

UNIVERSITI TEKNOLOGI MARA

**MANAGEMENT OF WASIAT :
ISSUES AND CHALLENGES OF
AMANAHRAYA BERHAD
TEMERLOH EMPLOYEES**

MUHAMMAD AIMAN BIN ZAKUAN

Academic writing submitted in partial fulfilment of the
requirements for the degree of
Bachelor Of Muamalat (Hons.)

Academy of Contemporary Islamic Studies

July 2024

ABSTRACT

The study explored the management of wills by the staff of AmanahRaya Berhad in Temerloh, focusing on the concept as well as the issues and challenges they face in implementing wills. Wills, an important aspect of Islamic estate planning, ensure the distribution of property according to Sharia law after a person's death. AmanahRaya Berhad (ARB), a leading trust company in Malaysia, plays an important role in facilitating this will process. This study was conducted because there are issues that arise involving Muslims not understanding the concept of will and also issues that arise. This study was also conducted to reveal the issues and also ways to solve the issues that arise. This is to provide exposure to other Muslims through qualitative research methods, namely interviews and document analysis. Interviews were conducted face to face and interviewed a total of 5 employees of AmanahRaya Berhad Temerloh. This study identifies the main issues in communication and implementation. Additionally, it highlights the challenges faced by employees, such as managing multiple legacies, managing client expectations and ensuring accurate and timely execution of wills. The findings of the study show that although AmanahRaya Berhad (ARB) has established a robust mechanism for the management of wills, there are areas that require improvement. Recommendations include improving employee training, increasing public awareness campaigns and streamlining administrative procedures. By addressing these challenges, AmanahRaya Berhad can improve its service delivery and ensure more effective management of Islamic wishes. This in turn will strengthen the public's trust in the institution and encourage a more widespread practice of will preparation, ultimately contributing to the orderly and fair distribution of assets as recommended by the Shariah

Keywords: AmanahRaya Berhad (ARB), Wasiat, Employees of AmanahRaya Berhad Temerloh Branch

ACKNOWLEDGEMENT

Firstly, I wish to thank God for completing this long and challenging journey. My gratitude and thanks go to my supervisor En. Khairul Anuar Ismail for the support, patience, and ideas to assist me with this project. I also would like to express my gratitude to the AmanahRaya Berhad Temerloh employees for providing answers, responses, knowledge, and assistance during the interview sessions.

My appreciation goes to my friend for helping me with this project even though we had to face difficulties in undergoing practical training while completing the thesis given by the university.

Finally, this thesis is dedicated to both my mom and dad for their vision and determination to educate me. This piece of victory is dedicated to both of you. Alhamdulillah

TABLE OF CONTENTS

Contents

AUTHOR'S DECLARATION.....	ii
ABSTRAK	iii
ABSTRACT	iv
ACKNOWLEDGEMENT.....	v
TABLE OF CONTENTS	vi
LIST OF TABLES	x
LIST OF FIGURES	xi
LIST OF ABBREVIATIONS	xii
CHAPTER 1	1
INTRODUCTION.....	1
1.1 Research Background	1
1.2 Problem Statement.....	2
1.3 Research Questions	2
1.4 Research Objectives	3
1.5 Research Methodology.....	3
1.6 Scope of Study	4
1.7 Significance of The Study	4
a) To Society	4

CHAPTER 1

INTRODUCTION

1.1 Research Background

Property management and planning is something that is highly encouraged in Islam. However, estate management and planning can be a necessity based on circumstances. The condition that enables it to be necessary is when the implementation is mandatory. Disposing of property or benefiting certain people is permission given by Islam through related instruments. The instruments in question are wasiat and grants. The implementation must be guided by Islamic law and wasiat cause confusion and disputes among family members if it is used arbitrarily (Akmal, 2013).

The legacy of property left by the deceased is called an inheritance. This estate should be managed well and efficiently. This is due to speed up the distribution process to the heirs who are entitled to it. There is a problem involving the inheritance and it is related to the heirs themselves. The reason is due to lack of knowledge and high awareness about the division of inheritance. So, the objective of doing this study is to find out the issues that arise and also solve them. This study was also conducted at AmanahRaya because there were issues that arose at AmanahRaya involving products offered at AmanahRaya. There are mechanisms or ways that Muslims can do to facilitate the division of the inheritance. The trick is to make a wasiat. This wasiat facilitate and speeds up the division or disposal of property after death. A wasiat is an addition to the law to help with property partition, prevent injustice, and lessen the possibility of heirs being persecuted. (Nasrul, 2017).

One of the best instruments and mechanisms in the management and administration of Islamic assets is the Wasiat. Wasiat have long been practiced by Muslims in Malaysia. This wasiat give Muslims the opportunity to plan how they want to manage their property after they die. One of the best instruments and mechanisms in the management and administration of Islamic assets is the Wasiat. This wasiat have long been practiced by Muslims in Malaysia. This wasiat give Muslims the opportunity to plan how they want to manage their property after they die (Nor Adila et. al, 2021).