

The Effectiveness of The Amil Zakat Certification in Increasing Amil Competence at BAZNAS Cilacap Regency

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Abstract

Many zakat amils who work in zakat management institutions have different educational backgrounds, experiences, and knowledge as well as understandings regarding good and correct zakat management schemes. Therefore, to create standardization of the same zakat management capabilities in each zakat management institution, the amil zakat certification is one of the right ways to go towards this. Amil zakat certification is formulated to create amil to have superior and tested work competence, to create effectiveness and efficiency in managing zakat. At BAZNAS Cilacap Regency itself, there are at least two amil who have participated in the amil zakat certification and are declared competent. For this reason, the purpose of this study was to determine the effectiveness of the amil zakat certification in increasing amil competence at BAZNAS Cilacap Regency.

This research uses a type of qualitative research with a field survey approach, where in this study the researcher intends to describe and describe what events or problems are following what is obtained in the field, namely BAZNAS Cilacap Regency, whether the data is in the form of written or oral words from the informants as well as other supporting data. In data collection techniques, the authors use observation, interviews, and documentation. Meanwhile, in data analysis techniques, the authors use data reduction, data presentation, and drawing conclusions or data verification. As well as data validity techniques, the authors use triangulation and member checks.

The results of the study show that the effectiveness of the amil zakat certification in increasing amil competence at BAZNAS Cilacap Regency, in general can be said to be quite effective. This is due to positive progress in improving the quality of the work competence of amil after they have been certified. In addition, supporting material as well as concrete evidence of increasing competence can be found by looking at the data on the number of muzaki and mustahik, the number of zakat, infaq, and alms beneficiaries, as well as the acquisition and distribution of zakat, infaq, and alms, which in general also continued to increase when two amil at BAZNAS Cilacap Regency had carried out certification and were declared competent.

Keywords: Effectiveness, Amil Zakat, Certification of Amil Zakat, Competency of Amil Zakat

1. Introduction

Amil zakat is a profession, so it needs to have certain work competency references that must be mastered and owned, in order to be able to carry out its duties and functions professionally. But unfortunately, many amil zakat who work in zakat management institutions have different educational backgrounds, experiences, and knowledge and understanding of good and correct zakat management schemes (Kemenaker RI, 2018).

According to Huda & Sawarjuwono (in Supriyadi, 2020), stated that amil competence is one of the national issues in the discourse of zakat management in Indonesia. Where the low quality of work competence possessed by amil is one of the inhibiting factors that cause efforts to optimize zakat management in Indonesia to date have not been able to achieve the maximum. The competence of amil zakat is a set of work abilities of amil which consists of several aspects, including knowledge, skills, and work attitudes which are then adjusted to certain abilities that must be possessed by amil in carrying out their work activities (DEKS-BI & P3EI Fakultas Ekonomi-UII, 2016: 173).

Certification is a scheme for giving recognition to someone who has met certain competency standards, after being declared passed and competent in the competency test organized by the LSP (Linda, 2021). Referring to Article 1 Paragraph 8 of Perbazznas RI No. 2 of 2018 concerning Certification of Amil Zakat, certification of amil zakat is a process of providing competency certificates carried out systematically and objectively through competency tests, both of which refer to Indonesian national work competency standard, specialized occupational competency standards, and international standards (BAZNAS, 2018).

Meanwhile, referring to Article 2 of Perbazznas RI No. 2 of 2018 concerning Certification of Amil Zakat, it is stated that one of the objectives of the certification is to increase the productivity and quality of amil work, so that later the same standardization of zakat management services will be created in every zakat management institution in Indonesia (BAZNAS, 2011).

Therefore, it can be concluded that certification of amil zakat is one of the efforts formulated by the government in order to realize the guarantee, improvement of work quality, and professionalism of amil in carrying out zakat management tasks, so that later they will have superior and tested work competencies to support the duties and functions they carry out.

The following is a table of zakat, infaq, and alms management that has been carried out by BAZNAS Cilacap Regency in the past five years (2018-2022), both in collecting and distributing it.

Table 1. Zakat, Infaq, and Alms Collection and Distribution of BAZNAS Cilacap Regency 2018-2022.

No	Year	Zakat, Infaq, and Alms Collection	Zakat, Infaq, and Alms Distribution
1	2018	Rp. 3.883.540.221,00	Rp. 2.139.924.318,00
2	2019	Rp. 4.565.706.492,00	Rp. 3.843.911.732,00
3	2020	Rp. 12.727.038.218,00	Rp. 13.687.144.951,00
4	2021	Rp. 14.848.902.937,00	Rp. 15.450.892.435,00
5	2022	Rp. 16.652.690.217,00	Rp. 15.774.125.199,00
Total		Rp. 52.677.878.085,00	Rp. 50.895.998.635,00

(Document Source: BAZNAS Cilacap Regency)

Based on the ZIS management data managed by BAZNAS Cilacap Regency in the past five years (2018-2022) above, there has been an optimization of management with increasing numbers. Where this is certainly influenced by many factors that support it, and one of these factors is the quality of the amil who work in the institution has increased in terms of work ability or competence.

As we already know, that zakat management institutions are part of public service institutions, so this makes amil who work at these institutions must be able to provide optimal, professional, and accountable services, so that muzaki, mustahik, and other stakeholders feel comfortable and satisfied with the mastery of work competencies possessed by amil when providing services (Intan & Amanda, 2018).

Based on the problems described above, the authors are interested in conducting research related to the certification of amil zakat implemented in BAZNAS Cilacap Regency, where the presence of this certification has an influence on increasing the work competence of amil in the institution. Therefore, the author will conduct research with the title of the effectiveness of amil zakat certification in improving amil competence at BAZNAS Cilacap Regency.

2. Literature Review

A. Effectiveness

1. Definition of Effectiveness

Linguistically, the word "effectiveness" comes from the word "effective" which has the root word "effect". Referring to the KBI, the word "effect" means effect or influence, while the word "effective" means bringing results or being effective, both in an effort or action.

Then in terms, experts provide different views on the understanding or definition of effectiveness, including the following:

- According to Bungkaes (in Mufida, et al., 2018) states that, effectiveness is the relationship between output and goals.

- b. According to Wiyono (in Budo, et al., 2020) states that, effectiveness is an activity that is carried out and has an impact and results as expected.

2. Indicator of Effectiveness

According to Budiani (in Diah, et al., 2022) states that to determine the effectiveness or success of a program can be measured by several indicators, including:

- a. The accuracy of the program target, is the ability to see the extent to which the program organized can target the participants who have been determined in the program regulation scheme.
- b. Program socialization, which is the ability of the program organizers to socialize the program they initiated, so that the information can be received clearly and clearly, both by the target program participants in particular, and other communities in general.
- c. Program objectives, is the ability to see the extent of accuracy between the output (results of program implementation) and the predetermined goals (program objectives).
- d. Program monitoring is an activity carried out to see changes in program participants after the implementation of the program. This is a further step as a form of attention to program participants.

B. Amil Zakat

1. Definition of Amil Zakat

Linguistically, the word *amil* comes from the word '*amila-ya'malu*, which means to do or perform a job. The word '*amil* acts as a subject, which means that he is a person who does a job (Luthfi, 2018: 7-8).

Then in terms, the scholars have different understandings regarding the meaning of *amil zakat*, including the following:

- a. Imam Ibn Qosim Al-Ghazi (in MUI, 2011) states that, *amil zakat* is someone who is assigned by the Imam (leader of the country) to collect and distribute zakat assets.
- b. Imam Ash-Shafi'I (in Luthfi, 2018: 8) states that, *amil zakat* is a person appointed by the wali / ruler to collect zakat.

2. The Requirements of Amil Zakat

A person or group of people who are appointed and assigned to carry out zakat management activities, namely *amil zakat*, must meet the following requirements (Furqon, 2015: 68-69):

- a. Islam, this is because the task of being *amil zakat* is a religious mandate, so only those whose hearts have submitted to Allah Subhanahu Wa'tala alone are entitled to carry out this trust.
- b. Mukallaf, the mukallaf requirement for *amil zakat* is based on their ability to distinguish between right and wrong in carrying out zakat management activities.
- c. Having a trustworthy nature, armed with the trustworthy nature that they have, it is expected to be able to generate trust from the muzaki in paying their zakat.
- d. Understand and comprehend the fiqh of zakat, the implementation of zakat worship cannot be done carelessly, they must carry it out with reference to the existing provisions in shari'a.
- e. Have competence and experience in the field of zakat management, armed with competence and experience in the field of zakat management that they already have, they are expected to be able to carry out their duties optimally.

3. Duties of Amil Zakat

Amil zakat is a profession, so they should also be professional and highly dedicated in carrying out their work. The following are the duties of *amil zakat*, including (Luthfi, 2018: 32-36):

- a. Collecting zakat, the duty of *amil zakat* is to go around to look for muzaki in the area where they work. Then after that, they help calculate the zakat obligatory assets owned by the muzaki to take zakat.
- b. Looking for the poor, the next task of *amil zakat* is to look for and record the mustahik in the area where they work to distribute zakat assets, especially for the poor and needy.

C. Amil Zakat Certification

1. Definition of Amil Zakat Certification

Referring to Article 1 Paragraph 8 of Perbaznas RI No. 2/2018 on Certification of Amil Zakat, certification of *amil zakat* is a process of providing competency certificates that are carried out systematically and objectively through competency tests, both referring to Indonesian national work competency standard, specialized occupational competency standards, and international standards (BAZNAS, 2018).

2. Amil Zakat Certification Scheme

The professional certification scheme for *amil zakat* is carried out by referring to the certification scheme that applies in LSP BAZNAS, where the scheme has been recognized and registered with BNSP with an occupational certification scheme approach (BAZNAS, 2018). Meanwhile, referring to Article 1 Paragraph 10 and Article 3 Paragraph 4 of Perbaznas RI No. 2 Year 2018 on Certification of

Amil Zakat, occupational certification scheme is a competency requirement that must be owned in certain positions, such as the position of high leader, administrator, supervisor, executor, LAZ leader, and other special positions (BAZNAS, 2018).

3. Terms and Procedures for Registration of Amil Zakat Certification

The requirements for amil or assistants who will participate in the implementation of amil zakat certification, referring to Article 4 Paragraphs 1, 2, 3, and 4 of Perbaznas RI No. 2 Year 2018 concerning Amil Zakat Certification, are as follows (BAZNAS, 2018):

- a. Have experience in the field of zakat management by attaching a work certificate from a zakat management institution,
- b. Have evidence of having attended training and education related to zakat management either organized by BAZNAS or other parties recognized by BAZNAS,
- c. Complete several documents, such as photocopy of ID card, photocopy of the last diploma, and curriculum vitae.

Then, after the amil or assistant completes the required files. Referring to Article 5 Paragraphs 1 and 2 and Article 6 Paragraph 1 of Perbaznas RI No. 2 of 2018 concerning Amil Zakat Certification, they are entitled to apply for amil zakat certification registration directly through the LSP BAZNAS office or TUK that has been determined by LSP BAZNAS, and can also apply for registration indirectly through the official website of LSP BAZNAS. Both direct and indirect registration submissions are made by filling out the forms provided. (BAZNAS, 2018).

