

**UNIVERSITI TEKNOLOGI MARA**

**THE STUDY ON IMPACT OF  
ADMINISTRATION, AWARENESS  
AND EFFECTIVENES AT PEJABAT  
TANAH AND JAJAHAN TUMPAT**

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Thesis submitted in fulfillment  
of the requirements for the degree of  
**Bachelor of Muamalat (Hons)**

**Faculty of Contemporary Islamic Studies (ACIS)**

**December 2023**

## ABSTRACT

This study explores the intricacies of estate management in Malaysia, particularly focusing on the Tumpat district, Kelantan. Estate management, rooted deeply in Islamic principles, ensures the fair distribution of property to rightful heirs following the death of an individual. The research emphasizes the challenges and delays associated with the probate process, a significant contributor to the accumulation of frozen assets, which have reached alarming values over the years. Using a qualitative approach, the study investigates the roles of key agencies, such as the Pasir Mas Estate Distribution Unit and the Pejabat Tanah and Jajahan Tumpat (PTJT), in addressing these challenges. The population of this study includes all officers from PTJT and EDU Pasir Mas, with 5 selected informants which are 3 officers from EDU Pasir Mas and 2 officers from PTJT. The study's objectives include understanding the estate management process in Tumpat, identifying factors contributing to delays, and analyzing the challenges faced by both beneficiaries and administrators. Findings indicate that a lack of public awareness, consensus among heirs, and documentation issues are primary contributors to these delays. Furthermore, the jurisdictional overlaps and complex legal frameworks exacerbate the problem, leading to significant social and economic consequences. Recommendations emphasize the need for increased public awareness, streamlined processes, and enhanced collaboration among estate management agencies. This research not only contributes to academic literature on estate management but also provides practical insights for policymakers and stakeholders, aiming to improve the efficiency, transparency, and compliance of the estate management system with Shariah principles. The outcomes hold potential to mitigate the frozen asset dilemma and support sustainable economic growth.

**Keywords:** *Qualitative, Estate Distribution Unit, PTJT, Islamic inheritance law, factors and challenges inheritance*

## **ACKNOWLEDGEMENT**

In the name of Allah, the Most Gracious, the Most Merciful. All praise and gratitude belong to Allah, who has granted me the strength and guidance to complete this research.

I would like to express my deepest gratitude to my supervisor, Mrs Norazmila Yusuf, , for guidance, understanding, assistance and patience that have been valuable in completion of this academic writing. I am so blessed and grateful to have such an understanding supervisor. Without her valuable assistance to my research paper, this would not have been completed. Also, a special thank you to my examiner, Mr Mohd Khairul Anuar Ismail for taking full responsibility to examine my academic writing with patience.

My heartfelt thanks also go to the administration and staff of the Pasir Mas Estate Distribution Unit (EDU) and the Pejabat Tanah and Jajahan Tumpat (PTJT) for their cooperation during data collection. Special thanks to my family for their prayers and encouragement especially my mother.

I also want to show my gratitude to all my friends who always supported me, especially during my difficulties time in completing this research. Finally, to all participants and individuals who contributed to this work, thank you. May Allah reward your kindness.

# TABLE OF CONTENTS

	<b>Page</b>
<b>CONFIRMATION BY PANEL OF EXAMINERS</b>	<b>i</b>
<b>AUTHOR’S DECLARATION</b>	<b>ii</b>
<b>ABSTRACT</b>	<b>iii</b>
<b>ACKNOWLEDGEMENT</b>	<b>iv</b>
<b>TABLE OF CONTENTS</b>	<b>v</b>
<b>LIST OF TABLES</b>	<b>viii</b>
<b>LIST OF FIGURES</b>	<b>ix</b>
<b>LIST OF AbbREVIATIONS</b>	<b>x</b>
<b>CHAPTER ONE INTRODUCTION</b>	<b>1</b>
1.1 Introduction	1
1.2 Research Background	1
1.3 Problem Statement	3
1.4 Research Questions	5
1.5 Research Objectives	5
1.6 Significance of the Study	5
1.7 Scope and Limitations	7
1.8 Organizational of the Study	7
1.9 Conclusion	8
<b>CHAPTER TWO LITERATURE REVIEW</b>	<b>10</b>
2.1 Introduction	10
2.2 Inheritance Concept	10
2.3 Meaning of Faraid	10
2.4 Legal Evidence	11
2.4.1 Al-Quran	12
2.4.2 Al-Sunnah	14
2.4.3 Ijtihad and Ijma’	14
2.5 List of Heirs Entitled to Inheritance	15

# **CHAPTER ONE**

## **INTRODUCTION**

### **1.1 Introduction**

This chapter focuses on the background of the study related to estate management in Malaysia. The presentation of this chapter begins with the background of the study, followed by the problem statement, research questions, scope of the study, significance of the study, and finally the conclusion of this chapter.

### **1.2 Research Background**

Estate refers to the property left behind by a deceased individual, which was in their possession and had rights during their lifetime and must be distributed to the heirs after their death (Abdullah, Rahman, Khalid, & Abdullah, 2020). Thus, estate planning becomes a significant process in property management that is carried out while a person is still living, aiming to benefit the owner of the property and other individuals having rights in the property (Rahman, Talib, Ghani, Salam, & Rahman, 2018). This process involves planning and preparing the estate so that its distribution can be carried out smoothly without facing complicated obstacles. The Qur'an explains in detail the division of the inheritance, particularly the heirs who are entitled to receive a share and the rate of each share that has been determined (Abdullah, Rahman, Khalid, & Abdullah, 2020).

Estate management is a crucial component of Islam's legal and economic system, which guarantees the deceased's property is distributed properly and in compliance with Shariah. Therefore, the management and distribution of the inheritance must be done equitably according to Allah's instructions, because He is the most just of judges (Salleh & Mahamood, 2016). This method of distribution is believed to provide benefits and justice to each heir and their responsibilities.

Estate management involves several key agencies In Malaysia, including the Department of the Director General of Lands and Mines (JKPTG), the Syariah Court, and Amanah Raya Berhad (ARB). This study focuses more on the JKPTG agency, which manages