
DESIGN AND IMPLEMENTATION OF A MOBILE OPEN DONATION PLATFORM WITH PAYMENT GATEWAY INTEGRATION

M. Irpan^{*1}, Nur Maysabila², Nanang Agustiar³, Firman Putra Pratama⁴, Nejad Ahmed Al-Hadad⁵, David Suprianto Sianturi⁶

^{1,2,3,4,5,6}Informatics Engineering, Politeknik Negeri Bengkalis, Bengkalis, Indonesia

Email: ¹muhammadrifan47150@gmail.com, ²nurmaysabilabila@gmail.com, ³asnidarbks27@gmail.com, ⁴sonnyerna77@gmail.com, ⁵nejadahmedbilvastalhadad79@gmail.com, ⁶david.str17.s@gmail.com

(Received: May 1, 2026; Revised: May 25, 2026; Published: May 26, 2026)

Abstract

The rapid development of information technology has encouraged the transformation of conventional donation systems into digital-based platforms that are more accessible, transparent, and efficient. This study aims to design and develop a mobile-based open donation application to facilitate digital donation activities for students and the general public. The system was developed using the Waterfall method, which consists of requirement analysis, system design, implementation, testing, and evaluation stages. Data collection was conducted through observations and interviews to identify user needs and problems in manual donation management processes. The application was developed using the Flutter framework with Firebase Authentication and Firebase Firestore as the backend system. The main features implemented include user registration and login, donation campaign lists, donation amount input, payment gateway integration, donation history, and admin management features. System testing was conducted using the Black Box Testing method to evaluate application functionality. The testing results showed that all application features operated properly without significant functional errors. The integration of Firebase successfully supported real-time data storage and user authentication processes, while the payment gateway integration enabled online donation transactions to be performed more easily and securely. In addition, the donation history feature increased transparency and user trust in donation management. The developed application is expected to improve the effectiveness, transparency, and accessibility of digital donation management while encouraging greater public participation in social and humanitarian activities.

Keywords: open donation; firebase; payment gateway; waterfall; mobile application.

1. INTRODUCTION

Donation is a voluntary activity carried out by individuals or organizations to provide assistance to those in need without expecting any compensation in return. In practice, donation activities are generally conducted through fundraising processes as a medium for collecting assistance from the community. Along with the development of information technology, donation systems have shifted from conventional methods to digital systems based on websites and open donation applications [1], [2]. This digital transformation provides convenience for the public in making donations without being limited by time and location. The concept of open donation also allows the wider community to participate openly in various social and humanitarian activities [3], [4]. Nevertheless, conventional donation practices carried out directly are still commonly found in various communities, indicating that the digitalization process has not completely replaced traditional fundraising methods [5], [6].

The history of charity and philanthropy has deep roots in social life. In the late eighteenth and early nineteenth centuries, transatlantic abolitionist groups were recognized as pioneers in using campaign media to support social fundraising activities. One example is the anti-slavery medallion created by Josiah Wedgwood, which is considered an early symbol of modern social campaigns. In addition, the Salvation Army introduced a culture of philanthropy through the sale of various charity products in the late nineteenth century [7]. The development of the internet later brought significant changes to fundraising systems through the concept of open donation or donation-based crowdfunding via websites and applications that can be widely accessed by the public [3]. One of the earliest successful crowdfunding examples was the fundraising campaign for the pedestal of the Statue of Liberty in 1885, which succeeded in collecting support from more than 160,000 donors [4]. These developments indicate a shift from traditional philanthropy toward a more open and efficient digital donation ecosystem [3], [7].

Although technological advancements have encouraged the digitalization of donations, conventional fundraising systems still face various challenges. Manual fundraising requires greater time and effort and carries risks of recording errors because administrative processes are performed manually [5]. In addition, location

limitations restrict public participation, especially for donors who are far from fundraising locations [6]. Therefore, web-based open donation platforms have emerged as solutions to facilitate online donation processes without limitations of time and location. Web-based systems allow data recording processes to be carried out automatically through databases, thereby improving accuracy, transparency, and donation report management that can be accessed by donors [2]. However, current donation platforms still have several weaknesses, such as low transparency in fund utilization, limitations on the types of donations accepted, and minimal monitoring features for aid distribution. Furthermore, user data security and personal information protection remain challenges in the development of digital donation platforms [8], [9].

