CHAPTER 5

ANALYSIS AND FINDINGS

5.1 Introduction

This chapter discloses the empirical findings of the statistical analysis and the hypotheses testing results. It highlights the influence of the waqifs' behavior on loyalty, with trust and commitment as the mediating variables based on the partial least square structural equation modeling (PLS-SEM) using SmartPLS 3.0 software.

This chapter begins with the preliminary analysis on the validation procedures comprising the missing values, outliers, data normality, and assessment of common method variance. This is followed by the descriptive analysis outcomes of the demographic profile and waqifs' participation in cash waqf. Subsequently, the reliability and validity analysis of the constructs are presented using the measurement model. The measurement model assessment is then followed by the structural model assessment. Next, the results of the mediating effect of the two constructs of trust and commitment are highlighted. The measurement of fit model is presented before the overall hypotheses testing results are revealed. The final section unveils the summary on the hypotheses testing results.

5.2 Analysis of Preliminary Data

This analysis involved quantitative research using a manual collection of the questionnaires disseminated to the subject group in the targeted areas (explained at descriptive analysis). The questionnaire was distributed face-to-face to the target respondents via designated contact persons, after previously undergoing a pilot study and validated by experts (explained in Chapter 4). The researcher used the statistical package for social science (SPSS) version 20 for the procedure of data preparation and validation which consisted the procedures of data cleaning (missing values and detecting outliers), testing for normality, and common method variance. All these steps are necessary prior to the SmartPLS analysis. This is because most widely used estimation procedures for SmartPLS require certain assumptions of the data, especially on the distributional characteristics and untreated data problem which may cause failure in model fitting (Kline, 2011).

The preliminary analysis involved inferential statistical findings in which the data collected must be prepared dan validated prior to further analysis using SEM-PLS. The procedure starts with data coding for each question or item surveyed in the questionnaire. Next, missing or out-of-range values are checked to detect any irregularity or human error during data entry. Subsequently, outliers are checked, i.e., unusual values beyond the data points which cause distortion to the findings. Later on, normality is carried out to investigate the normal distribution of the sample data drawn from the population. Finally, common method variance (CMV) is checked using the SPSS 22.0 and Smart-PLS 3.0 software.

Table 5.1: Threshold of Preliminary Data

Indicators	Threshold	Sources
1. Missing values	Yes (EM≤5%)	Garson (2016)
	No	
2. Outliers		
Z-score	± 3.29	Tabachnick, B.G., & Fidell (2019)
3. Normality test		
Shapiro-Wilk	≥ 0.05	
Skewness & Kurtosis	± 1	Hair et al. (2017) Pallant (2013)
4. Common Method Variance		
Harman's one-factor	< 70%	Fuller et al. (2016)
Variance of inflation factor (VIF)	> 5	Hair et al. (2011) & Kock (2015)

In the preliminary data analysis, missing values must be below 5 percent (Garson, 2016). Secondly, outliers are determined by interpreting the Z-score, of which the accepted threshold must not be less than -3.29 or greater than +3.29 (Tabachnick & Fidell, 2019). Thirdly, for the normality test, shapiro-wilk must have a p-value of less than 0.05 whilst the skewness and kurtosis must be smaller than +1 or greater than -1 (Hair et al., 2017; Pallant, 2013). Finally, the common method variance (CMV) using Harman's one factor must be less than 70 percent (Fuller et al., 2015) or the variance inflation factor (VIF) must be more than 5 (Hair et al., 2011; Kock, 2015).

5.2.1 Data Cleaning of Missing Values

According to Tabachnick and Fidell (2001), data cleaning refers to data that must be screened to ensure its accuracy for further analysis and to acquire significant findings. It entails two steps: identifying missing values or any suspicious response items, and detecting and treating the outliers. Hair et al. (2017) stated that unavailable information may be due to missing or suspicious values of the data collected from the respondents or caused by error during data entry. In this study, no missing values, suspicious answers, or data entry errors were detected.

Table 5.2: Missing Value

No	Variables	Cases					
		Valid		Missing		Total	
		N	Percent	N	Percent	N	Percent
1	Attitude	381	100.0%	0	0.0%	381	100.0%
2	Knowledge	381	100.0%	0	0.0%	381	100.0%
3	Experience	381	100.0%	0	0.0%	381	100.0%
4	Perception	381	100.0%	0	0.0%	381	100.0%
5	Trust	381	100.0%	0	0.0%	381	100.0%
6	Commitment	381	100.0%	0	0.0%	381	100.0%
7	Loyalty	381	100.0%	0	0.0%	381	100.0%

5.2.2 Outliers

Outliers are scores or observations that are substantially different from the rest of the data or other observations, but are not always an error (Kline, 2011). Some defined it as extreme values compared to other findings (Wang et al., 2019). It may also refer to the response patterns for every item and may be caused by errors in data entry (Sekaran & Bougie, 2016). The data must not have more than 20% outliers as this may affect the data distribution and consistency (Song & Ermon, 2019). In this study, the Z-Score review was employed for identifying outliers in the sample (Aggarwal et al., 2019). Based on the Z-Score analysis, 3 response items were deleted due to having outliers. Table 5.3 presents the value of the items deleted based on the Z-score rule of thumb whereby the value must not be less than -3.29 or greater than +3.29.

Table 5.3: Outlier Result

No	Respondent	Z-Score	Values
1	119	ZSco04	4.23905
2	211	ZSco04	4.23905
3	57	ZSco05	3.41889

5.2.3 Data Normality Test

In testing for normality, this study applied the p-value of Shapiro-Wilk which should be greater than 0.05 in normal data distribution whilst the skewness and kurtosis values should be smaller than +1 or greater than -1 following the rule of thumb (Hair et al., 2017; Pallant, 2013) or within the range of ± 2 (Garson, 2016). The Shapiro-Wilk test is applicable for sample (n) equal or less than 2000 (Royston, 1982). Otherwise, the Kolmogorov is used if the sample (n) is more than 2000. The descriptive statistics including skewness, kurtosis, and Shapiro-Wilk for all the variables are presented in the table below. An inspection of the skewness and kurtosis values revealed that the measures for all the constructs were within the acceptable range. However, the Shapiro-Wilk p-value is less than 0.05 which is significant but does not satisfy the univariate normality, thus indicating that the data is non-normally distributed.

Normality is one of the basic assumptions required to carry out SmartPLS analysis. Ramayah et al. (2018) highlighted that SmartPLS requires the data to be non-normal. Thus, the non-normal data distribution in this study supports the application of SmartPLS.

