

CHAPTER 3

METHODOLOGY

3.1 Introduction

This chapter gives an outline of research methods which are conducted in the study. It provides research design as an ultimate way to achieve the objectives of the research. The location and subjects of the study are identified and the population and sampling procedures are described in this study. The researcher also explains the significant of the pre-testing, data collection method and the list of informants. Lastly, the data analysis is also discussed in details.

3.2 Research Design

For this research, the research design used is qualitative method in form of case studies. Leedy (1993) explains that “qualitative research is based on the belief that first hand experience provides the most meaningful data”. It is also believed that qualitative data gives large volumes of quality data from a limited number of people. The qualitative research is conducted to gain deeper understanding of the subject matter that need to be studied. It is also to get detailed information of the research that is carried out. Other than that, it helps to explain the real circumstance without any manipulation.

According to Yin (1984a), case study means “as an empirical inquiry that investigates a contemporary phenomenon within its real-life context; when the boundaries between phenomenon and context are not clearly evident and in which multiple sources of evidence are used”. It means that case study helps the researcher to analyze the data in a specific context. The researcher uses this method because it is an in depth study of particular situation. It only involves selected individuals as the subjects of the study. Yin (2003b) categorizes case studies into three which are explanatory, exploratory and descriptive. In this research, the researcher uses the descriptive type. This type means to describe an intervention or phenomenon and the real-life context in which it occurred.

The process of data collection for this case study consists of two sources which are documents analysis and interviews. The documents are collected, analyzed and interpreted based on the books, journals and articles through the internet. Meanwhile, the interviews are conducted based on the open questions to the informants’ knowledges, opinions and experiences.

3.3 Location and Subjects of the Study

The location of the research is located in a few places in Selangor and one place in Malacca. These locations are selected because it is near to Universiti Sains Islam Malaysia (USIM). Thus, it is much easier for the researcher to conduct the interview. The interview session is done at the headquarters of the selected NGOs. Meanwhile, the subjects are related to the NGOs. This is because the aim of this research is to know the commission rate taken from the donation made by NGOs in Malaysia.

3.4 Population and Sampling Procedures

The research population of this study is six selected NGOs. There are Islamic Relief Malaysia (IRM), Aman Palestin, Majlis Perundingan Pertubuhan Islam Malaysia (MAPIM), Cinta Syria Malaysia (CSM), Muslim Volunteer Malaysia (MVM) and Pertubuhan Kebajikan Serantau Muslim.

The sampling procedure used in this research is non-probability sampling. According to Kothari (2004), non-probability sampling technique is sampling procedure which does not afford any basis for estimating the probability that each item in the population has of being included in the sample. For this sampling, the informants are chosen by the researcher based on the topic of the research selected. The non-probability samplings used in this research is purposive sampling.

The purposive sampling means the researcher finds out the people who are willing to provide the information based on their knowledge and experience. The researcher decides the thing that needs to be known in the research (Bernard, 2002). This involves the individuals which are well expert with a phenomenon of interest. In this research, the researcher uses purposive sampling to the six informants of NGOs selected in Malaysia.

3.5 Pre-testing

The pre-testing is carried out to the five selected people in the population of the study. These five informants did not participate in the actual study. The interviews conducted are based on the 15 questions within 30 to 40 minutes. Before the interview

begins, the informants were given a briefly explanation about the purpose of the research so that they understand their involvement wisely. Based on the interviews, the informants can answer the questions smoothly without doubting about the questions given. The flow of the questions is good as the informants can predict the next questions and relate it to the answer of the question before.

However, there are two questions that need to be restructured as it is confusing the informants about the exact meaning of the question. Besides, there are three Arabic terms that needs to be explained in a simple word as to make sure that the informants understand the meaning of them. The three Arabic terms are *ijarah*, *ji'alah* and *wakalah*. Other than that, the questions given to the informants can be answered as the researcher needs.

3.6 Data Collection Method

In this research, the researcher uses two types of data collection method which are documents analysis and interview.