Furthermore, referring to Article 6 Paragraphs 2, 3, 4, and 5 of Perbaznas RI No. 2/2018 on Amil Zakat Certification, the registration of amil zakat certification that has been carried out by amil or asesi will be examined by LSP BAZNAS with a maximum time limit of five working days. If there is a lack of completeness of the required files that have been attached by the amil or asesi, then they will receive a notification from LSP BAZNAS and are required to complete the incomplete files with a maximum time limit of five working days, or otherwise they will be declared invalid (BAZNAS, 2018).

4. Implementation of Amil Zakat Certification

Referring to Article 7 of Perbaznas RI No. 2 Year 2018 on Certification of Amil Zakat, after the registration of amil zakat certification from amil or asesi has been verified, LSP BAZNAS will notify them for certification (BAZNAS, 2018). Meanwhile, referring to Article 8 of Perbaznas RI No. 2 Year 2018 on Certification of Amil Zakat, certification of amil zakat is done in two ways, including (BAZNAS, 2018):

a. Assessment

Referring to Article 1 Paragraph 19 of Perbaznas RI No. 2/2018 on Certification of Amil Zakat, assessment is a process of assessing the competence of amil zakat conducted by assessors using evidence verification and competency portfolios that meet the rules of valid, original, current, and adequate evidence (BAZNAS, 2018).

Then, for those amils or assessors whose assessment results are declared to have met the assessment principles and rules of evidence that are valid, original, current, and adequate, then they will be declared competent. However, if the assessment results of the amil or asesi are declared not to meet the assessment principles and rules of evidence that are valid, original, current, and adequate, then they will be recommended to take the competency test (BAZNAS, 2018).

b. Competency Test

Referring to Article 1 Paragraph 20 of Perbaznas RI No. 2 Year 2018 on Certification of Amil Zakat, competency test is a process of assessing the competence of amil zakat by using written test, interview, and/or simulation practice methods. The competency test is favored for amil or asesi whose assessment results are declared not to meet the assessment principles and rules of valid, original, current, and adequate evidence, so they are recommended to take the competency test (BAZNAS, 2018).

Meanwhile, referring to Article 10 Paragraphs 1, 2, 3, and 4 of Perbaznas RI No. 2/2018 on Amil Zakat Certification, the competency test is carried out in a place that has been determined by LSP BAZNAS, provincial BAZNAS or LAZ, and conducted by assessors in accordance with the certification scheme. Then, for amil or assessors whose competency test results are declared to have met the principles of competency testing and the rules of evidence are valid, original, current, and adequate, then they will be declared competent. However, if the results of the competency test of the amil or asesi are declared not to meet the principles of competency testing and the rules of evidence that are valid, original, current, and adequate, then they will be declared not competent (BAZNAS, 2018).

5. Issuance of Amil Zakat Certification Certificate

Referring to Article 11 Paragraphs 1 and 2 of Perbazznas RI No. 2 of 2018 concerning Amil Zakat Certification, for amil or asesi who have participated in amil zakat certification and are declared competent, either by means of assessment or competency test, they will receive a certificate of competence from LSP BAZNAS and are valid with a time limit of three years and can be extended (BAZNAS, 2018).

D. Competency of Amil Zakat

1. Definition of Amil Zakat Competency

In general, competence is a set of work abilities of a person consisting of several aspects, including knowledge, skills, and work attitudes which are then adjusted to the established work competency standards (DEKS-BI & P3EI Fakultas Ekonomi-UII, 2016: 173).

Competence is divided into two types, namely soft competency and hard competency. Soft competency is a type of competency that relates to a person's ability to carry out work processes, build relationships and interactions with others, such as in the fields of leadership and communication. Meanwhile, hard competency is type of competency that relates to a person's ability in functional or technical activities of a job, such as in the fields of engineering and planning (Bukit, et al., 2017: 21).

The competence of amil zakat is a set of work abilities of amil which consists of several aspects, including knowledge, skills, and work attitudes which are then adjusted to certain abilities that must be possessed by amil in carrying out their work activities.

2. Competency Standards for Specialized Work in the Field of Zakat Management

Specific work competency standards are work competency standards developed and used by an organization to achieve internal goals within its own organization and / or to meet the needs of other organizations that have a cooperative relationship with the organization concerned and for other organizations in need (Kemenaker RI, 2018).

The special work competency standards refer to the Decree of the Directorate General of Binalavotas No. Kep. 54/LATTAS/V/2018 concerning Registration of BAZNAS Zakat Management Special Standards dated May 7, 2018, and have been registered as Special Work Competency Standards in the field of Zakat Management at BNSP with No. Reg. 11/SKPK-DG/2018 (LSP BAZNAS, 2018). Where in the Special Work Competency Standards, there are 31 work competency units for the field of zakat management, including (Kemenaker RI, 2018):

Table 2. Unit Codes and Units of Competency in the Specialized Work Competency Standards for Zakat Management.

No	Unit Codes	Units of Competency
1	0.84ZIS01.001.1	Formulating Zakat Collection Policy
2	0.84ZIS01.002.1	Developing Zakat Collection Targets
3	0.84ZIS01.003.1	Developing Zakat Collection Strategy
4	0.84ZIS01.004.1	Creating Zakat Collection Program Design
5	0.84ZIS01.005.1	Managing Muzaki Loyalty
6	0.84ZIS01.006.1	Implementing Zakat Revenue
7	0.84ZIS01.007.1	Managing Institutional Zakat Collection
8	0.84ZIS01.008.1	Controlling Zakat Collection
9	0.84ZIS01.009.1	Evaluating Zakat Collection Program Design
10	0.84ZIS01.010.1	Formulating Zakat Distribution and Utilization Policy
11	0.84ZIS01.011.1	Developing Targets and Strategies for Zakat Distribution and Utilization
12	0.84ZIS01.012.1	Designing Zakat Distribution and Empowerment Program
13	0.84ZIS01.013.1	Developing the Development of Zakat Distribution and Empowerment Program
14	0.84ZIS01.014.1	Serving Mustahik
15	0.84ZIS01.015.1	Making Approval for the Distribution and Utilization of Zakat
16	0.84ZIS01.016.1	Carrying out Mustahik Assistance
17	0.84ZIS01.017.1	Monitoring the Zakat Distribution and Utilization Program
18	0.84ZIS01.018.1	Evaluating the Zakat Distribution and Empowerment Program
19	0.84ZIS01.019.1	Managing Zakat Distribution and Utilization Reports
20	0.84ZIS01.020.1	Conduct Impact Assessment of Zakat Distribution and Utilization
21	0.84ZIS01.021.1	Building Partnerships
22	0.84ZIS01.022.1	Socializing Zakat
23	0.84ZIS01.023.1	Handling Customer Complaints

24	0.84ZIS01.024.1	Formulating Zakat Management Strategic Plan
25	0.84ZIS01.025.1	Formulating Annual Work Plan and Budget
26	0.84ZIS01.026.1	Reporting Zakat Management
27	0.84ZIS01.027.1	Evaluating the Performance of Zakat Management Organization
28	0.84ZIS01.028.1	Carry out Administrative Verification of Recommendations
29	0.84ZIS01.029.1	Conducting Interviews of Candidates for BAZDA Leaders
30	0.84ZIS01.030.1	Conduct Factual Verification of LAZ Recommendations
31	0.84ZIS01.031.1	Evaluating Proposed Recommendations

(Document Source: Decree of the Directorate General of Binalavotas No. Kep. 54/LATTAS/V/2018)

3. Indonesian National Work Competency Standards for Zakat Management

Indonesia's national work competency standards are a formulation of work capabilities which include aspects of knowledge, skills, and / or expertise as well as work attitudes that are relevant and in accordance with the implementation of the duties and requirements of the position (Kemenaker RI, 2018)

The Indonesian national work competency standards for the field of zakat management refer to the Indonesian Minister of Manpower Decree No. 30 of 2021 concerning the Determination of National Work Competency Standards for the Category of Government Administration, Defense and Compulsory Social Security in the Main Group of Government Administration, Defense and Compulsory Social Security in the Field of Zakat Management dated April 13, 2021. Where in the National Work Competency Standards, there are 40 work competency units for the field of zakat management, including (Kepmenaker RI, 2021):

Table 3. Unit Codes and Units of Competency in the National Work Competency Standards for Zakat Management.

No	Unit Codes	Units of Competency
1	0.84ZIS01.001.1	Formulating Zakat Collection Policy
2	0.84ZIS01.002.1	Developing Zakat Collection Target
3	0.84ZIS01.003.1	Creating a Zakat Collection Strategy
4	0.84ZIS01.004.1	Creating New Products and Services
5	0.84ZIS01.005.1	Mapping Potential Muzaki
6	0.84ZIS01.006.1	Calculating Zakat according to Islamic Law
7	0.84ZIS01.007.1	Implementing Zakat Revenue
8	0.84ZIS01.008.1	Handling Muzaki Complaints
9	0.84ZIS01.009.1	Maintaining Muzaki Loyalty
10	0.84ZIS01.010.1	Managing Agency Zakat Collection
11	0.84ZIS01.011.1	Marketing Fund Collection Products and Services
12	0.84ZIS01.012.1	Controlling Zakat Collection
13	0.84ZIS01.013.1	Formulating Zakat Distribution and Utilization Policy
14	0.84ZIS01.014.1	Developing the Target of Zakat Distribution and Utilization
15	0.84ZIS01.015.1	Developing Zakat Distribution and Utilization Strategy
16	0.84ZIS01.016.1	Developing Zakat Distribution and Utilization Plan
17	0.84ZIS01.017.1	Serving Mustahik
18	0.84ZIS01.018.1	Conducting Zakat Distribution and Utilization Program
19	0.84ZIS01.019.1	Conducting Mustahik Eligibility Assessment
20	0.84ZIS01.020.1	Handling Mustahik Complaints
21	0.84ZIS01.021.1	Monitoring the Zakat Distribution and Empowerment Program
22	0.84ZIS01.022.1	Performing Evaluation of Zakat Distribution and Empowerment Program
23	0.84ZIS01.023.1	Formulating Zakat Management Strategic Plan
24	0.84ZIS01.024.1	Formulating Annual Work Plan and Budget
25	0.84ZIS01.025.1	Evaluating Organizational Performance
26	0.84ZIS01.026.1	Implement Anti-Money Laundering and Terrorism Financing Prevention Policy
27	0.84ZIS01.027.1	Building Partnerships
28	0.84ZIS01.028.1	Socializing Zakat
29	0.84ZIS01.029.1	Managing Organization Finance
30	0.84ZIS01.030.1	Managing Liquidity
31	0.84ZIS01.031.1	Processing Financial Transactions
32	0.84ZIS01.032.1	Managing Financial Transaction Recording

33	0.84ZIS01.033.1	Preparing Financial Reports
34	0.84ZIS01.034.1	Analyzing Organizational Financial Statements
35	0.84ZIS01.035.1	Planning Amil Zakat Human Resources Needs
36	0.84ZIS01.036.1	Establishing Policies for the Management and Development of Amil Zakat Human Resources
37	0.84ZIS01.037.1	Manage Asset Recording and Managed Assets
38	0.84ZIS01.038.1	Carry out Administrative Verification of Considerations and Recommendations
39	0.84ZIS01.039.1	Conduct Factual Verification of BAZDA Leadership Candidates
40	0.84ZIS01.040.1	Perform Factual Verification of LAZ Recommendations

(Document Source: Indonesian Minister of Manpower Decree No. 30 of 2021)

4. Indonesian National Qualification Framework for Zakat Management

Indonesia's national qualifications framework is a framework for the qualifications of human resources for a profession with comparable, equalized and for a profession by juxtaposing, equalizing, and integrating through the education, training and work experience sectors in a scheme for recognizing work abilities. in a work ability recognition scheme that is adjusted to the structure or position in various work sectors (Kemenaker RI, 2018).

