



اَوْنُوْزْ سَيِّقُوْزْ تَيِّكُوْزْ لَوِ كَيِّنْ مَارَا  
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**ANTECEDENTS OF ZAKAT PAYERS' TRUST IN AN  
EMERGING ZAKAT SECTORS: A CASE STUDY AT MARA  
HQ, KUALA LUMPUR**

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## **ABSTRACT**

The purpose of this paper is to investigate and explain the factors underlying the inclination of zakat payers to trust a particular zakat institution. The methodology is based on the literature review and experience survey, a context specific questionnaire was developed as the main method of quantitative data collection. The instrument was administered to a sample of Muslim in the Majlis Amanah Rakyat (MARA) headquarters organization at Kuala Lumpur. The findings drawn from the resource dependence and legitimacy theories, the study finds that board capital, disclosure practices, governmental model of zakat institution, and stakeholder management were identified through the use of structural equation modeling as being the antecedents of zakat payers' trust. The value of this paper is the first to report an empirically based model of zakat payers' trust.

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# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 Overview of the Study**

Zakat institution is a part of the Islamic socio-economic system. In Malaysia, zakat collection is important although it is a state matter. The each state authority involved in zakat administration carries out the following responsibilities to giving the information to zakat payer such as gather the information about the needy, collection and distribution of zakat, organized assistance to the poor and needy including other asnaf in accordance to guidelines prescribed by the Syariah. In fact, Islam has been the first to lay down principle for the economic welfare of the common people (Mohammad Alias, 2011).

One of zakat institution role is complementing the government's poverty eradication effort though its scope is for the poor Muslims only. Its success would also help to stabilize the effects of recession of the economy in Malaysia. The effectiveness of the zakat institution in carrying out its duties would depend on a number of factors such as the expansion of new resources for zakat, the collection of zakat from both tangible and intangible properties, systematic zakat management, efficient zakat distribution and the thoroughness of implementation of Islamic rules (Al-Qardhawiyy, 2012). The trust of zakat payers towards the zakat institution is the crucial part to the particular zakat institution. Therefore, understanding the behavior of zakat payers is important to the zakat institution.