Table 5.4: Normality Test

Construct	N Statistic	Mean Statistic	Standard Deviation Statistic	Skewness Statistic	Kurtosis Statistic	Shapiro-Wilk Statistic	Shapiro-Wilk Sig
Attitude	381	2.0398	0.6698	0.368	0.189	0.943	0.000
Knowledge	381	2.0398	0.6698	0.368	0.189	0.943	0.000
Experience	381	1.8944	0.6232	0.285	-0.096	0.951	0.000
Perception	381	1.6050	0.5649	0.829	0.892	0.87	0.000
Trust	381	1.7957	0.6447	0.428	-0.079	0.884	0.000
Commitment	381	1.7538	0.6388	0.434	-0.421	0.881	0.000
Loyalty	381	1.7791	0.6429	0.459	-0.219	0.896	0.000

5.2.4 Common Method Variance (CMV)

In behavioral study, most researchers believe that common method variance (CMV) is a potential issue caused by the measurement method instead of the measurements of constructs (Podsakoff et al., 2003). Bias occurs when the responses differ analytically by using a standard scaling approach to the measurements from a single data source. However, none of the statistical methods mentioned are capable of taking adequate account of the error in CMV measurement (Podsakoff et al., 2003). This is supported by Fuller et al. (2015) who mentioned that CMV does not pose a significant threat to the validity of the study findings and could cause the researcher to falsely conclude the existence of a relationship. Fuller et al. (2015) also postulated that method biases due to the measurement error undermines the validity of assumptions about the measures' relationships and that it is generally accepted as having both a random and systemic aspect. There are several approaches for performing CMV in behavioral study such as by using Harman's Single Factor Test, marker variable, and variance inflation factor (VIF) among others (Fuller et al., 2014; Podsakoff et al., 2003, 2012). The researcher used two approaches in this study to resolve the problem of CMV.

The first approach is performing Harman's one-factor test, in which all the objects undergo an unrotated factor analysis, whereby no rotation is necessary. This approach was applied because only when CMV is extremely high (approaching or exceeding 70%) that there is a substantial risk of upward bias in the relationships. Moreover, if researchers find more than 70 percent CMV across multiple constructs, the results are likely to indicate fatal flaws in the research, such as potential construct validity issues (Fuller et al., 2015). The results for this study revealed a variance of 57.69 percent (bolded in Table 5.5), which is below the 70 percent threshold. This indicates that CMV based on Harman's one-factor test is not a major concern in this study.

Table 5.5: Common Method Variance (CMV)

Total Variance Explained						
	Initial Eigenvalues			Extraction Sums of Squared Loadings		
Factor	**Total**	**% of Variance**	**Cumulative %**	**Total**	**% of Variance**	**Cumulative %**
1	24.060	58.682	58.682	23.653	**57.691**	57.691
2	2.936	7.162	65.844			
3	2.050	4.999	70.843			
4	1.589	3.875	74.718			
5	1.099	2.680	77.398			
6	.825	2.012	79.410			
7	.634	1.546	80.956			
8	.558	1.361	82.317			
9	.486	1.186	83.503			
10	.454	1.106	84.610			
11	.432	1.054	85.663			
12	.401	.979	86.643			
13	.377	.920	87.562			
14	.352	.857	88.420			
15	.326	.795	89.215			
16	.312	.761	89.975			
17	.295	.719	90.694			
18	.283	.691	91.385			
19	.267	.652	92.037			
20	.256	.624	92.661			
21	.242	.589	93.250			

Table 5.6: Common Method Variance (CMV) (continue)

Total Variance Explained						
	Initial Eigenvalues			Extraction Sums of Squared Loadings		
Factor	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
22	.225	.549	93.799			
23	.204	.499	94.297			
24	.203	.495	94.792			
25	.187	.455	95.248			
26	.176	.429	95.676			
27	.173	.421	96.097			
28	.163	.398	96.495			
29	.153	.373	96.868			
30	.152	.371	97.239			
31	.143	.349	97.588			
32	.137	.333	97.921			
33	.130	.317	98.237			
34	.118	.288	98.525			
35	.112	.273	98.798			
36	.107	.261	99.059			
37	.090	.220	99.279			
38	.087	.211	99.490			
39	.081	.199	99.689			
40	.067	.163	99.852			
41	.061	.148	100.000			

The second approach entails the variance inflation factor or VIF using SPSS measurement. A tolerance value of 5 and higher indicates a potential collinearity problem (Hair et al., 2011). Kock (2015) also validated that VIF values below 5 could be employed when algorithms that incorporate measurement errors are used. The VIF results in this study were between 2.138 to 3.556, i.e., less than 5. This indicates that CMV based on VIF is not a serious concern in this current study.

Table 5.7: VIF Results

No	Model	Collinearity Statistics VIF
1	Attitude	**2.518**
2	Knowledge	**2.138**
3	Experience	**3.543**
4	Perception	**3.235**
5	Trust	**3.111**
6	Commitment	**3.556**

a. Dependent Variable: LOYALTY

5.3 Descriptive Analysis of Demographic Profile

The descriptive analysis of this study analyzed the information related to the waqifs' personal details. The waqifs are employees in five government agencies in Selangor who have consistently contributed to the cash waqf via monthly salary deductions. A total of 400 questionnaires were distributed to the target samples. However, only 381 (95.25%) were returned and usable for the data analysis procedure in SPSS and SmartPLS (Hair et al., 2017). The questionnaire comprised six demographic variables namely gender, age, education level, marital status, group of employment, and monthly gross income.

In terms of gender, 52% of the respondents were female and 48% were male. In terms of age, 46.9% of the respondents were between 30 and 39 years old, 35.4% were between 40 and 49 years old, 12.4% were between 18 and 29 years old, 5.3% were between 50 to 59 years old, and 0% are 61 years and older. In terms of education level, 35.6% of the respondents have secondary school qualifications, followed by 33.5% undergraduates, 19% pre-university, and the remaining 11.9% post-graduates. In terms of marital status, a majority of the respondents were married (84.4%), whilst 13% were single and 2.6% were others. In terms of group of employment, most of the respondents are support group employees (70.2%) while the remaining 29.8% were from management and professional levels. In terms of monthly income, 70.7% of the respondents fall under the income range of RM2,001 to RM5,000, followed by 16.4% under the income range of RM2,000 and below, 11.9% under the income range of RM5,001 to RM10,000, and 1% with an income of RM10,000 and above.

Table 5.8: Demographic Profile of Respondents

Characteristics of Demographic	Frequency	Percentage (%)
Gender		
Male	181	48
Female	197	52
Age		
18 to 29 years	46	12.4
30 to 39 years	178	46.9
40 to 49 years	134	35.4
50 to 59 years	20	5.3
60 years and above	0	0
Level of Education		
Secondary	134	35.6
Pre-University	72	19
Undergraduate	127	33.5
Postgraduate	45	11.9
Marital Status		
Single	49	13
Married	319	84.4
Others	10	2.6
Level of Employment		
Top Management	0	0
Management and Professional	113	70.2
Support Group	265	29.8
Gross Income per Month		
RM2,000 and below	62	16.4
RM2,001 - RM5,000	267	70.7
RM5,001 - RM10,000	45	11.9
RM10,001 and above	4	1

5.4 Analysis of Waqifs' Participation in Cash Waqf

Five questions were asked to analyze the pattern of cash waqf contribution among the waqifs in terms of participation duration, average amount of contribution per month, channel of contribution, reason for contributing, and whether they encourage others to contribute. A majority, i.e., 43.9% have been contributing to waqf for more than five years now. Another 22.8% have been contributing for three to five years, 18.5% for one to three years, and 14.8% for less than a year.

In terms of average amount of contribution per month, 55.0% contribute RM10 and below, 33.1% contribute an average of RM11 to RM50, 7.4% from RM51 to RM100, and 4.5% more than RM100.

In terms of encouraging others such as family members, friends, relatives and other Muslims to contribute to cash waqf, 76.2% have done so whilst 23.8% have never encouraged anyone. Finally, it is crucial to know the channels of cash waqf contribution employed by the respondents. A total of 57.4% stated that they use various channels other than salary deduction (which may include online banking, cash deposit, cheque and direct contributions), whilst 42.6% only resort to salary deduction.

