

Implementation of Accountability and Transparency Zakat: BAZNAS Digital Transformation Innovation in an Effort to Enhance Social Impact

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ABSTRACT

In the attempt to alleviate poverty, zakat is one of the drivers of social development. In addition to being a third tenet of Islam, zakat plays a part in the fulfillment of social well-being as one of the strategies for attaining national objectives of social and economic justice in Indonesia. As major foundations of the Zakat movement, Amil Zakat Institutions (LAZs) such as BAZNAS and other LAZs are supposed to assist the government in implementing these principles. It is critical for every LAZ to establish accountability and transparency in the collecting and distribution of precisely targeted zakat, especially in this age of information openness and media digitalization. Gaining the trust and moral support of zakat (Muzakki), beneficiaries (Mustahiq), and the general public is critical. LAZ must develop innovation through Digital Transformation for publication needs and services as part of the institution's transparency to stakeholders and shareholders participating in fund management operations. The use of significant digital media is done in accordance with the growth of the times and trends in society, using methods of communication linked to the Internet.

Keywords: BAZNAS, Digital Transformation, Transparency, Accountability, Zakat.

INTRODUCTION

Digital transformation is a type of organizational change that involves the use of media technology and Internet networking to enhance human resources, strategies, processes, and structures. Westerman and colleagues (2011). The incorporation of technology into organizational operations is thought to increase maximum efficiency and job performance toward a goal. Digital technology innovations such as intelligent machines, remote sensors, big data, and real-time communication result in improved process efficiency, product and service quality, as well as optimizing resource allocation, so that processes can be reduced to faster, operational streamlining, and better services in the modern era. Das et al. (2016). Any

organization or institution can implement digital transformation in order to maximize performance, particularly those with a large audience, stakeholders, and shareholders. The National Zakat Amil Agency (BAZNAS RI), which manages both Zakat collection and distribution of Zakat, Infa/Sedekah (ZISWAF) in Indonesia, is one of the organizations undergoing digital transformation.

METHOD

The scope of the paper is a digital transformation by BAZNAS RI's administrative agency based on secondary data from BAZNAS internal divisions and other digital sources linked to BAZNAS publications and publicity. The purpose of this study is to examine the topic of digital transformation in BAZNAS accountability

and transparency as a national fund manager, using secondary data that has been collated, presented, and evaluated descriptively.

LITERATURE REVIEW

Profile

The National Zakat Amil institution (BAZNAS) is the government's official and exclusive entity founded on the basis of Presidential Decree RI No. 8 of 2001, with the task and role of collecting and distributing zakat, infaq, and sedekah (ZIS) at the national level. With the passage of Act No. 23 of 2011, on Zakat Management, BAZNAS's function as the national Zakat management body has grown stronger. According to the Act, BAZNAS is a non-structural government agency that is independent and reports to the President through the Minister of Religion. Thus, Baznas, in collaboration with the government, are in charge of overseeing the management of zakat based on the following principles: Islamic Sharia, trust, utility, justice, legal certainty, accountability, and integration. BAZNAS carries out the management of ZIS and DSKL under Law No. 23 of 2011 and Government Regulations of RI No. 14 of 2014. Currently, BAZNAS has a network in 34 provincial and 464 city/district Baznas. In carrying out institutional strengthening as well as performance, BAZNAS encouraged Baznas Province and District/City to be: "Lembaga Pilihan Pertama Pembayar Zakat dan Lembaga Utama Menyejahterakan Umat" – (*The First Choice Institution of Mortgage Payers and the Main Institution for the Welfare of the People*). To realize the tagline BAZNAS applied principle of 3A which is Aman Syari, Aman Regulasi, and Aman NKRI.

RESULT AND DISCUSSION

Implementation of BAZNAS Accountability and Transparency

Financial Transparency: The financial report is audited by an independent auditor (KAP) and is available on the BAZNAS website, Mass Media Publications. SIMBA (Sistem Manajemen BAZNAS) is used to generate financial statements, as is the correctness of reporting time and the judgment of an independent auditor that is "Wajar Tanpa Terkecuali." Management Transparency: (1) BAZNAS has an administrative system; SOP, Strategic Plan, RKAT; Organizational Structure (Management profile, relation, employment system), The Information and Documentation Portal (PID) and the complaint channel is a complaints channel web. Program Transparency: BAZNAS has real-time Collection and Channelling Activities, Muzaki and Mustahik Databases of both Muzaki individuals and serial bodies.

