

Volunteer Role Of Rumah Relawan Muda Towards The Lembaga Amil Zakat Program Rumah Amal Salman

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ABSTRACT

This study aims to analyze the role of Rumah Relawan Muda (RRM) volunteers in supporting the utilization program of Lembaga Amil Zakat Rumah Amal Salman. The importance of this research is to add insight into the role of “Rumah Relawan Muda” volunteers and contribute to maximizing the potential of volunteers in supporting social programs. A mixed method approach was used, with quantitative data from 96 respondents, the sample consisted of 46 volunteers, 3 organization staff, and 47 beneficiaries and qualitative interviews to gain in depth insights. The results showed that program organizational quality variables had the most significant influence on perceived program impact, followed by communication effectiveness, while volunteer contributions and organizational support systems had less influence. These findings confirm the importance of good internal management to support program sustainability. This study recommends improving internal communication, optimizing organizational support, as well as developing volunteer programs to attract more participation from the younger generation.

Keywords: *Organizational Quality, Volunteer Role, Zakat Utilization.*

INTRODUCTION

Lembaga Amil Zakat (LAZ) has an important role in the management of zakat to support the welfare of the people. The success of LAZ operations is highly dependent on human resources, especially volunteers who help with various activities such as collection, distribution, and empowerment programs. However, many LAZs face a serious challenge, which is the shortage of volunteers who play an active role.

Volunteers have a big role in helping the running of existing programs in amil zakat institutions. As more and more amil zakat institutions and other

philanthropic institutions are established, it will increase the need for competent volunteers to support various social, education, health, and economic empowerment programs. Many institutions are competing to recruit the best volunteers to support the smooth running and sustainability of their programs. Each institution has a different vision, mission, and work program. Many programs require special skills and high dedication from volunteers, such as skills in health, education, or technology (Ramadhaniati, 2022). With more specific needs, there is competition between agencies to attract volunteers with maximum expertise or skills.

Changing trends in volunteering younger generations are now increasingly interested in volunteering, especially those that have real social impact and come with fun and meaningful experiences (Validnews.id, 2020). Amil zakat institutions that are unable to adjust to this need may find it difficult to attract and retain volunteers, so they must continue to innovate in motivating their volunteers. The need for volunteers' strategic role amil zakat institutions are also increasingly recognizing the importance of volunteers' strategic role in running programs, including in the areas of fundraising, marketing, and digital communication (Yasin & Saputra, 2023). Thus, volunteers who have skills in these areas are in demand by amil zakat institutions.

Ultimately, the role of volunteers is more indicative of the agency's positive spirit in continuously improving the quality and reach of their services (Tolah, 2021). Although competitive challenges remain, this situation encourages institutions to continue to develop and innovate in the management of human resources from volunteers. Rumah Relawan Muda accommodates students in Greater Bandung to help provide a role in the running of the program. Therefore, it is necessary to know the role of the Rumah Relawan Muda on the Rumah Amal Salman utilization program.

LITERATURE REVIEW

Volunteers are individuals who voluntarily carry out an activity without coercion or obligation. The term can also be considered a non-formal form of the word volunteer (Giftira, 2022). Volunteering England provides a broader definition of volunteering. They describe it as an activity carried out voluntarily without receiving a reward, with the aim of providing benefits to the environment, individuals or

communities, other than immediate family (Liputan6, 2024). The ways to be a good volunteer and need to be considered are having a strong spirit, having a time commitment, having an active nature, working with totality, focusing on the community, taking a role and being able to work with a team, having a good level of patience, having a positive and creative attitude (Wahana Visi Indonesia, 2023). Rumah Relawan Muda (RRM) is an organization formed by Rumah Amal Salman to unite various volunteer programs in one platform. The goal is to invite volunteers to collaborate in order to provide wider benefits (Haqikah, 2022). The objectives of the establishment of RRM include: 1. To become a volunteer platform that combines all volunteer programs in Rumah Amal Salman. 2. Integrating all volunteers in a benefit program that can benefit the people. 3. Become a place to learn, develop and process for volunteers in developing their potential, applying knowledge and adding relationships and experience in the world of volunteerism.

