

## Persepsi karyawan dan relawan terhadap efektifitas aspek-aspek organisasi pengelola zakat dalam pendistribusian zakat, infak, dan shadaqah (ZIS) : studi kasus di rumah zakat Indonesia Dompot Sosial Ummul Qura (DSUQ) cabang Jakarta

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### Abstrak

In Zakat (tithe), Infak and Shadaqah that organize by non-government organization, mainly matter of focus on studies is effectiveness of Zakat, Infaq and Shadaqah (ZIS) management by Amil (who collect tithe) because more and more effective the distribution of ZIS by him I her then higher society trust (Muzakki) to Amil. Therefore, author try to explore the effectiveness of Zakat management organization issues on distribution of Zakat, Infaq and Shadaqah (ZIS) in Rumah Zakat Indonesia (House of Zakat) DSUQ - Branch of Jakarta. This research purpose describe to effectiveness in this organization on ZIS distribution.

In work of this research, author used quantitative approach. One of requirement on quantitative approach is becoming theory to main base in analyze research variable. Main theory used is that suggest by Andre Jones and John May (1945:43) that define factors which effectiveness impact to service organizations or non-government organization, consist of 6 factors, are; service of technology, working procedures, staff competency, organization resources, staff compensation, responsibilities mechanism. Based on these variables above, author make a questioner and distribute it by census method, outcome 13 respondents from employees and 12 volunteers, also stand up depth interviews with people who mustahik ZIS are 5 persons, then the data analyze by frequency table.

Based on research result, gain concludes that respondents regard it positively on effectiveness of Rumah Zakat Indonesia organization DSUQ Branch of Jakarta. It is shown that Rumah Zakat Indonesia can categorize as effective organization. Other indicator obtain from open-interview with mustahi zcikai (peoples), respondents also said their positive valuation on Zakat, Infaq and Shadaqah (ZIS) distribution program in social service form as foster child management, corpse car, economic health clinic. Meanwhile from result of analyze based on theory and research invention, there are matters proper as author's recommendation on Board of Rumah Zakat Indonesia DSUQ Branch of Jakarta, such as; socialization and cooperation action with society in Zakat distribution, Infak and Shadaqah (ZIS), cooperation with professional organization in poor society founding in order fund distribution more effective and productive toward prosperous society, to build mechanism and fund ordering management as productively become people in cultivation as muslahik to be muzzakki with economic empowerment division.