

ZISWAF Management Transformation: From Conventional to Digital in the Era of Industrial Revolution 4.0

Khoirul Umam¹, Alfiya Utami², Rochma Aulia Supandi³, Yulizar Djamaluddin Sanrego⁴

Department of Master Islamic Economics Law, Faculty of Economics and Management, Universitas Darussalam Gontor, Indonesia^{1,2,3,4}

Corresponding Author: Khoirul Umam (khoirul.umam@unida.gontor.ac.id)

Abstract

This study aims to determine the influence of digitalization on conventional ZISWAF management management. In this study, the influence is analyzed from the negative impacts that arise from conventional ZISWAF management and the positive impact of ZISWAF management through the digitalization of the industrial revolution 4.0 which adjusts to the current lifestyle of the community. The data source is taken from previous research that discusses related matters. The results of this study show that the digitization of ZISWAF management needs to be carried out to make it easier for the public to transact with philanthropic institutions in Indonesia and increase public awareness of the importance of Islamic philanthropy. The digitization of ZISWAF management in the era of the Industrial Revolution 4.0 can minimize or even eliminate the negative impact caused by the existing conventional ZISWAF management.

Keyword: Conventional, Digital, Management Transformation, ZISWAF.

INTRODUCTION

Indonesia is one of the countries with the largest Muslim population in the world with a Muslim population of 235 million people. (Kemenag, 2023) With this large number, Indonesia has great potential in the development of ziswaf to develop the country's economy if accompanied by the awareness of Indonesian Muslims to carry out ZISWAF.(Amelia et al., 2023) According to BAZNAS RI, the potential for ziswaf in Indonesia can reach 327 trillion, while currently, the target that can be collected is 41 trillion.(RI, 2024)

Increasing awareness of ZISWAF needs to be done to encourage the increase of ziswaf in Indonesia so that the Indonesia's potential of ziswaf is achieved.(Melinda, 2024) This improvement can be done by digitizing ZISWAF. Currently, the use of technology is a great opportunity to develop Islamic philanthropy through ZISWAF.(Isabela & Umam, 2020) Digitalization has changed the lifestyle of people who demand philanthropic institutions to transform in accordance by the era of the industrial revolution 4.0.(Syujai, 2022)

The industrial revolution 4.0 is an era of transformation in the industrial world which is characterized by the integration of digital technology, automation, and artificial intelligence.(Suryadi & Nasution, 2023) This transformation brought drastic changes to the lifestyle and mindset of modern society.(Prasetyo & Trisyanti, 2018) People can access information instantly, make transactions easily, and interact with others in various parts of the world.(Hermanto et al., 2024) The existence of the industrial revolution 4.0 is inseparable from the essence of the humanism of the community to care for and help each other so that it can create a humanitarian movement on social media.(Syujai, 2022) The use of the industrial revolution 4.0 can increase public awareness of the importance of ZISWAF through Islamic philanthropic institutions.

METHODS

This research uses descriptive qualitative research methods. This research was conducted on manufacturing companies in the consumer goods industry sector listed on the Indonesia Stock Exchange for the 2016-2018 period. This type of research data is primary data in the form of conventional ZISWAF management and secondary data sources because the data sources are taken from existing review literature. Data collection was obtained from documentation and literature studies. The step of data analysis of this research is with validity and reliability by combining data from various sources, methods, or theories.

RESULTS AND DISCUSSION

Conventional ZISWAF Management

Conventional ZISWAF management generally relies on a manual system in its management.(Hisamuddin, 2017) The process of collecting, recording, and distributing ZISWAF funds is carried out conventionally, such as through charity boxes, manual forms, and recording in the ledger.(Nilasari, 2018) These systems often have limitations in terms of transparency, efficiency, and reach. The lack of an integrated information system makes the reporting and accountability process less effective.(Atmaja et al., 2021) In addition, the potential for recording errors and data manipulation is also a risk that needs to be watched out.(Triyani et al., 2018)

Conventional ZISWAF management has several negative implications for public trust, including:
Display the table as below:

Table 1. Data Analysis

Number	Informant	Information
1.	Lack of Transparency	Limited information: It is difficult for the public to obtain clear and detailed information regarding the management of ZISWAF funds, such as the amount of funds collected, the allocation of funds, and beneficiaries. Undisclosed process: The process of collecting, recording, and distributing funds is often not carried out openly, so that the public feels doubtful and unsure of the management of the funds.
2.	Potential Abuse	Vulnerability to errors: Manual systems are prone to recording and calculation errors, which can raise suspicions of misuse of funds. Lack of supervision: Without an adequate supervision system, the potential for misuse of funds by irresponsible individuals becomes greater.
3.	Lack of Accountability	Unclear reports: The resulting accountability reports are often unclear and undetailed, making it difficult for the public to verify the correctness of the information presented. Difficulty in conducting audits: The audit process of ZISWAF fund management becomes more difficult and time-consuming due to the limited data available.
4.	Decline in Interest in Donation	Lack of trust: Lack of public trust in the management of ZISWAF can lead to a decrease in interest in donating. There is another alternative: People tend to choose institutions that are more transparent and modern in managing their zakat funds.

As a result, public trust in ZISWAF's management institution has decreased. This can have a negative impact on the sustainability of social programs financed by ZISWAF funds. To overcome

this problem, many ZISWAF management institutions have begun to switch to digital systems. Digital systems offer a variety of advantages, such as greater transparency, better efficiency, and stronger accountability. Thus, the public can have more trust in the management of ZISWAF funds and be encouraged to participate more actively in social activities.

Implementation of Digital ZISWAF Management

Digital ZISWAF management offers a more effective and efficient solution in managing ZISWAF funds.(Puspitasari et al., 2024) By utilizing information technology, the process of collecting, recording, and distributing funds can be carried out in real-time and transparently.(Luntajo & Hasan, 2023) The digital system allows people to donate more easily through various platforms, such as mobile applications or websites.(Putri & Pratiwi, 2022) In addition, donation data can be integrated in one system, making it easier to conduct reporting and auditing. This increases public confidence in the management of ZISWAF funds and encourages more active participation. Some of the technological advancements used for the development of ZISWAF include Fintech, Blockchain, Internet of Things (IoT), and Artificial Intelligence (AI).(Ajuna & Sahabi, 2022) With technology, people can enjoy various conveniences. Technology can be defined as knowledge transformed into practical products, processes, services, and structures.(Syahputri & Pradesyah, 2022)

The development of ZISWAF management can be observed through the changes in the current practice of waqf. In the past, waqf was limited to physical assets like land and buildings, but now waqf can be carried out in the form of money. Cash waqf started gaining recognition in society since 2012 when DSN-MUI issued a fatwa regarding cash waqf. Since then, cash waqf has become increasingly popular and widely recognized by the public. Technology and digitalization have become crucial factors that accelerate the transformation of cash waqf, which can now be performed anytime and anywhere. In recent years, various institutions have been competing to develop digital-based cash waqf services.(Amaliyah et al., 2022)

Digital ZISWAF management is equipped with various features that make it easy to manage funds, such as an online fund collection module, an automatic recording system, transparent financial reports, and a fund distribution tracking feature.(Amellia Tamara et al., 2023) The public can easily monitor the use of their zakat funds through the dashboard provided. In addition, the digital system also allows ZISWAF management institutions to segment donor data, so that fund distribution can be carried out in a more targeted and targeted manner.(Hisamuddin, 2018)

The implementation of digital ZISWAF management has a significant impact on the overall management of ZISWAF.(Melinda, 2024) Digital systems increase efficiency, transparency, and accountability in fund management. The public can easily access information about the management of ZISWAF funds, so that public trust in the ZISWAF management institution increases..(Pohan et al., 2024) In addition, the digital system also expands the reach of ZISWAF management institutions, so that more mustahik can be helped.(Verdianti & Puja, 2023)

The process of digital transformation will impact at least three aspects: output, outcome, and impact. In terms of output, new digital-based services, products, processes, and expertise will emerge. Regarding outcome, the results of implementing digital transformation include improved services, more efficient processes, better relationships with clients and stakeholders, new policies supporting digital transformation, and a highly supportive organizational environment. As for impact, there will be value creation activities, improvements in organizational practices, a broader digital society both internally and externally, and enhanced democratic principles.(Mukharom et al., 2024)