This study also wants to know the reason the respondents are contributing to cash waqf. Most, i.e., 84.4% contribute due to religious obligation, 8.2% due to employer enforcement, 4.5% due to other reasons, 2.4% due to officemates' encouragement, and 0.5% due to influence from family members.

Table 5.9: Information on Waqifs' Participation in Cash Waqf

Pattern of Waqifs' Participation in Cash Waqf	Frequency	Percentage (%)
Duration of Participation		
Less than a year	14.8	56
1 to 3 years	18.5	70
3 to 5 years	22.8	86
More than 5 years	43.9	166
Amount of Contribution per Month		
RM10 and below	55	208
RM11 to RM50	33.1	125
RM51 to RM100	7.4	28
RM100 and above	4.5	17
Have Encouraged Others to Contribute		
Yes	76.2	288
No	23.8	90
Other Channels to Contribute		
Yes	57.4	217
No	42.6	161
Reason to Participate		
Religious Obligation	84.4	319
Employer Enforcement	8.2	31
Officemate Encouragement	2.4	9
Family Member Influence	0.5	2
Other Reasons	4.5	17

5.5 Data Analysis using SmartPLS (PLS-SEM)

SmartPLS 3.0 software was employed for the assessment of measurement and structural modeling. PLS-SEM was chosen because the main purpose of the study is to identify and predict the key drivers of the endogenous latent construct or dependent variable, i.e., loyalty. Secondly, the study aims to investigate the relationships between all the latent variables, whereby the development of the theoretical framework is based on the extension of existing underlying theories (the SOR model, social cognitive theory, and trust-commitment theory). Thirdly, the structural model is complex with four exogenous latent constructs and two mediators. Fourthly, the normality test using the Shapiro-Wilk showed a significant value of $p<0.05$ whilst the *skewness* and *kurtosis* test showed that 100% of the data has a value of -1 to +1 (refer to table 5.4), which indicates that the data distribution assumption does not meet the normality standards. All these justify the usage of PLS-SEM in this study.

Furthermore, in many marketing research such as consumer research and strategic management, PLS-SEM has been used for data analysis concerning operationalization and measurement model which later may be significant with the latent variables and causal-effect relationship at structural model analysis (Picot-Coupey & Troiville, 2015).

5.6 The Assessment of Measurement Model

The measurement model must be assessed prior to the structural model analysis in SEM-PLS. This entails two purposes: first, to analyze the relationship between the constructs and items, and second, to examine the correlational relationships between the constructs. Thus, the confirmatory factor analysis (CFA) was employed for the measurement model assessment to evaluate the reliability and validity of the scales employed in the investigation. CFA is applied instead of exploratory factor analysis (EFA) due to the adaption of the established item scales from previous literature by assessing the reliability and validity of the scales in the measurement module.

The measurement used in this study is reflective. As summarized by Hair et al. (2017) and Gefen et al. (2011), reflective measurement involves the measurement of constructs that are mutually dependent on another variable. Any changes in the latent constructs are explicitly represented by the indicator variables (Hair et al., 2017). In the reflective measurement model, reliability and validity involve outer model assessments consisting of (1) internal consistency reliability, (2) convergent validity, and (3) discriminant validity. The internal consistency reliability reports on the outer loading and omega or composite reliability (CR). The convergent validity is explained by the average variance extracted (AVE). Lastly, the discriminant validity reveal the Heterotrait Monotrait criterion (HTMT).

This study employed Mehrabian and Rusell's (1974) model as the underlying theory and supported by Albert Bandura's theory in explaining the waqifs' behavior pertaining to cash waqf services. It contains seven underlying constructs namely loyalty, trust, commitment, attitude, knowledge, experience, and perception which are all reflective measurements.

In the study, each analysis of the outer model measurement has its own interpretation according to the reference threshold as stated in Table 5.10.

Table 5.10: Analysis of Measurement Model

Reflective Measurement (Outer Model)	Criterion	Reporting Indicator
Internal Consistency Reliability	Indicator Reliability	Loading values ≥ 0.5, 0.6. 0.7 and 0.708
	Omega or Composite Reliability	Composite reliability (CR) ≥ 0.70 Cronbach's alpha (α) ≥ 0.70
Convergent Validity	Average Variance Extracted	AVE ≥ 0.50
Discriminant Validity	Cross Loading	Difference between loadings across latent variables ≥ 0.10
	Fornell and Larcker's	Higher than the squared correlation between latent variable and all other variables
	Heterotrait Monotrait Ratio of Correlations	HTMT values ≤ 0.90

The evaluation of the measurement model was conducted by following the steps in Table 5.9 as recommended by Hair et al. (2014) and Ramayah et al. (2018). Next, Figure

5.1 shows the path model by SEM-PLS which summarizes the measurement model assessment in this study.

5.6.1 Analysis for Indicator Reliability

Urbach and Ahlemann (2010) mentioned that a set of indicators must be compatible with what it intends to measure in order to access the reliability of the indicator. The reliability of the indicator denotes the proportion of the latent variation of the indicator. An acceptable result for indicator reliability suggests that a latent variable may explain at least 50 percent of the variation in the indicator, and that the loading (outer loading) values must be equal to or greater than ≥ 0.708 (Hair et al., 2017). Nevertheless, there are other accepted reporting indicators such as loading values equal to and greater than 0.60 with average variance extracted (AVE) greater than 0.60 (Byrne, 2016). If the loading values of the reflective indicators in the measurement model are less than 0.4, the related items hence should be excluded (Achjari, 2004).

The results of the indicator reliability analysis in this study show that all the outer loadings are over 0.708, indicating no reason for the items to be excluded. Table 5.11 summarizes the analysis of indicator reliability in this study.

