



**THE FACTORS INFLUENCING KELANTANESE SMALL
AND MEDIUM ENTREPRISES (SMEs) TOWARDS E-
ZAKAT PAYMENT**

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A report submitted in fulfillment of the requirements for the degree of
Bachelor of Business Administration (Islamic Banking and Finance) with
Honors

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ABSTRAK

Kajian ini mengkaji faktor-faktor yang mempengaruhi penerimaan dan pemahaman perniagaan kecil dan sederhana (SME) di Kelantan tentang pembayaran zakat e-mel, yang merupakan platform digital untuk pembayaran zakat. Kajian ini mengkaji faktor dalaman dan luaran yang mempengaruhi sikap SME terhadap e-zakat melalui temu bual mendalam dengan lima informan. Model penerimaan teknologi (TAM) dan cara ia berkaitan dengan prinsip kewangan Islam dikaji dalam rangka kerja teori kajian ini. Fokus temu bual ialah apa yang usahawan tahu tentang pengiraan zakat, bagaimana mereka fikir platform e-zakat itu mudah dan selamat, dan betapa pentingnya pengaruh sosial dan bantuan luar untuk meningkatkan penerimaan. Kajian ini mengkaji naratif informan utama dengan menggunakan ATLAS.ti version 8 untuk mengetahui motif, kebimbangan, dan tanggapan yang mempengaruhi keputusan SME untuk melaksanakan e-zakat. Kajian ini akan membantu agensi kutipan zakat, syarikat fintech dan pengawal selia meningkatkan platform e-zakat syarikat kecil dan sederhana di Kelantan. Kajian ini meningkatkan pemahaman kita tentang faktor manusia yang mempengaruhi penerimaan e-zakat, yang membawa kepada peningkatan pematuhan kepada kewangan Islam dan amalan di Kelantan

Kata Kunci : Pemahaman, Penerimaan, Pembayaran e-zakat, ATLAS version 8, Technology Acceptance Model (TAM)

ABSTRACT

This study investigates Kelantan SMEs' reluctance to accept e-zakat payments, despite their apparent usefulness. Using the Technology Acceptance Model (TAM), interviews with five SME owners indicate a stark reality: e-zakat knowledge and recognition are almost non-existent, indicating a major knowledge and acceptability gap within the SME community. Using ATLAS.ti version 8, the study suggests crucial steps to close this gap. These include increasing awareness through targeted advertising and instructional activities, stressing benefits such as simpler bookkeeping, and creating a more open environment by addressing concerns and dispelling myths about the e-zakat system. By applying these steps, the study provides the framework for increased acceptance of e-zakat among Kelantan's SMEs, possibly altering zakat payment practices in the province. This study looks at the internal and external variables that influence Kelantanese SMEs' views toward e-zakat, offering insights for zakat collecting agencies, fintech developers, and regulators looking to improve e-zakat platforms and promote Islamic financial practices in the Kelantan.

Keywords: Acceptance, Understanding, E-zakat payment, ATLAS version 8, Technology Acceptance Model (TAM)

CHAPTER 1

INTRODUCTION

1.0 INTRODUCTION

In the first chapter, this study was carried out to investigate the factors that influence Kelantan SMEs' e-zakat payments. This study describes additional studies on e-zakat payments among SME entrepreneurs, such as dodol, serunding and budu companies run in small businesses, and so forth. Then this research will continue with the background of the study, statement of the problem, objectives of the study, research questions, operational definitions, scope of the study, importance of the study, and also the organization of the study used in this research.

1.1 BACKGROUND OF THE STUDY

It is becoming increasingly impossible to dismiss zakat importance in assisting the underprivileged. The Mosque, on the other hand, has not managed zakat efficiently. This could result the insufficient to assist the poor in their daily lives.

Zakat is one of the Islamic pillars that requires Muslims who satisfy certain conditions to donate their earnings to charity. Muslims are obligated to pay zakat to cleanse their property in the same way that they are obligated to pray. Although zakat is mandatory, some Muslims do not pay it because they do not consider it as a serious issue in their lives. As a result, zakat payers' sense of obligation to pay zakat diminishes (Khalil et al., 2020). There is a verse in the Quran that promises a terrible retribution in the afterlife if one of the Muslims fails to meet the responsibility of zakat. Allah SWT's Revelation: "And remember, woe to those who associate (with something else), those who do not pay zakat (to purify their souls and wealth), and those who do not believe in life afterlife," says Muhammad "Surah Al-Fussilat (41):7.

According to Islamic teachings, Muslims must pay three forms of zakat: zakat fitrah, zakat al-mal, and zakat income. Every head of the household is required to pay zakat fitrah at any time during the month of Ramadan until sunrise on the first day of Syawal. While zakat al-mal refers to Muslims who are able to pay their property in gold, silver, currency, and property every year. For income zakat, zakat is mandatory on any property gained from business results without any

exchange (buying) transaction, such as salary, wages, allowances, and others. Zakat is a 2.5 percent yearly fee on Muslim property that is sufficient to be paid at the conclusion of each lunar year and before the start of the New Year. Wealth must be 1 up to the nisab, which is determined as 84.875g of gold, 594.125g of silver, and ownership of several assets (Owoyemi, 2020).

Individual zakat payers can profit from zakat in general. Giving property may lessen greed and purify property for zakat payers (Razak, 2020). The value of paying zakat can help to end poverty in society. Rich Muslims have minimal responsibility for the poor in society, according to (Dusuki, 2008), who also claim that both rich and poor individuals exist in society. Zakat will immediately ease the suffering of the underprivileged. Because zakat can protect their rights, these underprivileged people are no longer forced to beg. Poverty will increase as zakat payers decline, and those who reject zakat do so automatically by rejecting Islam. The requirement to pay zakat is proof that no one in the world monopolizes riches for himself (Daily News, 2022).

In Malaysia, there is still a lack of understanding about the Muslim community's need to give zakat. Unfortunately, some Muslim communities are still misinformed and believe that after taxes are paid, there is no need to pay zakat. Furthermore, they are not responsible for paying zakat because several factors influence the Muslim community's perception of zakat payment, including religiosity, income, corporate credibility, and public trust in zakat management. As a result, the most essential thing for the Muslim community to become a perfect Muslim is to be aware of the importance of giving zakat (Ab Rahman et al., 2012). As a result, many activities for the Muslim community must be done, including radio, television, social media, awareness campaigns, and sermons in mosques. To address this, a breakthrough that may induce an increase in the collecting and distribution of zakat itself was necessary.

The e-zakat system is a significant technological advancement that will increase the effectiveness of the collecting and distribution of zakat maal. The method was initially intended to make it simpler for the zakat payer to carry out his or her duties without having trouble locating the institution of zakat (*'Amil*) (Hakim et al., 2018). Only registration is required of *muzakki* (person who responsible to pay zakat on the property which has reached *nishab* or *haul*) before zakat is paid. The simpler payment process is anticipated to inspire wealthy people to pay zakat with more fervor. The quantity of e-zakat that is collected might then be raised. The enhanced e-zakat will be tremendously helpful for efforts to reduce poverty.

Furthermore, to the best of our knowledge, no institution or individuals have identified this limitation and redesigned the zakat system (Migdad, 2019). The government has developed a zakat payment system with the goal of creating a uniform online system for zakat application. E-zakat is an online-based zakat that improves the efficiency of zakat maal collection and delivery in order to attract more *Muzzaki* (zakat payers). This mechanism might also be utilized to receive other types of payments, such as *Infaq* (giving others that they have desired) and *Alms* (giving to the needy person to seek blessing from Allah). This might also be a plan for future benefaction (*Waqaf*) and sacrifice (*Qurban*). It is by no means an easy matter to realize, but it is the primary value for the system's e-zakat.

In terms of convenience, this approach will considerably benefit zakat payers. They are not required to visit the zakat counter or management, with whom they are physically separated. It was recently discovered that it is exceedingly difficult for zakat payers to devote time on payments (Bremer, 2013). The existence of this system will be extremely beneficial when individuals become really busy. On the other hand, this application will undoubtedly contribute significantly to poverty alleviation.

1.2 PROBLEM STATEMENT

Zakat is a type of mandatory charity in Islam, and it is one of the five pillars of Islam. It is a financial duty that must be met by any Muslim who meets specified criteria. Zakat is regarded as a measure of purification for both riches and soul, as well as a means of assisting those in need (Basiony, 2020). Zakat is often computed as 2.5% of a person's total annual wealth and savings that meet a minimal criterion (known as nisab). This wealth consists of gold, silver, cash, and other investments. Zakat is collected by the government or charity organizations and distributed to people in need, such as the destitute, needy, debtors, and those working for Allah's sake.

In the al-Quran, there is a statement about payment of zakat which is shown as below:

"Take, [O, Muhammad], from their wealth a charity by which you purify them and cause them increase, and invoke [Allah's blessings] upon them. Indeed, your invocations are reassurance for them. And Allah is Hearing and Knowing." [Quran 9:103]

This verse highlights the benefits of zakat as a means of purifying and growing one's wealth. It also emphasizes the significance of rewarding those who give zakat and the role of the Prophet Muhammad (peace be upon him) in collecting and distributing zakat.

As an Islam religion person, it is our fundamental to fulfil our duty towards Allah. In this case, every Muslim is obligated to pay zakat which will be used for a good purpose later to the needy people. According to the Prophet Muhammad SAW, he has mentioned that:

"And those within whose wealth is a known right for the petitioner and the deprived." [Quran 70:24-25]

This line emphasizes about the necessity of meeting the rights of those who are in need and stresses the role of zakat in fulfilling these rights. It also emphasizes the significance of paying zakat to those who deserve it.

The Majlis Agama Islam dan Adat Melayu Kelantan (Kelantan Islamic Religious and Malay Customs Council) urges Muslims in Kelantan, Malaysia, to perform their commitment to give zakat as an act of devotion and to aid those in need. The council regards zakat as an essential component of Islamic religion and emphasizes the significance of performing this responsibility (Hasan et al., 2019). The council also encourages the use of electronic zakat payments to improve the efficiency and openness of the zakat collection system (Jaapar & Kamarulzaman, 2020).

E-zakat payment enables Muslims to pay zakat through a variety of digital platforms, including online banking, mobile applications, and electronic payment systems. This makes donating zakat more convenient and efficient, as physical cash transactions and visits to zakat collection centers are no longer required (Rouf et al., 2021). E-zakat payment also provides transparency in the collection and distribution of zakat, ensuring that the funds are utilized as intended.

Malay Mail reported on March 3, 2021, that "Zakat collection in Malaysia stands at RM 1.2 billion for 2020, with 30% paid online"(Zakat, 2023). Malaysia's Ministry of Communications and Multimedia anticipated that it would continue to accelerate in the future. The assumption became realized when the covid wave continued until the end of next year, 2022.

This study focuses solely on the e-zakat payment made by SME proprietors in Kelantan. This is because Kelantan, one of Malaysia's states, has a significant number of small and medium-sized enterprises. In 2021, the state administration of Kelantan initiated a survey to collect information on the state's SME sector (Kassim et al., 2021). According to the survey, approximately 30,000 SMEs were functioning in Kelantan, representing approximately 99.9% of the state's total businesses.

Notable is the importance of small and medium-sized enterprises (SMEs) to the economy of Kelantan and Malaysia as a whole. They make substantial contributions to employment, economic growth, and innovation in a variety of sectors. As a result, the governments of Malaysia and Kelantan have implemented numerous initiatives and programs to support SME growth and development, including financing, training, and business development services.

Despite the fact that e-zakat payment methods have been available in Kelantan and Malaysia for some time, Kelantan SME adoption rates remain low (Samsuwatd Zuha Mohd Abbas, 2018). The low adoption rate may be attributable to a number of factors that affect the attitudes and behaviors of SMEs toward e-zakat payment methods. These factors may include a lack of awareness, limited access to technology, security and reliability concerns, and insufficient support and incentives from zakat institutions and the government.

To address this issue, it is crucial to comprehend the factors that influence the adoption of e-zakat payment methods by small and medium-sized enterprises in Kelantan. By identifying these factors, zakat institutions, the government, and other stakeholders can devise targeted interventions to increase the adoption rate and encourage more small and medium-sized enterprises (SMEs) to utilize e-zakat payment methods especially in Kelantan. In turn, this can help streamline the zakat payment process, increase compliance, and ensure that zakat funds are effectively used to assist the destitute and advance social justice.

1.3 RESEARCH OBJECTIVES

The objective of this study is to investigate the level of acceptance and comprehension of the factors that impact Kelantan's small and medium-sized enterprises (SMEs) in relation to e-zakat payments. The research objective can be succinctly summarized as follows:

1. To identify the acceptance of e-zakat payment throughout the Kelantanese small and medium-sized enterprises (SMEs) community.
2. To investigate the level of understanding of Kelantanese small and medium-sized enterprises (SMEs) residents towards e-zakat payment.
3. To conclude the acceptance and the understanding of e-zakat payment among Kelantanese small and medium-sized enterprises (SMEs) residents.

1.4 RESEARCH QUESTIONS

The research inquiry guiding this study is as follows:

1. How much the level of acceptance of e-zakat payment system throughout Kelantanese small and medium-sized enterprises (SMEs) community?
2. How much the understanding of Kelantanese small and medium-sized enterprises (SMEs) community towards e-zakat payment system?
3. What is the best conclusion can be drawn from the acceptance and the understanding of e-zakat payment system among the Kelantanese small and medium-sized enterprises (SMEs) community?

Table 1.1: The Relationship between Research Objective and Research Questions

RESEARCH OBJECTIVES	RESEARCH QUESTIONS
To identify the acceptance of e-zakat payment system throughout the Kelantanese small and medium-sized enterprises (SMEs) community	How much the level of acceptance of e-zakat payment system throughout Kelantanese small and medium-sized enterprises (SMEs) community?
To investigate the level of understanding of Kelantanese small and medium-sized enterprises (SMEs) community towards e-zakat payment system.	How much the understanding of Kelantanese small and medium-sized enterprises (SMEs) community towards e-zakat payment system?
To conclude the acceptance and the understanding of e-zakat payment system	What is the best conclusion can be drawn from the acceptance and the understanding of e-

among Kelantanese small and medium-sized enterprises (SMEs) community.	zakat payment system among the Kelantanese small and medium-sized enterprises (SMEs) community?
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1.5 OPERATIONAL DEFINITION

An operational definition explains a term or concept using its unique activities or traits. This helps researchers measure and analyze variables or concepts precisely and consistently, improving their findings and advancing their areas. Operational definitions simplify research by translating variables or concepts into observable and measurable behaviors or events. This makes it easier to compare results and improve knowledge in many domains. In this operational definition, there are four subtopics such as e-zakat, SMEs (Small and Medium-Sized Enterprises), acceptance as well as understanding the e-zakat payment system among the small and medium-enterprise (SMEs) owners in Kelantan.

i. E-ZAKAT

Based on Sahib (2018) states that e-zakat is known as digital payment of zakat. In the age of online commerce, he thinks e-zakat can help Muslims achieve their zakat commitment. Mufti Taqi Usmani has stressed that e-zakat must follow zakat principles. He has listed several conditions for e-zakat to be permissible, including the reliability and trustworthiness of the platform or app, the certainty that the payment will reach the intended recipients, and the absence of prohibited Islamic finance elements like interest or usury.

Other than that, Yusuf (2020) has stated that e-zakat can help Muslims fulfil their charitable duty, but he stressed the significance of personally participating with their communities and seeing the impact of their donations. E-zakat can make giving easier and more efficient, but it shouldn't replace directly engaging with the needy and experiencing the impact of one's philanthropic gifts, he said. He believes this bodily contact might create empathy and comprehension of generous giving.

Md. Abdur Rouf (2021) writes in his scholarly piece elucidates the significance of zakat in Islamic tradition and expounds upon the potential advantages of e-zakat, including heightened transparency, accountability, and efficacy in the procurement and allocation of zakat. The article further delves into the intricacies and impediments of e-zakat, encompassing issues of security, inadequate cognizance, and societal opposition.

Based on the definition above, researchers can conclude that e-zakat should supplement conventional giving, not replace it. It can make charity giving more accessible and efficient, but it should not replace the significance of physically meeting with the needy and ensuring zakat money are distributed transparently and accountable. These are the term that will be used for the e-zakat explanation on upcoming chapters.

ii. SMALL AND MEDIUM ENTERPRISES (SME'S)

According Hashim (2002) , it is emphasized that small and medium enterprises are businesses with a small number of employees and a low level of revenue in comparison to larger corporations. Nonetheless, there is no universal definition of a SME, and definitions can vary depending on the context.

In addition, based on Muhammad (2016) SMEs are a source of innovation and have the potential to contribute to the economic development of the country. Small and medium-sized enterprises (SMEs) are crucial to the economy, as they represent a substantial portion of employment and make valuable contributions to economic expansion and innovation. Small businesses are commonly regarded as a significant catalyst for entrepreneurship, given that they are typically owned and managed by individuals or small teams.

Based on Khamis and Yahya (2015) the scholarly investigation of small and medium-sized enterprises (SMEs) commonly center on various themes, such as their managerial approaches, funding requirements, promotional tactics, and endeavors towards global expansion. Scholarly publications may also scrutinize governmental policies and initiatives aimed at providing assistance to small and medium-sized enterprises (SMEs), in addition to the obstacles that SMEs encounter, such as competition from bigger corporations, funding accessibility, and regulatory hindrances.

For this research purpose, the definition of SMEs (Small and Medium Enterprises) refers drive economic growth by creating jobs, revenue, and innovation in many countries, including Malaysia. SMEs need policy, money, and training and education from governments, financial institutions, and other players to solve these issues of limited resources, finance, and economies of scale. SMEs are vital to the economy, but they need help to succeed.

iii. ACCEPTANCE

According to Spaniol and Gagne (1997), acceptance is the approach underscores the significance of being mindful and accepting of one's internal experiences, encompassing thoughts, emotions, and physical sensations, as a strategy for surmounting psychological challenges and attaining enhanced well-being. Empirical evidence suggests that this particular approach has demonstrated efficacy in the treatment of various mental health disorders, such as anxiety, depression, and persistent pain.

To agree that, Hayes and Pierson (2005), acceptance is defined as the desire to embrace all parts of our inner experience, both positive and bad, in order to achieve greater psychological health and happiness. Harris urges readers to accept their ideas and emotions as natural and normal. We can improve psychological flexibility, resilience, and well-being by observing and accepting our inner experience.

