



Zakat Acceptance System on National Level of Zakat Management Organization in Indonesia

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Abstract: It is deemed important to put concern on zakat acceptance system, as the zakat management begins at this stage. Bad system will destroy the overall management of zakat. This study aims to understand the zakat acceptance model conducted by national-level Zakat Management Organization and to assess whether the zakat acceptance system in local level is as good as in the central. This research was carried out on the Zakat Management Organization managed by government and by the community. The term of the study was one year, from January to December 2013. The study was conducted using a survey method. Data was obtained through observations and interviews to officials who understand the system in the office of zakat management organizations concerned. Data obtained include: (a) the profile of each organization, (b) information regarding the process of funds raising in the central and local level, (c) information on the fund reporting process from branches or outlets to the head office in the central and from the regional to head office, and (d) documents related to the fund-raising and reporting. The research results showed that there had been an internal controls on financial information system on acceptance system in both Agency for Zakat Management. National Agency for Zakat Management has had an information system but was only applied at the Head Office in Jakarta and yet to be implemented in the branches in West Sumatra and East Kalimantan. In Zakat Management Institution, at both central and local level, every donation has been directly inputted to the Financial Information System, thus the zakat data on this institution website is updated and reported to the head office real-time.

Keywords: Zakat Acceptance System, National Agency for Zakat Management, Zakat Management Institution, Central, Local.

1. INTRODUCTION

The potential of public funds collected through Zakat is massive. Based on the Badan Amil Zakat Nasional and Fakultas Ekonomi dan Manajemen Institut Pertanian Bogor research in 2011, the national zakat potential in Indonesia reached IDR217 trillion or equivalent to 3.40% of Gross National Product. With the issuance of Law No.38 of 1999, the zakat potential is expected to be further optimized, because the law allows the zakat reception can be done not only by the Zakat Management Organization managed by the government or Agency for Zakat Management but can also be managed by the community through the Zakat Management Institution. It has now been established more than 31 of the Zakat Management Organization at provincial level, more than 300 Agency for Zakat Management at municipal/district level, and 18 Zakat Management Institution at national level, in addition to local Zakat Management Institution. Zakat institutions in a Moslem-majority country are important to be implemented effectively and successfully in line with the government's plans in the economic and social development⁽⁴⁾. Also the need to pass legislations for the collection of zakat from different sectors, organizations, institutions as well as individuals⁽¹⁾. However, zakat collecting by Agency for Zakat Management in 2014 was less than IDR 70 billion⁽²⁾. Some reasons, according to Minister for National



Development Planning/ Head of⁽⁷⁾ were undeveloped perception about the importance of paying zakat, in addition to low knowledge and awareness of the zakat payers of the method of calculating zakat, and lack of confidence to the formal zakat institution, and the public perception that zakat is the religious obligation to pay zakat directly to the recipients.

The presence of blooming Zakat Management Organization development is not separated from various issues that arise, such as unclear forms and institutional structures, low professionalism of human resources for not making their job as a profession or career choice, and the lack of transparencies of financial reports and institutions activities as Law No.38/1999 does not provide adequate rules for transparency and accountability of Zakat Management Organization⁽¹⁰⁾.

By paying attention to these developments, the zakat acceptance system managed is important to be taken attention, as zakat management begins at this stage. The bad system will destroy the overall zakat management itself which requires to provide accountability reports to the community as a funder. Thus, it is necessary to provide an accountable zakat acceptance system.

Zakat transparency can be achieved if supported by a computer-based system that can be accessed directly by the public. There is a patent application for a system and method for facilitating the donation funds from the donors and disbursing the funds to the recipient who do not possess a bank account and to do it rapidly, meeting either deadlines for the disbursements or deadlines based on the specific needs of the reception⁽⁹⁾, such as zakat.

Many factors affect the quality of financial information, the user satisfaction and the performance of financial information systems. For example, at private polytechnic in East Java, there is a positive and significant influence between the variables of internal systems, external systems to the satisfaction of users of the system. There is a positive and significant influence internal systems, external systems, and ethics of the quality of financial information. There is a positive and significant influence of external systems, ethics, system user satisfaction, and quality of financial information on the performance of financial accounting information systems⁽⁸⁾.

Better zakat acceptance system, lower poverty. Zakat can eliminate poverty in Moslem countries and achieve the desired justice in the distribution of income⁽¹⁾. Zakat has a negative correlation with poverty which means that if zakat increases, the poverty will decline. Although⁽⁵⁾, which occurred in Indonesia is just the opposite where the rate of zakat and taxes always increase, but the poor also increase or having a positive correlation. The reason was, according to PEBS & Circle Of Information And Development (2009) research, the potential for zakat has yet to be utilized optimally for combating poverty and embodying social justice in Indonesia, although in fact the management of zakat in Indonesia has been conducted since the beginning of Islam entering and progressing in the country⁽⁶⁾.

This study aims to understand zakat acceptance model conducted by Zakat Management Organization managed by government and by the community at national level and assesses whether the central and local level applies the same zakat acceptance system.

The study was conducted in three areas that represent the island of Sumatra, Java and Kalimantan. The term of the study was one year, from January to December 2013. This research was carried out on the National Agency for Zakat Management managed by government and ZMI managed by the community. The study was conducted using a survey method to three sample regions, namely West Sumatra Province which represents the island of Sumatra, DKI Jakarta Province which represents the island of Java, and East Kalimantan Province which represents the island of Kalimantan. From these three provinces, the most active city in zakat management was chosen. Padang represents West Sumatra, Jakarta as the center of Zakat Management Organization at national scale, and Balikpapan and Samarinda which represent East Kalimantan.



Data was obtained through observations and interviews to officials who understand the system at the Zakat Management Organization offices concerned. The observation was intended to see the fund acceptance process directly. The observation for the central was done in late fasting month as it was the busiest time in the zakat acceptance process so transaction always occurs. Data obtained include:

- a. The profile of each Zakat Management Organization.
- b. Information on fund-raising process in central level.
- c. Information on fund-raising process in regional level.
- d. Information on funds reporting process from branches/outlets to the head office in the central level.
- e. Information on funds reporting process from regional level to head office.
- f. Documents related to fund-raising process.
- g. Documents related to reporting.

3. RESULTS AND DISCUSSION

Zakat Acceptance System in National Level

Zakat acceptance procedure in Agency for Zakat Management and in Zakat Management Institution is relatively similar. Customer Service receives the Zakat form that has been filled by the donors, gives one copy of the form to the donator as a proof of payment, and other copies as archives. Customer service then enters the data into the computer system and by the end of the working day, made a daily recapitulation receipt and hand it to the finance staff including receipts from donors. Finance staff then verifies the donation form filled directly by the Customer Service with the entry in the system, if there is a mismatch, the staff can coordinate directly with the Customer Service. This daily admission recapitulation is made then authorized by the Head of Finance Division and the received money will be deposited into the nearest bank. All receipts from all counters will be recapitulated by the system and authorized by the President Director. The flow diagram of zakat acceptance procedure in central level of Zakat Management Organization is presented in Figure 1.

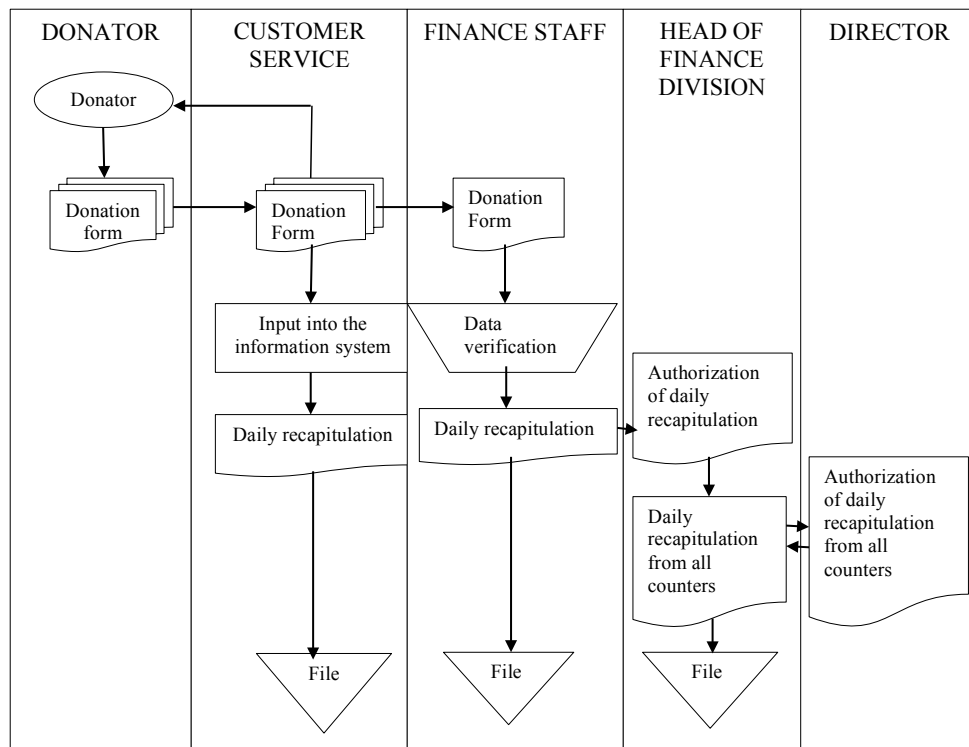


Figure 1. Acceptance process in central Zakat Management Organization.

Zakat Management Institution accounts are available in many banks, both conventional and Islamic banks. Bank interest funds from the conventional bank accounts are used for the construction of public facilities such as toilets, and others.

In Jakarta, the central office has some branches. The acceptance process through a branch office in one of Zakat Management Institution is presented in Figure 2. Donators submit the donations and fill in the form which details donator's name, occupation, e-mail, address, telephone number, and type of donation given, whether it's zakat, Infaq, or endowment. The form is then handed over to the counter clerk. The data is then inputted into the Outlet Daily Acceptance Recapitulation by the counter keeper. The receipts and the Outlet Daily Acceptance Recapitulation are then submitted to the Department of Customer Relation Management. Customer Relationship Management will check and verify the Outlet Daily Acceptance Recapitulation and input the finance reports data to Accounting Information Systems of Zakat Management Institution and file one of the receipts. Finance Department also conducts verification on Outlet Daily Acceptance Recapitulation, inputs the funding data report to the financial system, and saves the receipt and deposit the donations received to banks. The Outlet Daily Acceptance Recapitulation is picked up to be submitted to the Central Zakat Management Institution.

