

**UNIVERSITI TEKNOLOGI MARA**

**ASNAF SATISFACTION ON ZAKAT  
MANAGEMENT AT UITM SHAH  
ALAM**

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of the requirement for the degree of  
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## AUTHOR'S DECLARATION

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

I hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Under Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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## **ABSTRACT**

This study was conducted to examine the level of student satisfaction on zakat management at Pusat Zakat UiTM Shah Alam. The sample was chosen randomly, involving 107 students receiving zakat assistance. The data were collected using a questionnaire instrument and analyzed using SPSS software. The result of the analysis of the research data shows that the level of student satisfaction towards zakat management at Pusat Zakat UiTM Shah Alam is satisfying with a mean score of 4.2579 for satisfaction on human resources services, 4.1271 for satisfaction on management on zakat distribution and 4.0049 for satisfaction on zakat aid rate. The finding of this study is also expected to be a guide to Pusat Zakat UiTM Shah Alam to improve their zakat management.

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