Based on Rogers (1995), acceptance, within the scope of this context, pertains to the extent to which parents of individuals with severe mental illness are inclined to recognize and reconcile with their child's ailment. The authors posit that the promotion of well-being for both the parent and child with mental illness is contingent upon the factor of acceptance.

Based on the definition above, researchers can conclude that, acceptance refers to parents' readiness to recognize and confront the impact of mental illness on their kid and family in order to promote improved understanding, resilience, and well-being. These are the definition that will be using for this research content.

iv. UNDERSTANDING

Understanding comprehension involves the capacity of an individual to grasp the significance (Arifin & Yunira, 2022) .Message of the acquired information, demonstrated through interpreting the essence of the text or transforming the given data from one format to another (Perkins, 1998). The concept of understanding can be defined as a cognitive grasp of a particular subject matter, which entails a deep comprehension and subsequent reliance on the comprehended information (Newton, 2011).

According to (Rogers, 1995) understanding refers to an individual's capacity to interpret, translate, or articulate information in a personalized manner based on the knowledge they have acquired. In academic terms, the term "intelligence" refers to the cognitive ability, behavior, and mental state of an individual that encompasses comprehension, empathetic awareness, knowledge, discernment, and other related factors. Schwandt (1999) asserts that understanding is the means by which an individual can justify, differentiate, evaluate, articulate, augment, infer, exemplify, and revise.

Drawing from the aforementioned definition, scholars may infer that comprehension denotes the capacity to reason, acquire knowledge, make evaluations, and grasp concepts, such as intellect and perception. This study will employ specific terms of comprehension to investigate the level of understanding among small and medium-sized enterprises (SMEs) in Kelantan regarding the e-zakat payment system.

1.6 SCOPE OF THE STUDY

This research will be focused on electronic payments which is payment via online or more known as an e-payment. This study will be conducted on small and midsize enterprise (SME) around University Malaysia Kelantan City Campus (UMK) in Pengkalan Chepa, Kelantan. It is because researchers are also UMK students, so it is easy to gather information and interview a few of SME in Pengkalan Chepa, Kelantan. The reason why this research chose SME is because there are a lot of small enterprises around Pengkalan Chepa, Kelantan. Researchers would like to know how most of the SME here paid zakat whether through zakat counter or just online payment.

Furthermore, researchers wanted to study the factors that influence SME to pay zakat online rather than going to zakat counter.

1.7 SIGNIFINANCE OF STUDY

E-payment has become a usual habit nowadays, not just zakat because mostly people depend on electronic payment due to a few logical reasons. However, electronic payment is more convenient and efficient because it is easy and quick for most people. This is to help each SMEs in Kelantan when paying zakat. The finding off this study can be a benefit to some part of people in society to made people that sensitive to technology how convenient this electronic payment.

The goal of this study is to look at the influence's factors of e-payment zakat among SMEs in Kelantan. Researchers are trying to evaluate their understanding in e-payment for zakat. We survey their opinion on the matter of the e-payment zakat so that can help in improving paying zakat more efficiently. This research indirectly help SMEs know better on how to use electronic payment or e-payment zakat that will help they paid zakat more effortlessly.

1.8 ORGANIZATION OF THE PURPOSAL

This study is focusing on the factor influencing the use of e-zakat payment among small and mid-size enterprises (SME) in Kelantan. In addition, the interview question was seeking to find out how e-payment zakat has influenced SMEs in Kelantan.

Chapter 1 presents an introduction, overview of the background of the study, problem statement, research objectives, research question, operational definition, scope of study, significance of study, organization of the proposal and the conclusion for the first chapter. This chapter generally outline the research methodology which is the qualitative data collection method that been used for this study.

In chapter 2 discuss about the literature review on the introduction, underpinning theory, previous studies, hypotheses statement, conceptual framework and summary or conclusion. Chapter 3 includes the introduction of research methods, research approach that is deductive approach, inductive approach also application to the study and research strategy.

Chapter 4 discusses research on e-payment zakat adoption and knowledge among Kelantanese SMEs. Five people were interviewed, and ATLAS.ti version 9 made data analysis easier. The chapter 5 tries to summarize the results addressed in Chapter 4, highlighting the importance of discoveries and proposing suggestions for further research

1.9 CONCLUSION

This chapter has five main subtopics that includes background, problem statement, objectives, scope of this research and organization of the proposal. Generally, this chapter discussed the factor that influenced SMEs Kelantan to use e-zakat payments. E-payment zakat is quite famous around SMEs in Kelantan and from this issue we are observing the factors from the issue. This research was conducted to relationship between those factors towards e-payment zakat among SMEs in Kelantan.

CHAPTER 2

LITERATURE REVIEW

2.0 INTRODUCTION

This chapter will encompass the themes of pertinent articles, journals and other sources that pertain to the history and evolution of zakat, as well as the transition from traditional zakat to e-zakat as well as Small and Medium Enterprises (SMEs). Furthermore, this chapter will provide additional information regarding the e-zakat concept and the extent of comprehension among Small and Medium Enterprises (SMEs) owners, as well as their level of acceptance towards the e-zakat concept. The present study will incorporate an analysis of various factors that impact electronic zakat payment, in conjunction with the primary factors associated with this matter. This chapter will provide an overview and suggest the research framework for the current study.

2.1 LITERATURE REVIEW

2.1.1 THE HISTORY OF ZAKAT

Zakat, one of the Five Columns of Islam, is a critical angle of Islamic monetary and social frameworks. It is a compulsory shape of giving and sharing riches with gigantic noteworthiness for Muslims worldwide. The history of zakat dates back to the early days of Islam and has advanced over the centuries.

The concept of zakat began during the time of the Prophet Muhammad in the 7th century CE. It was uncovered within the Quran as an obligation upon Muslims who had riches Donner (2010). The word "zakat" itself implies decontamination or development. Its fundamental reason was to filter one's fortunes by sharing a parcel with those in need and advancing social and financial equity. The book also stated that during the time of the Prophet Muhammad, zakat was collected in different shapes, counting crops, animals, and cash. The Prophet acted as the head of state, and the collected zakat was dispersed to the needy, the poor, indebted individuals, and other meriting people. Zakat played a crucial part in guaranteeing the welfare and well-being of the less blessed individuals of society.

This idea parallel with Abdulagatov (2022) who stated that within the early Islamic period, zakat was primarily used to bolster the desires of the poor and down and out. It, too, served as a means of subsidizing different open administrations, counting healing centers, schools, and foundation ventures. The dissemination of zakat guaranteed decency and value, with rules set to distinguish qualified beneficiaries and decide the sum to be given.

In contrast with Abdulagatov (2022), Esposito (1998) stated that only after the passing of the Prophet Muhammad, the caliphs who succeeded him proceeded to collect and disperse zakat. The framework of zakat advanced as the Islamic domain extended, and new locales and communities grasped Islam. It got to be more organized and organized, with designated authorities dependable for collecting and dispersing zakat reserves.

Over time, Islamic researchers such as Hayeeharasah et al. (2013) created point-by-point rules and directions concerning zakat, tending to different viewpoints such as the sorts of riches subject to zakat, the minor limit (*nisab*) over which zakat gets to be compulsory, and the special rates to be given. Distinctive translations and hones rose among the different schools of Islamic law, coming about in a few varieties in zakat calculations and hones over diverse districts.

To oppose Hayeeharasah et al. (2013) idea, R. A. R. Ahmad et al. (2015) suppressed that zakat remained an essential column of Islamic society, serving as a implies of riches redistribution and social solidarity. It significantly diminished poverty, improved social welfare, and cultivated a sense of community among Muslims. Within the present day, zakat has taken on modern measurements and challenges. With the rise of complex monetary frameworks and worldwide financial interdependencies, researchers and Muslim organizations have worked to adjust the standards of zakat to contemporary settings. Endeavors have been made to guarantee that zakat is successfully utilized to address current social and financial issues, including poverty, instruction, healthcare, and feasible advancement.

In summary, Donner (2010) and Abdulagatov (2022) stated that zakat started from the beginning of the Islamic era. In contrast, Esposito (1998), Hayeeharasah et al. (2013) and R. A. R. Ahmad et al. (2015) agree that it only started after the death of Prophet Muhammad S.A.W. Besides this reasonable opinion, some people consider this action necessary and mandatory to help people in need.

2.1.2 DEVELOPMENT OF ZAKAT

The advancement of zakat has seen different changes and adjustments to meet the changing needs and challenges of Muslim social orders. Based on Retsikas (2020) during the time of the Prophet Muhammad to the show day, zakat has advanced in reaction to social, financial, and political improvements. During the time of the Prophet Muhammad, zakat served as a implies of redistributing riches and tending to the requirements of the impoverished and defenseless in society. It was fundamentally collected within agrarian delivery, animals, and cash. The Prophet Muhammad played a central part in managing the collection and dissemination of zakat, guaranteeing its legitimate utilization for the improvement of the community. As the Islamic domain extended, zakat became more organized. Beneath the caliphs, a regulatory framework was built to encourage zakat collection and distribution.

According to M. Ahmad et al. (2015), authorities were designated to supervise the method to develop the zakat, guaranteeing that zakat reserves were set to qualified beneficiaries and utilized for the aiming purposes. Islamic researchers and legal advisers were critical in creating nitty-gritty rules and directions concerning zakat. They expounded on the riches subject to zakat, such as rural delivery, exchange merchandise, and investment funds. They set up criteria for deciding the most minor edge (*nisab*) and the special rates to be given. These rules made a difference in standardizing zakat hones over distinctive districts and communities. Over time, zakat extended past its starting scope of destitution easing. It started to be utilized for broader formative purposes, counting the foundation of instructive education, healthcare offices, and framework ventures.

To support the statement above, bin Wan Yusoff (2008) has emphasized that his development was driven by the understanding that zakat may be utilized not to give quick relief but to engage people and communities within the long term. In afterwards centuries, as Muslim social orders experienced modern financial challenges and social structures, zakat kept on adjusting. Islamic researchers investigated the pertinence of zakat to developing shapes of riches, such as commercial ventures, stocks, and investments. They wrangled about the suggestions of advanced financial hones on zakat calculations and tended to issues like expansion, obligations, and liabilities.

Moreover, Mutamimah et al. (2021) write that Muslim organizations and researchers are the ones who have worked to advance the possible development of zakat instead of its understanding as stated in the previous statement. Endeavors have been made to guarantee straightforwardness, responsibility, and proficiency within the collection and dissemination of zakat stores. Zakat teaches, and establishments have been built up to solidify assets, arrange zakat activities, and maximize the effect of zakat in easing destitution, advancing instruction, healthcare, and maintainable advancement.

In the end, the development of zakat due to its improvement in some people, while others claim that it developed due to its understanding, has been recognized as some oppose understanding by giving development credit to its institutions and researchers.

2.1.3 DEVELOPMENT OF ZAKAT TO E-ZAKAT

The transition from traditional zakat to electronic zakat has resulted in a significant change in the perception and implementation of zakat. The advent of technology has presented novel prospects and avenues for both individuals and institutions engaged in the gathering and allocation of zakat. The amalgamation of technology and digital platforms has facilitated the fulfilment of zakat obligations and charitable contributions for Muslims globally.

According to Bin-Nashwan (2022), e-zakat is the modern form to access the zakat payment method. The advent of digital platforms and mobile applications has enabled individuals to compute their zakat obligations and conveniently make donations precisely. He also added that increased accessibility of zakat has effectively dismantled geographical obstacles, enabling Muslims residing in remote regions or nations with inadequate zakat infrastructure to fulfil their obligations actively. The advent of e-zakat platforms has enabled individuals with internet access to positively impact the lives of those requiring assistance, regardless of the magnitude of their donation.

Besides that, Salleh and Chowdhury (2020) see the e-zakat as an tool to increase the efficiency the zakat payment system. Through digitization, entities can optimize their operations, decrease the amount of physical documentation, and mitigate administrative expenses. In his point of view implementing automated systems and digital payment solutions facilitates expeditious and

precise processing of zakat contributions, enabling prompt aid provision to eligible beneficiaries. The enhanced efficacy of zakat organizations enables them to cater to a more significant number of recipients and tactically distribute resources, thereby optimizing the influence of zakat finances.

But this idea does not parallel with another author. Based on Ismail (2019), he outlined that transparency is the key of the revolution of zakat to e-zakat. Conventional zakat collection strategies regularly needed straightforwardness, taking off benefactors questionable around how their stores were being utilized. Be that as it may, e-zakat stages have tended to this concern by giving real-time following and announcing highlights. Givers can presently screen the advance of their commitments, see point by point breakdowns of where their zakat stores are apportioned, and get upgrades on the ventures and activities backed by their gifts. This straightforwardness cultivates believe, responsibility, and guarantees that zakat reserves are being utilized suitably and in understanding with Islamic standards.

Other than that, Salleh et al. (2019) indicates that e-zakat promotes financial inclusion by offering various digital payment options. These platforms online banking, mobile wallets and other digital payment solutions, ensuring that people from different socioeconomic backgrounds can easily contribute zakat. By using digital financial services, e-zakat allows even those who do not have access to traditional banking infrastructure to participate in zakat and contribute to its activities.

To contrast with this, Sulaeman (2010) said that the development of zakat to e-zakat is the result of facilitated collaboration and partnerships within the zakat ecosystem. Zakat organizations, governments, and technology providers come together to develop standardized systems, share best practices, and leverage technology to maximize the impact of initiatives by zakat. This collaborative approach improves efficiency, reduces duplication of efforts, and drives innovation in the zakat sector.

In the end, the researchers can conclude that every author has a different opinion towards the development of traditional zakat to its modern era. The zakat revolution in e-zakat has changed how zakat is made and managed. The accessibility, efficiency, transparency, financial inclusion, and collaborative efforts enabled by e-zakat platforms have revolutionized the impact of zakat, enabling multiple individuals to participate more, ensure efficient distribution and maximize benefits to those in need.

2.1.4 SMALL AND MEDIUM ENTERPRISES (SMEs)

In many countries, SMEs drive economic growth, innovation, and job creation. SMEs have few staff and moderate financial resources. They boost GDP, entrepreneurship, and social development. SME relevance and traits are highlighted here.

Initially, Karadag (2015) joint down that small and medium-sized enterprises (SMEs) as a sign of contribution to the expansion of the economy by creating job prospects. Small businesses are reputed for their capacity to generate employment opportunities at a relatively higher pace in comparison to larger corporate entities. Small and medium-sized enterprises (SMEs) are frequently characterized by their enhanced flexibility and adaptability to dynamic market conditions, which enables them to capitalize on emerging opportunities and scale up their workforce correspondingly. Small and medium-sized enterprises (SMEs) constitute a substantial proportion of overall employment in numerous economies, thereby furnishing a livelihood to a diverse array of individuals and bolstering local communities.

Small and medium-sized enterprises (SMEs) is a path maker to the enhancement of economic diversification and resilience (Pal et al., 2014). The promotion of competition, reduction of monopolies, and enhancement of market dynamics are measures taken to cultivate a thriving business ecosystem. Small and medium-sized enterprises (SMEs) frequently function in industries that experience relatively lower impacts from economic contractions, thereby furnishing stability and mitigating the effects of challenging economic conditions. The resilience of the subject in question is attributed to their adeptness in swiftly adapting to changing circumstances, effectively managing expenses, and actively seeking out novel avenues for market growth.

Moreover, Vătămănescu et al. (2022) emphasizes that small and medium-sized enterprises (SMEs) are recognized as fertile grounds for fostering innovation and entrepreneurial activities. Frequently, these enterprises are propelled by enthusiastic individuals who introduce innovative concepts and inventive resolutions to the marketplace. Small and medium-sized enterprises (SMEs) possess the capacity to swiftly and adaptively engage in trial-and-error processes with novel products, services, and business models, thereby instigating technological progressions and market disturbances. They cultivate an environment that encourages novel ideas, incentivizes rivalry, and propels financial advancement.

In another context, Gherghina et al. (2020) differs his statement from Karadag (2015), Pal et al. (2014), Vătămănescu et al. (2022) with the declaration that small and medium-sized enterprises (SMEs) is a key to advancement of regional development and the promotion of inclusive growth. They are prone to being situated in less populated municipalities, remote regions, or socioeconomically disadvantaged neighborhoods, thereby functioning as agents for both financial and societal metamorphosis. Small and Medium Enterprises (SMEs) play a crucial role in enhancing the socio-economic conditions of local communities. They facilitate access to employment, training, and business opportunities, thereby contributing to the reduction of inequalities and promotion of sustainable development.

Small and medium-sized enterprises (SMEs) is an operation system which was specialized markets and attend to particular customer requirements (Bhagwat & Sharma, 2007). Small businesses have the ability to provide customized goods and services that may not be prioritized or deemed financially viable by larger corporations. Small and medium-sized enterprises (SMEs) have a tendency to establish more intimate connections with their customers, which in turn allows them to gain a better comprehension of market demands and react to them with greater efficiency. The adoption of a customer-centric approach can facilitate the development of a competitive advantage for small and medium-sized enterprises (SMEs), thereby enhancing customer loyalty and augmenting their market share. This opinion seems different with Karadag (2015), Pal et al. (2014), Vătămănescu et al. (2022) and Gherghina et al. (2020).

In summary, SMEs enhance economic growth, innovation, and employment in many countries. Low staff and budget. SMEs boost GDP, entrepreneurship, and society. They create jobs faster than larger companies, encouraging flexibility and adaptability to exploit new opportunities. SME competition, diversification, and speed benefit the economy. They encourage business innovation and entrepreneurship. Underprivileged SMEs create regional development, inclusive growth, and jobs. SMEs customize products and services. The economy and society depend on SME growth

2.3 UNDERPINNING THEORY

The present study relied on two theoretical frameworks, namely the technology acceptance model (TAM) and Maqasid shariah, to guide the investigation. The Technology Acceptance Model will be discussed in relation to the technological revolution of the e-zakat payment method, while Maqasid Shariah will emphasize the concept of zakat.

2.3.1 TECHNOLOGY ACCEPTANCE MODEL (TAM)

The Technology Acceptance Model (TAM) theory are selected due to the use of technology in the research conducted, which is e-zakat payment system through the Kelantanese SMEs. Lu et al. (2003) stated that technology and information system adoption is frequently explained using the Technology acceptance Model (TAM). Davis (1985) presents theories on TAM that are founded on a convincing theoretical basis for how users adopt computer technology. The Theory of Reasoned Action (TRA) served as the foundation for the initial TAM model (Alshurafat et al., 2021). The purpose of TAM is to offer a foundation that may demonstrate the impact of external factors on one's own beliefs, attitudes, and behavioral aspirations (Liu et al., 2018).

