



**UNIVERSITI TEKNOLOGI MARA  
FACULTY OF INFORMATION MANAGEMENT**

**INDUSTRIAL TRAINING REPORT:  
PERTUBUHAN KESELAMATAN SOSIAL (DUNGUN)**

**PEJABAT PERKESO DUNGUN  
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23000 DUNGUN, TERENGGANU, MALAYSIA**

**SPECIAL PROJECT: FILING**

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UNIVERSITI TEKNOLOGI MARA KELANTAN**

**01 FEBRUARY 2017 – 30 JUNE 2017**

INDUSTRIAL TRAINING REPORT  
PERTUBUHAN KESELAMATAN SOSIAL (DUNGUN)

SPECIAL PROJECT: FILING

BY:

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REPORT SUBMITTED IN FULFILLMENT OF THE  
REQUIREMENT FOR THE INDUSTRIAL TRAINING  
FACULTY OF INFORMATION MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA KELANTAN  
01 FEBRUARY 2017 – 30 JUNE 2017

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Nur Hanani binti Rusli

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Date of submission: 11 July 2017

## ABSTRACT

*The industrial training report based on the period from 1<sup>st</sup> February 2017 until 30<sup>th</sup> June 2017 in Unit Pentadbiran & Kewangan, Unit Faedah and Unit Penguatkuasaan at Pertubuhan Keselamatan Sosial (PERKESO) Dungun branch. In this industrial training report the student will be discussing regarding the period starting with the organization introductory followed with department introduction along business tasks. In this report, it was highlighted about the training activities, experience skills and challenges that the student has been encountered. All training activities and special project are recorded in this industrial training report. The student has been involved in creating corporate branding which demanding the ability of the student to create powerful and impactful corporate branding.*

**Keywords:** *Filing, Training activities, special project*

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Special thanks for my family members for their sponsorship and support. In addition, they had stimulated our efforts to provide a good proposal and give cash money for us to look for information on web, photostatting, printing and binding as well.

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## CHAPTER 1

### INTRODUCTION

#### *1.1 Background of the Organization*

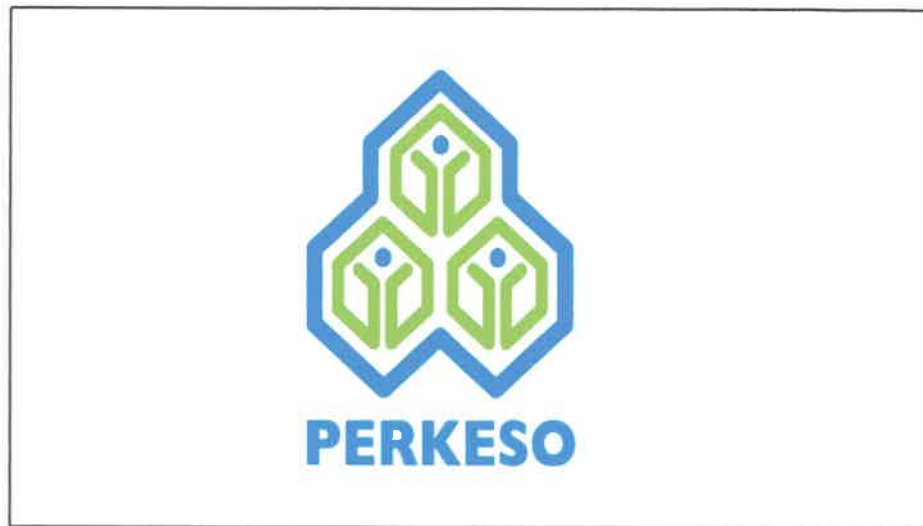


Figure 1: Logo of SOCSO

The Social Security Organization (SOCSO) is a government institution that was established on the 1st January 1971. The main function of SOCSO is to enforce the Employees' Social Security Act, 1969. On the 1st of July 1985, SOCSO became a Statutory Body.

There are two type of social security schemes; Employment Injury Insurance Scheme and Invalidity Pension Scheme. The Employment Injury Schemes provides protection for employees against industrial accidents including occupational diseases and accidents while travelling for work related purposes. The Invalidity Pension Scheme on the other hand provides 24 hours coverage to employees against invalidity or death due to any cause which occurs outside office hours.

The objectives of these social security schemes are: to guarantee the payment of cash benefits to the employee and employee's dependents should not any unforeseen events occur. Medical treatment, physical and vocational rehabilitation services are given to ensure the injured employee enables to perform daily activities and return to work as soon as possible. SOCSO also conducts accident prevention activities via programs to increase awareness on occupational safety and health among employees and employers.

SOCSO has established 45 branches. One of them is SOCSO Dungun branch where is located at:

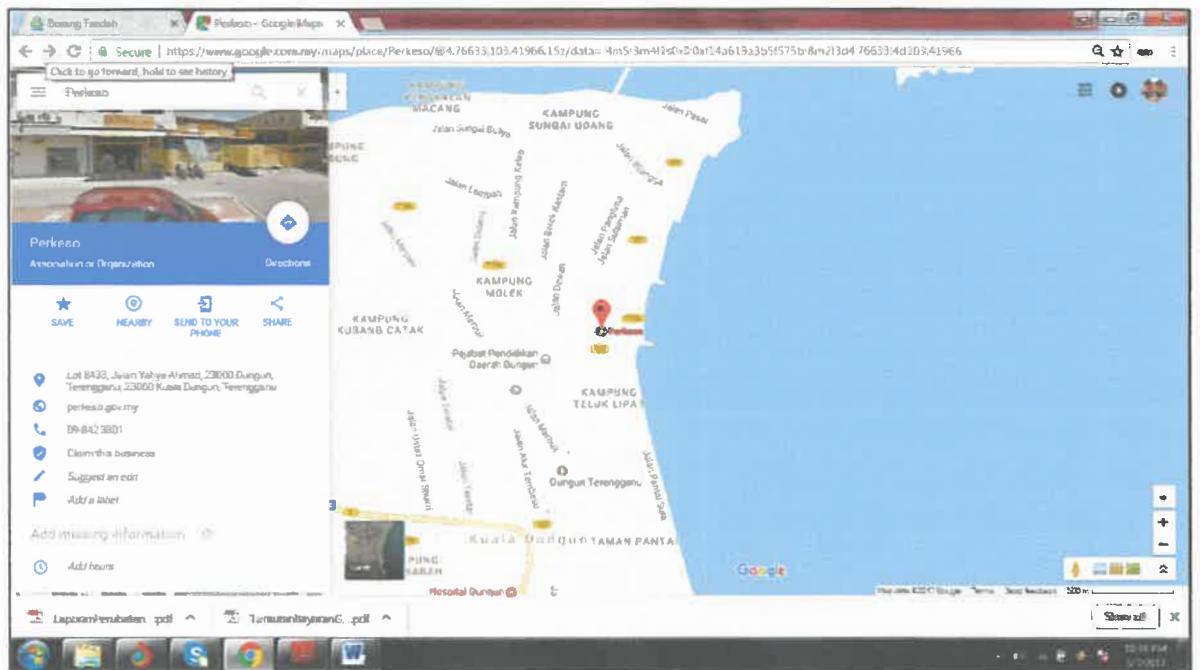


Figure 2: Information and Location of SOCSO Dungun branch

Table 1: Information and Location of SOCSO's Dungun branch

ADDRESS	LOT 8433, JALAN YAHYA AHMAD, 23000 DUNGUN, TERENGGANU
WEBSITE	perkeso.gov.my
TELEPHONE NUMBER	09-8423304/ 09-8423302

## 1.2 Organizational Structure

SOCSSO's Dungun branch consists of nine staff including manager. They are:

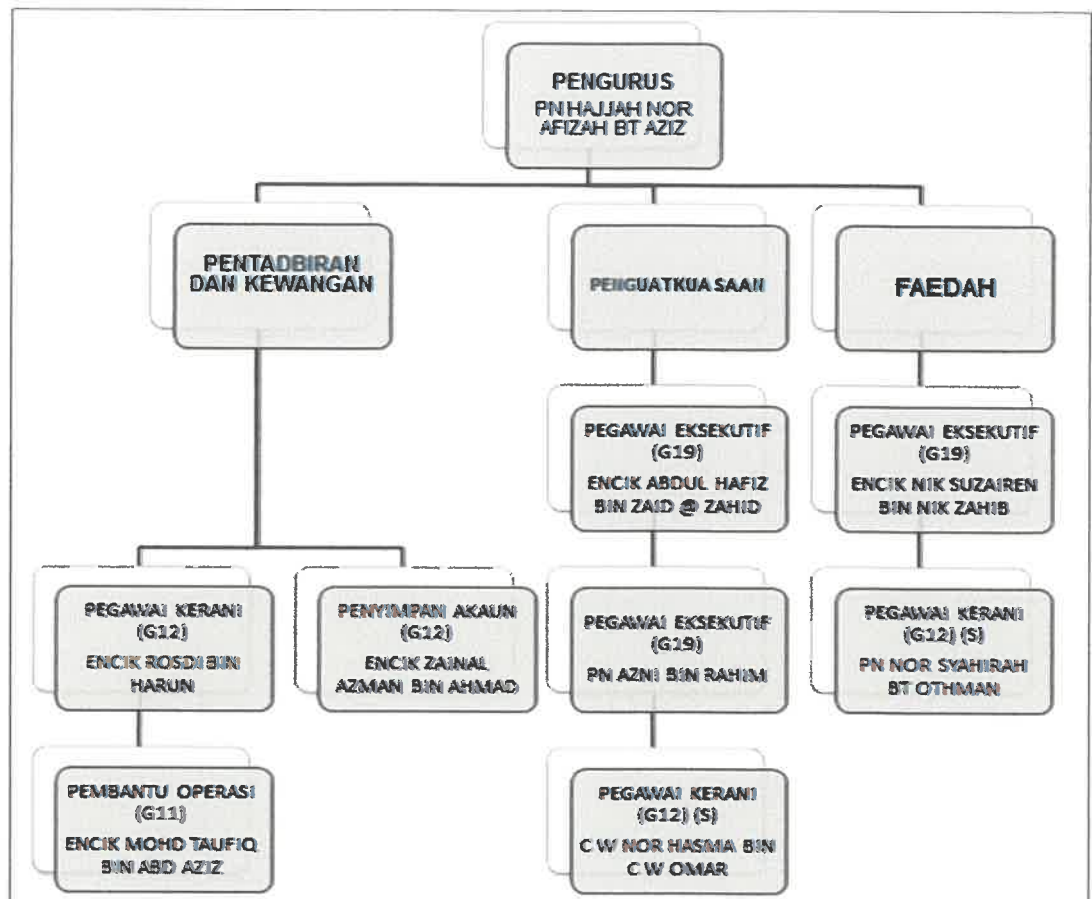


Figure 3: The SOCSSO Dungun branch organization chart

### *1.3 Objective, Vision, Mission and Goals of Organization*

#### 1.3.1 Objectives:

To ensure adequate and timely benefit payments in a socially just manner and enhancing the level of occupational safety and health.

#### 1.3.2 Vision:

To become the premier and outstanding leader in social security.

#### 1.3.3 Mission:

To provide social security protection for employees and their dependents through Social Security Schemes and increasing awareness on occupational safety and health while enhancing the social well-being of employees.

#### 1.3.4 Goals:

To provide comprehensive social security protection for Malaysians.

### *1.4 Quality Policies of Organization*

The quality of organization introduced to provide excellent and fair services to the clients through development and advancement of SOCSO's personnel.

### *1.5 Strategies of Organization*

- i. Giving top priority to the interest of the nation and the organization.
- ii. Providing quality, fair, precise, fast and economical services to clients.
- iii. Improving the skills and expertise of SOCSO personnel besides utilizing technology to upgrade services.
- iv. Ensuring the viability and strength of funds managed by SOCSO.
- v. Fostering goodwill and noble values among SOCSO's personnel.
- vi. Cooperation with all the parties involved in social security.

### *1.6 Occupational Health and Safety Policies*

SOCSSO has to give priority to occupational safety and health and it should be integrated into the management system and daily activities. A comprehensive safety and health program ensures a safe and healthy work culture for all its employees, clients and others who may be affected by its activities. The management and employees must be committed to fulfill these objectives via consultation and close cooperation.

### *1.7 Organization is committed to:*

- i. Provide and maintain a safe and healthy work system to reduce the risk of work accidents, disabilities, disease and intoxication in order to increase productivity.
- ii. Ensure that all employees are given adequate information, instruction, training and supervision to ensure that they perform their tasks efficiently without risk to their safety and health.
- iii. Investigate all cases of claims, occupational accidents; diseases and intoxication to speed expedite payment of benefits while recommending and implementing preventive to ensure the incidents do not recur.
- iv. Fulfil legal requirement on health and safety as stipulated under the Occupational Safety and Health Act 1994, its approved practices and regulation, apart from complying with international standards.
- v. Provide infrastructure facilities, financial allocation and other necessities to ensure the completion of all activities under these policies.
- vi. Review these policies and the management system from time to time to ensure continuous improvements in the occupational safety and health programs.

### *1.8 Client Charter*

- i. To pay out Temporary Disablement Benefit to eligible employees within 5 days of complete documentation and information submission.
- ii. To pay out Permanent Disablement Benefit to eligible employees within 7 days of complete documentation and information submission.
- iii. To pay out Dependents' Benefit to eligible employees within 7 days of complete documentation and information submission.
- iv. To pay out Invalidity Pension to eligible employees within 7 days of complete documentation and information submission.
- v. To pay out Survivors' Pension to eligible dependents within 7 days of complete documentation and information submission.
- vi. To pay out Funeral Benefit to eligible dependents within 3 days of complete documentation and information submission.
- vii. To complete registration of new employers and employees, inclusive of issuance of SOCSO employer code number within 1 day of complete documentation and information submission.
- viii. To produce a Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged.