3.6.1 Document Analysis

Document analysis collects, analyzes and interprets data by reading what is happening. The information obtained is from the primary source and secondary source. The primary sources are original writings such as al-Quran, hadith, *tafsir* and *fiqh*. Primary source is very important as to identify the views of Islamic scholars relating to

the Islamic ruling of wages. Besides, the researcher uses secondary sources which are books, articles, journals, papers, newspapers and others as to find out the current issues and the views of contemporary Islamic scholars based on the topic of the research. Document analysis is used in the past research findings.

3.6.2 Interview

In this research, to get the data which is relevant to the objectives and questions of the research, semi-structured interview is used. It is to achieve the objective of studying the aspects of NGOs in managing fund systematically, analyzing the provision of existing law in the donation management, types of contract and factors that determine the rate of commission taken from the public donation. It is also to answer the objective of developing a syariah approach management model of commission taken from the public donation in Malaysia.

The interview is done by making an appointment with the selected informants by dealing through telephone and email. It is to ensure that there is no interruption and disturbance during the interview session. Then, a formal letter is sent to the informants through email to confirm the interview. In a few days before the interview session, the researcher makes a call to the informants to remind the interview appointment that has been sets up.

Before the interview is conducted, the researcher will explain briefly the aim of the study. It is to ensure that they understand the purpose of their involvement in the research and agree to the conditions given in it. The interview is conducted into two

which are an introduction session which is explaining the purpose of the study and the actual interview which is focusing on the objectives of the research. As to make an interview is comfortable among the researcher and the informants, the interview begins with some simple questions like how they are doing.

The interview session is audio recorded and the researcher also writes up the important notes. After the interview ends, the researcher informs the informants that the researcher may contact them if there is any problem or misunderstanding about the data collected during the interview. All the audio recordings are transcribed into the verbatim transcription before writing up full findings of the research.

In this research, the interviews are conducted to the six informants of the selected NGOs in Malaysia who involve in managing the fundraising activities. The informants consist of chief executive officer (CEO), chief operation officer (COO), general manager, assistant general manager, secretary general, manager of finance department and manager of partner care of the organizations. The information received is very important to complete the findings of the exact commission rate that can be taken from the donation fund. The complete interviews will be collected for the data analysis.

3.7 List of Informants

The researcher did the interview to the six selected NGOs. Firstly, the researcher has interviewed IRM on 14th November 2019. The interview was conducted at the office of IRM located in Bandar Baru Bangi, Selangor. The informant interviewed was a

Manager of Partner Care, Mrs Sharmiza binti Husin. Generally, IRM is one of the Islamic Relief Worldwide (IRW) branches. IRW was established in 1984 where the headquarters located in Birmingham, United Kingdom (UK). It was set up by a group of concerned postgraduate student in UK. At first, Islamic Relief only does the fundraising and gives the donation by collaborating with other NGOs. After 35 years of establishment, IRW has successfully spread the organization up to 50 countries and known as the largest international NGO.

Secondly, the researcher has interviewed Aman Palestin Berhad (Aman Palestin). It was conducted on 26th February 2020 at Aman Palestin headquarters located in Bandar Baru Bangi, Selangor. The researcher interviewed the Manager of Finance, Mrs Khalida binti Abdul Halim. Basically, Aman Palestin starts the operation unofficially in 2004 and officially registered in 2006. To date, they have branches in each state in Malaysia, four branches in Indonesia and one branch in Gaza, Palestine. The branches in Indonesia use the name of Yayasan Aman Palestin Indonesia. They active as a major fundraiser and also become a beneficiary in a small amount only. The four branches located in Bandung, Kalimantan, Jakarta and Jogjakarta. Meanwhile, a branch in Gaza is also known as Aman Palestin Gaza. This branch serves as a beneficiary only. Besides, Aman Palestin also plans to open another branches in other places such as Turkey, Brunei, United Kingdom (UK), Australia and others. So far, they only have representatives from Turkey, Qatar and Australia. These representatives help to implement the program at their respective places to raise fund. It can be concluded that Aman Palestin has been widespread to the global level.