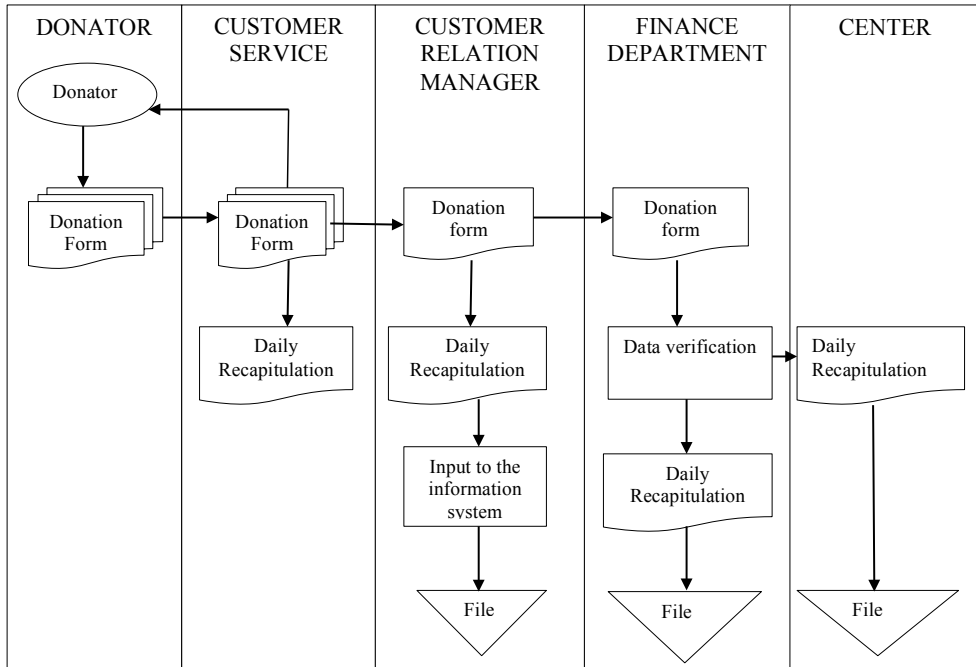


Figure 2. Zakat acceptance at procedure at a branch office in Jakarta

There are some differences in Zakat Acceptance System between Agency for Zakat Management and Zakat Management Institution in central level at Jakarta. The zakat acceptance methods in central level of Agency for Zakat Management are quite varied, such as follow:

1. Payroll system. A form of zakat services through direct deductions from the salary of an employee in a company.
2. Mobile Zakat Car placed at several strategic locations in order to facilitate zakat donors to make payments.
3. Electronic-cards. Zakat payment can be done at Automation Teller Machine in cooperation with banks, by issuing Zakat-Payer Registration Number cards that can also function as debit cards and Automation Teller Machine, as well as the Electronic-Wallet in addition to the payment, the donors data and payment history can be downloaded into the electronic card to facilitate them to fulfill the zakat obligation anywhere and anytime.
4. Online Payment. Zakat payment through online payment or e-payment in cooperation with the Islamic and conventional banks.
5. Sharia Banking Services. Payments can be made in Islamic banking in cooperation with Agency For Zakat Management.
6. Service Counter. Donors can make payments directly through the counter concierge who also serves zakat consultancy services.

Zakat payment to the Zakat Management Institution in Jakarta can be done through:

- a. Banking, either through: cash deposit, Automation Teller Machine, Internet Banking and Short Messages Services Banking.



- b. Office.
- c. Outlets.
- d. Donation Pick up service by calling a certain number for a minimum donation of IDR 1 million.

To confirm the donation transferred can be done by: Short Messages Services, e-mail, website, telephone, and facsimile. In addition to obtaining proof of Zakat payment, donators will also receive a Short Messages Services notification.

Zakat Acceptance System in Regional Level

The procedure of zakat acceptance in regional level is similar between Agency for Zakat Management and Zakat Management Institution even almost similar with the procedure in the Central. Donors fill out the form, submit it to the Customer Service, then Customer Service enters the data to the computer system, then at the end of the working day, make a daily recapitulation of zakat acceptance, hand it to Finance Staff, then Finance Staff verifies it by comparing the data from the form and the data in the computer system, if there is a mismatch, Finance Staff will discuss directly with Customer Service, then the daily recapitulation of zakat acceptance that has no errors is authorized by the Head of Finance Division, then Finance Staff saves the cash in the bank. What the Regional Level report to The Central Level of Zakat Management Organization is the monthly recapitulation of zakat acceptance made by Finance Division and authorized by General Manager for Zakat Management Institution or by Head of Provincial Agency for Zakat Management. The flow diagram of the procedure is presented in Figure 3.

