

## Appendix 1: Questionnaire

**Dear respondent,**

I am Mohammed M. Ahmed Ayedh a student from Universiti Sains Islam Malaysia (USIM) carrying out a research study entitled '**An evaluation of Internal Control and the Accountability Practices in Waqf Institutions; Evidence from Al-Rahma International Waqf Institution**'. You are among the respondent purposefully selected to answer the questions. The information given will be treated with at most confidential.

### Section 1: Demographic Profile

Age			
Less than 25	From 26-33	From 34-41	From 42-50
Education Level:			
	No qualification		Diploma
	Primary education		Undergraduate degree
	Secondary education		Postgraduate
Experience:			
	From 1 to 5 years		From 16 to 20 years
	From 6 to 10 years		From 21 to 25 years
	From 11 to 15 years		More than 26 years
Gender:			
	Male		Female
Position:			
	Accountant		Finance Manager
	Internal Audit		Deputy Finance Manager
	Director General		Others:
Location:			

## Section 2: Internal Controls

(Please Choose the one Response that Best Describes Your Reaction to Each Statement)

KEY: SA= Strongly Agree A= Agree D= Disagree SD = Strongly Disagree  
N=

Neutral

### PART I: CONTROL ENVIRONMENT

(PLEASE CHECK ONE)

<i>N o</i>	<i>Items</i>	<i>SD</i>	<i>D</i>	<i>N</i>	<i>A</i>	<i>SA</i>
1.	Al-Rahma top management has a commitment to integrity values and ethical behaviour is effectively and consistently connected through Al-Rahma, in both deeds and words.					
2.	Al-Rahma has a policy code of ethical and behaviour.					
3.	When Al-Rahma hires new staff, the new staff are trained well and became fully aware of the ethics and sound internal controls significances.					
4.	Al-Rahma's culture establishes the tone of an organisation, influencing the awareness of staff about control.					
5.	There is periodically evaluation for all of the board members to review their independence of relationships and affiliations which may affect in a conflict of interest.					
6.	According to the predicted changing conditions and the reviewed priorities Al-Rahma organisational structure is being revised and modified.					
7.	All positions in Al-Rahma have written job descriptions, reference manuals or other forms of communication.					

8.	Al-Rahma's structure and tone at the top helps enforce individual accountability for performance of internal control responsibilities.					
9.	Al-Rahma has an accounting and financial systems.					
10.	A mutual trust atmosphere is available in Al-Rahma.					
11.	There is a strong sound of control environment in Al-Rahma to protect its assets of misusing.					
12.	Al-Rahma in order to control its activities has ensured segregation of authorities / balances and checks.					

## PART II: RISK ASSESSMENT

No	Items	SD	D	N	A	SA
1	Putting in considerations the risk in every location that Al-Rahma implements its activities, the management of Al-Rahma establishes a materiality edge for the purpose of identifying significant accounts and disclosures.					
2	Al-Rahma puts structure-wide financial reporting controls and evaluates the risks which those controls might not avoid material errors, omissions, or misstatements in the financial statements.					
3	The management of Al-Rahma makes sure that the identification of risk considers factors of both internal and external and the potential effect on the processes.					
4	Al-Rahma adequately and effectively manages risks to the organisation and has designed internal controls that mitigate the identified risks.					
5	Al-Rahma's risk identification/assessment is broad and includes all significant interactions, both					

	internal and external business partners and outsourced service providers.					
6	The fraud risk assessment of Al-Rahma considers the chances for deliberate violations of regulations, policy, or laws in every location that Al-Rahma implements its activities.					
7	The fraud risk assessment of Al-Rahma considers the chances for unauthorised gaining, use and assets disposal, changing the records of reporting or committing inappropriate acts.					
8	Al-Rahma recognises the risks that might affect achievement of the objectives in a timely manner.					
9	Al-Rahma has criteria for ascertainment of the risks that are most critical to the organisation.					
10	Al-Rahma has in place mechanisms of mitigating critical risks that may arise during the doing business.					
11	Al-Rahma identifies both of internal and external factors periodically which can cause financial deception.					
12	Al-Rahma estimates the risk factors significance and evaluates the probability of the occurrence of risk.					

### PART III: CONTROL ACTIVITIES

No	Items	SD	D	N	A	SA
1	Al-Rahma control activities management contemplate all the information technology, relevant processes, and places where the control activities are required, as well as external sourced providers.					
2	Policies, procedures and the other safeguards help ensure, that objectives are accomplished.					

