



# TABUNG HAJI

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# INTERNSHIP REPORT

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# Executive Summary

This internship report stresses the work experience I have gathered as an Intern in the Depositor Service and Operation department of Lembaga Tabung Haji (**TH**) Kangar Branch from August 29, 2022, until February 10, 2023. Tabung Haji is a financial institution where the main role is a money-saving institution that oversees Hajj-related activities in Malaysia. In this report, I explain the responsibilities assigned to me throughout almost six months of my internship. Although the offer letter states that I have to work in the Depositor Services and Operations Department, I was also assigned to all the departments in **TH** Kangar Branch. This includes the financial unit, marketing unit, administrative unit, and also the Hajj unit. The main role is to assist and help customers coming to **TH** Kangar Branch to do their business such as making money withdrawals, savings, making nominees, and a few other services. In the financial unit, I was responsible to help the staff to recheck the vault cash balance, do the documentation for the Hibah plan, recheck the withdrawal and saving transactions, and many more. While in the marketing unit, I was assigned to prepare an official letter for collaboration with other parties such as government agencies, schools, universities, etc. Next, in the administration unit, I have to do the filing for each of the respective files, prepare the post receipt and details for documents to be sent to the **TH** headquarters and any related parties, recheck and record the usage of the stationery, and any other related admin work. And last but not least, in the Hajj unit, the main task is to help the Hajj clerk settle down the Hajj filing. In addition, SWOT and PESTEL analysis of the company is also discussed. Some discussion and recommendations for the success of Tabung Haji are also included.

# COMPANY'S PROFILE

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The Tabung Haji Act 1995 establishes Lembaga Tabung Haji (TH) as an official government agency (Act 535). TH's primary functions are managing Hajj, providing depository services, and making investments. TH's track record has earned a global reputation as a role model for innovative hajj management, and it is their goal to offer superior hajj services to Malaysian pilgrims. As the only Hajj institution in the country with more than 9 million depositors as of 2022, TH tries to improve the economy of Malaysian Muslims by creating the best use of its funds and resources.

Tabung Haji's main office is in Kuala Lumpur, on Jalan Tun Razak. Over 125 branches and over 10,000 points of contact across the country. TH also has an office in Jeddah, Saudi Arabia, which is run by the Malaysian Consulate.

Prior to the establishment of Lembaga Tabung Haji, there was no Islamic financial institution that provided services to the Muslims in this country to save for hajj expenses. The Muslims were hesitant to use conventional banking for their Hajj savings, even though many banks were already in operation, since they wanted to guarantee that their Hajj savings were free from riba (usury) in order to fulfil the requirements for a Mabrur Hajj.

# VISION

The Pillar of The Ummah's Economic Success;  
Excellence in Hajj Management



# MISSION

**01**

Empowering the  
community economy

**02**

Actively seeking global and  
local strategic investments  
for continuous growth

**03**

Consolidating and  
enriching depositors'  
funds

**04**

Providing continuous  
excellent service

**05**

Simplifying and  
perfecting pilgrim  
affairs towards  
Mabrur Hajj

**06**

Giving competitive, halal  
and tayyib returns