

# **A Survey on Charitable Acts, Challenges and Using Charitable Mobile Application**

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## **Abstract**

A donation is a gift that is given voluntarily or sincerely without the expectation of receiving something in return. Donating in contemporary terminology is better known by the term philanthropy. Today, the emergence of charity platforms resulted in a modern society increasingly making donations in cyberspace, which are referred to as online charity. Although the use of digital technology allows for philanthropic activities to be carried out, there are still shortcomings in this online system. This paper aims to study mobile charitable applications among users. The survey has been conducted via Goggle form and distributed to 110 participants through the internet. The findings show that there are not many applications of this sort being produced by other developers and there is a need to develop a mobile application that can help donators and receivers. The proposed mobile applications should be faster, easy to manage and transparent.

**Keywords:** Charity, Application, Donation, Survey

## **1. Introduction**

The increasing use of the Internet and easy access has also made the Internet the main choice in the daily activities of Malaysians, including in charitable activities. According to data reports released by from Department of Statistics Malaysia (DOSM), an individual who use the internet climbed by 5.4 percentage points from 84.2 percent in 2019 to 89.6 percent in 2020. This growth is due to daily activities such as working, studying, and buying to be done digitally. Using the internet as a means of ethical funding is a viable option. Currently, all network access between two people is connected in a single network. This is because the Internet is the most

effective way to connect all of its users without regard to distance or time [1]. Because of the wide usage and accessibility of the Internet, it has become the preferred method of conducting charitable activities.

### **1.1 Charity**

As human beings, being socially frequently encountering obstacles in the process of their existence, resulting in human beings never being completely independent of the additional support of other humans. In turn, it stimulates the impulse to assist one another and assist one another since, at their core, human beings are willing to cooperate in order to achieve happiness in their life. Humans who live in communities are classified into

groups based on the strata of society and rank. Using a system of classification that ranges from the amount of education to money, humans are divided into two groups, the wealthy and the less wealthy. However, the natural urge of human beings to help one another and to help one another has always led people who seem to be self-sufficient to be willing and able to help one another, one of which is through charitable contributions [2]

Contributions to charity are also linked to the development of the technological revolution, which has resulted in a modern society increasingly making donations in cyberspace, which are referred to as online charity. According to study [3] [4] [5] one of the factors of charitable giving in the context of online donations is merely the act of seeking monetary donations. There are many different sorts of online philanthropy platforms accessible, including websites, social media, and mobile applications for smartphones [6]. Although the use of digital technology allows for philanthropic activities to be carried out, there are still shortcomings in this online system [7] [8] [9] and unclear incentives is one of the shortcomings in online charity. The benefits of making a donation are unclear, whether from the fundraiser's or the donor's perspective. Fundraisers must use the fundraising platform to raise donations by publishing information about the campaign and the quantity amount of money they require. It will take quite a long time for a fundraising campaign to succeed before users can withdraw their funds, especially on crowdfunding platforms. In addition, the dependence on monetary means that donors have no choice but to give donations in the form of money. Most current platforms only focus on money fundraising. This limitation causes the donor or receiver to be hindered because not all parties need help or to give contributions other than money. Some people need help such as daily necessities, time or manpower. Scholars used the disparities between time and money donations to illustrate that time donations require more human and social resources than money gifts [6] [10].

This paper intends to study on user charitable acts, challenges and using mobile charitable application. Result from this study will be used to the following processes to be carried out for next stage in developing for the seekaandhelp application.

## 2. Methodology

The survey will be carried out in the form of an online questionnaire for data collection because it has a low return rate and people are more willing to reply to questions [11][12][13].

### 2.1 Survey question types

Single response questions, multiple-choice questions, Likert scale questions, and open-ended survey questions will all be used in this questionnaire. A single answer question is a survey question that uses the radio button format of the circular button that represents the alternatives in the list to allow respondents to choose only one answer from a list of options. In contrast to single-answer questions, multiple-choice questions are often denoted by a rectangular checkbox. Respondents were given the option of checking all of the alternative answers supplied. Likert scale questions are surveys that use a selection of answers ranging from strongly disagree to strongly agree to measure respondents' opinions and feelings. A Likert scale was used to assess respondents' opinions or attitudes toward the topics under consideration. Furthermore, the other type of survey question that will be used in this survey question is an open-ended survey question. Respondents will be required to enter their responses into a textbox for this sort of survey question.