Various previous studies have developed social assistance information systems and open donation platforms using system development methods such as Waterfall and Rational Unified Process (RUP). These studies aimed to improve transparency in fund utilization and the effectiveness of donation management through web-based and mobile applications [10], [11], [12]. In addition, several donation platforms in Indonesia, such as Kitabisa.com, Etalase Sedekah, and DonasiKu, have demonstrated contributions to improving transparency and accountability in donation fund management, although they still face challenges in campaign verification and reporting of fund utilization [13], [14]. Some studies have also proposed the use of blockchain technology to improve data security and transaction transparency in donation-based crowdfunding systems [2], [15]. These studies indicate that the development of transparent, secure, and trustworthy open donation platforms requires structured system development approaches and appropriate technological support.

In developing open donation platforms, a proper system design should include modules for donor management, donation campaigns, transaction histories, and financial reporting that can be publicly accessed. In addition to supporting monetary donations, the system should also provide features for donating usable goods integrated with inventory management and aid distribution systems [14]. The use of Waterfall and RUP methods is still considered relevant because they provide systematic stages ranging from requirement analysis, system design, implementation, testing, to system maintenance [16], [17], [18]. Moreover, data security aspects need to be considered through the implementation of encryption, audit logs, and the potential use of blockchain-based smart contracts to increase public trust in digital donation systems [9]. Transparency in fund distribution should also be clearly displayed through campaign progress reports and evidence of aid distribution that can be publicly accessed [5], [12].

In Indonesia, the development of crowdfunding and digital philanthropy platforms has shown significant growth. Platforms such as Kitabisa.com represent successful implementations of digital open donation systems that increase public participation in social and humanitarian activities. Factors such as transparency, platform innovation, campaign reputation, and public trust are important aspects influencing people's decisions to donate [16], [19], [20]. Furthermore, studies on blockchain implementation in crowdfunding systems also demonstrate the potential to improve transaction security and transparency in fund management [15]. In the context of zakat, infaq, alms, and waqf (ZISWAF) management, the use of digital platforms is also considered capable of improving accountability and public participation through clearer and more structured reporting systems [7], [17], [21], [22]. Based on these problems and previous studies, it is necessary to develop a web-based open donation platform capable of providing a transparent, secure donation system that supports both monetary and usable goods donations and is easily accessible to the wider community.

2. RESEARCH METHODS

2.1. Observation

System requirements data were obtained through direct observation of the donation process conducted within the campus environment. Based on the observation results, the donation process, which was still carried out manually, created various challenges, such as unstructured donation records, difficulties in generating reports, and less optimal documentation of donated goods. These problems are consistent with several studies stating that manual record-keeping has a high risk of errors and results in low transparency in donation management, thereby requiring a digital system to improve reporting accuracy and accountability [23]. Observation of donation activities also became an important step in identifying the functional and non-functional requirements of the system, including the need to integrate monetary donations and usable goods donations into a single platform. In addition, studies on donation management in social institutions indicate that structured documentation and reporting can increase donor trust in the management of funds and assistance provided [24]. Therefore, the system requirements data obtained through observations within the campus environment were used as the basis for designing application features that align with user needs [6].

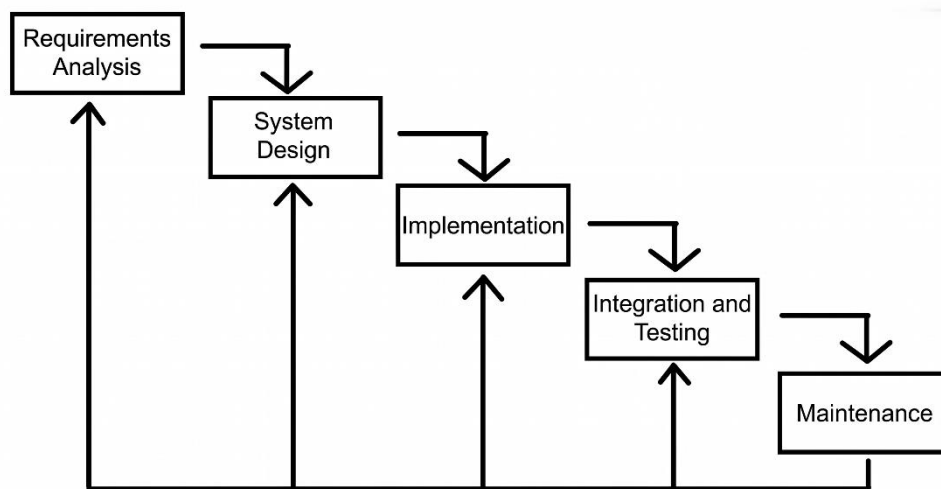
2.2. User Interviews

In addition to observation, data collection was also conducted through interviews with students and student association administrators. The interview results showed that users wanted a donation application that is easy to use, transparent, and capable of supporting both monetary donations and donations of usable goods. Studies related to the adoption of crowdfunding platforms indicate that ease of use, trust level, and platform innovation are the main