The terms perceived usefulness (PU), which refers to "the degree to which a person believes that using a certain system will improve individual performance," and perceived ease of use (PEOU), which denotes "the degree to which a person believes that using a system does not require serious effort," are two constructs that deal with internal beliefs as key determinants in TAM. According to (Alomary & Woollard, 2015), Davis first developed the fundamental TAM model that includes this flexible idea, then Venkatesh enhanced it to become as in Figure 2.1 by (Dahlberg et al., 2003).

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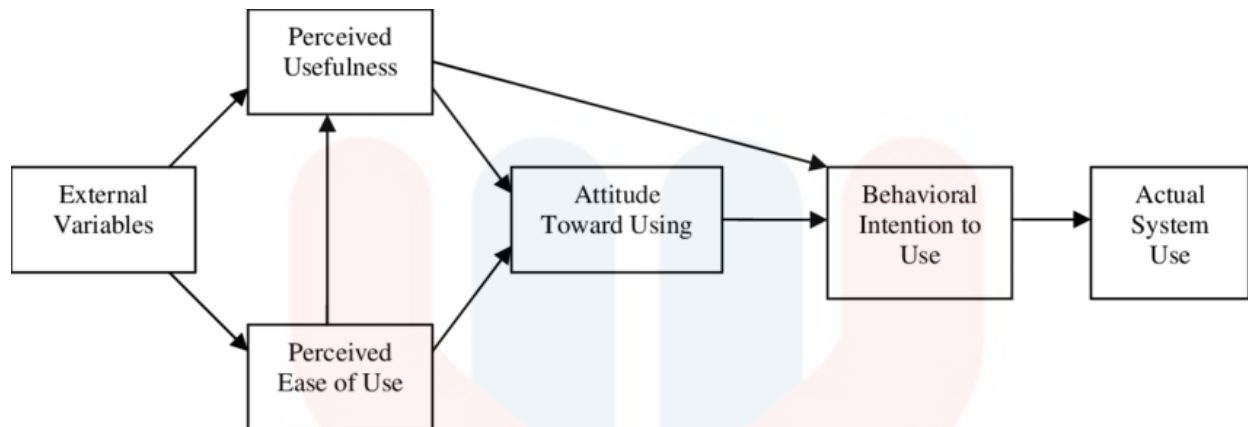


Figure 2.1: Technology Acceptance Model (TAM)

According to the study, the researchers also want to understand the indicators that may affect the community of Kelantanese small and medium-sized businesses (SMEs)' acceptance of the Malaysian governments towards e-zakat payment, which was created to give the SMEs community facilities so they could pay zakat without having to use traditional methods of payment. Furthermore, the researchers also want to know whether the Kelantanese SMEs community are understand about the assignment that carried out by the government so they can react to the e-payment zakat system.

As mention before in Davis (1985) theory, there is two indicators which became the factors that can influence someone to the acceptance of new technology in their lives. The two indicators are known as perceived usefulness (PU) and perceived ease of use (PEOU). On the other hand, perceived value, according to previous research, might affect someone's perspective and behavioral intentions when it comes to accepting technology Zulfikri et al. (2023). Though attitudes and intentions of the SMEs community to engage in behaviors like using the e-payment zakat system are both influenced by perceived ease of use (PEOU). An individual's meaning may be determined by how their intention is understood in this situation, and this meaning may have an impact on how they actually choose and make e-payment zakat.

2.3.2 MAQASID AL-SHARIAH

The term "maqasid" is the plural form (*jama'*) of the word "maqsud," which is derived from the word "qasada," which denotes "towards, aiming, desiring, and intentionality" (Wehr, 1980).

The term "maqsud-maqasid" can be understood to mean one or many purposes. Al-Shari'ah, on the other hand, derives from the Arabic term syar'a, which denotes the path leading to a body of water that is a source of life (al-Afriqi, 2012). As a result, in terms of terminologies, maqashid al-shariah might be viewed as either the objectives of Islamic teachings or as the objectives of the shariah creator (Allah SWT) in formulating Islamic guidelines or shariah (Indah & Zuhdi, 2022). It cannot be disputed that Imam al-Syatibi is the creator of the maqasid science since in the publication of *al-muwafaqat fi usul al-shari'ah*, he organized the maqasid al-shari'ah for the first time in a systematic manner, earning it the title of pioneer of Maqasid Shariah (Hasbullah, 2011).

According to Imam al-Syatibi, the three categories of dharuriyyat, hajiyyat, and tahsiniyyat that collectively make up Maqasid Syariah are simply a summary of the whole text (Masri et al., 2017). Everything necessary for human survival to be fulfilled is what is meant by dharuriyyat. Protecting religion, life, the mind, property, and children's (dignity) progeny is one of the five tenets of Dharuriyyat. All humans require these five things in order to survive. According to Hamka Haq (2007), if one of these requirements is not satisfied, life has no longer any purpose. According to Mahmood Zuhdi and Paizah (2004), any situation or behavior that transgresses these five principles would be regarded as mafsadah. Mohammed Hashim Kamali (2010) contends that the ruin and collapse of the person and society might result from the disregard of these fundamental needs.

We may examine how zakat is consistent with and serves to satisfy the more general goals of Islamic law when we take the idea of Maqasid Shariah in connection to zakat into account (Mahmood et al., 2021). The five components of Maqasid Shariah can be accomplished when the need to give zakat is considered in greater detail.

Protecting religion's dignity is a fundamental principle. It is crucial and required for a Muslim to preserve the honour of their religion (Abdel-Khalek, 2004). The purity of faith must thus always be upheld, no matter what. There must be no activity that contradicts Islamic beliefs. It is necessary to obey all of God's instructions and to abide by all of His prohibitions. Paying zakat is one way that a religious person can show their submission to Allah SWT because it falls under the umbrella of upholding religious sanctity (Ibrahim, 2022).

Life preservation principle. We have the right and obligation, as a Muslim individual to guarantee that the need to safeguard lives (including the lives of other Muslims) is fulfilled for the

betterment to everyone, and we has a duty to refrain from acting in a way that endangers our own life or the lives of others in the community (Dusuki & Bouheraoua, 2011). By paying zakat and distributing zakat, we can ensuring that those in need particularly the underprivileged and those who face the prospect of starvation have the means to survive (Abdelbaki, 2013).

The sanity-preserving principle. To develop the necessary information and abilities that will help us locate a halal source of food, intellect and thinking are crucial (Hassan & Pandey, 2020). When searching for a halal source of food, it's probable that someone without common sense and intellect may be encouraged to use violence and lose respect. Zakat should be generated using only halal materials since it shapes the community's character and welfare (Idris et al., 2020).

Protecting one's dignity and heritage is a fundamental value. Muslims who pay the zakat will be rewarded with blessings in life and the respect of their fellow community members (Murtuza, 2002). On the other hand, even throughout Saidina Abu Bakar r.a.'s history, individuals who refuse to pay zakat despite fulfilling the requirements would be despised (Saad, 2020).

Principles of Property Protection. Islam explicitly urges its followers to seek out halal sources of money and sustenance in order to provide for their fundamental requirements, including clothes, food, and shelter. In addition, the zakat-related property must to derive from halal revenue (Erdem, 2021). Property is vital as a wasilah to accomplish the care of other components up to the care of religion, even though it is typically positioned at the lowest tier (Erlina, 2020).

When it comes to hajiyyat, it is a requirement of life to make life simpler and roomier when performing everyday duties in the world. It is essential to have this foundation in place in order to prevent social sufferings if else, mankind would experience difficulties. On the other hand, Tahsiniyyat is a need that is not particularly crucial and it is only a means of comfort and not a requirement (Abdullah & Azam, 2020).

2.4 RESEARCH GAP ANALYSIS

A research gap analysis table will summarize the literature review debate in this part, giving the reader a complete picture. This subtopic will examine the literature supporting this research.

2.4.1 LITERATURE REVIEW RECAP

THEMES	AUTHORS	RESEARCH
The history of zakat	Esposito (1998)	This book discussed successful caliphs. Muhammad only collected and dispensed zakat posthumously.
	Donner (2010)	The book examined zakat, which began with Muhammad in the 7th century CE. The Quran required wealthy Muslims to do it.
	Hayeeharasah et al. (2013)	The journal detailed zakat-eligible wealth, the minimal threshold (nisab), and rates. comprehensive zakat's riches, rates, and nisab.
	R.A.R Ahmad et.al. (2015)	This journal underlines that researchers and Muslim organizations adjusted zakat criteria to accommodate complex financial systems and global financial interdependencies.
	Abdulagatov (2022)	The journal discussed about the Zakat was utilized to support the destitute and downtrodden in early Islam.
The development of zakat	Bin Wan Yusoff (2008)	The journal underlines that zakat development driven by the realization of zakat can involve people and communities over time.
	M.Ahmad et al. (2015)	This journal stated that officials were appointed to manage the zakat development process, ensuring that qualifying beneficiaries received zakat reserves and used them for their intended objectives.
	Retsikas (2020)	The book reviewed that zakat has evolved over time in response to social, financial, and political changes
	Mutamimah et al. (2021)	This journal write that Muslim organizations and researchers have attempted to develop zakat rather than comprehend it.

THEMES	AUTHORS	RESEARCH
The development of zakat to e-zakat	Sulaeman (2010)	This journal discussed that e-zakat resulted from facilitated collaboration and zakat ecosystem collaborations
	Salleh et al. (2019)	The journal examined that e-zakat make online banking, smartphone wallets, and other digital payment channels simplify zakat for all socioeconomic categories.
	Ismail (2019)	The report detailed that transparency is vital to the e-zakat revolution.
	Salleh & Chowdhury (2020)	This journal underlines that zakat organizations can serve more by allocate resources, maximizing the impact of zakat funds.
	Bin-Nashwan (2022)	The journal discussed that greater zakat accessibility has removed geographical barriers to actively discharge their commitments.
Small and Medium Enterprises (SMEs)	Bhagwat & Sharma (2007)	The journal underlines that SMEs can deliver customized goods and services that larger organizations may not prioritize.
	Pal et al. (2014)	This journal stated that SMEs boost competition, reduce monopolies, and diversify and stabilize economies. Adaptability makes them resilient.
	Karadag (2015)	The journal reviewed that many economies depend on SMEs to employ a diverse workforce and strengthen local communities.
	Gherghina et al. (2020)	This journal writes that SME employment, training, and business possibilities minimize inequality and promote sustainable development.
	Vatamanescu et al. (2022)	This journal shows that innovative ideas and solutions are brought to market by passionate people in SMEs.

2.4.2 E-ZAKAT

The primary objective of implementing an electronic system for zakat payment is to enhance the convenience of zakat payers in fulfilling their obligations, thereby eliminating the need for extensive searches for zakat institutions. Prior research on e-zakat has explored the e-zakat process in various locations, but has not delved into the level of detail that will be presented in this study, which focuses specifically on the state of Kelantan. In addition, the scholars will deliberate on the probable obstacles and constraints of e-zakat, a topic that has not been addressed in prior research. Furthermore, the researcher intends to perform a comparative analysis with other forms of digital or online giving to enhance the comprehensiveness of the study, which is considered one of the primary motivations for conducting this research.

2.4.3 SMALL AND MEDIUM ENTERPRISES (SMEs)

In contemporary times, it has become evident that small and medium-sized enterprises must adopt emerging technologies and digitize their operations in order to remain competitive and survive in the current business landscape. Drawing upon prior research, the present study aims to investigate the contribution of small and medium-sized enterprises (SMEs) in the adoption of electronic zakat payment systems, with a particular focus on the state of Kelantan. Given that over 90% of Kelantan's residents are registered under the Small and Medium Enterprises (SMEs) category, the researchers aim to investigate the economic contributions of SMEs through e-zakat payments to the state and country of Malaysia. While previous research has explored this topic to a limited extent, this study represents the first of its kind to be conducted in Kelantan.

2.4.4 ACCEPTANCE ON E-ZAKAT AMONG SMALL AND MEDIUM ENTERPRISES (SMEs)

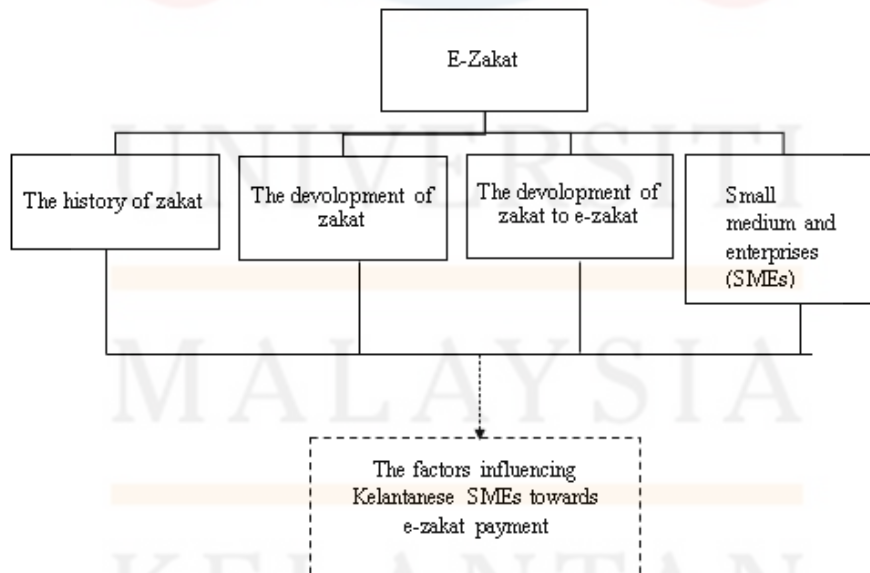
The researchers have encountered numerous articles and journals that underscore the significance of acceptance in the domains of psychological well-being and contentment, as well as in the context of severe mental illness. However, there is a dearth of evidence regarding studies conducted on the acceptance of e-zakat payment among Small and Medium Enterprises (SMEs)

owners, particularly in Kelantan. The researchers have made the decision to conduct research on a topic that aligns with one of the objectives of their study. This study aims to enhance the level of acceptance and proposes practical strategies for promoting acceptance.

2.4.5 UNDERSTANDING AMONG SMALL AND MEDIUM ENTREPRISES (SMEs)

It is plausible that the mere dissemination of information and provision of electronic services may not ensure the efficacy of e-zakat systems. In the literature section, the term "understanding" is solely defined. The researchers initiated a study to investigate the key factors that impact the comprehension level of the e-zakat payment system among small and medium-sized enterprises (SMEs). In addition, the researchers will evaluate the correlation between the adoption and comprehension of the e-zakat payment system among small and medium enterprises (SMEs) to determine the extent of their understanding. By undertaking this action, the researchers are able to achieve one of the primary objectives of this study.

2.5 RESEARCH FRAMEWORK



Drawing upon the research framework depicted in Figure 2.0, the literature review section of the study expounded upon various themes, including the historical evolution of zakat, its developmental trajectory, the transition towards e-zakat, and its implications for small and medium enterprises (SMEs). Based on the identified themes, the researchers have formulated a research paper title that will center on the factors that affect Kelantanese small and medium-sized enterprises (SMEs) in their adoption of e-zakat payment.

2.6 CONCLUSION

In conclusion, the factors influencing Kelantanese SMEs towards e-zakat payment are multifaceted, encompassing technological, perceived benefits, religious beliefs, and social influence. Understanding and addressing these factors are essential for the successful adoption and utilization of e-zakat payment systems, contributing to the growth and development of SMEs while fulfilling their religious obligations. This includes enhancing digital infrastructure, offering technical assistance and training programs, and creating awareness campaigns that highlight the benefits and ethical implications of e-zakat payment.

CHAPTER 3

RESEARCH METHODOLOGY

3.0 INTRODUCTION

The forthcoming chapter will furnish a comprehensive outline of the methodology that will be employed to execute the present research endeavor. The focus of the study will be on the observation process, data collection methodology, and the researcher's preferred approach to conducting the investigation. The present investigation utilized a qualitative approach, whereby the researcher identified the research focus, conducted interviews with proprietors of small and medium-sized enterprises (SMEs), and subsequently gathered and analyzed data.

3.1 RESEARCH DESIGN

According to Yin (2009), research design refers to the comprehensive framework or arrangement employed in carrying out a complete investigation. The purpose of this function is to ensure that the evidence derived from the data is capable of addressing the research inquiries. The objective of this research is to ascertain the level of acceptance and comprehension of the e-payment zakat system within the small and medium-sized enterprises (SMEs) community in Kelantan.

The study aims to establish the degree of acceptance and understanding of the aforementioned system among the said community. The study conducted by Malmqvist et al. (2019) utilized qualitative methods, specifically interviews. This study elucidates the process of conducting an exploratory investigation aimed at discovering novel insights or elucidating an existing problem within a specific context that has not been comprehensively examined. This approach can be advantageous in facilitating the formulation of a more precise or refined research question and proposing hypotheses that are well-substantiated.

The present study employs a descriptive approach to depict a phenomenon, such as the prevailing circumstances or group attributes within the organization. This descriptive research aims to address inquiries pertaining to the identification of individuals involved, the methods

employed, the locations where the events occurred, the timing of the occurrences, and the manner in which specific issues or situations were handled (Siedlecki, 2020). The text serves the purpose of providing explanations, and subsequent investigation can delve into the reasons behind observed phenomena and the implications of the researcher's discoveries.

The researchers selected small and medium enterprise (SME) owners as the primary informants for their study, with a specific focus on e-zakat payment. The rationale behind this is that the majority of Small and Medium Enterprises (SMEs) proprietors are more accessible to reach, and the researcher has determined that entrepreneurs who are knowledgeable about fulfilling their obligation as a Muslim by electronically remitting zakat payments.

3.2 DATA COLLECTION METHOD

Resources utilize two distinct categories of data to gather information: primary data and secondary data. This study employed two distinct methodologies, namely primary data collection and secondary data analysis, to conduct the research. The research methodology involves the collection of primary and secondary data. Primary data is obtained through personal interviews conducted by the researchers (DeJonckheere & Vaughn, 2019), while secondary data is sourced from primary general data and general source data (Magdalena & Suhatman, 2020). The primary sources of general data consist of the Quran, Sunnah, and tafsir, while secondary sources include journals, articles, conferences, and other relevant materials.