### 2.2 Survey Tools

The Google form platform will be used to distribute questionnaires to respondents. Google Forms is the preferred method of disseminating this survey due to its online nature and ability to reach participants in urban and rural areas. The survey will be given to persons living in urban or suburban areas for this study. This questionnaire is distributed at random via internet platforms such as CN, social media, WhatsApp, Facebook, and others. This questionnaire survey intends to collect replies from at least 100 people [14][15][16].

Section 1 is a questionnaire regarding the respondents' demographics. Four questions will be asked in this section: gender, age group, level of education, and employment status. Demographic questions are an important part of every survey. Demographic questions are intended to aid in the identification and quantification of characteristics that may influence responders.

Section 2 of the questionnaire will inquire about the respondent's involvement in charitable activities. Participants will be asked 11 questions in this section to

determine if they are donors or receivers of donations. The inquiries are on the regularity of their charitable activities, how, where, what items are donated or requested, what problems they have faced, and etc.

The third section of the questionnaire will inquire about participants' experiences with the charity mobile app. In this section, participants will be asked five questions about whether they have ever used the charity app on their smartphone and what they thought of their experience with it. Two of the questions in this part are short answer questions, while the other three are Scala-like answers [17][18][19][20].

### 3. Result and Discussion

After the survey has been completed and the responds from the 110 respondents have been collected, the data will be analyzed based on the responses received from the respondents.

1) Your gender  
110 responses

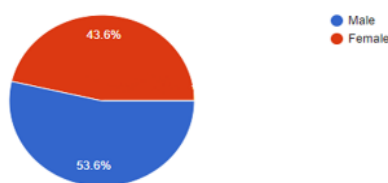


Fig.1.

Figure 1 illustrates a pie chart indicating the number of respondents based on the gender of those who responded to the survey questions. The result shown male respondents represented 53.6 per cent of all respondents. Moreover, a total of 43.6 percent of the respondents indicated that they were female, as a result, on average, out of 110 respondents gathered, 61 were male and 48 were female has participate in this survey.

2) Your Age group  
110 responses

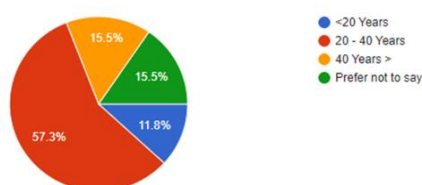


Fig.2.

Figure 2 illustrates the overall age group of those who answered the survey questions. The results of pie chart show that a total of 57.3 percent, or a total of 63 respondents, are between the ages of 20 and 40 years. Thereafter, the next 15.5 per cent, or a total of 17 responders, comes from the group of people between the ages of 40 and above, as well as from the group of people who prefer not to share their age. While 11.8 percent, or a total of 13 respondents, are under the age of 20, the majority of respondents are beyond the age of 20.

3) Your occupation  
110 responses

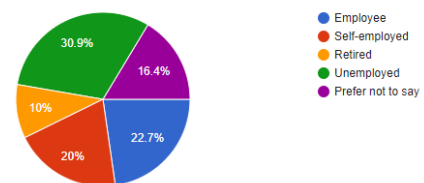


Fig.3.

Result of respondents are visualized in Figure 3 there are 34 respondents who are unemployed, as indicated by the percentage of 30.9. The number of employed respondents is 22.7 percent, representing a total of 25 respondents, while the number of self-employed respondents is 20 percent, representing 22 respondents, and the number of respondents who choose not to prefer their occupation is 16.4 percent, representing a total of 18 respondents while the number of retired respondents is 10 percent, representing 11 respondents. It can be concluded that the vast majority of those who took part in the survey are unemployed. The survey that was done focusing on charitable in general, and the participants in this study came from a variety of different employment backgrounds as well. As a result, measures about employment are generally asked to determine the level of balance or unemployment among those who take part in this survey.

4) Type of community you live in?  
110 responses

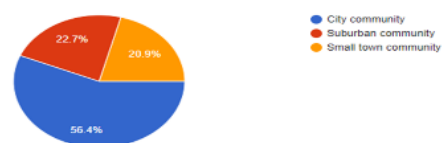


Fig.4.