factors influencing public interest in using digital donation services [19], [25]. Furthermore, transparency in donation reporting is also considered an important aspect because public access to fund flow reports can improve accountability and public trust in donation platforms [9], [12]. Based on the interview results, features such as transparency dashboards, transaction histories, and documentation modules for donated goods were considered important to be implemented in the mobile-based open donation system [4].

2.3. Waterfall Method

The Waterfall method was chosen in this study because it has systematic and structured development stages, enabling the application development process to be carried out gradually from requirement analysis to system evaluation. This sequential development model helps minimize errors in the early stages of development and facilitates the system documentation process [11], [25]. The implementation of the Waterfall method in previous donation information system developments has also been applied in web-based and mobile-based social assistance applications, emphasizing the importance of requirement analysis, clear system design, functional testing, and consistent documentation throughout the development process [16], [18]. In addition, several studies indicate that the Waterfall method is effective in maintaining the relationship between user requirements, system design, and implementation results so that application quality can be better controlled.



Gambar 1. Metode Waterfall

a. Requirement Analysis Phase

The requirement analysis phase was conducted by identifying various problems in the manual donation process, such as unstructured record-keeping, difficulties in generating reports, and the lack of documentation for donated goods. Data collection was carried out through observations and interviews with organization administrators and prospective application users. The results of this analysis became the basis for determining the main system features, such as monetary donation features, goods donation features, user authentication, donation history, and admin features [12], [26]. Literature related to donation system development also indicates that functional and non-functional requirements must be aligned with the main objectives of the open donation platform, namely transparency and ease of access for users [27]. In addition, several studies emphasize the importance of observation and interviews in mapping user requirements so that the developed solution is suitable for the conditions and needs of organizations and students as the main users of the system [4], [19].

b. System Design Phase

The system design phase was carried out by creating use case diagrams, activity diagrams, class diagrams, and user interface (UI) designs. The design aimed to ensure that the system had a clear workflow and was easy for users to operate, starting from the login page, main page, monetary donation page, goods donation page, donation history page, to the admin page [13], [16]. The use of UML in donation information system development has been widely implemented to visualize relationships among system components so that the implementation process becomes more directed and structured [13]. Furthermore, responsive and easy-to-understand interface design is also an important aspect of digital donation platforms because it can improve user convenience and transparency of displayed information [12].

c. Implementation Phase

The implementation phase was conducted using the Flutter framework to develop the mobile application, along with the integration of Firebase Authentication and Firebase Firestore as the system backend. Firebase

Authentication was used to manage user login and authentication processes, while Firestore was used to store user data, donation data, and campaign data in real-time [12], [18]. The use of Firebase in digital donation applications is considered effective because it supports synchronization across devices, secure user authentication, and ease of database management [12]. In addition, several studies explain that data modeling using Firestore helps maintain the integrity of donation data, campaign data, and transaction histories, making the system more structured and easier to manage [13].

d. Testing Phase

The testing phase was conducted to ensure that all application features operated properly and met user requirements. Testing was carried out gradually on features such as login, monetary donations, goods donations, donation campaigns, and transaction histories. In addition, verification of data stored in Firebase Firestore was also performed to ensure that data were properly stored and displayed [12]. This testing process is consistent with the Waterfall method concept, which emphasizes system verification at each stage before proceeding to the next stage. Several studies also highlight the importance of testing data security and integrity in digital donation platforms to maintain user trust.

e. Evaluation and Improvement Phase

The evaluation and improvement phase was conducted to determine the extent to which the developed application met user needs. Evaluation focused on the user interface, application workflow, and main system functions to ensure that the application became more stable, user-friendly, and aligned with the objectives of developing a mobile-based open donation platform. Previous studies indicate that post-implementation evaluation is very important in improving reporting transparency, accountability in fund management, and service quality on digital donation platforms [4], [9]. In addition, structured system documentation and reporting are also important factors in increasing public trust in digital donation platforms [9].