Report on the Collection and Distribution of Zakat and Sedeqah Infaq according to the Financial Audit Report (KAP) for 2022-2018

Tabel 1 xx

Information	2022	2021	2020	2019	2018
Receipt of Zakat	546.39 5.565. 583	305.3 47.25 6.942	305.3 47.25 6.942	248.3 42.67 7.327	153.1 53.22 9.174
Receipt of Infaq/Sedeqah	92.147 .731.1 17	76.34 6.790 474	76.34 6.790. 474	41.54 8.746. 869	41.93 8.822. 768
Total of Receipt	638.54 3.296. 700	381.6 94.04 7.416	381.6 94.04 7.416	289.8 91.42 4.196	195.0 92.05 1.942
Distribution of Zakat	530.59 0.260. 188	290.1 41.45 3.285	290.1 41.45 3.285	225.7 02.30 9.429	191.9 66.48 5.358

Informasi	2022	2021	2020	2019	2018
Distribusi of Infaq/Sedekah	81.837	53.00	63.00	45.01	49.12
	.108.3	4.981.	4.981.	4.641.	9.648.
	69	480	480	336	885
Total of Distribusi	612.24	353.1	353.1	270.7	241.0
	7.368.	46.43	46.43	16.95	96.13
	557	4.765	4.765	0.765	4.243

Source: Audit report of BAZNAS

The existence of an institution has become a priority in the modern era with a variety of digital transformations to support operational sustainability and performance. As an institution that moves on the religious footing for social sustainability, BAZNAS has become crucial in a social system, becoming one of the proudest of empowerment and poverty eradication through zakat, and is expected to be able to maximize the potential zakat in Indonesia that reaches hundreds of trillions of rupees in accordance with the principles of shariah, accountability, and transparency.

BAZNAS has maximized ZISWAF fundraising (Zakat, Infaq, Sedekah, and Waqaf) with digital innovations through various digital portals to reach a wider target audience.



Figure 1 Digital Transformation of BAZNAS

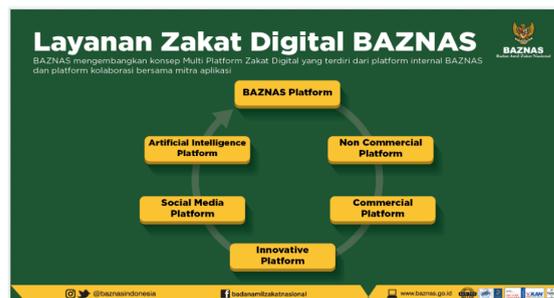


Figure 2 BAZNAS Platform; Digital Zakat Payment Services on the Website

Other forms of digital services implemented by BAZNAS to reach a wider range in ZISWAF assembly.

Tabel 2 xx

No	Service	Digitalization
1	Zakat	baznas.go.id/bayarzakat
2	Sedekah daging	baznas.go.id/sedekahdaging
3	Sedekah Yatim	baznas.go.id/sedekahyatim
4	Sedekah Pendidikan	baznas.go.id/infakpendidikan
5	Infaq BAZNAS	baznas.go.id/infakbaznas
6	Sedekah Jumat	baznas.go.id/sedekahbaznas
7	Sedekah Kesehatan	baznas.go.id/infakkesehatan
8	Sedekah Bencana	baznas.go.id/sedekahbencana

Noncommercial Platform ;

kitabisa.com/baznas



Commercial Platform; Digital Zakat Payment Services through E-commerce and Applications.



Figure 3 Digital Zakat Payment

Innovative Platform: Digital Zakat Payment Services through a range of innovative platforms, digital payment applications, and QRIS technology



Figure 4 e-wallet and QRIS of Zakat

Social Media Platform



Figure 5 Social media of Zakat Campaign

Artificial Intelligence Platform; Digital Zakat Payment Services Using Artificial Intelligence Technology.



Figure 6 AI for Zakat



Figure 7. Online Collecting of Zakat

Publications Channelling through digital media

Publication is important in building transparency, even becoming an obligation for a zakat institution that has a wide audience reach. Transparency is the institution's openness as a moral and social responsibility to the work and operational activities of the institution. Various forms of publication have been carried out by BAZNAS as an effort to transparency of the management of funds to the public through a variety of mass media, online media, and social media. Maintaining public confidence is the main agenda of BIZNAS so that within the scope of the effectiveness of the goals and objectives can be realized by promoting the principle of openness of information. Here is the publication of the Zakat fund management program by BAZNAS.

https://baznas.go.id/Press_Release/baca/Bersama_Wapres_BAZNAS_Bagikan_Paket_Ramadhan_Bahagia_di_Semarang_dan_Demak/1446

<https://beritabuana.co/2023/09/14/ata-si-kekeringan-baznas-distribusikan-air-bersih-di-bogor-dan-rembang/>

<https://khazanah.republika.co.id/berita/s0wz4423/berkat-program-zchicken-baznas-lukluk-raih-pendapatan-rp-17-juta-per-bulan>

<https://ekonomi.republika.co.id/berita/ro25es457/wapres-serahkan-bantuan-baznas-kepada-pedagang>

<https://tv.republika.co.id/berita/rt5mm4313/baznas-bagikan-paket-sembako-kepada-masyarakat-tunanetra>

<https://khazanah.republika.co.id/berita/s0m21i463/1420-mahasiswa-terima-beasiswa-cendekia-baznas-dalam-negeri-2023>

Baznas RI Serahkan Bantuan Program ZChicken Bagi 30 Penerima Manfaat di Karanganyar - Tribunjateng.com (tribunnews.com)

<https://alowarta.alonesia.com/news/7329080254/modal-usaha-baznas-bantu-ratih-terbebas-dari-jerat-rentenir?page=2>

BAZNAS salurkan bantuan panel surya untuk Masjid di Maluku Barat Daya - ANTARA News

