

# MOBILE FATWA OF SELANGOR STATE DEPARTMENT OF MUFTI FROM THE ASPECT OF USER FRIENDLY

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## Abstract

Fatwa is a reference for Muslims instead of Al-Quran, Hadith, ijma, and qiyas related to Fiqh that are not clearly described. It is issued by a group of scholars or those who have authority in the science of jurisprudence in Islam. In Malaysia, fatwas can only be gazetted by muftis appointed by king in each state or by ‘Yang Dipertuan Agung’ (king of the country). However, the gazetted fatwa was not utilized by the community for their guidance and reference. This application initiative called M-Fatwa that facilitate information on fatwas to be reached to the public. The content of the fatwa included in this application is taken from the Selangor State Mufti Department. It was developed using a smartphone platform and tested on users from various backgrounds to evaluate the effectiveness and usability of the app. There are about 350 respondents were involved in the study which consisted of users of the M-Fatwa application. The findings show that the application developed meets the needs of users and is suitable for reference.

**Keywords:** *mobile, fatwa, fiqh, application, law*

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## 1. Introduction

A fatwa is an explanation given by the Islamic authorities on the law on vague matters and is not clearly stated in the verses of the Quran or Hadis. This is explained based on the supporters of the Qur'an, the Hadith, the ijma' of the previous scholars and qiyas, and the ijthihad of the previous scholars. The person who gives the fatwa is usually called a mufti or a scholar who has extensive knowledge of Islam. Persons who need a fatwa are called mustafti (Akram, 2012).

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The development of information technology today also benefits religious institutions especially in relation to the delivery of fatwas. The fatwas gazetted by the mufti must be communicated to the community especially Muslims to resolve the confusion over the current issues they face. Among the effective methods in delivering fatwas to the community today is to provide an application that can be achieved by the public at any time when needed. According to MCMC (MCMC, 2020), Internet users in Malaysia as of December 2020 account for 88.7% of the population. From the statistics stated, the act of providing a fatwa car application is accurate as a reference to the fatwa to Muslims.

This research focuses on several questions on the level of usage friendly of M-Fatwa applications developed as follows: -

- i. Will this application help solve user problems?
- ii. What is the level of comfort and acceptance of the user to this application?

This research is a field study to examine the usability of e-Fatwa applications in terms of user-friendly levels. In this writing, the study about questions, literacy study, methodology and findings are discussed in detail.

## **2. Literature Study**

Fatwa is an important reference to Muslims to seek contemporary explanation on the ruling on new matters in the affairs of Muslim life. In Malaysia, fatwas are the opinion of scholars with authority such as mufti or related positions of authority that are gazetted as a guide to Muslims according to their waqi'. According to Nasohah (2005), without gazette even from the mufti it is not considered as a fatwa . Until now, there are many fatwas that have been gazetted by the mufti especially in the state of Selangor Darul Ehsan since it was first gazetted. It is also a reference and response of Muslims especially in the state of Selangor Malaysia. However, there are still many Muslims who do not understand the gazetted fatwa.

According to Chiroma et.al (2014) Fatwa is an explanation of the confusion of Muslims on new matters related to the rulings set by scholars or those with authority appointed by the government based on the dalil of the Quran, hadith, ijma of scholars or qiyas. The fatwa issued will be gazetted or disseminated to the community as their reference and guide.

Most of the fatwa-related studies in Malaysia are focused on field studies involving perception and law (Buang & Rosli, 2017) (Hassan, 2014), (Ahmad K. & Hamid, 2018) (Ibrahim et. al., 2019) and (Luqman & Ikhlas, 2016), governance (Nasohah, 2005), (Akram, 2012), (Chiroma et.al, 2014) and (Mohamad & Mamat, 2015). In addition, there are studies done on the use of information technology as a medium to the community. Among them was

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Nurunnajwa Shamsudin (2015) who studied the use of new media as a medium of information delivery to the community. In addition, Nawi & Hamzah (2014), tested the integration between smartphones and fatwas in Malaysia.