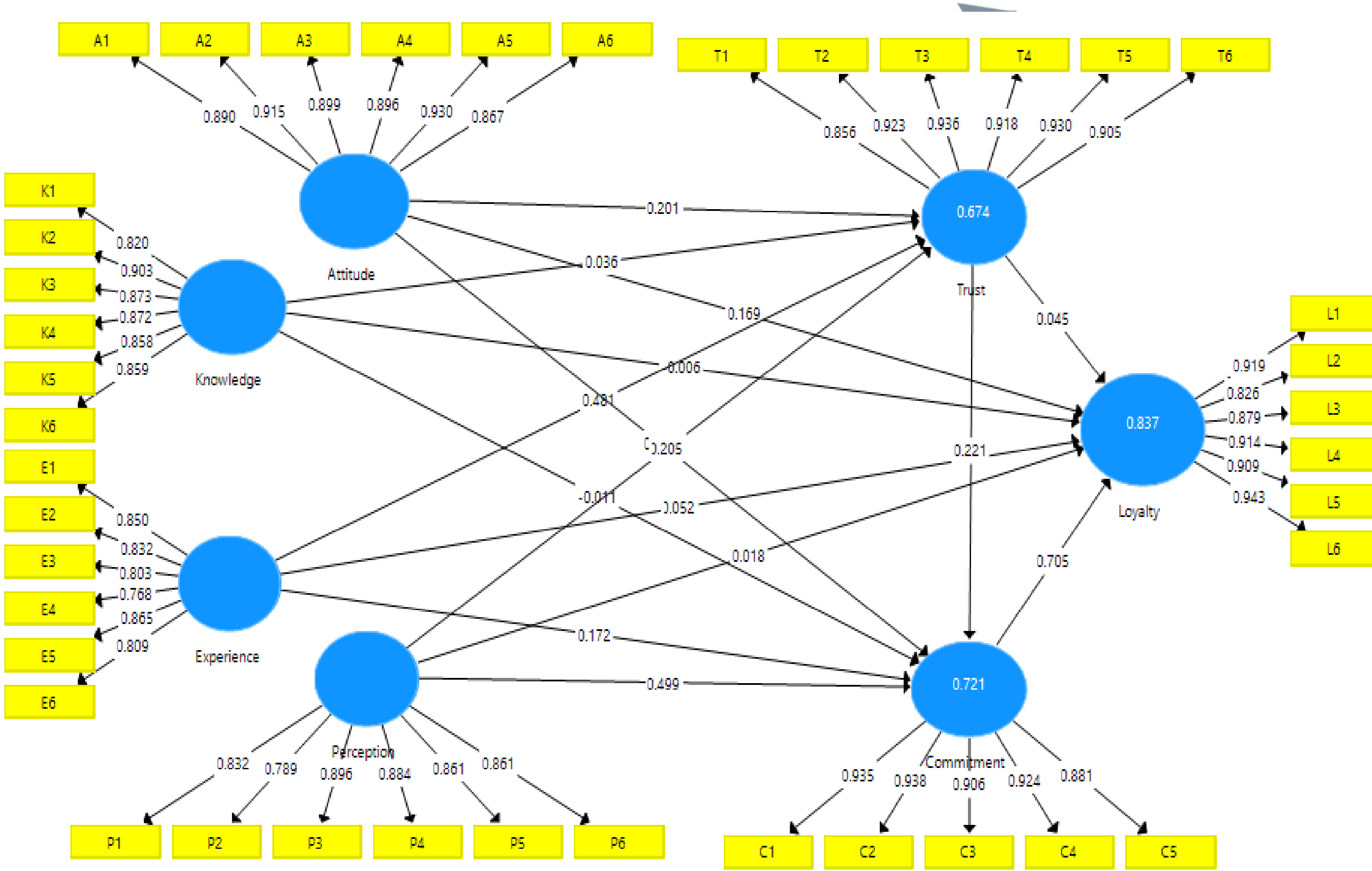

Figure 5.1: Path model by SEM-PLS for this study

Table 5.11: Outer Loading Output

Item	Attitude	Commitment	Experience	Knowledge	Loyalty	Perception	Trust
A1	**0.890**	0.554	0.508	0.457	0.594	0.635	0.576
A2	**0.915**	0.578	0.528	0.514	0.621	0.649	0.583
A3	**0.899**	0.651	0.549	0.504	0.673	0.720	0.599
A4	**0.896**	0.675	0.557	0.552	0.703	0.685	0.589
A5	**0.930**	0.646	0.593	0.553	0.672	0.744	0.620
A6	**0.867**	0.554	0.583	0.539	0.616	0.621	0.663
C1	0.639	**0.935**	0.661	0.541	0.832	0.748	0.707
C2	0.638	**0.938**	0.660	0.502	0.826	0.782	0.685
C3	0.621	**0.906**	0.630	0.471	0.806	0.761	0.648
C4	0.622	**0.924**	0.649	0.509	0.836	0.741	0.686
C5	0.596	**0.881**	0.665	0.514	0.831	0.678	0.654
E1	0.545	0.568	**0.850**	0.613	0.581	0.594	0.633
E2	0.556	0.627	**0.832**	0.591	0.607	0.574	0.650
E3	0.465	0.555	**0.803**	0.480	0.539	0.537	0.615
E4	0.367	0.463	**0.768**	0.607	0.465	0.448	0.609
E5	0.623	0.696	**0.865**	0.630	0.679	0.690	0.720
E6	0.442	0.571	**0.809**	0.638	0.556	0.515	0.566
K1	0.551	0.523	0.576	**0.820**	0.510	0.526	0.490
K2	0.523	0.496	0.664	**0.903**	0.502	0.487	0.586
K3	0.502	0.456	0.616	**0.873**	0.488	0.458	0.513
K4	0.495	0.449	0.612	**0.872**	0.463	0.436	0.536
K5	0.506	0.520	0.663	**0.858**	0.503	0.512	0.563
K6	0.413	0.412	0.600	**0.859**	0.408	0.404	0.472
L1	0.704	0.851	0.647	0.513	**0.919**	0.754	0.677
L2	0.576	0.738	0.555	0.449	**0.826**	0.569	0.567
L3	0.605	0.781	0.613	0.518	**0.879**	0.676	0.612
L4	0.658	0.825	0.635	0.507	**0.914**	0.748	0.683
L5	0.676	0.799	0.664	0.510	**0.909**	0.716	0.705
L6	0.661	0.861	0.662	0.505	**0.943**	0.732	0.675
P1	0.591	0.682	0.621	0.496	0.644	**0.832**	0.629
P2	0.559	0.695	0.623	0.511	0.679	**0.789**	0.576
P3	0.702	0.738	0.637	0.492	0.719	**0.896**	0.637
P4	0.692	0.668	0.535	0.425	0.646	**0.884**	0.556
P5	0.628	0.639	0.489	0.381	0.599	**0.861**	0.553
P6	0.680	0.718	0.605	0.488	0.699	**0.861**	0.662
T1	0.567	0.609	0.694	0.516	0.578	0.600	**0.856**
T2	0.629	0.696	0.709	0.561	0.690	0.673	**0.923**
T3	0.604	0.653	0.711	0.560	0.649	0.629	**0.936**
T4	0.620	0.643	0.702	0.571	0.646	0.614	**0.918**
T5	0.644	0.708	0.701	0.566	0.699	0.677	**0.930**
T6	0.611	0.716	0.707	0.570	0.710	0.669	**0.905**

5.6.2 Analysis of Internal Consistency Reliability

Referring to Chin W. (1998) and later supported by Hair et al. (2014), the measurement of composite reliability enables the determination of internal consistency reliability using the PLS-SEM algorithm. This is because composite reliability takes account of the various loads of different indicators. Although internal consistency can be measured by Cronbach's alpha (α), the measurement is based on indicator inter-correlations instead of individual indicator reliability by composite reliability (CR) (Hair et al., 2014). According to Bujang et al. (2018), Cronbach's alpha usually underestimates true reliability and is thus considered a lower limit on reliability. Consequently, in addition to Cronbach's alpha, the omega or CR is also proposed as an option for measuring reliability (Gefen et al., 2011; Hayes & Coutts, 2020).

The CR value for every construct should be 0.70 or higher to imply sufficient convergence or internal consistency between the items (Gefen et al., 2011; Mehralian & Khazaee, 2022). Table 5.12 shows that the Cronbach's alpha (α) and CR for each construct in this study are above the recommended threshold value. Hence, the results indicate acceptable internal consistency reliability for all the items of every construct in this study.

