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**EFFECTIVENESS OF USING SYSTEM APPLICATIONS  
INFORMATION ON BAZNAS MANAGEMENT (SIMBA) IN ZAKAT  
MANAGEMENT IN BAZNAS WEST LOMBOK DISTRICT**

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**Abstract**

This study aims to determine effectiveness of using the Baznas Management Information System (SIMBA) application as well as supporting and inhibiting factors for using the Baznas Management Information System (SIMBA) application. This type of research is qualitative using a descriptive qualitative approach. The research results show that BAZNAS West Lombok Regency is able to increase the effectiveness of zakat management. However, it cannot be said to be fully effective because the timeliness when collecting reports does not match the time determined by the central BAZNAS. Supporting factors namely office facilities in the form of computers and an adequate internet network, apart from that support from central BAZNAS to continue to provide outreach and technical guidance for Admins in each region. Meanwhile, the inhibiting factor in using the SIMBA application is limited human resources or a lack of specialized personnel who are competent in the IT field so that reports cannot be completed according to the predetermined schedule.

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**Keywords:** Effectiveness, SIMBA, Zakat Management

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**INTRODUCTION**

Zakat is rukun Islam third And is the main instrument in Islamic teachings which functions to *transfer* or *the distribution* of wealth from people who can afford it to people who can No capable. If discuss related zakat, so join in discussing human relationships. It's a fact that man created under circumstances which is not the same, there is the rich and there are the

poor, the poor need the rich and the poor rich need poor people. This means that there is a reciprocal relationship return (*symbiotic mutualism*) which cannot be avoided. One of The function of Zakat is to strengthen the relationship between the two parties connection they walk in a way harmonious (Rahmani and Erpurini, 2020). As for Zakat arranged in Constitution number 23 of 2011. Law Number 23 of 2011 regulates Zakat management which includes all activities related to planning, organizing, implementing and supervising the collection and distribution and utilization of Zakat funds. Under the law The existence of Zakat is very important, namely to increase effectiveness and efficiency of service in optimizing management Zakat And increase benefit Zakat For realizewell-being public and countermeasures poverty .

Follow development era, technology Also the more developing and evolving, no exception progress of *gadgets*- increasingly advanced *gadgets* . One of them is accessing *Android* or *smartphones* Which Already can lighten up in use something application Which can help its users. Sophistication something technology in era Now naturally Lots applications that have online status that are *web-based* or *playable store android* . So can concluded that, everything all round on line Which It means is man era Now made easier With the existence of technology and everything is done completely online through applications, as well as social applications, Muslims in Indonesia are currently more inclined to choose to distribute their zakat and alms through online applications. The zakat payment process is carried out through the help of a digital or online system, where the zakat giver (*muzaki*) does not meet directly with the zakat *amil* in making zakat payments (Siahaan and Prihandoko, 2019). In this way, it is easier to manage zakat (*amil* ) . carry out financial management, especially at zakat implementing institutions, using a management information system.

According to Raymond McLeod and George P. Schell (20 09 : 1 ) a system is a group of elements that are integrated with the same intention to achieve a goal (McLeod and Schell, 2009). Meanwhile, information is data that has been classified or processed for use in the decision-making process or as material for creating information. So, it can be concluded according to Raymond McLeod and George P. Schell (2009 : 12 ) that a management information system is a computer-based system that makes information available to users who have similar needs . Information system users usually consist of formal corporate organizational entities or subsidiary sub-units (Siahaan and Prihandoko, 2019 ).

The purpose of establishing a management information system is so that the organization has a system that can be relied upon in processing data into information that is useful in making management decisions, both in relation to routine decisions and strategic decisions. S I MBA or BAZNAS Management Information System is a system that is a new

breakthrough in terms of fulfilling the role of national zakat coordinator for the creation of a transparent and accountable zakat management system throughout Indonesia. By implementing the National Zakat Amil Agency (SIMBA) Management Information System technology in zakat management at BAZNAS West Lombok Regency, this can make zakat management more efficient, transparent and accountable. With SIMBA, it will help amil in recording data, providing information to mustahik and muzakki, calculating zakat, and reporting.

Users of the SIMBA information system related to zakat institutions include muzakki, government, amil management, the general public and mustahiq. With the number of muzakki and mustahiq reaching thousands nationally, hundreds or even thousands of transactions have to be processed and processed every day (Hisamuddin, 2016). Information users also demand the provision of information quickly and accurately and can be accounted for. This condition for an institution as large as BAZNAS clearly requires the use of information systems rather than relying on manual processes. Therefore, the information system as a tool to facilitate information management is an important part because the data that is managed is so large and there are high demands from information users on the transparency and credibility of zakat institutions. This information system can be any program/ software that is expected to produce information that meets the needs of information users and can be accounted for (Yulinartati, 2012). Therefore, BAZNAS has now implemented its management system for the S I MBA .

