



UNIVERSITI
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dan Perniagaan

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INDUSTRIAL TRAINING REPORT

Lembaga Tabung Haji, Sitiawan

04 March 2024 - 12 August 2024



TABUNG HAJI
حي على الفلاح

Prepared By

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EXECUTIVE SUMMARY

My impactful and educational 24-week internship at Lembaga Tabung Haji in Sitiawan, Perak, from March 4 to August 12, 2024, offered a valuable opportunity for both personal and professional development. Assigned to the Depositors Services and Operations Department under the leadership of Tuan Haji Mohd Faizal bin Jamil, I focused on enhancing customer satisfaction and developing conflict resolution skills, recognizing the direct link between excellent customer service and positive outcomes. Throughout my internship, I actively contributed to the department's goals by handling customer service and data management tasks. My responsibilities included assisting with account creation and management, resolving TH account issues, explaining the benefits of virtual account opening, and providing guidance on kiosk navigation. This hands-on experience allowed me to directly contribute to departmental objectives and equipped me with valuable new skills. I learned the importance of clear communication, patience, and attention to detail while assisting clients. Additionally, collaborating closely with team members, I provided feedback to improve service quality and ensured smooth operations. Through engaging projects, I gained extensive insight into TH's products and services, which reinforced my academic knowledge and sparked a deep interest in the Human Resources field, further solidifying my commitment to a career in this area.



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COMPANY'S PROFILE



Tabung Haji Sitiawan is strategically located at Lot 1377, Tingkat Bawah, Bangunan Tabung Haji, Jalan Raja Omar, 32000, Sitiawan, Perak. The branch operates from 8.45 AM to 4.00 PM, making it accessible for depositors to manage their Hajj savings and related services conveniently throughout the day.

BACKGROUND

Lembaga Tabung Haji (TH) was founded in 1963 with the goal of helping Malaysian Muslims save money for the Hajj pilgrimage to Mecca. This initiative was inspired by Royal Professor Ungku Aziz, who recognized the necessity of a structured savings plan that would adhere to Islamic principles.

Initially, TH was known as the Pilgrims Management and Fund Board (Lembaga Urusan dan Tabung Haji - LUTH). It was created by merging two earlier entities, the Pilgrims Savings Corporation (Perbadanan Wang Simpanan Bakal-Bakal Haji) and the Pilgrims Management and Administration (Pejabat Urusan Haji). This merger allowed for a more efficient and comprehensive approach to managing the financial and administrative needs of Malaysian pilgrims.

Throughout the years, TH has experienced significant growth. Today, it operates an extensive network of branches across Malaysia, offering a range of services including deposit and withdrawal facilities, Hajj registration, and educational programs for prospective pilgrims. To ensure sustainable growth and provide good returns for its depositors, TH has diversified its investments into sectors such as real estate, agriculture, and Islamic finance. In addition to its financial services, TH also plays a crucial role in educating and preparing pilgrims for the Hajj. This includes providing comprehensive guidance on the rituals and requirements of the pilgrimage, ensuring that pilgrims are well-prepared for their journey. TH's efforts have significantly contributed to making the Hajj experience more organized and fulfilling for Malaysian Muslims.

TH is renowned for its commitment to Shariah compliance and robust governance practices, which have established it as a trusted and reliable institution. It continues to innovate and expand its services to meet the evolving needs of its depositors. For example, the introduction of the THiJARi app has made digital account management and Hajj-related services more accessible. Despite facing challenges such as rising Hajj costs and cybersecurity threats, TH remains steadfast in its mission to facilitate the spiritual journey of Malaysian Muslims to Mecca.