Table 5.12: Value of Composite Reliability

Construct	Cronbach's Alpha (α)	Composite Reliability (CR)
Attitude	0.953	0.962
Commitment	0.952	0.963
Experience	0.904	0.926
Knowledge	0.932	0.947
Loyalty	0.952	0.962
Perception	0.926	0.942
Trust	0.959	0.967

5.6.3 Analysis of Convergence Validity

Convergence validity discloses the average variance extracted (AVE) which includes the degree to which individual indicators represent the convergence of constructs relative to the indicators that measure other constructs (Urbach & Ahlemann, 2010b). Singh and Srivastava (2020) described AVE measurements as the extent to which the variance of the indicators is clarified by a latent construct.

The value of AVE for each construct should be 0.50 or higher to indicate that the construct explains more than half of the variance of its items and has achieved convergent validity (Nasution et al., 2020; Shrestha, 2021). Table 5.13 indicates that the AVE for each construct ranges from 0.675 to 0.841, implying that all the constructs have attained AVEs greater than 0.50 and thus have achieved sufficient convergent validity.

Table 5.13: Value of Average Variance Extracted

Construct	Average Variance Extracted (AVE)
Attitude	0.809
Commitment	0.841
Experience	0.675
Knowledge	0.747
Loyalty	0.809
Perception	0.730
Trust	0.831

5.6.4 Analysis of Discriminant Validity

Discriminant validity assesses the degree of relationship between a construct and its own items and should be distinct among constructs or not related to any of the constructs in the model (Urbach & Ahlemann, 2010; Ramayah et al., 2018; Rasoolimanesh, 2022).

The discriminant validity of the measuring model can be assessed via three measurements namely Fornell-Larcker's criterion, cross loading, and Heteroit-Monotrait ratio of correlation or HTMT (Yusoff et al., 2020; Rasoolimanesh, 2022). Nevertheless, the Fornell-Larcker's criterion and cross loading are traditional approaches which are susceptible to low sensitivity and require an alternative criterion by HTMT (Henseler et al., 2014).

The Heterotrait-Monotrait (HTMT) ratio of correlations was employed to analyze discriminant validity. HTMT was suggested as a recent alternative measurement to the Fornell and Larcker's criterion and cross-loading as HTMT can attain higher precision and responsive rates (Henseler et al., 2015). HTMT assesses the actual correlation between two reflective constructs. The discriminant validity is established if the threshold values using $HTMT_{.85}$ are less than 0.85 (Kline, 2011) or $HTMT_{.90}$ less than 0.90 (Yusoff et al., 2020).

The findings presented in Table 5.14 establish discriminant validity as $HTMT_{.90}$ is less than 0.90, except for the constructs of loyalty and commitment (bolded). Therefore, the HTMT remedy was introduced by calculating complete bootstrapping to access the HTMT inference. In completing the bootstrapping, the two-tailed test and significance level of 0.10 at 90% confidence interval was applied (Henseler et al., 2015). Discriminant validity is established when the values of the lower and upper confidence intervals are not more than 1 (Henseler et al., 2015; Ramayah et al., 2018). Table 5.15 shows that the confidence interval bias corrected for the structural paths contain values less than 1 (bolded and highlighted in grey). Since both analysis for HTMT and the remedy fit the threshold, it is concluded that this study has no issue with discriminant validity.

Table 5.14: Heterotrait-Monotrait (HTMT) Ratio of Correlations

Constructs	Attitude	Commitment	Experience	Knowledge	Loyalty	Perception	Trust
Attitude							
Commitment	0.711						
Experience	0.654	0.761					
Knowledge	0.610	0.585	0.785				
Loyalty	0.754	$\boxed{\textbf{0.946}}$	0.749	0.588			
Perception	0.799	0.860	0.742	0.584	0.826		
Trust	0.703	0.770	0.827	0.644	0.759	0.747	

Table 5.15: Confidence Interval Bias Corrected

Constructs	Original Sample (O)	Sample Mean (M)	Bias	5.00%	95.00%
Commitment -> Attitude	0.711	0.709	-0.003	**0.655**	**0.763**
Experience -> Attitude	0.654	0.653	-0.002	**0.588**	**0.712**
Experience -> Commitment	0.761	0.761	0	**0.697**	**0.817**
Knowledge -> Attitude	0.61	0.61	0	**0.535**	**0.669**
Knowledge -> Commitment	0.585	0.584	0	**0.5**	**0.655**
Knowledge -> Experience	0.785	0.786	0.001	**0.706**	**0.838**
Loyalty -> Attitude	0.754	0.752	-0.002	**0.7**	**0.802**
Loyalty -> Commitment	0.946	0.946	0.001	**0.921**	**0.966**
Loyalty -> Experience	0.749	0.75	0.001	**0.691**	**0.801**
Loyalty -> Knowledge	0.588	0.588	-0.001	**0.514**	**0.655**
Perception -> Attitude	0.799	0.798	0	**0.753**	**0.839**
Perception -> Commitment	0.86	0.86	-0.001	**0.83**	**0.892**
Perception -> Experience	0.742	0.742	0.001	**0.683**	**0.79**
Perception -> Knowledge	0.584	0.585	0.001	**0.496**	**0.641**
Perception -> Loyalty	0.826	0.826	0	**0.789**	**0.863**
Trust -> Attitude	0.703	0.704	0	**0.654**	**0.757**
Trust -> Commitment	0.77	0.772	0.002	**0.713**	**0.817**
Trust -> Experience	0.827	0.828	0	**0.784**	**0.864**
Trust -> Knowledge	0.644	0.644	0	**0.557**	**0.697**
Trust -> Loyalty	0.759	0.761	0.002	**0.712**	**0.805**
Trust -> Perception	0.747	0.751	0.003	**0.692**	**0.794**

5.6.5 Summary of Measurement Model

In this study, the SEM-PLS assessment for the measurement model tested the reliability and validity of the reflective constructs and their indicators. The measurements involved indicator reliability namely the outer loading, internal consistency reliability referring to composite reliability (CR), convergence validity assessing the average variance extracted (AVE), and discriminant validity consisting of Fornell Larcker's criterion, cross-loading, and Heterotrait-Monotrait (HTMT) ratio of correlations. The results indicate that the overall findings for each of the assessments required in the measurement model were satisfactory. Hence, this provides a valid and strong justification to proceed with the subsequent analysis, i.e., the structural model assessment.

5.7 The Assessment of Structural Model

The structural model assessment examines the relationship between the exogenous and endogenous constructs of the study based on the model developed by Mehrabian and Russell (1974) (S-O-R model). This dimension of reflective measurement signifies the effects of the underlying constructs which are jointly dependent upon other constructs in the model (Hair et al., 2017). Prior to the assessment of the mediation relationships proposed in the conceptual framework, the structural model assessment investigates the findings of the hypothesized relationships (H1 to H8) in this research. The examination of a structural model entails five steps: (1) the evaluation of collinearity, (2) the path coefficient of the structural model relationship, (3) the level of coefficient of determination (R^2), (4) the level of effect size to R^2 (f^2), and (5) the predictive relevance (Q^2) (Hair et al., 2017).