2.4. Database and Firebase Technical Aspects

In the development of the open donation application, database design became an important aspect to maintain the consistency of donor data, donation data, and aid distribution. Previous studies indicate that a well-structured database can improve the effectiveness of information management in digital donation systems. The use of Firebase as the backend for mobile applications is also considered appropriate because it supports real-time data synchronization, user authentication, and easy integration across devices [12]. Furthermore, the implementation of a simple yet secure web and mobile application architecture should be supported by transaction documentation and accurate reporting systems to improve transparency and accountability in donation management [23].

3. RESULTS AND DISCUSSION

3.1. Research result

This research produced a mobile-based open donation application developed using the Flutter framework with support from Firebase Authentication and Firebase Firestore as the system backend. The application was designed to simplify the process of digital money donations in a transparent manner and make it easily accessible to students and the general public.

Based on the implementation results, the application successfully provides several main features, including user registration and login, a donation campaign list page, donation amount input, digital payment methods (payment gateway), and an admin feature for managing donation and campaign data. All user and donation transaction data are stored in real-time using Firebase Firestore, allowing the data to be displayed quickly and in a more structured manner.

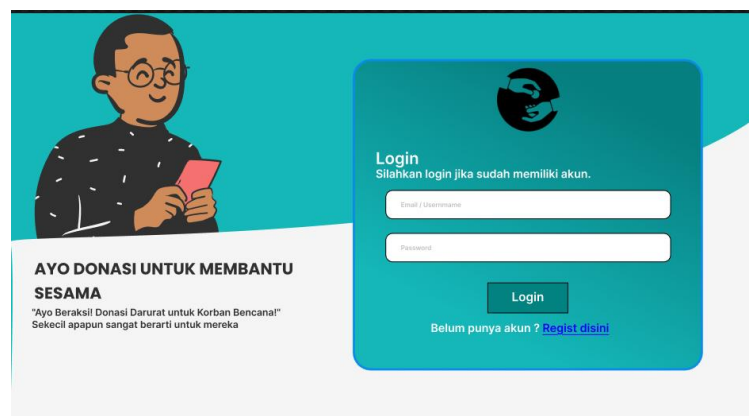


Figure 2. Login Page

On the login page, users can authenticate using their email and password through Firebase Authentication



Figure 3. Donation List Page

After successfully logging in, the user will be directed to the donation list page, which displays various ongoing donation campaigns. On this page, users can view campaign information and choose the donation campaign they wish to support.

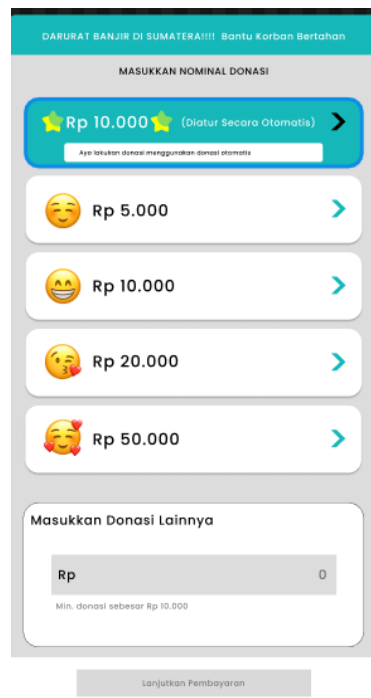


Figure 4. Donation Amount Page

After selecting a donation campaign, the user will be directed to the donation amount page to determine the amount of donation to be given.

