

**UNIVERSITI TEKNOLOGI MARA**

**EVALUATION OF ONLINE  
PAYMENT SERVICE QUALITY:  
A CASE STUDY WITH E-ZAKAT  
ONLINE (LEMBAGA ZAKAT  
SELANGOR ONLINE PAYMENT  
PORTAL)**

**MOHAMAD NAZREEN BIN TAHIR**

Report submitted in partial fulfillment of the  
requirements for the degree of

**Master of Science (Information Technology)**

**Faculty of Computer and Mathematical Sciences**

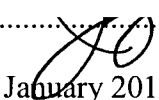
January 2015

## AUTHOR'S DECLARATION

I declare that the work in this report was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the result of my own work, unless otherwise indicated or acknowledged as reference work. This report has not been submitted to any other academic institution or non-academic institution for any other degree of qualification.

In the event that my report be found to violate the conditions mentioned above, I voluntarily waive the right of conferment of my degree and degree to be subjected to the disciplinary rules and regulations of Universiti Teknologi MARA.

Name of Student	:	Mohamad Nazreen bin Tahir
Student's ID No.	:	2011923225
Program	:	Master of Science in Information Technology
Faculty	:	Faculty of Computer and Mathematical Sciences
Project Title	:	Evaluation of Online Payment Services Quality: A Case Study with e-Zakat Online Lembaga Zakat Selangor Online Payment Portal)

Signature of Candidate	:	..... 
Date	:	January 2015

## **ABSTRACT**

**Abstract** - This paper will evaluate service quality delivered by online payment service in E-Zakat Online Portal which is an online payment portal from Lembaga Zakat Selangor. E-Zakat online service quality will be evaluated using adopted framework identified by Ho and Lin (2010). The evaluation will be assessed through 13 dimensions that cover four elements (Web Design, Customer Satisfaction, Assurance & Quality, and Information Provision). The data were analyzed using SPSS version 22 tools.

**Keywords:** *Online payment service, e-Zakat Online, service quality*

## ACKNOWLEDGEMENT

Bismillahirrahmanirrahim. Assalamualaikum, W.B.T. In the Name of ALLAH, the Most Merciful, the Most Gracious. Effort and the blessing of His help so I could finally finish my final projects report successfully. As a mandatory part and subjects to complete my Master of Science degree Information Technology at Universiti Teknologi Mara (UiTM) it is very important for me to finish this up.

With full of respect and humility, I firstly like to thank you my dedicated supervisor, Associate Professor Mardziah Hj Hashim for her guidance, support, understanding and encouragement for me to complete this final projects. I also like to express my heartfelt gratitude and sincere appreciation to her for her invaluable knowledge, tireless guidance, boundless patience and continuous support rendered throughout every phase of this thesis project are immensely gratified. I also would like to express my gratitude and sincere appreciation to Puan Suzana Zambri for her invaluable knowledge, comment and recommendation on how to enhance my research

I would also like to thanks Dr. Wan Adillah binti Wan Adnan for all her guidance and knowledge to teach and support me in the Research Methodology subject. She had advise me a lot and guide for better solution in this projects. Thanks to Dr Wan Abdul Rahim bin Wan Mohd. Isa because has assist and support me for any administrative related. He also even always reminded me on any important date or tasks. Furthermore, I also want to acknowledge to all my friends for their continuous support and friendship throughout this study. Not forgetting very special thanks to all the lecturers of Master Science (Information Technology).

Finally, I wish to express a very special appreciation to my beloved wife, Nurulaini binti Shariffudin, my dear daughter Nurqaisara Fea Batrisyia, my parent, my parent in law and all my family for their love, patience and their constant support that they have presented when I encountered difficulties during this study. With love, I am dedicating this work to them.

Wassalam

Thank You,

# TABLE OF CONTENTS

	<b>Page</b>
<b>AUTHOR'S DECLARATION</b>	<b>i</b>
<b>ABSTRACT</b>	<b>ii</b>
<b>ACKNOWLEDGEMENT</b>	<b>iii</b>
<b>LIST OF TABLES</b>	<b>viii</b>
<b>LIST OF FIGURES</b>	<b>ix</b>
<b>CHAPTER ONE: INTRODUCTION</b>	<b>1</b>
1.1 Research Background	1
1.1.1 Lembaga Zakat Selangor	2
1.1.2 E-Zakat Online- Lembaga Zakat Selangor Online Payment Portal	3
1.2 Problem Background	5
1.3 Objective of the Study	5
1.4 Research Questions	6
1.5 Research Significance	6
1.6 Organization of the Report	7
<b>CHAPTER TWO: LITERATURE REVIEW</b>	<b>8</b>
2.1 Introduction	8
2.2 Research Context	8
2.2.1 Zakat	8
2.2.2 Company Background- Lembaga Zakat Selangor	11
2.2.3 Lembaga Zakat Selangor- Collection Performance	13
2.2.4 Lembaga Zakat Selangor- Collection System	14
2.3 A summary of the function of e-Zakat Online	17
2.3.1 User credential page	17
2.3.2 e-Zakat Pay (payment)	18
2.3.3 Past transaction	20