Institution that formed by the government related The implementation of zakat in Indonesia is the National Zakat Amil Agency, abbreviated as BAZNAS . BAZNAS was formed as a body tasked with collecting, distributing and utilizing zakat using the concept of amil zakat which is professional, trustworthy and trustworthy in accordance with religious provisions with the aim of managing zakat well and the wisdom of zakat itself can be felt by the community, so that prosperity can be achieved. people as the nation aspires. The existence of this institution is expected to run with its respective activities to increase the effectiveness of collecting and distributing zakat funds to achieve the stated goals.

According to the Chairman of the West Lombok Regency Amil Zakat Agency (BAZNAS), TGH. Muhammad Taisir Al-Azhar, Lc., S.Ag., MA, based on monitoring and observations that have been carried out, the zakat potential of West Lombok district has increased from the previous year, West Lombok BAZNAS zakat income could reach 8 billion in a year. With such a large potential for zakat, professional, transparent and accountable management is needed both from the human resources side and from the managerial side of the organization. Zakat funds do not only stop at receiving and distributing zakat, but there must be a form of accountability in the form of financial reports which will be a bridge of

information for all interested parties. However, based on the results of observations made by researchers at BAZNAS West Lombok Regency, there are problems related to the SIMBA application, namely that there are still many reports from the previous year that have not been included in the SIMBA application. Apart from that, this area has such high potential for zakat, infaq and alms . So this is the basis of the problem that will be examined by researchers regarding **"Effectiveness of Using the Baznas Management Information System (SIMBA) Application in Zakat Management in Baznas West Lombok Regency"**.

## **METHODOLOGY**

This research uses a descriptive qualitative approach. Descriptive means that the data collected is in the form of words , explains and describes, the data obtained includes interview transcripts, field notes, photos, personal documents, and various other similar data. Historically, one of the goals of qualitative research is to describe and explain. Meanwhile, the type of research that is often used is case studies, often called field research . To obtain data that is truly accurate and in line with expectations, this research uses data collection techniques using participant observation and semi-structured interviews.

## **RESULTS AND DISCUSSION**

### **1. Effectiveness of Using the Baznas Management Information System (SIMBA) Application in Zakat Management in Baznas West Lombok Regency**

Effectiveness is the ability of an organization or institution to carry out all its duties or achieve predetermined targets . Apart from that, effectiveness is also the utilization of certain amounts of resources, facilities and infrastructure that are consciously determined in advance to produce a certain amount of work on time. The focus of effectiveness is to see results. Programs from organizations or companies can be considered effective if the results have achieved the stated goals. According to Ernie Tisnawati Sule and Kurniawan Saefullah (2010:7) " effectiveness refers to achieving a goal. From the several opinions above regarding effectiveness, we can conclude that effectiveness is everything that is done correctly, correctly so that the desired goal can be successful as expected. This effectiveness is often measured after achieving a goal. An effectiveness assessment in a program needs to be carried out in order to find out the extent of the benefits and impacts produced and felt by the program or business. Because effectiveness can describe success or failure in achieving the targets that were set at the beginning. An effectiveness assessment can be a consideration regarding the continuation of a program, business or collaboration that was agreed upon at the start. Likewise with SIMBA at BAZNAS.

SIMBA or BAZNAS Management Information System is a system that is a new breakthrough in terms of fulfilling the role of national zakat coordinator for the creation of a transparent and accountable zakat management system throughout Indonesia. The BAZNAS management information system (SIMBA) is a system that utilizes computer technology to provide various kinds of information needed by its users. In this case, the information in question is data that occurred in the past, present or future . SIMBA application released to strengthen the national zakat system and facilitate zakat management so that it can be integrated nationally. This is done so that the vision and mission and zakat management programs can be achieved immediately. Apart from that, using the SIMBA application can make zakat management more efficient, transparent and accountable. SIMBA contains 2 information systems, namely :

- a. Operational Information System (SIO) used for cash in and cash out information.
- b. The Reporting Information System (SIP) which is used to provide information about zakat reporting includes proof of zakat deposits from registration to payment.

SIMBA acts as a data base that contains muzaki profile, amount of ZIS fund collection, ashnaf profile, and form of distribution program. You can also issue mandatory zakat card numbers (NPWZ) and zakat deposit certificates . So, through SIMBA Muzaki is served as best as possible starting from registration to payment and reporting. Through the data base inputted by BAZNAS district/city, then Provincial BAZNAS will be able to read reports from all districts/cities existing in its territory. Likewise, the central BAZNAS is able to find out about provincial and district/city BAZNAS reports.