In the Selangor State Mufti Department, all state fatwas were collected in the form of the official website of the Selangor Mufti Department(Nawi & Hamzah,2014). However, if we follow the current trend, our society is already using internet access by using 'Apps' either by using Android or the iPhone Operating System (IOS). this is because this method is easy to use in smartphones and fast when compared to websites that are more suitable to be reached through a computer only.

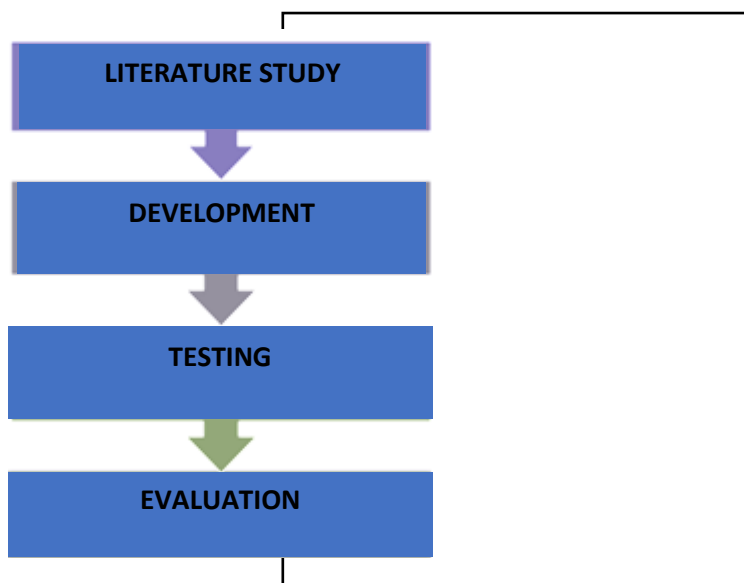
The current situation has also made all activities and actions happen faster especially in obtaining information. Sophisticated age changes have changed the flow of travel especially in getting the latest information. For example, when we are facing an issue where we need an explanation of the law for a matter, we need an accurate and convincing answer more quickly. In addition, the support of fatwas from any mufti is also required in verifying the rulings decided. Thus, with the use of fatwa applications in smartphones can provide convenience and benefit to the public regardless of time and place. This fatwa application is available in both Systems, namely Android and IOS.

From the perception of academics or students who are deep in the field of Islamic studies, especially in the field of sharia, fatwas and rulings are important things for them to understand and live in themselves. All that requires them to get information from authentic and convincing sources. Therefore, the fatwa application downloaded in their smartphones has given a way out to those who are in trouble to solve the problem. With this application in the user's mobile phone, it should help them to obtain information on fatwas more quickly and easily.

As we all know, there are already several fatwa institutions that already have apps in Malay language facilities developed to facilitate internet access by using smartphones. Among them are Apps developed for Perlis State Mufti Department (i-Islam Perlis-Android), Salafi group Android Application (Fatwa Ulama Salaf-Android), and android applications developed for the Department of Islamic Development Malaysia (Himpunan Fatwa Jakim – Android). In addition, there is also a collection of fatwas developed in the form of car applications, especially in Indonesian, Arabic, and English. In Malaysia, JAKIM (e-fatwa Wilayah Persekutuan, 2021) and the Perlis Mufti Department (I-Islam Perlis, 2021) were among the early ones to collect their facts in the form of car applications.

### 3. Mobile Application Usability Assessment Methodology

The design of the studies used depends on the purpose of the study (Pin, 2015). The study used a quantitative approach conducted using the field study method. The field research method was found to be suitable in the management of this study as it was studied by targeting students at higher education level, academics, and public users around the state of Selangor. This research focused on the usability of the online testing system and was based on questions on the user-friendly level of the M-Fatwa application system. In addition, it also involves the collection of data and information from the respondents directly involved. Further explanation of this research method is based on the principles in Figure 1.



**Figure 1: Research Methodology**

At the initial stage are collected past studies related to the research made. It is an effort to obtain input related to the user's acceptance of the E-fatwa which will be developed later. The focus of the reference content is based on important aspects. Among them are related to the development, dissemination and storage of conventional fatwas, the suitability of the E-Fatwa application in the form of car applications. In addition, studies have also been

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identified on the use of the internet in Malaysia to find out the readiness of the Malaysian community to use smart applications like this.