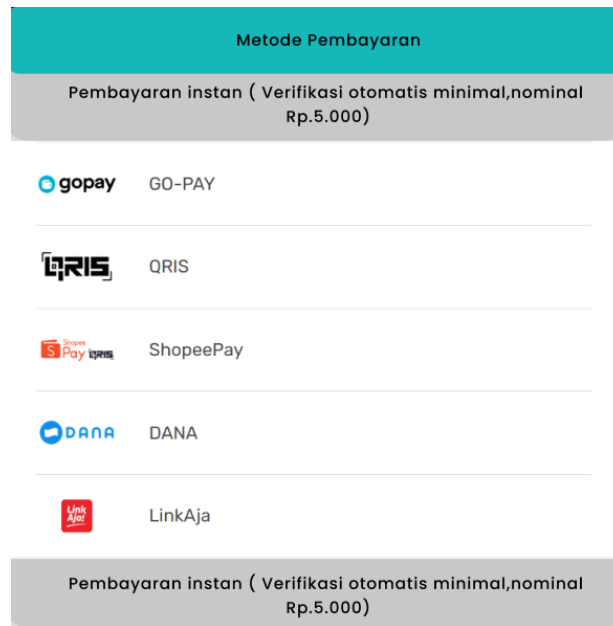


Figure 5. Payment Method

Next, the user selects one of the available payment methods provided by the payment gateway system. The payment process is carried out digitally, allowing donation transactions to be completed more easily, quickly, and securely. In addition, the application also provides a donation transaction history feature that can be accessed by users as a form of transparency in fund management. Administrators have access to manage campaign data, verify donation transactions, and monitor user activities within the system.

3.2. System Test Results

System testing on the open donation application was conducted using the Black Box Testing method. This testing aimed to ensure that each application feature operated according to its intended functionality. The following table presents examples of system testing results for several main features of the application.

Table 1. System Test Results

No	Tested Feature	Testing Scenario	Expected Result	Testing Result	Status
1	User Login	User enters correct email and password	System successfully logs in and displays the main page	System successfully enters the main page	Success
2	User Login	User enters incorrect email or password	System displays a login error message	System displays notification “Incorrect email or password”	Success
3	User Registration	User fills in registration data completely	System successfully creates a new account	User data successfully stored in Firebase Authentication	Success
4	Donation List	User opens the donation campaign list page	System displays the donation campaign list	Campaign data displayed properly in the application	Success
5	Donation Amount Input	User enters donation amount	System stores donation amount	Donation amount successfully stored	Success
6	Payment Method	User selects a payment method	System displays payment process	Payment page successfully displayed	Success
7	Payment Gateway	User completes payment transaction	System verifies payment and stores transaction status	Payment status successfully updated	Success
8	Donation History	User opens donation history page	System displays user transaction history	History data displayed according to transactions	Success

9	Database Storage	System stores donation data to Firestore	Data stored in database in real-time	Data successfully stored and displayed again	Success
10	Logout	User presses logout button	System logs out and returns to login page	System successfully logs out	Success

The testing results showed that all main features of the application functioned properly without any significant functional errors. The user authentication process using Firebase Authentication worked successfully, allowing users to log in and log out according to their access rights. Data storage using Firebase Firestore also operated effectively, where donation data and user data could be stored and displayed again in real-time.

In testing the money donation feature, the system successfully stored donation amounts, campaign names, user data, and payment status accurately through payment gateway integration. The payment system was also able to process transactions and provide payment status notifications to users. Meanwhile, in the goods donation feature, the system successfully stored information about donated items along with details of the item conditions entered by users. Testing on the donation history feature showed that transaction data could be displayed according to the activities previously carried out by users.

In addition to system functionality testing, user interface testing was also conducted to ensure that the application was easy to use. Based on the testing results, the application interface was considered simple, responsive, and easy to understand, allowing users to perform donation activities more comfortably.

3.3. User Satisfaction Evaluation

In addition to functional testing, a user satisfaction evaluation was conducted to assess the usability and effectiveness of the developed mobile-based open donation application. The evaluation involved several students and student organization administrators who acted as prospective users of the system. The purpose of this evaluation was to determine whether the application was able to meet user needs and provide a comfortable, transparent, and efficient donation experience compared to conventional donation methods.

The evaluation process focused on several important aspects, including ease of use, interface appearance, application responsiveness, transaction convenience, transparency of donation information, and overall system performance. During the testing session, users were asked to perform several activities such as account registration, login, selecting donation campaigns, entering donation amounts, choosing payment methods, viewing transaction histories, and accessing donation information available in the application. After completing these activities, users provided feedback regarding their experience while using the system.

Based on the evaluation results, most users stated that the application interface was simple, responsive, and easy to understand. The navigation flow between pages was considered clear, enabling users to access donation features without experiencing significant difficulties. The use of Flutter in application development also contributed to the responsive appearance of the system on mobile devices, allowing pages and menus to load smoothly during operation. Furthermore, the implementation of Firebase Authentication simplified the login and registration process because users could securely access their accounts using email and password authentication.

