USAGE AND SATISFACTION OF RELIGIOUS WEBSITES AMONG STUDENTS IN IIUM

Syaima'a Aripin[1] and Saodah Wok[2]
International Islamic University Malaysia (IIUM)

Abstract

Websites have been the source of information for most students in search of knowledge. The students of International Islamic University Malaysia (IIUM), especially, need to search for information from the Islamic websites in relation to their studies. As such, this study tries to assess the degree of religious website usage among students and their satisfaction in using them. The objectives of the study are (1) to determine the level of usage, awareness, perception, attitude and behavior of using the Islamic websites; (2) to assess the level of satisfaction in using the Islamic websites; and (3) to analyze the relationships between satisfaction and usage, awareness, perception, attitude and behavior in using the Islamic websites. The study uses a quantitative research design, employs the survey method and uses the questionnaire as the instrument for data collection. Results show that students use the general websites more often than the religious websites. The students are aware of the religious websites and have a positive perception and attitude towards the religious websites. They also use the religious websites for their own benefit and are satisfied with the religious websites presentation and content. Their satisfaction is positively correlated with awareness, perception, attitude and behavior in using the religious websites.

Keywords: awareness, religious websites, satisfaction, university students, Uses and Gratifications Theory.

1 Master student at the Department of Communication, International Islamic University, Malaysia.

2 Professor at the Department of Communication, International Islamic University Malaysia. She is the corresponding author. Email: wsaodah@iium.edu.my.

Abstrak

Laman sesawang telah menjadi sumber maklumat bagi kebanyakan pelajar dalam mencari ilmu pengetahuan pada masa kini. Pelajar-pelajar Univesiti Islam Antarabangsa Malaysia (UIAM), terutamanya, perlu mencari maklumat daripada laman sesawang bercorak Islamik yang berkaitan dengan pengajian mereka. Oleh itu, kajian ini cuba untuk menilai aras penggunaan laman sesawang yang bercorak Islamik dalam kalangan pelajar-pelajarnya dan tahap kepuasan dalam menggunakan laman sesawang tersebut. Objektif kajian ini adalah (1) untuk mengenalpasti aras penggunaan, kesedaranm tanggangapan, sikap dan perlakuan pelajar menggunakan laman sesaang bercorak Islamik; (2) untuk menilai tahap kepuasan dalam menggunakan laman sesawang yang bercorak Islamik; dan (3) untuk menganalisis perkaitan antara kepuasan dengan penggunaan, kesedaran, tanggapan, sikap, dan perlakuan dalam menggunakan laman sesawang yang bercorak Islamik. Kajian ini menggunakan kajian kuantitatif dengan menggunakan kaedah tinjauan serta menggunakan borang soal selidik sebagai instrumen bagi pengumpulan data. Hasil kajian menunjukkan bahawa pelajar-pelajar lebih menggunakan laman sesawang yang umum berbanding dengan laman sesawang yang bercorak Islamik. Pelajar juga sedar kewujudan laman sesawang yang bercorak agama dan mereka mempunyai tanggapan dan sikap positif terhadap laman sesawang tersebut. Mereka juga turut menggunakan laman sesawang bercorak agama demi kebaikan mereka sendiri dan mereka berpuas hati dengan persembahan dan isi kandungan laman sesawang yang bercorak agama. Tahap kepuasan mereka adalah positif dengan kesedaran, tanggapan, sikap dan perlakuan menggunakan laman sesawang bercorak agama.

Kata kunci: kesedaran, laman sesawang yang bercorak Islamik, kepuasan, pelajar university, Teori Penggunaan dan Pemuasan Kehendak.

INTRODUCTION

The religious websites among the Islamic institutions have been widely used, especially by students, in helping them seek information, clear doubts on their religion and knowing important events in the Islamic calendar.

Living in this technological era makes people technologically savvy. It takes just a click of a mouse to search for and to retrieve information. With the remarkable growth of new media, the websites are among the secured locations on the Internet used to access information. A recent study finds that the Islamic websites have a high level of interactivity, browsability and are user-friendly to surfers, information seekers and other users (Agboola, 2014).

The Islamic websites act as reliable resources for the seeking of information and help clear misconceptions and doubts about Islam. The top ranking Islamic websites based on the ratings of the Islamic sites by Dr. Bilal Philip show that Sunnah Online, Islam QA.com and Understand Islam are the top three sites proven to have sound Islamic knowledge. So are the students aware of the existing Islamic websites? Are they satisfied with the Islamic websites? What are the factors that influence their satisfaction with the Islamic websites? Therefore, this study looks at finding the level of satisfaction gained from using the Islamic websites.

The objectives of the study are:
(1) To determine the level of usage, awareness, perception, attitude and behavior of using the Islamic websites;
(2) To assess the level of satisfaction in using the Islamic websites; and
(3) To analyze the relationship between satisfaction and usage, awareness, perception, attitude and behavior in using the Islamic websites.

LITERATURE REVIEW

The underlying theory used is the Uses and Gratifications Theory that helps direct the discussions on the usage, awareness, perception, attitude and behavior with the satisfaction on using the Islamic websites.

The Uses and Gratifications Theory

The Uses and Gratifications (U&G) theory originating from the functionalist perspective on mass media communication was first developed from research on the effectiveness of the radio in the

1940s (Luo, 2002). The theory is founded by Katz, Blumber and Gurevitch in 1974 (Severin & Tankard, 2010). It focuses on the habits of people in using the media and the outcomes after using the media, that is, whether they are satisfied or not. Katz, Blumber and Gurevitch (1974) state the Uses and Gratifications theory grows out of a desire to understand audience involvement with the media, not just the consumption of, or reaction to, but the involvement with the media (cited in Pennington, 2015). Therefore, people normally use the media to meet their own satisfaction needs.

Akpan, Akwaowo, and Senam (2013) indicate that websites offer many uses and gratifications to different people. It is the Internet that has enabled audience to find and also to have more options from which they are able to select websites and web pages that satisfy their needs.

It is explicitly stated that the theory is designed to describe the receiving process in mass communication and to explain the use of the media by numerous audiences. In other words, it focuses on what audiences do with the media in achieving their needs and interests.

Media are used by many people to obtain information and news to help them be aware of particular issues. Recently, Mahadi (2013) applies this theory in seeking satisfaction of using the Islamic websites. The uses and gratifications analysis by Pennington (2015) shows that Muslim Tumblr bloggers are often propelled to use Tumblr for reasons related to religion.

Usage of Religious Websites

Websites have been the source of information for most students in search of knowledge, especially the International Islamic University students. They use the Islamic websites in search of information that relate to their studies. Websites somehow bring effects to students' lifes in helping them with their studies. Hussin and Rasul (2013) indicate that new technologies, for example, websites, have given the positive implication to the learning process and eventually contribute to a smooth education process including the Islamic education.

The wealth of information provided on the Internet makes students use the search engines and other sources often in getting information. The use of the Islamic websites is particularly widespread among IIUM students. Students seek information through the websites (Akpan, Akwaowo, & Senam, 2013). In using the Islamic websites, it is easy for the students to search for information; there are quite a number of links that bring the websites to the related sources especially for information on Islam (Agboola, 2014).

Awareness and Perception of Using the Religious Websites

The IIUM students' awareness of the Islamic websites can be strongly proven by looking at the University's background. Students are aware that the Islamic websites are the sites they need to use to look up for information and that will motivate them even more if the sources are authentic and in line with the *shari'ah*. Khairuddin, Shukry, and Sani (2014) reveal that students are self-motivated to read the Islamic materials to gain spiritual knowledge and to use the knowledge to deal with their personal challenges. This shows that students get information to gain the spiritual knowledge to guide them besides getting some guidance from their respected lecturers. Malaysian youths have a positive perception towards the texts. In addition, the English language can be taught using materials from the Islamic Websites. Apart from that, students perceive that the sites have positive features which they find useful and attractive.

Attitude and Behavior on Using the Religious Websites

Khan (2015) finds that there are challenges facing the Islamic financial institutions in terms of communicating with customers especially those that affect their attitudes and behaviors. Islamic banking products promote particular values through the websites in order to attract the consumers' attention. However, as the industry progresses, Islamic banks face challenges, criticism and stereotypical attitudes with regard to their operational authenticity, product charges, management inefficiency and marketing gimmicks. Customer attitude toward the Islamic web marketing would help refine the Islamic banking web marketing strategies. Such an attitude can be applied to using any Islamic websites in seeking information for learning purpose.
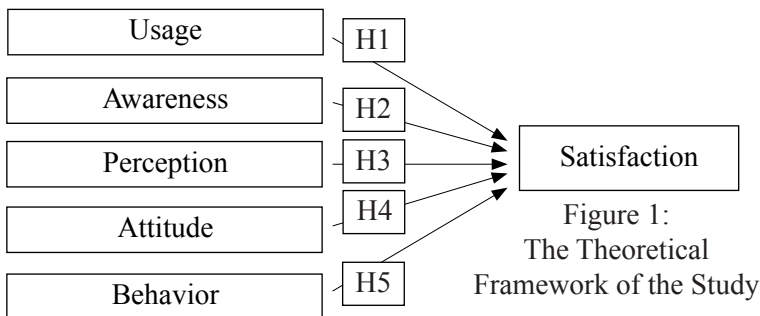
Satisfaction on Using the Islamic Websites

Satisfaction is an act of pleasure that is derived from a particular action. To ensure that satisfaction is achieved, trust needs first to be built. Mahmud, Tap, Hussein and Aliyu (2012) conduct a study on customer satisfaction with the online travel services. The results show that "Islamic Relief" is the top ranking that measures user trust in Islamic website contents because the website displays partnership organization between countries.

Students who wish to achieve satisfaction from certain websites are very concerned with updates from the websites. In getting information from the source, students usually need to ensure that they get the latest. The updated websites motivate their satisfaction level in using the Islamic websites. Akpan, Akwaowo, and Senam (2013) find that youths in Nigeria are not always satisfied though the social networking websites do meet their needs. Consequently, trusted, reliable and updated Islamic websites are what the students look for in seeking for satisfaction when using the religious websites.

Theoretical Framework

Figure 1 illustrates the theoretical framework for the study. This framework explains the direction of the study, which analyzes the relationships between satisfaction and usage, awareness, perception, attitude and behavior in using the Islamic websites.

Figure 1:
The Theoretical
Framework of the Study

Summary of the Hypotheses of the Study

H1: There is a positive relationship between usage and satisfaction on using Islamic websites.

H2: There is a positive relationship between awareness and satisfaction on using Islamic websites.

H3: There is a positive relationship between perception and satisfaction on using Islamic websites.

H4: There is a positive relationship between attitude and satisfaction on using Islamic websites.

H5: There is a positive relationship between behavior and satisfaction on using Islamic websites.

METHODOLOGY

This study applies the quantitative research design, using the survey method to collect data through online questionnaires. Initially, the researchers manage to distribute 50 questionnaires to students on Campus. To hasten data collection, the questionnaires are posted online. The researchers conduct the study using a snowball effect based on selected samples from IIUM online. Researchers receive positive feedback from the IIUM online community and within two days, the total number of respondents reaches 400. Instruction is given clearly and a consent letter is included on the front cover of the questionnaire. Confidentiality of respondents is maintained, as promised. All constructs, including usage, awareness, perception, attitude, behavior and satisfaction, comprising seven items each are measured using a 5-point Likert scale, where 1=strongly disagree, 2=disagree, 3=slightly agree, 4=agree, and 5=strongly agree. They are subjected to the reliability test. The constructs are found to be reliable, where awareness (α=.852), perception (α=.882), attitude (α=.863), behavior (α=.891), and satisfaction (α=.929). Hence, each construct is calculated for its summated scale to be used in testing the hypotheses of the study. The analysis used to answer the objectives of the study and to test the research hypotheses are the descriptive and inferential statistics. For the descriptive statistics, frequency, percentage, mean and standard deviation are obtained, while for the inferential statistics, a one-sample t-test with a test value of 3.0, correlation and simple multiple regression are performed.

FINDINGS

Basically, the findings help answer the objectives of the study and test its hypotheses. In addition, the demographic characteristics of respondents of the study are also described.

Demographic Characteristics of Respondents.

Out of a total number of 400 students, the majority of respondents (81.5%) is female, Malaysian (86.0%) and are well represented for the year of study, with 29.6% in the first year, second year (24.6%), third year (16.2%), fourth year (18.2%), and postgraduate students (11.4%).

Students' Usage of the Islamic Websites

Table 1 shows the comparison between the use of general websites and the Islamic websites. Results show that the general website is more frequently used than the Islamic websites. There is an increasing use of the general websites, where more than half the number of respondents (50.0%) admits they always use it. However, in terms of the Islamic website usage, almost half the number of the respondents (45.5%) uses it 3-4 days in a week and 39.1% rarely use it only for 1-2 days, per week. As such, we can say that on the whole, students use the general websites (N=398) more than the Islamic website (N=325).

Table 1: Frequency of Using General Websites on General Websites

Frequency of Use	General Website (%)	Islamic Website (%)
Never (0 day)	3 (0.8)	13 (4.0)
Rarely (1-2 day)	41 (10.3)	127 (39.1)
Sometimes (3-4 days)	64 (16.1)	148 (45.5)
Often (5-6 days)	91 (22.9)	28 (8.6)
Always (7 days)	199 (50.0)	9 (2.8)
Total	**398 (100.0%)**	**325 (100.0%)**

Awareness of Using the Islamic Websites.
The results of the one-sample t test for the awareness in using the
Islamic websites (Table 2) reveal the total mean for awareness (M=
3.742, SD=0.697), which is significant as the mean is greater than
the test value of 3.0. It shows that the majority of respondents are
aware that many Islamic institutions are having their own websites
(83.0%). Many are also aware that the Islamic websites post current
issues/happenings around the globe (77.4%), include Muslim
scholars to refer to (74.1%), regularly update their website (73.7%),
have references (73.7%), and are of quality with good design,
content and features to attract users (72.5%). However, only 69.5%
are aware of the clear identification of the Islamic websites (logo).
Overall, there is a positive level of awareness among respondents
(t=20.987, p=.000). This means that IIUM students are aware of the
availability of the Islamic websites that they can refer to.

Perception of Using the Islamic Websites
Table 3 presents the perception of respondents on the Islamic
websites. Results show that the respondents agree to all the items
on the perception of using the Islamic websites, means ranging from
3.500-3.970; and all are significantly greater than a t-test value of
3.0. The highest rated item goes to "Religious websites attract users
by giving important reminders on Islamic events" (79.4%), followed
by "Religious websites are informative in terms of religious matters"
(79.1%). There are many good things about the religious websites,
such as they offer the credentials of online scholars who give opinion
and/or fatwa (74.7%) and at the same time, offer entertainment that
is permissible in Islamic teaching (72.5%), are genuinely Islamic
(71.1%), interactive and user friendly (70.2%), and promotes its
products and services well for its users (70.0%). This means that the
students perceive the Islamic websites positively.

Table 2: Awareness of Using the Islamic Websites

Awareness of Using Islamic Websites	N	%	*Mean	SD	t**	p
I'm aware that there are many religious institutions with their own websites.	398	83.0	4.151	0.891	25.775	.000
I'm aware that religious websites always post current issues/ happenings around the globe.	400	77.4	3.868	0.867	20.010	.000
I'm aware that every religious website have at least one Muslim scholar to refer to.	400	74.1	3.705	1.073	13.143	.000
I'm aware that the religious website has regular updates to share.	399	73.7	3.687	0.913	15.022	.000
I'm aware of the references used by the religious websites (e.g., Book of Ahadith)	397	73.7	3.685	1.025	13.325	.000
I'm aware of the quality used in religious websites in terms of its design, content and features to attract the users.	397	72.5	3.625	0.931	13.372	.000
I'm aware of the clear identification of the religious websites (e.g. Logo)	395	69.5	3.476	1.006	9.405	.000
Overall Awareness of Islamic Website	389	74.84	3.742	0.697	20.987	.000

1=Strongly Disagree (1-20%), 2=Disagree (21-40%), 3=Slightly Agree (41-60%), 4=Agree (61-80%) and 5=strongly Agree (81-100%).

** test value=3*

Table 3: Perception of using Islamic Websites

Perception on using Islamic Websites	N	%	Mean*	SD	t**	p
Religious websites attract users by giving important reminders on Islamic events.	399	79.4	3.970	0.801	24.174	.000
Religious websites are informative in terms of religious matters.	396	79.1	3.957	0.848	22.450	.000
Religious websites help users in identifying the credentials of online scholars who give opinion and/ fatwa.	399	74.7	3.734	0.823	17.814	.000
Religious websites offer the form of entertainment that is permissible in Islamic teaching.	396	72.5	3.624	0.890	13.945	.000
Religious websites are genuinely Islamic.	399	71.1	3.556	0.930	11.946	.000
Religious websites are interactive and user friendly.	396	70.2	3.510	0.896	11.332	.000
Religious websites promote its products and services well for its users.	396	70.0	3.500	0.855	11.632	.000
Overall Perception on Islamic websites	**388**	**73.8**	**3.688**	**0.664**	**20.401**	.000

1=Strongly Disagree (1-20%), 2=Disagree (21-40%), 3=Slightly Agree (41-60%), 4=Agree (61-80%) and 5=strongly Agree (81-100%).
*** test value=3*

Attitude of Using the Islamic Websites
The findings for the attitude on using the Islamic websites reveal all the means are beyond the test value of 3.0, and therefore, there is a positive attitude toward the overall Islamic websites (M=3.494,

SD=0.678). The results in Table 4 show that the highest item is for "I prefer a religious website with designs and layouts done professionally (79.2%), followed by "I'm certain that the religious websites bring benefit to my religion" (77.6%) and "I feel motivated to re-visit the religious websites I had surfed/explored" (74.4%). However, the result also shows that even though they will revisit the website for another purpose, it does not mean that they fully trust the validity of the websites as this item "I have no doubt with the validity of the Islamic websites" (62.9%) receives the lowest rating. In conclusion, it is not the validity that makes them use the Islamic websites but the features of design and layout and other beneficial things that the students can gain from the Islamic websites. This is because the attitude on using the Islamic website is significant (t=14.238, p=.000). Attitude is a good indicator for behavioral action.

Table 4: Attitude of Using Islamic Websites

Attitude on using Islamic Websites	N	%	Mean*	SD	t**	p
I prefer religious websites with designs and layouts done professionally.	396	79.2	3.962	0.947	20.212	.000
I'm certain that the religious websites bring benefit to my religion	397	77.6	3.882	0.825	21.296	.000
I feel motivated to re-visit the religious websites I had surfed / explored.	394	74.4	3.718	0.908	15.709	.000
I trust in the legitimacy of the religious websites content.	397	67.4	3.370	0.880	8.385	.000
I'm confident with the religious websites' content.	394	64.5	3.223	0.922	4.807	.000
I prefer the information on my religion from religious websites.	395	63.3	3.167	1.024	3.244	.001

I have no doubt with the validity of the religious websites.	397	62.9	3.146	0.937	3.107	.002
Overall Attitude on Islamic websites	**382**	**69.9**	**3.494**	**0.678**	**14.238**	**.000**

*1=Strongly Disagree (1-20%), 2=Disagree (21-40%), 3=Slightly Agree (41-60%), 4=Agree (61-80%) and 5=strongly Agree (81-100%).
** test value=3

Behavior of Using the Islamic Websites.

The overall total mean for behavior in using the Islamic websites is positive (M=3.407, SD=0.754) and is significant (t=10.616, p=.000). Table 5 shows that the respondents gain additional information through the Islamic websites. It is the highest rated (74.6%), with mean of M=3.729 and SD=0.866. Not only do the respondents learn but they also gain relevant information from the Islamic websites (73.5%). However, respondents admit they slightly agree that they rely on Islamic websites for its guidelines in almost all matters and aspects of life (58.4%) as the mean is less than 3.0, that is, with M=2.918, (SD=1.069) which is the lowest mean value. It can be concluded that students agree that they use the Islamic websites to get information but they do not rely very much on the websites as guidance.

Satisfaction in Using the Islamic Websites

Table 6 shows the results of the one-sample t-test on the satisfaction of using the Islamic websites, with a test value of 3.0. The overall mean for satisfaction of using the Islamic websites is positive (M=3.493, SD=0.706) and is significant (t=13.60, p=0.000). In addition, the highest item: "I'm satisfied with examples and explanation used on the Islamic website" (74.6%), followed by their satisfaction with the language used on the Islamic websites (74.2%). On the contrary, the least satisfaction goes to item that says: "I'm satisfied with the prompt response from the Islamic websites on any query" (66.2%). This means that IIUM students are satisfied with the Islamic websites for many things posted on their websites. Therefore, the students are satisfied with the Islamic websites for information purposes.

Table 5: Behavior in Using the Islamic Websites

Behavior on using Islamic Websites	N	%	Mean*	SD	t**	p
Gain additional information about Islam from the religious websites.	399	74.6	3.729	0.866	16.814	.000
Gain Islamic knowledge from the religious websites.	398	73.5	3.676	0.935	14.419	.000
Gain a lot of relevant information from religious websites.	398	73.4	3.671	0.855	15.662	.000
Always use religious websites to know about my religion.	398	67	3.347	0.973	7.106	.000
Use religious websites as my references to any religion query.	395	65.5	3.273	1.001	5.431	.000
Recommend my friends and family members to check on religious websites for updates on Islamic events.	398	64.5	3.226	1.071	4.211	.000
Rely on religious websites for its guidelines in almost all matters and aspects of life.	400	58.4	2.918	1.069	-1.543	.124
Overall total on Behavior of using Islamic websites	387	68.1	3.407	0.754	10.616	.000

*1=Strongly Disagree (1-20%), 2=Disagree (21-40%), 3=Slightly Agree (41-60%), 4=Agree (61-80%) and 5=strongly Agree (81-100%).
** test value=3

Table 6: Satisfaction in Using the Islamic Websites

Satisfaction on using Islamic Websites	N	%	Mean*	SD	t**	p
I'm satisfied with examples and explanation used on the website.	394	74.6	3.731	0.840	17.267	.000
I'm satisfied with the language used on the religious websites.	394	74.2	3.708	0.831	16.913	.000
I'm satisfied with the details provided on the religious websites.	395	70.4	3.519	0.813	12.683	.000
I'm satisfied with the features and presentations on the religious websites.	396	68.3	3.414	0.869	9.487	.000
I'm satisfied with the services and products provided on the religious websites.	395	68.2	3.410	0.776	10.497	.000
I'm satisfied with the accuracy of documentation provided on the religious websites.	397	67.1	3.355	0.889	7.961	.000
I'm satisfied with the prompt response from the religious websites on any query.	398	66.2	3.312	0.832	7.463	.000
Overall satisfaction in using Islamic websites	**384**	**69.9**	**3.493**	**0.706**	**13.599**	**.000**

1=Strongly Disagree (1-20%), 2=Disagree (21-40%), 3=Slightly Agree (41-60%), 4=Agree (61-80%) and 5=strongly Agree (81-100%).
** test value=3

The Relationships between Satisfaction and Selected Variables

Correlation is tested in order to find the relationship between satisfaction and usage, awareness, perception, attitude and behavior in using the Islamic websites (Table 7). The zero-order correlations show that there is a positive strong relationship between satisfaction and perception (r=.731, p=.000) and attitude (r=.727, p=.000). The relationships between satisfaction and behavior and awareness are moderate positive, with r=.594 (p=.000) and r=.580 (p=.000), respectively. However, there is no relationship between satisfaction and the usage of Islamic websites. This shows that the students are satisfied with the Islamic websites because they are aware of the Islamic websites, perceive them positively, prefer to use them, and use them ultimately. In this case, only Hypothesis 1 is not supported. All other hypotheses (H2, H3, H4, and H5) are supported by the results.

Table 7: Zero Order Correlation between Satisfaction and Selected Variables

Variable	Satisfaction	Usage	Awareness	Perception	Attitude	Behavior
Satisfaction	1					
Usage	r=.003, p=.480	1				
Awareness	r=.580, p=.000	r=.356, p=.398	1			
Perception	r=.731, p=.000	. r=.018 p=.358	. r=.717, p=.000	1		
Attitude	r=.727, p=.000	r=.037 p=.231	. r=.510, p=.000	r=.650 p=.000	1	
Behavior	r=.594, p=.000	r=-.029 p=.285	r=.485, p=.000	r=.478 p=.000	r=.516 p=.000	1

In order to determine the best predictor for satisfaction from among the five independent variables, namely, usage awareness, perception, attitude, and behavior in using the Islamic websites, the simple multiple regression analysis is used. Table 8 shows that behavior is the best predictor (Beta=.323; t=7.649, p=.000). Satisfaction can also be explained by perception (Beta=.275; t=5.576, p=.000) and attitude (Beta=.273; t=6.155, p=.000). All the variables are able to explain for 61.9% of satisfaction in using the Islamic websites. This

means that students who perceive the Islamic websites positively, will like the websites, and, in turn, will use them, accordingly, for their studies.

Table 8: Simple Multiple Regression between Satisfaction and the Selected Variables

Variables	Unstandardized Coefficient		Standardized Coefficient		
	B	**SE**	**Beta**	**t**	**p**
Constant	.145	.173		.838	.403
Usage	.011	.032	.010	.329	.742
Awareness	.057	.043	.056	1.318	.188
Perception	.291	.052	.275	5.576	.000
Attitude	.285	.046	.273	6.155	.000
Behavior	.302	.039	.323	7.649	.000

F=130.439, df=5,394, p=.000; R=.790, R²=.623, R² adj=.619

DISCUSSIONS AND CONCLUSIONS

Despite the fact that students use the Islamic websites less than the General Websites available in the market, they are satisfied with the Islamic websites. This is because they are very much aware of the Islamic websites, perceive them positively, like the Islamic websites and use them for their benefit as students at the International Islamic University (IIUM). It is also because they have to do a lot of reading and assignments related to Islam, as almost all students are Muslims. This study is supported by the hypotheses involving the relationship between satisfaction and awareness, perception, attitude and behavior in using the Islamic websites. Thus, we can say that the Social Learning Theory is supported and can be used for future research pertaining to the Islamic website-related issues. Other theories such as Information Seeking Theory, Exchange Theory, and Content Gratification Theory can be tested on the usage of the Islamic websites in the future.

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