

Member Perception of Baitul Maal Wa Tamwil

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Abstract—This study aims to analyze the opinions of members towards BMT. Research subjects are individual members who use BMT services. Data analysis method is descriptive statistics. The results of the analysis conclude that members prefer to propose murabahah financing to develop their business. Most members include rational market members and only a small number of members who are emotional market consider religious factors in making their decisions.

Keywords—*baitul maal wa tamwil; financing; murabahah; free of usury; SSB*

I. INTRODUCTION

Several studies have been carried out regarding people's preference for Islamic financial institutions. Islamic bank customer preference research has been carried out before. Research results in Islamic banks show that the preferences of customers to save in Islamic banks are driven by economic and religious factors. These results indicate that customers want to achieve two dimensions of satisfaction, both worldly and ukhrawi satisfaction. Islamic Bank customers can be divided into two categories. First, customers who tend to like sharia symbols. This means that the dominant religious factor influences attitudes and behavior, this customer is called the Customer Emotional Market (NEM), this customer category reaches 70 percent of the total customers. Secondly, customers who have more consideration due to the substance, such as service, profit sharing, or other things that are seen as beneficial to the customer. The customer called the Customer Rational Market (NRM) is the remnant of the NEM [1].

Research in 2010 found a segmentation of Islamic bank depositors of 56.8% sharia driven depositors; 27% profit driven depositors; 16.2% deposit-driven depositors [2]. Based on these studies it can be concluded that customer preferences are driven by religious factors, namely the desire to obey sharia.

Research on Islamic banks in Indonesia, concluded that the preference of customers to save in Islamic banks was driven by economic and religious factors. These results indicate that customers want to achieve two dimensions of satisfaction, both worldly and ukhrawi satisfaction. Markplus research found five segments of sharia bank depositors, namely deposits that follow sharia rules 16.4%; depositors who followed the trend of 16.4%; depositors who supply their needs 24.3%; depositors

who follow the business environment 9.1%; and depositors loyal to conventional banks 33.8% [3].

Baitul Mal Wat Tamwil (BMT) is a microfinance institution oriented towards developing micro business according to Islamic sharia and conducting social activities by utilizing the people's funds in the form of zakat, infaq and waqf to develop mustahiq productive businesses in order to improve the welfare of members and society in general.

BMT has considerable development potential. But how much of that potential and what factors influence the decision making to choose a financial institution and how its behavior needs to be studied further. This is important to determine the development strategy and scale of its development in the future so that it can help in developing BMT empowerment programs in increasing the independence of the community in doing business according to Islamic sharia and improving the welfare of society in general.

II. METHOD

This research is a type of survey research on the attitude of members towards BMT. The population of this study was all members of BMT in West Bandung. The technique used in determining the sample is the accidental sampling method. Data collection methods in this study are questionnaires, namely by using a list of questions that have been prepared to be filled in by the respondents selected as samples. Data analysis method is descriptive statistics.

III. RESULTS AND DISCUSSION

BMT is a business organization that also play a social function and role of the BMT as follows: As an investment manager, to play its role as an agent or as a liaison for the owners of the funds; As an investor, if the source of the funds obtained from members or loans from other parties are then managed in professional and effective without the special requirements of the owner of the fund; Social function, providing better social services to members and dhua'fa [4].

Members are important stakeholders and have an important role in BMT governance. Members are owners and users of BMT services. The participation and awareness of members towards BMT are very necessary in conducting business efficiently and in accordance with sharia principles.

Factors that are the reason they choose to become BMT members are security reasons, getting ease in obtaining financing, satisfying services and other reasons such as close comfort from the home and because of free usury.

The first factor that became the reason for choosing to become a member of BMT was because of the ease of obtaining business capital financing. Most BMT members are small and medium entrepreneurs, so they really need funds to develop their business. They argued that to get business capital from banks, the administrative requirements were not easy. Therefore, they chose to become members of a cooperative namely BMT so that they could save their funds and get financing to increase their business capital.

Most BMT members choose financing from BMT in the form of murabahah financing. They made a sale and purchase contract with BMT by proposing the purchase of goods for business capital in the form of merchandise or raw materials, then they will get a number of funds from BMT, then they buy goods according to their needs as representatives of BMT. Then after the item is owned by BMT, a murabahah contract is carried out.

A small proportion of BMT members carried out mudharabah financing. They argue that mudharabah financing makes it difficult for them. They must record and report their business finances to BMT and then calculate profit to calculate profit sharing. According to them, this is not an easy matter, because for them, it is not usually done and needs to be studied first. On the other hand, BMT is of the opinion that the mudharabah financing is very vulnerable to the risk or high risk because there is no in-depth supervision of business members and members have the opportunity to be dishonest in reporting their business results.

Ijarah financing is a financing that is mostly chosen by BMT members with the aim not for business capital. Generally ijarah financing is used by them to finance school children or to go to the hospital. They are of the opinion that with this financing, they are helped especially for very important and urgent needs.

The second factor that is the reason for choosing to become a member of BMT is a security factor. They argue that by becoming a member of BMT, they can save money safely even in small amounts and get a profit share.

The third factor that is the reason for choosing to become a BMT member is a satisfying service factor. They argue that BMT officials are generally very polite and polite and are very helpful to them with the best service.

The fourth factor which is the reason for choosing to become a BMT member is the factor of proximity to a house.

They argued that with BMT being close to their homes, it would be easier to save and apply for financing, more economical because they did not have to pay for transportation costs.

The fifth factor which is the reason for choosing to become a member of BMT is a usury-free factor. In general they lack understanding with usury, but nevertheless, they argue that by avoiding interest and usury, they feel more comfortable and calm.

As a sharia financial institution operating in accordance with sharia principles, BMT has a Sharia Supervisory Board (SSB). 33% of respondents were aware of the existence of SSB in BMT, and the remaining 67% were not aware of the existence of SSB in BMT. They did not know the functions and duties of SSB at BMT and they considered the existence of SSB did not affect their decision to become BMT members and save their funds in BMT. This shows that they are members of BMT not because of religion or sharia alone.

IV. CONCLUSION

Based on the results of the analysis and interpretation of the results of the study it can be concluded that BMT members are predominantly a rational market member, and a small percentage are emotional market members. Members have a reason to choose to become a member of BMT because of economic and rational factors on the substance, namely getting ease in financing business capital, security, satisfying services and close to residential houses and the last reason for religious factors that is free of usury.

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