Then the E-Fatwa application was developed. This Android-based application was developed to meet the first objective of this project being carried out. The first objective of the development of this project is to develop a fatwa application as a reference to the public. This is because of the culture of today's society that uses the internet in all their affairs, especially to obtain information in a complete and accurate manner. This E-Fatwa application can help the public to obtain accurate and clear information about fatwas from premier sources.

In terms of testing, the method used in the research is through questionnaires. This method was chosen because the project was developed for the use of the public especially Muslims in the state of Selangor. The findings of the study through quantitative data are suitable to know the applicability of the E-Fatwa application and its acceptance among the community. The test design chosen to test this research is the design of the static group comparison (Static group Comparison). This design was chosen because it started by providing a response to use the E-Fatwa application as the first step. After that, users will be given a study form to fill out to get feedback on the app's usability. The findings of this study are essential to understand the problems and studies that have been done in the aspect of the usability of E-Fatwa applications developed using internet and smartphone facilities. A further description of the test will be described in the following fourth section.

The last method used in this research is the assessment method. Assessment is made after all the data is obtained when the testing result has been completed. The data that has been analyzed. The findings of the study were then processed and analyzed as a result of which were described in chapters four and five of this writing.

Finally, the process to collect the results of the study and analyze to identify the level of usability of the E-Fatwa car application. The respondents involved in this study are a public society made up of Muslims in Malaysia. A total of 350 respondents were involved in the study comprising students, academicians, government employees and private age differences. The findings were collected using statistical Package for the Social Sciences (SPSS) software. Then the analysis and analysis of the findings of the study was done in detail and comprehensive. Further discussion of the findings is described in chapters four and five of this writing.

#### 4. Demographics Of Research Respondents

##### Part A Analysis: Background of Respondents

In this set of Part A questionnaires, there are five items that describe the background of the respondents from all levels of society in the state of Selangor. Among the items related to the respondent are gender, occupation, level of education, field of education and age.

According to figure 2, a total of 350 respondents were involved in this study. In terms of gender, there were 213 girls representing 60.9%, while men were 39.1% represented by 137 respondents.

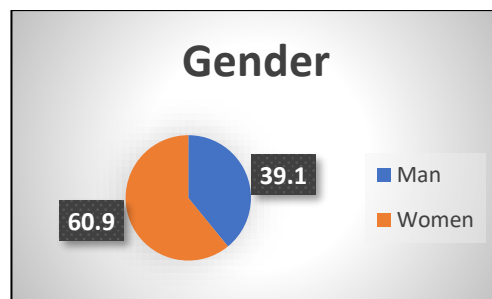


Figure 2: Distribution of respondents by gender

##### Types of Jobs

Figure 3 shows the respondents who underwent the questionnaire test consisted of several types of occupations. A total of 217 students (62%) while private workers were 73 (20.9%) and public sector workers were 36 representing 10.3%. The rest of the time, other and self-employment recorded 12 people, which is only 3.4%.

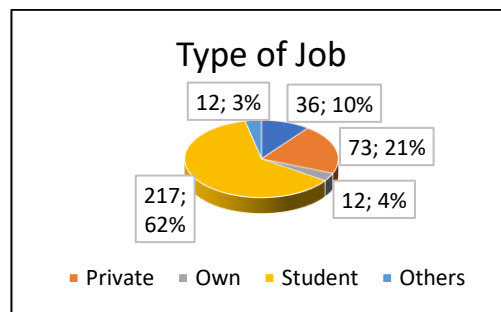


Figure 3: Breakdown of respondents by type of employment

## Education Level

Table 1 states about the level of education of the respondents. A total of 170 people (48.6%) of graduates and undergraduates were 138 (39.4%) involved in the study. While the respondents with the level of school education were 27 people, 7.7% and others only reached 4.3%.

Table 1: Levels of education of respondents

Education Level	Respondent Bill	Percentage
School	27	7.7
Pre-graduate	138	39.4
Graduate	170	48.6
Others	15	4.3

## 5. Analysis Findings

### Research Question 1: Does the information provided in the application meet the needs of the user?

Table 2 shows the findings obtained to answer the second research question, "whether the information provided in the application meets the needs of the user".