For example, the impact observed during the COVID-19 pandemic with the digitalization of ZISWAF, as studied by Fadhillah, was seen when LAZ Al Bunyan transitioned from conventional to digital methods for receiving zakat funds. This change was made to facilitate donors in fulfilling their zakat and to utilize digital media to reach and communicate with them. Communication barriers due to social distancing presented a challenge for LAZ Al Bunyan. However, rapid adaptation, supported by strong IT capabilities and reliable literacy, along with leveraging the community's tendency to share, contributed to LAZ Al Bunyan's increased zakat fund acquisition during the COVID-19 pandemic. Strategy evaluation indicates an increase in fund acquisition during this period.(Fadhillah, 2023)

Research by Pranesari shows that the effectiveness of fund distribution at Lazis NU approaches 100% due to the impact of digitalization in managing ZISWAF. Digitalization at Lazis NU Jatim also influences donors by providing ease in transactions through digital means. Additionally, there is evidence of the funds given by donors being distributed to the mustahik or those in need. This transparency also helps build donors' trust in the management of ZISWAF at Lazis NU Jatim.(Pranesari, 2024)

Then research by Agustina & Nazla on the Sedekah.Ind platform indicates that donors can participate in fundraising digitally without constraints of time and place, and it provides ease in the donation process and in selecting projects to support. Sedekah.Ind's contribution to improving community economic welfare is also reflected in its precise and sustainable allocation of funds. The funds raised from donors are used to support projects that have a tangible impact on increasing income and economic capacity. Additionally, Sedekah.Ind plays a role in empowering communities through education, economic development, and healthcare services.(Agustina & Nazla, 2024)

Challenges of ZISWAF Digitalization

Innovation in fundraising is essential to overcome challenges and seize opportunities. By utilizing digital technology and developing specialized platforms, the potential of ZISWAF funds can significantly increase, thereby having a greater impact on achieving sustainable community development. Moreover, ZISWAF fund management in Indonesia still faces several challenges, such as a lack of public participation in zakat payments, insufficient transparency in fund management, and a lack of innovation. Therefore, strategies and innovations in managing ZISWAF funds are necessary to ensure they are used optimally for community development. The development of digital platforms is expected to bring numerous benefits, including enhanced accessibility, transparency, and broader community participation.(Ramadhan et al., 2023)

Essentially, digitalization of ZISWAF is merely a tool, with the core substance lying in the quality of ZISWAF services and public trust in ZISWAF institutions. To enhance zakat effectiveness, digitalization must be supported by strengthening the zakat ecosystem. Collaboration among all elements is key to achieving zakat goals. Utilizing digital technology to improve zakat management can be approached in several ways, such as expanding existing platforms to broaden the reach of zakat collection. For management, Baznas can enhance its information system, linking it nationally to various provinces and cities. Credible platform or website promotion is also necessary to avoid fraud by irresponsible parties.(Haryanto, 2022) In terms of distribution, strengthening Big Data can help ensure fair and equitable zakat distribution. (Rohmaniyah, 2021) The distribution of ZISWAF can also be facilitated through various media platforms, including websites, Instagram, YouTube, and Facebook. These platforms will serve as drivers for the distribution process of Islamic philanthropy attributes like ZISWAF, which, through these attributes, can become a central point for empowering the economic well-being of the community.(Alfiyanti et al., 2022) But, control can also be improved by directly observing the conditions of mustahik in the field to prevent public apathy.(Haryanto, 2022)

Empowering muzakki is also crucial, as a lack of understanding about using digital technology in zakat can make it difficult for muzakki to identify the actual recipients of maal.(Haryanto, 2022) This will, in turn, improve communication alignment in the development of ZISWAF digitalization. The process involves several stages, including raising awareness, transferring knowledge, and enhancing intellectual and skill development, so that muzakki become more capable of understanding and fulfilling their zakat obligations using digital platforms. (Brilianty, 2022) The growth of social media today presents an opportunity to spread informative content about ZISWAF more broadly, especially among the productive age generation. Efforts to enhance understanding require synergy between institutions, community leaders, and the government. These three elements need to develop strategies to socialize ZISWAF, starting with basic knowledge.(Nurcahyani et al., 2024)

This digital fundraising strategy is implemented with the goal of maximizing ZISWAF fund collection, increasing the number of ZISWAF contributors, enhancing donor satisfaction, and improving and sustaining zakat institutions in the future. Additionally, the implementation of this digital fundraising strategy is expected to have positive impacts, such as providing clarity to zakat institutions and muzakki about the execution of this strategy, explaining the results or impacts that

the institutions can achieve, and assuring them that they have the potential to successfully implement this digital fundraising strategy. It also aims to expand the procedures for ZISWAF fund collection and increase the overall amount of funds raised..(Fauza et al., 2023).