3.2.1 PRIMARY DATA

According to Magdalena and Suhatman (2020), primary data pertains to data that is gathered firsthand from original sources for the explicit purpose of a particular research inquiry or investigation. Data is acquired by means of various techniques, including surveys, interviews, observations, experiments, and direct measurements. According to Sileyew (2019), primary data is deemed to be more dependable and precise as it is gathered for a specific research purpose and has not undergone prior analysis or interpretation by other researchers.

The process of gathering information holds significant value in the realm of statistical analysis. This study explores various methods for gathering information, with primary and secondary data being the predominant approaches. Primary data refers to the original data that researchers gather directly from specific individuals for the purpose of obtaining information relevant to their research. The present study employed both primary and secondary data collection methods, as reported by Mwinami et al. (2023). The collection of primary data involves conducting personal interviews as a survey method, whereas secondary data can be classified into two categories: primary general data and general source data.

According to Muttaqien et al. (2022), the primary sources of general data include the Quran, Sunnah, and tafsir. On the other hand, sources for general data encompass journals, articles, conferences, and other relevant materials. The personal interview is a method primarily employed to gain an understanding of the underlying causes and motivations behind individuals' attitudes, preferences, or behaviors. According to Ajayi (2017), there are two potential interview formats: a one-on-one interview or a group interview.

This approach is considered to be highly effective in gathering data and achieving a comprehensive comprehension of the responses provided by the participants. Researchers can gain a deeper understanding of the subject matter by engaging in direct, face-to-face interactions with respondents, thereby ensuring that the study is adequately informed. The survey method is a prominent data collection technique employed to obtain qualitative information. Surveys are employed for data collection in diverse settings, including both private and public sectors, as noted by Kuziemski and Misuraca (2020). A specialist may provide a comprehensive overview within their respective field. The participants are contacted by the researcher either in person, via telephone, or through mail. Despite the considerable investment of time, effort, and financial resources required, the approach yields precise, current, and relevant data pertaining to the subject matter (Herold et al., 2019). When a researcher administers the questions, the survey is referred to as a structured interview or an expert-guided study (Ajayi, 2017).

Qualitative research often employs in-depth interviews as a primary data collection method, and ethics committees are tasked with scrutinizing such studies. According to Allmark et al. (2009), top to bottom meetings is commonly characterized by a semi-organized or unstructured approach, wherein the questioner prioritizes subjects and genuine inquiries over a list of closed

questions. In-depth interviews, commonly referred to as IdIs, are typically conducted in person and are characterized by their extensive duration. The primary purpose of these interviews is to attain specific objectives. The in-depth interview, commonly referred to as the one-on-one interview, is a method utilized to acquire a more profound comprehension or a comprehensive insight into a subject matter or concept. Meetings held internally or externally can also take various formats.

According to Showkat and Parveen (2017), an extensive interview can adopt a semi-structured, unstructured (non-directive), or a hybrid approach that combines any two or all three of the aforementioned models. The interview will commence with an overview of the study that has been conducted, followed by a series of straightforward inquiries that have been formulated by the researchers. It is advisable to refrain from posing personal inquiries and limiting the number of questions asked to safeguard the confidentiality of the participants. The present interview was conducted in a semi-structured format and was carried out in person. Structured interviews were employed as a means of data collection, wherein all information provided by the respondents was duly documented. By utilising these techniques, researchers can acquire optimal data and enhance their comprehension of all aspects pertaining to this study.

3.2.1.1 POPULATION

A population is a collective of individuals who coexist and engage in reproductive activities within a specific geographical area. According to Krieger (2012), individuals within a population often depend on identical resources, encounter similar environmental obstacles, and require the presence of other members for their survival over an extended period. The term "population" pertains to the entire group that a researcher aims to derive conclusions from, as stated by Aguinis and Edwards (2014). The focus of this study is on small and medium enterprises (SMEs) owners who are based in Kelantan. As per the report by Hamid et al. (2022) from the Department of Statistics Malaysia, the total percentage of registered small and medium enterprises in Kelantan amounted to 99.9%. The present study focuses on the small and medium enterprises (SMEs) located in the Pengkalan Chepa region of Kelantan state, as the target population for the survey. The rationale behind the selection of the informant from the surrounding area by the researchers

was due to their accessibility and the prevalence of small and medium enterprise (SME) proprietors within their demographic.

3.2.1.2 SAMPLE SIZE

A sample can be defined as a representation extracted from a larger population for the purpose of interpretation or analysis. In the field of market research, the sample size is a crucial determinant in selecting the appropriate number of individuals to be included in a sample. The adequacy of the sample size is a crucial aspect to consider in the analysis of an outcome, as noted by Guest et al. (2020). The study requires that the population from which the samples were drawn satisfy specific criteria.

- a) A Muslim individual who owns a small or medium-sized enterprise (SME).
- b) An individual who fulfils the criteria outlined in (a) and is discharging their zakat obligation.

It is mandatory for informants to comply with the judgement prior to being eligible for participation in research interviews. The point of saturation will be reached and the study will conclude once the sample size has been adequately achieved.

3.2.1.3 SAMPLING METHOD

Sampling is the term used to describe the procedure of selecting a suitable number of elements from a given population (Bhardwaj, 2019). Sampling is a crucial procedure that involves the systematic selection of an adequate number of elements from a given population (Muhammad et al., 2022). By examining a sample and comprehending its properties or characteristics, researchers can streamline the qualities or attributes of the population elements. During the sampling process, the researchers select specific segments of the population to serve as the sample subjects. There exist two distinct categories of sampling methodologies, namely probability sampling and non-probability sampling. This study employs purposive sampling, a non-probability sampling technique.

Purposive sampling is a non-probability sampling technique that involves the selection of participants based on the researcher's subjective judgement, rather than random selection (Obilor, 2023). The researchers employed purposive sampling as a method to conduct their study, which aimed to investigate the degree of acceptance and comprehension of the e-zakat payment system within the small and medium enterprises (SMEs) community in Kelantan. Purposive sampling, also known as judgmental, selective, or subjective sampling, has been identified as a sampling technique by Maestriperi et al. (2019). The present study has established specific criteria for population members to meet in order to be eligible to participate in the interview methodology. Moreover, establishing specific criteria for selecting members of the population can aid researchers in attaining their research goals.

3.2.2 SECONDARY DATA

Secondary data can be classified into two distinct categories: primary resources data and general resources data. The primary sources of data comprise the Quran, Sunnah or Hadith, and Tafsir. The Tafsir Pimpinan Al-Rahman, which is frequently cited by researchers, is a publication by JAKIM. The present study also incorporated data from the books of Hadith, which holds significant importance as it comprises a collection of Hadith that are deemed valid for practical application. Other than that, the Tafsir Pimpinan Ibn Kathir also has been used in this research because Tafsir Pimpinan Al-Rahman is more to explanation. Secondary data, also referred to as second-party data, is information that is gathered by an individual other than the one who employs it (Astuti & Bawono, 2021). Secondary sources are defined as data that has been collected by an individual or entity other than the current researcher. Secondary data refers to information that has been collected by a third party for a purpose and at a time that is distinct from the objectives of the current study.

If utilized by the researcher, the aforementioned data may become secondary data for the present users. Secondary data sources encompass government websites, books, journal articles, and internal records. According to Sileyew (2019), secondary data refers to data that has been previously examined by other researchers for a distinct issue, but is relevant to the current study. Acquiring this data can be achieved with ease and at a low cost. In addition to the aforementioned sources, Misra (2021) notes that general resources data can also be found in academic journals,

theses, articles, conference proceedings, books, websites, newspapers, and other similar mediums. The aforementioned data can be readily obtained via online sources by perusing the published materials. This research employed a significant amount of secondary data due to its accessibility from various sources. Researchers must endeavor to compare the information with all previously collected data.

In addition, the utilization of secondary data can result in significant time and cost savings, as it can be obtained from a variety of sources (Naeem et al., 2022). Irrespective of the decision to purchase the optional informational index, it is probable that the associated cost would be lower than the expenses incurred for compensations, transportation, and other related costs that would be necessary to gather and manage a comparable informational collection from scratch. Additionally, there exists a potential for time savings. According to Boslaugh (2007), the researcher is able to allocate a significant portion of their time towards data analysis, as the data has already been gathered, and is often subjected to regular maintenance and electronic storage. One advantage of utilizing secondary data is that it often involves an information collection process that is informed by expertise and exceptional skill, which may not be readily available to smaller research endeavors (Xiao, 2022). The federal health surveys discussed in this volume utilize a complex sample design and weighting methodology to facilitate the computation of health condition and behavior estimates representative of the population. While local data collection projects may employ comparable techniques, they typically rely on convenience sampling, which raises concerns about the generalizability of the findings (James et al., 2022). Secondary sources are defined as data that has been collected by a third party in the past.

According to Vartanian (2010), secondary data refers to information that has been collected by an external entity for a purpose and at a time that is distinct from that of the current study. If the expert employs this data, it may serve as supplementary information for the current clientele. Sources of supplementary information include government distribution centers, published books, journal articles, and internal records. The researcher acquires secondary data from various sources such as books, newspapers, and journals. Scientists employ optional information to gather data or references on web-based purchases from a Shariah perspective, particularly with regard to Islamic financial products and services.

3.3 DATA ANALYSIS METHOD

The data was acquired through conducting interviews. The present investigation employs the interviews technique and content analysis, facilitated by the ATLAS.ti version 8 software, widely recognized as the preeminent tool for qualitative data analysis. The utilization of ATLAS.ti version 8 facilitates the systematic organization and filtering of data for researchers, enabling them to pose specific and detailed inquiries that promote a comprehensive comprehension of the subject matter. The utilization of ATLAS.ti version 8 facilitates time management by integrating large data sets and compiling them expeditiously.

3.3.1 CONTENT ANALYSIS

The objective of this section is to assess social communication skills by scrutinizing written materials obtained from gathered data or transcripts of administered interviews. Krippendorff (2018) posits that content analysis is a systematic approach to summarizing and identifying the attributes of a message conveyed by an informant. Based on the aforementioned statement, the researcher has determined that visual media, including pictures and video recordings, as well as text-based media, are appropriate for incorporation into the content analysis procedure.

The main objective of this particular area of study is to convert raw information into analyzed data by means of technological methodologies. The current research utilized the technological methodology of ATLAS.ti version 8 to methodically outline the various aspects of the message content. The method was consistently implemented to ensure that both the researchers and readers receive a standardized message and comparable results. The phenomenon denoting this result is commonly known as reliability. As per the findings of Bruton et al. (2000), the term "reliability" pertains to the degree to which the data obtained during research can be deemed dependable in producing outcomes that are consistent and precise.

The categories employed in the development of these criteria should encompass all aspects of the message and conform to the specific terminology utilized in the statement. As per Turner's (1981) findings, content analysis can be executed through a systematic approach that entails the uniform identification of distinct attributes, leading to precise data saturation.

Towards the extreme end of the spectrum of qualitative data analysis, a structured methodology is utilized in the form of leftist analysis subsequent to the collection of data. The approach of code by content is extensively utilized approach being discussed is widely known as content analysis.

3.3.2 ATLAS.ti VERSION 8

ATLAS.ti, a popular qualitative data analysis software, helps researchers organise, analyse, and understand large amounts of qualitative data. ATLAS.ti has revolutionised qualitative research, regardless of version. ATLAS.ti's main contributions to qualitative research methods will be discussed next. ATLAS.ti manages qualitative data (Paulus & Bennett, 2017). Scholars can import text, PDF, image, audio, video, and social media material into the software. Diverse data kinds and sources help researchers manage complex datasets.

The ATLAS.ti coding system is essential. Labels or codes allow scholars to categorise material. Coding helps identify themes, patterns, and concepts in data for methodical study. ATLAS.ti lets researchers create a hierarchical coding framework to analyse data and find code linkages (Muhr, 1991). ATLAS.ti provides powerful data analysis tools. Scholars can use keywords or phrases, examine word frequency, and use Boolean operators to perform complicated text searches. Scholars can browse, extract, and evaluate qualitative data using the above qualities.

The programme lets researchers visualise their data. Scholars can use idea maps, network diagrams, and other visual aids to study data relationships. Visual aids help explain complex qualitative findings. ATLAS.ti excels at teamwork (Hwang, 2008). Allowing researchers to work on a project simultaneously promotes teamwork, information exchange, and data analysis. Qualitative research benefits from transparency, inter-rater reliability, and peer review. Sharing data, coding structures, and analytic results can increase study quality and rigour.

ATLAS.ti supports mixed methods research. Scholars can use extrinsic numerical data to combine qualitative and quantitative analysis (Williams et al., 2019). This capacity enhances data processing, allowing researchers to better understand complex research questions. ATLAS.ti supports document management, memo drafting, and annotation. Scholars can keep an audit trail

of their analysis, cognitive processes, and introspections. Qualitative research approach benefits from transparency, rigour, and replicability.

Qualitative researchers use ATLAS.ti to organize, analyze, and understand qualitative data. Researchers usually choose one. Based on preferences, familiarity, or project needs, people may choose an option. Academic software should be chosen after carefully assessing each option's features and functionalities and making a determined choice that meets one's study needs.



Table 3.1: The Relationship between Objective, Research Question and Research Methodology

RESEARCH OBEJCTIVES	RESEARCH QUESTIONS	RESEARCH METHODOLOGY		
		RESEARCH DESIGN	TYPES OF DATA COLLECTION METHOD	TOOLS OF DATA ANALYSIS METHOD
To investigate the acceptance of e-zakat payment throughout the Kelantanese small and medium-sized enterprises (SMEs) community	How much the level of acceptance of e-zakat payment system throughout Kelantanese small and medium-sized enterprises (SMEs) community?	1.Descriptive Study	1. Primary Data 2. Secondary Data	1.Content Analysis 2. ATLAS.ti
To identify the level of understanding of Kelantanese small and medium-sized enterprises (SMEs) residents	How much the understanding of Kelantanese small and medium-sized enterprises (SMEs) community	1.Descriptive Study	1. Primary Data 2. Secondary Data	1.Content Analysis 2. ATLAS.ti

towards e-zakat payment	towards e-zakat payment system?			
To conclude the acceptance and the understanding of e-zakat payment among Kelantanese small and medium-sized enterprises (SMEs) residents	What is the best conclusion on the acceptance and the understanding of e-zakat payment system among the Kelantanese small and medium-	1.Descriptive Study	1. Primary Data 2. Secondary Data	1.Content Analysis 2. ATLAS.ti

3.4 RELIABILITY AND VALIDITY

The concepts of reliability and validity hold significant importance in the realm of research methodology, specifically in relation to the gathering and assessment of data. Research instruments, such as surveys, questionnaires, and tests, are commonly evaluated for their quality and accuracy through the use of assessment tools. The aforementioned concepts hold significant importance in guaranteeing the reliability and significance of research outcomes.

Reliability pertains to the degree of consistency, steadfastness, and replicability of measurements or data procured from research instruments (Bruton et al., 2000). The evaluation pertains to the extent to which the tool yields consistent outcomes when applied to identical

subjects or in comparable circumstances. Stated differently, it is expected that measurements which are trustworthy ought to produce outcomes that are uniform and reliable when utilized in various contexts.

Validity pertains to the precision and significance of the deductions, explanations, and outcomes derived from research tools (Roberts & Priest, 2006). The evaluation pertains to the extent to which the instrument accurately gauges its intended construct and whether the outcomes obtained are pertinent and fitting for tackling the research objectives or hypotheses.

To sum up, the crucial aspects to take into account in research methodology are reliability and validity. The concept of reliability pertains to the degree of consistency and dependability of measurements, whereas validity pertains to the degree of accuracy and meaningfulness of the inferences that can be drawn from those measurements. The establishment and reporting of reliability and validity are fundamental procedures in generating dependable and accurate research outcomes. The strategies used in building credibility criteria are data triangulation, field note, respondent's verification and peer feedback.

3.4.1 DATA TRIANGULATION

The utilization of various sources or methods of data collection to augment the dependability and credibility of research findings is known as data triangulation, a research methodology (Bashir et al., 2008). The premise underlying this notion is that the amalgamation of corroborating evidence from diverse origins augments the veracity and reliability of the findings. The utilization of triangulation in research aids in mitigating the constraints that are typically associated with single-method methodologies, thereby facilitating a more exhaustive comprehension of the research subject.

In order to facilitate comprehension of the factors that impact Kelantanese SMEs' acceptance and understanding of e-zakat payment, researchers have conducted a secondary data analysis by reviewing prior research and contemporary studies. Subsequently, the investigators will employ a methodology of depth interviews in their study, wherein they will conduct interviews with proprietors of Small and Medium Enterprises (SMEs) in the region of Kelantan. Furthermore,

scholars will employ triangulation techniques by cross-examining interview data with document analysis to enhance the dependability of their findings and attain the research goals.

It is imperative to acknowledge that the process of data triangulation necessitates meticulous planning and thoughtful deliberation regarding the research context. It is imperative for researchers to carefully choose suitable methodologies, sources, and techniques that are consistent with the research objectives and guarantee coherence among various data collection methods (Sousa, 2014). Furthermore, it is imperative for researchers to exercise caution and consideration towards the possible obstacles and constraints that may arise from data triangulation. These may include amplified time and resource demands, as well as potential incongruities between various sources or techniques.

3.4.2 FIELD NOTE

Field notes function as a written documentation of the researcher's observations, reflections, and encounters (Mulhall, 2003). The researchers document pertinent information pertaining to the investigation, including but not limited to environmental factors, events, and behaviors. Field notes may encompass a range of observations, such as depictions of the physical environment, sensory perceptions, dialogues, illustrations, schematics, snapshots, and introspective musings.

Field notes can be documented in diverse formats, ranging from handwritten notes on specialized forms or notebooks to digital notes captured on a mobile device, laptop, or tablet (Brewer & Guiterman, 2016). The structure utilized in academic research is frequently contingent upon the characteristics of the study, the resources at hand, and individual inclinations. IN general, field notes serve as a highly valuable instrument for researchers, facilitating the documentation of their experiences, collection of data, and systematic and organized analysis of their findings. A sample of a quick note from a fieldwork diary that researchers will use is shown in Table 3.2.

Table 3.2: Example of Brief Note of Fieldwork

DATE	DETAIL/ACTIVITY	NOTE/REMARK

3.4.3 INFORMANT VERIFICATION

In the context of research, informant verification refers to the process of confirming the accuracy and reliability of information provided by individuals who serve as sources of data.