Figure 4 show the results of the survey on the type of community in which respondents live. The pie chart illustrates that the biggest percentage, 56.4%, comes from a total of 62 respondents who indicated they live in urban communities. The next highest percentage, 22.7 percent, represents a total of 25 respondents who live in suburban communities, while the lowest percentage, 20.9 percent, represents a total of 23 respondents who reside in small-town communities. In short, respondents from urban areas are more likely to take part in this survey than those from sub-urban and small-town areas.

5) Have you always donated/seek donations? (Eg: volunteers, funds, necessities, etc.)  
110 responses

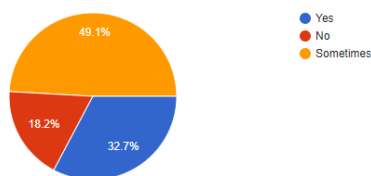


Fig.5.

Figure 5 presents the total number of 110 respondents who have donated and who are looking for donations. The results of the pie chart illustrate that the highest number of respondents which is 49.1 per cent, or 54 of the total respondents stated that they sometimes do or seek donations. Followed by 32.7 per cent representing a total of 36 respondents who always donate or seek donations, and a further 18.2 per cent representing a total of 20 respondents who have never donated or requested donations. According to the results of this survey, the average number of respondents who make or seek donations is higher than the average number of respondents who have never made or sought donations. This indicates that charitable giving and seeking donations are activities that also respondents generally participate in it.

6) Types of items you willing to donate  
110 responses

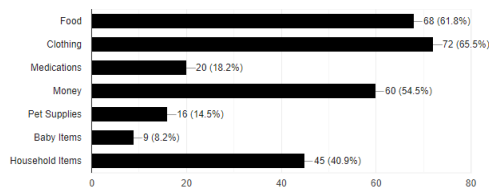


Fig.6.

Figure 6 illustrates a bar chart indicating the number of different types of items that respondents are willing to donate in relation to the total number of items. The bar chart shows that clothing is the most common type of item to be donated by respondents, amounting to 65.5 per cent of all items donated or 72 respondents in total. Followed by 68.1 per cent of respondents who indicated a willingness to donate food items, totaling 68 respondents. The third category includes up to 54 per cent of 60 total respondents who are willing to offer items in the form of money. The fourth item that people are willing to donate is a household item, which scored 40.9 per cent of the survey, reflecting a total of 45 respondents. Medication ranked fifth, with 18.2 per cent of the total of 20 respondents. Followed by pet supplies at 14.5 per cent, representing a total of 16 respondents, and baby items at 8.2 per cent, indicating a total of 9 respondents willing to donate their items. According to the data, the most common types of commodities given to persons in need were clothing, food, and money. This also indicates that respondents were involved in giving charity in accordance with the types of items they were able to provide.

7) Types of services that you willing to offer  
110 responses

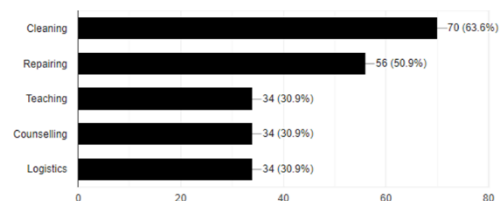


Fig.7.

Figure 7 illustrates the results of the survey regarding the types of services that respondents would like to provide to those in need. The bar chart depicts a total of 63.6 per cent, or a total of 70 respondents, who are willing to provide cleaning services. Following that, service repair at 50.9 per cent represented a total of 56 respondents, and teaching, counselling, and logistics at 30.9 percent each represented a total of 34 respondents. The result shows the type of services offered by respondents in the form of cleaning and repairing is the most common of the services which are provided. This also implies that respondents offer services in accordance with the types of services they can perform.

8) Where do you always donate?

110 responses

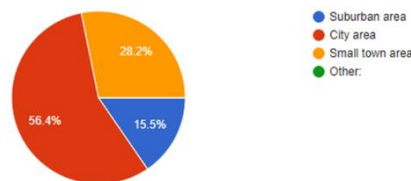


Fig.8.

Figure 8 show a survey of the respondents donated preferred location. The pie chart illustrates a result of 56.4 per cent, which indicates a total of 62 respondents who made charitable contributions in the city. Following that, 28.2 per cent of the 31 responses were by respondents who donated in small-town areas, while 15.5 per cent, or 17 responses, were by respondents who donated in suburban areas. Result show that out of 110 respondents, respondents who donated in the city area were the most frequent when compared to respondents who donated in the city area and suburban area. This indicates that the majority of respondents to this survey donated in accordance with their preferred donation location.

