



UNIVERSITI  
TEKNOLOGI  
MARA



KWSP  
EPF

# KUMPULAN WANG SIMPANAN PEKERJA PARIT BUNTAR BRANCH

## INDUSTRIAL TRAINING REPORT HRM666

1 SEPT 2023 - 9 FEB 2024



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# EXECUTIVE SUMMARY

In order to complete the requirements for my Bachelor of Business Administration (Hons.) Human Resource Management degree, I need to complete my twenty-four weeks of internship. I had chosen and was accepted to do my internship at the KWSP Parit Buntar Branch. Employees Provident Fund (EPF) is a world-renowned retirement fund that offers retirement benefits to Malaysian employees.

This internship report provides an extensive overview of the EPF company, encompassing its background, vision, mission, and organizational chart. Furthermore, this report will cover a variety of newly acquired knowledge and experiences that I have obtained over the course of six months internship at EPF Parit Buntar. Throughout this internship, I acquired a wide range of valuable skills that would greatly benefit my future professional endeavors. This demonstrates the significance of real-world experience in establishing a robust professional basis, since it conveys skills and knowledge that beyond what can be acquired through university courses.

Last but not least, this report also will provide a full overview of the company's SWOT analysis of EPF based from observation during this internship. The SWOT will examine in depth, and offer recommendations based on the analysis that was addressed in the SWOT analysis.





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# 2.0 COMPANY PROFILE

## 2.1 COMPANY BACKGROUND



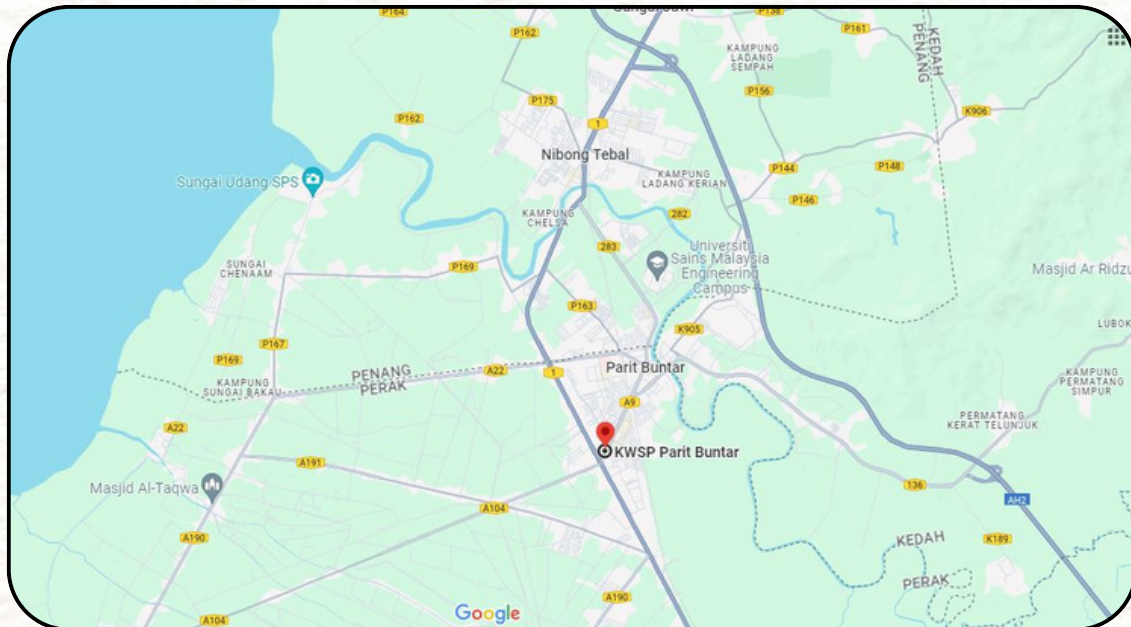
The Employees Provident Fund (EPF) or also known as “Kumpulan Wang Simpanan Pekerja” (KWSP), is a social security organization established in accordance with the Employee Provident Fund Act of 1991. The Employees Provident Fund was founded in 1951 and has been one of the world’s oldest and largest pension funds for employees in Malaysia. The company was created to help employees in the private sector alongside with non-pensionable employees to have a saving for their retirement day by making a mandatory contribution from employer and employee’s own income into an ongoing EPF savings account which is 13% from employer and 11% from the employees itself. Additionally, the company has expended it company to over 71 branches in Malaysia (KWSP, 2023).

Over the years, EPF has caused significant changes within the organization. According to KWSP official website (2023), as of 2023, 8.39 million out of 15.2 million members are actively contributing to the Employees Provident Fund (EPF). At the present time, EPF has 598,268 registered employers. Despite of difficulties EPF has consistently delivered on its promise to strengthen members' retirements through improving the quality of services provided and staying committed to the company's vision and mission. Due to this, the organization is substantially more committed to serving its customers and safeguarding their money, and it has also increased its concentration on offering outstanding service.



# 2.0 COMPANY PROFILE

## 2.2 COMPANY LOCATION



The branch of the Employees' Provident Fund in Parit Buntar can be found at No. 2 & 4, Jalan Wawasan 1, Taman Wawasan Jaya, 34200 Parit Buntar Perak. The contact number for EPF Parit Buntar is at 05-716 2428. Other than that, the operating hours of the EPF are from 8:00 a.m. to 5:00 p.m. on Monday through Friday, with the exception of public holidays in the state of Perak, the EPF is open for business. The official website of the company can be accessed at <http://www.kwsp.gov.my>. The distance between EPF office and my house is about 3 kilometers which is 5 minutes' drive approximately from my house to the EPF office.