## 1.9 Organization's Logo and Descriptions

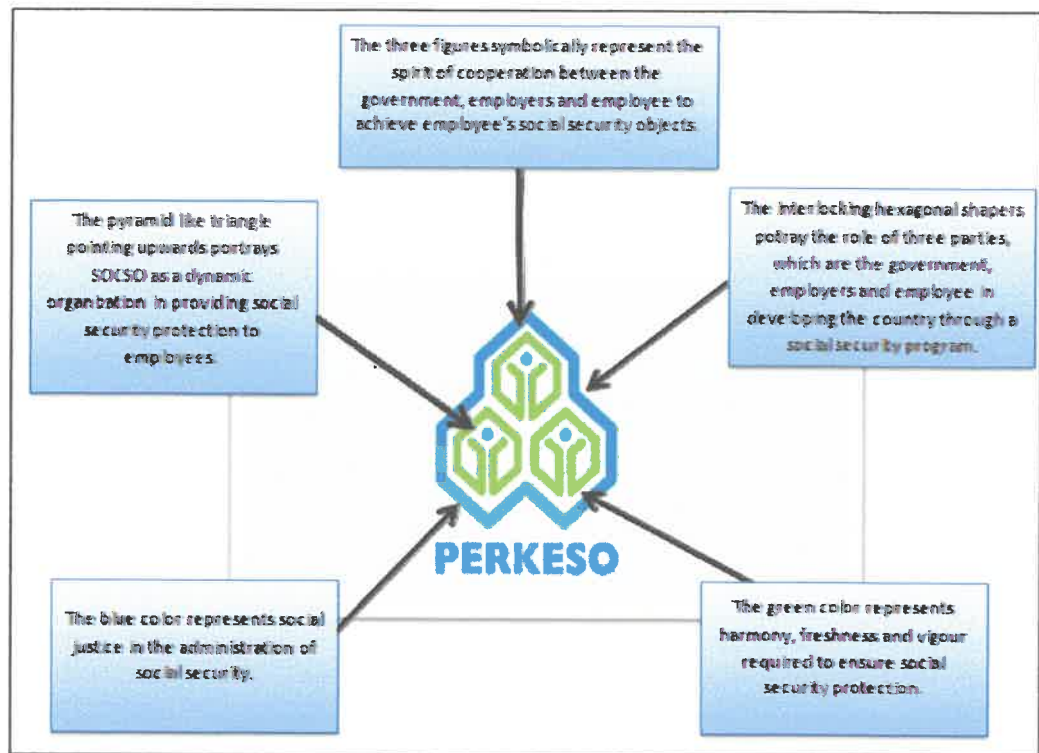


Figure 4: The description of organization's logo

### 1.10 Social Security Principles

SOCSSO was mandated to administer and enforce the Employee Social Security Act 1969 and Employee Social Security General Rules 1971. Through the Act and Regulations, SOCSSO is able to provide free medical treatment, facility for physical or vocational rehabilitation, and financial assistance to employees if they have lost their abilities due to accidents or diseases that have reduced their abilities to work or rendered them incapacitated. If an employee has died, their dependents are provided for financially through pensions. SOCSSO in fulfilling its responsibilities is guided by three core principles as follows:

### 1.10.1 Solidarity Fund

Solidarity is the cardinal value of social protection. In practice, it is a series of mechanisms for the redistribution of income towards people who are disabled or invalid and families with dependent children. Generally, contributions made by its members to SOCSO are channeled to the solidarity fund. The determining factor when calculating the quantum for an employee to contribute is based on an employee's monthly salary. Through this understanding, employees share the same level of exposure and risk sharing regardless of industry in which they operate in. Sharing of risk in this context brings the understanding that all contributors agreed and united in allowing SOCSO to use the solidarity fund to pay benefits to employees who suffer disability or invalidity and pension to dependents in the case of death.

For employees who have not received any benefits until retirement, they actually helped other employees who suffer disabilities or invalidity and help families who have lost members due to death. In the long term, this may also be happening to their families. At that time with the same concept in which the retiree contributions and other contributors also been used to help their families based on the core principles of 'solidarity fund'.

### 1.10.2 Replacement of Income

This principle applies when determining the amount of benefit payments. It is related to the amount of contributions paid based on the employees' salary. This concept is to ensure that the employees do not feel financially affected if they have disabilities or invalidity. In the case of death of an insured person, replacement of income is provided to dependents through monthly pensions.

### 1.10.3 Equality

The fundamental basis of this principle is within the Act and Regulation itself. By virtue of the concept of social justice, the coverage of the scope must encompass all employers and employees registered to SOCSO. Through this concept, prevention of accidents with the objective of zero accident and foster a culture of healthy lifestyle should be implemented because the real definition of social security is keeping employees in the workforce until retirement. If this can be done, the real income of an employee would be higher, in line with the new economic model that focuses on high income society. This concept also provides space and opportunity for a motivated employee to return to work. Rehabilitation is also given to employees who suffer disability and invalidity.

In conclusion, payment of benefits made to eligible employees or dependents under the Employees' Social Security Act 1969 and Employees' Social Security (General) Regulations 1971. This is to ensure that fairness and equality to all employees are achieved to those that have contributed to the solidarity fund. In the spirit of fairness, service is rendered with the aim to delight the customer and to go beyond their expectations. To this end, SOCSO endeavors to execute benefit payments as fast and accurate as possible, aligned to the concept of 1 Malaysia, People First, and Performance Now.

## CHAPTER 2

### DEPARTMENT BACKGROUND

#### *2.1 Introduction of Unit Faedah*

At SOCSO, there are several schemes and benefits offered to employees who contribute to SOCSO. For example, when contributions are enough, employees can apply for multiple claims in SOCSO. SOCSO provides two social security protection schemes namely the Employment Injury Scheme and Invalidity Scheme. In Faedah's Unit, there are two types of system; QTERM system and SIKAP system. QTERM's system is for measured a qualification for Insured Person before go to the next step. SIKAP system is contains information about Insured Person who already have a cases and do a claiming process with SOCSO.

#### *2.2 Employment Injury Scheme*

Employment Injury Scheme provides protection to an employee against accident or a disease arising out of his employment. The protection under this scheme covers the following;

- i. Industrial accident while carrying out their duties

Accidents in the course of work means work disasters that occurred during the worker's work in the workplace. If the employee does the work that is not related to his own job, the employee is not categorized as an accident while doing the job. It means the work directed by the employer.

ii. Commuting accident

- a. On a route between his place of residence or stay and his place of work.
- b. On a journey made for any reason which is directly connected to his employment.
- c. On a journey between his place of work and the place where he takes his meal during any authorized access.

iii. Accident during emergency

Accident which occurs during an emergency at the employer's premises while in the course of assisting, rescuing, or protecting other people from disasters or danger during an emergency.

iv. Occupational diseases

- a. Diseases resulted from his occupation as described in the Fifth Schedule of Employee's Social Security Act 1969.
- b. Amongst the occupational diseases include:
  1. Loss of hearing due to continuous excessive noise exposure.
  2. Occupational asthma due to work involving constant exposure to the inhalation of dust or harmful chemical and etc.

2.2.1 Reporting of Accident

Accident or Occupational Disease Reports should be lodged with the following documents:

- i. Form 34 (Borang Butiran Notis atau Tuntutan Faedah).
- ii. Photocopy of Identity Card.
- iii. Photocopy of Attendance Record / Punch Card for the month of accident that is verified by the employer or a confirmation letter by the employer in the absence of Attendance Record or Punch Card.
- iv. For commuting accidents or outside of the employer's premises.

- v. Original Police Report
- vi. Sketch of map (that shows starting point, travel route, place of accident and destination)

Employers shall submit the claim form and other related documents to SOCSO within 48 hours upon notification of the accident that have occurred to an employee.

## 2.2.2 Benefits under the Employment Injury Scheme

### i. Medical benefit

Employees suffering from employment injuries or occupational diseases may receive free medical treatment at SOCSO's panel clinic or Government clinic/hospital until they are fully recovered. For serious injuries, medical care may be obtained from the Government hospital and the employee is eligible for second class ward treatment. Specialist treatment will be provided, if required.

#### a. How to apply the medical benefit?

For medical benefit, Insured Person must get a medical report at the first time and the documents must be complete and give to the SOCSO's Panel Clinic.

1. Form 34 (Borang Butiran Notis atau Tuntutan Faedah).
2. Copy of Identity Card.

#### b. Reimbursement (Borang Ganti Belanja/BGB)

Employers or employees can claim for reimbursement of expenses incurred in respect of medical treatment at SOCSO's non-panel clinic. Application can be made to SOCSO and the reimbursement is subject to such condition as determined by the Organization or according to Fees Act 1951. There is process how to apply Reimbursement (Borang Ganti Belanja/BGB);

1. PKS (P) 24 – Borang Tuntutan Perjalanan Bayaran Balik
2. PKS (P) 26 – Laporan Tuntutan BGB Am
3. Original Receipt

4. Copy of medical card
  5. Copy of medical report
- ii. Temporary disablement benefit (HUS)

a. Period of Temporary Disablement

Temporary Disablement Benefit is paid for the period the employee is on medical leave certified by a doctor for not less than 4 days including the day of accident. However, Temporary Disablement Benefit will NOT be paid for the days for which the employee works and earn wages during this period.

iii. Rate of Temporary Disablement Benefit

The daily rate of Temporary Disablement Benefit is 80% of the employee's average assumed daily wage. The minimum rate is RM30.00 per day while the maximum rate is RM150.00 per day. There is a process how to apply temporary disablement benefit;

1. Form 34 (Borang Butiran Notis atau Tuntutan Faedah)
2. Form 10 (Borang Tuntutan)
3. Copy of Identity Card
4. Copy of Punch Card
5. Form PKS (F) 1 (Kenyataan Butir-butir gaji/ Caruman)

iv. For an accident cases, please attach this document:

1. Original Police Report
2. Sketch of map (that shows starting point, travel route, place of accident and destination)

Typically, the disease will be faced by workers working in Tenaga Nasional Berhad (TNB) because the environment is relatively causing hearing loss.

v. Permanent disablement benefit (HUK)

Employees who suffer from permanent disability due to employment injury can apply for this benefit.

a. Rate of Permanent Disablement Benefit

The daily rate of Permanent Disablement Benefit is 90% of the employee's average assumed daily wage, subject to a minimum of RM30.00 per day or a maximum of RM88.50 per day.

b. Claim period

Claim must be made within 12 months from the last date of the temporary disablement.

c. Assessment and payment

Claims will be referred to the Medical Board for permanent disability assessment. If the assessment does not exceed 20% payment can be made in form of lump sum. If the assessment exceeds 20% the employee is given an option to commute 1/5 of daily rate of the benefit into a lump sum payment while the balance will be paid monthly for whole life.

d. There is a process how to apply permanent disablement benefit (HUK)

1. Form 34 (Borang Butiran Notis atau Tuntutan Faedah)
2. Copy of Identity Card
3. Medical report from the organization that Insured Person get the treatment
4. Form 10 (Borang Tuntutan)
5. Form PKS (F) 1 (Kenyataan Butiran Gaji / Caruman)
6. Account Bank's Number



vi. Constant-attendance allowance

This allowance is paid to an employee who is suffering from permanent total disablement and is so severely incapacitated as to constantly require the personal attendance of another person, certified by Medical Board of Special Medical Board or the Appellate Medical Board. The allowance is fixed at RM500 per month.

vii. Facilities for physical/vocational rehabilitation

These facilities are given to eligible employees in the form of physical rehabilitation that includes:

- a. Physiotherapy
- b. Occupational therapy
- c. Reconstructive surgery
- d. Supply of prosthetics, orthotics and other appliances
- e. Supply of orthopedics apparatus such as wheelchair, crutches, hearing aid, spectacles, calipers, special shoes and others.
- f. Vocational rehabilitation that includes:
  - g. Training in courses such as electrical, sewing, radio/TV repair, typing, secretarial and others.

All expenses incurred for the above rehabilitation facilities will be borne by SOCSO based on stipulated rates, terms and conditions.

viii. Dependents' benefits

If an employee dies as a result of an employment injury, his dependents are entitled to this benefits:

a. Rate Of Daily Benefit To Be Paid

Daily rate is 90% of the average assumed daily wage subject to a minimum of RM30.00 per day and a maximum of RM88.50 per day.

b. Dependents and Daily Rate

The daily rate of Dependents' Benefit is based on the following priorities:

Table 2: The daily rate of Dependent's Benefit

<b>Dependents</b>	<b>Share of Daily Rate</b>	<b>Details</b>
Widow/Widower	3/5	Eligible to receive benefit for life even though widow or widower remarries.
Child  An eligible child includes natural, dependents step-child, adopted child, or an illegitimate child is entitled to receive benefit	2/5	Eligible to receive benefit up to age 21 or marries (whichever occurs earlier)  If the child is currently studying in an institute of higher learning, he/she will receive benefit until the completion of the first degree or marries (whichever occurs earlier)  If a child is mentally retarded or physically incapacitated and is incapable of

		supporting him/herself, the benefit will be paid as long as the child is unable to support him/herself.
--	--	---

If an employee dies and does not leave any widow or widower or children, the dependents' benefit will be paid to:

Table 3: The Dependent's Benefit will be paid if employee dies and does not leave any widow or widower or children

Dependents	Share of daily rate	Description
Parents	4/10	Eligible to receive benefit for life
Brothers/sisters	3/10	Eligible to receive benefit up to age 21 or marries (whichever occurs earlier)
Grandparents (if parents passed away)	4/10	Eligible to receive benefit for whole

ix. Funeral benefits

Funeral benefit will be paid to the eligible person if the employee dies as a result of employment injury or while he/she is in receipt of disablement benefit. In the absence of such person, the benefit will be paid to the person who actually incurs the funeral expenditure. The amount paid will be the actual amount incurred or RM1, 500 whichever is lower. There is a process how to apply funeral benefit;

- a. Form 34 (Borang Butiran Notis atau Tuntutan Faedah)
- b. Death Certification of Employee
- c. Birth Certification (all children)
- d. Marriage Certification

- e. Photocopy of Identity Card of Wife/Husband
- f. Account's Bank Number

**If an employee dies and does not leave any widow or widower or children must attached;**

- a. Borang 34 - Borang Butiran Notis atau Tuntutan Faedah
- b. Sijil Kematian Pekerja (Insured Person)
- c. Sijil Kelahiran Pekerja (Insured Person)
- d. Sijil Kelahiran (all siblings)
- e. Identity Card of Parents
- f. Accounts Bank Number

**x. Educational benefits**

This benefit is in the form of loans may be provided to a dependent child of an insured person who dies as a result of employment injury and is in receipt of periodical payments for permanent disablement benefit.

### *2.3 Invalidity Scheme*

An Insured Person shall be considered as suffering from invalidity by reason of specific morbid condition of permanent nature either incurable or is not likely to be cured and no longer capable of earning, by work corresponding to his strength and physical ability, at least 1/3 of the customary earnings of a sound Insured Person. The scheme provides 24-hour coverage to employee who suffers from invalidity or death due to any cause and not related to his employment.

#### 2.3.1 Benefits under Invalidity Scheme

##### i. Invalidity Pension

- a. Payable to the eligible insured persons who have been certified invalid by the Medical Board or Appellate Medical Board.
- b. Payable from the date Notice of Invalidity is received or from the employee's resignation date if he/she resigns after the Notice of Invalidity is received by Organization.
- c. Payable as long as the employee is invalid or until death.
- d. Replaced by Survivor's Pension if the Invalidity Pension recipient dies, regardless of his/her age.
- e. Qualifying Conditions:

Not attained 60 years of age at the time Invalidity Notice is received. In the event that the employee exceeded 60years of age at the time the Invalidity Notice is received, he/she must show evidence of:

1. Suffering from a specific morbid condition of permanent nature.
2. Incapable of engaging in any substantially gainful activities.
3. A morbid condition that has set in before attaining 60years of age and has not been gainfully employed since then.
4. Certified invalid by the Medical Board or Appellate Medical Board.
5. Fulfills the qualifying contribution conditions either full or reduced qualifying period.