9) How do you donate?

110 responses

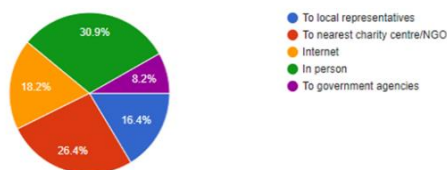


Fig.9.

Figure 9 show the survey results of participants about their charitable donations practices. The pie chart illustrates an overall percentage of 30.9 per cent, which represents a total of 34 respondents who give in person to make their donation. Representing 26.4 per cent a total of 27 respondents donated to a local charity centre and also non-governmental organization (NGO). It was discovered that 20 respondents which made donations through the internet, accounted for 18.2 per cent of the result. Those respondents who reported that they made donations to their local representatives or government agencies accounted for 16.4 per cent of the total, and those who stated that they made donations to their local representatives or government agencies made up 8.2 per cent. According to the data collected from this survey, the most common approaches of donating are in-person, through a local charity center, and also through the

internet. The findings of this study indicate how respondents preferred approach when making a donation

10) Do you consider the distance of the location when to donate/give help?

110 responses

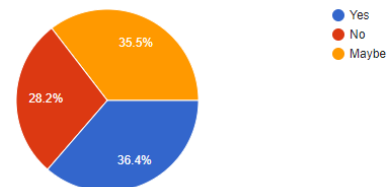


Fig.10.

Figure 10 shows the survey of respondents regarding the distance and location of their donations. On the pie chart, the data result of 36.6 per cent, or a total of 40 respondents, is from respondents who agreed to take into consideration the distance and location of donors while making charity donations. While a total of 35.5 per cent, or a total of 37 respondents, indicated that it is likely to take into account the distance and location when making a donation. Account at 28.2 per cent which represents a total of 30 respondents, indicated that they do not consider distance or location when making a donation. In summary, out of the 110 data points obtained, the majority of respondents stated that their distance and location should be taken into consideration. This survey is to evaluate respondents according to their willingness to make donations regardless of the distance and location.

11) What obstacles do you have faced when donating/giving help?

110 responses

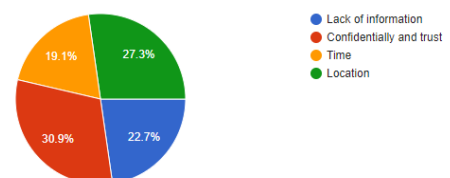


Fig.11.

Figure 11 show survey of what respondents' encounters with donation obstacles were presented. According from the pie chart, a total of 30.9 per cent, or a total of 34 respondents, answered that the most challenging part of donating is preserving confidentiality and trust in the charity. A total of 30 respondents stated that location was a challenge when making a donation which resulted in 27.3 per cent of the total number of respondents. Further, 22.7 per cent, or a total of 24 respondents, stated that a lack of information is their major challenge while 19.1 per cent, or a total of 21 respondents, answer that a lack



of time is their main obstacle in making donations. To conclude, based on 110 responses, the most common challenges faced by respondents, are a lack of confidence and trust, a lack of location, and a lack of information. Apart from determining what motivates respondents to donate, it is necessary to consider the obstacles they may experience.

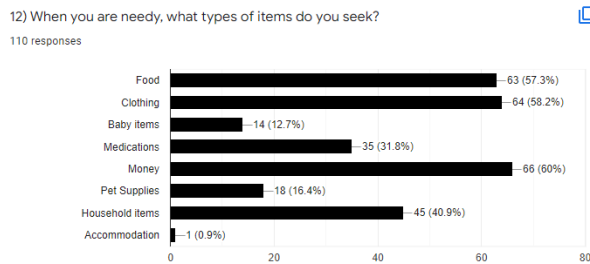


Fig.12.

Figure 12 shows the results of a survey conducted with the respondent regarding the respondents needy. According to the results of the bar chart, 60 per cent of respondents, or 66 in total, indicated that money is a necessity that they seek when in need. Clothing is the most sought-after item, according to a total of 58.2 per cent of respondents representing a total of 66 respondents, followed by food, which received 57.3 per cent of responses representing a total of 63 respondents. Furthermore, 40.9 per cent indicated the need for household items, representing a total of 45 respondents, while 31.8 per cent said they need medicine items, representing a total of 35 respondents. While pet supplies accounted for 16.4 per cent of 18 respondents and baby supplies accounted for 12.7 per cent of 14 respondents.