A technique for improving the credibility and dependability of primary data collected by a researcher involves verifying the identity of respondents through the utilization of a designated data signature (Keeney et al., 2011). The researchers employed two distinct methods of recording, namely audio recording and video recording, during the course of the interview. On the other hand, the researchers captured the video footage only subsequent to obtaining the participant's consent.

The aim of utilizing video recording is to monitor the facial expressions of the participant while they furnish their responses to the interview question. The utilization of video recording is intended to supplement the voice recording in order to facilitate the investigators' concern for the accuracy of each respondent's response (Bunce et al., 2022). The researcher will promptly transcribe each respondent's voice recording to include any relevant information in the field notes.

Upon the completion of the transcript, it is incumbent upon the investigators to furnish a copy thereof to the relevant respondent, thereby affording them the opportunity to peruse the contents of the discourse and elucidate its significance. Participants are authorized to make revisions to any inaccurate data prior to affixing their signature to the transcript. Enhancing the validity and reliability of data can be achieved through rectifying factual errors, acknowledging sources, and verifying respondents' responses to primary data, specifically interview data.

3.5 RESEARCH PRODECURE

The methodology employed in the research delineates the journey undertaken by the study in its entirety. The diagram depicts the methodology employed in the process investigation conducted for this scholarly inquiry. The research process is comprised of three distinct stages. The initial stage of the study involves preparing the necessary documentation for constructing the research proposal. The subsequent phase entails the identification of the research methodology to be employed in this study. The primary focus of this study is the implementation of e-zakat payment, which constitutes the third stage.

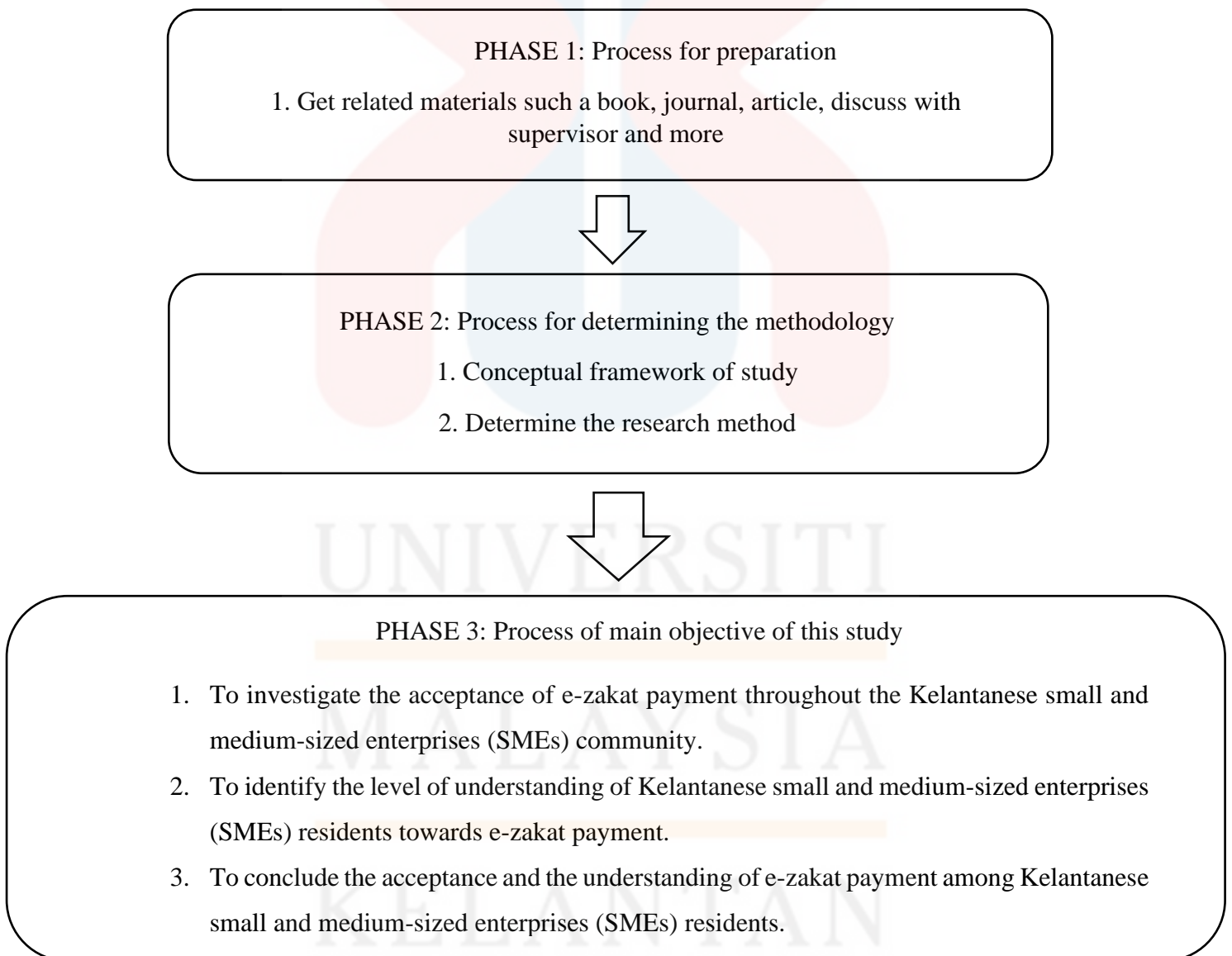


Figure 3.1: The Procedures for the Process Study

The following table presents the research methodology employed for each of the study's objectives and research questions. The present study employs a tripartite framework consisting of research design, data collection methodology, and data analysis methodology. The study's objectives and inquiries are being addressed through the utilization of interview, descriptive study, and exploratory study methodologies. In order to fulfil the research objectives and address the research questions, this study employs both primary and secondary data collection methods. The research methodology employed document analysis with the aid of ATLAS.ti software.

3.6 PROTOCOL OF INTERVIEW

SECTION A: DEMOGRAPHIC

1. Gender
2. Age
3. Education level
4. The years of paying zakat after becoming the small and medium enterprises (SMEs) owner
5. Type of payment

This research will be made up of male and female among the small and medium enterprises (SMEs) owners as interviewees to provide some information regarding to this topic of the factor that influencing the factors influencing Kelantanese SMEs towards e-zakat payment. The average age of participants that the researchers choose for the research is starting from 25 – 40 years old. For this interview, the researcher will also be taking into consideration about the interviewee's education level. Besides that, the researcher will ask about the years the interviewee involves in paying zakat after becoming the small and medium enterprises (SMEs) owner and the type of payment that had been made.

SECTION B: ACCEPTANCE OF E-PAYMENT ZAKAT SYSTEM THROUGHOUT THE KELANTANESE SMALL AND MEDIUM ENTREPRISES (SMEs) COMMUNITY

1. What is your current level of acceptance and adoption of this system within as small and medium enterprises (SMEs) owner?

2. What factors do you believe are influencing the acceptance or reluctance of Kelantanese SMEs to adopt e-payment zakat system?
3. How would you assess the potential benefits and advantages of adopting e-payment zakat system within your SME?
4. What support or resources would be necessary for you and other Kelantanese SMEs to successfully integrate and utilize e-payment zakat system?
5. From your perspective, what initiatives or strategies can be implemented to encourage greater acceptance and usage of e-payment zakat system among the Kelantanese SMEs community?

The next session in the interview, the researcher will ask the participants about the current level of acceptance and adoption of this system within as small and medium enterprises (SMEs) owner themselves. Through that, the researchers will know the factors that influencing the acceptance or reluctance of Kelantanese SMEs to adopt e-payment zakat system. Besides that, the researchers will also trying to figure out the potential benefits and advantages of adopting e-payment zakat system within SME as well as searching the support and resources which could be key of necessary for small and medium enterprises (SMEs) owners to successfully integrate and utilize e-payment zakat system. Besides, the researchers also want to know the initiatives or strategies can be implemented to encourage greater acceptance and usage of e-payment zakat system among the Kelantanese SMEs community, through this, the researchers will know how far is the acceptance of e-zakat payment system throughout the Kelantanese small and medium-sized (SMEs) community.

SECTION C: UNDERSTANDING OF E-PAYMENT ZAKAT SYSTEM THROUGHOUT THE KELANTANESE SMALL AND MEDIUM ENTREPRISES (SMEs) COMMUNITY

1. What is your understanding of the concept of e-payment Zakat system within the context of Kelantanese SMEs?
2. What are the main sources or channels through which you have gained knowledge about the e-payment Zakat system?

3. How do you perceive its potential benefits compared to traditional zakat collection methods?
4. In your opinion, what are the main challenges SMEs in Kelantan may have in understanding and implementing the e-payment Zakat system?
5. What kind of support or resources do you believe would be helpful in enhancing the understanding and awareness of the e-payment Zakat system among the Kelantanese SMEs community?

For the interview, the researcher will be asking about the understanding of the concept of e-payment Zakat system within the context of Kelantanese small and medium enterprises (SMEs). First of all, the researcher will ask the participant about the main sources or channels through which you have gained understanding about the e-payment zakat system. This is because the researchers want to know how far is their understanding on this modern e-zakat payment system so they can identify its potential benefits compared to traditional zakat collection methods. Furthermore, the Muslim is encouraged to pay zakat as a way respect to their religion's obligations. The researchers also want to explore the main challenges SMEs in Kelantan may have in understanding and implementing the e-payment zakat system. This is important because if they have been exposed to it, the researchers will be able to obtain more detailed information about the support or resources that would be helpful in enhancing the understanding and awareness of the e-payment Zakat system among the Kelantanese SMEs community. The most and accurate in what the researcher seeks for will help to produce an effective research paper.

3.7 CONCLUSION

The chapter discusses the research approach used in this study, and then the qualitative method is chosen. This study uses the depth interview method to establish answers for objective online research. The researcher interviewed UMK Muslim Student and for data collecting. The researcher analyses the data using ATLAS medium. The research methodology is important because of several resources, including a wealth of human knowledge and his practice, which gives a giver progress chance to study a subject in depth and establishes them to make intelligent decisions. Finally, research is the best way to learn, read, and think critically.

CHAPTER 4

FINDINGS AND DISCUSSION

4.0 INTRODUCTION

The purpose of this chapter is to review the findings and discussions about acceptability and knowledge of e-payment zakat usage among Kelantanese Small and Medium Enterprises (SMEs) owners. The questions posed to small company owners are based on those posed in the preceding chapter. The researchers questioned five people in this chapter to collect interview findings. In order to meet the study aims, the ATLAS.ti version 9 was used to execute the data analysis.

4.1 DEMOGRAPHIC PROFILE

We interviewed three females and two males for this research report. They are all in their forties or older. The females are 40, 38, and 32, respectively, while the males are 35 and 46. There are three informants who have completed their Masters degrees, one who has completed her diploma in business administration, and the other who has completed high school. There are three informants who have been paying zakat for more than six years, with a maximum of twelve years and a minimum of one year. The average length of time spent paying zakat is three years. They all had one thing in common: they all utilized the counter to pay the zakat.

4.2 ACCEPTANCE OF E-PAYMENT ZAKAT SYSTEM THROUGHOUT THE KELANTANESE SMALL AND MEDIUM ENTERPRISES (SMEs)

Based on the data collected via the interview, all the five-informant said that e-payment zakat system will help save a lot of time for all the SMEs owners. The researchers that conformed that this information is true by reviewing the answer that given by the informants. Here is the highlighted transcript:

*“If I could say, the advantages of this system will help all the SME **save time** since it is **very convenient** to make the payment via the online.” – Informant 1 (I1)*

*“If I could say, the advantages of this system will help all Small and Medium Enterprises (SMEs) owners to **save time** by enabling them to **make the payment on time** no matter where they are.”- Informant 2 (I2)*

Based on this dialog, we can interpret that the digital method is a way to save time. This statement support by Salleh and Chowdhury (2020) where them consider the e-zakat to be a device to build the productivity the zakat installment framework. Through digitization, elements can improve their tasks, decline how much actual documentation, and relieve regulatory costs. In his perspective carrying out computerized frameworks and advanced installment arrangements works with quick and exact handling of zakat commitments, empowering brief guide arrangement to qualified recipients.

The other three informant’s answer was slightly different with the other as shown below:

*“For me, even though I have never used the system, I am confident that the system **can provide convenience** for me as an entrepreneur. It will also save time because I **do not have to go out and stand in long queues** to pay zakat.”- Informant 3 (I3)*

*“I see that it has better and greater benefits or potential because if we are skilled with existing information technology **expertise it can facilitate all matters of zakat payment.**”- Informant 4 (I4)*

*“I could say, the advantages of this system will help all the SME **smoothly pay zakat without going out.**”- Informant 5 (I5)*

Based on their knowledge, even though they did not familiar with the digital world of zakat, but they assure that anything that has a digital form will obviously make their routine easier in many ways such as time and travelling cost. This statement is align with Bin-Nashwan (2022) who express his support that e-zakat is the advanced structure to get to the zakat installment technique. Individuals can now easily and precisely calculate their zakat obligations thanks to digital platforms and mobile applications. He went on to say that the increased availability of zakat has effectively removed geographical barriers, making it possible for Muslims who live in remote areas or in nations with inadequate zakat infrastructure to actively fulfill their obligations.

Based on the question, it is very crystal clear that support or resources would be necessary for the informant and other Kelantanese SMEs to successfully integrate and utilize e-payment zakat system to increase the rate of the acceptance. The necessity of sources was analyzed from the data that provided by the informants during the interview. The data is shown as below:

*“I think the system needs an upgrade by **installing the user-friendly interface** so it’s easy for the users to utilize it.”-Informant 1 (I1)*

*“Maybe the government can make the e-payment zakat system use **made of user-friendly interface** and manual which **makes the system easy-to navigate platforms with multilingual support**. This will help everyone to use the system and can increase the number of utilizations.”-Informant 2 (I2)*

*“Among the sources that I think can **provide support for the use of Zakat e-payment are from the authorities** such as the zakat collector from the Islamic Religious Council of Kelantan to **explain the Zakat e-payment system to all SME traders** in more detail and extensively.”-Informant 3 (I3)*

*“I think **they need to try advertising this system widely on television or in any platform** to let people know e-zakat payment exists”. - Informant 4 (I4)*

80% of the informants suggested to upgrade the e-payment zakat system to more friendly used or the authorities from zakat do more advertisement and come to each SMEs to explain thoroughly. These thoughts are pretty similar to the Salleh et al. (2019) who indicates that e-zakat advances monetary incorporation by offering different computerized installment choices. These stages internet banking, versatile wallets, and other computerized installment arrangements, guaranteeing that individuals from various financial foundations can without much of a stretch contribute zakat. Using digital financial services, e-zakat lets people who don't have access to traditional banking infrastructure participate in and support zakat.

According to M. Ahmad et al. (2015), authorities were designated to supervise the method to develop the zakat, guaranteeing that zakat reserves were set to qualified beneficiaries and utilized for the aiming purposes. Islamic researchers and legal advisers were critical in creating nitty-gritty rules and directions concerning zakat. They expounded on the riches subject to zakats, such as rural delivery, exchange merchandise, and investment funds. They set up criteria for

deciding the most minor edge (nisab) and the special rates to be given. These rules made a difference in standardizing zakat hones over distinctive districts and communities. Over time, zakat extended past its starting scope of destitution easing. To support the statement, bin Wan Yusoff (2008) has emphasized that his development was driven by the understanding that zakat may be utilized not to give quick relief but to engage people and communities within the long term.

I1, I2, I3, I4 agrees on that statement whereas there is one informant state that government can help through religious organizations. Informant 5 (I5) quote that *“I think maybe the government can try to collaborate with the religious organizations such as mosques to give the support to the users as the encouragement and promote adoption”*. As Sulaeman (2010) said that the facilitation of collaboration and partnerships within the zakat ecosystem is responsible for the transformation of zakat into e-zakat.

To make Kelantanese Small and Medium Enterprises (SMEs) owners to accept this e-zakat payment system, it is very crucial to maximize the impact of its implementation. So, zakat initiatives, zakat organizations, governments, and technology providers needed to collaborate to develop standard systems, share best practices, and make use of technology. In the zakat sector, this collaborative strategy boosts innovation, reduces duplication of effort, and increases efficiency.

As symmetry with this fact, there are two informants that state using online payment can be risky because of scammers and our personal information will be leaked. They also said that:

*“I believe one of the factors that influencing is **wanting to avoid scammer**. There are a lot of possibilities to get scams when using online transactions”- Informant 1 (I1)*

*“I believe one of the factors that influencing the Small and Medium Enterprises (SMEs) owners is **the trust and security concerns** because when we are using the online method there is high chances that our personal information leaked.”-Informant 2 (I2)*

This era of technology surging is making the Kelantanese Small and Medium Enterprises (SMEs) to accept the technology due to its cons. Based on Ismail (2019) he framed that straightforwardness is the key of the upset of zakat to e-zakat. To avoid donors who were unsure of how their funds were being used, conventional zakat collection strategies frequently required

simplicity. However, e-zakat stages have addressed this issue by providing real-time updates and highlights. Presently, donors can monitor the progress of their commitments, view detailed maps of where their zakat funds are distributed, and receive updates on the projects and activities supported by their contributions. This simplicity fosters faith and responsibility and ensures that zakat reserves are utilized appropriately and in accordance with Islamic norms.

Five of the informants' acceptance towards e-zakat payment are still new and not sure how to use it. In the findings, three of the informants believe that the factors that influence SMEs that do not use the e-payment zakat system is because they lack awareness and most of the older generation SMEs do not know how to use online payment. Because of that they need to approach SMEs more deeply to know what the problem with e-payment Zakat. This discussion can be supported by the answer from the interviews as stated as below:

*“I know about e-zakat but since it is still new to the world, I am **not too familiar with the method**”-Informant 1 (I1).*

“After Covid-19, I have become very familiar with the zakat online payment. But, before that, I knew that such a payment method existed, but I never intended to use it.”- Informant 2 (I2).

*“In my view, the system provided is indeed good for Small and Medium-sized Enterprises because it can simplify zakat payment matters. However, I am also relatively new in the world of this company and **am not too exposed to the system.**”- Informant 3 (I3).*

*“For me, the acceptance and use of e-payment of Zakat is less encouraging because many veteran traders like me are **more comfortable using old ways or methods such as paying directly to the zakat counter.**”- Informant 4 (I4).*

*“I know about e-zakat but **have never used it yet.**” Informant 5 (I5).*

Their statement support by Sulaeman (2010). He said that the development of zakat to e-zakat is the result of facilitated collaboration and partnerships within the zakat ecosystem. Zakat organizations, governments, and technology providers come together to develop standardized systems, share best practices, and leverage technology to maximize the impact of initiatives by

zakat. This collaborative approach improves efficiency, reduces duplication of efforts, and drives innovation in the zakat sector.

