Lakat
AND
ITS POVERTY ALLEVIATION GOAL

MOHD MAHYUDI MOHD YUSOP
NAZIRUDDIN ABDULLAH

Research Management Centre
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA
ZAKAT
AND
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EDITED BY

MOHD MAHYUDI MOHD YUSOP
NAZIRUDDIN ABDULLAH

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ZAKAT RECIPIENTS’ SATISFACTION ON HOUSING PROGRAMME

Mohammad Abdul Mohit
Nurul Nazyddah

INTRODUCTION
In Malaysia, low-cost housing is usually provided through both the public and private sectors. Public sector provisions are mostly concentrated in large urban centres such as Kuala Lumpur, George Town, and in the rural areas as well, while private sector operates in both urban and suburban areas. Recently, the Selangor Zakat Board (SZB) has started to participate in the provision of low-cost housing in the state of Selangor, Malaysia, and up to 2007, 906 units, which accounts for a little over 1% of total low-cost housing in the state, have been delivered under its different programmes. Although low-cost housing delivered by the public and private sectors have been widely studied in Malaysia, so far no study has been undertaken to examine the effectiveness of the zakat-funded housing programmes in the country. This chapter, therefore, intends to evaluate the important SZB housing programmes by adopting the housing satisfaction approach which is currently used as a customer satisfaction tool for evaluating public/private housing in many local governments in UK and USA.

Selangor Zakat Board and its housing programmes
SZB is a fully owned subsidiary of Majlis Agama Islam Selangor (Selangor Islamic Religious Council) (MAIS) with a paid-up share capital of RM 0.50 million. It was established in 1994 in order to manage the zakat system in the state, but it started its operation in October 1995. The main function of SZB is to manage the collection of zakat payments in the state on behalf of MAIS under the supervision of a Board of Directors appointed by MAIS. This board consists of various professionals and experts drawn from different fields. The objective of the distribution of zakat is to fulfil the right and responsibility to all beneficiary categories (asnaq) in Selangor by adopting the principles of shari‘ah, and improve the quality of life of all the recipients in the state.

Zakat collection in Selangor increased from RM15.8 (US$5.1) million in 1995 to RM159.8 (US$51.9) million (Fig. 1) showing a ten-fold increase or a growth rate of 8.1, during a 12-year period. SZB follows Ummah (Community) Development Programme to channels its zakat fund through the following programmes: