continue paying *Zakat* to the same *Zakat* institution.	
(-)	Lack of information or socialization about the benefits of *zakat* makes me less motivated to continue paying *zakat*.	
(+)	More motivated to pay *zakat* regularly because I see the real impact of *zakat* distribution by *zakat* institutions.	
(-)	There is no difference in my willingness to give *zakat* regardless of how well the *zakat* institution manages it.	

Appendix B Finding Of Validity Test for Variable X1 (*Muzakki* Loyalty)

Correlations

		ML1	ML2	ML3	ML4	ML5	ML6	ML7	ML8	ML9	ML10	Total
ML1	Pearson Correlation	1	.447**	-.108	.279**	-.086	.394**	.180	.332**	.354**	.245*	.489**
	Sig. (2-tailed)		<.001	.285	.005	.396	<.001	.072	<.001	<.001	.014	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
ML2	Pearson Correlation	.447**	1	.276**	.754**	-.014	.864**	.068	.848**	.107	.278**	.829**
	Sig. (2-tailed)	<.001		.005	<.001	.890	<.001	.499	<.001	.288	.005	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
ML3	Pearson Correlation	-.108	.276**	1	.276**	-.005	.231*	-.016	.248*	-.043	.170	.302**
	Sig. (2-tailed)	.285	.005		.005	.959	.021	.875	.013	.668	.090	.002
	N	100	100	100	100	100	100	100	100	100	100	100
ML4	Pearson Correlation	.279**	.754**	.276**	1	.008	.811**	.060	.827**	.128	.270**	.812**
	Sig. (2-tailed)	.005	<.001	.005		.935	<.001	.550	<.001	.205	.007	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
ML5	Pearson Correlation	-.086	-.014	-.005	.008	1	.074	-.033	.034	.076	.087	.247*
	Sig. (2-tailed)	.396	.890	.959	.935		.465	.744	.739	.455	.387	.013
	N	100	100	100	100	100	100	100	100	100	100	100
ML6	Pearson Correlation	.394**	.864**	.231*	.811**	.074	1	.115	.822**	.226*	.284**	.880**
	Sig. (2-tailed)	<.001	<.001	.021	<.001	.465		.256	<.001	.024	.004	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
ML7	Pearson Correlation	.180	.068	-.016	.060	-.033	.115	1	.015	.059	-.133	.224*
	Sig. (2-tailed)	.072	.499	.875	.550	.744	.256		.881	.557	.188	.025
	N	100	100	100	100	100	100	100	100	100	100	100
ML8	Pearson Correlation	.332**	.848**	.248*	.827**	.034	.822**	.015	1	.173	.232*	.829**
	Sig. (2-tailed)	<.001	<.001	.013	<.001	.739	<.001	.881		.085	.020	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
ML9	Pearson Correlation	.354**	.107	-.043	.128	.076	.226*	.059	.173	1	.190	.392**
	Sig. (2-tailed)	<.001	.288	.668	.205	.455	.024	.557	.085		.058	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
ML10	Pearson Correlation	.245*	.278**	.170	.270**	.087	.284**	-.133	.232*	.190	1	.503**
	Sig. (2-tailed)	.014	.005	.090	.007	.387	.004	.188	.020	.058		<.001
	N	100	100	100	100	100	100	100	100	100	100	100
Total	Pearson Correlation	.489**	.829**	.302**	.812**	.247*	.880**	.224*	.829**	.392**	.503**	1
	Sig. (2-tailed)	<.001	<.001	.002	<.001	.013	<.001	.025	<.001	<.001	<.001	
	N	100	100	100	100	100	100	100	100	100	100	100

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

Appendix C Finding Of Validity Test for Variable X2 (*Zakat* Distribution)

