



UNIVERSITI
TEKNOLOGI
MARA

Cawangan Perlis
Kampus Arau



TABUNG HAJI
حي علم الفلاح



HRM666

INTERNSHIP REPORT

AT LEMBAGA TABUNG HAJI

PREPARED BY: NUR ARESYA SURAYA MOHD YUSOFF

MATRIC NUMBER: 2022996781

GROUP: RBA243 6C

ADVISOR: DATIN NORALIYATI ZAKARIA

EXAMINER: DR. SHARIFAH KHAIROL MUSAIRAH SYED

ABDUL MUTALIB

TABLE OF CONTENTS

EXECUTIVE SUMMARY	3
STUDENT'S PROFILE <ul style="list-style-type: none">• Student's Resume	4
COMPANY'S PROFILE <ul style="list-style-type: none">• Name, Location, and Background• Vision, Mission, Core Values and Client's Charter• Organizational Structure	7
TRAINING REFLECTION <ul style="list-style-type: none">• Duration of Internship• Specific Date, Working Day, and Time• Placement Department Throughout Internship• Job Roles and Responsibilities• Intrinsic and Extrinsic Benefits	15
SWOT ANALYSIS <ul style="list-style-type: none">• TH Strengths Analysis• TH Weaknesses Analysis• TH Opportunities Analysis• TH Threats Analysis• TH Swot Analysis Matrix	23
PESTEL ANALYSIS <ul style="list-style-type: none">• TH PESTEL Analysis	30
RECOMMENDATION AND DISCUSSION	35
CONCLUSION	39
REFERENCES	41
APPENDICES	43



EXECUTIVE SUMMARY

This report is prepared as part of the internship phase of the BBA program of Universiti Teknologi MARA (UiTM). The internship program, along with this report, constitutes one of the assignments necessary for the completion of my Bachelor of Business Administration in Human Resource Management. The primary objective of industrial training is to expose students to the working environment of various industries. This exposure aids in a deeper understanding of the theories learned through practical application in real-world settings.

This report reflects on my experiences during 24 weeks of industrial training period at Lembaga Tabung Haji Negeri Kedah. Within my department, I assisted with administrative tasks related to office works and activities. This included aiding in processing letters, handling practicals of **TH** Kedah, and participating in events.

The report covers various aspects, including the company background, training reflections, SWOT analysis, PESTEL analysis, and recommendations and discussion of **TH** Negeri Kedah. I am grateful to all **TH** staffs, lecturers, family, and peers for their guidance and support throughout this journey. I acknowledge the significant learning experiences and newfound knowledge gained during this internship, which I intend to apply in my future endeavours.



ABOUT LEMBAGA TABUNG HAJI

TH is an Islamic organization committed to offering thorough and organized services for the well-being of Malaysian pilgrims doing the hajj. In addition of offering a halal savings platform and systematic hajj management services, **TH** engages in investment activities to enhance the value of its depositors' savings. Governed by the Tabung Haji Act 1995 (Act 535), **TH's** primary functions include hajj pilgrimage management, depository services, and investment. **TH** is committed in delivering excellent hajj services to Malaysian pilgrims, earning worldwide recognition as a model for innovative hajj management. **TH** serves approximately nine million depositors through over 100 branches and 10,000 touchpoints nationwide. Additionally, **TH** operates an office in Jeddah, Saudi Arabia, under the purview of the Malaysian Consulate.

TH BACKGROUND

Before Lembaga Tabung Haji was established, there was no Islamic financial institution offered dedicated hajj savings and management services for Muslims in this country. Despite the presence of several banks, Muslims were hesitant to use conventional banking for their hajj savings, as they wanted to ensure their funds were free from *riba'* (usury) to achieve a *mabrur* hajj. The concept of establishing the Hajj Provident Fund Corporation (Perbadanan Wang Simpanan Bakal-Bakal Haji (PWSBH) was first proposed to the Federal Government of Malaya in December 1959 by the renowned Malay economist, the late Royal Professor Allahyarham YM Ungku Abdul Aziz bin Ungku Abdul Hamid. The first step was accomplished in 1963 with the establishment of PWSBH pursuant to Law No. 34, 1962. The Ministry of Rural Development oversaw the corporation's operations.

PWSBH made history on September 30, 1963, when it opened counters nationwide to take deposits from potential hajj pilgrims. Muslims in Malaysia were instilled with the value of saving money in a Shariah-compliant institution from a young age in order to fund their hajj pilgrimage. A total of 1,281 potential pilgrims who wanted to do the hajj opened accounts when operations started in 1963, saving RM46,610.