The Indonesian national qualification framework for the field of zakat management refers to the Decree of the Minister of Religious Affairs of the Republic of Indonesia No. 18 of 2022 concerning Indonesian National Qualification Levels for the Field of Zakat Management dated January 18, 2022. Where in the Indonesian National Qualification Framework, there are six levels of qualifications for the field of zakat management, including (Kepmenag RI, 2022):

a. Qualification Level 3 for Collection, Distribution and Utilization Staff, and UPZ Executor

The work competencies for amil zakat applied at this qualification level include 7 units of competency, namely 4 units from core competencies and 3 units from optional competencies, as follows:

1) Core Competency

Table 4. Unit Codes and Core Competency Units in Qualification Level 3.

No	Unit Codes	Units of Competency
1	0.84ZIS01.006.1	Calculating Zakat according to Islamic Law
2	0.84ZIS01.007.1	Implementing Zakat Revenue
3	0.84ZIS01.011.1	Marketing Fund Collection Products and Services
4	0.84ZIS01.017.1	Serving Mustahik

(Document Source: Decree of the Ministry of Religious Affairs No. 18 of 2022)

2) Elective Competencies

Table 5. Unit Codes and Units of Elective Competency in Levels Qualification 3.

No	Unit Codes	Units of Competency
1	0.84ZIS01.008.1	Handling Muzaki Complaints
2	0.84ZIS01.018.1	Conducting Zakat Distribution and Utilization Program
3	0.84ZIS01.019.1	Conducting Mustahik Eligibility Assessment
4	0.84ZIS01.020.1	Handling Mustahik Complaints
5	0.84ZIS01.028.1	Socializing Zakat
6	0.84ZIS01.029.1	Managing Organization Finance
7	0.84ZIS01.031.1	Processing Financial Transactions

(Document Source: Decree of the Ministry of Religious Affairs No. 18 of 2022)

b. Qualification Level 4 for Senior Collection, Distribution and Utilization Staff, Finance Staff, and Verifiers

The work competencies for amil zakat applied at this qualification level include 9 units of competency, namely 4 units from core competencies and 5 units from optional competencies with the provision of at least 3 units of optional competencies from group A and the rest from group B, as follows:

1) Core Competency

Table 6. Unit Codes and Core Competency Units in Qualification Level 4.

No	Unit Codes	Units of Competency
1	0.84ZIS01.006.1	Calculating Zakat according to Islamic Law
2	0.84ZIS01.007.1	Implementing Zakat Revenue
3	0.84ZIS01.011.1	Marketing Fund Collection Products and Services
4	0.84ZIS01.017.1	Serving Mustahik

(Document Source: Decree of the Ministry of Religious Affairs No. 18 of 2022)

2) Elective Competency

a) Group A

Table 7. Unit Codes and Optional Competency Units of Group A in Qualification Level 4.

No	Unit Codes	Units of Competency
1	0.84ZIS01.008.1	Handling Muzaki Complaints
2	0.84ZIS01.009.1	Maintaining Muzaki Loyalty
3	0.84ZIS01.010.1	Managing Agency Zakat Collection
4	0.84ZIS01.018.1	Conducting Zakat Distribution and Utilization Program
5	0.84ZIS01.020.1	Handling Mustahik Complaints
6	0.84ZIS01.021.1	Monitoring the Zakat Distribution and Empowerment Program
7	0.84ZIS01.032.1	Managing Financial Transaction Recording
8	0.84ZIS01.033.1	Preparing Financial Reports
9	0.84ZIS01.038.1	Carry out Administrative Verification of Considerations and Recommendations
10	0.84ZIS01.039.1	Conduct Factual Verification of BAZDA Leadership Candidates
11	0.84ZIS01.040.1	Perform Factual Verification of LAZ Recommendations

(Document Source: Decree of the Ministry of Religious Affairs No. 18 of 2022)

b) Group B

Table 8. Unit Codes and Optional Competency Units of Group B in Qualification Level 4.

No	Unit Codes	Units of Competency
12	0.84ZIS01.019.1	Conducting Mustahik Eligibility Assessment
13	0.84ZIS01.028.1	Socializing Zakat
14	0.84ZIS01.029.1	Managing Organization Finance
15	0.84ZIS01.031.1	Processing Financial Transactions

(Document Source: Decree of the Ministry of Religious Affairs No. 18 of 2022)

c. Qualification Level 5 for Manager of Collection, Distribution and Utilization, Zakat Operations, and Head of Branch/Representative of LAZ

Work competencies for amil zakat applied at this qualification level include 11 units of competency, namely 4 units of core competencies and 7 units of optional competencies with the provision of at least 3 units of optional competencies from group A and the rest from group B, as follows:

1) Core Competency

Table 9. Unit Codes and Core Competency Units in Qualification Level 5.

No	Unit Codes	Units of Competency
1	0.84ZIS01.011.1	Marketing Fund Collection Products and Services
2	0.84ZIS01.027.1	Building Partnerships
3	0.84ZIS01.028.1	Socializing Zakat
4	0.84ZIS01.029.1	Managing Organization Finance

(Document Source: Decree of the Ministry of Religious Affairs No. 18 of 2022)

2) Elective Competency

a) Group A

Table 10. Unit Codes and Optional Competency Units of Group A in Qualification Level 5.

No	Unit Codes	Units of Competency
1	0.84ZIS01.003.1	Creating a Zakat Collection Strategy
2	0.84ZIS01.004.1	Creating New Products and Services
3	0.84ZIS01.005.1	Mapping Potential Muzaki
4	0.84ZIS01.012.1	Controlling Zakat Collection
5	0.84ZIS01.015.1	Developing Zakat Distribution and Utilization Strategy
6	0.84ZIS01.016.1	Developing Zakat Distribution and Utilization Plan
7	0.84ZIS01.022.1	Performing Evaluation of Zakat Distribution and Empowerment Program
8	0.84ZIS01.035.1	Planning Amil Zakat Human Resources Needs

9	0.84ZIS01.037.1	Manage Asset Recording and Managed Assets
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(Document Source: Decree of the Ministry of Religious Affairs No. 18 of 2022)

b) Group B

Table 11. Unit Codes and Optional Competency Units of Group B in Qualification Level 5.

No	Unit Codes	Units of Competency
10	0.84ZIS01.006.1	Implementing Zakat Revenue
11	0.84ZIS01.007.1	Managing Institutional Zakat Collection
12	0.84ZIS01.008.1	Controlling Zakat Collection
13	0.84ZIS01.009.1	Evaluating Zakat Collection Program Design
14	0.84ZIS01.010.1	Formulating Zakat Distribution and Utilization Policy
15	0.84ZIS01.017.1	Serving Mustahik
16	0.84ZIS01.021.1	Monitoring the Zakat Distribution and Empowerment Program
17	0.84ZIS01.019.1	Conducting Mustahik Eligibility Assessment
18	0.84ZIS01.031.1	Processing Financial Transactions
19	0.84ZIS01.032.1	Managing Financial Transaction Recording
20	0.84ZIS01.033.1	Preparing Financial Reports

(Document Source: Decree of the Ministry of Religious Affairs No. 18 of 2022)

d. Qualification Level 6 for Senior Manager of Collection, Distribution and Utilization, Zakat Operations, General and Regional Managers, and Head of Provincial/Regency/City BAZNAS Implementation

The work competencies for amil zakat applied at this qualification level include 12 units of competency, namely 5 units from core competencies and 7 units from optional competencies with the provision of at least 2 units of optional competencies from group A and the rest from group B, as follows:

1) Core Competency

Table 12. Unit Codes and Core Competency Units in Qualification Level 6.

No	Unit Codes	Units of Competency
1	0.84ZIS01.011.1	Marketing Fund Collection Products and Services
2	0.84ZIS01.024.1	Formulating Annual Work Plan and Budget
3	0.84ZIS01.027.1	Building Partnerships
4	0.84ZIS01.028.1	Socializing Zakat
5	0.84ZIS01.035.1	Planning Amil Zakat Human Resources Needs

(Document Source: Decree of the Ministry of Religious Affairs No. 18 of 2022)

2) Elective Competency

a) Group A

Table 13. Unit Codes and Optional Competency Units of Group A in Qualification Level 6.

No	Unit Codes	Units of Competency
1	0.84ZIS01.002.1	Developing Zakat Collection Target
2	0.84ZIS01.003.1	Creating a Zakat Collection Strategy
3	0.84ZIS01.014.1	Developing the Target of Zakat Distribution and Utilization
4	0.84ZIS01.015.1	Developing Zakat Distribution and Utilization Strategy
5	0.84ZIS01.030.1	Managing Liquidity
6	0.84ZIS01.034.1	Analyzing Organizational Financial Statements

(Document Source: Decree of the Ministry of Religious Affairs No. 18 of 2022)

b) Group B

Table 14. Unit Codes and Optional Competency Units of Group B in Qualification Level 6.

No	Unit Codes	Units of Competency
7	0.84ZIS01.004.1	Creating Zakat Collection Program Design
8	0.84ZIS01.005.1	Managing Muzaki Loyalty
9	0.84ZIS01.006.1	Implementing Zakat Revenue
10	0.84ZIS01.007.1	Managing Institutional Zakat Collection
11	0.84ZIS01.009.1	Evaluating Zakat Collection Program Design
12	0.84ZIS01.010.1	Formulating Zakat Distribution and Utilization Policy
13	0.84ZIS01.012.1	Controlling Zakat Collection
14	0.84ZIS01.016.1	Developing Zakat Distribution and Utilization Plan

15	0.84ZIS01.019.1	Conducting Mustahik Eligibility Assessment
16	0.84ZIS01.022.1	Performing Evaluation of Zakat Distribution and Empowerment Program
17	0.84ZIS01.029.1	Managing Organization Finance
18	0.84ZIS01.033.1	Preparing Financial Reports
19	0.84ZIS01.037.1	Manage Asset Recording and Managed Assets

(Document Source: Decree of the Ministry of Religious Affairs No. 18 of 2022)

- e. Qualification Level 7 for Head of Provincial/Regency/City BAZNAS, President Director, and Director

The work competencies for amil zakat applied at this qualification level include 12 units of competency, namely 6 units from core competencies and 6 units from optional competencies, as follows:

- 1) Core Competency

Table 15. Unit Codes and Core Competency Units in Qualification Level 7.