Users also responded positively to the donation campaign feature because it provided clear information regarding ongoing fundraising activities. Campaign descriptions, donation targets, and payment information could be displayed properly, allowing users to better understand the purpose of each donation campaign before making transactions. In addition, the donation history feature was considered useful because users could monitor their previous donation activities directly through the application. This feature increased transparency and user trust in the donation management process.

The integration of payment gateway services also became one of the application’s advantages according to user feedback. Users stated that digital payment methods made donation transactions more practical, faster, and safer compared to manual donation systems. The payment verification process could be carried out automatically by the system, reducing the possibility of transaction recording errors. Real-time data storage using Firebase Firestore also enabled donation data and transaction statuses to be updated immediately after transactions were completed.

From the administrator perspective, the admin management feature helped simplify the process of managing donation campaigns and monitoring donor activities. Administrators could view donation data more systematically because all information was stored digitally in the database. This reduced the risk of lost records and simplified report generation processes compared to manual documentation systems. Although the overall evaluation results showed positive responses, several users also provided suggestions for future improvements. Some users expected additional features such as push notifications for donation status updates, real-time aid distribution tracking, campaign progress percentages, and more detailed financial reporting. Users also suggested the development of communication features between donors and administrators to improve interaction and transparency within the platform. Overall, the user satisfaction evaluation demonstrated that the developed open donation application was

able to provide a better donation experience in terms of accessibility, convenience, transaction security, and transparency. The system successfully addressed several limitations of conventional donation processes and showed potential to support more effective and organized digital donation management in social and humanitarian activities.

3.4. Discussion

The research results indicate that the mobile-based open donation application is able to provide a solution to several problems found in conventional donation systems. Before the application was developed, the donation process was still carried out manually, causing donation records to be unstructured and difficult to monitor. With the implementation of this application, the data recording process becomes more organized because all data is stored digitally in Firebase Firestore.

The implementation of money donation and usable goods donation features became one of the main advantages of the developed application. This is in accordance with user needs identified through observations and interviews, where users not only wanted to donate money but also distribute usable goods to those in need. This feature provides greater flexibility in the social fundraising process.

In addition, the integration of a payment gateway into the application provides convenience in the money donation transaction process. Users can make online payments more quickly and securely without needing to perform manual transactions. This digital payment system also helps improve transaction management efficiency and simplifies the payment verification process for administrators.

The use of Firebase Authentication and Firebase Firestore improves application development efficiency because they support user authentication and real-time data storage. Firebase integration also simplifies data synchronization across devices, allowing users to access donation information quickly and accurately.

From the transparency aspect, the application provides donation history and transaction report features that can be accessed by users. These features allow users to monitor their donation activities, thereby increasing trust in the system. Transparency in donation management is one of the important factors in developing an open donation platform because it can increase public participation in social and humanitarian activities.

The use of the Waterfall method in this research was also considered appropriate because the application development process was carried out systematically and in stages. Each stage, starting from requirement analysis, system design, implementation, testing, and evaluation, could be conducted in a more structured manner. With this method, the application development process became easier to control and minimized errors during the implementation stage.

Although the application has functioned properly, this research still has several limitations, such as the absence of a detailed donation goods distribution tracking feature and automatic notifications regarding aid distribution progress. Therefore, future development can include real-time aid distribution tracking, automatic notifications, and the development of an analytics dashboard to make donation management more optimal and informative.

4. CONCLUSION

This study successfully developed a mobile-based open donation application using the Flutter framework with Firebase Authentication and Firebase Firestore as the backend system. The application was designed to facilitate digital donation activities through features such as user authentication, donation campaign management, donation amount input, payment gateway integration, donation history, and admin data management. Based on the testing results using the Black Box Testing method, all application features functioned properly according to user requirements without significant functional issues. The implementation of Firebase supported real-time data storage and efficient user authentication, while payment gateway integration enabled donation transactions to be performed more quickly, securely, and transparently. The developed application is capable of addressing several problems found in conventional donation systems, such as unstructured donation records, difficulties in monitoring transactions, and limited transparency in donation management. The donation history and reporting features also help improve user trust and accountability in the donation process. The use of the Waterfall development method proved effective because the system development process could be carried out systematically and in a structured manner. Overall, the application can support more effective, transparent, and accessible digital donation management for students and the general public. For future research, the system can be further developed by adding features such as real-time aid distribution tracking, automatic notifications, and analytics dashboards to improve donation monitoring and management processes.

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