Table 1. Data on the Number of Volunteers in Each Rumah Amal Salman Program for the period 2023/2024

No	Program	Number of Volunteers
1	Basic Services	17
2	Economic Empowerment	16
3	Technology, Innovation and Humanity	17
4	Beasiswa Perintis	15
5	Beasiswa Imam Muda	16
6	Beasiswa Teladan Negeri	45
7	Penggerak Muda	18

	Nusantara	
Total		144

Source: Central Volunteer Data of Rumah Relawan Muda for the period 2023/2024

Rumah Amal salman is a philanthropic institution that focuses on education and technology, forming leading figures of civilization builders. This institution has been operating since 2007, with the principles of Amanah, Sharia, Customer Oriented, Growth, Ibadah. Rumah Amal Salman successfully obtained an unqualified financial audit opinion (Wajar Tanpa Pengecualian/ WTP). In addition, for four consecutive years (2017-2020), the organization achieved "A" accreditation in the Sharia Audit conducted by the Ministry of Religious Affairs in 2019. Rumah Amal Salman is an LAZNas that collects Zakat, Infaq and Sadaqah funds and then distributes them with various types of programs that have been owned, including in the field of Education, such as the Beasiswa Teladan Negeri, Beasiswa Perintis, Penggerak Muda Nusantara, Beasiswa Imam Muda Salman, Beasiswa Pascasarjana, Beasiswa Peningkatan Keahlian Profesional, and Bantuan Dasar Pendidikan; in the field of Economy, such as Cultivation of Catfish, Tilapia, Maggot, Amal Preneur (Assistance and Capital for UMKM), Bank Sampah (Waste Sorting and Sales), Pengolahan Abon Lele, and Bantuan Dasar Ekonomi (food, shelter, debt, travel, etc.); in the field of Humanity, such as Pembinaan Anak Yatim, Penanggulangan Bencana, Bantuan untuk Palestina, Pemipaan Distribusi Air, Penataan Kawasan, and Layanan Pemulasaraan Jenazah; in the field of Health, such as Basic Health Assistance (medicines, tools, facilities, etc.), Blood Donor Services, Health Check Services, Procurement of Disability Aids, and

Ambulance Services; and in the field of Da'wah, such as the Kaderisasi Aktivistis Dakwah, Ketakmiran Masjid Salman ITB, Bimbingan dan Dukungan untuk Muallaf, Penyebaran dan Pengajaran Al Quran, Layanan Kurban, Kajian Keislaman, and Pembagian Makanan Berbuka Puasa (Rumah Amal Salman, 2024). Meanwhile, Lembaga Amil Zakat (LAZ) is an institution formed by the community to manage zakat, namely collecting, distributing, and utilizing zakat (Pemerintah Republik Indonesia, 2014).

Zakat is a form of worship that falls within the realm of fiqh of worship and fiqh of muamalah. Fiqh of worship covers all activities that show human obedience to Allah, while fiqh of muamalah deals with relationships between fellow humans. By paying zakat, a person not only maintains his relationship with Allah as a form of worship, but also strengthens social relationships with others. Paying zakat to those in need contributes to improving the welfare of society. In addition, zakat helps cleanse the payer's heart from negative traits such as greed, selfishness, and arrogance, and brings the pleasure of Allah SWT (Khasandy & Badrudin, 2019).

METHODOLOGY

This research uses mixed methods, which is a combination of quantitative and qualitative approaches. According to Sugiyono (2011), mixed methods combine two research approaches, namely quantitative and qualitative, in one study. This combination allows the data obtained to be more comprehensive, valid, reliable, and objective (Sugiyono, 2011). The quantitative approach was used to measure respondents' perceptions of the program through questionnaires that were analyzed with statistics. Meanwhile, the qualitative approach was used to dig deeper into the experiences and views of volunteers,

organizational staff, and beneficiaries through in-depth interviews.

Population refers to a general group that includes subjects or objects with certain characteristics and qualities that have been determined by researchers to be studied and used as the basis for drawing conclusions (Sugiyono, 2011). The research population includes all parties involved in the RRM under Lembaga Amil Zakat Rumah Amal Salman, namely volunteers, organizational staff, and beneficiaries. Sugiyono (2011) states that the sample is part of the population that has a certain number and characteristics (Sugiyono, 2011). The quantitative and qualitative samples consisted of 96 respondents selected using the purposive sampling method for filling out the questionnaire. The sample consisted of 46 volunteers, 3 organization staff, and 47 beneficiaries. Beneficiaries in this study are individuals and households or parties who receive coaching and pocket money and are directly involved with the volunteers.