Researcher also asked about their perspective, what initiatives or strategies can be implemented to encourage greater acceptance and usage of e-payment zakat system among the Kelantanese SMEs community. From this question, researchers get a lot of different answers which the informant answered from their opinion as which was displayed as below:

*“From my opinion, Small and Medium Enterprise (SMEs) owners **should give training programs to enhance the digital literacy** so they can get comfortable when practicing it in daily life”. - Informant 1 (I1)*

*“From my opinion, the **government can conduct awareness campaigns such as hold workshops or seminar in every district** in Kelantan to educate SMEs owners about the benefits of the zakat online payment system”-Informant 2 (I2)*

Answers from I1 and I2 supported by M. Ahmad et al. (2015), authorities were designated to supervise the method to develop the zakat, guaranteeing that zakat reserves were set to qualified beneficiaries and utilized for the aiming purposes. Islamic researchers and legal advisers were critical in creating nitty-gritty rules and directions concerning zakat. They expounded on the riches subject to zakat, such as rural delivery, exchange merchandise, and investment funds.

Different of opinions are also appear in this section. Other two informants were approached new strategies which can help to boost the level of acceptance among Kelantanese Small and Medium Enterprises (SMEs) according to the below data:

*“Due to the lack of knowledge of the SMEs entrepreneurs about this e-payment zakat system, I feel that **advertising about this system can help to give some exposure to the e-payment zakat system to the entrepreneurs**. Indirectly, it will also attract their interest to try this system because this system will provide a lot of conveniences for them in carrying out their business zakat payment”-Informant 3 (I3)*

*“In my opinion, the initiative or strategy that can be implemented to encourage the acceptance of this Zakat e-payment system is to **hold exhibitions and detailed explanations especially in mosques or various existing social media platforms**”- Informant 4 (I4)*

In other opinion where I3 and I4 stated that responsible party like Zakat organizations to promote to help SMEs as stated by Mutamimah et al. (2021) Muslim organizations and researchers are the ones who have worked to advance the possible development of zakat instead of its understanding as stated in the previous statement. Endeavors have been made to guarantee straightforwardness, responsibility, and proficiency within the collection and dissemination of zakat stores. Zakat teaches, and establishments have been built up to solidify assets, arrange zakat activities, and maximize the effect of zakat in easing destitution, advancing instruction, healthcare, and maintainable advancement.

Moreover, I5 suggested that they can give any kind of reward to the SMEs that pay zakat with e-payment Zakat in certain of time. SMEs will think that it will be beneficial to them, and it will help to boost the interest in using e-payment Zakat system. E-payment Zakat system is a digital payment system, so that the reward can be form in various of method as Salleh et al. (2019) indicates that e-zakat promotes financial inclusion by offering various digital payment options. These platforms include online banking, mobile wallets, and other digital payment solutions, ensuring that people from different socioeconomic backgrounds can easily contribute zakat. By using digital financial services, e-zakat allows even those who do not have access to traditional banking infrastructure to participate in zakat and contribute to its activities.

In a nutshell, every informant and author can relate to one another or can contrast each other by giving different opinions. Everyone has a different statement on how the e-payment Zakat system works.

4.3 UNDERSTANDING OF E-PAYMENT ZAKAT SYSTEM THROUGHOUT THE KELANTANESE SMALL AND MEDIUM ENTERPRISES (SMEs)

Based on the research that have been made, informant 1, informant 2, informant 3, informant 4 and informant 5 showed that they are understand about the e-payment zakat system. Five of the informants said that the e-payment zakat is one of the new methods to pay zakat remotely. The answers that shared by the informants are displayed as below:

“What I understand about e-payment Zakat is paying Zakat online without paying physically to the counter.” – Informant 1 (I1)

*“My understanding of e-payment of Zakat is that it **makes it easier for us to pay zakat for businesses in each state in an easier way.**”- Informant 2 (I2)*

*“What I understand about e-payment Zakat it is **an online payment method for Zakat without physically moving anywhere.**”-Informant 3 (I3)*

*“What I understand about e-payment Zakat is a **digital payment method for zakat.**”- Informant 4 (I4)*

*“Well, based on my understanding e-payment zakat system is that the zakat system that we have been using over the years is now **involves the digitalization and automation of zakat collection.**”- Informant 5 (I5)*

These statements are strongly agreed with Bin-Nashwan (2022). Bin-Nashwan emphasizes that e-Zakat is a modernized way to access and manage his Zakat payments. The integration of digital platforms and mobile applications has become a force for change, allowing individuals to seamlessly calculate their Zakat obligations and make donations with utmost precision. This development in zakat payment methods reflects a broader trend of leveraging technology to improve the accessibility and efficiency of traditional practices. The convenience offered by E-Zakat not only simplifies personal processes, but also represents a fusion of religious principles and technological advances, illustrating the harmonious integration of tradition and innovation in modern times.

In the findings, four of the informants gained knowledge about e-payment zakat system through social media and television such as they stated below:

*“Knowledge about the e-payment Zakat system I **read or watch it in social media like Facebook, YouTube, Twitter, and another platform.**”- Informant 1 (I1)*

*“I learned it via the **notification from the Google News** frequently beside of learning it from the advertisement that had been publish by the social media.”- Informant 2 (I3)*

“I gain the knowledge about the e-zakat payment via the advertisement from the television and radios as well as the social media such Instagram and TikTok.”- Informant 4 (I4)

“The advertisement that government telecast using various medium such as televisions, and radios really helped me to gain the knowledge about the usage of e-payment zakat system.”- Informant 5 (I5)

Despite the widespread adoption of online learning, some people still acquire knowledge through traditional channels. One informant shared his experience of gaining insight into the electronic zakat payment system at a physical counter. Informant highlighted the important role of receptionists in supporting the transition to online methods. Support from Zakat office staff further facilitated the learning process and highlighted the importance of human support in coping with technological advances. This scenario reflects the dynamics of knowledge acquisition, where traditional and digital methods coexist and personalized advice plays an important role in bridging the gap between the two. It also highlights the importance of a mixed approach that considers both offline and online sources to improve overall understanding and accessibility. The statement of the one informant is shown at the below:

“For me, the main source that allowed me to know about this Zakat e-payment system was through the zakat counter. They give a lot of clearer and broader explanations to all these SME traders.”- Informant 2 (I2)

The consistent responses of informants 1, 3, 4, and 5 indicate that they acquired knowledge about electronic payment Zakat systems through social media, which is consistent with the Technology Acceptance Model (TAM) developed by Davis in 1985. Davis's TAM is a well-established theoretical framework designed to explain and predict user acceptance of new technologies. According to Davis, perceived usefulness and perceived ease of use are his two key factors that influence users' attitudes and intentions toward technology adoption. An informant's reliance on social media to learn about her e-Zakat suggests that she finds this channel useful and easy to navigate.

Social media platforms can serve as effective channels to disseminate information, raise awareness and facilitate user interaction with the e-Zakat payment system. Davis's correlation with

his TAM suggests that informants find the online platform valuable and easy to use, which contributes to their willingness to adopt e-Zakat technology. This context highlights the continued relevance of theoretical models such as her TAM for understanding and interpreting user behavior in the ever-evolving landscape of technology adoption.

From the findings, the five informants believe that the potential benefits of e-payment zakat system can saves time of the traders without having to go and pay zakat physically.

*“I think this system will **helps SMEs a lot in term of time** because most of the owner must be busy to do other thing, but they need to upgrade this service by provide people to help with this kind of payment especially to old people that do not how online works.”- Informant 1 (I1)*

*“I see the potential is better than the traditional way because it **allows us to pay zakat at any time especially when outside the area.**” – Informant 2 (I2)*

*“I think that the online payment of Zakat system is **more efficiency and convenience** to the Kelantan Small and Medium Enterprises (SMEs) because the system has the access to the data to the latest which can be used to do a better resource allocation as well as the zakat authorities to make decision. By this easy method, they **can save so much time.**”- Informant 4 (I4)*

“I think nowadays, almost every adult is using the electronic devices. Everything is in the fingertip. So, basically everyone is very high skilled in using electronic tools and it can save a lot of time.”- Informant 4 (I4)

*“For me, although I do not use the system, I know that there are advantages to the e-payment zakat system. I see that the potential of this system to be used by most young entrepreneurs is very high because **most young entrepreneurs are now very skilled in using electronic tools.** Like my previous answer, the benefit that can be obtained from this system is that entrepreneurs **can save time because they do not have to stand in long queues** and they also do not have to move from one place to another just to pay zakat. Nowadays, everything is at your fingertips. If we do not use the facilities that have been provided, we will lose. However, for traders **who are old**, this may be a bit **difficult for them because they are less exposed to the use of electronic devices.**”- Informant 5 (I5)*

This statement is strongly agreed with Salleh et al. (2019) indicates that e-zakat promotes financial inclusion by offering various digital payment options. These platforms

online banking, mobile wallets and other digital payment solutions, ensuring that people from different socioeconomic backgrounds can easily contribute zakat. By using digital financial services, e-zakat allows even those who do not have access to traditional banking infrastructure to participate in zakat and contribute to its activities. In contrast with this, Sulaeman (2010) said that the development of zakat to e-zakat is the result of facilitated collaboration and partnerships within the zakat ecosystem. Zakat organizations, governments, and technology providers come together to develop standardized systems, share best practices, and leverage technology to maximize the impact of initiatives by zakat. This collaborative approach improves efficiency, reduces duplication of efforts, and drives innovation in the zakat sector.

Besides, due to the challenges in understanding the system, four of the informants believes that most of the traders are less skilled in using the system because most of them are old people.

*“For me, the challenge to understand the e-payment of Zakat in Kelantan is because **many are used to the traditional method and they are less skilled in the use of information technology** to make the e-payment of Zakat.”- Informant 2 (I2)*

*“The main challenge is **the limited digital literacy and access to technology** among some Small and Medium Enterprises (SMEs) owners. Because of that they are **not willing to switch to the online payment method when they are already comfortable with the traditional way.** - Informant 3 (I3)*

*“The main challenge is **our people used to the traditional way.** For example, you can take me as an example. People in similar age with me will feel quite difficult to learn the online way. That’s why we people are less skilled in it.”-Informant 4 (I4)*

*“In my opinion, the challenge I see is that the entrepreneurs’ **knowledge of zakat itself is very weak.** Indirectly, most entrepreneurs do not know about this system and how to use it. Because of this, most Small and Medium-sized Enterprises (SMEs) entrepreneurs use traditional zakat payments. Then for those **who are already old, this matter is difficult to put into practice because they themselves will feel burdened by this system.** For example, I myself actually lack knowledge about this system. If I want to use this e-payment zakat system, I need to learn first with skilled*

people and this will take time. To be honest, I am also more inclined towards traditional payment even though I know there are many advantages of that system.”-Informant 5(I5)

Otherwise, one informant said that people are not diligent in reading might be the reason of the challenges in understanding the system. The statement that given by the informant are stated as below.

*“The main challenge is our **people not diligent in reading anything related to e-payment Zakat**. They more to listen what other people said, so people from Zakat need to visit all the SMEs to give exposure about how to use this system.”- Informant 1 (I1)*

This result is contradict with Salleh and Chowdhury (2020) because he see the e-zakat as an tool to increase the efficiency the zakat payment system. Through digitization, entities can optimize their operations, decrease the amount of physical documentation, and mitigate administrative expenses. In his point of view implementing automated systems and digital payment solutions facilitates expeditious and precise processing of zakat contributions, enabling prompt aid provision to eligible beneficiaries. The enhanced efficacy of zakat organizations enables them to cater to a more significant number of recipients and tactically distribute resources, thereby optimizing the influence of zakat finances. As mention before in Davis (1985) theory, there is two indicators which became the factors that can influence someone to the acceptance of new technology in their lives. The two indicators are known as perceived usefulness (PU) and perceived ease of use (PEOU). On the other hand, perceived value, according to previous research, might affect someone's perspective and behavioral intentions when it comes to accepting technology Zulfikri et al. (2023). Though attitudes and intentions of the SMEs community to engage in behaviors like using the e-payment zakat system are both influenced by perceived ease of use (PEOU). An individual's meaning may be determined by how their intention is understood in this situation, and this meaning may have an impact on how they actually choose and make e-payment zakat.

In order to enhance the understanding and awareness of the e-payment zakat system amongst the Kelantanese SMEs community, the three informants believes that by providing the webinar, seminar and campaign it can enhance the understanding and consciousness among the Kelantanese SMEs community about the e-payment zakat system such as emphasizes below:

*“I think the **responsible party needs to go to every SMEs store explained about this system more thoroughly** so that each of this restaurant or any kind of SMEs shop can be more understand about e-payment Zakat. They can visit three shops each day until they finish visiting all of the SME’s shops.”-Informant 1(I1)*

“Among the support that I think needs to be given is a mentor to each trader in the beginning of this Zakat e-payment system until they become proficient. In addition, it is also necessary to make a clear and extensive explanation for each SME community in Kelantan.”- Informant 2 (I2)

“I think the parties in charge should enable the system with multilingual support and user-friendly interfaces as well as accommodate different language preferences.”-Informant 3(I3)

On the other hand, two informants believes that by providing a mentor and make the system has multi-language support and improve the understanding of the Kelatanese SMEs community.

*“I think the **Islamic religious council need to conduct more seminar to engage with the Small and Medium Enterprises (SMEs)**. So they can learn the proper way on how to use the system.”- Informant 4 (I4)*

*“I think that if the **Islamic religious council of Kelantan publicizes more widely and teaches how to use the system**, then it is not impossible for entrepreneurs to use the system. In addition, to give awareness to the Kelantan Small and Medium-sized Enterprise (SMEs) community, Islamic religious councils can hold webinars or awareness campaigns to further encourage the use of this system.”- Informant (I5)*

Therefore, the responsibilities parties need to disclose more clearly about how to use the e-zakat payment system to the Kelantanese SMEs so that they can be more understand and be able to use this system well. This collaborative approach improves efficiency, reduces duplication of efforts, and drives innovation in the zakat sector.

In the end, the researchers can conclude that every informant and author has a different understanding and opinion towards the development of traditional zakat to its modern era. The zakat revolution in e-zakat has changed how zakat is made and managed.

4.4 TO CONCLUDE THE ACCEPTANCE AND THE UNDERSTANDING OF E-PAYMENT ZAKAT SYSTEM THROUGHOUT THE KELANTANESE SMALL AND MEDIUM ENTERPRISES (SMEs)

Based on the research and interview sessions conducted, we found that Kelantan's small and medium enterprises (SMEs) have a clear understanding of e-zakat payment. This is said to be so because the level of acceptance and understanding of e-zakat payment among SMEs is assessed through several interview questions. There are 10 main interview questions in the set of questionnaires made to obtain information related to e-zakat payment. Among the answers given by the respondents is that they know a lot of information through various social media platforms such as how to use it, the advantages of e-zakat payment and so on.

This shows that respondents understand the use of e-zakat payment in helping to facilitate zakat payment for SME businesses. Therefore, they can also receive the renewal of e-zakat payment nowadays. Therefore, it can be concluded that the acceptance and understanding of e-zakat payment among small and medium enterprises (SMEs) is important to facilitate the business administration of the SMEs.

According to the research, five of the informants' acceptance of e-zakat payment is still new and they are unsure how to use it. According to the findings, three of the informants believe that the factors influencing SMEs that do not use the e-payment zakat system are a lack of awareness, and that the majority of the older generation of SMEs do not know how to use online payment. The other two, on the other hand, claim that using online payment is risky due to scammers and that our personal information will be leaked.

According to the research, all of the informants are understanding of the e-payment zakat system, but they do not intend to use it due to a lack of skill and knowledge about how to use the e-payment zakat system. According to the findings, five of them prefer the traditional method despite being aware of the advantages of the e-payment zakat system.

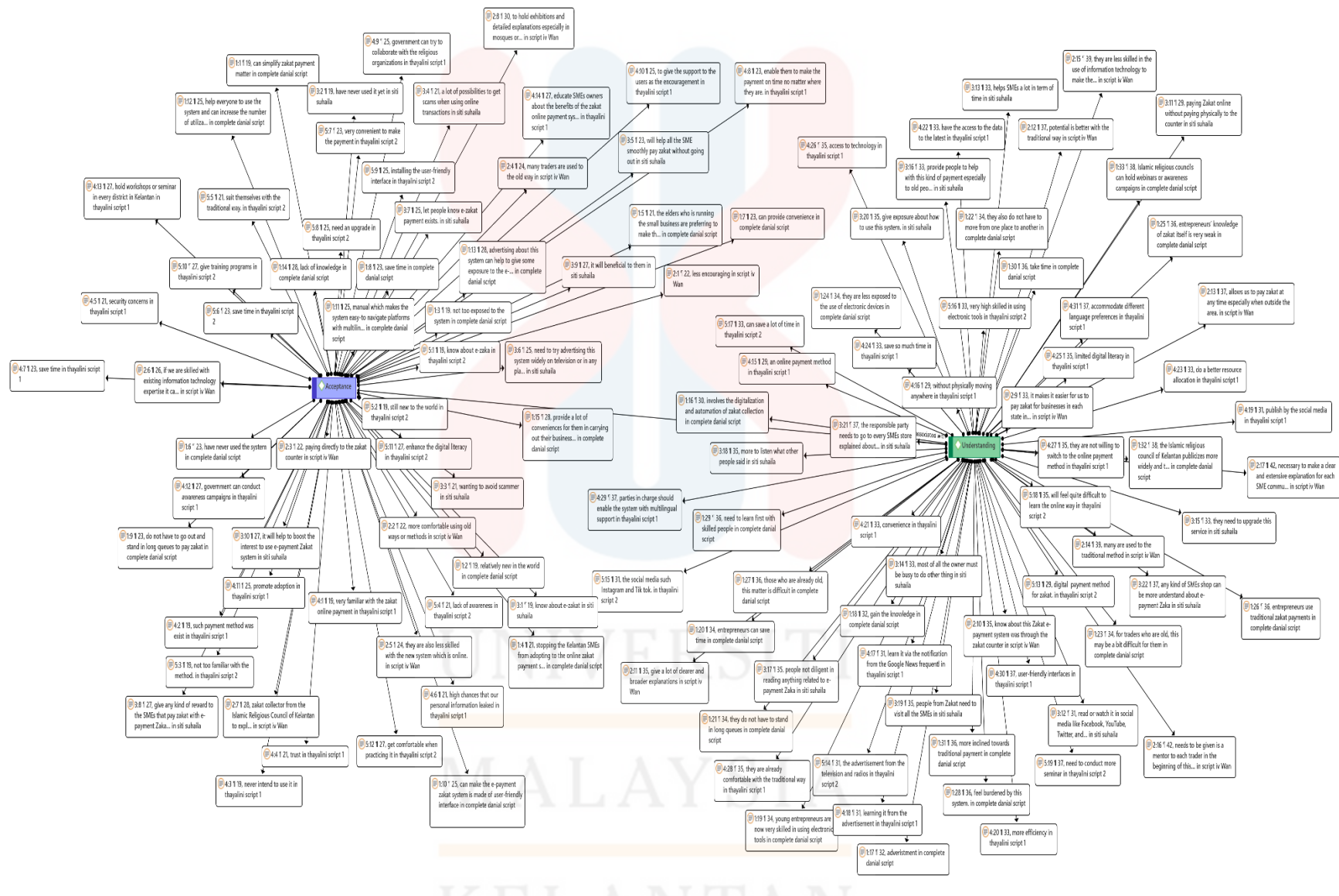


Figure 4.1: Network View ATLAS.ti of Factor Influencing Kelantan SMEs' E-Zakat Payments

Based on the figure above, the researchers highlight that acceptance and understanding play an important role in shaping the inclination of SMEs in Kelantan towards electronic Zakat payments. These two factors in the figure such as acceptance and understanding are interrelated. This literally means increased understanding directly fosters increased acceptance. The figure shows the strong link between the two and highlights that deeper understanding positively impacts Kelantan SMEs' willingness to adopt e-Zakat payments. Acceptance and understanding are characterized by dominant forces, and mechanisms such as perceived usefulness, ease of use, and cultural alignment play important roles and significantly influence the decision-making process. From a researcher's perspective, cultural, economic, and technological considerations specific to SMEs in Kelantan contribute to their superiority in acceptance and understanding. Building on existing literature, the researchers combined qualitative findings to support their claims, highlighting the central role these factors play in the adoption of e-Zakat payments. The practical implications discussed recognize the challenges and suggest opportunities for future research and improvement of e-Zakat payment methods in Kelantanese SMEs, while also encouraging policy makers and practitioners to facilitate adoption.