CONCLUSION

The digital transformation of ZISWAF management is essential for improving the efficiency, transparency, and effectiveness of zakat collection and distribution. This transformation not only addresses the limitations of conventional methods but also enhances the overall impact of ZISWAF on community development. Continued innovation, public education, and collaboration among institutions are key to maximizing the potential of digital ZISWAF in Indonesia.

The conventional ZISWAF management system relies on manual processes like charity boxes and forms. This leads to limitations in transparency, efficiency, and reach. It's difficult to ensure transparency and accountability with manual systems. There is also a risk of errors and manipulation in data. Digital ZISWAF management offers a more effective and efficient solution for managing ZISWAF funds. By using technology, it provides real-time tracking, transparency, and easier donation processes. It also integrates data for better reporting and auditing. This increases public trust and encourages more participation. Key features include: online fund collection, automatic recording, transparent reports, and fund tracking. These features allow for easy monitoring and targeted distribution. The implementation of digital ZISWAF management has a significant impact on its overall management. It improves efficiency, transparency, and accountability. This leads to increased public trust and a wider reach for helping more mustahik.

REFERENCES

- Agustina, R. S., & Nazla, L. (2024). Sedekah.Ind: Platform Securities Crowdfunding Syariah Berbasis Sedekah Digital Sebagai Upaya Pemberdayaan Kesejahteraan Umat. *ZISWAF ASFA Journal*, 2(1), 93–108.
- Ajuna, L. H., & Sahabi, A. (2022). Transformasi Filantropi Islam Sebagai Model Pemberdayaan Zakat, Infak, Sedekah, Dan Wakaf (ZISWAF). *Asy Syar'iyah: Jurnal Ilmu Syari'ah Dan Perbankan Islam*, 7(2), 233–252. <https://doi.org/10.32923/asy.v7i2.2770>
- Alfiyanti, A., Lailiyah, A. R., & Masfufah, F. (2022). Digitalisasi Filantropi Islam: Model Pemberdayaan Ziswaf. *JURNAL ALSYIRKAH (Jurnal Ekonomi Syariah)*, 3(2), 76–82.
- Amaliyah, N., Maslahah, M., Leviansyah, M. R., Pramuja, M. W., & Rahmawati, L. (2022). Waqaf Uang Digital: Tranformasi Dan Implementasi Di Indonesia. *Al-Infaq: Jurnal Ekonomi Islam*, 13(1), 26–46. <https://doi.org/10.32507/ajei.v13i1.986>
- Amelia, N., Rahmawati, R., Lismawati, L., & Khairi, R. (2023). Urgensi Ziswaf Dalam Pengembangan Perekonomian Di Indonesia. *Sharing: Journal of Islamic Economics, Management and Business*, 2(2), 157–168. <https://doi.org/10.31004/sharing.v2i2.23408>
- Amellia Tamara, E., Lipia Malina, J., Triansah, E., Puspita Sari, J., & Harpepen, A. (2023). *Application of Information Technology in Zakat Management Penerapan Teknologi Informasi Dalam Pengelolaan Zakat*. 2(2), 335–340.
- Atmaja, W., Anggraini, T., & Syahriza, R. (2021). Analisis Transparansi dan Akuntabilitas Pengelolaan Dana Zakat , Infaq dan Sedekah (ZIS). *Journal of Islamic Accounting Competency*, 71–87.
- Brilianty, V. M. (2022). *Literasi Zakat Untuk Pemberdayaan Muzakki Melalui Platform Digital (Studi Kasus di LAZISMU Menteng, Jakarta Pusat)* [Undergraduate Thesis, UIN Syarif Hidayatullah Jakarta]. <https://e-journal.iainsalatiga.ac.id/index.php/imej/article/view/8527%0Ahttps://e-journal.iainsalatiga.ac.id/index.php/imej/article/download/8527/2411>
- Fadhilah, L. M. K. (2023). *Strategi Digital Fundraising Zakat Pada Masa Pandemi Covid-19 Di LAZ Al Bunyan Kota Bogor* [Undergraduate Thesis, UIN Syarif Hidayatullah Jakarta]. <https://repository.uinjkt.ac.id/dspace/handle/123456789/73397>
- Fauza, Z., Batubara, N. Z., Al-Baraqy, M., & Ramadani, P. (2023). Strategi Fundraising Dana Zakat Infaq Sedekah Dan Wakaf (ZISWAF) Pada E-Commerce LinkAja Syariah. *CEMERLANG: Jurnal Manajemen Dan Ekonomi Bisnis*, 3(1), 171–183.