The variables used in this study consist of:

Dependent Variable

Perception of Program Impact (Y), this variable measures how respondents assess the positive impact generated by the Rumah Relawan Muda (RRM) program on the community.

Independent Variable

The independent variables in this study amounted to 4, as follows:

- 1) Communication Effectiveness (X1), measures how effective communication between volunteers, staff, and beneficiaries is in supporting program success (Andamisari et al., 2023).
- 2) Volunteer Contribution (X2),

measures the extent to which the role and contribution of volunteers are in accordance with program expectations (Prawoto, 2022).

- 3) Quality of Program Organization (X3), measures perceptions of program organization, such as training and coordination.
- 4) Organizational Support System (X4), measuring organizational support in carrying out the role of volunteers.

This research will use a quantitative approach with data analysis through descriptive statistical tests and hypothesis testing. Descriptive statistical tests are used to provide an overview of the data obtained, such as frequency distribution, average, and standard deviation. Furthermore, hypothesis testing is carried out using multiple linear regression methods to analyze the effect of independent variables on the dependent variable. The F test (simultaneous) is used to see the effect of the independent variables together on the dependent variable. The correlation coefficient is used to show the strength and direction of the relationship between two variables. The coefficient of determination (R^2) is used to measure the extent to which the independent variable is able to explain the variation that occurs in the dependent variable. Standard Error of Estimate (SEE) is a measure that shows how much deviation or error the regression model predicts from the actual data. The smaller the SEE value, the better the model in predicting the value of the dependent variable based on the independent variable. Meanwhile, qualitative data was analyzed using the thematic analysis method.

RESULT

Descriptive Statistics Test

Table 2. Descriptive Statistical Test Results

	N	Minim	Max	Mean	Std. Deviation
Persepsi terhadap Dampak Program (Y)	96	3	5	4,75	0,481
Efektivitas Komunikasi (X1)	96	2	5	4,34	0,708
Kontribusi Relawan (X2)	96	3	5	4,40	0,747
Kualitas Organisasi Program (X3)	96	3	5	4,52	0,632
Sistem Pendukung Organisasi (X4)	96	2	5	4,32	0,747
Valid N (listwise)	96				

Source: Data processed by SPSS (2024)

Based on the Descriptive Test Results above, we can describe the distribution of data obtained by researchers:

The variable Perception of Program Impact (Y), from the data can be described that the minimum value is 3, while the maximum value is 5. The average answer for the Perception of Program Impact variable is 4.75. The standard deviation is 0.481.

Communication Effectiveness Variable (X1), from the data it can be described that the minimum value is 2, while the maximum value is 5. The average answer for the Communication Effectiveness variable is 4.34. The standard deviation is 0.708.

Volunteer Contribution Variable (X2), from the data it can be described that the minimum value is 3, while the

maximum value is 5. The average answer to the Volunteer Contribution variable is 4.40. The standard deviation is 0.747.

Program Organizational Quality variable (X3), from the data it can be described that the minimum value is 3, while the maximum value is 5. The average answer for the Program Organizational Quality variable is 4.52. The standard deviation is 0.632.

Organizational Support System variable (X4), from this data it can be described that the minimum value is 3, while the maximum value is 5. The average answer for the Organizational Support System variable is 4.32. The standard deviation is 0.747.

Hypothesis Test

Multiple Linear Regression Analysis

Regression analysis aims to determine the influence of the variables of Communication Effectiveness (X1), Volunteer Contribution (X2), Quality of Program Organization (X3), and Organizational Support System (X4) on the dependent variable Perception of Program Impact (Y).

Table 3. Multiple Linear Regression Analysis Test Results

Model	Unstandardized Coefficients		Standardized Coefficients	Sig.
	B	Std. Error	Beta	
1 (Constant)	2,673	0,315		0,000
Efektivitas Komunikasi (X1)	0,071	0,099	0,105	0,472
Kontribusi Relawan (X2)	0,026	0,089	0,041	0,767
Kualitas	0,383	0,087	0,503	0,000

Organisasi Program (X3)				
Sistem Pendukung Organisasi (X4)	-0,018	0,084	-0,028	0,829

Source: Data processed by SPSS (2024)

Based on table 3, the multiple linear regression equation is obtained as follows:

$$Y = 2,673 + 0,071X1 + 0,026X2 + 0,383X3 - 0,018X4 + \epsilon$$

Explanations:

- a. The constant obtained has a value of 2.673 which means that if the Perception of Program Impact (Y) is not influenced by Communication Effectiveness (X1), Volunteer Contribution (X2), Quality of Program Organization (X3), and Organizational Support System (X4) will be worth 2.673.
- b. The regression coefficient of Communication Effectiveness (X1) has a value of 0.071, which means that if the other independent variables are constant and Communication Effectiveness (X1) increases by 1%, then the Perception of Program Impact (Y) will increase by 7.1%. The coefficient is positive, meaning that there is an effect of communication effectiveness on the perception of program impact, the better the communication effectiveness, the greater the perception of program impact.
- c. The regression coefficient of Volunteer Contribution (X2) has a value of 0.026, which means that if the other independent variables are constant and Volunteer Contribution (X2) increases by 1%, then the Perception of Program Impact (Y)

will increase by 2.6%. The coefficient is positive, meaning that there is an influence of Volunteer Contribution on Perception of Program Impact, the better the Volunteer Contribution, the greater the Perception of Program Impact.

- d. The regression coefficient of Program Organizational Quality (X3) has a value of 0.383, which means that if the other independent variables are constant and Program Organizational Quality (X3) increases by 1%, then the Perception of Program Impact (Y) will increase by 38.3%. The coefficient is positive, meaning that there is an influence of the Quality of the Program Organization on the Perception of Program Impact, the better the Quality of the Program Organization, the greater the Perception of Program Impact.
- e. The regression coefficient of the Organizational Support System (X4) has a value of -0.018, which means that if the other independent variables are constant and the Organizational Support System (X4) increases by 1%, then the Perception of Program Impact (Y) will decrease by 1.8%. The negative coefficient means that there is an influence of the Organizational Support System on the Perception of Program Impact, the lower the Organizational Support System, the greater the Perception of Program Impact.

Based on the results of the multiple linear regression analysis, the value of the influence of each independent variable on the dependent variable is known. So it can be concluded that the independent variable that has the most influence on the dependent variable is the Quality of the

Program Organization, with a regression coefficient value greater than the other independent variables, which is 0.383 or 38.3%.

F Test (Simultaneous)

The F test (simultaneous) is used to test the effect of independent variables simultaneously on the dependent variable. The independent variable is considered to have a simultaneous influence on the dependent variable if the significance value is less than 0.05.

Table 4. F Test Results (Simultaneous)

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	7,384	4	1,846	11,493	0,000 ^b
Residual	14,616	91	0,161		
Total	22,000	95			

Source: Data processed by SPSS (2024)

Based on the table above, it can be seen that the significant value is $0.000 < 0.05$ and the comparison between the Fcount value and Ftabel is $11.493 > 2.47$, then H_a is accepted and H_0 is rejected. So it can be said that simultaneously there is an influence between Communication Effectiveness, Volunteer Contribution, Quality of Program Organization, and Organizational Support System on Perception of Program Impact.

Correlation Coefficient, Coefficient of Determination, Std. Error of Estimate

The correlation coefficient is a statistical measure that indicates the strength and direction of the relationship between two variables. The coefficient of determination (R^2) is used to measure the extent to which the independent variable is able to explain the variation that occurs in

the dependent variable. Standard Error of Estimate (SEE) is a measure that shows how much deviation or error the regression model predicts from the actual data. The smaller the SEE value, the better the model in predicting the value of the dependent variable based on the independent variable.

Table 5. Results of the Coefficient of Determination (R^2)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0,579 ^a	0,336	0,306	0,401

Source: Data processed by SPSS (2024)

Based on the table above, it is known that the correlation coefficient value is 0.579, which means that between the dependent variable and the independent variable have a fairly strong relationship ($0.40 < r < 0.60$). The R Square value is 0.336. This shows that the ability of the independent variables to explain the variance of the dependent variable is 33.6%. While the remaining 66.4% is explained by other factors that are not in this study. Std. Error of the Estimate of 0.401, this means that the estimated average deviation of the predicted Communication Effectiveness variable from the actual Communication Effectiveness is 0.401.

DISCUSSION

Communication Effectiveness in Volunteer Management

Effective communication is a crucial component in ensuring the success of programs that involve many parties, such as volunteers, organizational staff, and beneficiaries. Based on the results of the study, communication effectiveness has a positive contribution to the perceived impact of the program, although the level of

influence is not significant. This suggests that although good communication is necessary to convey the purpose and role of volunteers, other factors such as program quality and organizational support play a more dominant role.