6. Full Qualifying Period is the Insured Persons are deemed to have fulfilled the qualifying period for full contribution if;
- a) Their monthly contribution has been paid for at least 24 months within a period of 40 consecutive months prior to the month in which their Invalidity Notice is received by SOCSO; or
  - b) Their monthly contribution has been paid for not less than 2/3 of the complete months comprised between the date when contribution first become payable and the Invalidity Notice is received by SOCSO (the total number of monthly contributions that has been paid within that period must be at least 24months).

7. Invalidity Pension Rate

The rate of Invalidity Pension for full qualifying period is from 50% to 65% of the average of assumed monthly wage subject to a minimum pension of RM475 per month. The Insured Persons are entitled to receive a pension at the rate of 50% of the average assumed monthly wage, increase by 1% for every 12months contribution that is paid in excess of the first 24months. The rate has been provided for monthly pension shall not in any case exceed 65%.

Table 4: Example of Calculations for Full Qualifying Period

Date of joining the scheme	01-03-2012
Date of notice of Invalidity received	01-07-2015
40 consecutive months preceding the month of notice received	03/2012 – 06/2015 Monthly contribution has been paid not less than 24months within 40months.

Table 5: Employee Contribution Record

Year	Number of Months	Number of Contributions Paid
2012	10	10
2013	12	12
2014	12	2
2015	6	0
<b>Total</b>	<b>40</b>	<b>24</b>

Based on the above example, employees are eligible to receive a pension at a rate of 50% of their average assumed monthly wages. Monthly contribution have been paid not less than 2/3 of the number of complete months when contribution first become payable.

Table 6: Example of monthly contribution have been paid not less than 2/3 of the number of complete months when contribution first become payable.

Date of joining the scheme	01-07-1999
Date of notice of Invalidity received	01-01-2015
Number of monthly contributions for July 1999 to December 2014	186months
2/3 monthly contributions paid: $\frac{2}{3} \times 186\text{months}$	124 contributions

Table 7: Employee Contribution Records

Year	Number of Months	Numbers of Contributions Paid
1999	6	6
2000	12	12
2001	12	12
2002	12	12
2003	12	12
2004	12	12
2005	12	12
2006	12	12
2007	12	12
2008	12	12
2009	12	8
2010	12	11
2011	12	0
2012	12	0
2013	12	0
2014	12	0
Total	186	133

Based on the above example, employees are eligible to receive a pension at the rate 59% of the average assumed monthly wage based on the following calculation:

$$50\% + (133-24 / 12) \% = 59\%$$

#### 8. Reduced Qualifying Period

The rate of Invalidity Pension for educated qualifying period is 50% of the average assumed monthly wage subject to a minimum pension of RM475 per month. Insured Person is deemed to have fulfilled the reduced qualifying period if:



a. Their monthly contribution have been paid for not less than 1/3 of the complete months comprised between the date when contribution first become payable and the Notice of Invalidity is received by Organization.

b. The total number of monthly contributions that has been paid within that period must be at least 24 months.

Table 8: Example of Calculations for Reduced Qualifying Period: Monthly contribution have been paid not less than 1/3 of the number of complete months when contribution first become payable

Date of joining the scheme	01-07-1999
Date of Notice of Invalidity received	01-01-2015
Number of monthly contribution for July 1999 to December 2014	186months
1/3 monthly contributions paid: 2/3 x 186 months	62 contributions

Table 9: Employee Contribution Record

Year	Number of Months	Numbers of Contributions Paid
1999	6	6
2000	12	12
2001	12	0
2002	12	12
2003	12	2
2004	12	12
2005	12	0
2006	12	0
2007	12	12
2008	12	0
2009	12	0
2010	12	12
2011	12	0
2012	12	0
2013	12	0
2014	12	0
Total	186	64

Based on the above example, employees are eligible to receive a pension at the rate of 50% of the average assumed monthly wage.

ii. Invalidity Grant

Invalidity Grant is payable to the eligible Insured Persons who have been certified invalid by the Medical Board or Appellate Medical Board but not eligible for Invalidity Pension due to failure to complete any qualifying conditions. The amount for Invalidity Grant is equivalent to the contributions paid in respect of him/her together with interest at the rate specified in the regulations. The Insured Person is eligible for this grant if he/she has paid 12 monthly contributions.

iii. Constant-attendance Allowance

This allowance is paid to an employee who is suffering from invalidity and is so severely incapacitated as to constantly require the personal attendance of another person, certified by Medical Board or Special Medical Board or the Appellate Medical Board. The allowance is fixed at RM500 per month.

iv. Facilities for Physical or Vocational Rehabilitation and Dialysis

These facilities may be provided free of charge by Organization to an Insured Person suffering from or claiming to suffer from invalidity. Amongst the facilities provided are:

a. Physical rehabilitation includes:

1. Physiotherapy
2. Occupational therapy
3. Reconstructive surgery
4. Supply of prosthetics, orthotics, and other appliances

5. Supply of orthopedics, apparatus such as wheelchair, crutches, hearing aid, spectacles, calipers, special shoes, and others.

b. Vocational rehabilitation includes training in courses such as electrical, sewing, radio/TV repair, typing, secretarial and others.

c. Dialysis facilities for Insured Persons suffering from chronic renal failure includes:

1. Hemodialysis treatment at SOCSO's panel and non-panel dialysis center of Government Hospitals.

2. Continuous Ambulatory Peritoneal Dialysis (CAPD)

3. Subsidy aid for Erythropoietin (EPO) injection

4. Subsidy aid for Immunosuppressant medicine

5. Payment for Arteriovenous (AV) Fistula surgery

6. All expenses incurred for the above rehabilitation facilities will be borne by SOCSO based on stipulated rates, terms, and conditions.

v. Survivors' Pension

Survivor's Pension is payable to the eligible dependents of an Insured Person who dies irrespective of the cause of death not related to employment.

a. Qualifying Conditions is the Insured person dies before attaining 60years of age and fulfills the qualifying conditions either full or reduced qualifying period. The Insured Person who is in receipt of Invalidity Pension dies regardless of his age.

b. Full Qualifying Period

Insure Person shall be deemed to have completed full qualifying period if:

1. Monthly contributions have been paid for at least 24 months within a period of 40 consecutive months preceding the month of his death or;

2. Monthly contributions have been paid for not less than 2/3 of the complete months comprised between the date when contribution first become payable and the date of his death provided that the total number of monthly contributions paid shall be at least 24 months.

c. Survivor's Pension Rate

The rate of Survivor's Pension for full qualifying period is from 50% to 65% of the average assumed monthly wage subject to a minimum pension of RM475 per month. The dependents are entitled to receive a pension at the rate of 50% of their average assumed monthly wage, increased by 1% for every 12 months contributions that are paid in excess of the first 24 months provided that the rate of monthly pension shall not in any case exceeds 65%.

Table 10: Example of calculations for full qualifying period

Date of joining the scheme	01-09-2011
Date of death	01-01-2015
40 consecutive months preceding the month of death	09/2011 – 12/2014  Monthly contributions have been paid not less than 24 months within 40 months.

**Table 11: Employee Contributions Record**

<b>Year</b>	<b>Number of Months</b>	<b>Numbers of Contributions Paid</b>
2011	4	4
2012	12	12
2013	12	8
2014	12	0
<b>Total</b>	<b>40</b>	<b>24</b>

Dependents are eligible to receive a pension at a rate of 50% of their average assumed monthly wages.

**Table 12: Monthly contributions have been paid not less than 2/3 of the number of complete months when contributions first become payable**

<b>Date of joining the scheme</b>	<b>01-07-1999</b>
<b>Date of death</b>	<b>01-01-2015</b>
<b>Number of monthly contributions from July 1999 to December 2014</b>	<b>186 months</b>
<b>2/3 monthly contributions paid: <math>2/3 \times 186</math> months</b>	<b>124 contributions</b>

Table 13: Employee Contributions Record

Year	Number of Months	Numbers of Contributions Paid
1999	6	6
2000	12	12
2001	12	12
2002	12	12
2003	12	12
2004	12	12
2005	12	12
2006	12	12
2007	12	12
2008	12	12
2009	12	8
2010	12	11
2011	12	0
2012	12	0
2013	12	0
2014	12	0
Total	186	133

Dependents are eligible to receive a pension at the rate of 59% of the average assumed monthly wage based on the following calculation:

$$50\% + (133-24 / 12) \% = 59\%$$

d. Reduced Qualifying Period

The rate of Survivor's Pension for reduced qualifying period is 50% of the average assumed monthly wage subject to a minimum pension of RM474 per month. Insured Persons are deemed to have fulfilled the reduced qualifying period if; Their monthly contributions have been paid for not less than 1/3 of the complete months comprised between the date when contribution first become payable and the date of his death and

the total number of monthly contributions that has been paid within that period must be at least 24months.

Table 14: Example of calculations for reduced qualifying period of Monthly contributions have been paid not less than 1/3 of the number of complete months when contributions first become payable

Date of joining the scheme	01-07-1999
Date of death	01-01-2015
Number of monthly contributions from July 1999 to December 2014	186 months
1/3 monthly contributions paid: $\frac{1}{3} \times 186$ months	62 contributions

Table 15: Employee Contributions Record

Year	Number of Months	Numbers of Contributions Paid
1999	6	6
2000	12	12
2001	12	0
2002	12	12
2003	12	2
2004	12	8
2005	12	0
2006	12	0
2007	12	12
2008	12	0
2009	12	0
2010	12	12
2011	12	0
2012	12	0
2013	12	0



2014	12	0
Total	186	64

Based on the above example, dependents are eligible to receive a pension at the rate of 50% of their average assumed monthly wages.

e. Dependents and Daily Rate

Table 16: The daily rate of Survivors' Pension is based on the following priorities

Dependents	Share of Daily Rate	Details
Widow/Widower	3/5	Eligible to receive benefit for life even though widow or widower remarries.
Child  An eligible child includes natural, dependents step-child, adopted child, or an illegitimate child is entitled to receive benefit	2/5	Eligible to receive benefit up to age 21 or marries (whichever occurs earlier)  If the child is currently studying in an institute of higher learning, he/she will receive benefit until the completion of the first degree or marries (whichever occurs earlier)  If a child is mentally retarded or physically incapacitated and is incapable of supporting him/herself, the benefit will be paid as long as the child is unable to support him/herself.

If an employee dies and does not leave any widow or widower or children, the Survivor's Pension will be paid to:

Table 17: The rate of Survivor's Pension will be paid if employee dies and does not leave any widow or widower or children

Dependents	Share of daily rate	Description
Parents	4/10	Receive benefit for life
Brothers/sisters	3/10	Receive benefit up to age 21 or marries (whichever occurs earlier)
Grandparents (if parents passed away)	4/10	Receive benefit for whole

vi. Funeral Benefit

Funeral benefit will be paid to the eligible person if the employee dies due to any cause. In the absence of such person, the benefit will be paid to the person who actually incurs the expenditure. The amount paid will be the actual amount incurred or RM1, 500 whichever is lower.

vii. Education Benefit

This benefit is in the form of loans may be provided to a dependent's child of an Insured Person who:

- a. Dies whilst in receipt of Invalidity Pension.
- b. Dies before attaining the age of 60years but has completed full or a reduced qualifying period.
- c. Is in receipt of Invalidity Pension.

### 2.3.2 Appeals

There are two types of Appeals Boards that adjudicate and decide on cases of appeal pertaining to claims and benefits. They are:-

#### i. Appellate Medical Board

Employees who are not satisfied with a decision of a Medical Board regarding assessment of permanent loss of earning capacity or the determination of invalidity can appeal to the Appellate Medical Board. This board which is constituted with specialist will review the decision on medical grounds. The decision of the board is final. Application for an appeal can be made by completing the form PKS (P) 12, which is available at the SOCSO Local Office and must be made within 90days of the date of the letter informing the decision of the Medical Board.

#### ii. Social Security Appellate Board

If a principal employer or an immediate employer or an employer or his dependents are not satisfied with the decision made by SOCSO, an appeal can be made to the Social Security Appellate Board. They can be represented by a lawyer, a trade union representative or any person authorized by the Board. An appeal can be made by completing Form A and sending it to the relevant board at the following address: Secretariat, Social Security Appellate Board, Level 11, Menara PERKESO, 281, Jalan Ampang, 50538 Kuala Lumpur.

## *2.4 Unit Penguatkuasaan*

### 2.4.1 Inspection

The rationale behind enforcement and inspections are to ensure that employers adhere to the Employees' Social Security Act 1969 and Employees' Social Security (General) Regulations 1971. An Inspector appointed under Section 12 of Employee's Social Security Act 1969, shall exercise his powers, perform his functions and discharge his duties in compliance under this Act. All inspection activities will be carried out to registered employers with SOCSO in Malaysia.

### 2.4.2 Objectives

- i. Ensure that employers adhere to the Employee's Social Security Act 1969 and
- ii. Employees' Social Security (General) Regulations 1971.
- iii. Ensure all related records are well maintained.
- iv. Update employer details.
- v. Collect contributions in arrears and short payment contributions.
- vi. Investigate any complaints received.
- vii. Give explanations to employers.
- viii. Assist employers that are facing difficulties with SOCSO contributions or benefits.

### 2.4.3 Compounds

Compounds are provided for under Section 95A, Employees' Social Security Act 1969, where a Director General or any empowered officer by the Director General may impose compounds to anyone who has committed offences under Regulation 2 of the Employees' Social Security (Compounding of Offences) Regulations 2006. The Employees' Social Security (Compounding of Offences) Regulations 2006 has been gazette with effective from 1 March 2006. Offences that can lead to compound Under Regulation 2 of the Employees' Social Security (Compounding of Offences) Regulations 2006, types of offences that are subject to compound are as stipulated under sub-section 94(E) and (G)

of the Employees' Social Security Act 1969. The offences are not related to the financial contributions by employers to SOCSO, such as:

- i. Late in registering of industry
- ii. Late in registering of employees
- iii. Unable to produce or no employee register
- iv. Late in informing of an accident beyond the allowable time
- v. Unable to produce SOCSO Contribution Schedule

a. How compound are administered?

