

Analysis of Volunteer interest and work motivation Islamic philanthropy institutions reviewed from theory cognitive evaluation: Study at Baznas Bandar Lampung City

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Abstract

Islamic philanthropic institutions are essential in the humanitarian sector, especially in distributing ZIS (zakat, infaq, and sadaqah). Institutions need to increase the interest and motivation of volunteers so they can work optimally. The main objective of this research is to measure the interest and work motivation of Bandar Lampung City BAZNAS volunteers and to understand the extent of extrinsic motivation support provided by Bandar Lampung City BAZNAS to its volunteers through the lens of cognitive evaluation theory. The research method used in this research is quantitative descriptive research, with the number of respondents being 20 BAZNAS volunteers from Bandar Lampung. The research results show that BAZNAS volunteers want to continue their involvement with BAZNAS and contribute to its mission for a long time. After joining BAZNAS Bandar Lampung City as volunteers, they received many benefits, including developing skills and expertise. BAZNAS Bandar Lampung City provides opportunities for volunteers to participate in various activities and, as much as possible, create a good and conducive work environment between interest, motivation, and support by cognitive evaluation theory.

Keywords: Volunteers, Islamic philanthropy, Interests, Motivation

Abstrak

Lembaga filantropi Islam memegang peranan penting dalam bidang kemanusiaan, khususnya dalam penyaluran ZIS (zakat, infaq, dan sedekah). Lembaga perlu meningkatkan minat dan motivasi kerja relawan sehingga dapat bekerja secara optimal. Tujuan utama dari penelitian ini adalah untuk mengukur minat dan motivasi kerja relawan BAZNAS Kota Bandar Lampung serta untuk memahami sejauh mana dukungan motivasi ekstrinsik yang diberikan oleh BAZNAS Kota Bandar Lampung kepada para relawannya melalui lensa teori evaluasi kognitif. Metode penelitian yang digunakan dalam penelitian ini adalah penelitian deskriptif kuantitatif, dengan jumlah responden sebanyak 20 orang relawan BAZNAS kota bandar lampung. Hasil penelitian menunjukkan bahwa, relawan BAZNAS ingin melanjutkan keterlibatan dengan BAZNAS dan berkontribusi pada misinya untuk waktu yang lama. Setelah bergabung dengan BAZNAS Kota Bandar Lampung sebagai relawan, mereka mendapatkan banyak sekali manfaat, termasuk pengembangan keterampilan dan keahlian. BAZNAS Kota Bandar Lampung memberikan kesempatan kepada para relawan untuk berpartisipasi dalam berbagai kegiatan serta semaksimal mungkin menciptakan lingkungan kerja yang baik dan kondusif. Antara minat, motivasi, dan dukungan sesuai dengan teori evaluasi kognitif.

Kata kunci : Relawan, Filantropi Islam, Minat, Motivasi

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1. Introduction

Islamic philanthropy focuses on ideas about the teachings of Islam, including various forms of payment of Zakat, Infaq, and Sadaqah, and how to implement them through institutions (Rozikan et al., 2023). Zakat, Infaq, and Sadaqah could be some of the solutions to economic problems. Then came the Islamic philanthropy agency to enable those who want to donate some of their wealth. In Islam, waqf can be developed according to human civilization. In this case, there are three considerable potentials. First, the act of the waqf is based on the waqif's very high spirit of faith in the prophet. Second, the assets of the waqf are the property of God, which means that the Assets of the waqf have a theological aspect, so they cannot be donated, sold, and can provide personal benefit. Third, the purpose of the waqf is to improve the well-being of many people.

Islamic philanthropy can be practiced through zakat, waqf, infaq, and sadaqah (Hendar & Ruhaeni, 2023; Jubba et al., 2023; Said & Amiruddin, 2019). The Islamic philanthropy institution aims to evaluate the management and management of distribution so that it is targeted, appropriate, and sustainable. Islamic Philanthropy (ZISWAF) can address the problems of humanity and humanity, especially poverty. The proper development and management of the funds collected from ZISWAF, focusing on effective fund management, is the basis of this effort. In running their programs, Islamic philanthropic institutions are non-profit and are tasked with improving the quality of life and well-being of beneficiaries in the long term. Non-profit institutions, however, usually have limited human resources, so they need the help of external resources to run the program. In human services organizations, human resources consist of the board of directors, executive staff, and volunteers. These human resources work together using existing resources to provide social services. Therefore, the Islamic philanthropy agency must accept volunteers to supplement human resources to run the agency's programs.

