ABSTRACT

The problems of proverty still become the world problem presently. Millenium development goals (MDGs) declared the eradication of proverty by 2015. Many programs have been conducted by Indonesian goverment, but the number of poor in the country still 31.7 million people (BPS, 2012). Zakah is an Islamic econimic instrument relevan to proverty reduction. Several research have been conducted recommended to be managed productively to the poor in order to not remain poor (Adiwijaya, 2008). It required good governance of baitulmaal in Indonesia.

This research used mixed methodology. At the first stage, deep interview and survey questionnaire waas used to find the fittest model for good governance of baitulmaal. This paper aims to describe good governance of BaitulMaal in Indonesia and its influence to muzaki's satisfaction and loyalty. This studyuses a descriptive analysis approach. The population of this study is the BaitulMaal muzaki in Jakarta, Indonesia. The samples taken involve 250 muzaki. The technique used to get the data is questionnaire and in depth interviews. The analysis uses Partial Least Square (PLS) tool. The findings of this study show tahat transparency and accountability are important variables for the good governance of the BaitulMaal. Transparency and accountability of Baitul Maal significantly influence Muzaki's satisfaction and loyalty. Based on the data, the dominant terms of the transparency of information to be considered in Bazda is Bazda openness in service, the existence of mechanisms that facilitate public inquiries, detailed periodic reports and listings. While the dominant things to consider in Bazda's accountability are the ethical standarts based on sharia values, the presence of liability in Bazda of any given authority, and the existence of an independent audit of the external auditors.

Keywords: Good governance; Transparency; Accountability; Satisfaction and Loyalty.