

APPENDICES

Appendix 1: Online questionnaire

Determinant Factors of Unified Theory of Acceptance and Use of Technology (UTAUT) Model Influencing the *Zakat Fitrah* Payment Using FinTech

Malaysia is moving towards digitalization including Muslims contributing to *zakat fitrah* using financial technology (FinTech). However, there were some debates on the public's perception of adopting this payment method. Therefore, the Unified Theory of Acceptance and Use of Technology (UTAUT) will be used as the theoretical framework to evaluate the sample's acceptance level. Hence, this survey will study the effort expectancy, performance expectancy, social influence and facilitating conditions that might have influenced paying *zakat fitrah* using FinTech.

A. Background

1. Sex
 - Male
 - Female

2. Age
 - 20 years old and below
 - 21 to 30 years old
 - 31 to 40 years old
 - 41 to 50 years old
 - 51 to 60 years old
 - 61 years old and above

3. Where do you live?
 - Wilayah Persekutuan Putrajaya
 - Outside of Wilayah Persekutuan Putrajaya

4. Which organisation are you working?
 - Ministry of Energy and Natural Resources (KETSA)
 - Ministry of Entrepreneur Development and Cooperatives (KUSKOP)
 - Ministry of Youth and Sports (KBS)
 - Ministry of Domestic Trade and Consumer Affairs (KPDNHEP)
 - Ministry of Transport (MOT)
 - Ministry of Tourism, Arts and Culture (MOTAC)
 - Jabatan Wakaf, Zakat dan Haji (JAWHAR)
 - National Solid Waste Management Department (JPSPN)
 - Community Development Department (KEMAS)
 - Sekolah Kebangsaan Putrajaya Presint 9 (2) (SKPP 9(2))
 - JPA (HLP's student)

5. What is your household level of income?
 - RM2,500 and below

- RM2,501 to RM3,170
- RM3,171 to RM3,970
- RM3,971 to RM4,851
- RM4,851 to RM5,880
- RM5,881 to RM7,100
- RM7,101 to RM8,700
- RM8,701 to RM10,970
- RM10,971 to RM15,040
- RM15,041 and above

6. Where did you pay or channel your *zakat fitrah* in 2022?

- Wilayah Persekutuan Putrajaya *Skip to question 7*
- Outside of Wilayah Persekutuan Putrajaya *Skip to question 10*
- Did not contribute *Skip to question 10*

7. Who paid your *zakat fitrah*?

- Myself
- Family member
- Other: _____

8. How many people do your family member or you (including yourself) pay for the *zakat fitrah*?

- 1
- 2 to 4
- 5 to 7
- 8 to 10
- More than 10

9. Rates of *zakat fitrah*:

- RM7 per person
- RM14 per person
- RM21 per person
- Other: _____

10. Do you know what is financial technology (FinTech)?

- Yes
- No

11. Do you have any experience in using FinTech?

- Yes *Skip to question 12*
- No *Skip to question 13*

12. Type of FinTech that you had experienced to use (you are allowed to chose more than one answer):

- Internet Banking
- Mobile Banking
- E-wallet
- Cryptocurrency
- Crowdfunding

- () InsurTech
- () RegTech
- () E-Investment Portfolio
- () Islamic FinTech
- () Other: _____

B. Effort Expectancy (1 = strongly disagree to 5 = strongly agree)

1. I think the procedures of using FinTech in paying the *zakat fitrah* is easy to learn.
2. I think the instruction on how to use FinTech in paying the *zakat fitrah* is easy to follow.
3. I can quickly master using FinTech in paying the *zakat fitrah*.
4. I think paying *zakat fitrah* using FinTech is easy.

C. Performance Expectancy (1 = strongly disagree to 5 = strongly agree)

1. I think FinTech helps to pay *zakat fitrah* everywhere.
2. I think FinTech helps to pay *zakat fitrah* throughout 24 hours per day.
3. I can use FinTech to pay *zakat fitrah* during pandemic of COVID-19.
4. I can use FinTech to pay *zakat fitrah* post phase of COVID-19 pandemic (phase of endemic onward).

D. Social Influence (1 = strongly disagree to 5 = strongly agree)

1. The Government of Malaysia encourages paying *zakat fitrah* via FinTech.
2. The institution of *zakat* encourages paying *zakat fitrah* via FinTech.
3. My community encourage paying *zakat fitrah* via FinTech.
4. My family members encourage paying *zakat fitrah* via FinTech.

E. Facilitating Conditions (1 = strongly disagree to 5 = strongly agree)

1. The operators provide sufficient knowledge to use FinTech to pay *zakat fitrah*.
2. The operators provide sufficient instruction on navigating FinTech to pay *zakat fitrah*.
3. The operators provide a helpdesk to assist using FinTech to pay *zakat fitrah*.
4. The operators provide FinTech, which is compatible with the device I use.

F. Intention (1 = strongly disagree to 5 = strongly agree)

1. I have the intention to pay *zakat fitrah*.
2. I have the intention to pay *zakat fitrah* via FinTech.
3. I have the intention to pay *zakat fitrah* via FinTech over the conventional method.
4. I have the intention to continuously pay *zakat fitrah* via FinTech over the conventional method beyond phase of COVID-19 pandemic (phase of endemic onward).