The human resources received by the philanthropic organization are volunteers who voluntarily have the honesty and attention to serve the community. To gain human resources in a non-profit organization, an organization needs to identify what can enhance the interest and motivation of individuals to volunteer. Interest is a sense of pleasure and interest in an object or activity without being forced or inclined to seek an object of interest. Interests can influence volunteers to improve their quality. For example, volunteers interested in an institution's program will be responsible for their work. The great responsibility belongs to the individual who works when he gets the motivation and support from the trust of the leadership and the environment around him.

According to research conducted by Triono et al. (2021); Deni (2018); Tahir (2016); and Tutolibiyah et al. (2023) on the Motivation of Public Service Officers, some factors influence the motivation of employees. Intrinsic factors originate from within an employee who is motivated to perform. Intrinsic factors include achievement, recognition, development of individual potential, and responsibility. Meanwhile,

extrinsic factors arise from outside the capable employee and affect an employee's work motivation, namely salary, working conditions, and supervision.

Motivation gives the impetus that causes one to have a passion for work so that they want to work together, work effectively, and integrate all their efforts to the desired goal (Mubah, 2021; Shofwani & Hariyadi, 2019). Motivation consists of intrinsic motivation and extrinsic motivation. Intrinsic motivation comes from within the worker as an individual in the form of awareness of the importance of the work done. Work relationships and work environments influence external motivation. Therefore, Islamic philanthropic organizations need to strengthen extrinsic support for volunteers and pay attention to the intrinsic motivation of volunteering to remain high. The influence of extrinsic appreciation on the intrinsic motivation of volunteers is described using cognitive evaluation theory. In the late 1960s, wages were introduced as a form of extrinsic reward. The theory of cognitive evaluation argues that if extrinsic rewards are given to someone to perform an exciting task, it can cause intrinsic interest in the task to decrease. So, the next step is for the institutions to carefully provide external support to institutional volunteers and not diminish their inherent motivation. In addition, BAZNAS volunteers must have a high level of intrinsic motivation (Saiful, 1995).

Charli and Mahzum (2023) argue that Organizational Citizenship Behavior (OCB) can be improved by paying attention to work motivation. Research by Rulianti et al. (2023) argues that employee satisfaction will increase as employee motivation rises. Aliyah et al. (2019) argue that extrinsic motivation is necessary to strengthen instrumental motivation. From the description, this study aims to analyze the interests and motivations of the Islamic Philanthropy Institute volunteer work reviewed from the cognitive evaluation theory.

2. Literature Review

Philanthropy comes from Philos (love) and Anthropol (Muhammad, 2019). Philanthropy can be expressed as giving, serving, and voluntarily associating to help others. Philanthropy is born of the desire to exploit and cultivate independence. Philanthropy develops in two major variants: traditional philanthropy and philanthropic social justice (Abidin, 2013). Philanthropy is a conceptualization of giving, serving, and associating voluntarily to help others in need as an expression of love. According to this definition, an institution with the three roles of give, serve, and association can be called a philanthropic institution.

Islamic philanthropy has existed since Islam entered Indonesia (Monzer, 1995). Governments and social organizations try to practice Islamic philanthropy with more modern management. For example, the Zakat Management Organization (OPZ) is composed of two elements: the Amil Zakat Body (BAZ) and the Zakat Amil Institution (LAZ). For Zakat management, the National Zakat Administration (BAZNAS) is formed based in the country's capital, BAZNAS province, and Baznas district/city. LAZ itself is to assist BAZNAS in implementing the collection, distribution, and disclosure of zakat (Murti, 2017).

3. Research Method

This research uses descriptive quantitative research through the spread of a questionnaire through Gform and direct observation in BAZNAS Bandar Lampung (Kuncoro, 2013). The data collection and information techniques in this research use primary data through disseminating questionnaires to BIZNAS City Bandar Lampung volunteers at Tanjung Karang Centre, which has 20 respondents, and observations and interviews as supporting data. The data analysis techniques used in this study are data reduction, data presentation, and conclusion drawing (Ghozali, 2013).

4. Result and Discussion

4.1 Result

Interest and Work Motivation of BAZNAS Volunteers

The government established Badan Amil Zakat Nasional (BAZNAS) as the Zakat management agency through Presidential Decree No. 8/2001. At the national level, BAZNAS collects and distributes zakat infaq and sadaqah. In running the program, BAZNAS Bandar Lampung City is assisted by several volunteers. Volunteers are willing to help improve the welfare and progress of the community where they live without compensation.

Based on the results of interviews conducted by researchers, there are four indicators to analyze interest, namely attention, attraction, feelings of pleasure and involvement, and six indicators to analyze the motivation of BAZNAS volunteers in Bandar Lampung City, including willpower, willingness, expertise and skills, responsibility, obligation, and purpose.