Compound notices are issued by SOCSO upon receiving information or complaints that a compound of offence has been committed. The offer to compound an offence is valid for 14days. If full payment for the offer amount is made within the 14days, no further actions will be taken. However, if no payment is made after 14days of the issuance of the compound offer, or to an extension deadline allowed by the Director General, further actions to prosecute will be initiated without further notice.

b. Paying compounds

Whenever there is a compound offered for any offences and accepted, payments can be made through the following channels:

1. Money order
2. Postal order
3. Banker's order
4. Bank draft

Payments must be made to the Director General of SOCSO and addressed as set out in the Notice Offer for Compound. The maximum amount of compound that can be levied is RM5, 000. However, for the moment, SOSO is issuing compounds based on the following schedule:

Table 18: Types of Offences That Can Lead to Compound

No	Legal Provision	Type of Offence	Offence Criteria	Compound (RM)
1.	Section 4	Late in registering of industry	Period: <ul style="list-style-type: none"> <li>• Exceeds 30days but less than 1 year</li> <li>• Exceeds 1 year but less than 2 years</li> <li>• Exceeds 2 years but less than 5 years</li> <li>• Exceeds 5 years</li> </ul>	500.00  1, 500  2, 000  4, 000
2.	Section 5	Late in registration of employees	Period: <ul style="list-style-type: none"> <li>• Exceeds 30days but less than 1 year</li> <li>• Exceeds 1year but less than 2 years</li> <li>• Exceeds 2 years but less than 5 years</li> <li>• Exceeds 5 years</li> </ul>	Per employee 500.00  1, 000.00  1, 500.00  3, 000.00
3.	Regulation 34(1) and 34(2)	Failure to present or no Employee Register	Failure to present or maintain an Employee Register: <ul style="list-style-type: none"> <li>• Within 7years after the first inspection</li> <li>• Within 7 years after the second inspection and so forth</li> </ul>	300.00  600.00

4.	Regulation 71(1) and 71(2)	Late in informing of an accident beyond the allowable time	<p>a) Fatality:</p> <ul style="list-style-type: none"> <li>• Period: more than 2 months but less than 1 year</li> <li>• Period: exceeds a year</li> </ul> <p>b) Injury due to work accidents at workplace:</p> <ul style="list-style-type: none"> <li>• Period: more than 3 months but less than 1 year</li> <li>• Period: exceeds a year</li> </ul> <p>c) Injury due to accidents during travelling:</p> <ul style="list-style-type: none"> <li>• More than 3 months but less than 1 year</li> <li>• Exceeds a year</li> </ul>	<p>1,000.00</p> <p>1,500.00</p> <p>1,000.00</p> <p>1,500.00</p> <p>1,000.00</p> <p>1,500.00</p>
5.	Regulation 44A	Unable to provide SOCSO contribution Schedule	<p>Failure to produce and present SOCSO Contribution Schedule for employees:</p> <ul style="list-style-type: none"> <li>• Within 7 years after the first inspection</li> <li>• Within 7 years after the second inspection and so forth</li> </ul>	<p>300.00</p> <p>600.00</p>

#### 2.4.4 Prosecution

Under the Employees' Social Security Act 1969, an employer or employee that is found guilty for the following offences may be fined not more than RM10, 000 or 2 years imprisonment or both if convicted of:

Table 19: Types of Prosecution That Can Lead To Prosecution

No	Legal Provisions	Type of Offence
1.	Section 4	Failure or late in registration of industry
2.	Section 5 and Regulation 12(1)	Failure or late in registration of industry
3.	Section 6(1)& (8) and Regulation 32	Failure or late in payment of employee contribution to SOCSO
4.	Section 14 (A) & Regulation 33	Failure or late in payment of Contribution Late Payment Interest to SOCSO
5.	Regulation 71(1) & (2)	Employer failure to or late in reporting of accidents
6.	Section 93 (A)	Provide, produce or present fraudulent documents or information
7.	Section 110 (1)	Failure to pay fines



#### 2.4.5 Recovery

The Recovery Unit was established to collect and recover the payments made to victims, beneficiaries and also education benefit recipients.

#### 2.4.6 Function

The primary function for the Recovery Unit is to reduce the non-performing loans such as education loan and also over payment of benefits paid out to victims or beneficiaries. The unit will be called into action if a loan facility installment is not paid, and if there is any case of over payment to victims or payments were made to unintended beneficiaries. Among the activities conducted includes:

- i. Recovery visitations to the workplace of the loan recipient or guarantor for stubborn cases.
- ii. Recovery visitation to the homes of loan recipient, victims or beneficiaries where there is failure to pay scheduled installments or overpayments cases.
- iii. Recovery visitations for cases out of the Klang Valley by organizing meetings with the loan recipients or guarantors for hardcore borrower at state SOCSO offices or local SOCSO offices.

#### 2.4.7 Employer & Employee Registration

Employers and his employees must be registered with SOCSO not later than 30 days on which the Act becomes applicable to the industry. Registration of the employer and employee (via Form 1 and 2 respectively) can be done in 2 ways as follows:

- i. SOCSO Counters Registration at the counters can be done by the employer or employer's representative. Supporting documents from relevant agencies must be submitted together; or
- ii. Malaysia Corporate Identity (MyCoID) registered employers through MyCoID are required to submit their registration forms together with supporting documents to SOCSO if they meet the eligibility requirement under the Act.

Employers are required to attach the supporting registration documents in accordance with the business entity type as set out in the Attachment (Refer Checklists and Forms). With effective from 1<sup>st</sup> June 2016, any employee who is employed for wages under a contract of service or apprenticeship with an employer is compulsory to be registered and contributed to SOCSO and the maximum rate of contribution is based on monthly wages or salary of RM4, 000.00. Notice of Election is no longer applicable from the date this Act applies. Employers must ensure that details such as identification card number is included in Form 2 (Employee Registration Form) and correct against the employee's identification card. Failure of which will cause the employee being unable to register and contribute, as there will not be any record once checking is done against National Registration Department database.

i. Registration of Additional Employees.

a. Employers are required to register additional employees by completing Form 2. It can also be done at the nearest SOCSO counters.

b. Employers who enroll new employees in Form 8A is also required to complete Form2.

ii. Maintaining Employer and Employee Record

Employer must maintain and store a similar employee register manually or electronically. Every employer shall maintain and keep each register as required under the Regulations including all records of payment of contributions made to the Organization for 7 years from the date of the last entry therein. The employer shall maintain a register containing the following particulars in respect of each month for each employee in his industry;

a. Name

b. Identification card number

c. Occupation

d. Contribution amount for the month

e. Type of employee contribution

- f. Monthly salary
- g. Allowance

### iii. Cessation of Being an Employer

Any employer who ceases to be an employer shall notify of such cessation by submitting to the Organization using Form 1 A together with other relevant documents within 30days of such cessation.

### iv. Definition of Wages

Wages for contribution purposes refers to all remunerations payable in money by an employer to an employee. Among the remunerations are as follows;

- a. Basic salary.
- b. Overtime.
- c. Commission.
- d. Payments in lieu of annual leave, medical leave, maternity leave, rest days, off days, public holidays and so forth.
- e. Allowances (e.g: incentive, good behavior, cost of living and so forth)
- f. Service charge.

Payments that are not defined as wages are;

- a. Any contribution payable by the employer towards to any pension or provident fund.
- b. Any travelling allowance or concession.
- c. Any gratuity payable on discharge or retirement.
- d. Annual bonus.

## *2.5 Contribution*

Employers shall pay a monthly contribution for each eligible employee according to the rates specified under the Act. These contributions are divided into two types;

### *i. First Category*

Contributions payable by or on behalf of the employees insured against the contingencies of invalidity and employment injury. The rates of contribution under this category comprise of 1.75% employer's share and 0.5% employee's monthly wages.

### *ii. Second Category*

Contributions payable by or on behalf of the employees insured only against the contingency of employment injury. The rates of contribution under this category are 1.25% of the employee's monthly wages solely borne by the employer. All employees who have attained the age of 60 are required to contribute under second category.

## *2.5.2 Payment of Contribution*

Payment of contributions can be made at any appointed collection agents counters, SOCSO offices and through internet banking using "Jadual Caruman" in a form or manner approved by the Organization, such as diskette or compact disc (CD).

### *i. Payment through collection agents*

The followings are collection agents appointed by SOCSO to receive contribution payment:

- a. Maybank Berhad
- b. RHB Bank Berhad
- c. Public Bank Berhad
- d. CIMB Bank Berhad
- e. Bank Muamalat
- f. Pos Malaysia (for Sabah & Sarawak only).

ii. Payments at SOCSO Offices

Payments of contribution can be made at any SOCSO Offices using cheque or postal order together with “Jadual Caruman”, diskette or compact disc (CD).

iii. Payment through Internet Banking

Employers need to be registered and have an account with the appointed banks.

Further details can be obtained by contacting the following banks:

No.	Banks	Channel
1.	Maybank Berhad	Maybank2e
2.	CIMB Bank Berhad	Biz Channel/Cimb Clicks
3.	RHB Bank Berhad	Reflex
4.	Public Bank Berhad	Pbebank
5.	Citibank Berhad	CitiConnect
6.	Ambank Malaysia Berhad	e-Ambiz
7.	Alliance Bank Malaysia Berhad	Alliance BizSmart
8.	Hong Leong Islamic Bank Berhad	e-Payment Services
9.	HSBC Bank Malaysia Berhad	HSBCnet
10.	Affin Islamic Bank Berhad	affineOnline.com
11.	Bank Islam Malaysia Berhad	e-Banker
12.	BSN	BSN ePayment System

Table 20: List of Internet Banking

iv. Interest on Late Payment of Contributions

Generally, there are 3 types of Interest on Late Payment of Contributions notices received by employers:

- a. Simplex notice – notice containing 1 to 4 records of contribution months in 1 notice
- b. Duplex notice – notice containing more than 4 records of contribution months in 1 notice
- c. Late Contribution Interest Payment Notice / Reminder Letter

All three types of notices can be paid at SOCSO Offices. However, only simplex notice for 1 month contribution can be paid at appointed banks. Interest on Late Payment of Contributions can be paid at SOCSO Offices. Payment can be made at the following banks RHB Banks or Public Banks. Payments at appointed banks must be either by cash or cheque. Employer must complete the Interest on Late Payment of Contributions slip that is provided at the bank. Details that need to be filled up include; Employer's Code Number, Employer's name, Interest on Late Payment of Contributions Notice, Payment amount and cheque detail. State the employer's name and code number, telephone number and Interest on Late Payment of Contributions Notice at the back of the payment cheque. Interest on Late Payment of Contributions Payment must be made together with the Notice and Payment Slip. Ensure that acknowledgement is made by the bank on the payment slip, either via print out or stamping. Employers must obtain a copy of the Interest on Late Payment of Contributions payment slip once payment is made. Employers must keep a copy of the bank payment slip, together with the Interest on Late Payment of Contributions Notice as proof of payment for future references by SOCSO officers

## *2.6 Pentadbiran dan Kewangan Unit*

Administrative and Financials Department became the most important part of the organization. This section is creating to ensure the smooth running in this organization. The main tasks in the Administrative Department are managing office administrative matters such as SOCSO's holiday leave application, and office equipment. Office equipment is also managed by the administration, statistical benefits, office vehicles, entry of Industrial Training students as well through administration and so on. For the financial part, it is responsible for providing payment vouchers and interest payment cheque to the Insured Person. This department also plays an important role when the employer wants to pay contributions such as by making a receipt for the employer after the employer completes the payment. In this financial section also, make payments to IP/OB's party on the claim of Bayaran Ganti Belanja (BGB), as well as Medical Reports. This section also responsible in answering audit observations in relation to the Financial Monthly Report.

## CHAPTER 3

### INDUSTRIAL TRAINING ACTIVITIES

#### *3.1 Training Activities*

This chapter discusses the scope of the work done by the trainer for five months undergoing Industrial Training at SOCSO Dungun branch. The scope of this assignment covers all task specifications given throughout Industrial Training. Therefore, the daily activities that carried out have to record at the daily log book. This chapter also discusses a specific task that has been given. There are many lessons and experiences that have been attained during the industrial training sessions. Activities carried out include Administration and Finance, Faedah and Enforcement's Unit. Various types of activities in the administration include filing, mailing, labeling of unlabeled files, register the name of employee into the PINTAR's system, reprint 8A, OPS Kesan operation, handling an event, opening booth, joining ACARA (Enforcement Department) and many more activities in SOCSO's Dungun that had been joined. Based on the tasks and work given during the industrial training, there are skills and knowledge that have been gained throughout the industrial training. All the lessons learned will be written in the logbook provided and it will be described in detail in this report. During the course of this industry training many things have been learned, such as basic ways in the office such as filing documents according to the specified categories as well as teaching classifying documents according to the correct file. Although this basic point is not related to the field studied, it is also knowledge to know because it is not necessarily the filing of the document by the staff of the Administrative Assistant but it also involves financial staff. The filing of this document was made not because it was necessary but it was systematic to facilitate search if the document was to be referred.



On 1<sup>st</sup> Februari 2017, the trainee had been reported herself at SOCSO Dungun branch as an Industrial Training trainer at 8.00am. On the first day as an Industrial Training trainer, the trainee started with an icebreaking session with the manager, Mr Ariff Bin Rani as well as others SOCSO's staffs. Usually, at every morning Mr Ariff bin Rani will brief to staffs to make sure all tasks will running smoothly.

### *3.2 Activities at Unit Penguatkuasaan*

On a first week as an Industrial Training Trainer, there are no many works to do. For the first time, trainer will be introduced how to using PINTAR's System, SIKAP. Trainer will be taught how to register or key in information from the Form 2 (Borang Pendaftaran Pekerja). Through PINTAR's System, we can add or delete employee record, make a contribution, reprint 8A, register employer, reprint CPO, checking contribution and many more. Firstly, for register Form 2, trainer will be informed how to scan employee's identity card. All the employer must be attached a copy of employee identity card before sent to SOCSO's office to verify. After scan the employee's identity card, trainer must log in into the PINTAR system and enter all the data given. Trainer must be careful when to key in the date of their start working because it will affect all the employee contributions. This process leads to increase registration of new employers.

Furthermore, the trainer also has been informed how to open new file for new employer that had been registered and to get the employer's code with SOCSO. This registration will be approved in advance by an enforcement officer to get the employer code number. All the transaction in SOCSO will using the SOCSO's employer code number. The employer's file must contains; copy of employee identity cards and employer identity cards, copy of Sijil Pendaftaran Perniagaan (SSM), Form 1 (Borang Pendaftaran Majikan) and Form 2 (Borang Pendaftaran Pekerja). If the above documents submitted by the representative, the letter of claim on behalf of the

company should be attained. The files will be written in the employer's code and the company's name for easy searching. The files will be kept at level 1 SOCSO's Dungun office. In this unit, the trainees are also taught to prepare the "inspection papers" for ACARA operations which is will be used to check the company that failed to comply with the law. At the visiting session the date and time have been given to employer to prepare their respective documents. During the inspection process, the officer should bring a document such as an employer's file, a record of previous 7 years documents and also ensure that the employer comply to the Employment Act 1969. Furthermore, the trainee is also given task to revise the latest registered employer files to check the employer's status whether it is active or not. The process for identifying the employer's status is using the PINTAR system. During file checks, trainees need to ensure that every document included in the employer file should be recorded on the minute's paper. It also aims to simplify to conduct of employees in doing their job and takes further action. Inspection of employer files is done thoroughly by trainees to assist and facilitate the Enforcement Unit to perform the duties efficiently and efficiently.

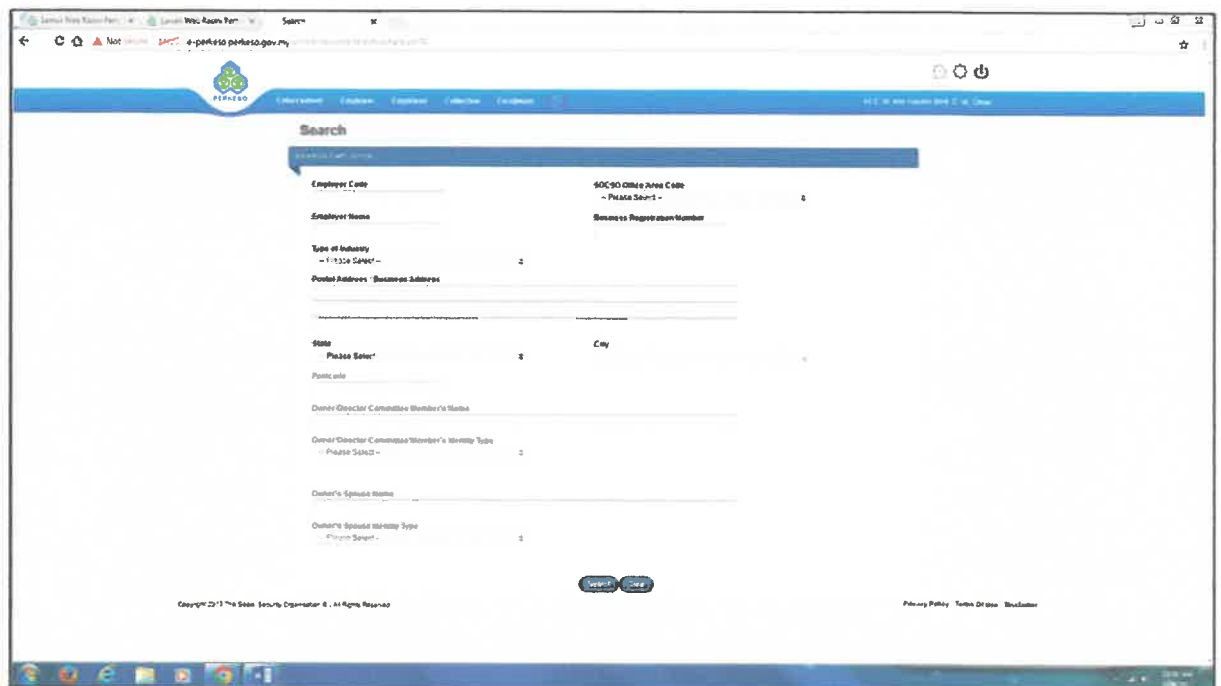


Figure 5: The interface of PINTAR's system.

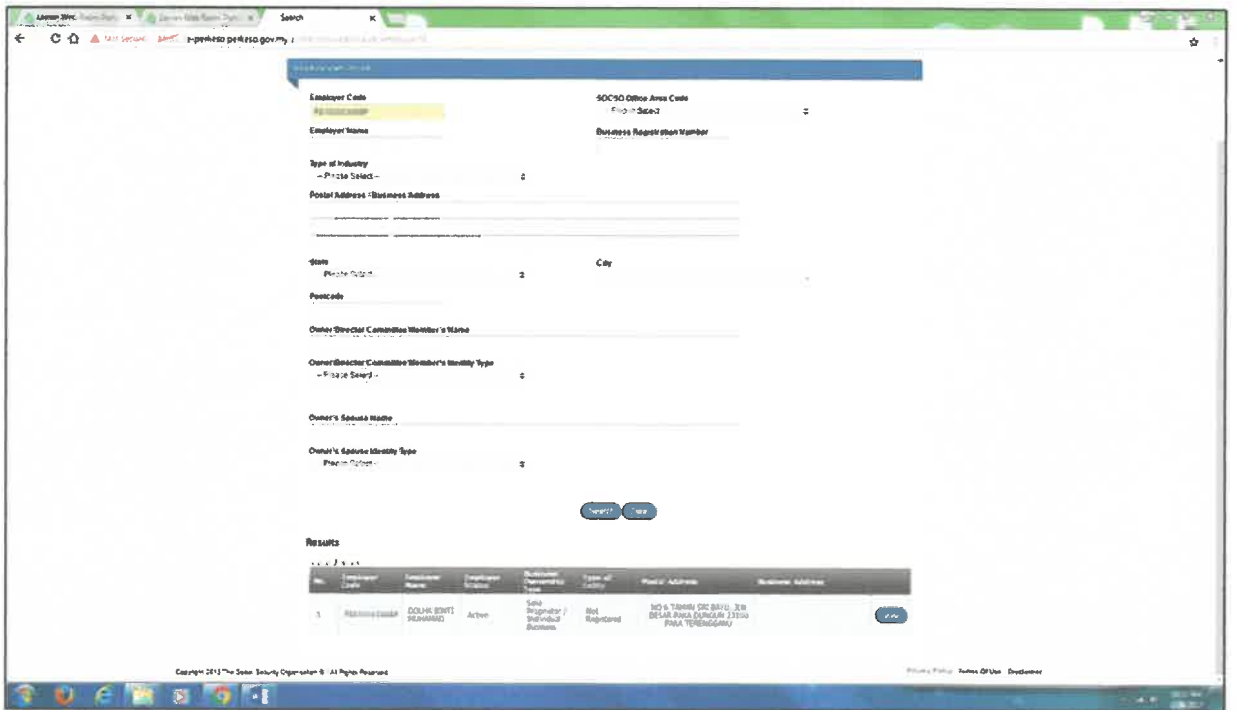


Figure 6: Employer Code is entering to get information about the latest status of employer.

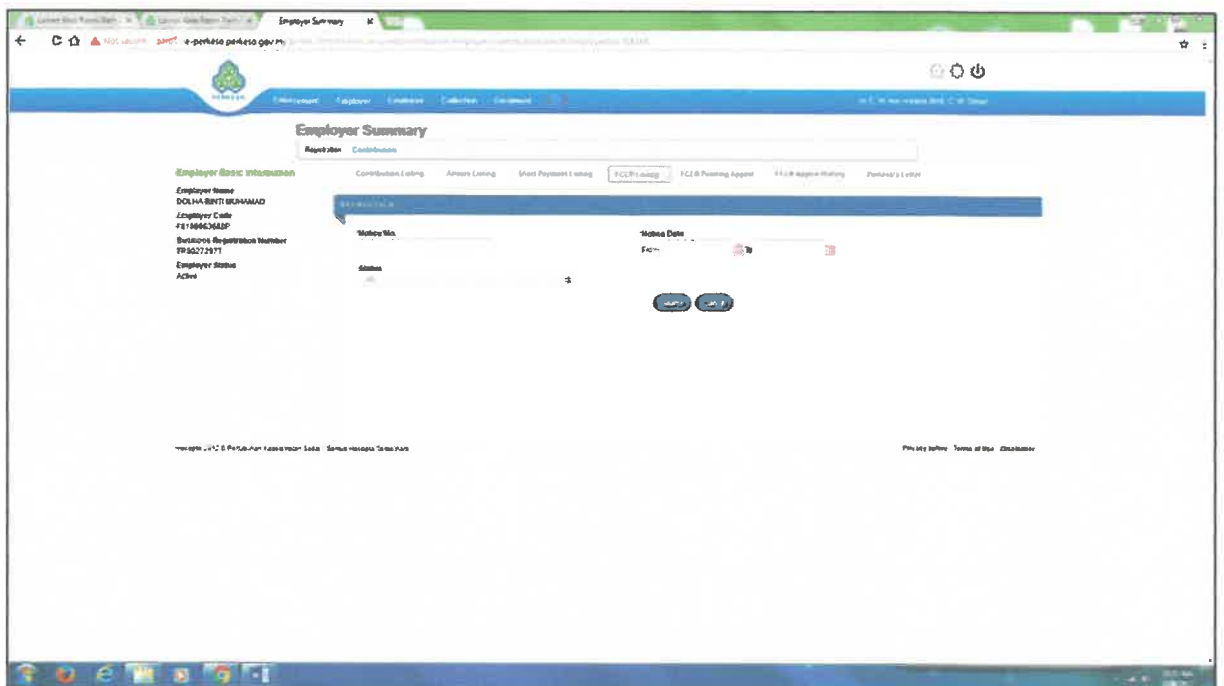


Figure 7: Contribution's view. This is the way to check a contribution and FCLB employer.

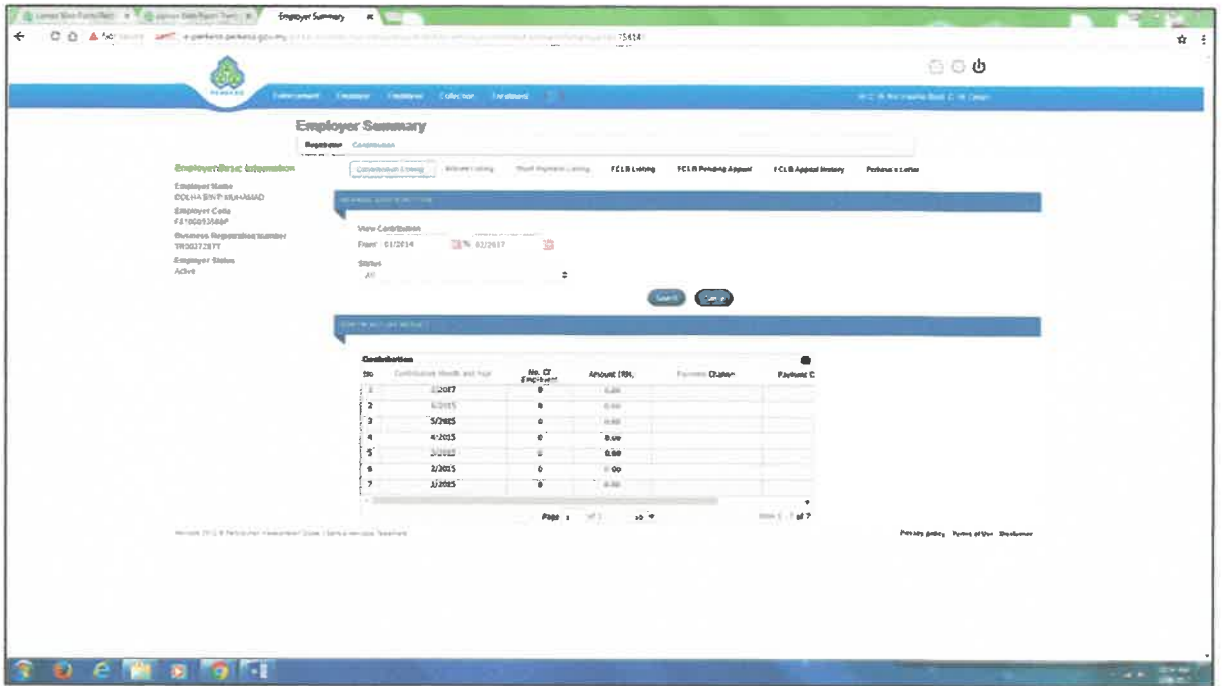


Figure 8: Contribution Listing. It shows the listing of contribution that employer's had been paid.

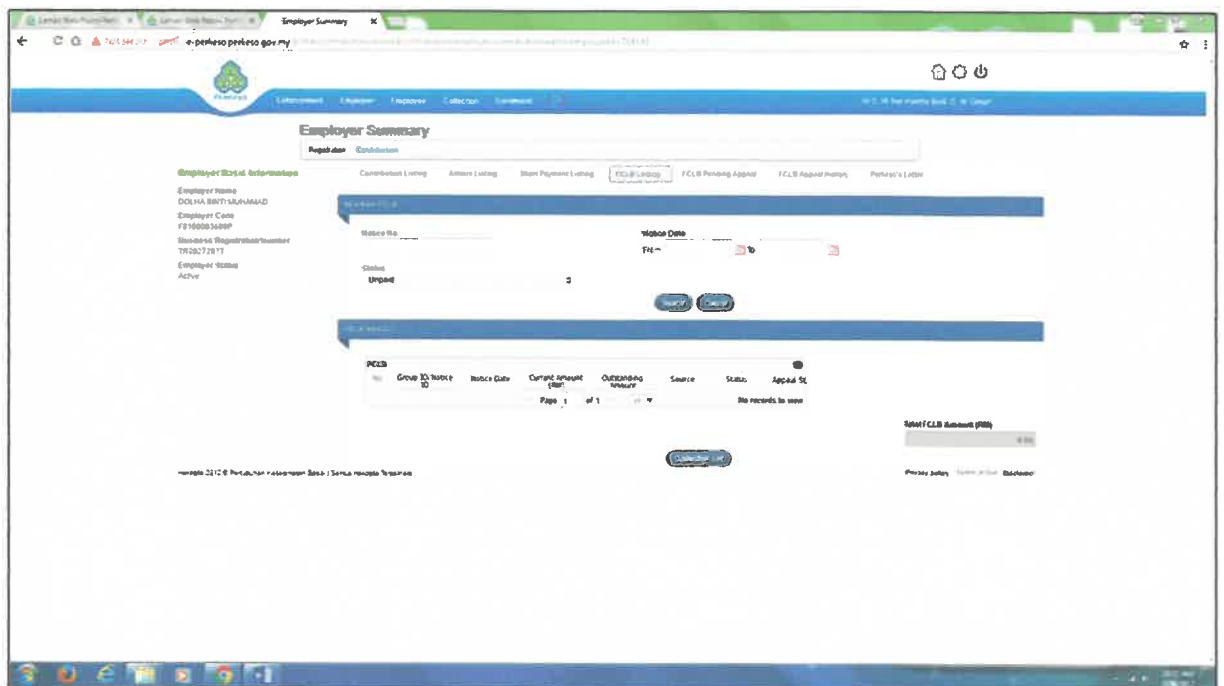


Figure 9: FCLB Listing. It is showing the employer's penalty.

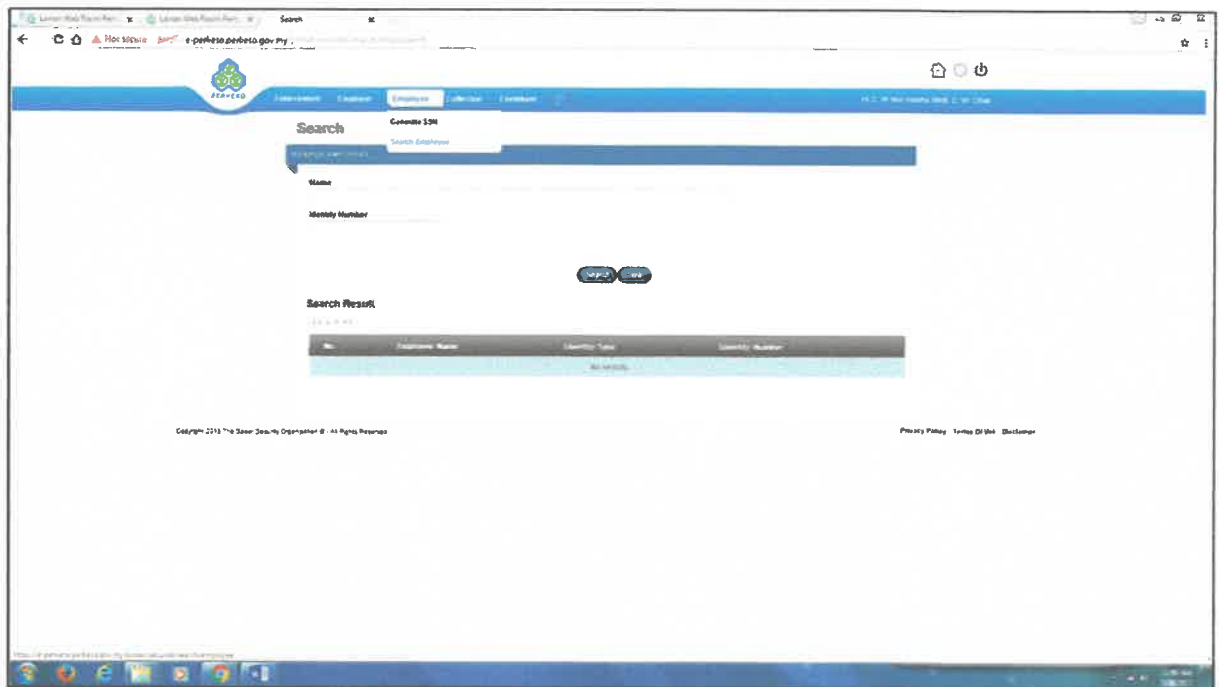


Figure 10: Search Employee is a checking list for employee's contribution.

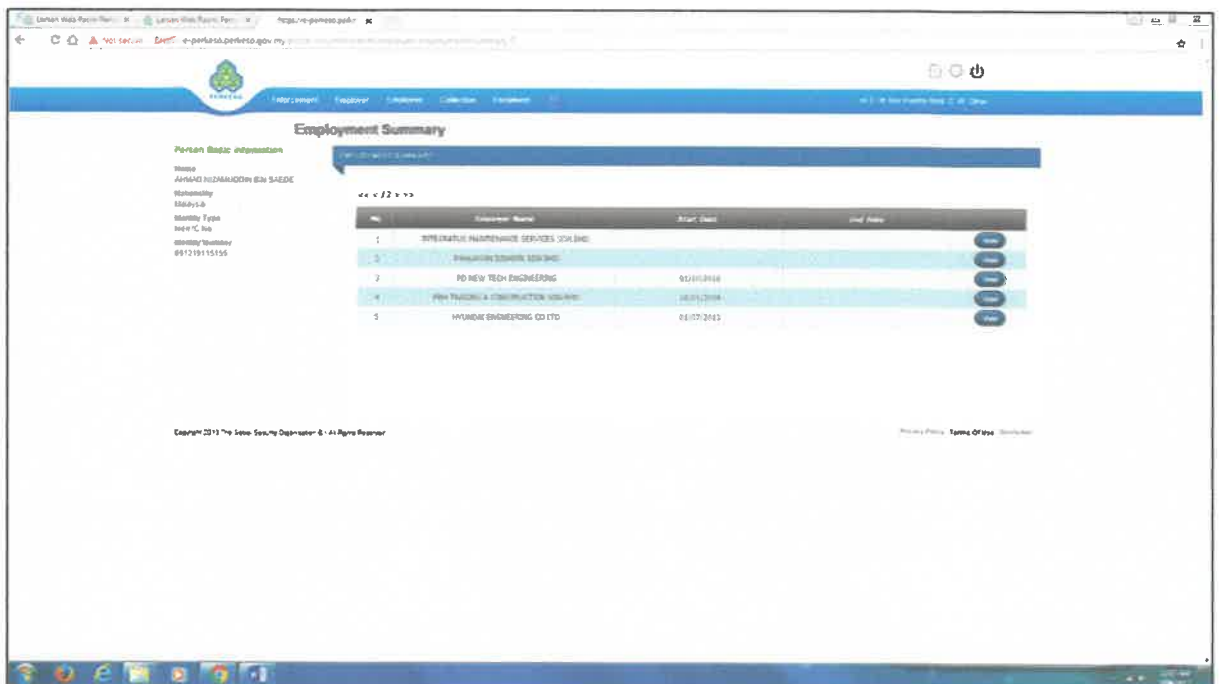


Figure 11: Employment Summary is a list of employers that employee had been worked before.

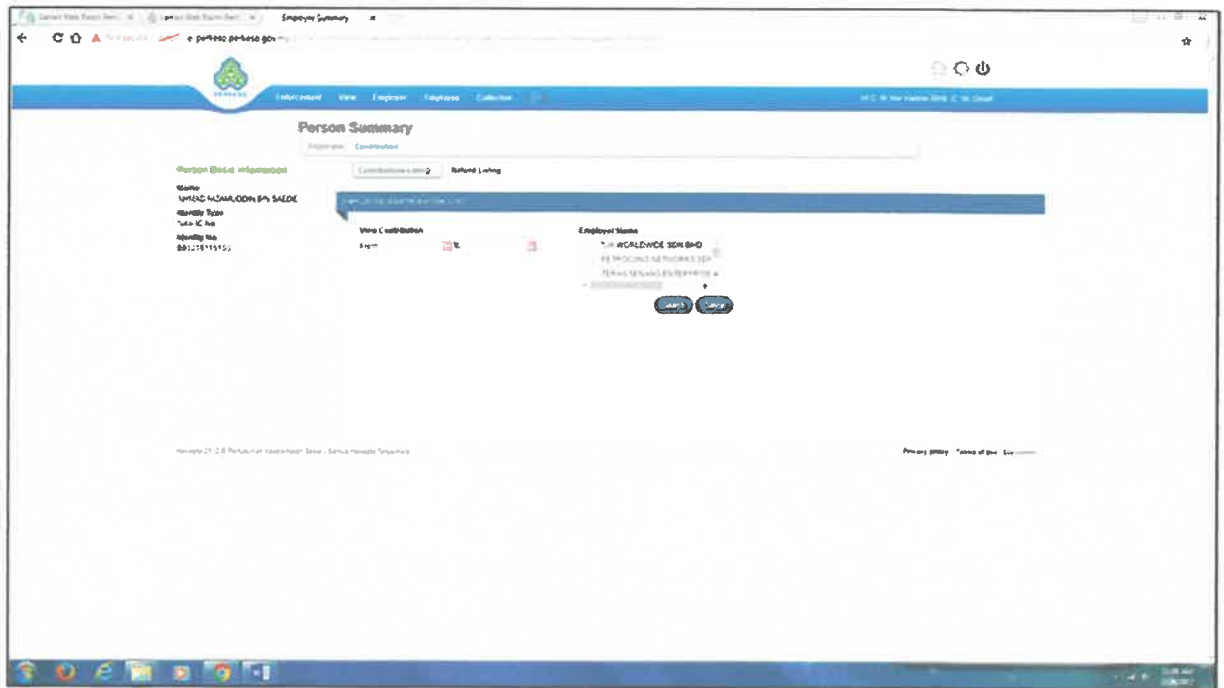


Figure 12: Contribution listing is to select the contribution that employee's work before.

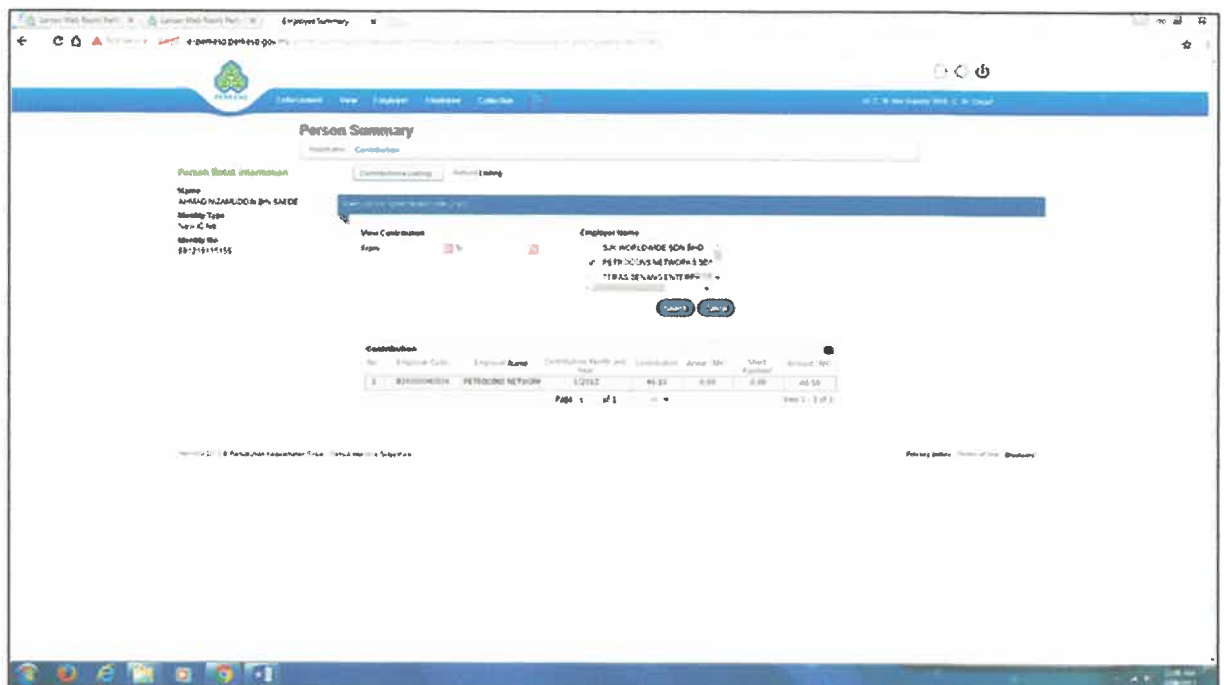


Figure 13: Contribution's of employee had been work.

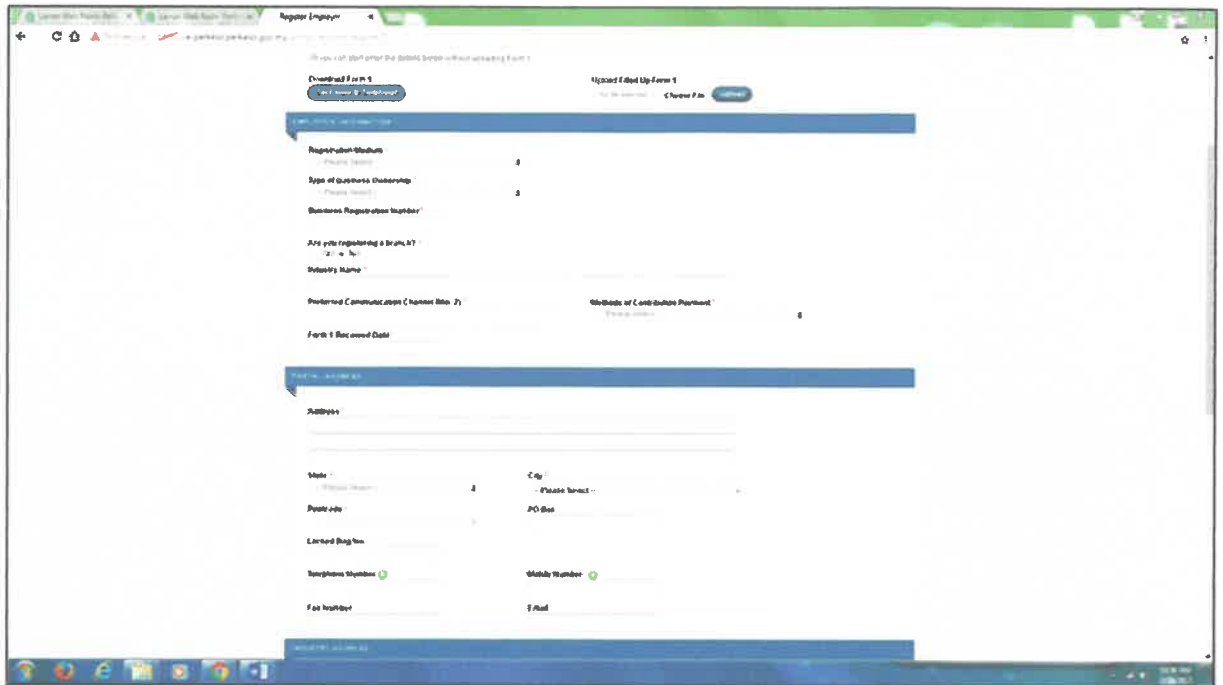


Figure 14: Register Employer

Besides, trainee also have an outside job with Unit Penguatkuasaan's. Unit Penguatkuasaan SOCSO Dungun had been launched OPS KESAN operation. OPS KESAN operation is session that we need to go out and identify a company or shop that have an employee but not registered with SOCSO. The employer that has an employee should register with SOCSO and also theirs employee. SOCSO provides a scheme of protection to an employee against accident or an occupational disease arising out of his employment. We succeeds summon about five employer.

On the other day, trainee follows Mr Ariff bin Rani and Mr Abdul Hafiz bin Zahid @ Zaid to Pejabat Pendidikan Dungun to give a talk about SOCSO's benefit to the employer.



Figure 15: The talk session of SOCSO's benefit from Mr Ariff bin Rani at Pejabat Pendidikan Dungun

### *3.3 Activities at Unit Faedah*

Apart from being in the Unit Penguatkuasaan, the trainee is also assigned to be in the Unit Faedah. There are many experiences while staying at this Faedah's Unit in terms of the variety of customers who come and how to communicate with customers online. In addition, the task of the trainee is to identify some cases following by officer guidance in the Dungun. Within a day, there are 10 cases in the Dungun, including cases of Employment Injury Scheme, and Invalidity Scheme. First, trainee have to check into the QTERM system whether Insured Person have a qualification for claiming. One of Invalidity Scheme's qualification is Insured Person must 60 years old and below. From the qualification's requirement, officer will suggest a scheme that suitable for the Insured Person's case. After the qualification and suggestion, the trainee also makes a revised contribution through PINTAR's system to review the contribution that has been paid from Insured Person's employer. The officer will instruct the trainee to review the contribution of PKS Form F (1) which is the form whereby the



employer fills out the contribution paid to the employee who requested the claim. If the employer has a short paid, the trainee must prepare a letter of shortages to the employer.



Figure 16: Example of Letter of Short paid to the employer

The most important things when trainee to calculate the salary of the employee guidance by contribution table, it should be noted that three things which are gross pay gauge with transportation, laundry and electricity.