When it comes to searching for types of items when are in need, according to the data collected, respondents most frequently look for money, clothes, and food. This suggests that the respondents to this survey sought help based on the type of their preferred item that met their needs.

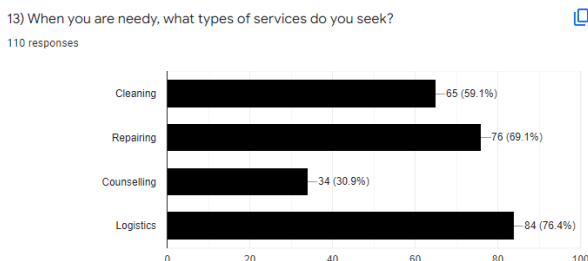


Fig.13.

Figure 13 shows the results of a survey conducted among respondents to identify the services that they would require if they were in need. According to the bar chart, 76.4 per cent of the respondents, or a total of 86 respondents, indicated that they were looking for logistical services. Total of 69.1 per cent, which represented 76 respondents are seeking repair services. Furthermore, cleaning and counselling services were sought after, with 59.1 per cent and 30.9 per cent, respectively, representing a total of 65 and 34 respondents.

According to the data collected in summary, the types of services such as logistics, repair, and cleaning are the most frequently sought by respondents when they are in need. This implies that the respondents who took part in this survey looking for service support based on the type of preferred services that met their needs when they were in need.

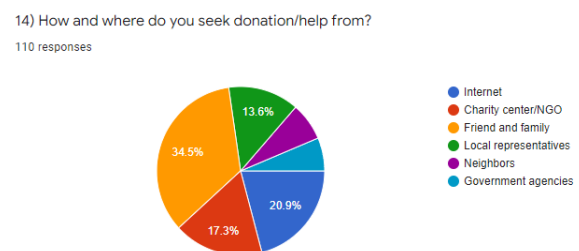


Fig.14.

Figure 14 show respondents were asked where they looked for donations when they were in need. It was discovered that 34.5 per cent of respondents, or a total of 38 respondents, stated that they seek help from their friends and family. There were a total of 23 respondents who seek help through the internet, resulting in 20.19 per cent of respondents. Furthermore, 17.3 per cent of a total of 19 respondents, seek help from nearby charitable organizations or non-governmental organizations (NGOs). On the other hand, 13.6 per cent, representing a total of 7 respondents who looked for help through local representatives, and 6.4 per cent represented a total of 5 respondents who looked for help from government agencies.

15) From your perspective, do you agree it is essential to know where donations/donors are located at?

110 responses

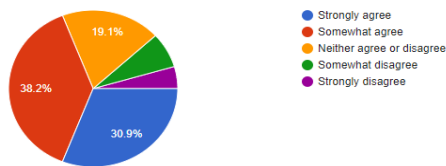


Fig.15.

The results of a survey from respondents' perspectives on the location of the donor or the donation are visualized in Figure 15. Based on the result, a total of 38.2 per cent, which represented 42 respondents who are somewhat in agree. Followed by 30.9 per cent, representing a total of 34 respondents who strongly agree. A total of 19.1 per cent, or 21 respondents, indicated that they were neither agreeing nor disagreeing. While a total of 7.3 per cent representing 8 respondents indicated somewhat disagree and lastly a total of 4.5 per cent representing 5 respondents indicated that they strongly disagreed to know the location of donations and donors.

16) Do you aware of the charitable mobile applications?

110 responses

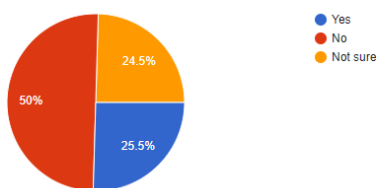


Fig.16.

The results on awareness in charitable mobile application from respondents are visualized in Figure 16. From the illustrate pie chart, a total of 50 per cent of respondents indicated that they were not aware of the donation application, which amounted to 55 respondents of the total. Furthermore, 25.5 per cent of respondents representing a total of 28 respondents indicated that they are aware of charitable applications, while 24.5 per cent of respondents representing a total of 27 respondents stated that they are not sure to be aware of charitable mobile applications.