Table 1. Questionnaire Response Results

| No | Indicator | Question | Yes | | No | |
|---------------------|----------------------|----------|--------|------|--------|------|
| | | | Amount | % | Amount | % |
| Interest | | | | | | |
| 1 | Attention | X1 | 15 | 75% | 5 | 25% |
| 2 | Attraction | X2 | 20 | 100% | 0 | 0 |
| 3 | Pleasure | X3 | 20 | 100% | 0 | 0 |
| 4 | Involvement | X4 | 20 | 100% | 0 | 0 |
| Motivation for work | | | | | | |
| 5 | Willpower | X5 | 0 | 10% | 20 | 90% |
| 6 | Willingness | X6 | 18 | 0% | 2 | 100% |
| 7 | Expertise and Skills | X7 | 17 | 85% | 3 | 15% |
| 8 | Responsibility | X8 | 20 | 100% | 0 | 0% |
| 9 | Obligation | X9 | 17 | 85% | 3 | 15% |
| 10 | Purpose | X10 | 18 | 90% | 2 | 20% |

4.1 Discussion

Bandar Lampung City BAZNAS Support for Volunteers

The questionnaire results distributed to BAZNAS Bandar Lampung City management show that BAZNAS Bandar Lampung City supports increasing volunteers' interest and desire to work. The support provided by BAZNAS Bandar Lampung aims to increase interest and desire to work and increase volunteer commitment. BAZNAS Bandar

Lampung City supports its volunteers by allowing them to participate directly in various BAZNAS Bandar Lampung City work programs. In addition, BAZNAS Bandar Lampung City continues to create a comfortable working environment for volunteers to feel comfortable when doing the assigned tasks. According to BAZNAS Bandar Lampung, the workplace environment can influence volunteers' willingness to contribute (Qardhawi Yusuf, 1999)

The Motivation of Volunteers BAZNAS City of Bandar Lampung

The government established the National Zakat Amil Body (BAZNAS) as the Zakat management body through Presidential Decree (Keppres) No. 8/2001. BAZNAS collects and circulates the zakat of infaq and sadaqah nationally. Several volunteers helped run the BAZNAS City of Bandar Lampung program. Volunteers are people who are willing to help improve the well-being and progress of the community where they live without receiving compensation.

BAZNAS City of Bandar Lampung volunteers are divided into Zakat and Ramadan volunteers. Volunteering requires interest. According to the interview results, four indicators were used to analyze BAZNAS City of Bandar Lampung volunteer interests: attention, Attraction, feelings of pleasure, and involvement.

Attention

Based on the questionnaire, 75% of respondents answered yes, and 25% said no. The vision and mission of BAZNAS City of Bandar Lampung is the first factor that attracts volunteers to join. The mission of BAZNAS City of Lampung is humanitarian. BAZNAS City of Bandar Lampung is a social organization that works to help people experiencing poverty by giving zakat, infaq, and waqf. Volunteers who want to contribute have a passion for helping others and believe that their goals are aligned or in line with the vision of the organization's mission.

Attraction

BAZNAS City of Bandar Lampung volunteers were interested in joining the Baznas City of Lampung because they were concerned for less fortunate communities. The questionnaire results showed that one hundred percent of respondents answered yes, and one percent said no. In addition, the benefits offered by BAZNAS City of Bandar Lampung attracted the attention of volunteers. 85% of respondents fully agreed, and 15% agreed. Frendo's research found that people are motivated to take advantage of the opportunity to volunteer to meet basic psychological needs such as autonomy, ability, and relevance (Frendo, 2013). Snyder's research also found that volunteering is an interest in development.

Pleasure

The BAZNAS City of Bandar Lampung fighters showed happiness and willingness to volunteer for a long time. BAZNAS City of Bandar Lampung Volunteers is pleased to be volunteers because the vision of the mission of BIZNAS City of Bandar Lampung relates to human values, as demonstrated by a total of 100% yes answers and no 0% answers. Some of the city's BAZNAS programs include Bandar Lampung Care, Bandar Lampung Taqwa, Bandar Lampung Smart, Bandar Lampung Healthy, and Bandar

Lampung is prosperous and fair. With the help of various work programs, BAZNAS City of Bandar Lampung volunteers can be more interested and motivated to work. The volunteers said that the program carried out by BAZNAS City of Bandar Lampung aligns with their goals, so they are enthusiastic and consistently participate in the activities of BAZNAS City. However, some volunteers can still not attend activities due to other emergency tasks. In addition, BAZNAS City of Bandar Lampung volunteers can be active managers.

