

Abstract

The main concern of this study is to explore the status and importance of automation in government based nonprofit organizations in Sindh, it is important to pursue research that can help guide the importance of automation in Zakat disbursement system in Sindh.

There is need of exploring the importance of automation at the level of Pakistan, because Pakistani culture is different in adopting new technologies as compared to other areas. In Pakistan, automation studies are very scarce in nonprofit government organizations. It was found that nonprofit government sectors have not yet realized the significance and need of adopting Information & Communication Technologies for providing services to the people in a creative ways. Nonprofit government sectors are still practicing the traditional approaches. There is no any formal training and system for adopting innovative ways before launching any sort of public welfare program. Because of it there is a lack of automation importance and characteristics. These are the major causes of burdening the public to get these services in Pakistan. So, there is need to promote automation culture. Government is investing huge amount for providing improved services and good governance to general public. Despite of huge investments in public sector, the resulting public services to poor are inadequate and worse which lacks transparency, accountability, and efficiency.

This research examines the difficulties faced by Zakat officials and Zakat Beneficiaries due to complexity and traditional practices of existing Zakat Disbursement System. Traditional practices do not allow to provide better quality services. It does not introduce modern mechanisms that best facilitates the Zakat Stakeholders. This study was

conducted using both qualitative and quantitative research methods to know the Importance of automation in Zakat Disbursement System at Hyderabad District. The qualitative method was used to describe thoughts and opinion from respondents. The quantitative method was used to test the objectives developed in this study. The data was collected by different techniques such as questionnaire and interviews.

This research found that, the adoption of Information and communication technology applications in Zakat disbursement system is on the subject of creating a suitable balance among public values and the benefits of new technologies. ICT applications provide better mechanism for creating connected governance. ICT applications bridge the gap between Government Sector & those citizens whose voices are not heard due to different reasons like poverty, gender, class, political affiliations etc. The long distance is also major hurdle for general public. It stops them to approach the desired services and concerned officials at right place in time. ICT applications provide better quality services in an effective & efficient manner to Zakat Stakeholders. ICT applications eliminate the non-automated and traditional practices.