<https://khazanah.republika.co.id/berita/rwcdc2349/bantu-kesehatan-mustahik-rumah-sehat-baznas-didirikan-di-bima>

<https://www.liputan6.com/news/read/5324768/bantu-generasi-muda-raih-pendidikan-tinggi-baznas-luncurkan-program-beasiswa-cendekia-baznas-2023>

<https://singgalangnews.com/m/read-3558-2023-07-14-tingkatkan-pendidikan-baznas-buka-program-beasiswa-dieraah-3t-dan-disabilitas.html>

<https://twitter.com/gontornews/status/1680368824439443456>

<https://timesindonesia.co.id/indonesia-positif/462173/cegah-pikun-rumah-baznas-yogyakarta-dampingi-lansia>

<https://www.republika.co.id/berita/rb3olb380/bantu-kesehatan-mustahik-dan-dhuafa-baznas-bangun-rumah-sehat-baznas-masjid-istiqlal>

<https://www.neraca.co.id/article/162559/baznas-salurkan-beras-zakat-fitrah-ke-34-provinsi>

Accountability is the clarity of functions, implementation, and responsibility among all the organizational policy foundations of the asset manager so that the management of the organization in carrying out the intermediation can run efficiently and effectively. (Thahir et. al 2021). Accountability is also a benchmark in building the reputation of a hedge fund manager organization because it has a connection to the trust of its stakeholders and shareholders in the form of a reporting. Faith becomes a sacrament for any institution of zakat because it concerns existence, operational sustainability of work, and accountability. As a management obligation, accountability serves to give responsibility, present, report, and disclose all activities and responsibilities to the trustees who have the right and authority to claim such responsibility. Therefore, one of them is to build accountability, which is to have an integrated reporting system that is published during a particular period of work activity. According to Gregory, accountability is as a necessity to provide a report on an organization's activity.

(Agustinus 2018). In its movement, the organization or agency has a role in reporting its activities to the public about the achievement of the collection and distribution of the funds as an attempt to provide openness or transparency.

Transparency itself is the openness of an organization or institution in its entirety which is the domain for the public to know, evaluate, and evaluate information resources related to an institution. Transparency is open and honest to the public based on the idea that the public has the right to know openly and thoroughly about the accountability of the Zakat institution for the resources entrusted and compliance with the law.

The implementation of accountability and transparency at BAZNAS runs on all aspects of its responsibility. Such responsibilities are carried out in the form of reporting, auditing, publication and publicity of fund collection and distribution. It is the role of BAZNAS to build public confidence as an institution that has a position at the central level of government in Indonesia. In addition to moving at the central level, BAZNAS is present at the regional level, i.e. province and district/city BIZNAS. One of the functions of central BAZNAS is to synergize Baznas in terms of expanding the scope of national zakat management. It mobilizes all resources ranging from the quality of business, the use of digitalization in the collection and distribution of funds, awareness of regulation both in terms of fixed and legislative regulation, and supervision in matters of accountability and transparency.

According to the analysis of the researchers, BAZNAS applied the concept of *3A: Aman Syar'I, Aman Regulasi, Aman NKRI* as the basis of values and morals in the management of funds zakat. Therefore, the institution and the whole profession must have basic skills such as Shariah, fiqh zakat, self-integrity, strong personality, gentleness, and fairness. Accountability for probity and legality

relates to compliance with the laws and other regulations required in the organization, whereas accountabilities for honesty depend on the avoidance of abuse of office, corruption and collusion. All these elements form a unity that must be inherent in every institution to give public confidence in a professional, credible, and accountable workplace. In its implementation, BAZNAS has involved its digital technology resources in building and creating a climate of accountability and transparency of the institution to the public, so it is hoped that its existence can provide a sense of security and comfort to the organizers in handing over the funds of its obligations to be managed according to the objectives and targets of beneficiaries namely mustahiq.

Such a process needs to be implemented by other charitable institutions in order to ensure that confidence remains awake and builds a reputation in accordance with the principles of Shariah and applicable regulations. The existence of information and communications technology has helped in the effectiveness of institutional performance, thus encouraging the creation of innovation and digitalization that is oriented to the performance of accountability and transparency, creating a sector that drives talent that is in line with the developments of the times and the demands of the already digital society as an external supervisor. The provision of periodic reports can be applied with the digital concept to be easily accessible by various parties and communities especially segmentation targets.

CONCLUSION

BAZNAS, as the kibat of the Zakat Assembly and Management Agency in Indonesia, has implemented an organizational concept that is in line with the development of the times, namely through digital transformation as a container for building accountability and transparency. Publication and publicity

activities in ZISWAF collectors and collectors, BAZNAS has implemented the entire space of online portal and financial technology to maximize the potential of receiving funds of ZISWAF, and regularly reports on the performance of the agency, distribution programs to empower the public as a moral responsibility through mass media as well as online media. This success must of course continue and be an example for other charitable institutions to ensure accountability and transparency with the digital transformation is going according to its purpose, namely to worship the Faith, not against the principles of Shariah and regulation, and to fulfill social responsibility in order to improve the well-being of the poor people or other mustahiq.

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