

The Role of Facilitating Condition in E-zakat Adoption

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Abstract

Human dependence on information technology is growing stronger. Now, the Covid19 pandemic further strengthens human dependence on information technology. Although information technology is an important need for human beings, technology rejection syndrome will cause the investment made by the government will be detrimental. Not to mention if the rejection occurred during the Covid19 pandemic which required humans to commit social distancing. This study will identify the role of facilitating condition on the acceptance of e-zakat applications in Pahang, Malaysia. This study is a quantitative study and cross-sectional data were collected through non-probability sampling method. The findings of the study prove that the facilitating condition has a positive and significant relationship with the intention to use e-zakat.

Keywords: E-Zakat, Adoption, Condition

Introduction

The use of e-government applications in Malaysia is generally at a moderate level. Reports from the study by Pitchan (2020) have shown that the level of e-government use is at a moderate level in certain sectors such as health, education and others. Although there have been many studies in e-government acceptance, but e-government acceptance studies in the era of covid19 pandemic are still lacking. Studies conducted by Hossain et al (2019) was to investigate the Rural End-Users' Acceptance of e-Health while Shuib et al (2019) have sought to determine urban poor adoption of e-government applications in Malaysia. Surveys such as that conducted by Lawson-Body et al (2020) have shown that perceived ease of use has negative impacts on perceived usefulness and attitude toward e-books among

Accounting students. E-zakat is one of e-government initiatives. There are a few studies that has been conducted in e-zakat usage such as (Roni & Tarmidi, 2015) The goal of this study is to explore the Malaysian scholar's knowledge of the existence and usage of e-zakat, an online zakat payment application and calculation by Pusat Zakat Selangor. However, there has been little cause and effect analysis of e-zakat acceptance in Malaysia. Therefore, the aim of this study is to shine new light on this gap through an examination of the relationship between facilitating condition and intention to use.

Literature Review

Facilitating Condition

Facilitating conditions refers to the available infrastructure that supports technology usage (Venkatesh et al., 2003). The relationship between facilitating condition and intention to use was found to be significant in (Miraz et al., 2022). Another studies have reported the positive relationship between facilitating condition in different context such as (Liu et al., 2016) which showed that facilitating condition are positively related to behavioural intention. Another study by (Rahi et al., 2018) confirmed that all four predictors including facilitating condition were significant and had significant amount of variance in predicting user’s intention to adopt internet banking. Study by (Adenuga et al., 2017) indicate that facilitating condition have significant effects on clinicians’ behavioural intention to use telemedicine systems,



Figure 1: Research model

Methodology

This study uses a 5-point Likert scale that starts with strongly disagree until strongly agree. All study items were taken from the literature to ensure content validity. Due to the difficulty of obtaining a list of e-Zakat usernames in the state of Pahang, researchers had to use non-probability sampling which is convenience sampling. All data was successfully collected within two weeks. This study uses an online platform for the distribution of questionnaires. Valid questionnaires are included in the google form. Researchers have also included statements requesting consent for research from all respondents. The respondent will not be able to answer the next question, as long as it does not mark the consent button. The resident population is all e-zakat users in the state of Pahang. All data were then included in SPSS 23 for analysis

Data Analysis

The result shows that facilitating condition had a statistically significant relationship with the dependent variable (intention to use) $\beta = .474$, $p < 0.05$ (see Table 2) and found to have significant explanatory power of 22% (see Table 1)

Table 1

Variance Explained

R	R Square	Adjusted R Square	Std. Error of the Estimate
.474 ^a	.225	.224	.859

Table 2

Beta Coefficient

Unstandardized Coefficients		Standardized Coefficients		
B	Std. Error	Beta	t	Sig.
.731	.057	.474	12.722	.000

Discussion

Prior studies that have noted the importance of facilitating condition on user acceptance. Previous studies conducted in various settings have proven the role of facilitating condition in influencing consumer acceptance of a technology. This study has confirmed the relationship between facilitating condition and user acceptance. The findings of this study are in line with the findings from various context such as Mobile Health (mHealth) Services acceptance (Alan et al., 2018) healthcare wearable devices acceptance (Wang et al., 2020) Internet of Things acceptance (Almetere et al., 2020) academics' adoption of emerging mobile technologies (Hu et al., 2020) open source software acceptance (Alrawashdeh et al., 2020) Indonesian Complaint-Based Application acceptance (Rinjany, 2020) and patients' acceptance of ICT for diabetes self-management (Petersen et al., 2020). It can thus be suggested that information technology service providers need to be prepared with creative ideas to attract users to use e-zakat technology by providing an environment that facilitates the use of e-zakat technology. For example, internet stability needs to be improved and emphasized so that transactions can run smoothly. Internet access should also be extended to rural areas. This study, however, has a limitation among which is the use of non-probability data collection techniques. This technique will prevent generalization to the study population. This study also uses only one variable taken from UTAUT. Future studies need to improve this study with the use of probability sampling technology as well as using the relevant theories that have been established.

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