- Haryanto, R. S. (2022). *Zakat: Berbasis Digital dan Pemberdayaan Ekonomi*. Eureka Media Aksara.
- Hermanto, F., Lukitawati, L., & Handoyo, E. (2024). Digital Skills Dan Digital Ethics : Tantangan Dalam Pengumpulan, Penggunaan Dan Penyebaran Data Pada Generasi Z. *Social Landscape Journal*, 5(1), 47. <https://doi.org/10.56680/slj.v5i1.59461>
- Hisamuddin, N. (2017). Telaah Penerapan Sistem Informasi Manajemen Pada Badan Amil Zakat Infaq Dan Shadaqoh. *ZISWAF : Jurnal Zakat Dan Wakaf*, 3(1), 166. <https://doi.org/10.21043/ziswaf.v3i1.2288>
- Hisamuddin, N. (2018). Transparansi Dan Pelaporan Keuangan Lembaga Zakat. *ZISWAF : Jurnal Zakat Dan Wakaf*, 4(2), 327. <https://doi.org/10.21043/ziswaf.v4i2.3049>
- Isabela, & Umam, M. (2020). Optimalisasi Fintech di Sektor Filantropi Islam untuk Pengembangan ZISWAF. *EKOSIANA: Jurnal Ekonomi Syariah*, 7(2), 81.
- Kemenag, A. (2023). *Satu Data - Kementerian Agama RI*. Satu Data Kemenag.
- Khotimah, K., Bakroni, A., & Puspitasari, N. (2023). Transformasi Filantropi Melalui Marketplace di Era Pandemi Covid-19. *Tasyri': Journal of Islamic Law*, 2(1), 35–68. <https://doi.org/10.53038/tsyr.v2i1.59>
- Luntajo, M. M. R., & Hasan, F. (2023). Optimalisasi Potensi Pengelolaan Zakat di Indonesia melalui Integrasi Teknologi. *Al-'Aqdu: Journal of Islamic Economics Law*, 3(1), 14. <https://doi.org/10.30984/ajiel.v3i1.2577>
- Melinda, N. (2024). Pengaruh Digitalisasi Terhadap Pengelolaan Wakaf Uang Pada Badan Wakaf Indonesia (BWI) Provinsi Kalimantan Timur. *Rayah Al-Islam*, 8(1), 43–65. <https://doi.org/10.37274/rais.v8i1.910>
- Mukharom, M., Nuryanto, A. D., & El Ula, K. A. (2024). Peran Lembaga Keuangan Sosial Syariah Di Indonesia Menuju Tranformasi Digital. *Jurnal Ilmiah Mahasiswa Perbankan Syariah (JIMPA)*, 4(1), 365–382. <https://doi.org/10.36908/jimpa.v4i1.335>
- Nilasari, U. (2018). MEKANISME PENGHIMPUNAN DAN PENDISTRIBUSIAN DANA ZAKAT, INFAQ, SHADAQOH (ZIS) UNTUK KAUM DHUFAA DI KSPPS BMT ARTHAMADINA BATANG. In *مجلة جامعة كركوك للدراسات الإنسانية* (Vol. 7). UNIVERSITAS ISLAM NEGERI WALISONGO.
- Nurchayani, A., Bahri, S., & Syarifudin, E. (2024). Optimalisasi Literasi Wakaf melalui Media Digital. *Al-Muamalah: Jurnal Ekonomi Islam, Filantropi Dan Perbankan Syariah*, 01(01), 1–16. <https://journal.syamilahpublishing.com/index.php/muamalah/>
- Pohan, N. S., Siregar, S., & Rahma, T. I. F. (2024). Strategi Rumah Zakat Dalam Meningkatkan Kesejahteraan Masyarakat di Sumatera Utara. *Jurnal Ilmiah Ekonomi Islam*, 10(1), 632. <https://doi.org/10.29040/jiei.v10i1.12764>