According to Robbins and Judge (2013), effective communication in an organization includes clarity of information, frequency of communication, and the media used (Robbins & Judge, 2013). In the context of Rumah Relawan Muda (RRM), communication must not only be smooth between volunteers, but also between volunteers and organizational staff. Improving the quality of communication can be done by utilizing technology, such as digital platforms to provide real-time information. It can also be shown that effective communication helps build trust and reduce conflict within the team (Robbins & Judge, 2013). For this reason, RRM can develop communication skills training for volunteers and staff so that they are able to convey ideas and reports better.

Volunteer Contributions and Challenges Faced

Volunteers are a core element of the sustainability of philanthropic programs. The results of this study show that the contribution of volunteers has an influence on the perceived impact of the program, albeit with a small coefficient. This may be due to certain challenges, such as volunteers' limited time, lack of specialized training, or lack of recognition for their contributions.

Robbins and Judge (2013) identified six main motives for volunteering: altruistic value, self development, career advancement, social, self-protection, and enrichment (Robbins & Judge, 2013). In the context of RRM, it is important to recognize these motives to provide a more meaningful experience for volunteers. In

addition, rewards or recognition can boost volunteer morale. Recognition is not always in material form, but also through publicizing their contributions on social media or internal events.

Quality of Program Organization as a Key Factor

The quality of program organization is the variable with the most significant influence on perceived program impact. This finding confirms that a well structured program, equipped with proper training and coordination, will be more accepted by volunteers and beneficiaries.

According to Robbins and Judge (2013), the success of a program depends on careful planning, consistent implementation, and continuous evaluation (Robbins & Judge, 2013). In this case, Rumah Amal Salman through RRM has shown that good organizational quality can increase volunteers' trust in the implemented program. In order to further improve quality, regular program evaluation is necessary. By involving volunteers in the evaluation process, the institution can gain valuable input for future program development.

Organization Support System

The organizational support system acts as the foundation that allows the program to run smoothly. Although the results showed a small influence on the perceived impact of the program, this aspect is still important to consider. Support systems include work facilities, access to resources, and technical and administrative assistance. Volunteers tend to be more satisfied and productive when they feel supported by the organization (Robbins & Judge, 2013). Therefore, Rumah Amal Salman may consider improving facilities for volunteers, such as skills development programs.

Innovation in Volunteer Management

Facing competition among philanthropic organizations to attract volunteers, innovation in volunteer management is crucial. Rumah Amal Salman can adopt technology-based approaches, such as a digital platform for volunteer management. This application can be used to track volunteer engagement, provide up-to-date information, and facilitate communication between volunteers and staff.

Another innovation that can be implemented is a mentoring program, where experienced volunteers mentor new volunteers. This not only helps new volunteers to adapt, but also creates a collaborative culture within the organization.

CONCLUSION

Based on the analysis, this study concludes that the role of volunteers of Rumah Relawan Muda (RRM) contributes significantly to the success of the utilization program of Lembaga Amil Zakat Rumah Amal Salman. The quality of the program organization showed the most influence on the perception of program impact, followed by communication effectiveness, while the variables of volunteer contribution and organizational support system showed less influence. This suggests that aspects of internal management, such as training and coordination, strongly influence volunteers' perceptions of program impact. Volunteers make important contributions to the implementation of various programs, including scholarships and economic empowerment. However, challenges such as lack of communication effectiveness and optimal organizational support still need to be improved to maximize the potential of volunteers in supporting social programs managed by Rumah Amal Salman.

RECOMMENDATION

Improved Communication Effectiveness: Organizations need to ensure more effective communication through the use of appropriate media, clarity of information, and consistency of messages to improve the perception of program impact.

Optimizing Volunteer Contributions: Volunteers need to be more actively involved by providing training, rewards and incentives that motivate their optimal contributions.

Program Quality Improvement: Organizations should focus on improving program quality by ensuring planning, implementation, and evaluation are structured and oriented towards the needs of beneficiaries

Strengthening Support Systems: Organizational support systems, including infrastructure, technology, and policies, need to be strengthened to support program sustainability and increase the positive impact felt.

Therefore, with these steps, the organization is expected to maximize the impact of the resulting program, in accordance with stakeholder expectations.

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