No	Unit Codes	Units of Competency
1	0.84ZIS01.023.1	Formulating Zakat Management Strategic Plan
2	0.84ZIS01.024.1	Formulating Annual Work Plan and Budget
3	0.84ZIS01.025.1	Evaluating Organizational Performance
4	0.84ZIS01.027.1	Building Partnerships
5	0.84ZIS01.034.1	Analyzing Organizational Financial Statements
6	0.84ZIS01.036.1	Establishing Policies for the Management and Development of Amil Zakat Human Resources

(Document Source: Decree of the Ministry of Religious Affairs No. 18 of 2022)

- 2) Elective Competency

Table 16. Unit Codes and Units of Elective Competency in Levels Qualification 7.

No	Unit Codes	Units of Competency
1	0.84ZIS01.002.1	Developing Zakat Collection Target
2	0.84ZIS01.003.1	Creating a Zakat Collection Strategy
3	0.84ZIS01.005.1	Managing Muzaki Loyalty
4	0.84ZIS01.006.1	Implementing Zakat Revenue
5	0.84ZIS01.007.1	Managing Institutional Zakat Collection
6	0.84ZIS01.010.1	Formulating Zakat Distribution and Utilization Policy
7	0.84ZIS01.011.1	Marketing Fund Collection Products and Services
8	0.84ZIS01.012.1	Controlling Zakat Collection
9	0.84ZIS01.014.1	Developing the Target of Zakat Distribution and Utilization
10	0.84ZIS01.015.1	Developing Zakat Distribution and Utilization Strategy
11	0.84ZIS01.026.1	Implement Anti-Money Laundering and Terrorism Financing Prevention Policy
12	0.84ZIS01.028.1	Socializing Zakat
13	0.84ZIS01.035.1	Planning Amil Zakat Human Resources Needs

(Document Source: Decree of the Ministry of Religious Affairs No. 18 of 2022)

- f. Qualification Level 8 for Head of BAZNAS, and Zakat Expert

The work competencies for amil zakat applied at this qualification level include 12 units of competency, namely 6 units from core competencies and 6 units from optional competencies, as follows:

- 1) Core Competency

Table 17. Unit Codes and Core Competency Units in Qualification Level 8.

No	Unit Codes	Units of Competency
1	0.84ZIS01.001.1	Formulating Zakat Collection Policy
2	0.84ZIS01.013.1	Formulating Zakat Distribution and Utilization Policy
3	0.84ZIS01.023.1	Formulating Zakat Management Strategic Plan
4	0.84ZIS01.024.1	Formulating Annual Work Plan and Budget
5	0.84ZIS01.025.1	Evaluating Organizational Performance
6	0.84ZIS01.034.1	Analyzing Organizational Financial Statements

(Document Source: Decree of the Ministry of Religious Affairs No. 18 of 2022)

- 2) Elective Competency

Table 18. Unit Codes and Units of Elective Competency in Levels Qualification 8.

No	Unit Codes	Units of Competency
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1	0.84ZIS01.002.1	Developing Zakat Collection Target
2	0.84ZIS01.003.1	Creating a Zakat Collection Strategy
3	0.84ZIS01.012.1	Controlling Zakat Collection
4	0.84ZIS01.014.1	Developing the Target of Zakat Distribution and Utilization
5	0.84ZIS01.015.1	Developing Zakat Distribution and Utilization Strategy
6	0.84ZIS01.022.1	Performing Evaluation of Zakat Distribution and Empowerment Program
7	0.84ZIS01.026.1	Implement Anti-Money Laundering and Terrorism Financing Prevention Policy
8	0.84ZIS01.027.1	Building Partnerships
9	0.84ZIS01.028.1	Socializing Zakat
10	0.84ZIS01.035.1	Planning Amil Zakat Human Resources Needs
11	0.84ZIS01.036.1	Establishing Policies for the Management and Development of Amil Zakat Human Resources
12	0.84ZIS01.039.1	Conduct Factual Verification of BAZDA Leadership Candidates
13	0.84ZIS01.040.1	Perform Factual Verification of LAZ Recommendations

(Document Source: Decree of the Ministry of Religious Affairs No. 18 of 2022)

3. Research Methods

The research method used in this research is qualitative research with a field survey approach. Qualitative research with a field survey approach is research that is directed at providing a description and understanding of certain problems, facts or events in a systematic and accurate manner (Hardani, et al., 2020: 39 & 54). Researchers intend to describe and describe events or problems in accordance with what is obtained in the field, both data generated in the form of written or oral words from sources and other supporting data. The research place is BAZNAS Cilacap Regency. The research was conducted from January 30, 2023 to March 15, 2023. The object of the research is amil zakat certification in improving amil competence. Meanwhile, the research subjects consisted of several parties, including amil BAZNAS Cilacap Regency who had participated in amil zakat certification and were declared competent, namely Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi, representatives of BAZNAS Cilacap Regency as the controlling party and controller of amil zakat human resource management, namely Mr. H. Hamidan Majdi, S.H., and representatives of UPZ BAZNAS Cilacap Regency as stakeholders, namely Mrs. Rika Trisna K.

4. Results and Discussion

A. General Description of BAZNAS Cilacap Regency

1. The History of BAZNAS Cilacap Regency

The early history of the Cilacap Regency BAZNAS began with the BAZDA, which was established in 2003. However, this institution only began to actively run in 2004. From 2004 to 2011, this institution was still called BAZDA with its management under the control of the Cilacap Regency Ministry of Religious Affairs and directly supervised by the Cilacap Regency Regional Secretary. At that time, the amil position in this institution was occupied by members of the ASN Ministry of Religion and Regional Government who worked in the Cilacap Regency area. It was not until 2015 that the name of BAZDA was changed to BAZNAS, and the amil who worked in the institution began to be initiated by ordinary civilians, no longer absolute ASN members. And then in 2017, Mr. H. Tato Suwanto Pamuji as the Regent of Cilacap Regency set a new rule with the issuance of Regent Decree No. 450/231/04/2017 concerning the Appointment of BAZNAS Leaders of Cilacap Regency, where the decree explained that zakat managers (amil) were only allowed for ordinary civilians.

BAZNAS Cilacap Regency as an institution implementing the mandate of Islamic law in Al-Qur'an letter at-Taubah verses 60 and 103, and also confirmed by the foundation of Law No. 23 of 2011 concerning Zakat Management and Government Regulation No. 14 of 2014 concerning the Implementation of Law No. 23 of 2011 concerning Zakat Management, making BAZNAS Cilacap Regency a non-structural government institution that is officially and legally authorized by the government to carry out ZIS management within the Cilacap Regency area. Other than that, the issuance of Director General of Bimas Decree No. DJ. II /568 / Year 2014 on the Establishment of BAZNAS Kabupeten/Kota throughout Indonesia and Director General of Bimas Decree No. DJ. II /568 / Year 2015 on Amendments to Director General of Bimas Decree No. DJ. II /568 / Year 2014 on the

Establishment of BAZNAS Kabupten/Kota throughout Indonesia also strengthens the position of BAZNAS Cilacap Regency as a zakat management institution.

2. Vision and Mission of BAZNAS Cilacap Regency

The vision and mission carried by BAZNAS Cilacap Regency refers to the vision and mission made by the Central BAZNAS, as follows (BAZNAS Cilacap, 2022):

a. Vision

"To be the main institution for the welfare of the people".

b. Mission

- 1) To build a strong, trusted, and modern BAZNAS as a non-structural government institution authorized in the management of zakat,
- 2) Maximizing national zakat literacy and increasing ZIS-DSKL collection massively and measurably,
- 3) Maximizing the distribution and utilization of ZIS-DSKL to alleviate poverty, improve people's welfare, and reduce social inequality,
- 4) Strengthening the competence, professionalism, integrity, and welfare of national amil zakat in a sustainable manner,
- 5) Modernize and digitize national zakat management with a robust and measurable data-based management system,
- 6) Strengthening the system of planning, control, reporting, accountability, and coordination of national zakat management,
- 7) Building partnerships between muzaki and mustahik with the spirit of helping in goodness and piety,
- 8) Improving synergy and collaboration of all relevant stakeholders for national zakat development,
- 9) Playing an active role and becoming a reference for the world zakat movement.

3. Organizational Structure of BAZNAS Cilacap Regency

The organizational structure of BAZNAS Cilacap Regency for the period 2022-2027 consists of (BAZNAS Cilacap, 2022):

a. Chairman : Ir. H. Irvan Rahmat, S.T, M.M, IPU.

b. Vice Chairman

- 1) Vice Chairman I : Drs. H. Muchsin S.M, M.M.
- 2) Vice Chairman II : Akhmad Kholil, S.H.
- 3) Vice Chairman III : Khakimatussodiqoh, S.Pd.
- 4) Vice Chairman IV : H. Hamidan Majdi, S.H.

c. Division I Collection

- 1) Executive Staff : H. Zaenal Arifin, S.Sos.I.
- 2) Functional Staff : Arif Krismanto

d. Division II Distribution and Empowerment

- 1) Implementation Staff : M. Ramli W. Vauzi
- 2) Functional Staff : Cili Wibowo and Dzulfikri Hidayat

e. Division III Planning, Finance and Reporting

- 1) Implementation Staff : Yoga Pambudi
- 2) Functional Staff : Riski Purnamasari

f. Division III Administration, Human Resources and General

- 1) Functional Staff : Feri Dwi Yanto
- 2) Functional Staff : Drs. Sriyono and Dwi Nur Anisa

g. Internal Audit Unit

- 1) Chairman : Drs. H. Muchsin S.M, M.M.
- 2) Secretary : Feri Dwi Yanto
- 3) Internal Audit : Yoga Pambudi

h. Security : Permono

Referring to Article 31 to Article 49 of Perbaznas RI No. 3 of 2014 concerning the Organization and Work Procedures of the Provincial Amil Zakat Agency and the Regency / City National Amil Zakat Agency, it explains the duties and functions of each position holder in the regency / city BAZNAS (BAZNAS, 2014). The following are the duties and functions of each position holder in BAZNAS Cilacap Regency, as follows:

- a. Chairman, has the task of leading the implementation of the duties of the Cilacap Regency BAZNAS. The Vice Chairman has the task of assisting the chairperson in leading the implementation of the duties and functions of the Cilacap Regency BAZNAS in the activities of