- Pranesari, D. A. (2024). PENGARUH DIGITALISASI TERHADAP MANAJEMEN OPERASIONAL ZISWAF. *Warta Ekonomi*, 7(1), 68–77.
- Prasetyo, B., & Trisyanti, U. (2018). Revolusi Industri 4.0 Dan Tantangan Perubahan Sosial. *IPTEK Journal of Proceedings Series*, 0(5), 22–27. <https://doi.org/10.12962/j23546026.y2018i5.4417>
- Puspitasari, N., Rosyidah, N., & Syaifudiin, S. (2024). Pemberdayaan Dana ZISWAF (Zakat, Infaq, Sedekah dan Wakaf). *International Conference on Islamic Economic (ICIE)*, 3(1), 171–186. <https://doi.org/10.58223/icie.v3i1.282>
- Putri, I. R., & Pratiwi, E. (2022). Aktivisme digital dan pemanfaatan media baru sebagai pendekatan pemberdayaan masyarakat atas isu lingkungan. *Bricolage : Jurnal Magister Ilmu Komunikasi*, 8(2), 231. <https://doi.org/10.30813/bricolage.v8i2.3303>
- Ramadhan, A. R., Azri, S. R., & Ridha, M. R. (2023). Strategies and Innovations in the Management of ZISWAF Funds through Digital Platforms for Sustainable Community Development. *The 1st Saizu International Conference on Islamic Philanthropy*, 1(July), 81–91. <https://doi.org/10.24090/icip.v1i1.305>
- RI, B. (2024). *BAZNAS Bersama Bappenas, Kemenag, BWI Dorong Peran Zakat dan Wakaf Untuk Pembangunan Nasional*. Humas BAZNAS RI.
- Rohmaniyah, W. (2021). Optimalisasi Zakat Digital Melalui Penguatan Ekosistem Zakat di Indonesia. *Al-Huquq: Journal of Indonesian Islamic Economic Law*, 3(2), 232–246. <https://doi.org/10.19105/alhuquq.v3i2.5743>
- Suryadi, S., & Nasution, F. A. P. (2023). Revolusi Industri, Tren Pekerjaan Masa Depan, dan Posisi Indonesia. *Jurnal Ketenagakerjaan*, 18(2), 124–141. <https://doi.org/10.47198/jnaker.v18i2.237>
- Syahputri, S. D. I., & Pradesyah, R. (2022). Sistem Penerapan Teknologi Informasi Dalam Pengumpulan Dan Penyaluran Ziswaf Pada Lembaga Amil Zakat Alwashliyah Medan. *Al-*

- Sharf: Jurnal Ekonomi Islam*, 3(3), 360–374. <https://doi.org/10.56114/al-sharf.v3i3.447>
- Syujai, M. (2022). Transformasi Filantropi Digital Berbasis Aplikasi Fintech E-Money dalam Perspektif Islam. *Pusaka*, 10(1), 140–152. <https://doi.org/10.31969/pusaka.v10i1.670>
- Triyani, N., Beik, I. S., & Baga, L. M. (2018). Manajemen Risiko pada Badan Amil Zakat Nasional (BAZNAS). *Al-Muzara'ah*, 5(2), 107–124. <https://doi.org/10.29244/jam.5.2.107-124>
- Verdianti, V., & Puja, P. (2023). Pengaruh Penggunaan Digitalisasi Zakat Terhadap Efektivitas Pengumpulan Zakat Pada Baznas Kalbar. *AKTIVA: Journal of Accountancy and Management*, 1(1), 43–53. <https://doi.org/10.24260/aktiva.v1i1.992>