3	The privileges of system and admission controls to the databases inside the IT substructure and the different applications is being evaluated periodically.					
4	In regard to the appropriate segregation of duties among the recordkeeping, and authorisation Al-Rahma has clear rules and procedures.					
5	Corrective action is taken to address weaknesses in Al-Rahma.					
6	Al-Rahma has a well-organised chart of accounts.					
7	It is impossible for one staff to have access to all valuable information without consent from the senior staff.					
8	Controls are in place to check on incurring expenditure in excess of allocated funds.					
9	AL-Rahma's security system identifies and safeguards its assets.					
10	The organisation reviews its operational performance periodically.					
11	There are strong authorisation procedures for the utilisation of resource in Al-Rahma.					
12	Al-Rahma has control over its resources and records.					
13	Al-Rahma verifies and reconciles claims of resource application.					
14	Al-Rahma has supervisory controls of resource application.					

**PART IV: INFORMATION AND COMMUNICATION**

No	Items	SD	D	N	A	SA
1	Pertinent information must be identified, captured and communicated to enable people to carry out their responsibilities in timely manner.					
2	There is communication among the board of directors and the management to ensure that the required information to achieve their responsibilities are available.					
3	Al-Rahma has a process to immediate spread critical information all over its facilities when necessary.					
4	The management of Al-Rahma has a communication progression for supporting roles of all staff in the internal control obligations.					
5	Al-Rahma communicate the outside parties (e.g. donors, government) with the necessary information relevant and timely through a specific process.					
6	Al-Rahma has a process of communication to the Board of Directors to deliver the provided reports results by the Independent Auditor.					
7	All of the staff know and understand the importance and concept of internal control including the responsibilities division.					
8	The reporting system on the organisational structure spells out all the responsibilities of each department in Al-Rahma.					

## PART V: MONITORING

No	Items	SD	D	N	A	SA
1	Al-Rahma assesses the procedures of its business periodically such as the management of cash and budget comparison to actual results.					
2	Al-Rahma management periodically check that the procedures and policies are being followed or not and operating as planned.					
3	Al-Rahma observes recipients in all its branches to make sure that the provided funds are expended only for authorised activities, services, and goods.					
4	The independent procedures are available, checks and evaluation of control activities on a continuing basis.					
5	The implementation of the internal control practices in departments is regularly being reviewed to be certain of its efficiency.					
6	Al-Rahma engages monitoring to make sure that the recommendations and findings if the auditors are resolved immediately and sufficiently.					
7	Through evaluation and feedback processes, and organisation assesses, tracks and monitors its performance over time.					
8	Al-Rahma makes separate evaluations of operating projects.					
9	Al-Rahma audits its accounts periodically to ensure compliance.					

## SECTION 3: ACCOUNTABILITY PRACTICES

No	Items	SD	D	N	A	SA
<b>Performance Part:</b>						
1	Activities of the previous five years increasing gradually.					
2	The Waqf collection increasing yearly.					
3	The percentage of each waqf is growing compare to non-cash waqf.					
4	The number of beneficiaries are gradually increasing.					
5	Training increase the understanding of waqf organisation.					
6	Al-Rahma regularly involve waqf organisational staff in training to increase the individual piety and awareness of their dual accountability in this world and Hereafter to Allah.					
7	Al-Rahma has self-developed of performance measurement indictors.					
8	Al-Rahma always try to ensure the Fulfilment of waqif (donor) requirements.					
<b>Evaluation Part:</b>						
9	There are systems of information that generate reports which comprise financial and operational in Al-Rahma.					
10	There are systems of information in Al-Rahma that generates reports which comprise non-financial and compliance-related information of its transactions.					
11	Al-Rahma always attempted to ensure the fulfillment of government auditing requirements.					

12	Al-Rahma has appointing external auditor in all branches.					
13	Al-Rahma has appointed in the board of director from the representative of waqf stakeholders.					
14	Al-Rahma perform a regular visit to the waqif (donor) to inform the progress of waqf programmes.					
15	Al-Rahma regularly try to arrange events and ceremonies to gather public to ask their feedback on waqf.					
16	Al-Rahma has Involving beneficiaries in the waqf programmes.					
17	Al-Rahma conducts customer satisfaction survey in a regular base.					
18	There are in place active reporting procedures in Al-Rahma for interacting a balanced and comprehensible account of the Al-Rahma position and procedures.					
<b>Reporting Part:</b>						
19	Al-Rahma published Non-financial reports.					
20	Al-Rahma issued Financial annual reports.					