Thirdly, the researcher has interviewed MAPIM on 19th November 2019 located in Kajang, Selangor. The informants involved is the Secretary General of MAPIM, Major Associate (CO) Zulhanis bin Haji Zainal. In general, MAPIM was established to overcome the issue faced by the Muslim. It is a consulting partner with other Islamic organizations to create a deal in dealing with Islamic issues, continuous discussion on the effective method of Islamic preaching and information sharing from time to time.

Fourthly, the interview of CSM was conducted on 27th February 2020 at the office of CSM located in Bandar Baru Bangi, Selangor. The researcher has interviewed the Chief Operation Officer (COO), Mrs Nur Adibah binti Razali to get the information relating to the research. Fundamentally, CSM was unofficial established in 2013 and registered officially in 2014. However not long after that, they had to stop the operation for a while for some reasons. In 2016, they restarted with the first mission by providing an ambulance. Then, they channeled the donation to Turkey. After came back from Turkey, the started with an office building located in Bandar Baru Bangi, Selangor in September 2017. At that time, they started the operation seriously in Malaysia. Now, they have been operated for three years and have 13 staffs.

Fifthly, the researcher has interviewed MVM on 13th January 2020 at their office located in Puchong, Selangor. The informant interviewed is Mr Mohd Fauzan bin Abdul Sukor, CEO of MVM. Generally, MVM was established officially at the end of 2014. They run the operation on their own without office at the beginning of the operation from 2015 to mid-2016. In August 2016, they began to move seriously by hiring staff and renting an office. It can be said that from 2017 to 2019 are the first three years they

actively run and operate the organization. In 2020, they have 16 full-time employees. They were also listed in the top 5 non-governmental organizations (NGOs) in Malaysia by iM4U in the Volunteer Malaysia Awards 2016 – Prime Minister’s Award.

Lastly, the researcher has interviewed Serantau Muslim which is located in Telok Mas, Malacca. It was conducted in 3rd December 2019. There are three informants involved in the interview session. They are Ustaz Hakim bin Mohd Nor as a General Manager of Serantau Muslim, Mr Mohamad Azrul Afendy bin Roslee and Miss Siti Zulaikha binti Aiyub as Assistants of General Manager. Basically, Serantau Muslim was established with a vision to make their organization as a main source of reference that defends the fate of minority Muslim in ASEAN by 1 November 2023.

3.8 Data Analysis

In this research, the researcher uses content analysis approach to analyze the data. Miles and Huberman (1984) and Merriam (1998) suggested that content analysis approach can be used to analyze the interview data. Content analysis is a method of analysis which is often used in qualitative research (Burn, 1995). It is used to identify the theme, concept and meaning. It also requires coding system related to the purpose of the research.

Burn (1995) stated the coding category should be developed after the first data collection has been done. The coding helps the researcher to understand the information

obtained. It can be the guideline to determine what should be focused to the further information.

Besides, Miles and Huberman (1984) said that coding is not something that has been already analyzed but it appears continuously throughout the data collection process. Content analysis is very important to create various themes. It gives advantage to the researcher as it is done after the data collection procedure completed (Burn, 1995). Therefore, it does not affect the data collection procedure and the informants. The category and data pattern obtained become the evidences to the objectives outlined.

As to complete this study, the data of the research will be analyzed based on the four objectives outlined. Firstly, to study the management aspects of donation fund by NGOs in Malaysia. Secondly is to analyze the existing law relating to the donation management. Thirdly, to analyze the types of contracts used and the factors affecting the determination of commission rate of public donation by NGOs in Malaysia. Fourthly is to develop a syariah approach management model of commission taken from the public donation for the use of NGOs in Malaysia.

3.9 Conclusion

As a conclusion, it can be concluded that the research design of the research is qualitative research in the form of case study. The location and subject conducted is in Selangor and Malacca which involves six selected NGOs. The sampling procedure used is non-probability sampling in the form of purposive sampling. The pre-testing is also

carried out to know whether the questions are understood or not. Meanwhile, the researcher uses documents analysis and interviews in the data collection method. The selected informants are also listed and the data analysis is conducted by using content analysis approach to analyze the data.