- planning, collection, distribution and utilization, finance, office administration, human resources, general, as well as providing recommendations and reporting.
- b. The Collection Division, led by one vice chairman with the title of Vice Chairman I.
- The Collection Division has the task of carrying out the management of zakat collection. Where in carrying out its duties, the collection field also organizes several functions, including:
- 1) Developing zakat collection strategies, reporting and accountability,
 - 2) Carrying out the management and development of mustahik data,
 - 3) Carrying out zakat campaigns and services to muzaki,
 - 4) Implementing, controlling and evaluating the management of zakat collection,
 - 5) Carrying out the reception and follow-up of complaints on muzaki services, and
 - 6) Coordinating the implementation of zakat collection of BAZNAS Cilacap Regency.
- c. Distribution and Empowerment Division, led by one vice chairman with the title of Vice Chairman II.
- The Distribution and Empowerment Division has the task of carrying out the management of the distribution and utilization of zakat. In carrying out its duties, the field of distribution and utilization also organizes several functions including:
- 1) Developing strategies for the distribution and utilization of zakat, reporting and accountability,
 - 2) Carrying out mustahik data management and development,
 - 3) Implementing, controlling and evaluating the management of the distribution and utilization of zakat, and
 - 4) Coordinating the implementation of the distribution and utilization of zakat of BAZNAS Cilacap Regency.
- d. Planning, Finance and Reporting Division, led by one vice chairman with the title of Vice Chairman III.
- The Planning, Finance and Reporting Division has the task of carrying out the management of planning, finance and reporting of zakat. Where in carrying out its duties, the field of planning, finance and reporting also organizes several functions including:
- 1) Preparing the preparation of zakat management strategic plan and zakat management report of BAZNAS Cilacap Regency,
 - 2) Preparing annual plans, financial reports and performance accountability reports of BAZNAS Cilacap Regency, as well as,
 - 3) Carrying out financial management, accounting system, annual and five-year evaluation of zakat management plan of BAZNAS Cilacap Regency.
- e. Administration, Human Resources and General Affairs, led by one vice chairman with the title of Vice Chairman IV.
- The Administration, Human Resources and General Division has the task of carrying out the management of amil BAZNAS Cilacap Regency, office administration, communication, general and providing recommendations. In carrying out its duties, the field of administration, human resources and general also organizes several functions including:
- 1) Developing an amil management strategy as well as a communication and public relations strategy plan for BAZNAS Cilacap Regency,
 - 2) Carrying out amil planning, amil recruitment and amil development of BAZNAS Cilacap Regency,
 - 3) Carrying out office administration, communication strategy and public relations of BAZNAS Cilacap Regency,
 - 4) Organizing, recording, maintaining, controlling and reporting on assets of BAZNAS Cilacap Regency, and
 - 5) Providing recommendations for opening provincial-scale LAZ representatives in regencies/cities.
- f. Internal Audit Unit, under the Head of BAZNAS Cilacap Regency and responsible to him.
- The Internal Audit Unit has the task of carrying out financial audits, management audits, quality audits and internal compliance audits of BAZNAS Cilacap Regency. Where in carrying out its duties, the internal audit unit also organizes several functions including:
- 1) Preparing audit programs and implementing audits conducted by external parties,
 - 2) Carrying out audits for specific purposes on the assignment of the Chairperson of BAZNAS Cilacap Regency, and
 - 3) Preparing audit reports.
- g. Security, has the task of guarding all assets owned by BAZNAS Cilacap Regency. In addition, the security is also tasked with serving BAZNAS Cilacap Regency stakeholders during working hours.

4. Programs and Services of BAZNAS Cilacap Regency

The programs and services carried out by BAZNAS Cilacap Regency include (BAZNAS Cilacap, 2022):

- a. Cilacap Cerdas, is a work program in the field of education that aims to provide educational assistance services for students from poor families in need, so that they are able to get a proper education. Where this program includes:
 - 1) Education fee assistance,
 - 2) Assistance in fulfilling educational facilities and infrastructure, and
 - 3) Foster child program for orphans and the poor.
- b. Cilacap Makmur, is a work program in the field of community empowerment which aims to provide economic strengthening assistance services for poor people in need, so that they are able to improve the economic conditions in their families. Where this program includes:
 - 1) Business capital cost assistance for individuals/groups,
 - 2) Assistance in fulfilling business facilities and infrastructure, such as micro business carts, business equipment, and others, and
 - 3) Business/skills training assistance for mustahik.
- c. Cilacap Peduli, is a work program in the social sector that aims to provide social services for the general public in need, so that they are able to live modestly and prosperously. Where this program includes:
 - 1) House renovation assistance for the poor/disaster victims,
 - 2) Disaster response assistance and volunteers in disaster,
 - 3) Social assistance assistance for the poor, poor, elderly, orphans, and others,
 - 4) Assistance in fulfilling the needs of the mustahik, and
 - 5) Eid packages for mustahik.
- d. Cilacap Sehat, is a work program in the health sector that aims to provide health assistance services for poor people in need, so that they are able to live healthy, productive and prosperous lives. Where this program includes:
 - 1) Assistance with health costs / facilities for poor patients,
 - 2) Transportation assistance for patients in need,
 - 3) Free ambulance services for mustahik, and
 - 4) Cooperation in activities engaged in the health sector.
- e. Cilacap Taqwa, is a work program in the religious field that aims to provide assistance services in the form of da'wah support, Islamic propagation, and social services for mustahik in need. Where this program includes:
 - 1) Construction/renovation assistance for mosques/mosques/TPQ/ponpes,
 - 2) Assistance in equipping worship facilities and infrastructure for Muslims,
 - 3) PHBI activity assistance for foundations / mass organizations.
 - 4) Financial assistance for orphans and bisyarah ustadz/TPQ/madin/marbot,
 - 5) Funding/learning assistance for mu'allaf.
 - 6) Training assistance for preachers, in collaboration with MUI, and
 - 7) Ramadan Amaliyah.
- f. Zakat Payment Service, is a service provided by BAZNAS Cilacap Regency for muzaki to fulfill their obligation to pay zakat, both zakat fitrah and zakat mal. Zakat payment scheme at BAZNAS Cilacap Regency can be done directly at BAZNAS Cilacap Regency office, or by utilizing digital media such as QRIS and Bank Transfer.

Table 19. Zakat Payment Service by Bank Transfer.

No	Bank Name	Account Number
1	Jateng Bank	2 012 15555 6
2	BSI	7196696665
3	BSS	112-01-00105
4	BKK	01 510 0013503

(Document Source: BAZNAS Cilacap Regency)

- g. Infaq / Alms Payment Service, is a service provided by BAZNAS Cilacap Regency for the general public in fulfilling infaq / alms. The infaq/alms payment scheme at BAZNAS Cilacap Regency can be done directly at the BAZNAS Cilacap Regency office, or by utilizing digital media such as QRIS and Bank Transfer.

Table 20. Infaq/Alms Payment Service by Bank Transfer.

No	Bank Name	Account Number
1	Jateng Bank	2 012 15555 7

2	BSI	7196696667
3	BSS	112-01-00106
4	BKK	01 510 0013502

(Document Source: BAZNAS Cilacap Regency)

B. Implementation of Amil Zakat Certification and Improvement of Amil Competence in BAZNAS Cilacap Regency

Certification of amil zakat is a program created by the government to advance the management of zakat in Indonesia. Referring to Article 2 of Perbazznas RI No. 2 of 2018 concerning Certification of Amil Zakat, it is stated that one of the objectives of the certification is to increase the productivity and quality of amil work, so that later the same standardization of zakat management services will be created in every zakat management organization in Indonesia (BAZNAS, 2018).

An increase in the competence or quality of work of the amil is expected to realize that the management of zakat can run effectively and efficiently, and in accordance with the rules of sharia and law. Furthermore, considering that BAZNAS is generally a public service institution, this institution must also be able to prove itself that its zakat, infaq, and alms management is truly professional (Intan & Amanda, 2018).

Based on the explanation above, it can be concluded that one of the ways that can be done to improve the productivity and quality of amil work in carrying out their duties and functions is by participating in amil zakat certification for amil who work at BAZNAS.

The following is a table listing the amil of BAZNAS Cilacap Regency for the 2022-2027 Period along with a description of the amil certification.

Table 21. List of Amil BAZNAS Cilacap Regency Period 2022-2027 with Information on Amil Zakat Certification.

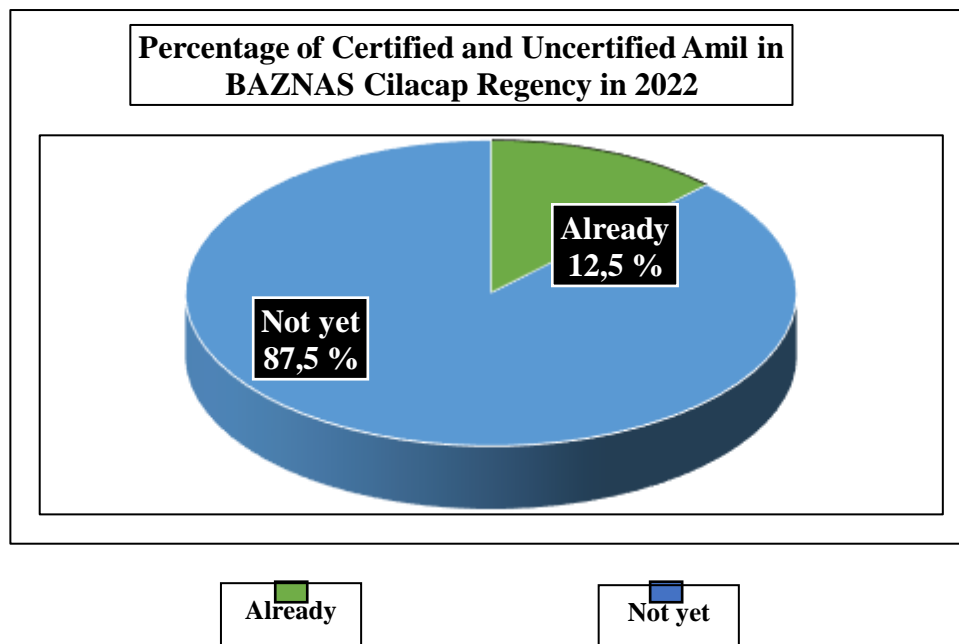
No	Name Amil Zakat	Work Field Amil	Certification Description Amil Zakat
1	Ir. H. Irvan Rahmat, S.T, M.M, IPU.	Chairman	Not yet
2	Drs. H. Muchsin SM, MM.	Vice Chairman I, Head of Internal Audit Unit	Not yet
3	Akhmad Kholil, S.H.	Vice Chairman II	Not yet
4	Khakimatusodiqoh, S.Pd.	Vice Chairman III	Not yet
5	H. Hamidan Majdi, S.H.	Vice Chairman IV	Not yet
6	H. Zaenal Arifin, S.Sos.I	Executive Staff of Division I (Collection)	Already
7	M. Ramli W. Vauzi	Executive Staff of Division II (Distribution & Empowerment)	Not yet
8	Yoga Pambudi	Executive Staff of Division III (Planning, Reporting & Finance), Internal Audit	Already
9	Feri Dwi Yanto	Executive Staff of Division IV (Administration, Human Resources & General), Secretary of Internal Audit Unit	Not yet
10	Arif Krismanto	Functional Staff of Division I (Collection)	Not yet
11	Cili Wibowo	Functional Staff of Division II (Distribution and Usability)	Not yet
12	Dzulfikri Hidayat	Functional Staff of Division II (Distribution and Usability)	Not yet
13	Riski Purnamasari	Functional Staff of Division III (Planning, Reporting & Finance)	Not yet
14	Drs. Sriyono	Functional Staff of Division IV (Administration, Human Resources & General)	Not yet
15	Dwi Nur Anisa	Functional Staff of Division IV (Administration, Human Resources & General)	Not yet

16	Permono	Security	Not yet
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(Document Source: BAZNAS Cilacap Regency)

The following is a diagram of the percentage of certified and uncertified amil in BAZNAS Cilacap Regency in 2022.