Correlations

		ZD1	ZD2	ZD3	ZD4	ZD5	ZD6	ZD7	ZD8	ZD9	ZD10	Total
ZD1	Pearson Correlation	1	-.087	.201*	-.157	-.016	-.015	-.022	-.087	-.031	-.065	.198*
	Sig. (2-tailed)		.389	.045	.119	.872	.884	.825	.392	.759	.521	.048
	N	100	100	100	100	100	100	100	100	100	100	100
ZD2	Pearson Correlation	-.087	1	-.068	.618**	.196	-.054	.317**	.640**	.266**	.730**	.726**
	Sig. (2-tailed)	.389		.504	<.001	.051	.597	.001	<.001	.007	<.001	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
ZD3	Pearson Correlation	.201*	-.068	1	-.085	-.019	-.050	-.070	-.048	.249*	-.103	.234*
	Sig. (2-tailed)	.045	.504		.399	.854	.624	.490	.634	.012	.307	.019
	N	100	100	100	100	100	100	100	100	100	100	100
ZD4	Pearson Correlation	-.157	.618**	-.085	1	.230*	.218*	.323**	.808**	.228*	.728**	.788**
	Sig. (2-tailed)	.119	<.001	.399		.021	.029	.001	<.001	.022	<.001	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
ZD5	Pearson Correlation	-.016	.196	-.019	.230*	1	-.067	.284**	.294**	.121	.336**	.406**
	Sig. (2-tailed)	.872	.051	.854	.021		.509	.004	.003	.229	<.001	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
ZD6	Pearson Correlation	-.015	-.054	-.050	.218*	-.067	1	.000	.176	.048	.000	.227*
	Sig. (2-tailed)	.884	.597	.624	.029	.509		.997	.079	.632	.997	.023
	N	100	100	100	100	100	100	100	100	100	100	100
ZD7	Pearson Correlation	-.022	.317**	-.070	.323**	.284**	.000	1	.447**	-.108	.279**	.410**
	Sig. (2-tailed)	.825	.001	.490	.001	.004	.997		<.001	.285	.005	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
ZD8	Pearson Correlation	-.087	.640**	-.048	.808**	.294**	.176	.447**	1	.276**	.754**	.832**
	Sig. (2-tailed)	.392	<.001	.634	<.001	.003	.079	<.001		.005	<.001	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
ZD9	Pearson Correlation	-.031	.266**	.249*	.228*	.121	.048	-.108	.276**	1	.276**	.400**
	Sig. (2-tailed)	.759	.007	.012	.022	.229	.632	.285	.005		.005	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
ZD10	Pearson Correlation	-.065	.730**	-.103	.728**	.336**	.000	.279**	.754**	.276**	1	.794**
	Sig. (2-tailed)	.521	<.001	.307	<.001	<.001	.997	.005	<.001	.005		<.001
	N	100	100	100	100	100	100	100	100	100	100	100
Total	Pearson Correlation	.198*	.726**	.234*	.788**	.406**	.227*	.410**	.832**	.400**	.794**	1
	Sig. (2-tailed)	.048	<.001	.019	<.001	<.001	.023	<.001	<.001	<.001	<.001	
	N	100	100	100	100	100	100	100	100	100	100	100

*. Correlation is significant at the 0.05 level (2-tailed).

**. Correlation is significant at the 0.01 level (2-tailed).

Appendix D Finding Of Validity Test for Variable X3 (*Amil* Competency)

Correlations

		AC1	AC2	AC3	AC4	AC5	AC6	AC7	AC8	AC9	AC10	Total
AC1	Pearson Correlation	1	.438**	-.034	.309**	-.113	.422**	.159	.324**	.327**	.227*	.483**
	Sig. (2-tailed)		<.001	.738	.002	.261	<.001	.113	.001	<.001	.023	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
AC2	Pearson Correlation	.438**	1	.293**	.674**	-.018	.829**	.061	.845**	.109	.274**	.820**
	Sig. (2-tailed)	<.001		.003	<.001	.861	<.001	.548	<.001	.282	.006	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
AC3	Pearson Correlation	-.034	.293**	1	.194	-.013	.185	-.030	.241*	-.038	.159	.283**
	Sig. (2-tailed)	.738	.003		.053	.898	.066	.764	.016	.708	.113	.004
	N	100	100	100	100	100	100	100	100	100	100	100
AC4	Pearson Correlation	.309**	.674**	.194	1	.000	.720**	.107	.742**	.157	.232*	.773**
	Sig. (2-tailed)	.002	<.001	.053		.998	<.001	.289	<.001	.120	.020	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
AC5	Pearson Correlation	-.113	-.018	-.013	.000	1	.081	-.033	.034	.076	.087	.246*
	Sig. (2-tailed)	.261	.861	.898	.998		.424	.744	.739	.455	.387	.014
	N	100	100	100	100	100	100	100	100	100	100	100
AC6	Pearson Correlation	.422**	.829**	.185	.720**	.081	1	.145	.783**	.263**	.277**	.858**
	Sig. (2-tailed)	<.001	<.001	.066	<.001	.424		.150	<.001	.008	.005	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
AC7	Pearson Correlation	.159	.061	-.030	.107	-.033	.145	1	.015	.059	-.133	.234*
	Sig. (2-tailed)	.113	.548	.764	.289	.744	.150		.881	.557	.188	.019
	N	100	100	100	100	100	100	100	100	100	100	100
AC8	Pearson Correlation	.324**	.845**	.241*	.742**	.034	.783**	.015	1	.173	.232*	.820**
	Sig. (2-tailed)	.001	<.001	.016	<.001	.739	<.001	.881		.085	.020	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
AC9	Pearson Correlation	.327**	.109	-.038	.157	.076	.263**	.059	.173	1	.190	.401**
	Sig. (2-tailed)	<.001	.282	.708	.120	.455	.008	.557	.085		.058	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
AC10	Pearson Correlation	.227*	.274**	.159	.232*	.087	.277**	-.133	.232*	.190	1	.499**
	Sig. (2-tailed)	.023	.006	.113	.020	.387	.005	.188	.020	.058		<.001
	N	100	100	100	100	100	100	100	100	100	100	100
Total	Pearson Correlation	.483**	.820**	.283**	.773**	.246*	.858**	.234*	.820**	.401**	.499**	1
	Sig. (2-tailed)	<.001	<.001	.004	<.001	.014	<.001	.019	<.001	<.001	<.001	
	N	100	100	100	100	100	100	100	100	100	100	100