Table 2: Findings for questionnaires related to research question 2

No	Statement	1	2	3	4	5	Mean
1	This application provides clear information about the fatwa.	0	4 (1.1%)	27 (7.7%)	199 (56.9%)	120 (34.3%)	4.2429
2	I can understand the fatwa presented clearly.	1 (0.3%)	5 (1.4%)	33 (9.4%)	196 (56.0%)	115 (32.9%)	4.1971
3	Pdf files can be easily	3	5	54	181	107	

	downloaded.	(0.9%)	(1.4%)	(15.4%)	(51.7%)	(30.6%)	4.0971
4	The screen display available in the app is always consistent.	0	10 (2.9%)	42 (12.0%)	215 (61.4%)	83 (23.7%)	4.0600
5	The order of information in the screen of this application is clear.	1 (0.3%)	9 (2.6%)	39 (11.1%)	201 (57.4%)	100 (28.6%)	4.1143
6	The use of fatwa titles is easy to understand.	0	6 (1.7%)	43 (12.3%)	188 (53.7%)	113 (32.3%)	4.1657
7	The format of the contents of the fatwa used is appropriate.	0	10 (2.9%)	48 (13.7%)	187 (53.4%)	105 (30.0%)	4.1057

For this application, the item provides clear information on the fatwa, 34.3% or 120 respondents strongly agreed, and 56.9% or 299 respondents agreed. On the other hand, only 1.1% of the 4 respondents disagreed and none of the respondents strongly disagreed that this application provides clear information about the fatwa. The pdf file item can be easily downloaded showing that 30.6% or 107 respondents strongly agreed with this statement and 51.7% of the 181 respondents voted to agree.

Meanwhile, 1.4% of the 5 respondents disapproved and 0.9% of the 3 respondents strongly disagreed that the pdf file could be easily downloaded. Next, for the screen display items in the app, 23.7% of the respondents agreed strongly and 61.4% of the respondents agreed. On the other hand, 2.9% of the 10 respondents disapproved and none of the respondents strongly disagreed with this item. The information on the application screen clearly shows that 28.6% of the 100 respondents strongly agreed with this statement and 57.4% of the 201 respondents voted to agree.

In addition, 2.6% of the 9 respondents disapproved and 0.3% of the 1 respondent strongly disagreed with this item. For the use of the fatwa title, 32.3% of the respondents were very much in favour and 53.7% of the respondents agreed. On the other hand, 1.7% of the 6 respondents disapproved and none of the respondents strongly disagreed with this item. The final item for the second research question, which is the format of the contents of the fatwa used, is appropriate, shows that 30% of the 105 respondents strongly agreed with this

statement and 53.4% of the 187 respondents voted to agree. Meanwhile, 2.9% of the 10 respondents disapproved and none of the respondents strongly disagreed with this item.

Overall, the findings showed that the overall mean of all items in the second research question was at a high score of between 4.06 and 4.2429. This indicates that the information provided in the application is in line with the user's requirements.

**Research Question 2: How is the level of comfort and acceptance of users to this application?**

Table 3 shows the findings obtained to answer the fourth question of the study, which is how is the level of comfort and acceptance of users to this application?

Table 3: Research findings for questionnaires related to research question 2

No	Statement	1	2	3	4	5	Mean
1	Alphabetical order of fields facilitates the access of fatwas.	1 (0.3%)	8 (2.3%)	52 (14.9%)	212 (60.6%)	77 (22.05)	4.2714
2	The language used in this application is easy to understand.	2 (0.6%)	4 (1.1%)	32 (9.1%)	161 (46.0%)	151 (43.1%)	4.3600
3	The provided links (hyperlinks) work well.	2 (0.6%)	9 (2.6%)	56 (16.0%)	201 (57.4%)	82 (23.4%)	4.0488
4	The view of the contents in this application is clear.	0	12 (3.4%)	41 (11.7%)	180 (51.4%)	117 (33.4%)	4.0943
5	I am free to explore the entire online fatwa without any problems.	0	6 (1.7%)	41 (11.7%)	194 (55.4%)	109 (31.1%)	4.0429
6	The size of the inscriptions used in this application is easy to read.	0	12 (3.4%)	48 (13.7%)	168 (48.0%)	122 (34.9%)	4.2800