Figure1. Diagram of Percentage of Certified and Uncertified Amil in BAZNAS Cilacap Regency in 2022.



(Document Source: BAZNAS Cilacap Regency)

Based on the diagram of the percentage of certified and uncertified amil in BAZNAS Cilacap Regency in 2022, it can be seen that the total percentage between amil who have been certified is 12.5% for two amil and amil who have not been certified is 87.5% for fourteen amil. The two amil who have been certified are Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi.

Meanwhile, related to the explanation of amil zakat certification, amil zakat competency, and competency improvement efforts for amil of BAZNAS Cilacap Regency, especially for amil who have not been certified, it can be observed from the results of an interview with one of the amil at BAZNAS Cilacap Regency.

The following is the result of an interview with Mr. H. Hamidan Majdi, S.H. as Vice Chairman IV at BAZNAS Cilacap Regency on Monday, July 18, 2022 related to amil zakat certification and amil zakat competency.

"BAZNAS is a public servant institution, meaning that this institution must be able to professionally serve its stakeholders, whether it comes from muzaki or mustahik, and do not forget also for other organizations / institutions that participate in synergy. Therefore, the certification of amil zakat is very much needed for amil in every zakat management institution in Indonesia. The purpose is so that the services of the amil in each zakat management institution have the same quality, there is no difference in their services. In addition, the certification of amil zakat also has a positive effect on improving the quality of thinking of amil, because with this certification they are required to always innovate in maximizing the potential of zakat, infaq and sadaqah funds in their working areas to be developed." (Interview with Mr. H. Hamidan Majdi, S.H., 2022).

"For what is meant by amil competence, it is the work ability of amil zakat in managing the zakat funds that have been collected, including infaq and sadaqah. Where they must know how they see the potential of zakat in the scope of their work area, how they design the collection and distribution scheme, how they conduct a study of the problems that exist in their area so that they can be overcome with this zakat fund." (Interview with Mr. H. Hamidan Majdi, S.H., 2022).

Furthermore, Mr. H. Hamidan Majdi, S.H. also explained the implementation of amil zakat certification in BAZNAS Cilacap Regency and the competency improvement for amil who have not yet followed the certification.

"There are two amil zakat who have been certified as competent amil in BAZNAS Cilacap Regency, Mr. Yoga and Mr. Zaenal. Mr. Yoga is in the field of planning, finance and reporting, Mr. Zaenal in the field of collection. For Mr. Yoga and Mr. Zaenal, I think we have met the requirements to become competent

and professional amil zakat, after they have been trained through various kinds of training, workshops, seminars, studies, discussions, education and others, and most importantly they have taken amil certification and also passed (competent). As for other amils, in our institution there is also a kind of program for them, whether it is included in trainings, workshops, seminars, work programs, education, discussions, comparative studies, and many others, all of which can be used as provisions for them to be able to take part in amil zakat certification at LSP BAZNAS later." (Interview with Mr. H. Hamidan Majdi, S.H., 2022).

Based on the data and interview results obtained in this study, it can be concluded that the implementation of amil zakat certification in BAZNAS Cilacap Regency is still relatively low. This can be seen from the number of amil who have been certified, there are only 2 amil or 12.5% of the total number of amil and amil who have not been certified are 14 amil or 87.5% of the total number of amil.

Meanwhile, to respond to the low number of amil who have been certified, the Cilacap Regency BAZNAS consciously and massively continues to make efforts to improve the competence of its amil, especially for those who have not been certified. These efforts are reflected in various kinds of training, education, workshops, seminars, work programs, discussions, comparative studies, and other such activities. All of these activities are carried out in order to boost the quality of work of the amil BAZNAS Cilacap Regency. Apart from that, these activities can also be a provision for amil who have not been certified, when they will take part in amil zakat certification.

Regarding the competence of amil at BAZNAS Cilacap Regency, Mr. H. Hamidan Majdi, S.H. explained that amil at BAZNAS Cilacap Regency must at least have several competencies and professionalism.

"Amil here must at least have knowledge of the fiqh of zakat, such as the postulates, types and kinds, managerial or management must also be understood, both in marketing to attract donors on the basis of work programs and in targeting parties who are entitled to receive the distribution of zakat, infaq and alms funds, not forgetting that for the financial part they must also master PSAK 109 regarding zakat accounting." (Interview with Mr. H. Hamidan Majdi, S.H., 2022).

"Professionalism for amil zakat is also the focus of our attention, such as Professionalism in work is a must for the amil-amil here, they must carry out their duties and roles." (Interview with Mr. H. Hamidan Majdi, S.H., 2022).

The competencies that must be owned and mastered by amil-amil at BAZNAS Cilacap Regency include several things such as knowledge competencies of zakat fiqh (legal basis for zakat obligations, types of zakat, mustahik, ashnaf zakat, haul, nishab, zakat rates and how to calculate zakat), managerial or management competencies (planning, implementing, and organizing zakat), and management competencies (planning, implementing, and organizing in the collection, distribution and organization in the collection, distribution and utilization of zakat), competence of fundraising management (amil's efforts to collect zakat from muzaki to be distributed to muzaki to be distributed to mustahik), and zakat utilization competence.

Meanwhile, related to the professionalism that must be owned and mastered by amil in BAZNAS Cilacap Regency includes several things, namely:

1. Work in a disciplined, effective, and efficient manner and carry out tasks responsibly, honestly, and professionally.
2. Appearing polite, neatly dressed, and in accordance with Islamic law and the applicable provisions in the institution.
3. Ensure the quality of service to muzaki, mustahik, and other parties in accordance with the professional standards of zakat management administration.
4. Making plans in accordance with the vision, mission, and policies of the institution.
5. Using the budget in accordance with accounting procedures and accountability.
6. Always improve knowledge and skills in the implementation of task.
7. Work effectively and efficiently in the implementation of the tasks set out in the zakat management organization.
8. Using finances sourced from amil and other rights responsibly.
9. Rejecting decisions, policies, or instructions of superiors that are contrary to Islamic law and the provisions of laws and regulations.

C. Effectiveness of Amil Zakat Certification in Improving Amil Competence at BAZNAS Cilacap Regency

The measurement of the effectiveness of amil zakat certification in improving amil competence at BAZNAS Cilacap Regency was carried out by the author by adjusting the indicators of program effectiveness as formulated by Budiani (in Diah, et al., 2022), including program target accuracy, program socialization, program objectives, and program monitoring.

Amil BAZNAS Cilacap Regency who have participated in amil zakat certification and declared competent, namely Mr. H. Zaenal Arifin, S.Sos.I as the Executive Staff of Division I Collection and Mr. Yogi Pambudi as the Executive Staff of Division III Planning Reporting and Finance. Mr. H. Zaenal Arifin, S.Sos.I has been certified and declared competent as an amil zakat, after receiving an amil zakat certificate in 2019 with ZIS Registration No. 1307 00075 2019, Certificate No. 8411 3353 50000283 2019, and Stamp No. 4867665. Meanwhile, Mr. Yoga Pambudi has also been certified and declared competent, after receiving an amil zakat certificate in 2019 with ZIS Registration No. 1306 00076 2019, Certificate No. 8411 3353 50000284 2019, and Stamp No. 4867664.

Amil BAZNAS Cilacap Regency who have participated in amil zakat certification and declared competent, namely Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi. The following are the results of interviews with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi on Monday, September 5, 2022.

"Mr. Yoga and I conducted amil zakat certification in Solo, in one of the hotels there in mid-2019. We were there for about five days, we were representatives of amil BAZNAS Cilacap Regency which at that time was not only the scope of Central Java, but nationally throughout Indonesia and was limited to a maximum of thirty people per class and at that time two classes. The certification at that time really added to our experience, because we met many amils from all over Indonesia, we shared stories, experiences, and knowledge that we had. At that time, we participated in the implementation of amil certification using the competency test method with an occupational scheme for executive staff. We were given a lot of material, which was new to us. When the competency test process began, we were grouped with people from different regions and the assessors were not from the same region, so it was really very impressive. The competency test was conducted with written tests, interviews, case studies, and other things that the assessor wanted." (Interview with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi, 2022).

Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi participated in the amil zakat certification conducted by LSP BAZNAS on August 8-12, 2019 at the competency test site during the Indah Palace Solo Hotel which is located at Jl. Veteran No. 284, Tipes, Serengan District, Surakarta City. They participated in the implementation of certification with a competency test model and through an occupational certification scheme for executive staff. Referring to Article 1 Paragraph 20 of Perbaznas RI No. 2/2018 on Certification of Amil Zakat, it is explained that competency test is an assessment process of amil zakat competency assessment process using written test, interview, and/or simulation practice methods (BAZNAS, 2018). Meanwhile, referring to Article 1 Paragraph 10 of Perbaznas RI No. 2/2018 on Amil Zakat Certification, it also explains the occupational certification scheme, the occupational certification scheme is the competency requirements that must be possessed in certain positions (BAZNAS, 2018).

At that time, the implementation of certification with a competency test model for the executive staff occupational certification scheme was carried out by referring to the special competency standards in the field of zakat management at LSP BAZNAS which consisted of seven competency units, including managing muzaki loyalty, carrying out zakat receipts, serving mustahik, making approval for the distribution and utilization of zakat, carrying out mustahik assistance, socializing zakat, handling customer complaints. customer complaints.

Furthermore, Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi also explained the things that underlie them to follow the certification of amil zakat.

"We follow this as a form of mandate from Law No. 23 of 2011, which regulates the governance of zakat, where in the regulation, an amil is said to be an amil after certification or recognition from a legal institution. Then in terms of sharia, we follow from the verse about zakat, namely QS. At-Taubah verses 103 and 60. Therefore, the central BAZNAS also launched the certification of amil zakat. In addition, amil is a profession, even this is a profession mentioned in the Qur'an, so there must be real recognition from the government that this is a profession. We follow this amil certification in order to make the management of zakat carried out by our institution no different from other institutions, in the sense that the standardization of services is the same. We follow this is also a form of awareness from us so that we can discuss and share to take knowledge from other amils throughout Indonesia who certainly have different cultures and problems." (Interview with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi, 2022).

Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi participated in amil zakat certification as a form of compliance with the orders of Law No. 23 of 2011 concerning Zakat Management, Perbaznas RI No. 2 of 2018 concerning Amil Zakat Certification, as well as the implementation of QS. At-Taubah verses 103 and 60, where amil zakat is a profession that requires recognition from the government. Apart from that, the certification of amil zakat is to ensure and improve the quality of zakat management, so that there is the same standardization of services in every zakat management institution, especially in BAZNAS. Therefore, they with a real form of awareness follow the certification in order to make zakat management in Indonesia,

especially in their institution, experience an increase in quality in terms of management. The existence of certain competencies tested in the program also makes them understand that an amil zakat must be able to work professionally, transparently, and accountably in carrying out its duties and functions.