Table 5.16: Analysis of Structural Model

Assessment	Name of Index	Threshold
Lateral Collinearity	Variance Inflator Factor (VIF)	VIF ≤ 5
Path Coefficient	Path Coefficient	p-value < 0.05 t-value > 1.96 (2-tailed) t-value > 1.645 (1-tailed)
R^2	Coefficient of Determination	0.75 – Substantial 0.50 – Moderate 0.25 – Weak
f^2	Effect Size to R^2	0.35 – Large 0.15 – Medium 0.02 – Small
Q^2	Stone Geisser Q^2 Predictive Relevance	Predictive Relevance Value > 0

5.7.1 Assessment of the Structural Model for Collinearity Issues

In assessing the collinearity issues for the structural model, variance inflation factors (VIF) were implied. Previously, Salmerón et al. (2018) suggested that VIF values less than 10 are indicative of insignificant collinearity. Diamantopoulos and Siguaw (2006) recommended VIF values of not more than 3.30 as an indication of the absence of common method bias. Tolerance VIF values less than 5 are not subjected to collinearity problem (Oke et al., 2022; Kock & Lynn, 2012; Kock, 2015).

The results in Table 5.17 indicates that the values of collinearity for attitude, commitment, experience, knowledge, perception, and trust as predictors of loyalty range from 2.229 to 3.868, which are less than the threshold value of 5. Hence, collinearity is not a concern in this study.

Table 5.17: Confidence Interval Bias Corrected

Exogeneous Constructs	Endogenous Construct	Value of VIF
Attitude		2.683
Commitment		3.59
Experience	Loyalty	3.618
Knowledge		2.229
Perception		3.868
Trust		3.242

5.7.2 Assessment of the Significance and Relevance of the Structural Model's Relationship

In evaluating the significance and relevance of the structural model's relationship, significance tests of t-value and p-value were carried out by calculating the bootstrapping to determine the standard error in the structural path and testify the relationship between the constructs (T. L. Wong & Uwa, 2013). In running the basic bootstrapping calculation, 500 sub-samples which are higher than the actual sample (378) were applied with a significance level of 95% with one-tailed, bias-corrected and accelerated confidence intervals (Kock, 2015; Hair et al., 2014). This generated the path coefficient findings of the original sample (β), standard error, t-statistic, and p-value which concluded the hypothesized relationship between the exogenous constructs in predicting the endogenous construct. The hypothesis testing should produce a threshold of p-values, $p<0.05$, and t-values, $t>1.645$ representing the null hypothesis to be rejected thus supporting the relationship of the tested constructs (Kock, 2015; Hair et al., 2014; Ramayah et al., 2018).

The findings in table 5.18 and 5.19 below indicate positive and significant outcomes for hypotheses H1a (β=0.169, t-value=4.335), H2a (β=0.201, t-value=3.982), H2c (β=0.481, t-value=9.219), H2d (β=0. 0.205, t-value=3.231), H3c (β=0.172, t-value=2.674), H3d (β=0.499, t-value=8.542), H5 (β=0.705, t-value=15.02) and H8 (β=0.221, t-value=3.629). Clearly, the exogenous constructs, i.e., attitude and commitment have a significant relationship with loyalty, i.e., the endogenous construct in this study. Meanwhile, the relationship between the other exogenous constructs (knowledge, experience, and perception) with loyalty is not supported. The highest path coefficient value of β shows that the strongest relationship is between commitment and loyalty (β=0.705), followed by perception and commitment (β=0.499), experience and trust (β=0.481), trust and commitment (β=0.221), perception and trust (β=0.205), attitude and trust (β=0.201), experience and commitment (β=0.172), and attitude and loyalty (β=0.169).

Table 5.18: Significance and Relevance of the Structural Model Relationship

Hypothesis	Constructs	Original Sample (β)	t - Statistics	p - Values	Findings	95.00% Confidence Interval
H1a	Attitude -> Loyalty	0.169	4.335	0	Supported	0.235
H1b	Knowledge -> Loyalty	-0.006	0.182	0.428	Not supported	0.055
H1c	Experience -> Loyalty	0.052	1.246	0.107	Not supported	0.121
H1d	Perception -> Loyalty	0.018	0.4	0.345	Not supported	0.102
H2a	Attitude -> Trust	0.201	3.982	0	Supported	0.282
H2b	Knowledge -> Trust	0.036	0.711	0.239	Not supported	0.117
H2c	Experience -> Trust	0.481	9.219	0	Supported	0.557
H2d	Perception -> Trust	0.205	3.231	0.001	Supported	0.304
H3a	Attitude -> Commitment	0.056	1.038	0.15	Not supported	0.145
H3b	Knowledge -> Commitment	-0.011	0.248	0.402	Not supported	0.059
H3c	Experience -> Commitment	0.172	2.674	0.004	Supported	0.289
H3d	Perception -> Commitment	0.499	8.542	0	Supported	0.6

Table 5.19: Significance and Relevance of the Structural Model Relationship (continue)

Hypothesis	Constructs	Original Sample (β)	t - Statistics	p - Values	Findings	95.00% Confidence Interval
H4	Trust -> Loyalty	0.045	1.034	0.151	Not supported	0.116
H5	Commitment -> Loyalty	0.705	15.02	0	Supported	0.777
H8	Trust -> Commitment	0.221	3.629	0	Supported	0.334

5.7.3 Assessment of the Level of Coefficient of Determination (R^2)

The coefficient of determination (R^2) assesses the predictive accuracy of the structural model. R^2 interprets the variance level of the endogenous construct that was explained by all the exogenous constructs (Hair et al., 2014; Ramayah et al., 2018). Urbach and Ahlemann (2010) clarified that higher R^2 values explain substantial levels of predictive accuracy. Most studies pertaining to the marketing field portray the acceptability of R^2 as either substantial (0.75), moderate (0.50), or weak (0.25) (Hair et al., 2014; Henseler et al., 2015; Hair et al., 2017; Ramayah et al., 2018).

The R^2 value for this study is 0.837 with an adjusted R2 of 0.834. This indicates that all the exogenous constructs (attitude, knowledge, experience, perception, trust, and commitment) are able to explain 83.7 percent of the variance in the endogenous construct (loyalty), thus achieving a substantial level of predictive accuracy for the structural model of this study.

Table 5.20: Level of Coefficient of Determination (R^2**)**

Endogenous Constructs	R^2	R^2 Adjusted	Predictive Accuracy Level
Loyalty	0.837	0.834	Substantial

5.7.4 Assessment of Level of Effect Size (f^2)

Established by Cohen (1988), the (f^2) estimates the effect size of the predictor constructs on the endogenous constructs. The evaluation of the effect size is performed by removing the defined exogenous constructs from the model, thus resulting in the adjustment of the R2 value (Ramayah et al., 2018). Cohen (1988) categorized the effect size into three levels namely large, medium, and small with values of 0.35, 0.15, and 0.02, respectively. These levels define how strong an exogenous construct is in explaining the endogenous construct.

From the findings, the relationship between commitment (exogeneous) and loyalty (endogenous) was found to have a large effect size with a value of 0.847. Meanwhile, the effect size is small for the relationship between attitude, experience, perception, and trust to the endogenous construct with the values of 0.065, 0.005, 0.001, and 0.004, respectively. No relationship impact was obtained for knowledge and the endogenous construct since the value is zero.

