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Stakeholder-Related Factors Facilitating the Success of the Halal Food Control System: A Systematic Review in the Malaysian Context

Nur Syamimi Fazila[1], *Sazelin Arif[1], Norain Ismail[2], Zawiah Mat[1], Samer Ali Al-shami[1]
[1]Institute of Technology Management and Entrepreneurship, Universiti Teknikal Malaysia Melaka, Malaysia
[2]Faculty of Technology Management and Technopreneurship, Universiti Teknikal Malaysia Melaka, Malaysia
Email: *sazelin@utem.edu.my
Corresponding Author: Sazelin Arif

Abstract: The halal food control system in Malaysia involves multiple stakeholders whose roles are critical in ensuring food complies with Islamic dietary laws. However, challenges such as fragmented coordination, inconsistent implementation, and limited stakeholder integration hinder its effectiveness. This review aims to identify and analyze stakeholder-related factors that facilitate the success of the halal food control system in Malaysia. This study adopts a systematic literature review approach by identifying relevant publications from 2018 to 2023 across major academic databases. Articles were filtered based on titles, abstracts, and relevance to stakeholder-related factors. A total of 938 articles were reviewed to construct a thematic discussion. This paper identifies six main stakeholder-related factors that may facilitate the success of Malaysia's halal food control system: halal knowledge, assurance factors, organizational environmental factors, management and strategies, technology and tools, as well as consumer feedback and handling. This paper contributes new knowledge by synthesizing fragmented literature into a comprehensive thematic framework grounded in stakeholder theory. It offers theoretical insights and serves as a reference for researchers, policymakers, and halal industry players seeking to understand and strengthen stakeholder roles in halal governance. The findings provide practical guidance for improving policy, governance, and strategic collaboration in halal food control. However, the review is limited to the food sector and relies solely on secondary data. Future research needs to expand beyond the perspectives discussed in the paper to other halal industries, involve comparison across countries, time span, and different databases.

Keywords: *Halal food, control system, stakeholders, factors, systematic literature review*

1. Introduction

The halal industry is expanding globally as well as in Malaysia due to the increasing demand for halal products from the global population. With 33.2 million Muslims making up 63% of the population, Malaysia has shown itself to be a successful global player in the halal industry. Malaysia is determined to maintain its lead in the development of the Islamic Digital Economy (IDE) in the region (MIDA, 2022). This is evidenced by the fact that Malaysia is acknowledged globally for the quality of its halal certification, the standards it upholds, and its organized halal business ecosystem. With an index score of 209.8 for the Halal Food Indicator (HFI) in 2020, Malaysia outperformed several other countries, including Singapore (125.2), the United Arab Emirates (104.4), Indonesia (71.5), and Saudi Arabia (51.1). This score was established based on the following factors: public knowledge of halal and product prices, Malaysia's dominance in the trade of halal food goods, and regulations and standards about halal (Bedford, 2020).

According to the Ministry of Investment, Trade and Industry (MITI), with the support of the Halal Industry Master Plan 2030 (HIMP 2030), it is anticipated that Malaysia's halal business will reach US$113.2 billion (RM500 billion) by 2030 and contribute 8.1% to GDP by 2025. This is evidenced by the fact that Malaysia's halal exports increased in 2022, totaling RM59.46 billion—a 63.8 percent rise over the previous year. Food and beverages continue to be the largest sector contributor to the Malaysian halal economy, accounting for 46.8% of all Malaysian halal exports with a total export value of RM27.84 billion (HDC, 2023). Over the past ten years, Malaysia has seen an increase in the amount of imported food goods entering the country, which has also impacted the increase in halal food imports from other countries (Rusmita et al., 2023). According to a report by the Malaysia External Trade Development Corporation (MATRADE, 2020), food imports rank among the top ten largest import products into Malaysia annually (Handayani, 2022).

The government policies that encourage and facilitate the growth of the halal industry are a sign of the nation's strong commitment to realizing its goal of becoming a global leader in the halal sector. Reflecting back on the

Eleventh Malaysia Plan (11MP) (2016–2020) and further elaborated in the Twelfth Malaysia Plan (12MP) (2021–2025), the halal sector was included as a main focus area for high-potential industrial development. Along with the introduction of the Shared Prosperity Vision 2030 in 2019, the government outlined seven (7) Strategic Thrusts, the second of which focuses on Key Economic Growth Activities (KEGA). One of the 15 KEGA activities under KEGA 6, which centers on the Halal Hub and Food, explicitly states this. To facilitate the execution of projects under KEGA 6 of the Shared Prosperity Vision 2030, which is aligned with the 12MP (2021–2025) and 13MP (2026–2030), the Halal Industry Master Plan 2.0 was introduced.

In recent years, Malaysia's halal food industry has been under growing pressure due to rising global demand, more informed consumers, and increasingly complex international supply chains. As prior information, the Malaysian halal food control system consists of a few components, including halal food legislation, management control, inspection, laboratory services, education, communication, and training, which collectively aim to ensure compliance with Islamic dietary laws (Ahmad et al., 2018). Despite advancements, systemic weaknesses persist, including misuse of halal logos and questionable certification integrity (Azizah, 2021; Arif & Sidek, 2015). Shortcomings in the Department of Islamic Development Malaysia (JAKIM) procedures, coupled with insufficient human resources and overlapping administrative jurisdictions, have led to enforcement inefficiencies (Aziz et al., 2022). High-profile incidents, such as the 2020 illegal meat cartel scandal in Senai, Johor Bahru, exposed vulnerabilities in halal logo labelling, raw material purity, and supply chain security (Ali & Suleiman, 2018; Laporan Penyata Rasmi, 2020). Further investigations revealed that the syndicate smuggled illegal meat from China, Ukraine, Brazil, and Argentina using falsified customs and halal documents to bypass official checks. The illicit products were repackaged with fake halal logos (Laporan Penyata Rasmi, 2020; Ahmad, Shamsu & Ariffin, 2023) and distributed to the market, generating public outrage and eroding trust in halal governance. The meat supplier was found using dummy payment documents, halal certificates, and import permits (Muhammad Shahrulnizam, 2020). To hide it from local authorities, the supplier combined meat imported from trustworthy sources with meat lacking a valid halal certification (Rusni et al., 2020). Similar cases of halal fraud, such as mixing beef with buffalo meat, substituting pork or dog meat, and selling carcass or diseased meat, have been documented (Abd Razak, Ramli, Jamaludin, 2020). Not only that, a reported case at the Port of Tanjung Pelepas, where halal and non-halal frozen meat were stored together, illustrates ongoing operational lapses (Azizah, 2021; Said, 2017).

The cartel's scandal and misuse of halal logo cases highlighted weaknesses in inter-agency coordination between JAKIM, the Royal Malaysian Customs Department (JKDM), the Department of Veterinary Services (DVS), and the Malaysian Quarantine and Inspection Services (MAQIS). Mixing halal with non-halal meat, falsifying origins, and using expired certificates ruins Malaysia's international halal reputation. It was found that factors contributing to these loopholes included operational procedures (Berita Harian, 2021), enforcement issues (Parzi, 2020), overlaps in the scopes of agencies that complicated control implementation (Mohamed Arshad, 2020), weaknesses in standard operating procedures (SOPs) (Astro Awani, 2021), problems in halal enforcement coordination (Ishak, 2020), and integrity issues (Ab Rahman & Muhamed, 2021). Therefore, it would mean that leakage would occur in the situation where the halal control mechanism is weak and has numerous flaws. The violations not only contravene religious rules but also pose risks to the health of the population and harm the credibility of the world being halal-approved.