The following is a measurement of the effectiveness of amil zakat certification in improving amil competence at BAZNAS Cilacap Regency, especially for amil who have been certified and declared competent.

1. Accuracy of Program Objectives

Referring to the Implementation Section of the Indonesian National Work Competency Standards in the Decree of the Minister of Religious Affairs of the Republic of Indonesia No. 389 of 2022 concerning Indonesian National Work Competency Standards in the Field of Zakat Management, it shows that the target of amil zakat certification is aimed at several parties, including amil zakat at BAZNAS at the Central/Provincial/Regency/City level, amil zakat at LAZ at the National/Provincial/Regency/City scale and its representatives, and/or Management at UPZ, and other parties engaged in the field of zakat management (Kepmenag RI, 2022).

Meanwhile, referring to Article 4 Paragraphs 1 and 2 of Perbaznas No. 2/2018 concerning Amil Zakat Certification, it also explains the requirements to be able to participate in the amil zakat certification program consisting of several things, namely (BAZNAS, 2018):

- a. Have experience in the field of zakat management, such as working at BAZNAS, LAZ, and/or UPZ.
- b. Having evidence of participation in training and education related to zakat management initiated by BAZNAS or other parties, such as certificates and/or certain documents.

The following are the results of interviews with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi on Monday, September 5, 2022 related to the experience of working at BAZNAS Cilacap Regency and the various training and education they have attended.

"We have been working as amil zakat in BAZNAS Cilacap Regency for a long time, I (Mr. Zaenal) have been working for 6 years and Mr. Yoga has been working for 11 years, so we already know more or less how the world of Islamic philanthropy, especially zakat here (Cilacap)." (Interview with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi, 2022).

"As long as we join the amil friends here, we are also often included to represent BAZNAS when there is some kind of education and training program conducted by BAZNAS, either central, provincial, or district/city, or even other institutions, such as LAZ, and other observers of zakat governance. The training and education that I (Mr. Zaenal) have participated in, including zakat and waqf literacy workshops, training on the introduction and audit of the ISO 9001: 2015 quality management system, while Mr. Yoga, including workshops on internal audit and reporting according to PSAK 109, SiMBA and reporting guidance, zakat accounting training." (Interview with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi, 2022).

Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi, are two amil zakat who work in zakat management organization, BAZNAS Cilacap Regency. Mr. H. Zaenal Arifin, S.Sos.I has worked as amil zakat for approximately 6 years and Mr. Yoga Pambudi has worked as amil zakat for approximately 11 years. They have attended various education and training related to zakat management, starting from education and training initiated by BAZNAS, as well as from other education and training institutions, such as LAZ and other zakat governance observers. Mr. H. Zaenal Arifin, S.Sos.I has participated in several education and training, such as zakat and waqf literacy workshop, introduction training and audit of ISO 9001:2015 quality management system. While Mr. Yoga Pambudi, has also attended several education and training, such as internal audit workshops and reporting according to PSAK 109, SiMBA and reporting guidance, and zakat accounting training.

Based on the explanation in the Decree of the Minister of Religious Affairs of the Republic of Indonesia No. 389 of 2022 concerning Indonesian National Work Competency Standards in the Field of Zakat Management and Perbaznas No. 2 of 2018 concerning Amil Zakat Certification, then adjusted to the results of interviews with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi related to the accuracy of program targets, it can be concluded that amil zakat certification has a fairly effective target program participants.

2. Program Socialization

The socialization of amil zakat certification was initially initiated along with the establishment of LSP BAZNAS through the issuance of BAZNAS Chairman Decree No. 178 Year 2017 on the Establishment of LSP BAZNAS dated December 18, 2017. LSP BAZNAS was formed to carry out professional certification activities for amil zakat throughout Indonesia, especially for amil who work in BAZNAS and LAZ (LSP BAZNAS, 2018).

But officially and formally, the socialization of amil zakat certification began after the promulgation of Perbaznas No. 2 Year 2018 on Amil Zakat Certification dated March 28, 2018. The presence of

Perbazznas No. 2 Year 2018 on Certification of Amil Zakat is one of the efforts promoted by the government in optimizing the management of zakat in Indonesia. zakat in Indonesia.

Socialization of amil zakat certification, in this case, is carried out by LSP BAZNAS. LSP BAZNAS conducts socialization related to amil zakat certification through various media platforms that they have, including:

Table 22. Media socialization of LSP BAZNAS.

No	Media	Account Name
1	Website	LSP BAZNAS
2	Instagram	LSP BAZNAS
3	FaceBook	LSP BAZNAS
4	Twitter	LSP BAZNAS

(Document Source: BAZNAS Cilacap Regency)

The following are the results of interviews with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi on Monday, September 5, 2022 related to socialization and information about amil zakat certification that they get.

"The information we receive related to amil zakat certification, we get it from our friends at BAZNAS Center. Apart from that, we also get information about the certification from LSP BAZNAS fliers on FaceBook, Instagram, and Twitter. We also see the certification information on the LSP BAZNAS website" (Interview with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi, 2022).

Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi, got information about amil zakat certification at LSP BAZNAS from BAZNAS central colleagues. Other than that, they also know information about amil zakat certification from socialization conducted by LSP BAZNAS in various media platforms that they have.

Based on the form of socialization of amil zakat certification conducted by LSP BAZNAS in various media platforms that they have, then adjusted to the results of interviews with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi related to program socialization, it can be concluded that the socialization of amil zakat certification conducted by LSP BAZNAS in providing understanding and information for the target participants of the program is quite effective.

3. Program Objectives

According to Prof. K. H. Noor Achmad, M. A in (BAZNAS Public Relations, 2022), he said:

"The main purpose of the amil zakat certification is to produce amil zakat in Indonesia that has qualified competence. In addition, this program is also designed to ensure the standardization of zakat services in all zakat management institutions".

The following are the results of interviews with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi on Monday, September 5, 2022 related to the progress of general competency improvement that they get after participating in amil zakat certification.

"The point is, in general we really feel that there is additional knowledge and insight about zakat which turns out to be very broad. We are well aware that this certification is indeed formulated to improve the competence of amil, where we are given material, we are given case studies, and the point is that there are many things. If we talk about the effectiveness, actually it goes back to each amil, but actually the program deserves to be encouraged and developed so that it can make the quality of zakat management, the standard is the same, whether in the west, east, south, north, wherever it can provide the best service. Then related to competency improvement, we try to answer it objectively and realistically. The point is that the task of amil zakat is only to collect and distribute, if the collection and distribution are large, it can automatically become clear evidence of the quality of the institution. Alhamdulillah, in BAZNAS Cilacap Regency itself, in the past five years the optimization of its management has always increased, especially after we participated in certification in 2019, of course we also apply the knowledge we receive. We were certified in 2019, and in 2020, thank God, we received an award as the largest collector of zakat, infaq and alms funds in Central Java. And of course, one of the keys to the success of this achievement is that we try to apply the competencies that have been tested during certification." (Interview with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi, 2022).

Referring to the Special Occupational Competency Standards in the field of zakat management which refers to the Decree of the Directorate General of Binalavotas No. Kep. 54/LATTAS/V/2018 concerning Registration of BAZNAS Zakat Management Special Standards, the occupational certification scheme for executive staff has 7 units of competence, as follows:

No	Unit Codes	Units of Competency
1	0.84ZIS01.005.1	Managing Muzaki Loyalty

2	0.84ZIS01.006.1	Implementing Zakat Revenue
3	0.84ZIS01.022.1	Socializing Zakat
4	0.84ZIS01.023.1	Handling Customer Complaints
5	0.84ZIS01.014.1	Serving Mustahik
6	0.84ZIS01.015.1	Making Approval for the Distribution and Utilization of Zakat
7	0.84ZIS01.016.1	Carrying out Mustahik Assistance

(Document Source: Decree of the Directorate General of Binalavotas No. Kep. 54/LATTAS/V/2018)

The following are the results of interviews with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi on Monday, September 5, 2022 related to the progress of competency improvement in the seven units of competency that have been tested in the amil zakat certification scheme occupational certification of executive staff.

a. Managing Muzaki Loyalty

"To build and strengthen the loyalty of muzaki to give zakat at BAZNAS and UPZ under us, we routinely conduct monthly reports on the success of the program to muzaki either directly or through our UPZ. In addition, both for our own institution, BAZNAS and our UPZs, we always provide education, direction, and input so that we can become amil who can be role models or role models in all aspects of actions and behavior, where we know that the most important da'wah is by direct example of bil hikmah not only words. Moreover, for an amil zakat, it has the name of work attitude, trustworthiness, professionalism, independence, objectivity, and excellent service, so it should not only be applied when in the office, but wherever he is. Furthermore, we will also conduct a muzaki satisfaction survey on our performance." (Interview with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi, 2022).

b. Implementing Zakat Revenue

"In implementing zakat collection, we build good communication with UPZ in our institution, be it UPZ BUMN, BUMD, PDAM, PLTU, hospitals, companies, schools, and others. Our program is not grandiose for collection, what we do, namely BAZNAS, is focused on ASN, although of course non-ASNs are still being observed. As for the whole, we carry out a zakat collection program strategy by strengthening our UPZ, where we maximize the role of UPZ, we only act as a means of supporting and encouraging them, because we know that UPZ is the front guard in collecting funds, both zakat, infaq and alms. And to maximize these potentials, we provide assistance, especially in the introduction of IT, one of which is by holding technical guidance for UPZs that are not yet optimal. In addition, we are also upgrading in receiving zakat, infaq and sadaqah funds, namely through the use of digital media, namely QRIS and crowdfunding Kita Bisa.Com." (Interview with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi, 2022).

c. Socializing Zakat

"We socialize zakat directly and indirectly through our UPZs that are spread in various regions. In addition, we also socialize zakat through our social media both with pamphlets and brochures, not to forget that we also collaborate with LAZ-LAZ in Cilacap to socialize and provide an understanding of zakat to the wider community. The concrete form of zakat socialization that we do is also done by introducing the right targeted pentasyarufan program, such as house renovation, business carts, and many other programs that make muzaki and munfiq believe." (Interview with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi, 2022).

d. Handling Customer Complaints

"Often customer complaints are about the process of applying for assistance that is felt to be slow to respond, when in fact it is a lack of accuracy on the part of the applicant. Therefore, we make efforts to educate people who need help by making a flow chart for applying for assistance, so that when they apply for assistance at BAZNAS it can be processed quickly. In addition, there are also several cases complained about by stakeholders, especially ASN muzaki, about professional zakat, so we also provide direction and understanding to the muzaki based on the law and the arguments in the Qur'an, namely QS. Al-Baqarah verse 267." (Interview with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi, 2022).

e. Serving Mustahik

"The mustahik services that we do are not only limited to the office, but we really try to go down directly to face the mustahik, what they need, what they want we will try to realize, as long as it can be useful and prosper them. For example, if there is a merchant who has an inadequate trading cart, we will make it, buy it. Mustahik who lack business capital, we will provide business capital assistance, and of course there are many, the point is what is needed we will try to fulfill it." (Interview with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi, 2022).

f. Making Approval for the Distribution and Utilization of Zakat

"The approval of the distribution and utilization of zakat that we are currently doing is by building communication with our UPZs in various agencies and regions, besides that we also focus on the UPZs of the mosque. For UPZ mosques, we have made Decree letter of UPZ mosques approximately 1,679 out of around 2,000 mosques. We also carry out a strategy of approval for the distribution and utilization of zakat so that UPZ-UPZ becomes more enthusiastic in carrying out the collection process, namely we give 60% for them to tasyarufkan in their environment, and we also give 5% for their operations, so that they are motivated to manage zakat, infaq and sadaqah in their environment in order to prosper and prosper their environment as well." (Interview with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi, 2022).

g. Carrying out Mustahik Assistance

"For mustahik mentoring, we do it regularly, we create a kind of forum, events, activities, and studies so that we can monitor their development progress. In addition, we also provide discussion facilities for them to communicate problems or obstacles they encounter in the field." (Interview with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi, 2022).