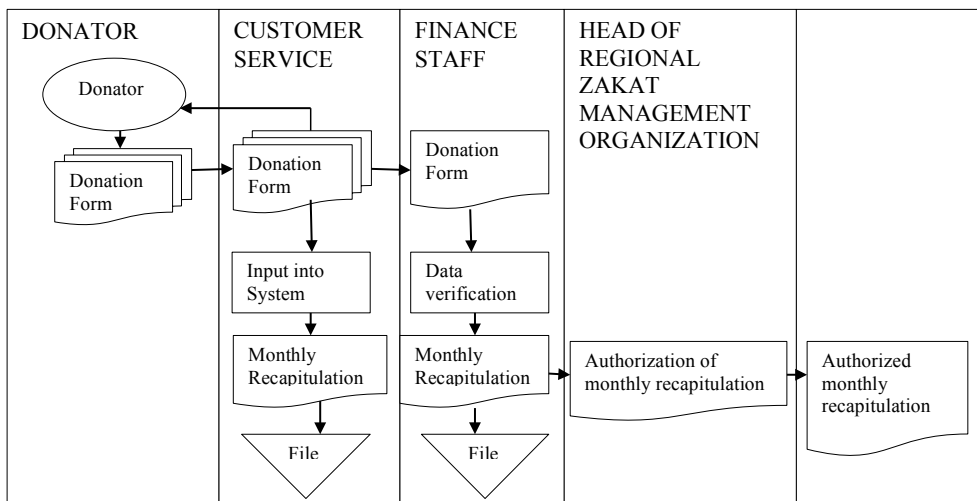


Figure 3. Zakat acceptance process in regional level of Zakat Management Organization.

The zakat acceptance process including the zakat acceptance method and the accounting software used in Zakat Management Institution in the Central and in the Regional level is relatively uniform. However, it is not the case with the situation in the Agency of Zakat Management. Variations of zakat payment methods in the regional level are not as much in the central level.

For Agency For Zakat Management in West Sumatra province, donors can make Zakat payments through the following methods:



1. Payroll system, in which zakat is taken directly through payroll deduction for West Sumatera civil servants in accordance with nisab in West Sumatra.
2. Pick up service to location
3. Service counter.

Public Zakat payment to East Kalimantan Province of Agency For Zakat Management can be done through:

1. Office on every working hour.
2. Depositing through banks in cooperation.
3. Zakat Pick-up service.

Zakat admission process in Central Agency for Zakat Management has been computerized using a kind of information system developed by this Agency for Zakat Management. The information system has many modules and can generate many reports in a short time. However, both of regional levels of Agency for Zakat Management observed in this study have not been able to use it although some of them have been trained to use the software.

For Agency for Zakat Management in West Sumatra Province, the acceptance process is still done manually. The administrators in this Agency for Zakat Management consist of five civil servants retirees. For Agency for Zakat Management in East Kalimantan Province, they used the Excel format.

The other difference in the Agency for Zakat Management between the Central and the Provincial level was the donation form which showed the difference also in using the computer software. In Jakarta, the donation form is only one copy of a brochure. After the donators fill out the donation form in the brochure, then Customer Service input the data to the information system, then print two copies of the receipt form, one for the donator and the other as an archive. In the Provincial level such as in East Kalimantan, donators fill out four copies of donation form, the first and second for the donators, and one of which serves as proof of tax payment. The fourth form will be inputted in the Excel program by data collection department. The third form is submitted to the Finance Department to be inputted into the financial system in Excel format.

4. CONCLUSION

The followings are several conclusions can be drawn from this study:

1. The zakat acceptance procedure is similar between the National Agency for Zakat Management and the Zakat Management Institution in central and regional level.
2. There were many zakat payment methods especially in the Central level of National Agency of Zakat Management.
3. The Accounting Information Systems should be improved, such as more user friendly or more integrated.
4. There have been internal controls on financial information systems at acceptance for both national-level zakat management organization samples. Internal controls related to transaction authorization, documentation, separation of functions, monitoring, accounting, and access control that took place in general was done properly in accordance with the applicable rules.

Several recommendations from this study are:

1. Training the use of computer-based acceptance system of zakat should be organized so that the system can be applied in all regions especially for Agency of Zakat Management.
2. Zakat integrated system of acceptance, distribution, and reporting needs to be built especially for Zakat Management Institution.
3. It is better to build a system that makes it much easier depositing zakat by donors such as mobile system.



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