It can be concluded according to the theory and explanation above that the effectiveness of using the SIMBA application is implementation of all main tasks, achievement of goals, punctuality, and active participation from members and is a link between goals and results achieved at BAZNAS West Lombok Regency. With SIMBA, it will help amil in recording data, providing information to mustahik and muzakki, calculating zakat, and reporting .

As for measuring the effectiveness of using the SIMBA application, these include the following:

### **1) Understanding Programs**

Program understanding can be interpreted as how a person /group understands and comprehends their duties and responsibilities. Understanding the program, especially for zakat amil (staff) in carrying out a task at BAZNAS West Lombok Regency, of course requires the ability of each individual in it, including how the central BAZNAS provides understanding to amil (BAZNAS staff) regarding the SIMBA application program is being

executed. Understanding this program can include the socialization process or routine training carried out for BAZNAS staff, especially staff in the field of financial collection and reporting, to find out how the SIMBA application works in an effort to prioritize professional, transparent and accountable management of Zakat, infaq and alms .

The chairman of BAZNAS West Lombok Regency, the head of BAZNAS West Lombok Regency, and the financial planning and reporting staff of BAZNAS West Lombok Regency, all three of them have the same opinion that understanding the use of SIMBA at BAZNAS West Lombok Regency is said to be effective because all BAZNAS staff understand and are responsible for their duties. which are given. This means that not only staff in the reporting field understand and know how to manage data in the Manajanem Baznas Information System (SIMBA), but all staff really understand and can use the SIMBA application. The same thing is in the description of research results by Irawani Ani sdkk (2021), which states that "understanding of the program shows that the implementing parties have understood their duties and responsibilities in accordance with their respective main tasks and functions .

## **2) On time**

On time , that is, it can be completed within the specified time period. Punctuality is also usually referred to as the level of discipline in completing a job, meaning not delaying in completing work that has become your responsibility . Thus, being on time is an event according to a schedule or plan or in other words, being on time is defined as the act of doing what we have to do exactly at a predetermined time .

Chairman of BAZNAS West Lombok Regency, head of BAZNAS West Lombok Regency, and staff in the financial planning and reporting sector of BAZNAS West Lombok Regency that the timeliness in managing the SIMBA application at BAZNAS West Lombok Regency in this case cannot be said to be effective because there are not enough staff to operate it. SIMBA which causes the collection of reports not to be collected on time according to predetermined rules. The same thing is stated in the description of research results by Desy Safitri (2022) who states that "the thing that is a factor in collecting late reports is that operators who specifically handle the information technology sector at Baznas East Kalimantan must always have independence and awareness in all Zakat and Infaq management activities. , and Sadaqah uses the SIMBA application .

**3) Able to achieve goals**

The achievement of the goal is the extent of the goal can be realized well, this can be seen from the extent to which the results of implementing the use of the SIMBA application are in accordance with the expected objectives . Goal achievement can be interpreted as the success or failure of an effort made in achieving what was previously expected or planned , thus it can be concluded that if the goal is not achieved well then it can be said to be ineffective and if the goal has been achieved well then it can be said to be effective.

Chairman of BAZNAS West Lombok Regency, head of BAZNAS West Lombok Regency, and staff in the financial planning and reporting sector of BAZNAS West Lombok Regency that the use of the SIMBA application is said to be effective because since the implementation of SIMBA, the aim of BAZNAS West Lombok Regency is to improve the quality of life of the people of Lombok B Regency. Arat who is aware of zakat, infaq and shadaqah through the participation of the national zakat amil agency towards a dignified, safe, comfortable and prosperous society . This is proven by the increase in zakat collection every year so that more and more zakat distribution programs are included in the SIMBA application. This is different from the description of research results by Nur Fitry Latief (2019) which states that "SIMBA at BAZNAS North Sulawesi Province cannot achieve the goal of increasing reporting accountability and increasing the trust of muzakki so that the potential for zakat and infaq increases.