Contrary to its status as a world-leading halal governance agency, the halal fraud issues, including the 2020 meat cartel scandal in Malaysia, revealed the prominent vulnerabilities of the system, such as the lack of coordination between the agencies, a decentralized enforcement policy, and an out-of-date monitoring framework. Lack of a specific halal law in Malaysia has resulted in jurisdiction gaps that have forced central agencies to exercise laterality in enforcing halal standards (Abdullah et al., 2017). These gaps are going to jeopardize Malaysia as a global leader of halal unless prompt reforms are undertaken. The shortcomings have highlighted the need to ensure that all stakeholders implement transparent, ethical, and socially responsible practices that can help maintain the integrity of the Malaysian halal ecosystem. To reduce such issues, higher enforcement, built-in traceability systems, and collaboration amongst stakeholders are necessary. Halal governance is a matter of integration among the agencies having different responsibilities: DVS and JAKIM are involved in pre-importation management, including livestock evaluation, hygiene, and compliance with slaughter, whereas Customs and MAQIS are involved in border management and verification of documents and the monitoring of products (Mohd Riza et al., 2022). Such interlocking functions are critical to collaboration,

but manpower and jurisdictional overlap make it inefficient (Abdul Wahab et al., 2015).

Although there are several studies conducted to support the global reputation of Malaysia as a hub of halal certification, limited research has been conducted regarding its stakeholder integration approach. The novelty of this literature review lies in synthesizing fragmented studies into a comprehensive stakeholder-based framework, filling the gap left by prior works that largely focused on supply chain or certification processes without fully addressing the interrelationships, accountability, and collaborative mechanisms among the key players. Due to several cases of fraud arising from deficiencies in halal control, coupled with limited prior research, this review paper attempts to explore the factors that facilitate the halal food control system. The research is driven by the fact that there was a glaring need to find solutions to the persistent lapses in the halal food control system in Malaysia. It is motivated by the ongoing issues of the halal food control system of Malaysia, the lack of coordination among stakeholders, overlapping jurisdiction, and the recorded incidences of fraud, like the meat cartel. It is anticipated that the findings will be used as a guide and reference for all stakeholders involved and also help empower the halal food industry in Malaysia. The study will also be able to boost consumer confidence in Malaysian halal certification and capability to help the country become one of the leaders in the global halal food industry. The paper consists of four (4) sections. The first section will give a brief background on the halal food control system of Malaysia, and the second section will explain the methodology of identifying the factors related to the stakeholders that will make the halal food control system successful. The third section gives the results and discussion, followed by the conclusion and contributions of this research in the last section.

2. Literature Review

The halal food regulation system is based on Islamic law, which refers to numerous details of the life of Muslims, including their food habits (Othman et al., 2019). “Halal” is an Arabic word meaning “permissible” or “lawful” to describe goods and foods Muslims can eat (Azam & Abdullah, 2020). Halal is also known as the lack of vague or prohibited ingredients to keep the product safe and clean (Jaswir, Sari, & Che Daud, 2021). It could also be defined as anything that is acceptable, authorized, and compliant with Islamic law (Mohamed, Abdul Rahim, & Ma'aram, 2020). Halal are the food and drinks that Muslims are allowed to eat, and they might be created and processed following a specific code, including the practice of killing animals and the kind of materials utilized (Azam & Abdullah, 2020; Razak et al., 2019). For example, halal meat must come from animals slaughtered by Islamic law and must not contain any prohibited ingredients, such as alcohol, pork, or their by-products. According to Abbas, Abdullah, and Umar (2021), the word “haram” is the opposite of “halal” and means “forbidden”, “unlawful”, or “illegal”. It is also mentioned in many verses of the Holy Quran and hadith. Anything that is prohibited, illegal, or not permitted in Islam is referred to as haram, the opposite of halal. The concepts of halal and haram have a significant influence on many aspects of a Muslim's life. Islamic principles prohibit participation in usury, gambling, deceit, fraud, and other unethical or exploitative activities. The basic concepts of halal and haram determine what Muslims are allowed to do in their daily lives. These terms are widely used to discuss various topics, including choices about what to eat and what is permissible to consume. In the context of halal food, the preservation of the goals of Islamic law, specifically in religion and life, is highly valued. Consuming halal food may safeguard both physical health by providing healthy and fit food and the religious commitment by enhancing an individual become closer to Allah SWT.

Most of the Islamic countries have established their regulatory bodies in order to certify halal products and services. The system of halal food management in Malaysia has transformed with time (Razak et al., 2019). Halal certification is one of the primary reasons that make Malaysia a potential global leader. To complement Sustainable Development Goal (SDG) 12, which focuses on responsible production and consumption, it develops a halal-based knowledge economic chain. A lot of things have to be taken into consideration in an attempt to ensure the long-term economic sustainability of halal food chains. The most notable is the halal control system, with several stakeholders that operate to manage all activities of the food chain (Ahmad et al., 2018). Halal control is are process and systems adopted to certify that foods and consumer products are within the Islamic dietary injunctions. The Malaysian system of controlling halal food employs numerous stakeholders, namely all governmental agencies and bodies, consumers, and businesses. It is principally under the supervision of JAKIM, who works with several stakeholders to ensure that the food substances and premises pass the test of being halal. The Ministry of Health (MoH), Customs, and DVS are among the

organizations that support the halal food control system. However, each stakeholder performs their duties uniquely and independently. No official system is in place to coordinate any of these responsibilities (Soraji, Awang, & Yusoff, 2017). The application of halal certification has deficiencies, especially with regard to control, as evidenced by a number of reported fraud and malpractice cases. Problems with jurisdiction and coordination among various stakeholders further complicate monitoring and control, potentially compromising transparency and the free flow of information between agencies (Ahmad et al., 2018; al-Busaidi & Jukes, 2015). Furthermore, it is thought that the current conventional approaches to food safety, especially in the halal food control system, are inadequate to stop fraud (Ahmad et al., 2018).

A review of past studies, as summarized in Table 1 below, shows that research on halal food control systems in Malaysia is robust but hindered by persistent implementation gaps. Most of the prior research was often separated by stakeholder (regulator, firm, or consumer), resulting in a lack of cross-stakeholder coordination. At the system level, Malaysia's control system covers legislation, inspection, laboratories, and education, yet results show uneven enforcement and persistent coordination gaps across agencies, which dampen policy intent at ground level (Ahmad et al., 2018). Studies on enforcement practices show weaknesses after certification, especially in the monitoring and renewal stages, which can lead to integrity issues (Daud, Zarmani, & Tumiran, 2021). On the compliance side, entrepreneurs' behavior improves with perceived benefits, awareness, and recognition of risk, indicating that stakeholder engagement shifts compliance outcomes (Basarud-din, Al Jaffri Saad, & Aminullah, 2022). On the company level, evidence shows that adoption of MS1500 correlates with stronger process control and integrity, particularly when paired with audits and capacity-building (Jaswir, Sari, & Che Daud, 2021). In terms of supply chain, findings show that environmental and organizational factors drive traceability, but limited visibility across all stakeholders hinders prevention and quick action (Ab Rashid & Bojei, 2019; Mohamed, Abdul Rahim, & Ma'aram, 2020). Some studies show that greener logistics need knowledge, technology, strategy, and context (Ahmad et al., 2023), while consumer research shows that trust depends on credible labels and transparent handling (Ibrahim et al., 2023).

Numerous studies on food control have been conducted in other nations, but the patterns echo the same. Prior research concludes that differences across borders, unclear roles, and poor data-sharing between organizations keep happening; therefore, results rely as much on how well governance systems work together as on any one control method. In Austria, national control data shows that enforcement depends on resource use and sector focus, but routine checks miss some fraud, highlighting the need for risk-based action (Lueckl et al., 2019). Germany's experience shows that coordinated roles among authorities, industry, and auditors reduce malpractice, but poor information sharing creates gaps (Wisniewski & Buschulte, 2019), as in the U.S., halal market expansion has outpaced harmonization, yielding fragmented stakeholder expectations and uneven assurance (Atalan-Helicke, 2023). There are studies on slaughter oversight that highlight that consistent supervision and clear records throughout the process are key to compliance (Fuseini, Teye, & Lever, 2022). Another perspective, which focuses on digital retailing, shows that to maintain trust, traceability, and online sales, clear records and consistent labeling are required (Hamid & Alemu, 2023).

When looking at the perspective of technology and laboratory science, past studies show promise but remain restricted. Blockchain and IoT can secure provenance and automate audits internationally, though adoption is slowed by interoperability, cost, and capability gaps (Kurniawan, Suparno, & Vanany, 2023). Analytical methods, such as spectroscopy, proteomics, and DNA testing, offer increasingly sensitive authenticity checks, but their impact relies on integration into risk-based regulatory programs (Kua et al., 2022). Laboratory syntheses provide workable conformity-testing workflows for control systems (Al Olan & Yossouf, 2023), and design studies show that machine-readable halal rules can encode chain-wide constraints (Mohamad Hashim et al., 2023). Yet, without aligned incentives, standardized data frameworks, and coordinated governance, these largely tool-centric pilots struggle to progress beyond limited-scale applications.

Across Malaysian and global evidence, the consistent gap is the absence of an integrated, stakeholder-centered synthesis that connects governance, assurance, supply chain practice, technology, and consumer trust into a single, decision-ready model. Prior research reports strong but fragmented results, and the field still lacks a clear framework explaining how different players work together to ensure halal integrity. Previous studies have focused more on control systems within the halal food supply chain (Mohamed, Abdul Rahim, & Ma'aram, 2020; Ab Rashid & Bojei, 2019; Supian & Abdullah, 2019). There is a study that examines the food control

system in terms of processes and halal food control activities without directly linking it to stakeholders or the agencies involved (Ahmad et al., 2018), and an earlier study related to halal control and assurance activities focusing on logistics aspects (Tieman & Ghazali, 2014). No studies were found on the halal food control system from the perspective of stakeholders as an integrated framework. Although prior research has contributed valuable insights into halal certification and supply chain management, critical gaps remain. Many studies have focused on isolated dimensions such as certification procedures or logistics compliance, with limited emphasis on the interconnected roles of diverse stakeholders. Geographically, most research is either global in scope or limited to single-country perspectives without deep engagement in Malaysia's regulatory ecosystem. Therefore, this study addresses this by assembling recent literature into a holistic stakeholder framework comprising all interrelated factors. The novelty of the study lies in its systematic literature review of related publications that consolidates fragmented research into a unified thematic framework grounded in stakeholder theory. By identifying the interrelated factors, this study bridges regulatory, industry, and consumer perspectives in Malaysia's halal food control system by applying a structured, systematic literature review methodology and synthesizing evidence from multiple stakeholder groups to provide actionable insights into the halal food control system. It combines the dimensions in an evidence-based thematic model that responds to the coordination, enforcement, and integration issues noted in previous studies and provides a transferal framework suitable for other halal-related industries and foreign halal governance situations.

Table 1: Prior research on halal food control systems

Authors	Year	Title of Study	Journal Title	Method Used	Results
Ahmad, N., Ungku Zainal Abidin, U. F., Othman, M., & Abdul Rahman, R.	2018	Overview of the Halal Food Control System in Malaysia	Food Control	Policy/system review	Reviewed legislation, management, inspection, laboratory, and education functions; identified coordination gaps and uneven enforcement.
Daud, M. Z., Zarmani, N. F., & Tumiran, M. A.	2021	Analysis of halal assurance management on imported food products in Malaysia	International Journal of Halal Ecosystem and Management Practices	Document analysis/case evaluation	Found vulnerabilities in post-certification surveillance and renewal cycles.
Basarud-din, S. K., Al Jaffri Saad, R., & Aminullah, A. A.	2022	Malaysian halal certification: A study of compliance behavior of Muslim entrepreneurs	Global Journal Al-Thaqafah	Survey (Muslim entrepreneurs)	Perceived benefit, awareness, and risk salience significantly predicted certification compliance.
Jaswir, I., Sari, D. P., & Che Daud, M. R.	2021	Implementation and impact of halal food standard: An empirical study in Malaysia	Journal of Islamic Monetary Economics and Finance	Empirical survey	MS1500 implementation is linked to stronger process control and integrity outcomes, effective with training and audits.
Ab Rashid, N., & Bojei, J.	2019	The relationship between halal traceability system adoption and environmental factors on halal food supply chain integrity in Malaysia	Journal of Islamic Marketing	Survey: Structural Equation Modeling (SEM)	Environmental and organizational factors drive traceability system adoption; cross-stakeholder visibility remains partial.
Mohamed, Y.	2020	The effect of halal	Journal of Islamic	Survey;	Halal supply chain

H., Abdul Rahim, A. R., & Ma'aram, A.		supply chain management on halal integrity assurance for the food industry in Malaysia	Marketing	Quantitative analysis	management practices significantly enhance integrity assurance.
Mohamad Hashim, S. F., Salim, J., Mohd Noah, S. A. M. N., & Wan Mustapha, W. A.	2023	Ontology-based traceability system for halal status of flavour	Malaysian Journal of Information and Communication Technology	Design/prototype	Demonstrated machine-readable semantics can encode halal rules for improved traceability.
Ahmad, H., Mohamed Udin, Z., Nor, N. F., & Ariffin, A. S.	2023	Knowledge management, technology, strategy, and environment in the halal food industry green supply chain and logistics performance	Journal of Technology and Operations Management	Survey: Partial Least Squares Structural Equation Modeling (PLS-SEM)	Linked knowledge management, technology, strategy, and environment to improve green supply chain and logistics performance.
Ibrahim, I. I., Md Nor, M. N., Ahmad, Z., Mohd Razali, M. F., & Mansor, Z.	2023	Examining the awareness of Muslim consumers towards halal food	International Journal of Entrepreneurship and Management Practices	Survey	Moderate awareness, high sensitivity to certification; trust relies on credible labels and transparency.
Lueckl, J., Weyermair, K., Matt, M., Manner, K., & Fuchs, K.	2019	Results of official food control in Austria 2010–2016	Food Control	Administrative data analysis (2010–2016 inspection decisions)	Showed how resource allocation and sector targeting impact enforcement outputs; routine controls are useful, but limited in non-compliance detection.
Wisniewski, L., & Buschulte, A.	2019	Food control as a means of addressing fraud and malpractice in the food industry in Germany	Food Control	Case-based policy analysis	Coordinated roles among authorities, industry, and auditors reduce malpractice risks; siloed information flows create enforcement blind spots.
Atalan-Helicke, N.	2023	Halal certification in the United States and the expansion of halal markets	Religious Economies in Secular Context: Halal Markets, Practices and Landscapes	Qualitative institutional study	Market growth has outpaced alignment, causing fragmented stakeholder expectations and inconsistent assurance practices.
Fuseini, A., Teye, M., & Lever, J.	2022	An update on halal slaughter: Current methods and ongoing research and their implications for animal welfare	Animal Welfare	Review and appraisal of animal-welfare evidence	Compliance verification depends on standardized supervision and transparent record-keeping throughout the chain of custody.
Kurniawan, M., Suparno,	2023	Implementation of blockchain	Proceedings International	Systematic literature review	Blockchain and IoT can enhance provenance and

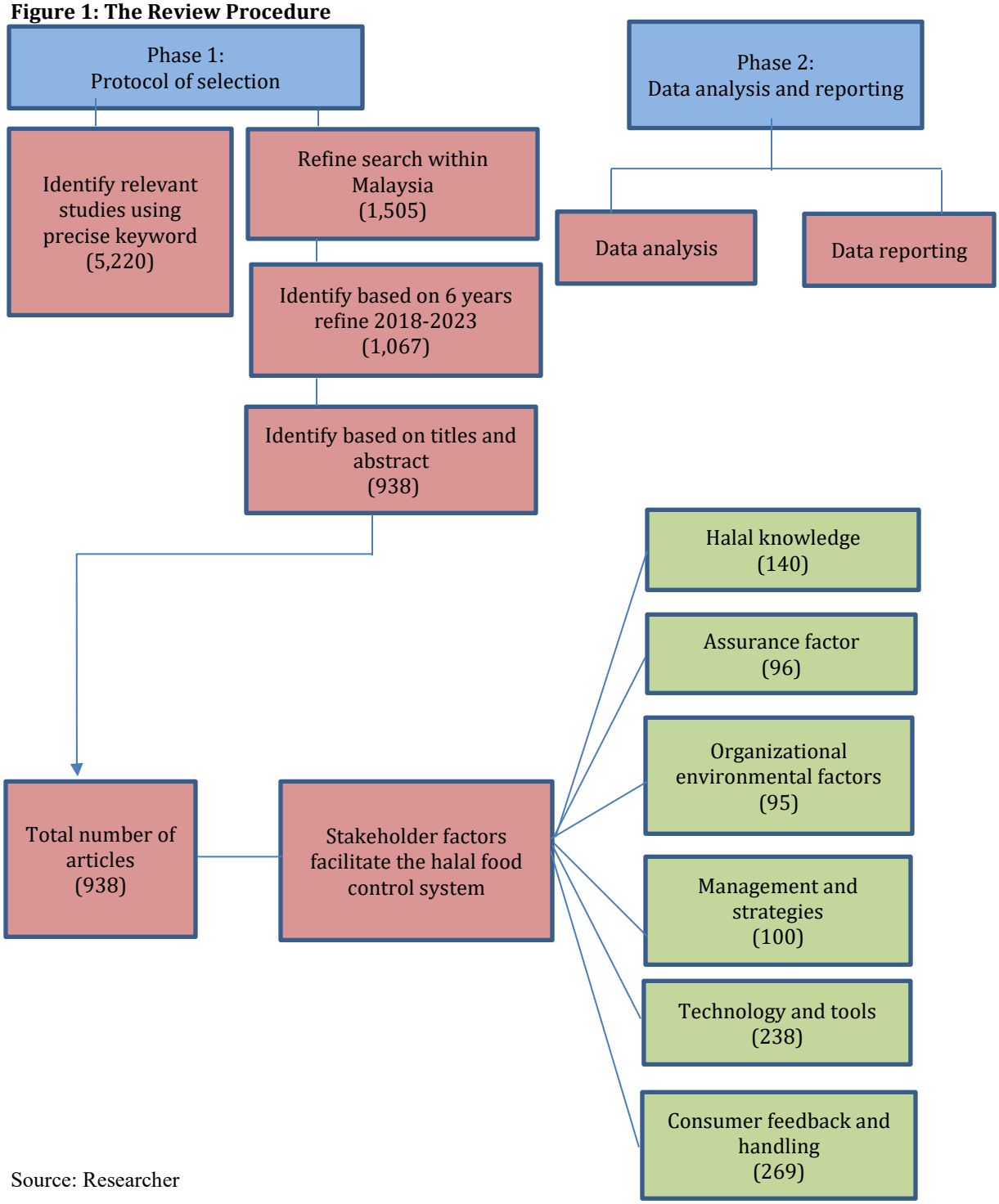
S., & Vanany, I.		technology and the Internet of Things in halal supply chain traceability and food safety: A systematic literature review	Conference on Technology on Community and Environmental Development		automate audits, but adoption has been slowed by interoperability, cost, and capability gaps.
Kua, J. M., Azizi, M. M. F., Abdul Talib, M. A., & Lau, H. Y.	2022	Adoption of analytical technologies for verification of authenticity of halal foods—A review	Food Additives & Contaminants: Part A	Methods review in analytical science	Lab techniques are increasingly sensitive but must be embedded in risk-based regulatory programs for meaningful impact.
Al Olan, M. S. M., & Yossouf, A. A. P.	2023	Laboratory methods for authenticating the conformity of halal foods	Halal and Kosher Food: Integration of Quality and Safety for Global Market Trends	Chapter-level synthesis of laboratory authentication methods	Detailed practical workflows for conformity testing as part of halal control systems.
Hamid, A. A., & Alemu, A. E.	2023	Technology and halal retailing sector: Digital transactions and what is new?	Technologies and Trends in the Halal Industry	Qualitative analysis of technology and retailing trends	Clear audit trails and consistent labeling are essential for consumer trust in traceability and e-commerce oversight.

3. Methodology

This paper utilizes a systematic literature review to determine the stakeholder-related issues that enhance the success of the halal food control system in Malaysia. Employing such a systematic approach in literature review was necessary to guarantee a focused and systematic literature review into factors surrounding stakeholders that helped make Malaysia's halal food control system successful in two stages as follows: (1) Phase 1: Protocol of data selection; and (2) Phase 2: Data analysis and reporting. The initial step was developing a structured and open procedure for selecting relevant literature. Defining inclusion and exclusion criteria, selecting the period of the publications, and implementing the initial screening were involved in this. The halal food control system included stakeholders and their contributions that were considered in the choice process. Articles were reviewed depending on their title and abstracts, as well as the complete texts where they were necessary, to ensure only those that aligned with the purpose of the research were retained. In the second phase, analysis and synthesis of the articles chosen played the greatest role. This analysis was based on the stakeholder theory model (Freeman, 1984), which gave the conceptual framework for determining how to identify and classify the roles of different stakeholders. The understandings obtained as a result of the reviewed literature were interpreted into a conceptual model using stakeholder theory. In this model, the interaction and the impact of each type of stakeholder on the efficacy, integrity, and transparency of the halal food control system are depicted.

In this section, the theoretical framework methods of the systematic review conducted in this study are explained more elaborately as described below, with a summary of the steps involved illustrated in Figure 1 below:

Figure 1: The Review Procedure



Source: Researcher

Phase 1: Protocol for Data Selection

Phase 1 involves the identification of the most dependable past research to be used as sources for the review. This phase began by searching for reliable studies using the keywords "factors facilitating halal food control system" in reputable databases. The databases used were Emerald Insight, Google Scholar, ResearchGate, and ScienceDirect. The selection of these databases was driven by their broad coverage of peer-reviewed publications and their accessibility for multidisciplinary halal-related research, including both journal articles and relevant conference proceedings. Although publishers such as Springer, Sage, and Wiley, along with

indexing platforms like Web of Science and Scopus, also contain relevant literature, the initial scoping revealed substantial overlap with the selected databases for the 2018–2023 period. However, it is acknowledged that comprehensive coverage in systematic reviews can be strengthened through the inclusion of other databases such as Web of Science and Scopus databases, which are known to index a wider range of high-impact literature. To ensure comprehensiveness, future research should integrate these databases to enhance both the extensiveness and quality of retrieved studies.

A total of 5,220 articles were retrieved based on the initial keywords. To further narrow the scope of the search, we refined it to focus on the context of Malaysia, resulting in 1,505 related articles. Then, the search was further refined by limiting it to six (6) years of publication, from 2018 to 2023, yielding 1,067 articles. After that, the researchers examined the titles and abstracts of each article to select those relevant to the keywords, and only original research articles were considered. Finally, the researchers successfully identified 938 articles related to the factors facilitating the halal food control system in Malaysia. The selection protocol and the total number of articles identified are shown in Figure 1 above.

Phase 2: Data Analysis and Reporting:
The review analysis is based on the stakeholder model established by Freeman in 1984. According to Freeman (1984), there are several key stakeholders involved in organizations who can make positive contributions, as they all play vital roles in ensuring the organization's successful operation. The attributes specified in Freeman's model include governments, local communities, employees, media, and competitors, which correspond to the stakeholder model that the researchers intended to apply in this study. All of these stakeholder attributes play key roles in ensuring that organizations can contribute to both the community and themselves. Jones, Wicks, and Freeman (2017) further established a broad definition of a stakeholder as "any group or individual who can influence or is affected by the achievement of the organization's objectives." This definition emphasizes the trust relationship between a business and its stakeholders, which include suppliers, customers, workers, shareholders, local communities, and management bodies.

According to Shalini, Neeliah, and Goburdhun (2008), and as indicated by Hopper and Boutrif (2006), stakeholder analysis is a method for identifying and assessing the relevance of groups of individuals and institutions that influence the food control system. Accordingly, they defined stakeholders as individuals or organizations with an interest in, or influence over, the quality and safety of food. They include:

- Those with direct or leading roles in the food control system, including government ministries, departments, and agencies.
- Those in secondary or supporting roles, such as organizations that provide information to food control authorities.
- Those affected by food control management, including consumer organizations.

Based on the stakeholder theory model (Freeman, 1984) and stakeholder analysis techniques (Shalini, Neeliah, & Goburdhun, 2008; Hopper & Boutrif, 2006), the halal food control system can be grouped into three (3) types of stakeholders. It involves commitment from multiple stakeholders, and each must ensure that food control is carried out effectively according to their distinct roles. Table 2 and Figure 2 below illustrate the halal food control system stakeholder model adopted from Freeman's stakeholder theory model and the stakeholder analysis approach.

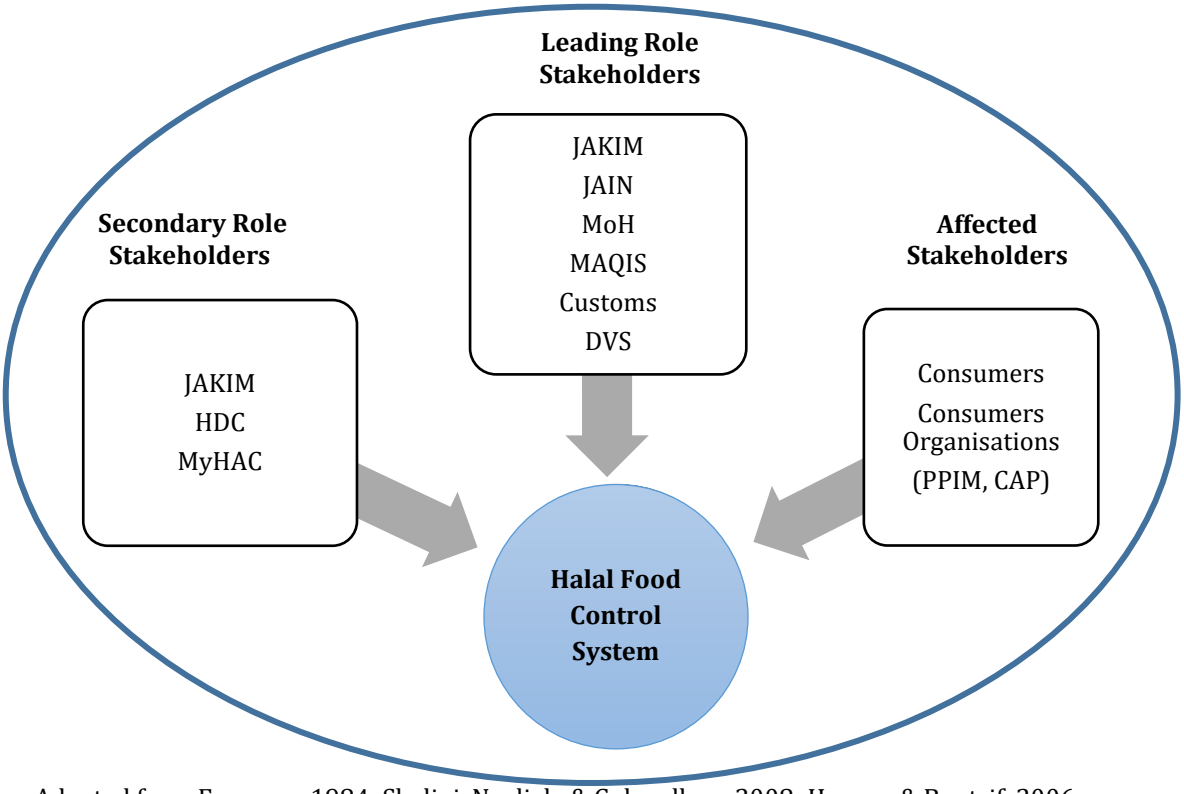
Table 2: Groups of Stakeholders in the Halal Food Control System

Type of Stakeholders	Roles	Institutions
Leading Role Stakeholders (The bodies directly responsible for and playing a leading role in the food control system)	• Inspection and Enforcement Body • Control Management Body • Legislation Body, Standards, and Fatwas	Department of Islamic Development Malaysia (JAKIM) State Islamic Religious Council (JAIN) Ministry of Health (MoH) Malaysian Quarantine and Inspection Services (MAQIS) Royal Malaysian Customs Department (Customs) Department of Veterinary Services (DVS)

Secondary Role Stakeholders (The bodies that play supporting or secondary roles in the implementation of the food control system)	• Halal Analysis/ Laboratory • Halal Education and Training Bodies	Department of Islamic Development Malaysia (JAKIM) Halal Development Corporation Berhad (HDC) MyHAC
Affected Stakeholders (Entities or individuals who are indirectly affected by the certification process and its outcomes but do not directly participate in it)		Consumers Consumer organizations: • Persatuan Pengguna Islam Malaysia (PPIM) • Consumers Association of Penang (CAP)

Source: Researcher

Figure 2: Model of Stakeholders in the Halal Food Control System



Source: Adapted from Freeman, 1984; Shalini, Neeliah, & Goburdhun, 2008; Hopper & Boutrif, 2006

The analysis was based on 938 articles that were identified through several levels of refinement, as described in Phase 1 above. From these 938 articles, the researchers analyzed each article using the keyword "factors" involving any stakeholder in halal food control and grouped them under common themes. As a result, six (6) themes emerged based on the keyword "factors" that facilitate the success of the halal food control system in Malaysia: halal knowledge, assurance factors, organizational environment, management and strategies, technology and tools, and finally, consumer feedback and handling. The data analyzed were then reported in descriptive form, focusing on the factors that facilitate the success of the halal food control system as well as the stakeholders involved in each factor.

4. Results

This section presents the findings based on 938 articles published between 2018 and 2023, identified through searches on Emerald Insight, Google Scholar, ResearchGate, and ScienceDirect. Out of the total 938 articles, 194 articles were cited from ScienceDirect, 196 from Google Scholar, 208 from Emerald Insight, and 340 from ResearchGate. Among the selected search engines, the highest number of articles was cited from ResearchGate,

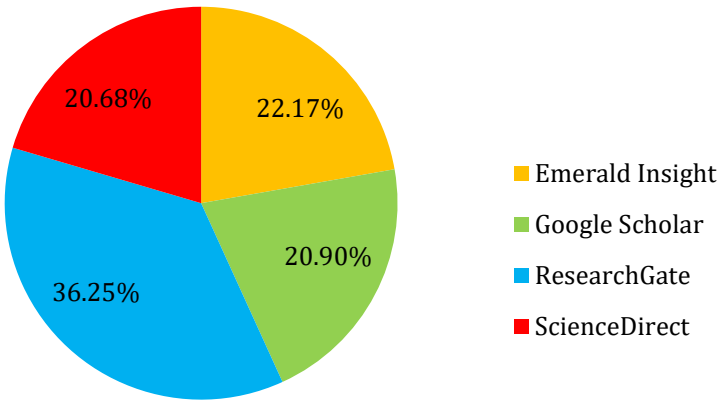
while the lowest number was cited from ScienceDirect. The number and percentage of articles cited from each search engine are detailed in Table 3 and illustrated in Figure 3 below.

Table 3: The number of articles cited using selected engines

Search Engine	Number of Articles
ScienceDirect	194
Google Scholar	196
Emerald Insight	208
ResearchGate	340
Total	**938**

Source: Researcher

Figure 3: Percentage of articles cited from selected search engines



Source: Researcher

From the total of 938 articles identified, the researchers conducted an analysis based on the keyword "factors" involving any stakeholder in halal food control and grouped them under common themes. As a result, the researchers successfully identified six (6) groups of articles with the same themes, along with the total number of articles for each theme, as shown in Table 4.

Table 4: Factors that facilitate the success of the halal food control system

Factors	Total Articles Identified
Halal knowledge	140
Assurance factor	96
Organizational environmental factors	95
Management and strategies	100
Technology and tools	238
Consumer feedback and handling	269
Total	**938**

Source: Researcher

As previously stated, the analysis of the factors that facilitate the success of the halal food control system focused on the involvement of stakeholders. Each factor identified involves several stakeholders and will be explained in more detail in the following discussion. Table 5 shows the stakeholders involved in each factor:

Table 5: Stakeholder-related factors that facilitate the success of the halal food control system

Factors	Stakeholders involved	
Halal knowledge	JAKIM	DVS
	JAIN	MyHAC
	MoH	HDC
	Customs	PPIM
	MAQIS	CAP
Assurance factor	JAKIM	DVS
	JAIN	MyHAC
	Customs	HDC
	MAQIS	
Organizational environmental factor	JAKIM	MAQIS
	JAIN	DVS
	MoH	MyHAC
	Customs	HDC
Management and strategies	JAKIM	MAQIS
	JAIN	DVS
	MoH	MyHAC
	Customs	HDC
Technology and tools	JAKIM	MAQIS
	JAIN	DVS
	Customs	MoH
Consumer feedback and handling	JAKIM	PPIM
	JAIN	CAP
	HDC	

Source: Researcher

Discussion

Referring to Table 4 above, there are 938 articles published over six (6) years that discuss stakeholder-related factors facilitating the success of the halal food control system in Malaysia. Given the extensive number of studies, the researchers categorized them according to thematic patterns. Articles falling under the same pattern were grouped into one theme. As a result, six (6) thematic groups of articles were identified that consider stakeholder-related factors facilitating Malaysia's halal food control system.

The analysis of the review showed that 140 articles discuss halal knowledge possessed by stakeholders, which is one of the factors facilitating the success of the halal food control system in Malaysia. Another 96 articles with a similar thematic pattern discuss the assurance factor as one of the stakeholder-related factors facilitating the success of Malaysia's halal food control system. This is followed by the organizational environment theme, which emerged as one of the stakeholder-related factors, with 95 articles identified under this category. Next, 100 articles that discuss management and strategies were also identified as a thematic group and considered stakeholder-related factors facilitating the success of Malaysia's halal food control system. Additionally, 238 articles were identified under the theme of technology and tools, while a total of 269 articles discuss consumer feedback and handling; both themes are also considered stakeholder-related factors facilitating the success of the halal food control system in Malaysia. Altogether, these articles make up a total of 938. A detailed discussion of each factor is provided as follows:

Halal Knowledge

The term halal knowledge refers to information possessed by a person or entity with a connection to halal products (Nuraini & Sucipto, 2021; Rahman et al., 2022). For organizations to operate successfully, halal knowledge is essential (Rahman et al., 2022). In order to guarantee adherence to halal standards, uphold integrity, and satisfy customer expectations, halal knowledge is crucial for all parties involved in the halal sector (Mohamed, Abdul Rahim, & Ma'aram, 2020). Every stakeholder involved in halal should have a comprehensive understanding of the fundamental principles outlined by Islamic laws (Hanafi & Nurdin, 2022). Halal knowledge is important, as it includes knowledge about permissible and forbidden ingredients, processing

methods, and practices prescribed by Islamic teachings (Romadlon, Istikomah, & Haryanto, 2023). Stakeholders involved in halal, including JAKIM, JAIN, MoH, Customs, MAQIS, DVS, MyHAC, and HDC, need to be familiar with halal requirements and procedures, as they are responsible for obtaining halal certification and controlling the halal process (Pratama, 2022). If there are loopholes in any part of the control process, it indicates that halal knowledge may not have been properly applied during the process (Muhammad, Elistina, & Ahmad, 2020). This statement proves that all stakeholders involved in managing halal processes should have expertise in halal knowledge.

Every related stakeholder should be aware of the halal logo, since all products related to its use are sensitive and require careful handling (Temizkan, 2022). This is because the majority of Malaysians are Muslims, who are highly attentive to the use of halal food in everyday life (Ibrahim et al., 2023). In order to ensure that the materials used in production adhere to halal standards (Mustafa, 2023), it is necessary for stakeholders handling halal control to closely monitor every step of the product development and manufacturing process (Ahmed Osman, 2023b). The most important aspect for those following JAKIM—the body that establishes halal standards—is that everyone involved must adhere strictly to these standards to prevent integrity issues when dealing with halal food (Awang, 2021).

In practice, the main bodies that handle halal processes in Malaysia are JAKIM and JAIN. However, there are also other agencies involved in related processes, namely MAQIS, Customs, DVS, MoH, HDC, and MyHAC (Sabri et al., 2021). The stakeholders are divided by their roles in the halal process (Ahmad, Mafaz & Rahman, 2023). JAKIM is the authority responsible for issuing halal certification (Razif & Yoyo, 2021) after several processes. MAQIS and Customs handle products imported at the border (Rahim, Ahmi, & Rahman, 2020), DVS oversees slaughtering, MoH manages production safety, while HDC and MyHAC are involved in training and halal analysis (Daud, Zarmani, & Tumiran, 2021). All these requirements demand halal knowledge in order to facilitate the success of the halal food control system (Riaz & Riaz, 2023). Meanwhile, PPIM and CAP represent consumers and act as stakeholders who voice concerns related to consumer issues, particularly regarding halal matters (Mahamud et al., 2023). This proves that every stakeholder needs halal knowledge (Azizan & Ahmad, 2019) to recognize any non-halal substances or non-compliance with requirements (Nazaruddin et al., 2023).

All processes involved in handling halal must stay updated on the regulatory requirements and guidelines related to halal certification, as this is crucial including compliance in their respective regions (Prawiro & Fathudin, 2023). With a better understanding of halal, Muslims can make more informed decisions about the integrity of their halal products (Assyarofi & Wulandari, 2023). This includes halal standards monitoring and continuous compliance audits (Tuan Sidek & Ahmad, 2018). Updating and expanding stakeholders' halal knowledge requires ongoing education (Umami, Puspa, & Irawan, 2023) and training initiatives (Widianti & Putri, 2023). Training events, workshops, and certification courses are some of the strategies that can be employed to increase the awareness of the halal laws, practices, and principles (Raimi, Adekunle, & Shabbir, 2023). The regulations on halal packaging and labelling should be learned by the stakeholders involved so that they may label halal products correctly and provide their consumers with accurate information (Muhamad et al., 2023). These include knowledge of certification marks of halal products, labeling, and the truthfulness of the claims that are identified about the items (Zainuddin et al., 2023).

The skills required to screen and verify the ingredients should also be provided to participants involved in the development and procurement of the products as well as manufacturing so that they can ensure ingredient compliance with halal standards (Eldaw & Ahmed Osman, 2023). All these include knowing the proper sources, processing equipment, and potential sources of contamination (Sulaiman, Zaini, & Othman, 2023). The stakeholders should also understand the processes and procedures of halal processing to ensure that what manufacturers produce complies with halal standards (Yuswan et al., 2020). One of them is the knowledge of halal slaughtering methods (Fuseini et al., 2022), procedures of handling halal food (Myat Min @ Mohd Omar et al., 2018), and cleanliness (Abd Razak & Ramli, 2019), which is used to avoid mix-contamination and keep halal intact. This will help food manufacturers to retain the integrity and purity of their halal products by following the right production procedures (Talib et al., 2020) and maintaining halal standards (Ahmed Osman, 2023a). Kashim et al. (2018) defined it as processing food according to hygienic and ethical requirements and assuring the separation of halal and non-halal foods.

Financing of the halal education and training programs enables the employees within the halal food sector to work more efficiently. These programs involve the training of the halal auditors, inspectors, food handlers, and management personnel to make sure that they are equipped with the knowledge and abilities necessary to uphold halal integrity (Chong et al., 2022). Within the halal food control system, knowing halal foods facilitates continual learning and improvement (Rahman, Rahman & Zahari, 2018). Stakeholders may improve their practices and strengthen the integrity of the halal food supply chain by keeping abreast of new developments in halal science, emerging trends, and legislation (Abdullah & Mohamed Adil, 2019). Overall, halal knowledge serves as the foundation of Malaysia's halal food control system, supporting consumer confidence, regulatory compliance, and the long-term viability of the halal sector (Kamarul, 2019).

Assurance Factor

The manufacture of products must adhere to proper halal practices in Malaysia, as evidenced by the MS1500 standard certification (Ab Talib, Chin, & Hamid, 2018). The ability of an organization to preserve its halal assurance status is a challenge (Othman et al., 2019), as certification must be renewed every two years (Zakaria & Abdullah, 2019). Due to the stringent certification process, most producers are unable to maintain their halal accreditation, ultimately impacting their halal assurance (Sucipto, Fadhila & Astuti, 2021). The stakeholders related to the assurance factor are those who are responsible for certifying the halal logo, namely JAKIM and JAIN (Razif & Yoyo, 2021). In order to maintain continuous assurance, the halal certificate must be renewed after its two-year validity (Haleem, Khan & Khan, 2021).

In order to implement effective control during the entire halal supply chain, it is necessary to learn the nature of the halal assurance systems (Shalifillizam et al., 2018) and best practices (Abderahman et al., 2021). All stakeholders must learn the concepts of traceability (Dehghani, Popova & Gheitanchi, 2021), quality assurance (Chong et al., 2022), and risk management (Riska Alifia et al., 2023) so that the integrity of halal products can be ensured. Producers or manufacturers would need to ensure that organizations that are involved with the halal certification process are legitimate (Rahman et al., 2022), accredited (Rafidah & Rozahan, 2021), and recognized by the authorities (Husna, Wong, & Osman, 2022). Having certification with well-known organizations will also ensure that the halal standards are adhered to and meet consumer trust (Nuraini & Sucipto, 2021).

As a recommendation, the industry should engage with the governments in terms of regular auditing and inspection provided to the auditors or certifying organizations to enforce halal requirements accordingly (Sharif & Ghani, 2019). Haleem, Khan, and Khan (2021) argued that producers should collaborate with auditors, provide access to facilities and documentation, and promptly correct any non-compliance concerns. The maintenance of quality and safety of the halal products requires putting in place comprehensive quality assurance and control processes. This includes monitoring activity of production, assessment of the quality of the products produced, and corrective measures when applicable halal requirements are violated (Sari, Jaswir & Che Daud, 2021). Halal producers should be transparent and tell consumers the truth about ensuring the halal status of their product (Amin, 2020). This involves providing effective information to customers on ingredients, manufacturing processes, certification marks, and clear labelling to enable them to make an informed choice. When running their halal business, they are supposed to be responsive to the ethical and social norm of responsibility. This involves the observation of labor ethical standards and safeguarding the interests of animals as well as positive movements in the societies in which they undertake their practice.

The producers should always enhance and be innovative in what is considered halal. This includes the use of the most advanced technology, exploring the green sourcing procedures, and keeping abreast with the consumers' tastes and emerging trends in the halal industry. They ought to liaise with the industry players, state regulatory bodies, and the certification authorities to realize the shared concerns and ensure best practices within the halal facility. This will involve joining industry forums where the exchange of information and experience will be shared, and legislative changes that safeguard the integrity of halal cuisine will also be encouraged. By giving prominence to these assurance elements, they can demonstrate their commitment to the maintenance of industry integrity, increase consumer trust, and promote the growth and sustainability of the halal industry. Therefore, the halal food control system is more successful due to the assurance factor.

Organizational Environment Factor

The adoption of technology and the exchange of information within an organization are referred to as the organizational environment (Saleh & Ibrahim, 2021). Supportive components that aid in the communication and dissemination of correct information and improve performance make up organizational environments (Bidin et al., 2021). Organizational environment variables play a key role as far as halal stakeholder operations and practices are concerned (Iwaya, Babar & Rashid, 2023). These variables cover external and internal factors that influence the overall business strategy of an organization (Mubin et al., 2021), halal compliance (Setik et al., 2023), and certification (Sharif & Ghani, 2019). The culture of an organization has a huge impact on halal practices (Ramli et al., 2022). Hudaefi and Jaswir (2019) revealed that stakeholders will remain more committed to preserving the standards of halal when they operate within an environment where honesty, integrity, and ethical conduct are respected. JAKIM, MOH, JAIN, MAQIS, Customs, MyHAC, HDC, and DVS have shown a collaborative approach to addressing issues related to halal, as shown by the effectiveness of having the halal control system operating (Abid Haleem et al., 2018).

In order to ensure compliance and favor an integrity-based culture, the organizational leadership (Azizan & Ahmad, 2019) will need to show full commitment to halal principles (Heidingsfelder, 2020). Halal-related initiatives are assorted and bolstered by the leadership (Wibowo et al., 2023), investments of resources, and the involvement in certification practices (Ahmed Osman & Saeed, 2023) that acts as a guiding principle of being halal-compliant throughout the company. An effective management approach (Ahmed Osman & Saeed, 2023) is also compulsory in assuring halal compliance, and this includes food safety management system (FSMS) and quality management system (QMS). Halal principles have the potential to be applied in a systematic way and are constantly enhanced by incorporating halal standards into the current management systems (Sakti & Ramadhani, 2023). The organizational structure should facilitate effective coordination, communication, and oversight of halal operations (Lubis & Fatwa, 2023). By having clearly defined roles, responsibilities, and reporting lines (Raimi, Adekunle, & Shabbir, 2023), accountability is ensured, and halal compliance activities across departments and functions are streamlined. Halal stakeholders work within a regulatory framework that governs compliance and certification (Basarud-din, Al Jaffri Saad, & Aminullah, 2022). Components of the organizational environment crucial for halal stakeholders include understanding and adhering to relevant laws, regulations, and guidelines (Ahmad, Mafaz & Rahman, 2023).

By embracing a culture of continuous improvement, halal stakeholders can remain responsive to changing consumer demands, emerging risks, and evolving market dynamics (Morneh et al., 2023). Regular evaluation, feedback, and adaptation help continuously improve halal processes and performance (Atalan-Helicke, 2023). By addressing specific organizational environment elements, halal stakeholders can establish a conducive atmosphere for halal certification, compliance, and business success (Voak, Fairman & Wahyuni, 2023). A strong organizational environment fosters a culture of integrity, accountability, and continuous improvement, empowering stakeholders to achieve halal requirements and maintain consumer trust (Azkiya & Azizah, 2023). Thus, the organizational environment facilitates the success of the halal control system by contributing to improvements in the halal food control system.

Management and Strategies

The methods used to control an organization's direction and achieve its objectives include management and strategies (Wong, Hussin & Moidin, 2023). Stakeholder management and strategies are employed to ensure that organizations can meet their established goals (Susanty et al., 2022). For halal stakeholders, management and strategy elements are crucial to navigating the industry's complexities, ensuring adherence to halal standards, and promoting business success (Mohamad Hashim et al., 2023). The stakeholders involved in management and strategy factors include JAKIM, JAIN, MoH, MAQIS, DVS, MyHAC, HDC, and Customs, as they play roles in halal control according to their respective functions. To align organizational goals with halal compliance requirements and market opportunities, it is essential to develop a comprehensive halal strategy (Mirghani & Elnour, 2023). To make halal initiatives and investments directed, stakeholders ought to outline specific goals, objectives, and action plans (Mustafa, 2023). Effective risk management approaches will help the stakeholders of halal understand, analyze, and mitigate risk related to market dynamics, the integrity of the supply chain, and halal compliance (Alserhan et al., 2022). Chik et al. (2018) stated that proactive risk management reduces the likelihood of non-compliance and protects the reputation of the company.

According to Muda et al. (2020), halal manufacturers will be able to adapt to the changing demands and wants of the halal consumers by investing in developing and innovating their products. The innovation in new halal products, flavors, and packaging becomes more competitive and leads to market differentiation (Bashir et al., 2019). In building a strong brand, they should manage to communicate effectively their commitment to halal authenticity, quality, and integrity (Purnomo, 2023). It is possible to enhance the brand awareness and improve customer loyalty among the population of halal consumers by interacting with halal influencers, utilizing digital media, and implementing relevant targeted marketing strategies (Chong et al., 2022). Continuous improvement provides the impetus in the halal industry to be innovative, efficient, and competitive (Noorliza, 2020). To enhance halal performances and performance outcomes, stakeholders are supposed to engage in performance reviews regularly and consult other stakeholders as well as implement process improvements (Abdullah & Mohamed Adil, 2019). When the funding of training and capacity-building efforts occurs, they will all be more knowledgeable and skillful with regard to halal (Muhammad, Elistina, & Ahmad, 2020; Susanty et al., 2022). Stakeholders ought to commonly train on the principles, procedures, and legislation of halal to ensure exemplary professional demonstration and continuous adherence as a key strategy in solving issues on halal (Eldaw & Ahmed Osman, 2023).

Through managing key management and strategy considerations, halal stakeholders can manage halal compliance successfully, corporate growth can be encouraged, and the integrity and sustainability of the halal industry can be maintained. An initiator and planning management and strategy will assist the stakeholders to overcome difficulties, exploit opportunities, and prosper in the dynamic halal market (Ahmad et al., 2023).

Technology and Tools

Technology and tools have significant implications on enhancing the effectiveness, integrity, and transparency of the halal processes for those involved in the industry (Kurniawan, Suparno & Vanany, 2023). Mortas, Awad, and Ayvaz (2022) believed that special halal certification regulated software systems facilitate the application, audit, and renewal of halal certification operations. JAKIM, JAIN, MAQIS, MoH, Customs, and DVS have been using these technologies and tools since they must verify documents and data in the process of handling and assessing halal requirements (Abidin & Perdana, 2020). These tools make document management, scheduling of audits, tracking of compliance, and reporting all easier, as well as working to make managing the halal certification more effective and accurate (Rahmawati et al., 2023). To monitor the distribution of halal products throughout the supply chain, kinetic systems use technologies such as barcoding, RFID (Radio-Frequency Identification), and blockchain (Al Olan & Yossouf, 2023). The systems promote accountability and transparency by enabling stakeholders to track the origins, distribution, and manufacturing processes of halal products (Hamid & Alemu, 2023).

Quality assurance and control software automate the process of monitoring the safety and quality of products in the halal production sites (Khairuddin, Tengku Amanshah, & Norman, 2023). Through these software solutions, stakeholders will be able to monitor non-conformances, conduct inspections, and produce reports (regarding compliance) to monitor the halal standards (Islam, Alam & Alam, 2023). Blockchain technology is able to provide a decentralized and unaltered database that stores data on transactions associated with halal products (Kua et al., 2022). Blockchain technology can assist various stakeholders in enhancing their level of trust and integrity by generating open and impregnable records of supply chain exchange and product information and their halal labeling (Islam, Ab Talib & Muhamad, 2023). The data analytics and artificial intelligence (AI) are applied to large data sets to identify halal compliance trends, patterns, and anomalies of customer preferences (Dehghani, Popova & Gheitanchi, 2021). This information may be used by the halal stakeholders to make their decisions more accurate, predict market requirements, and modify production operations.

All the stakeholders can collaborate by using communication and collaboration tools, such as project management software, messengers, and virtual conference platforms (Sidarto & Hamka, 2021). Through these tools, the stakeholders will be able to discuss, synchronize, and engage with dispersed teams and chains (Kurniawan, Suparno, & Vanany, 2023). The responsible use of technology and tools allows halal stakeholders to address an ever-evolving customer base better, advance halal compliance, and increase supply chain transparency (Kua et al., 2022). Moreover, when a company has invested in innovative technologies and uses digital solutions, the stakeholders of the halal industry can enhance sustainability, competitiveness, and

efficiency (Kashim et al., 2018). Overall, halal food control systems cannot be successful without technology and tools (Sharif & Ghani, 2019).

Consumer Feedback and Handling

Customer feedback and how stakeholders deal with it is critical to customer satisfaction, maintaining customer trust, and consistent enhancement of goods and services (Zainuddin et al., 2023). Aji et al. (2023) noted that stakeholders in the halal industry are expected to deliver outstanding customer services by responding professionally and on time to customer questions and concerns as well as their inputs. Some of the stakeholders include JAKIM, HDC, PPIM, CAP, and JAIN with respect to taking care of and responding to customer feedback. They contact customers through the phone and email, social media, and face-to-face appointments (Ramlan, Jeffrey, & Sahari, 2022). The stakeholders are advised to be honest and open about discussing the halal status of their goods, ingredients, manufacturing details, and certification details (Ahmed Osman & Sulieman, 2023). The correct and clear information to the customers enhances their trust (Sultanov et al., 2021). Additionally, it will be necessary to develop knowledge and trust among the customers by providing them information on the fundamentals of halal, the certification process and the importance of halal products. It is a high-level design described by Yaacob, Abd Razak, & Ishak (2021).

Informational resources, including FAQs, blogs, and educational texts, should be provided by halal stakeholders to assist the consumers in making any choice. Industry participants should answer any concern, inquiry, and issue of consumers with regard to halal in an expedited and respectful manner (Tieman & Ruiz-Bejarano, 2020). It can feature answering questions regarding particular ingredients, defining the process of halal certification, or any differences in the product labelling that appear to be present (Shaikh, Dilshad & Batool, 2023). It is of fundamental importance to set up the procedures of gathering, evaluating, and acting upon the consumer feedback to enable continuous progress (Amrullah, 2023). Alongside using the data analytics technologies to acquire data concerning consumer preferences and expectations, the halal stakeholders should seek feedback reviews with the help of surveys and feedback forms (Sari, Hermadi, & Hasanah, 2023). Customer feedback must inform the innovation and product improvement project in order to enable the stakeholder to manage the evolving needs of customers through identifying aspects that require refinement and development of new products or services (Fuad et al., 2023; Zuhudi & Dolah, 2018). It is also beneficial to monitor online forums and social media where people post comments and engage in textual communication regarding halal brands and products to maintain the interest of the consumers (Mustaqim & Mulyana, 2023). To facilitate goodwill and loyalty, stakeholders involved in halal ought to engage the consumers and respond to reviews and comments, as well as participate in relevant discussions (Toshmirzaev et al., 2022).

The prominent stakeholders of halal should always consider keeping their conversations and establishing relations with consumers to facilitate advocacy and reinforce halal assurance (Burhanudin & Daldiri, 2023). This might include conducting functions, providing loyalty schemes, and trying to find a way that they can interact with the consumers on a person-to-person basis (Damayanti & Puspita, 2023). Thus, to enhance trust among the stakeholders of halal, achieve higher levels of customer satisfaction, and stimulate a further evolution of this sector, customer handling and feedback systems should be adequately developed (Palomba, 2020). By being customer-centered, listening to criticism, and acting swiftly to address problems, the stakeholders can increase their reputation and position themselves to achieve long-term success (Ma'arif, HMZ, & Arif, 2023). This makes effective consumer handling and feedback responsible for the success of the halal food control system, as this brings to the fore the importance of dealing with consumers.

5. Conclusion and Recommendations

Finally, Malaysia is a country where a halal control system is in place to ensure that everything consumed by the population is food and consumer goods that comply with Islamic dietary regulations and are uncontaminated and non-halal products. Malaysia has also emerged as a global leader through the implementation of robust and comprehensive halal control measures. A number of stakeholders influence the operation of the halal food control system, and they all contribute to the safety of the halal food and its assurance to the customer that it is safe. This study has been able to identify stakeholder-related factors that facilitate effective functioning of the halal food control system in Malaysia through a systematic literature review. The researchers analyzed 938 articles that were published since 2018 and divided their results into six

key themes: halal knowledge, assurance factors, organizational environment, management and strategies, technology and tools, and consumer feedback and handling. Each of the six determinants is highly interrelated with the discussed parts of the responsibilities of stakeholders, thus emphasizing the significance of making their duties and cooperation stronger. The enhancement of the stakeholder functions and collaborative halal governance position will not only support the consumer confidence but also establish the leadership of Malaysia in the global halal market.

The findings of the study introduce a fresh insight into the factors concerning the stakeholders that reinforce the halal food control system in Malaysia. This study contributes to the current understanding of the system's functioning by enlightening the roles and involvement of different stakeholders. It also provides a solid theoretical framework for further study in this field. Through a systematic identification and analysis of stakeholder-related factors, this paper significantly advances the development of theoretical frameworks for halal food governance and stakeholder engagement. Moreover, this study can provide a theoretical foundation for additional research in this area. Theoretically, this study advances stakeholder theory into the halal governance domain, demonstrating its applicability in structuring roles, responsibilities, and collaborative mechanisms in complex regulatory environments. It demonstrates how multi-level stakeholder engagement influences compliance, integrity, and consumer trust. Practically, policymakers can leverage the identified factors to refine national halal strategies, while industry players can align operations with the identified best practices to strengthen market competitiveness. As this study is limited to food-related articles and did not include empirical data from field surveys or interviews, future research should extend analysis to other halal-related sectors such as pharmaceuticals, cosmetics, and logistics, include multi-country comparisons, increase the temporal coverage, and broaden database inclusion such as Scopus and WOS to capture emerging trends and best practices from diverse contexts.

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