Table 5.21: Level of Effect Size (f^2)

Constructs	Loyalty	Impact
Attitude	0.065	small
Commitment	0.847	large
Experience	0.005	small
Knowledge	0	no
Perception	0.001	small
Trust	0.004	small

5.7.5 Assessment of the Predictive Relevance (Q^2)

The predictive relevance (Q^2) of the path model was evaluated by conducting the blindfolding procedure in the PLS-SEM. This assessment was specifically performed on the endogenous constructs of the reflective measurement model (Hair et al., 2014; Henseler et al., 2009; Ramayah et al., 2018). In calculating the blindfolding, the model estimation is used to predict the new model by a specific resampling technique (Hair et al., 2014). The endogenous construct has predictive relevance when the Q^2 value is larger than zero.

The result of Q2 obtained from the blindfolding procedure for loyalty, i.e., the endogenous construct in this study is 0.667. This indicates that the model has satisfactory predictive relevance.

Table 5.22: The Predictive Relevance (Q^2)

	SSO	SSE	Q^2 (=1-SSE/SSO)
Attitude	2268	2268	
Commitment	1890	759.941	
Experience	2268	2268	
Knowledge	2268	2268	
Loyalty	2268	755.141	0.667
Perception	2268	2268	
Trust	2268	1017.21	

5.7.6 Summary of Structural Model

The assessment of the structural model covered several stages as required procedures in using the PLS-SEM. Firstly, the VIF value was not more than 5, thus indicating no collinearity concerns. Secondly, the significance and relevance of the structural model relationships are explained by the path coefficient whereby the p-value is less than 0.05 and the t-value is more than 1.96 for two-tailed, thus concluding that more than 50% of the hypothesized relationships in this study are supported or significant. Thirdly, the model's predictive accuracy was determined via the coefficient of determination (R^2) value of 87.3

percent for all the exogenous constructs (attitude, knowledge, experience, perception, trust, and commitment), thus explaining the variance in the endogenous construct (loyalty) which achieved a substantial level of predictive accuracy for the structural model. Fourthly, in terms of the level of effect size to R^2 which is f^2, the relationships between the exogenous constructs to the endogenous construct obtained one large impact (commitment), one medium impact (attitude), three small impacts (experience, perception, and trust), and one non-impact (knowledge). Finally, in terms of predictive relevance via stone-Geisser Q^2 by calculating blindfolding, substantial predictive relevance was achieved since the model obtained a value larger than zero, i.e., 0.667.

With that, this study has completed the necessary procedures for the structural model assessment using the PLS-SEM. Next is the analysis of the indirect effect of the mediator constructs.

5.8 Hypotheses Testing

The path coefficient assessment presented in Table 5.23 and 5.24 show that more than 50 percent (56.5 percent) of the hypotheses are supported based on t–statistic > 1.96 and p-value < 0.05. From the analysis, the supported hypotheses are significant at the level of 0.05 with a path coefficient value (β) ranging from -0.011 to 0.705.

Although the results of the direct relationship in this study were 43.48% insignificant, this is not due to sampling or measurement error. The issue pertaining to sampling and measurement error was addressed through the implementation of appropriate method, technique and procedure for the selection and estimation of the sample size. Those error was effectively mitigated by employing reliable and valid measurement instruments in accordance with the mandatory procedures prescribed by quantitative methodology. Furthermore, the G-Power and table of Kerjie and Morgan were utilized to determine the optimal sample size for this study.

Table 5.23: Summary of Hypotheses Testing

Hyp	Statement of Hypotheses	t - statistic	p - value	Decision
H1a	There is a positively significant relationship between the waqifs' attitude and cash waqf loyalty	4.335	0	**Supported**
H1b	There is a positively significant relationship between the waqifs' knowledge and cash waqf loyalty	0.182	0.428	Not supported
H1c	There is a positively significant relationship between the waqifs' experience and cash waqf loyalty	1.246	0.107	Not supported
H1d	There is a positively significant relationship between the *waqifs'* perception and cash waqf loyalty	0.4	0.345	Not supported
H2a	There is a positively significant relationship between the waqifs' attitude and trust	3.982	0	**Supported**
H2b	There is a positively significant relationship between the waqifs' knowledge and trust	0.711	0.239	Not supported
H2c	There is a positively significant relationship between the waqifs' experience and trust	9.219	0	**Supported**
H2d	There is a positively significant relationship between the waqifs' perception and trust	3.231	0.001	**Supported**
H3a	There is a positively significant relationship between the waqifs' attitude and commitment	1.038	0.15	Not supported
H3b	There is a positively significant relationship between the waqifs' knowledge and commitment	0.248	0.402	Not supported
H3c	There is a positively significant relationship between the waqifs' experience and commitment	2.674	0.004	**Supported**
H3d	There is a positively significant relationship between the waqifs' perception and commitment	8.542	0	**Supported**
H4	Trust has a positively significant impact on cash *waqf* loyalty	1.034	0.151	Not supported
H5	Commitment has a positively significant impact on cash *waqf* loyalty	15.02	0	**Supported**
H6a	Trust mediates the relationship between the waqifs' attitude and cash waqf loyalty	2.666	0.008	**Supported**
H6b	Trust mediates the relationship between the waqifs' knowledge and cash waqf loyalty	3.467	0.001	**Supported**
H6c	Trust mediates the relationship between the waqifs' experience and cash waqf loyalty	0.652	0.515	Not Supported
H6d	Trust mediates the relationship between the waqifs' perception and cash waqf loyalty	2.245	0.025	**Supported**
H7a	Commitment mediates the relationship between the waqifs' attitude and cash waqf loyalty	1.809	0.071	Not Supported

Table 5.24: Summary of Hypotheses Testing (continue)

Hyp	Statement of Hypotheses	t - statistic	p - value	Decision
H7b	Commitment mediates the relationship between the waqifs' knowledge and cash waqf loyalty	4.909	0	**Supported**
H7c	Commitment mediates the relationship between waqif's experience and cash waqf loyalty	0.08	0.937	Not Supported
H7d	Commitment mediates the relationship between the waqifs' perception and cash waqf loyalty	7.935	0	**Supported**
H8	There is a positively significant relationship between trust and commitment	3.629	0	**Supported**

5.9 Assessment of Mediation Analysis

In the mediation analysis, several types of mediation as shown in Figure 5.2 involve complementary and competitive partial mediation, full mediation, or indirect effect only, no mediation or direct effect only, and finally, no mediation or no effect at all (Zhao et al., 2010).

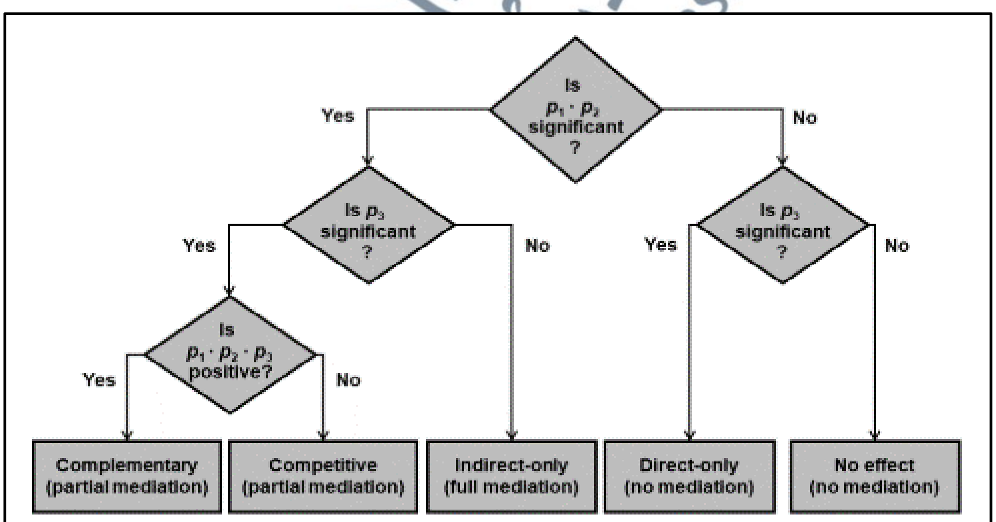

Figure 5.2: Types of Mediation

This study includes two mediators namely trust and commitment in mediating the relationship between the predictors (attitude, knowledge, experience, and perception) and loyalty as the dependent variable. Applying the bootstrapping procedure with 500 sub-samples on each of the 378 observations, below are the transmittal approach of hypotheses testing for mediating effect:

H6 : Trust mediates the relationship between the *waqifs'* internal attributes and cash *waqf* loyalty.