Every month, SOCSO have a Medical Board with Doctor of Hospital Dungun. The doctor has a certificated with SOCSO to determine a qualification for Invalidity Scheme based on medical report and medical checkup. Usually, Medical Board has been held at Dungun Hospital next to the Methadone Counseling Unit. Mr Nik Suzairen bin Nik Zahid is a person in charge following his assistant, Mrs Nor Syahirah binti Othman, will go to the hospital for Medical Board session. Trainee also follow person in charge go to

the hospital to help to fill a form and help the doctor assistant to arrange the form and take the attendant of Insured Person. Upon completion of the Medical Board, we go back to the office and Mr Nik Suzairen bin Nik Zahib will instruct the trainees to review the doctor's comments on the Insured Person's medical report and prepared a letter for Insured Person who gets Invalidity Scheme's treatment such as physiotherapy and hemodialysis. The trainee also need to calculate orthopedics' stocks for example; pampers, wheelchairs, digestive devices for kidney disease, sticks and others. Usually every month, Mr. Nik Suzairen bin Nik Zahib and trainee will distributed to the Insured Person who received the equipment's.

### 3.4 Activities in Unit Pentadbiran and Kewangan

#### 3.4.1 Unit Kewangan

There is a difference in the Unit Pentadbiran and Kewangan's. Trainee got an opportunity to sit at the counter to deal with the customer such as make a payment to the employer who came to pay a contribution on monthly basis. Employer need to pay the contribution in the due date of given; 1<sup>st</sup> – 15<sup>th</sup> every month. If employer is late for payment, FCLB will list in their contribution. After the payment, trainee will print a receipt to the employers as the proof of payment. At the SOCSO Dungun branch counter, we don't accept cash money. For all dealing session, we use cheque, money order and postal money.

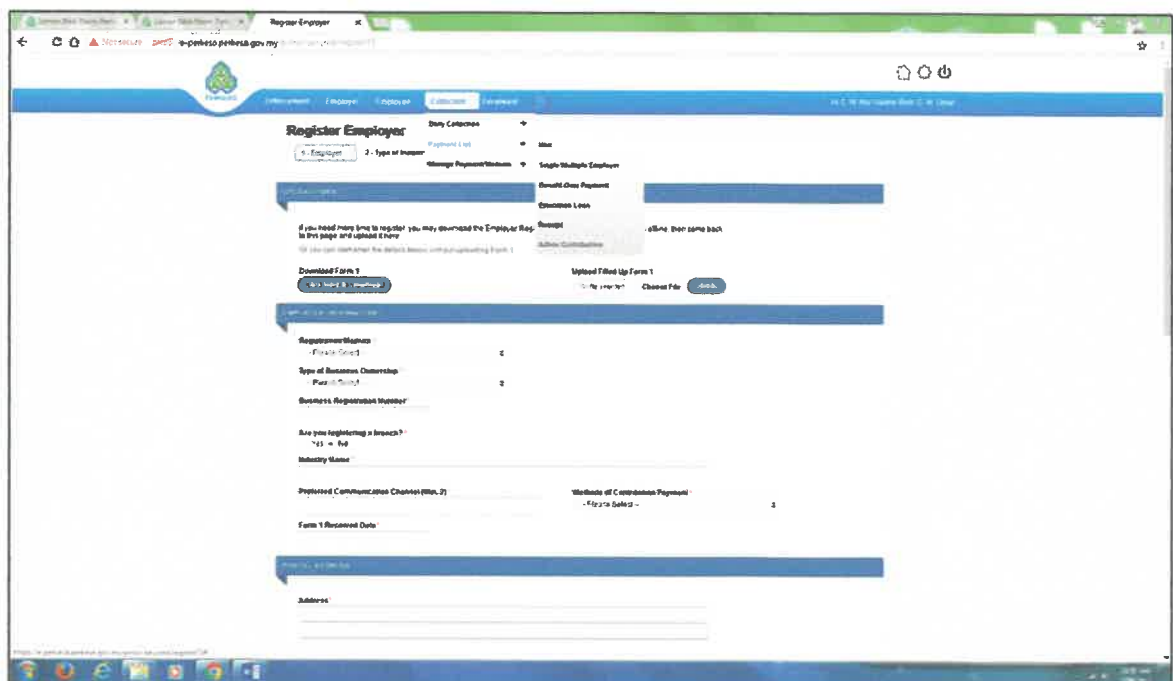


Figure 17: Payment List and Single Multi Employer is a process to make a contribution's payment

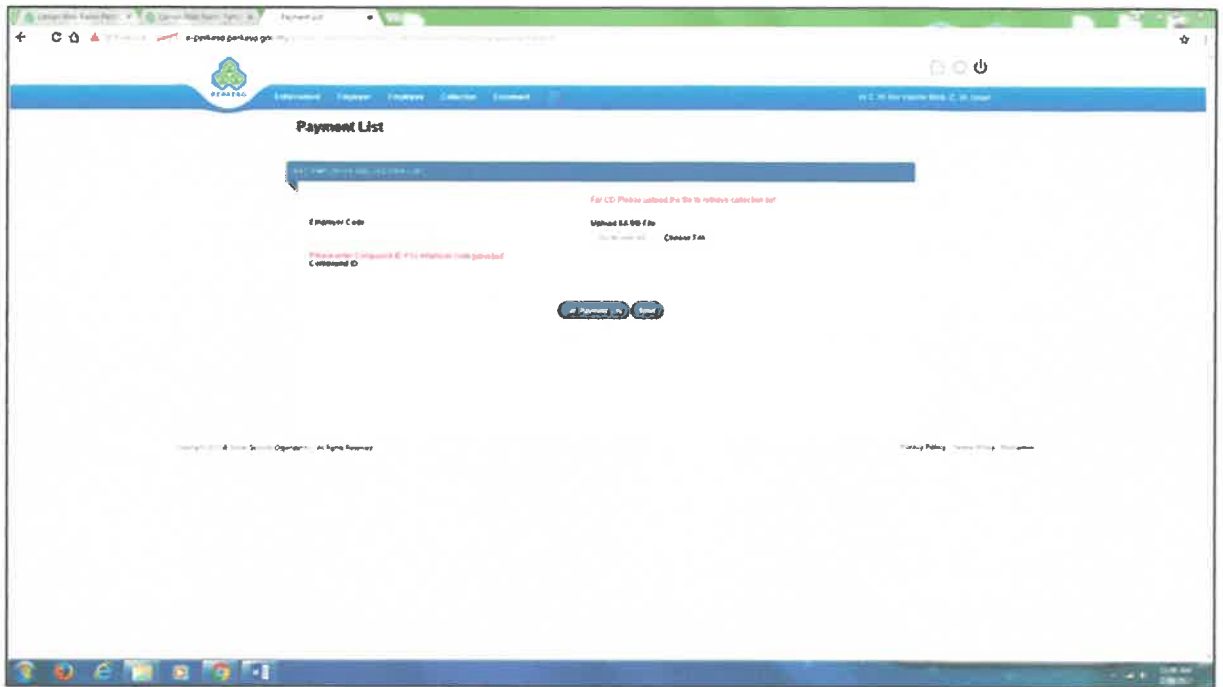


Figure 18: Payment List is a process entering Employer's Code and select the month to pay the contribution

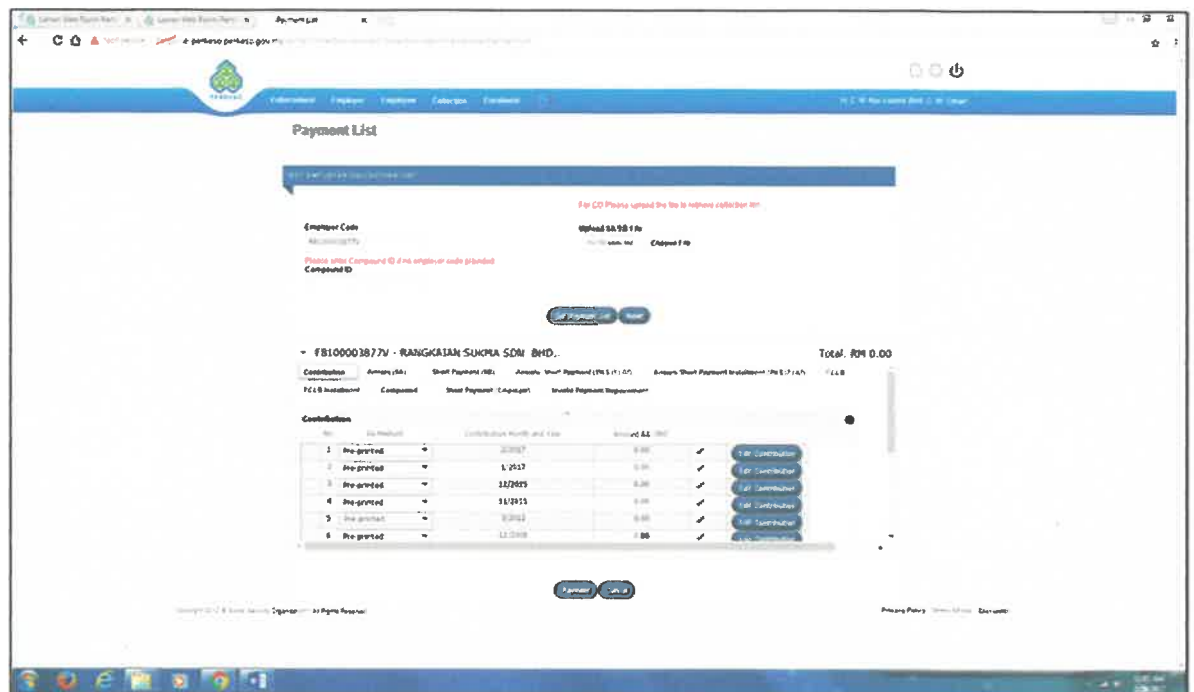


Figure 19: Selected the contribution's month to make a payment

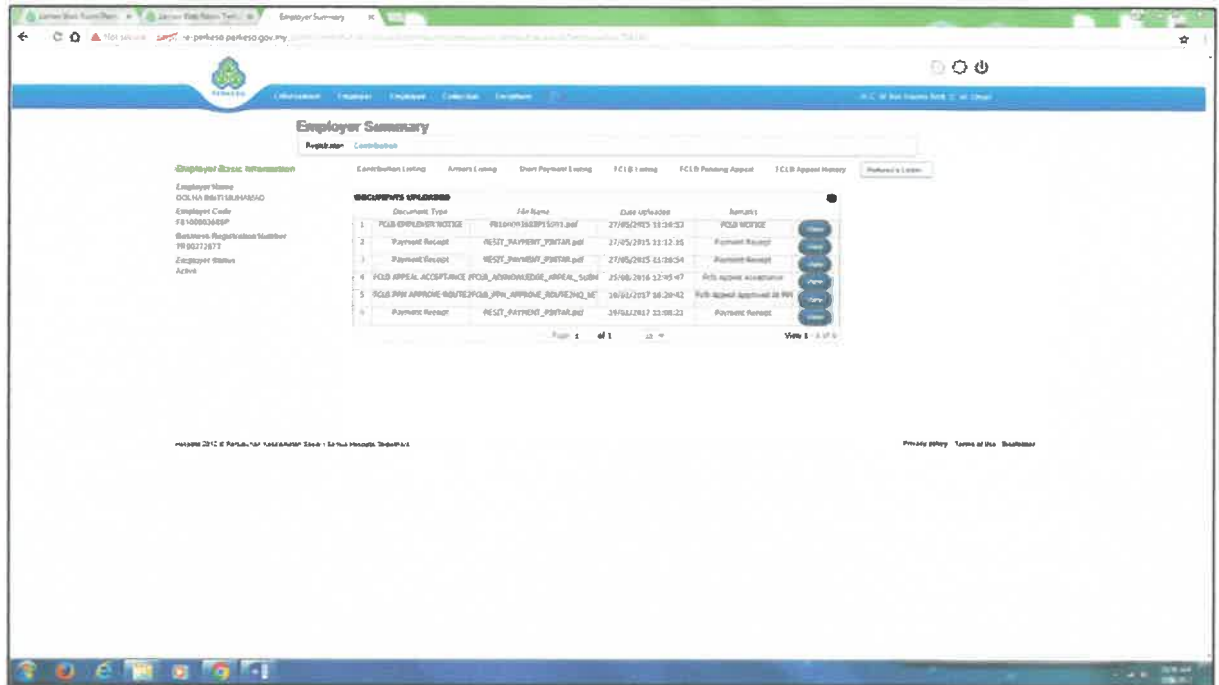


Figure 20: Print the receipt payment

After print the receipt, trainee need to stamp a SOCSO Dungun branch stamp on the receipt and give to the employer. Besides, trainee also needs to record all paid contribution movement and record all vouchers for payment; phone bills, electricity bills, Indah Water bill, smart pay PETRONAS bill and other bills for future audit reference.

Through SIKAP system, trainee needs to search the Insured Person phone number and call to inform their cheque for claiming is already to pick up.

### 3.4.2 Unit Pentadbiran

Being under the administration is also calculating the hourly and minute schedule of arrival of members of the SOCSO member of 9 people. It is also tasked with making a statement of monthly leave of SOCSO members of the Dungun area by checking their holiday record book, time recording card and holiday form so that no mistakes will be made when entering member leave data in the monthly statement.

### 3.5 Others Job Activities

Besides of those activities, trainees also do an outside job. Trainee need to follow the Mr Mohd Taufiq bin Abd Aziz to send the summon letter to the eight employer. It is cover Dungun, Paka, Kerteh and Kemaman area. The trainee and other two staff also need to open a booth at Taman Hadhari Paka on our off day. On other day, we need go to Kerteh Integrated Petronas Center to open a booth also.

May 2017, all staff member start does a preparation for Majlis Perpisahan Mr Ariff bin Rani. Trainee needs to design an invitation card, event program card and two slideshow. The event had been held at The Regency Waterfront Hotel at Kuala Terengganu on 5th May 2017. Trainee need to handle certain few things which is set up all laptops and projector at the hall. Trainee must sure all the slideshow can running smoothly.