7	The type of writing used in this application is appropriate.	3 (0.9%)	7 (2.0%)	88 (25.1%)	163 (46.6%)	89 (25.4%)	4.2829
8	The application is easy to use.	4 (1.1%)	27 (7.7%)	86 (24.6%)	179 (51.1%)	54 (15.4%)	4.2343

As for the findings on the order of fields made alphabetically have helped facilitate the process of access to the fatwa, 22.05% of the respondents strongly agreed that it facilitates the access process. 60.6% agree, 14.9% are unsure. The rest of the 2.3% and 0.3% were disapproving and strongly disagreed. For the statement "The language used in this application is easy to understand", 43.1% strongly agreed, 46% agreed and 9.1% were less certain. Only 1.1% voted disapproving and 0.6% voted overwhelmingly disapproving.

In terms of the functionality of the links provided, 23.4% voted overwhelmingly in favor and 57.4% had agreed. Respondents who were unsure of this statement were 16%. The rest, which is 2.6% voted disapproving and 2% strongly disapproved. For the respondent's perception from the perspective of clarity of the content in the application, a majority voted to agree and strongly agree with 84.8% versus unsure (11.7%) and disapproval (3.4%). Most of the respondents gave a positive view of the statement of freedom to explore the entire fatwa without any problems, based on the consensus (55.4%) and strongly agreed (31.1%). The remaining respondents answered uncertainly by 11.7% and disapproved by only 1.7%.

The acceptance of candidates in terms of clarity of the size of the writing used in the application was found to be 34.9% strongly in favour, and 48% agreed. A total of 13.7% voted uncertainly and 3.4% of the total were disapproving. As for the type of writing items used in this application, it was found that respondents chose 25.4% to strongly agree, while 46.6% of the respondents voted to agree. The choice is uncertain by 25.1%, disapproves of 2% and strongly disagrees by 0.9%.

As for the overall acceptance of the ease of use of this application, 51.1% and 15.4% of respondents voted in favour and strongly agreed. The rest of the time, 24.6% of respondents who had voted uncertainly, 7.7% of respondents answered disapproving and 1.1% of respondents voted overwhelmingly disapproving.

Overall, the findings show that the overall mean of the item statement about the level of comfort and user acceptance of this application is at a remarkably high score of between 4.0429 and 4.36. The conclusion that can be made to the question of the study of the level of comfort and acceptance of the user towards this application is that the user can accept this

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application for use based on the order of the fields created, the language used, the user link, the clarity of the contents of the fatwa, the ease to explore the entire fatwa, the size and type of writing as well as the ease of use in general.

## **6. Conclusion**

In general, this study found that users are very satisfied with the e-Fatwa application as well as meeting their need to access fatwas more easily and quickly. The findings also show that the e-Fatwa application is user-friendly as well as helping users solve problems in obtaining fatwa information only by using mobile phones only.

However, each application developed depends on the target group using the application. In the context of the development of the e-Fatwa application, the content provided is focused on the target group consisting of Muslims in the state of Selangor and the contents of this fatwa can also be used as a reference for Muslims outside the state of Selangor.

## **7. Suggestion**

The success of the use of information systems depends on the extent of the usability of the system in terms of its effectiveness in overcoming the problems faced in society so that the system is changed to facilitate the affairs. In addition, it is also seen in terms of the extent of its needs in the community.

This study is to identify the extent to which the public's acceptance of this new application is developed to attract the public to use it. In addition, it is also necessary to look at the extent to which it helps to facilitate the affairs of the public to refer and obtain information from the application developed. The target group of this research includes the general public comprising Muslims and non-Muslims, educators and students at higher learning institutes in Malaysia, the people of Selangor and Malaysia in general. To study the effectiveness of the use of this e-fatwa application, further research should be carried out to see the impact of its use and its acceptance among the community, especially Muslims themselves.

This proposal can be further expanded by adding other side applications such as tazkirah, Quran recitation, prayer time, qibla and so on with this e-fatwa application. It may also be possible to add an application that provides information about the Selangor State Mufti Department itself in the application to provide complete and clear information about the role and responsibilities of the government department in assisting Muslims in Selangor.

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