H6a : Trust mediates the relationship between the *waqifs'* attitude and cash *waqf* loyalty.

H6b : Trust mediates the relationship between the *waqifs'* knowledge and cash *waqf* loyalty.

H6c : Trust mediates the relationship between the *waqifs'* experience and cash *waqf* loyalty.

H6d : Trust mediates the relationship between the *waqifs'* perception and cash *waqf* loyalty.

H7: Commitment mediates the relationship between the *waqifs'* internal attributes and cash *waqf* loyalty.

H7a : Commitment mediates the relationship between the *waqifs'* attitude and cash *waqf* loyalty.

H7b : Commitment mediates the relationship between the *waqifs'* knowledge and cash *waqf* loyalty.

H7c : Commitment mediates the relationship between the *waqifs'* experience and cash *waqf* loyalty.

H7d : Commitment mediates the relationship between the *waqifs'* perception and cash *waqf* loyalty.

The table 5.25 and 5.26 below indicate that hypothesis H6a is significant as partial mediation (β = 0.041, t = 2.666, CI: [LL=0.016, UL=0.076]). Meanwhile, H6b, H6d, H7b and H7d are significant, but with an indirect effect of mediation with results of β = 0.097 and t = 3.467, CI: [LL = 0.048, UL = 0.155]; β = 0.041 and t = 2.245, CI: [LL = -0.013, UL = 0.084]; β = 0.2 and t = 4.909, CI: [LL = 0.125, UL = 0.281]; β = 0.388 and t = 7.935, CI: [LL = 0.302, UL = 0.491], respectively. There is only one direct effect for H7a (β = 0.073, t = 1.809, CI: [LL = - 0.004, UL = 0.015]. The results also revealed that H6c and H7c have no direct and indirect relationship with the findings of β = 0.007 and t = 0.652, CI: [LL = -0.011, UL = 0.033] and β = -0.002 and t = 0.08, CI: [LL = -0.06, UL = 0.06].

Table 5.25: Bootstrapping Findings for the Mediation Analysis

Hyp.	**Relationship**	***β**	**Std. Error**	***t-statistic**	***p-value**	****Confidence Interval**		**Decision**	**Type of Mediation**
						LL	**UL**		
H6a	Att -> Tru -> Loy	0.041	-0.001	2.666	0.008	0.0016	0.076	Supported	Complementary / partial mediation
H6b	Exp -> Tru -> Loy	0.097	-0.002	3.467	0.001	0.048	0.155	Supported	Indirect only / full mediation

1. Hyp: Hypotheses Att: Attitude, Exp: Experience, Kno: Knowledge, Per: Perception, Tru: Trust, Com: Commitment, Loy: Loyalty
2. LL: Lower Level, UL: Upper Level
3. * Threshold: β > 0, t > 1.96, p < 0.05
4. **Confidence Interval is at the significant level at 0.05 (2-tailed)

Table 5.26: Bootstrapping Findings for the Mediation Analysis (continue)

Hyp.	Relationship	*β	Std. Error	*t-statistic	*p-value	**Confidence Interval LL	**Confidence Interval UL	Decision	Type of Mediation
H6c	Kno -> Tru -> Loy	0.007	0	0.652	0.515	-0.011	0.033	Not Supported	No effect
H6d	Per -> Tru -> Loy	0.041	0.001	2.245	0.025	0.013	0.084	Supported	Indirect only / full mediation
H7a	Att -> Com -> Loy	0.073	0.001	1.809	0.071	-0.004	0.15	Not Supported	Direct only
H7b	Exp -> Com -> Loy	0.2	-0.001	4.909	0	0.125	0.281	Supported	Indirect only / full mediation
H7c	Kno -> Com -> Loy	-0.002	0.001	0.08	0.937	-0.06	0.06	Not Supported	No effect
H7d	Per-> Com -> Loy	0.388	0	7.935	0	0.302	0.491	Supported	Indirect only / full mediation

1. Hyp: Hypotheses Att: Attitude, Exp: Experience, Kno: Knowledge, Per: Perception, Tru: Trust, Com: Commitment, Loy: Loyalty
2. LL: Lower Level, UL: Upper Level
3. * Threshold: $\beta > 0$, $t > 1.96$, $p < 0.05$
4. **Confidence Interval is at the significant level at 0.05 (2-tailed)

5.10 Measurement of Fit Model

The fit measurement refers to the standard root mean square residual (SRMR) and root mean squared residual covariance matrix (RMS_theta). The standardized root mean square residual (SRMR) is a measure of the mean absolute value of the covariance residuals that is based on converting the sample and predicted covariance matrices into correlation matrices. The measurement of the fit model employed the bootstrap-based exact test with a value less than 0.10 or 0.08 for PLS-SEM as a good fit (Hair et al., 2017; Henseler et al., 2014, 2016). The result reveals an SRMR model fit value of 0.05, which suggests an acceptable model fit.

Meanwhile, the RMS_theta is the root mean squared residual covariance matrix of the outer model residuals (Y. Zhang & Li, 2020), which the fit measure uses to assess purely reflective models by assessing the degree to which the outer model residuals correlate (Ramayah et al., 2018). The measure should be close to zero to indicate a good model fit because it would imply that the correlations between the outer model residuals are very small. The threshold value should be less or equal to 0.12 to 0.14 (≤ 0.12 to 0.14); the result shows an RMS_theta value of 0.117 indicating a good model fit.

5.11 Summary

In this chapter, the first part emphasized the preliminary analysis involving data cleaning, outlier, normality, and common method variance (CMV) using SPSS prior to the SEM-PLS analysis. Subsequently, a descriptive analysis on the demographic profiles of the respondents was carried out, followed by an analysis of the waqifs' participation in cash waqf. Next, using Smart PLS3.0. v.3.2.4., the measurement model assessment was performed via reliability and validity assessments consisting of indicator reliability, internal consistency, convergent validity, and discriminant validity. The results achieved for the measurement model assessment in all the tests were satisfactory which gave a concrete stand to proceed with the structural model assessment. In the structural model assessment, various stages of procedures were performed including assessments for collinearity issues, path coefficients to test the direct effect of the relationships in the study, assessment of coefficient of determination, computation of effect size level, and determination of the predictive relevance. A summary of the hypotheses testing was then presented and pursued by mediation analysis. Finally, the measurement of model fit was investigated.