**2. Supporting and Inhibiting Factors for Using the Baznas Management Information System (SIMBA) Application in Zakat Management in Baznas West Lombok Regency**

BAZNAS is a government-formed institution tasked with managing zakat, infaq and alms nationally on a professional, transparent and accountable basis. In an effort to prioritize professional, transparent and accountable management of Zakat, infaq and alms, B AZNAS West Lombok Regency is developing zakat, infaq and alms management through SIMBA-based information technology. S I MBA or BAZNAS Information Management System is a system that is a new breakthrough in terms of fulfilling the role of national zakat coordinator for the creation of a transparent and accountable zakat management system. S I MBA is a system built and developed for the purposes of storing data and information owned by BAZNAS nationally. In every implementation of an organization, there are several factors that can support the running of a management information system, especially at BAZNAS. Things that support the continued use of the SIMBA application at BAZNAS West Lombok Regency are:

- a. Office facilities in the form of computers and an adequate internet network because technology is currently increasingly sophisticated can help BAZNAS in managing zakat nationally. With the existence of SIMBA , BAZNAS West Lombok Regency is able to increase reporting accountability, too able to increase muzakki *trust* so that the potential for zakat and infaq increases among BAZNAS West Lombok Regency.
- b. Support from central BAZNAS continues to provide outreach and technical guidance for admins and zakat collectors in each region. Apart from that, the government and BAZNAS routinely carry out supervision and control for the achievement of S I MBA in accordance with the aim of creating this system, namely providing accountable and transparent zakat collection and distribution services to all interested parties.

It can be concluded that there are several factors that support the smooth implementation of this system, including office facilities in the form of computers and an adequate internet network because technology is currently increasingly sophisticated so it can help BAZNAS in managing zakat nationally. Apart from that, the supporting factor is from the central BAZNAS to continue to provide outreach and technical guidance for Admins and zakat collectors in each region.

Inhibiting factors are anything that has the nature of inhibiting or even hindering and preventing something from happening. Apart from that, obstacles can also be interpreted as things, circumstances or other causes that hinder anything that hinders progress. It can be said that BAZNAS West Lombok Regency has not fully used the SIMBA application properly. The factors that hinder the use of the SIMBA application at BAZNAS West Lombok Regency are:

- a. Limited human resources/lack of specialized personnel who are competent in the IT field so that reports cannot be completed according to the predetermined schedule.
- b. A narrow work space can also be a cause of not optimal use of the SIMBA application.
- c. The lack of enthusiasm from muzakki and mustahik in utilizing current advances in information technology such as the internet to obtain information regarding ZIS management and the existence of BAZNAS is due to limited knowledge.

It can be concluded that there are several factors that support the smooth implementation of this system, including office facilities in the form of computers and an adequate internet network because technology is currently increasingly sophisticated so it can help BAZNAS in managing zakat nationally. Apart from that, the supporting factor is from the central BAZNAS to continue to provide outreach and technical guidance for Admins and zakat collectors in each region. Meanwhile, the inhibiting factor in using the SIMBA application is

limited human resources or a lack of specialized personnel who are competent in the IT field so that reports cannot be completed according to the predetermined schedule.

Based on this discussion, it is said that the use of the SIMBA application at BAZNAS West Lombok Regency is running smoothly. However, it cannot be said to be effective due to limited human resources or a lack of specialized personnel who are competent in the IT field so that the report cannot be completed within the specified time.

## CONCLUSION

The effectiveness of using the Baznas Management Information System (SIMBA) application in zakat management at BAZNAS West Lombok Regency is that using the SIMBA application at BAZNAS West Lombok Regency is able to increase the effectiveness of zakat management. However, it cannot be said to be effective due to limited human resources or a lack of specialized personnel who are competent in the IT field so that reports cannot be completed within the specified time. This is measured using effectiveness indicators which include : Understanding the program at BAZNAS West Lombok Regency is said to be effective because it shows that the implementing party has understood their duties and responsibilities in accordance with their respective main tasks and functions , on time . shows that it cannot be said to be effective because there are obstacles felt by several parties in financial management. Achieving the goal is said to be effective because it is going well as proven by the zakat income that always increases every year. Factors that support the smooth running of the Baznas Management Information System (SIMBA) , include office facilities in the form of computers and an adequate internet network because technology is currently increasingly sophisticated so it can help BAZNAS in managing zakat nationally. Apart from that, the supporting factor is from the central BAZNAS to continue to provide outreach and technical guidance for Admins and zakat collectors in each region. Meanwhile, the inhibiting factor in using the SIMBA application is limited human resources or a lack of specialized personnel who are competent in the IT field so that reports cannot be completed according to the predetermined schedule.

The suggestions of the research put forward are as follows for the West Lombok Regency Amil Zakat Agency (BAZNAS), it is hoped that this research can be used as a reference source for learning references and study materials and information that can help and benefit the community. For Further Researchers, The researcher hopes that this research can be used as reference material for future research and those who read it and become a reference source for future research development with the same theme and different study focus regarding the

Effectiveness of Using the Baznas Management Information System (SIMBA) Application in Zakat Management in Baznas West Lombok Regency.

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