Based on the results of interviews with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yogi Pambudi related to the seven competency units that have been tested in amil zakat certification, it can be concluded that in general they have experienced an increase in the competencies tested, where they have gained new knowledge and knowledge after certification, and have made updates and improvements to these competencies. these competencies.

As well as the management of muzaki loyalty is done by providing regular reports on the success of the program to muzaki accompanied by satisfaction surveys, the application of a trustworthy, professional, independent work attitude, objective, and excellent service.

The implementation of zakat collection is carried out by cooperating and establishing UPZ-UPZ, utilizing digital media as a collection channel.

Socialization of zakat is carried out by going directly to the field with programs made both through UPZ and BAZNAS itself, the use of social media for socialization is also applied, and LAZ-LAZs in the regions are also encouraged to socialize and understand zakat to the general public.

Handling customer complaints is done by providing direct understanding to customers, one of which is implemented by making a flow chart of requests for assistance.

Mustahik services are carried out by going directly to the field, in order to absorb precisely and carefully what is really needed by mustahik.

Making agreements for the distribution and utilization of zakat is done by communicating with UPZ, namely through a strategy of distributing 60% of distribution funds to UPZ plus 5% for its operations, so that UPZ can be maximized in managing zakat, infaq and sadaqah in its area.

The implementation of mustahik assistance is carried out periodically and directly by making events, forums, and discussions that discuss the direction of assistance to the obstacles and problems faced by mustahik in the field.

Based on the explanation in Article 2 of Perbaznas RI No. 2 of 2018 concerning Certification of Amil Zakat and Occupational Certification of Executive Staff, then adjusted to the results of interviews with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi related to the objectives of the program, it can be concluded that the purpose of amil zakat certification in improving the competence of amil zakat is to increase the competence of amil zakat.

4. Program Monitoring

Monitoring of amil zakat certification is carried out by observing the development, identifying, and anticipating problems that arise after the implementation of certification.

The following are the results of interviews with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi on Monday, September 5, 2022 related to monitoring from LSP BAZNAS for amil who have been certified.

"The effort to monitor the certification of amil zakat from LSP BAZNAS for us, amil who have passed the certification, is done by media, not directly. We, amils who passed the certification, were made a WA group by the LSP, in addition to getting to know each other, it can also be a place to share and hone skills as amils. But in essence, the monitoring carried out by the LSP, it is done by seeing what obstacles and challenges we experience, so we share with fellow assessors, later from the LSP will provide suggestions or solutions." (Interview with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi, 2022).

Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi, as amil who have been certified in amil zakat certification, get monitoring from LSP BAZNAS indirectly, namely through the WA group that has been created by LSP BAZNAS. The monitoring conducted by LSP BAZNAS for the target participants of the

program who have passed the certification is done by hearing the various challenges and obstacles they faced.

Based on the form of monitoring of amil zakat certification carried out by LSP BAZNAS for the target participants of the program, then adjusted to the results of interviews with Mr. H. Zaenal Arifin, S.Sos.I and Mr. Yoga Pambudi related to program monitoring, it can be concluded that the monitoring of amil zakat certification carried out by LSP BAZNAS in providing advice, input, and solutions for the target participants of the program can be declared quite effective.

Referring to the indicators of program effectiveness according to Budiani (in Diah, et al., 2022), including the accuracy of program targets, program socialization, program objectives, and program monitoring, it can be concluded that the effectiveness of amil zakat certification in improving amil competence at BAZNAS Cilacap Regency can generally be said to be quite effective.

Apart from that, to find out the achievement of the objectives of amil zakat certification, especially in increasing the competence of amil who have been certified, the author also conducted interviews with several parties, including:

- a. Representative of the leadership of BAZNAS Cilacap Regency as the controller and controller of human resource management of amil zakat, namely Mr. H. Hamidan Majdi, S.H. as Vice Chairman IV of BAZNAS Cilacap Regency.

The following are the results of an interview with Mr. H. Hamidan Majdi, S.H. on Monday, July 18, 2022 related to the progress of the performance of amil who have participated in amil zakat certification.

"Especially for amil BAZNAS Cilacap Regency who have participated in amil certification, Mr. Yoga and Mr. Zaenal, we from the leadership fully support the steps they take. We also provide facilities that we can do for them, because what they get later is also for the progress of this institution. It is evident that since they both participated in the certification, we have really felt the increase in their work performance both in terms of knowledge and practice. In terms of the field, I see that both of them often make strategic breakthroughs. For example, Mr. Zaenal is in the field of collection, he often communicates with other parties to partner with BAZNAS, we also established many UPZs, starting from schools, hospitals, BUMDs, even to mosques. As for Mr. Yoga, he is in the field of finance, I also see the upgrading of financial administration management that is increasingly professional and systematic. In terms of data, for our collection in the past few years we have experienced an increase in collection which I think is quite satisfying and significant. As for finance, for our financial statements we have also always received unqualified ratings in the past few years" (Interview with Mr. H. Hamidan Majdi, S.H., 2022).

Based on the results of interviews with Mr. H. Hamidan Majdi, S.H. related to the progress of the performance of amil who have participated in amil zakat certification, it can be concluded that in general they have improved their performance, where they often make strategic breakthroughs in relation to managing zakat, infaq and alms. As well as communication strategies with several As well as communication strategies with several elements of society, both institutions or groups to establish synergy partners of BAZNAS Cilacap Regency, financial administration that is increasingly organized and systematic, and no less important is the increasingly professional work attitude. zakat, infaq, and alms.

- b. Representative of UPZ BAZNAS Cilacap Regency as a stakeholder, namely Mrs. Rika Trisna K. as Treasurer of UPZ in Sidareja District.

The following are the results of the interview with Mrs. Rika Trisna K. on Tuesday, September 5, 2022 related to the progress of the performance of the amil who have participated in the amil zakat certification.

"Regarding the performance improvement of amil at BAZNAS Cilacap Regency, Mr. Zaenal in particular. Because I am often in contact with him, he is in the collection automatically I know more or less mas, the person is disciplined mas, also good when communicating, also open person so if I have problems or things that I am confused about I can get a solution. I also often receive guidance and socialization related to zakat, infaq, and alms collection procedures, strategies, and many others. The point is, in my opinion, it has improved, it has become more professional" (Interview with Mrs. Rika Trisna K., 2022).

Based on the results of interviews with Mrs. Rika Trisna K. related to the quality of work of the amil BAZNAS Cilacap Regency during synergy, it can be concluded that in general they have carried out a professional work attitude, namely through discipline in work, transparency in every activity or program carried out within the scope of the assisted UPZ work area, and providing technical guidance on procedures for collecting zakat, infaq and alms.

D. Optimizing the Performance and Management of ZIS BAZNAS Cilacap Regency Year 2018-2022

As supporting evidence for the increase in competence or performance of amil in BAZNAS Cilacap Regency in carrying out their duties and functions. The following is the basis or basic footing in describing the increased competence or performance of the amil, including:

1. Muzaki and Munfik

The following is data on the number of muzaki and munfik of BAZNAS Cilacap Regency in the past five years from 2018 to 2022.

Table 24. Number of Muzaki and Munfik of BAZNAS Cilacap Regency 2018-2022.

No	Year	Muzaki and Munfik
1	2018	1.622
2	2019	6.136
3	2020	7.140
4	2021	7.895
5	2022	9.179

(Document Source: BAZNAS Cilacap Regency)

2. Zakat, Infaq, and Alms Beneficiaries

The following are the zakat, infaq, and alms beneficiaries of BAZNAS Cilacap Regency in the past five years from 2018 to 2022.

Table 25. Zakat, Infaq, and Alms Beneficiaries of BAZNAS Cilacap Regency in 2018-2022.

No	Year	Zakat, Infaq, and Alms Beneficiaries
1	2018	5.255
2	2019	9.020
3	2020	26.759
4	2021	12.228
5	2022	15.750

(Document Source: BAZNAS Cilacap Regency)

3. Acquisition and Distribution of Zakat, Infaq, and Alms

The following is data on the acquisition and distribution of ZIS in the past five years from 2018 to 2022.

Table 26. Acquisition and Distribution of Zakat, Infaq, and Alms BAZNAS Cilacap Regency 2018-2022.

No	Year	Zakat, Infaq, and Alms Collection	Zakat, Infaq, and Alms Distribution
1	2018	Rp. 3.883.540.221,00	Rp. 2.139.924.318,00
2	2019	Rp. 4.565.706.492,00	Rp. 3.843.911.732,00
3	2020	Rp. 12.727.038.218,00	Rp. 13.687.144.951,00
4	2021	Rp. 14.848.902.937,00	Rp. 15.450.892.435,00
5	2022	Rp. 16.652.690.217,00	Rp. 15.774.125.199,00
Total		Rp. 52.677.878.085,00	Rp. 50.895.998.635,00

(Document Source: BAZNAS Cilacap Regency)

5. Conclusion

The implementation of amil zakat certification on amil who work at BAZNAS Cilacap Regency is still relatively low with a percentage of 12.5%. This is evidenced by the data on the number of amil who have been certified and declared competent, only 2 amil out of a total of 16 amil working in the institution, namely Mr. H. Zaenal Arifin, S. Sos. I and Mr. Yoga Pambudi. The effectiveness of amil zakat certification in improving amil competence at BAZNAS Cilacap Regency can generally be said to be quite effective. This is based on the indicators of program effectiveness according to Budiani (in Diah, et al., 2022), including the accuracy of program targets, program socialization, program objectives, and program monitoring. Apart from that, as supporting material as well as concrete evidence of the increase in competence is to look at data on the number of muzaki and mustahik, the number of zakat, infaq, and alms beneficiaries, and the acquisition and distribution of zakat, infaq, and alms which generally continued to increase when two amil at BAZNAS Cilacap Regency had certified and declared competent.

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