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2021 (ISHEC '21)

**“ISLAMIC HERITAGE: STRENGTHENING THE KNOWLEDGE,
EMPOWERING THE ACHIEVEMENT”**

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DIGITALISASI SISTEM PENGURUSAN ZAKAT DI MALAYSIA: POTENSI DAN CABARAN

¹Muhammad Taufik Md Sharipp, ²Khairul Azhar Meerangani, ³Muhammad Ikhlas Rosele, ⁴Mohammad Fahmi Abdul Hamid & ⁵Abdul Qayuum Abdul Razak

^{1,2,4,5}Academy of Contemporary Islamic Studies, Universiti Teknologi MARA Cawangan Melaka, 78000 Alor Gajah, Melaka, Malaysia

³Academy of Islamic Studies, Universiti Malaya, 50603 Kuala Lumpur, Malaysia

ABSTRAK

Revolusi Industri 4.0 telah menyumbang kepada perkembangan pesat dalam teknologi maklumat dan komunikasi. Pembangunan pelbagai aplikasi dalam talian dan platform media sosial telah memberi kesan yang positif terhadap kehidupan manusia. Perkembangan ini secara tidak langsung turut menyumbang kepada perubahan pola perkhidmatan institusi sosial seperti zakat terutamanya melibatkan segmen digital. Meskipun sering dilaporkan peningkatan kutipan dan agihan zakat, namun isu-isu tertentu sering melatari persepsi masyarakat terhadap sistem pengurusan zakat. Faktor kurang pendedahan maklumat dan perkhidmatan yang kurang efektif telah mendorong gejala mengagihkan sendiri bantuan zakat kepada asnaf tanpa melalui institusi zakat. Justeru, institusi zakat di setiap negeri perlu mengambil langkah proaktif dalam menguruskan sistem penyampaian dan perkhidmatan zakat seiring dengan perkembangan semasa. Kajian ini bertujuan mengenalpasti potensi dan cabaran implementasi segmen digital dalam sistem pengurusan zakat di Malaysia. Kajian dijalankan secara kualitatif menerusi sorotan terhadap sumber primer dan sekunder berkaitan digitalisasi zakat serta penelitian terhadap laman web institusi zakat di Malaysia bagi meninjau pendekatan digitalisasi yang dilaksanakan oleh setiap negeri. Dapatan merumuskan potensi pengadaptasian segmen digitalisasi yang besar dan masih kurang diterokai di setiap negeri. Tuntasnya, pengadaptasian segmen digitalisasi dalam pengurusan zakat berpotensi meningkatkan kecekapan dan keberkesanan kualiti perkhidmatan institusi zakat di Malaysia. Maka, inisiatif yang sewajarnya perlu digerakkan bagi mewujudkan dan membangunkan segmen digitalisasi ini selaras dengan perkembangan Revolusi Industri 4.0 dan Dasar Digital Negara.

Kata kunci: Digitalisasi, Potensi, Pengurusan, Zakat, Revolusi Industri 4.0