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

Appendix E Finding Of Validity Test for Variable Y (Increase in the Number of *Muzakki*)

Correlations

		IM1	IM2	IM3	IM4	IM5	IM6	IM7	IM8	IM9	IM10	Total
IM1	Pearson Correlation	1	-.084	.215*	-.140	.032	-.007	-.055	-.063	.044	-.063	.224*
	Sig. (2-tailed)		.406	.031	.166	.750	.945	.586	.532	.661	.534	.025
	N	100	100	100	100	100	100	100	100	100	100	100
IM2	Pearson Correlation	-.084	1	-.078	.620**	.182	-.052	.313**	.642**	.250*	.719**	.720**
	Sig. (2-tailed)	.406		.439	<.001	.070	.611	.002	<.001	.012	<.001	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
IM3	Pearson Correlation	.215*	-.078	1	-.091	-.001	-.050	-.086	-.048	.256*	-.132	.229*
	Sig. (2-tailed)	.031	.439		.366	.993	.619	.397	.639	.010	.190	.022
	N	100	100	100	100	100	100	100	100	100	100	100
IM4	Pearson Correlation	-.140	.620**	-.091	1	.219*	.219*	.325**	.807**	.220*	.719**	.788**
	Sig. (2-tailed)	.166	<.001	.366		.028	.029	<.001	<.001	.028	<.001	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
IM5	Pearson Correlation	.032	.182	-.001	.219*	1	-.068	.263**	.292**	.134	.285**	.405**
	Sig. (2-tailed)	.750	.070	.993	.028		.503	.008	.003	.183	.004	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
IM6	Pearson Correlation	-.007	-.052	-.050	.219*	-.068	1	.003	.176	.048	.004	.230*
	Sig. (2-tailed)	.945	.611	.619	.029	.503		.980	.079	.632	.966	.022
	N	100	100	100	100	100	100	100	100	100	100	100
IM7	Pearson Correlation	-.055	.313**	-.086	.325**	.263**	.003	1	.447**	-.133	.282**	.393**
	Sig. (2-tailed)	.586	.002	.397	<.001	.008	.980		<.001	.188	.004	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
IM8	Pearson Correlation	-.063	.642**	-.048	.807**	.292**	.176	.447**	1	.276**	.736**	.835**
	Sig. (2-tailed)	.532	<.001	.639	<.001	.003	.079	<.001		.005	<.001	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
IM9	Pearson Correlation	.044	.250*	.256*	.220*	.134	.048	-.133	.276**	1	.232*	.405**
	Sig. (2-tailed)	.661	.012	.010	.028	.183	.632	.188	.005		.020	<.001
	N	100	100	100	100	100	100	100	100	100	100	100
IM10	Pearson Correlation	-.063	.719**	-.132	.719**	.285**	.004	.282**	.736**	.232*	1	.771**
	Sig. (2-tailed)	.534	<.001	.190	<.001	.004	.966	.004	<.001	.020		<.001
	N	100	100	100	100	100	100	100	100	100	100	100
Total	Pearson Correlation	.224*	.720**	.229*	.788**	.405**	.230*	.393**	.835**	.405**	.771**	1
	Sig. (2-tailed)	.025	<.001	.022	<.001	<.001	.022	<.001	<.001	<.001	<.001	
	N	100	100	100	100	100	100	100	100	100	100	100

*. Correlation is significant at the 0.05 level (2-tailed).

**. Correlation is significant at the 0.01 level (2-tailed).