4.5 CONCLUSION

Finally, this chapter addressed the acceptance and understanding of e-zakat payment by the owners of Small and Medium Enterprises (SMEs). What we can draw from this is that they acknowledge and realize that zakat online payment is vital in this day and age. They are gradually incorporating it into their daily lives. However, there is still a potential that a few Small and Medium Enterprises (SMEs) owners are aware of this strategy but choose to ignore it because they are too accustomed to the traditional way. Furthermore, their amount of understanding influences their level of acceptance.

CHAPTER 5

CONCLUSION

5.0 INTRODUCTION

The main indication of this final chapter is to recap the findings that have been explained in Chapter 4 and to establish the contribution of discovery and closing with directions for future research. This chapter begins with a summary of all the important findings on Islamic financial planning. In addition, it is also followed by the contribution and limitations of the study. The recommendations are suggested as the best course of action. For this purpose, directions for future research offer some contemplation on the scope of a larger research and the use of different types of data.

5.1 SUMMARY OF FINDINGS

This study focuses on the research objective of acceptance and understanding of e-Zakat payment system among small and medium enterprise (SME) managers in Kelantan. The study is carried out to summarize the findings found in the research objectives and research questions in line with the methodology used in this study. Determining the extent to which some of the objectives of the data collection strategy have been achieved will foster acceptance and understanding of the e-Zakat payment system among small and medium enterprise (SME) owners in Kelantan. In this part, there are his three research objectives that were considered in this study as a result obtained from the transcripts created from the interviews.

Table 5.1: The Finding of Relationship between Research Objectives and Research Questions

RESEARCH OBJECTIVES	RESEARCH QUESTIONS	RESEARCH METHOD			FINDINGS
		RESEARCH DESIGN	TYPES OF DATA COLLECTION METHOD	TOOLS OF DATA ANALYSIS METHOD	
To identify the acceptance of e-zakat payment throughout the Kelantanese small and medium-sized enterprises (SMEs) community.	1. How much the level of acceptance of e-zakat payment system throughout Kelantanese small and medium-sized enterprises (SMEs) community?	<ol style="list-style-type: none"> 1. Exploratory Study 2. Descriptive Study 	<ol style="list-style-type: none"> 1. Primary Data 2. Secondary Data 	<ol style="list-style-type: none"> 1. Content Analysis 2. ATLAS.ti 	<ul style="list-style-type: none"> • Save time and money with the e-zakat system. • Secure platform with clear instructions and religious guidance • Workshops and community support show you e-zakat's advantages. • Free training makes using e-zakat a breeze. • Get rewarded for being an early adopter and helping others.

RESEARCH OBJECTIVES	RESEARCH QUESTIONS	RESEARCH METHOD			FINDINGS
		RESEARCH DESIGN	TYPES OF DATA COLLECTION METHOD	TOOLS OF DATA ANALYSIS METHOD	
To investigate the level of understanding of Kelantanese small and medium-sized enterprises (SMEs) community towards e-zakat payment system.	1. How much the understanding of Kelantanese small and medium-sized enterprises (SMEs) community towards e-zakat payment system	1. Exploratory Study 2. Descriptive Study	.Primary Data 2. Secondary Data	1.Content Analysis 2.ATLAS.ti	<ul style="list-style-type: none"> • Free training helps to use e-zakat with confidence. • Learn e-zakat's benefits right in Kelantan district. • Get perks for paying Zakat online early. • Pay Zakat from anywhere, ditch the queues • Share e-zakat info with friends and family.

RESEARCH OBJECTIVES	RESEARCH QUESTIONS	RESEARCH METHOD			FINDINGS
		RESEARCH DESIGN	TYPES OF DATA COLLECTION METHOD	TOOLS OF DATA ANALYSIS METHOD	
To conclude the acceptance and the understanding of e-zakat payment system among Kelantanese small and medium-sized enterprises (SMEs) community.	1. What is the best conclusion can be drawn from the acceptance and the understanding of e-zakat payment system among the Kelantanese small and medium-sized enterprises (SMEs) community?	2. Exploratory Study 3. Descriptive Study	1.Primary Data 2. Secondary Data	2.Content Analysis 3.ATLAS.ti	<ul style="list-style-type: none"> E-zakat saves you time and money through online payments, avoiding queues and potentially offering early adopter rewards. You can learn easily with free training, clear instructions, and community support workshops in your Kelantan district. The platform is secure and follows religious guidance, offering peace of mind while rewarding you for fulfilling your Zakat obligation.

5.3 CONTRIBUTION OF THE STUDY

This research is mainly focused among Small and Medium Enterprise (SME) around Pengkalan Chepa, Kelantan on the Islamic financial planning. The research presented aims to contribute to the relevant literature, as demonstrated by the purpose and objectives of the study. So, the significance of the study can be listed as follows:

i. Industry

This research has significant implications for the industrial sector, particularly the banking and finance sector, considering the current economic development. This is because a good way to manage financing where people can spend less and make more saving and investment in any financial institution are the right thing in planning financial future problem. This is on the grounds that the right preparation in monetary can prompt better and great way of frugal on supporting, which set off individuals to spend less and make really saving and interest in monetary organizations. As a result, it has the potential to boost the banking and finance sectors as a whole because of individuals contributing services to the industry.

ii. University

It is essential for an educational institution to incorporate Islamic financial planning, particularly into the education curriculum, in the education sector. As a result, Islamic financial planning courses should be taught in schools because they help students develop responsible financial habits in the future. Likewise, the training organization additionally ought to give an early openness to the understudies. In this manner, the understudies ought to know the fundamental information about Islamic monetary preparation since they will involve the information later.

iii. Religion

This study is an improvement to the Shariah in accordance with Islamic norms and maqasid syariah. This is on the grounds that every one of the monetary exercises that relate to the funding or understanding in buying and selling are currently more to the Shariah

consistence which is the reception of denials from riba', gharar, and maysir. On like that, individuals will generally follow the Islamic ways as well as giving advantage from the great achievement all together.

iv. Society

This exploration can be something critical for the monetary area due to the insights and capability of individuals dealing with their funds to acquire a more promising time to come. Due to its connection to the banking and finance sector, great and healthful financial planning can have positive effects on the economy. Which has additionally expanded the exhibition in that industry as per individuals' mentality on saving and money management. Subsequently, it can work on the financial aspects and furthermore expanding the exhibition on the improvement of economy simultaneously.

5.4 LIMITATION OF THE STUDY

There are some restrictions and constraints that limit this study. Limits are characteristics of uncontrollable flaws that are directly connected to the chosen research design, model restrictions, or financial constraints. Even though the researcher has little control over the restrictions in this case, they may still affect the results.

Knowledge of e-payment Zakat among Small and Medium Enterprise (SME) of Pengkalan Chepa, Kelantan is the main subject of this research. Most of them know about e-payment Zakat but not using it to pay Zakat. SMEs around Pengkalan Chepa, Kelantan lack knowledge in this system, and they preferred to use the traditional ways. Information that can be collected through some informants is not enough because most of them do not use it.

The researcher is using a face-to-face method to collect data for this research because it is easier to get more information. Researchers need to meet the SMEs physically in their store which can cost a budget in transportation. Researchers that do not live around there need transportation to go to Pengkalan Chepa, Kelantan to interview. Need to pay for grab to go Pengkalan Chepa to ask around SMEs to collect information to continue this study.

Researchers must also face the fact that not everyone wants to be interviewed. Some of the SMEs around Pengkalan Chepa, Kelantan are just too busy or do not want to be interviewed. Part of the store, the owners are not there and only at the store on certain days only. Most of the time the SMEs are busy managing the store, so busy to be interviewed and need to make an appointment when they can be interviewed. There are also SMEs who reject because they do not want to be interviewed because they feel like they cannot answer all the questions.

There are also limitations in time because there are time restrictions. There is a certain period to collect the data from the informant. Researchers need to follow the period to gain information from the SMEs. Due to certain SMEs' refusal to cooperate to help to be interviewed, the researcher encountered difficulty. They need to find another SMEs that can give full cooperation that have the time to be interviewed. Researchers also face some problems in time because there is another assignment that needed to be done at the same time.

5.4 IMPLICATIONS OF THE STUDY

There are several implication appeared in conducting this study. Firstly, from the perspective of technology. As we know, now days the uses of technology in our daily life is really important due to the circulation of time that forces human to do so. This is much accordance with the findings of the study which are the acceptance of e-payment zakat system and the understanding about the e-payment zakat system throughout the Kelantanese SMEs community. The implementation of technology with the proper way in the business is can give a lot of benefit to the entrepreneurs especially in reducing the waste of time. As an examples, a businessman just paid zakat using the online payment method. This indirectly can save a lot of time because the businessman do not have to go out for paying the zakat and it is also can reduce the usage of energy.

Secondly, the implication to the exposure of the new systems. In accordance with the study, the finding suggest that zakat institutions need to provide the steps on how to use the system correctly. This is due to the lack of knowledge and skills among the aged people in using the

system. Most of the aged people entrepreneurs are willing to go and pay zakat physically because for them the traditional method is easier compared with the new system. So, if zakat institutions provide step-by-step instruction on how to use their system, it can make things easier for their users and also will attract more entrepreneurs and people to use the system widely. This will indirectly boost their confidence to the acceptance of e-payment zakat system and also give the clear understanding about the e-payment zakat system.

5.5 RECOMMENDATION FOR FUTURE RESEARCH

The recommendation that we would like to suggest is to expand the scope of study to multinational company. This study is more focused on SMEs companies. This indirectly causes limitations to obtain information more widely. So, for future research it is recommended to expand the scope of the study not only focusing on SMEs but also the other larger companies like Syarikat Sdn. Bhd and Berhad.

Besides, the researchers used the qualitative method in completing this study. For future research, it is suggested to use quantitative method to collect the data by using 150 candidates to answer all the questionnaires and use the SPSS to interpret the data. By these ways, it can facilitate the researchers because in term of cost and time. Furthermore, this study is focusing too much on the SMEs around Pengkalan Chepa. For the future research, it is highly recommended for the researchers to further expand the movement to get respondents. It also can be outside from Kelantan. By doing this, the researchers will get more and strong information about the research conducted.

Based on this research, most of the informant are from the aged group. Due to this matter, most of them are not too vulnerable with the existing system and it is quite burden for them to participate with the research. It is recommended for the future research to examine the informant's background first before choosing them to be as respondents. Set the conditions where the respondents need to be skilled in using the latest technology and also skilled in using existing systems. This can help the researchers to determine either the respondents are exposed with the technology system or not.

In conducting the interview, some of the stores are refused to be interviewed because they are scared if their information is misused by the researchers. In the future study, the researchers need to make a letter of agreement mentioned that all the personal information will be protected to build the trust among the respondents.

In this study also, it has time constraints. So, for future study the researchers can make the appointment two weeks in advanced and just keep updating with the respondent about the appointment. The researchers also can prepare the list of questions and pass to the respondents a week earlier for them to get prepared with their answer in the interview session.

5.6 CONCLUSION

This research aims to identify the acceptance of e-zakat payments throughout the small and medium enterprise (SME) community of Kelantan. In addition, it is also to investigate the level of understanding of Kelantan's small and medium enterprise (SME) population towards e-zakat payment. Due to the progress of the research shown in each chapter, the research was carried out comprehensively and as a whole, it has successfully met the research objectives and research questions as outlined in the introduction. Although there are informants who do not know and practice e-zakat payment in their SMEs, this study is expected to contribute some information about the understanding of e-zakat payment among Kelantan SMEs. Hopefully this study can help more Kelantan SMEs in understanding about e-zakat payments in the future.

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INTERVIEW QUESTIONS

SECTION A: DEMOGRAPHIC

1. Gender
2. Age
3. Education level
4. The years of paying zakat after becoming the small and medium enterprises (SMEs) owner
5. Type of payment

**SECTION B: ACCEPTANCE OF E-PAYMENT ZAKAT SYSTEM THROUGHOUT THE
KELANTANESE SMALL AND MEDIUM ENTREPRISES (SMEs)
COMMUNITY**

1. What is your current level of acceptance and adoption of this system within as small and medium enterprises (SMEs) owner?
2. What factors do you believe are influencing the acceptance or reluctance of Kelantanese SMEs to adopt e-payment zakat system?
3. How would you assess the potential benefits and advantages of adopting e-payment zakat system within your SME?
4. What support or resources would be necessary for you and other Kelantanese SMEs to successfully integrate and utilize e-payment zakat system?
5. From your perspective, what initiatives or strategies can be implemented to encourage greater acceptance and usage of e-payment zakat system among the Kelantanese SMEs community?

**SECTION C: UNDERSTANDING OF E-PAYMENT ZAKAT SYSTEM THROUGHOUT
THE KELANTANESE SMALL AND MEDIUM ENTREPRISES (SMEs)
COMMUNITY**

1. What is your understanding of the concept of e-payment Zakat system within the context of Kelantanese SMEs?

2. What are the main sources or channels through which you have gained knowledge about the e-payment Zakat system?
3. How do you perceive its potential benefits compared to traditional zakat collection methods?
4. In your opinion, what are the main challenges SMEs in Kelantan may have in understanding and implementing the e-payment Zakat system?
5. What kind of support or resources do you believe would be helpful in enhancing the understanding and awareness of the e-payment Zakat system among the Kelantanese SMEs community?

APPENDIX B

TRANSLATION INTERVIEW OF INFORMANT ONE

INTERVIEWER: Assalamualaikum madam, let me introduce myself first. My name is Syed Muhammad Danial bin Syed Mahdzar. I am a fourth-year student at University Malaysia Kelantan and taking an Islamic financial banking course. My purpose here is to have an interview session with you. What is your gender?

INFORMANT : I am female.

INTERVIEWER : What is your age?

INFORMANT : I am 32 years old.

INTERVIEWER : What is your education level?

INFORMANT : I have a master in business communication.

INTERVIEWER : What year do you start paying zakat after becoming the small and medium enterprises (SMEs) owner

INFORMANT : The year that I start paying zakat is 2022. So it has been a year now

INTERVIEWER : What type of payment do you use to pay zakat?

INFORMANT : I always physically went to pay at the counter.

INTERVIEWER: Before I start our conversation in depth, I will briefly explain to you about the topic of my study. My study is about the factors that affect Small and Medium-sized Enterprises (SMEs) using the online zakat payment system. So I will start my question about the level of acceptance of the e-zakat payment system. In your opinion, what is the level of acceptance and use of this system when you are the owner of this small and medium enterprise?

INFORMANT: In my view, the system provided is indeed good for Small and Medium-sized Enterprises because it can simplify zakat payment matters. However, I am also relatively new in the world of this company and am not too exposed to the system.

INTERVIEWER: What factors do you believe are influencing the acceptance or the reluctance of Kelantanese SMEs to adopt e-payment zakat system?

INFORMANT : I think that the main factor that stopping the Kelantan SMEs from adopting to the online zakat payment system is the traditional practices which they had been practicing over many years now. Until now, they of us especially the elders who is running the small business are preferring to make the payment via offline.

INTERVIEWER : All right. The next question is how do you assess the potential benefits and advantages of using the e-payment zakat system in your business?

INFORMANT : For me, even though I have never used the system, I am confident that the system can provide convenience for me as an entrepreneur. It will also save time because I do not have to go out and stand in long queues to pay zakat.

INTERVIEWER : What support or resources would be necessary for you and other Kelantan Small & Medium Enterprises owners to successfully integrate and utilize the e-payment zakat system.

INFORMANT : Maybe the government can make the e-payment zakat system is made of user-friendly interface and manual which makes the system easy-to navigate platforms with multilingual support. This will help everyone to use the system and can increase the number of utilizations.

INTERVIEWER : As you know, most Small and Medium-sized Enterprises (SMEs) are not exposed to the use of this system. So what initiatives or strategies can be implemented to encourage the acceptance and the use of the e-payment zakat system more widely among the Kelantan SMEs community?

INFORMANT : Due to the lack of knowledge of the SMEs entrepreneurs about this e-payment zakat system, I feel that advertising about this system can help to give some exposure to the e-payment zakat system to the entrepreneurs. Indirectly, it will also attract their interest to try this system because in reality this system will provide a lot of conveniences for them in carrying out their business zakat payment.

