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The 8th Southeast Asia International Philanthropy Conference 2023 (SEAIPC2023)

**Future of Philanthropy and Sustainable Development:
Holistic Approach towards Innovative Fundraising
and Strategic Entrepreneurial Partnership
for Societal Well-Being**

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FOSTERING SUSTAINABLE SERVICE FOR DISABLED COMMUNITIES THROUGH YOUTH VOLUNTEERISM: AN ANALYSIS OF KEY CHARACTERISTICS USING FUZZY DELPHI METHODOLOGY

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Abstract

Services for Persons with Disabilities (PWD) not only involve physical needs, but educational services, particularly in the area of religious education, should also be considered. This includes the study of the Quran and *fardhu ain*, which are crucial for PWD who practice Islam. However, special needs and specific methods must be considered to ensure that Islamic education can be effectively conveyed, whether by individuals or volunteer organizations. Since outreach efforts for PWD require a lot of manpower and specific skills, this study takes the approach that there is a need for youth volunteers who can provide services to PWD. While there are various types of volunteer organizations available, there are not many that focus on outreach efforts for PWD in Malaysia. This has led to a lack of understanding and appreciation of Islam among the PWD community. Therefore, the objective of this study is to foster sustainable services for the PWD community through youth volunteers by analyzing the key characteristics of volunteers using fuzzy delphi. This study uses a design method and a developmental research approach that has three phases. In this study, the researchers focused on the second phase of fuzzy delphi. Thirteen panel experts were involved in this study to rank the elements in developing a model for volunteer outreach efforts for PWD. The findings showed that all elements such as thinking, attitude, and skills, exceeded 70%, which is considered suitable and applicable. It is hoped that this model can assist and guide youth volunteers in teaching religious education for the PWD community.

Keywords: Fuzzy delphi, disable community, sustainable service, youth volunteerism.