17) Have you experienced using mobile charitable application?

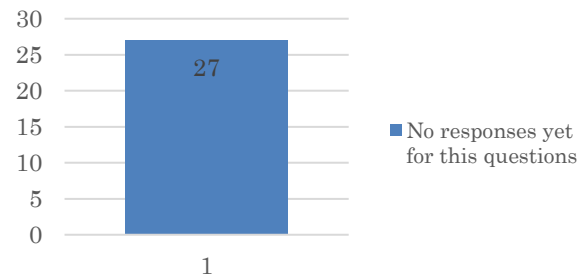


Fig.17.

Figure 17 shows the results of a survey of participants on their experiences with charity applications. This question is a type of short answer which need participate to fill up before submitting it. The result for this data collected, none of the 27 respondents who responded had previous experience with charity applications. This indicates that the majority of respondents have never used the charity's mobile application.

18) Your opinion about the current mobile charitable application you are using .

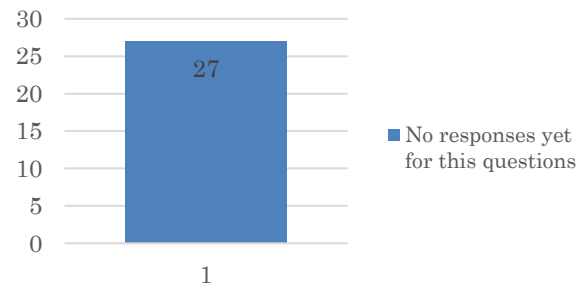


Fig.18.

Figure 18 is a short answer question type. The question in this survey to collect of respondents' opinions about their experience using the charitable application existing. Based on the results obtained, no answers were given by the respondents who had experience using the donation application. Therefore, this indicates that most respondents have never used charitable mobile applications on their smartphones.

19) Do you agree a mobile charity application that can advertise a variety of offers can help seeker to advertise whatever their needs anytime and anywhere?

110 responses

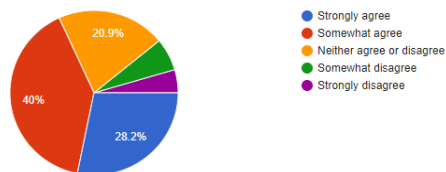


Fig.19.

Figure 19 illustrates participants' responses to a survey on whether applications that advertise various types of offers can help them in addressing their needs. The pie chart shows that up to 40 percent of respondents somewhat agreed, which represents 44 respondents. Following with, 28.2 per cent represent 31 of responders indicated that they strongly agree. 20.9 per cent of respondents of 23 people, indicated that they were neither agreeing nor disagreeing. While 6.4 per cent, or 7 respondents, indicated they somewhat disagree, and lastly 4.5 per cent or 5 respondents, stated they strongly disagree.

20) Do you agree a mobile charity application can help donor to advertise whatever their donation anytime and anywhere?

110 responses

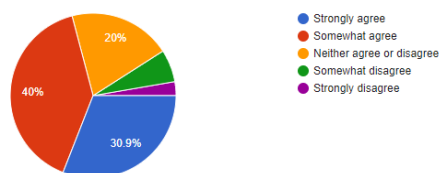


Fig.20

Figure 20 illustrates the results of a survey of respondents who were asked whether a charity application that can advertise any donation will be able to help donors to advertise their donations anywhere they are located. The pie chart shows that up to 40 per cent of respondents somewhat agreed which equals to 44 respondents. Following by 28.2 per cent of responders 31 in total said that they strongly agree. The result of 20.9 per cent represents 23 of the respondents who stated that they were neither agreeing nor disagreeing. While 6.4 per cent or seven respondents claimed they somewhat disagree and 4.5 per cent or five respondents stated they strongly disagree. In summary, the average number of respondents who agree is greater than the average number of respondents who disagree. This indicates how the availability of mobile charity applications able of advertising any donation allows donors to advertise their donations practically anywhere.

## 5. Conclusion and future work

The results reported in this paper are limited by a number of factors. There is a need to conduct a more detailed analysis of decisions and crucial analysis features. Further study is predicted to be able to pay attention to other factors or causes of interest in using mobile charity application donating. Using more than one independent variable is expected to be able to give better results than the outcomes of this investigation. Moreover, constraints both from the sources of the journal and the theory utilized.

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