INTERVIEWER : Well thank you madam. Next, I will continue to section C which is about SMEs entrepreneurs understanding of the e-payment zakat system. What is your understanding of concept of e-payment zakat system among the Kelantan's Small & Medium Enterprise owner such as you Madam?

INFORMANT : Well, based on my understanding e-payment zakat system is that the zakat system that we has been using over the years is now involves the digitalization and automation of zakat collection.

INTERVIEWER : What are the main sources or channels that helped you to gain knowledge about the e-payment zakat system?

INFORMANT : The advertisement that government telecast using various medium such as televisions, and radios really helped me to gain the knowledge about the usage of e-payment zakat system.

INTERVIEWER : How do you see the potential benefits compared to the traditional zakat collection method?

INFORMANT : For me, although I do not use the system, I know that there are advantages to the e-payment zakat system. I see that the potential of this system to be used by most young entrepreneurs is very high because most young entrepreneurs are now very skilled in using electronic tools. Like my previous answer, the benefit that can be obtained from this system is that entrepreneurs can save time because they do not have to stand in long queues and they also do not have to move from one place to another just to pay zakat. Nowadays, everything is at your fingertips. If we do not use the facilities that have been provided, we will lose. However, for traders who

are old, this may be a bit difficult for them because they are less exposed to the use of electronic devices.

INTERVIEWER : In your opinion, what are the main challenges for Small and Medium-sized Enterprises (SMEs) in Kelantan in understanding and implementing the e-payment zakat system?

INFORMANT : In my opinion, the challenge I see is that the entrepreneurs' knowledge of zakat itself is very weak. Indirectly, most entrepreneurs do not know about this system and how to use it. Because of this, most Small and Medium-sized Enterprises (SMEs) entrepreneurs use traditional zakat payments. Then for those who are already old, this matter is difficult to put into practice because they themselves will feel burdened by this system. For example, I myself actually lack knowledge about this system. If I want to use this e-payment zakat system, I need to learn first with skilled people and this will take time. To be honest, I am also more inclined towards traditional payment even though I know there are many advantages of that system.

INTERVIEWER : The last question from me. What kind of support or resources do you believe will help in increasing understanding and awareness of the e-payment zakat system among the Small and Medium-sized Enterprise (SMEs) community in Kelantan?

INFORMANT : I think that if the Islamic religious council of Kelantan publicizes more widely and teaches how to use the system, then it is not impossible for entrepreneurs to use the system. In addition, to give awareness to the Kelantan Small and Medium-sized Enterprise (SMEs) community, Islamic religious councils can hold webinars or awareness campaigns to further encourage the use of this system.

INTERVIEWER : That's the last question for you ma'am and we are done with the session. Thank you very much.

INFORMANT : You're welcome.

TRANSLATION INTERVIEW OF INFORMANT TWO

INTERVIEWER : Assalamualaikum, my name is Siti Sulaiha Binti Abdullah. I am a student from University Malaysia Kelantan studied in course Islamic Banking and Finance. I am currently in my last year; may I interview you today for my final year project research? This project research is about The Factors That Influence Kelantan SME's e-zakat payments among SME Entrepreneurs.

INFORMANT : Waalaikumussalam, sure you can.

INTERVIEWER : What is your gender?

INFORMANT : I am a male.

INTERVIEWER : What is your age?

INFORMANT : my age is 46 years old.

INTERVIEWER : What is your education level?

INFORMANT : I have a master in underwater engineering.

INTERVIEWER : What year do you start paying zakat after becoming the small and medium enterprises (SMEs) owner

INFORMANT : The year that I start paying zakat is 2018 and this year is the 6 th year.

INTERVIEWER : What type of payment do you use to pay zakat?

INFORMANT : I always physically went to pay at the counter.

INTERVIEWER : What is your current level of acceptance and adoption of this system within small and medium enterprises (SMEs) owners?

INFORMANT : I know about e-zakat but have never used it yet.

INTERVIEWER : What factors do you believe are influencing the acceptance or reluctance of Kelantanese SMEs to adopt e-payment zakat system.

- INFORMANT** : I believe one of the factors that influencing is wanting to avoid scammer. There are a lot of possibilities to get scams when using online transactions.
- INTERVIEWER** : How would you assess the potential benefits and advantages of adopting e-payment zakat system within your SME?
- INFORMANT** : If I could say, the advantages of this system will help all the SME smoothly pay zakat without going out.
- INTERVIEWER** : What support or resources would be necessary for you and other Kelantanese SMEs to successfully integrate and utilize e-payment zakat system?
- INFORMANT** : I think they need to try advertising this system widely on television or in any platform to let people know e-zakat payment exists.
- INTERVIEWER** : From your perspective, what initiatives or strategies can be implemented to encourage greater acceptance and usage of e-payment zakat system among the Kelantanese SMEs community?
- INFORMANT** : From my opinion, they can give any kind of reward to the SMEs that pay zakat with e-payment Zakat in certain of time. SMEs will think that it will beneficial to them and it will help to boost the interest to use e-payment Zakat system.
- INTERVIEWER** : What is your understanding of the concept of e-payment Zakat system within the context of Kelantanese SMEs?
- INFROMANT** : What I understand about e-payment Zakat is paying Zakat online without paying physically to the counter.
- INTERVIEWER** : What are the main sources or channels through which you have gained knowledge about the e-payment Zakat system?
- INFORMANT** : Knowledge about the e-payment Zakat system I read or watch it in social media like Facebook, YouTube, Twitter, and another platform.

INTERVIEWER : How do you perceive its potential benefits compared to traditional zakat collection methods?

INFORMANT : I think this system will help SMEs a lot in terms of time because most of all the owner must be busy to do other things, but they need to upgrade this service by providing people to help with this kind of payment especially to old people that do not know how online works.

INTERVIEWER : In your opinion, what are the main challenges SMEs in Kelantan may have in understanding and implementing the e-payment Zakat system?

INFORMANT : The main challenge is our people not diligent in reading anything related to e-payment Zakat. They more to listen what other people said, so people from Zakat need to visit all the SMEs to give exposure about how to use this system.

INTERVIEWER : What kind of support or resources do you believe would be helpful in enhancing the understanding awareness of the e-payment Zakat system among the Kelantanese SMEs community?

INFORMANT : I think the responsible party needs to go to every SMEs store explained about this system more thoroughly so that each of this restaurant or any kind of SMEs shop can be more understand about e-payment Zakat. They can visit three shops each day until they finish visiting all of the SME's shops.

INTERVIEWER : We are already at the end of the interview sir and thank you so much for the cooperation sir.

INFORMANT : No problem at all and you are welcome.

TRANSLATION INTERVIEW OF INFORMANT THREE

INTERVIEWER : Assalamualaikum, my name is Wan Nabila binti Wan Nordin. I am a student from University Malaysia Kelantan studied in course Islamic Banking and Finance. I am currently in my last year; may I interview you today for my final year project research? This project research is about The Factors That Influence Kelantan SME's e-zakat payments among SME Entrepreneurs.

INFORMANT : Waalaikumussalam, sure you can.

INTERVIEWER : What is your gender?

INFORMANT : I am a male.

INTERVIEWER : What is your age?

INFORMANT : I am 35 years old.

INTERVIEWER : What is your education level?

INFORMANT : I have a master in business.

INTERVIEWER : What year do you start paying zakat after becoming the small and medium enterprises (SMEs) owner

INFORMANT : It been 3 years since I start paying zakat.

INTERVIEWER : What type of payment do you use to pay zakat?

INFORMANT : I usually use the counter to make the payment.

INTERVIEWER : Assalamualaikum Ecik Abdullah, I am Wan Nabila binti Wan Nordin from University Malaysia Kelantan. May I interview you today for my final year project research? It is about to investigate the factors that influence Kelantan SMEs' e-zakat payments.

INFORMANT : Waalaikumussalam. Yes of course.

INTERVIEW : Okay, the question is what is your current level of acceptance and adoption of this system within as small and medium enterprises (SMEs) owner?

INFORMANT : For me, the acceptance and use of e-payment of Zakat is less encouraging because many veteran traders like me are more comfortable using old ways or methods such as paying directly to the zakat counter.

INTERVIEW : What factors do you believe are influencing the acceptance or reluctance of Kelantanese SMEs to adopt e-payment zakat system?

INFORMANT : Among the factors that affect the acceptance of SMEs in Kelantan is because many traders are used to the old way and they are also less skilled with the new system which is online.

INTERVIEW : How would you assess the potential benefits and advantages of adopting e-payment zakat system within your SME?

INFORMANT : I see that it has better and greater benefits or potential because if we are skilled with existing information technology expertise it can facilitate all matters of zakat payment.

INTERVIEW: What support or resources would be necessary for you and other Kelantanese SMEs to successfully integrate and utilize e-payment zakat system?

INFORMANT : Among the sources that I think can provide support for the use of Zakat e-payment are from the authorities such as the zakat collector from the Islamic Religious Council of Kelantan to explain the Zakat e-payment system to all SME traders in more detail and extensively.

INTERVIEW : From your perspective, what initiatives or strategies can be implemented to encourage greater acceptance and usage of e-payment zakat system among the Kelantanese SMEs community?

INFORMANT : In my opinion, the initiative or strategy that can be implemented to encourage the acceptance of this Zakat e-payment system is to hold exhibitions and detailed explanations especially in mosques or various existing social media platforms.

INTERVIEW : What is your understanding of the concept of e-payment Zakat system within the context of Kelantanese SMEs?

INFORMANT : My understanding of e-payment of Zakat is that it makes it easier for us to pay zakat for businesses in each state in an easier way.

INTERVIEW : What are the main sources or channels through which you have gained knowledge about the e-payment Zakat system?

INFORMANT: For me, the main source that allowed me to know about this Zakat e-payment system was through the zakat counter. They give a lot of clearer and broader explanations to all these SME traders.

INTERVIEW: How do you perceive its potential benefits compared to traditional zakat collection methods?

INFORMANT: I see the potential is better with the traditional way because it allows us to pay zakat at any time especially when outside the area.

INTERVIEW : In your opinion, what are the main challenges SMEs in Kelantan may have in understanding and implementing the e-payment Zakat system?

INFORMANT: For me, the challenge to understand the e-payment of Zakat in Kelantan is because many are used to the traditional method and they are less skilled in the use of information technology to make the e-payment of Zakat.

INTERVIEW: What kind of support or resources do you believe would be helpful in enhancing the understanding and awareness of the e-payment Zakat system among the Kelantanese SMEs community?

INFORMANT : Among the support that I think needs to be given is a mentor to each trader in the beginning of this Zakat e-payment system until they become proficient. In addition, it is also necessary to make a clear and extensive explanation for each SME community in Kelantan.

INTERVIEW : I wanted to express my gratitude for the opportunity to have an interview.

INFORMANT : You are welcome. No problem at all.

TRANSLATION INTERVIEW OF INFORMANT FOUR

INTERVIEWER : Good afternoon, my name is Thayalini Alagendran. I am a student from University Malaysia Kelantan studied in course Islamic Banking and Finance. I am currently in my last year; may I interview you today for my final year project research? This project research is about The Factors That Influence Kelantan SME's e-zakat payments among SME Entrepreneurs.

INFORMANT : Good afternoon, sure you can.

INTERVIEWER : What is your gender?

INFORMANT : I am a female.

INTERVIEWER : What is your age?

INFORMANT : I am a 38 years old.

INTERVIEWER : What is your education level?

INFORMANT : I have a diploma in business administration.

INTERVIEWER : What year do you start paying zakat after becoming the small and medium enterprises (SMEs) owner?

INFORMANT : The year that I start paying zakat is 2018 and it has been 6 years now.

INTERVIEWER : What type of payment do you use to pay zakat?

INFORMANT : I usually use the traditional method by paying at the counter.

INTERVIEWER : What is the current level of acceptability and implementation of this system among owners of small and medium-sized firms (SMEs)?

INFORMANT : After Covid-19, I have become very familiar with the zakat online payment. But, before that, I know that such payment method was exist but I never intend to use it.

INTERVIEWER : What cause do you suppose influence Kelantanese SMEs' approval or reluctance to use an e-payment zakat system?

- INFORMANT** : I believe one of the factors that influencing the Small and Medium Enterprises (SMEs) owners is the trust and security concerns because when we are using the online method there is high chances that our personal information leaked.
- INTERVIEWER** : How would you weigh the potential benefits and drawbacks of using an e-payment zakat system in your SME?
- INFORMANT** : If I could say, the advantages of this system will help all Small and Medium Enterprises (SMEs) owners to save time by enable them to make the payment on time no matter where they are.
- INTERVIEWER** : What assistance or resources are required for you and other Kelantanese SMEs to successfully integrate and use the e-payment zakat system?
- INFORMANT** : I think maybe the government can try to collaborate with the religious organizations such as mosques to give the support to the users as the encouragement and promote adoption.
- INTERVIEWER** : From your perspective, what initiatives or strategies can be implemented to encourage greater acceptance and usage of e-payment zakat system among the Kelantanese SMEs community?
- INFORMANT** : From my opinion, the government can conduct awareness campaigns such as hold workshops or seminar in every district in Kelantan to educate SMEs owners about the benefits of the zakat online payment system.
- INTERVIEWER** : What do you think about the concept of an e-payment Zakat system in the context of Kelantanese SMEs?
- INFROMANT** : What I understand about e-payment Zakat it is an online payment method for Zakat without physically moving anywhere.
- INTERVIEWER** : What are the primary sources or channels via which you learned about the electronic Zakat system?

INFORMANT : I learn it via the notification from the Google News frequently beside of learning it from the advertisement that had been publish by the social media.

INTERVIEWER : How do you see its potential advantages in comparison to standard zakat collection methods?

INFORMANT : I thinks that the online payment of Zakat system is more efficiency and convenience to the Kelantan Small and Medium Enterprises (SMEs) because they system have the access to the data to the latest which can be used to do a better resource allocation as well as the zakat authorities to make decision. By this easy method, they can save so much time.

INTERVIEWER : What are the primary challenges that SMEs in Kelantan may have in understanding and implementing the e-payment Zakat system, in your opinion?

INFORMANT : The main challenge is the limited digital literacy and access to technology among some Small and Medium Enterprises (SMEs) owners. Because of that they are not willing to switch to the online payment method when they are already comfortable with the traditional way.

INTERVIEWER : What kind of assistance or resources do you believe would be beneficial in increasing understanding and awareness of the e-payment Zakat system among Kelantanese SMEs?

INFROMANT : I think the parties in charge should enable the system with multilingual support and user-friendly interfaces as well as accommodate different language preferences.

INTERVIEWER : Thank you so much for your time miss and it was wonderful meeting you.

INFROMANT : It was my pleasure and let's meet again.

TRANSLATION INTERVIEW OF INFORMANT FIVE

INTERVIEWER : Good morning, my name is Thayalini A/P Alagendran. I am a student from University Malaysia Kelantan studied in course Islamic Banking and Finance. I am currently in my last year; may I interview you today for my final year project research? This project research is about The Factors That Influence Kelantan SME's e-zakat payments among SME Entrepreneurs.

INFORMANT : Good morning, sure you can.

INTERVIEWER : What is your gender?

INFORMANT : I am a female.

INTERVIEWER : What is your age?

INFORMANT : I am 40 years old.

INTERVIEWER : What is your education level?

INFORMANT : I only have finish high secondary school

INTERVIEWER : What year do you start paying zakat after becoming the small and medium enterprises (SMEs) owner?

INFORMANT : The year that I start paying zakat is 2011 and now it is 12 years.

INTERVIEWER : What type of payment do you use to pay zakat?

INFORMANT : I always pay at the counter.

INTERVIEWER : What is your current level of acceptance and adoption of this system within Small and Medium enterprises (SMEs) owners?

INFORMANT : I know about e-zakat but since it is still new to the world so I am not too familiar with the method.

INTERVIEWER : What factors do you believe are influencing the acceptance or reluctance of Kelantanese SMEs to adopt e-payment zakat system.

- INFORMANT** : I believe one of the factors lack of awareness about the zakat online payment system among the Kelantanese Small and Medium Enterprises (SMEs) since they suit themselves with the traditional way.
- INTERVIEWER** : How would you assess the potential benefits and advantages of adopting e-payment zakat system within your SME?
- INFORMANT** : If I could say, the advantages of this system will help all the SME save time since it is very convenient to make the payment via the online.
- INTERVIEWER** : What support or resources would be necessary for you and other Kelantanese SMEs to successfully integrate and utilize e-payment zakat system?
- INFORMANT** : I think the system need an upgrade by installing the user-friendly interface so it's easy for the users to utilize it.
- INTERVIEWER** : From your perspective, what initiatives or strategies can be implemented to encourage greater acceptance and usage of e-payment zakat system among the Kelantanese SMEs community?
- INFORMANT** : From my opinion, Small and Medium Enterprise (SMEs) owners should give training programs to enhance the digital literacy so they can get comfortable when practicing it in daily life.
- INTERVIEWER** : What is your understanding of the concept of e-payment Zakat system within the context of Kelantanese SMEs?
- INFROMANT** : What I understand about e-payment Zakat is a digital payment method for zakat.
- INTERVIEWER** : What are the main sources or channels through which you have gained knowledge about the e-payment Zakat system?
- INFORMANT** : I gain the knowledge about the e-zakat payment via the advertisement from the television and radios as well as the social media such Instagram and Tik tok.

INTERVIEWER : How do you perceive its potential benefits compared to traditional zakat collection methods?

INFORMANT : I think nowadays, almost every adult are using the electronical devices. Everything is in the fingertip. So, basically everyone is very high skilled in using electronic tools and it can save a lot of time.

INTERVIEWER : In your opinion, what are the main challenges SMEs in Kelantan may have in understanding and implementing the e-payment Zakat system?

INFORMANT : The main challenge is our people used to the traditional way. For example, you can take me as an example. People in similar age with the me will feel quite difficult to learn the online way. That's why we people are less skilled in it

INTERVIEWER : What kind of support or resources do you believe would be helpful in enhancing the understanding awareness of the e-payment Zakat system among the Kelantanese SMEs community?

INFROMANT : I think the Islamic religious council need to conduct more seminar to engage with the Small and Medium Enterprises (SMEs)so they can learn the proper way on how to use the system.

INTERVIEW : I wanted to express my gratitude for the opportunity to have an interview.

INFORMANT : You are welcome. No problem at all.

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