Involvement

As the questionnaire results show, volunteers actively engage in activities as team members from beginning to end. Zakat is one example of an action that has been taken. Volunteers are also involved in discussions, such as sharing between volunteers and managers. The discussion not only discussed the work program but also evaluated the performance of BAZNAS City Bandar Lampung volunteers and managers. Being a volunteer means having to have work motivation. The results of the questionnaire showed that the motivation analysis of BAZNAS City Bandar Lampung volunteers was carried out based on six indicators: willpower, willingness, Expertise and Skills, responsibility, obligation, and purpose,

Willpower

BAZNAS City of Lampung volunteers joined in volunteering without anyone else's orders. The questionnaire results showed that 10% of volunteers answered yes, and 90% said no. Some volunteers said they first heard about the BAZNAS City of Bandar Lampung volunteer recruitment from their friends, and some others said that their close friends invited them to volunteer as well. However, after obtaining more information about BAZNAS City of Bandar Lampung, the volunteers became willing to join and never complained about doing the BAZNAS volunteer activity.

Willingness

Volunteer wholeheartedly to complete the task assigned by BAZNAS. Survey results showed 0% yes and 100% no. Volunteers say that doing humanitarian activities makes them happy. Since the beginning, they have intended to join the BAZNAS City of Bandar Lampung to help those who are less fortunate. However, volunteers at the Baznas City of Lampung often receive much more significant benefits than cash: the satisfaction of helping each other, building skills, and building relationships.

Expertise and Skills

BAZNAS City of Bandar Lampung volunteers develop soft and hard skills after joining BAZNAS Bandar City Lampung. The answers to the questionnaire prove this: 85% yes and 15% no. Forever becoming a BAZNAS Bandar Lampung City volunteer, volunteers are often given possible tasks, which is a new experience for the opponent. Matter This causes the opponent to learn new things so that the opponent gets a new membership. With volunteer involvement, it goes down directly. BAZNAS activities also help develop new volunteer skills. One of them is communication skills.

Responsibility

BAZNAS City of Bandar Lampung volunteers say that even though they are volunteers, it does not mean they do not perform the duties or responsibilities assigned to them. It

is also based on the volunteers' desire, which they have demonstrated by volunteering in BAZNAS City Bandar Lampung. Volunteers are happy to complete the task without being forced to do so because their purpose aligns with the vision of the mission of BAZNAS and the positive working environment in BAZNAS City. Volunteers have the right to seek assistance from other volunteers or BAZNAS managers if they encounter difficulties fulfilling their duties. The manager is also happy to help volunteers solve problems.

Obligation

Indicators of liability and related obligations. BAZNAS City of Lampung volunteers realize they must complete the work given. Suppose an obstacle prevents the performance of the task. In that case, the volunteer can ask for help from other volunteers and the BAZNAS City Bandar Lampung manager to complete the task correctly and on time.

Purpose

One of the essential elements in achieving the goal of BAZNAS City of Bandar Lampung is the presence of volunteers because there is a role and volunteer BAZNAS who helps directly in implementing the work program that is in line with BAZNAS's vision and mission.

5. Conclusion

Based on the results of the study, it can be concluded that the interest of BAZNAS volunteers in Bandar Lampung City is based on four indicators, namely: (1) Attention indicators: 75% of volunteers stated that the vision and mission of BAZNAS Bandar Lampung City were following the volunteer's goals. (2) Interest indicator: 100% of volunteers are interested in joining BAZNAS Bandar Lampung City because they want to help other people in need (3) Feeling good indicator: 100% of volunteers want to stay at BAZNAS for a long time, and 75% of volunteers are enthusiastic about BAZNAS work programs. (4) Involvement indicators: 100% of volunteers are active in various activities, and volunteers become BAZNAS administrators.

The work motivation of BAZNAS volunteers in Bandar Lampung City is based on eight indicators, namely: (1) Willingness indicator: 90% of volunteers join on their own accord and never complain about carrying out volunteer activities of BAZNAS Bandar Lampung City. (2) Willingness indicator: 100% of volunteers do not expect rewards. (3) Skill-building indicator: 85% of volunteers acquire new soft and hard skills. (4) Responsibility indicator: 100% of volunteers consider their BAZNAS duties equal to others. (5) Duty indicator: 85% of volunteers complete their tasks on time. (6) Goal indicator: 90% of volunteers play a role in achieving goals.

BAZNAS Bandar Lampung City supports volunteers by offering opportunities for them to become administrators and participate directly in activities. In addition, BAZNAS Bandar Lampung City makes every effort to create a good and conducive work environment, balancing interest, motivation, and support, following cognitive evaluation theory.

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