Figure 21: An Invitation Card to send to the all SOCSO's branch



Figure 22: Interface of "Aturcara Majlis" card

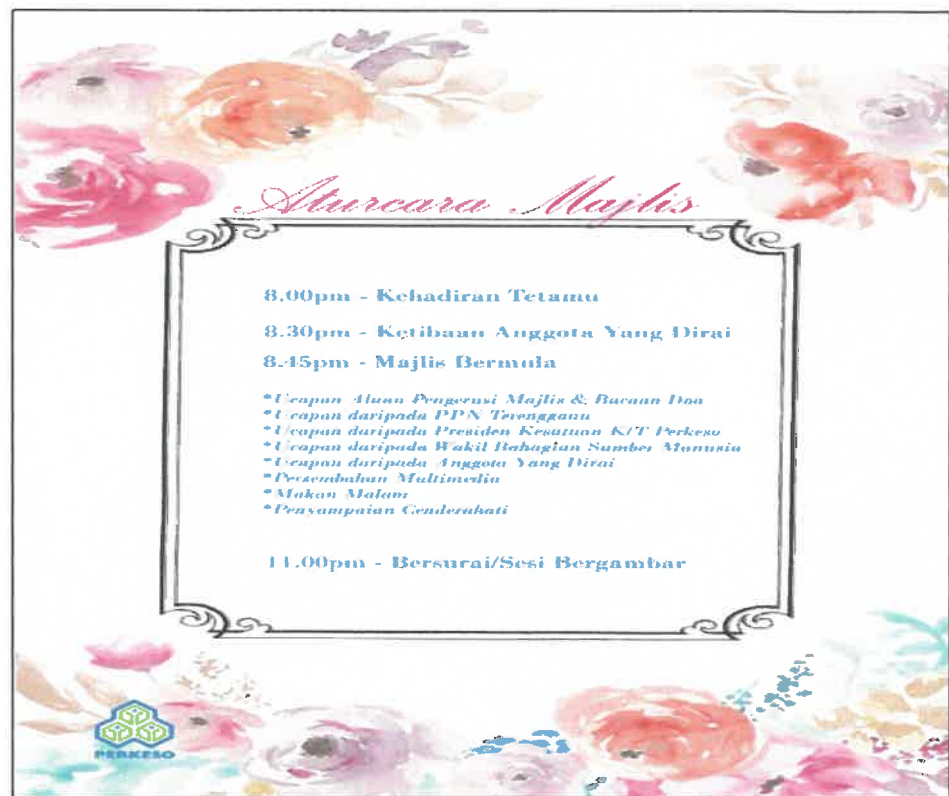


Figure 23: Second page; Aturcara Majlis





Figure 24: Third page; Kata-Kata Perpisahan



Figure 25: Last page; List name of staff SOCSO's Dungun branch

During fasting month, trainee another three staff including new manager going out to find Asnaf and Fakir Miskin to give some donations for Hari Raya.



Figure 26: Staff is prepared a hamper to give to the Asnaf and Fakir Miskin



Figure 27: Staff members of SOCSO Dungun's branch.



Figure 28: Asnaf and Fakir Miskin



Figure 29: Asnaf and Fakir Miskin



Figure 30: Asnaf and Fakir Miskin



Figure 31: Asnaf and Fakir Miskin



Figure 32: Golongan Asnaf and Fakir Miskin



Figure 33: Asnaf and Fakir Miskin

Besides, trainee and another trainee also get a chance to do “EKSA” at the SOCCSO’s Dungun branch. The process needs three days to complete the tasks.



Figure 34: Removes all equipment in the store room



Figure 35: Removes all equipment in the store room



Figure 36: Removes all equipment in the store room

### 3.6 Special Project

Trainee do a special project with Mr Abdul Hafiz bin Zahid @ Zaid and Mr Mohd Taufiq bin Abd Aziz guidance. First, trainee need to remove all the files in the cabinet to determine status of the file whether is active or non-active.



Figure 37: Remove all files from cabinet

Then, Mr Abdul Hafiz bin Zahid @ Zaid and Mr Mohd Taufiq bin Abd Aziz determined status of the file whether active or non-active.





Figure 38: Process of determined file status



Figure 39: Non-active files

For non-active files, we collect and put in the boxes for dispositions process. There only have a few of non-active file because the employer already submits Form 1 (Borang Pemberhentian Majikan). The file in the cabinet is in good conditions and do not need to replace to another new files.



Figure 40: An active file in cabinet after selection process

## CHAPTER 4

### CONCLUSION

#### 4.1 Application of Knowledge, Skills and Experience in Undertaking the Task

Table 21: Application of Knowledge, Skills and Experience in Undertasking Task related to the course

Activity	Knowledge	Skills	Experience	Related Course
Register new employee and employer into PINTAR's system.	To know how the process of register new employee and employer.	Technical and Communication	Trainee need to register new employee and employer into the system at the counter.	IMS 607 (Advanced Web Design & Content Management)
Records all paid contribution into the logbooks.	To know the process of recordings all paid contribution.	Technical	Trainee records all paid contribution into the logbooks.	IMR 450 (Managing Records in Organizations)
Re-print the receipt of payments as a proof to employer.	To know how process payments happened.	Technical and Communication.	Trainee needs to make a payment at the counter and print the receipt then give to the employer.	IMS 606 (System Analysis and Design)
Send a letter of summon to the problem's employer.	To know how to communicate with people.	Communication	Trainee can improve communication skill when face to problem's employer.	ELC 590 (Oral Presentation)
Design invitation cards, "Aturcara Majlis" and Slideshows	To know the process of designing happened	Technical and Communication	Trainee design cards and prepared two slideshows using ProShow and PowerPoint	IMD 258 (Introduction to Electronic Publishing)

Give donations to Asnaf and Fakir Miskin during fasting month.	To know process of communication	Communication	Trainee follows manager and another staff to meet Asnaf and Fakir Miskin to give a donation.	ELC 590 (Oral Presentation)
Typing a letter of project to employer	To know the process of dealing with employer	Communication and Technical	Trainee need to type a letter of project to employer following by tender's letter.	None
EKSA	To know the process re arrange the equipment	Communication and Technical	Trainee follow the instruction from manager while doing an EKSA	None

#### *4.2 Personal Thoughts and Opinion*

The trainee can see the working environment relationship between staff and manager is very close although sometimes they have miscommunication and misunderstanding but they still accept other's opinions. The trainee also has some suggestions to improve the quality of industrial training students in the organization. Within six months, the trainees just do the same work every day, registering a work register form, revising paid contributions, registering a new company. Absolutely it can improve the efficiency of the trainee, but the trainee also wants a more challenging task.

Bring Industrial Training students to attend an organized program. Trainee also can be exposed with a program by organizations, so students can feel and adapt the real situations of and get new experience. In addition, the organization also needs to provide a table or a place for Industrial Training students to do their works. Next, allowance for Industrial Training students. It is very help for students in their daily life in during practical period.

### *4.3 Lesson Learnt*

There are a lot of things that I have been learned in SOCSO Dungun. From communication skills, trainee gets more information to communicate with people in effectively and how to handle the customer. Apart from that, trainee can help Insured Person at the counter because always gets an opportunity to sit at the counter to help Insured Person such as fill the form for Insured Person. These experiences can be used to help Insured people who have difficult to dealing with SOCSO.

The trainee also exposed to the PINTAR system which is about handling contribution such as make a payment using 8A forms, key in cheque, key in or register Form 2, register new employer, check Insured Person's contributions and qualifications. For SIKAP system which is more to view the status of cases that had been key in or register in system. It very helps when the trainee needs to calculate an Insured Person's salary because all the Insured Person documents had been scan and re-upload into that system. The trainee also knows how to use QTERM system which is more to measure Insured Person's age and qualifications.

#### *4.4 Limitation*

Every company or organization must have unexpected limitations. Nowadays, the economic downturn has been rising and in a less stable state. For the knowledge, Dungun District is a strategic area with industry and many of these projects will increase job marketers to the public especially men. But on the other hand, due to the collapse of the economy, the project is getting diminished and can also lead to a slight increase in job opportunities. This is because also, the lack of employees registered under SOCSO Dungun's branch. Contribution will also decrease if the registered employee does not have a job and the employer will not pay if there is no work. Hence, it is important that the economic downturn will affect the country as well as for everyone. For SOCSO Dungun's branch it would also be difficult to pay for any employee involved in the accident.

Additionally, the limitations that SOCSO Dungun's branch often faced with less patient customers. For example, after the completion of the Doctorate of Medicine, the People of the Insured Person who did not get any percentage of the SOCSO Dungun's branch panel Doctors, the Insured Person will go to SOCSO Dungun's branch to get an explanation. But staff cannot answer because all percentage is in Doctor's hands. There is some Insured Person who comes over to the SOCSO Dungun's branch counter to show their not satisfying towards the result but at the same time, there are also Insured Person who can receive explanations from SOCSO's side.

Fraudulent complaints occur when complaints are made in relation to the contribution benefits. There are a handful of employers who try to avoid paying their employees' contributions and when contacting employer to come to the office, various reasons are given to the SOCSO's staff. Additionally, there are also accepting dishonest complaints relating to pensions earned. With this fraud, it may result in disagreements of the information that has been recorded and it is a problem when another party wants to know the particular amount that the Insured Persons earns.

Apart from that, SOCSO Dungun has limited office space and is also narrow. Office space is also very limited. If there are a lot of practical student's intakes, they do not have any place to sit and settle their job. In addition, SOCSO Dungun's branch also has a lack of staff which is only have nine staff members including the manager. It belongs to four part-time clerks, one clerk and three officers. These numbers also carry out organizational management work and will certainly affect the organizational management journey. Sometimes, staffs will ask help from trainee to do the job.

#### *4.5 Recommendations*

There are several recommendations for SOCSO Dungun's branch based on my experience joining the industrial practical here. First, SOCSO Dungun's branch should provide more information about the schemes and benefits to the employers and employees, SOCSO Dungun's branch should use a more simple pamphlet, use media as the medium to spread the information and knowledge to the employees, joining more activities like opening booth at company that have a contribution with SOCSO Dungun's branch or giving a talk about benefit of SOCSO Dungun's branch to others.

Moreover, SOCSO Dungun's branch should organize more awareness programs and invites more employees and employers to the seminars. During the programs, SOCSO Dungun's branch can give details explanation using a simple words and terms because from my own observation, it can see that most of the employer and employees in Dungun have low level of education. That is why they can't easily understand the difficult terms and words used during the explanation.

One of the programs of SOCSO organizes to the client's day on very first Thursday of the month. The client's day is organized to make sure that customers of SOCSO Dungun's branch are given adequate information about SOCSO. Thus, SOCSO Dungun's branch should organize this client's day more frequently in the future. This to make sure that each employer and employee get their chance to talk and ask anything that they want to know about SOCSO.



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<https://www.perkeso.gov.my/my/>**

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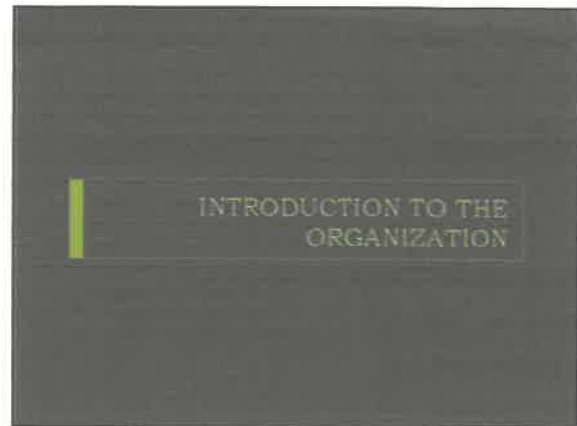
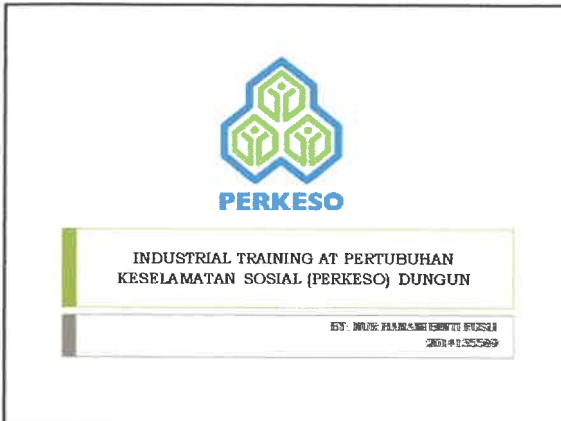
**Tentang Unit Faedah [Personal interview Mr Nik Suzairen bin Nik Zahib]. (2017, February 01)**

**Tentang Unit Penguatkuasaan [Personal interview Mr Abdul Hafiz bin Zaid @ Zahid].  
(2017, February 01)**

**Tentang Unit Kewangan [Personal interview Mr Zainal Azman bin Ahmad]. (2017, February 08)**

**Tentang Unit Pentadbiran [Personal interview Mr Rosdi bin Harun]. (2017, February 09)**

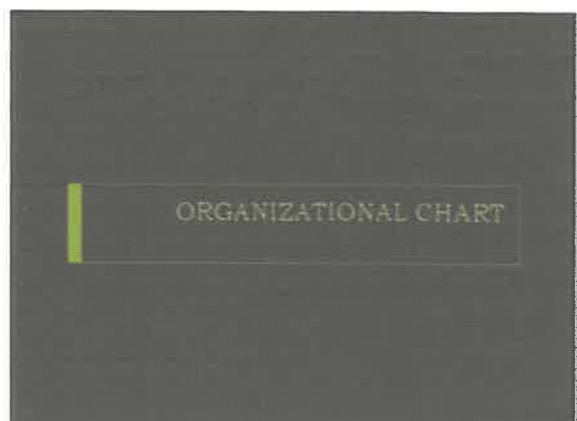
## Appendix 3: Slide Presentation

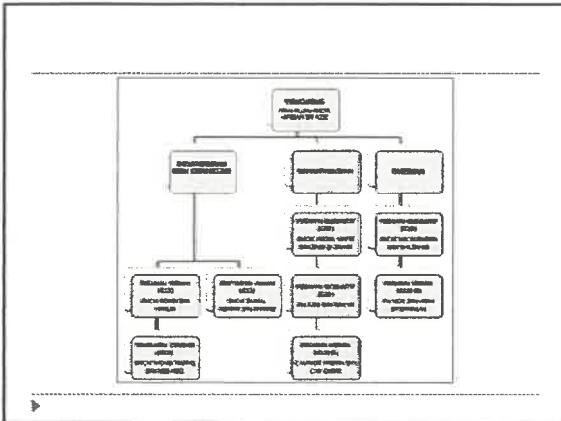


- ▶ The Social Security Organization (SOCSCO) is a government institution that was established on the 1st January 1971.
- ▶ The main function of SOCSCO is to enforce the Employees' Social Security Act, 1969. On the 1st of July 1985, SOCSCO became a Statutory Body.
- ▶ SOCSCO has established 45 branches and one of them is PERTUBUHAN KESELAMATAN SOSIAL DUNGUN.



- ▶ SOCSCO DUNGUN have three units which are; Unit Pentadbiran and Kewangan, Unit Penguatkuasaan and Unit Faedah.
- ▶ SOCSCO DUNGUN only have nine staff members including the manager. They are:
  - > Mrs. Hajjah Nur Afzrah binti Aziz (Manager)
  - > Mr. Nik. Saizuren bin Nik. Zabidi (Executive Officer 1)
  - > Mr. Mohd Hafiz bin Zaid @ Zabidi (Executive Officer 2)
  - > Mrs. Azzi binti Rahim (Officer)
  - > Mr. Rusli bin Hassan (Clinical Officer)
  - > Mr. Mohd Tanqiy bin Mohd Aziz (Position: Operations)
  - > Mr. Zaidul Razwan bin Mamat (Accountant)
  - > Mrs. Nur Syahidah binti Othman (Clinical Officer)
  - > Mrs. Che Wan Nur Hanun binti Che Wan Omar (Clinical Officer)



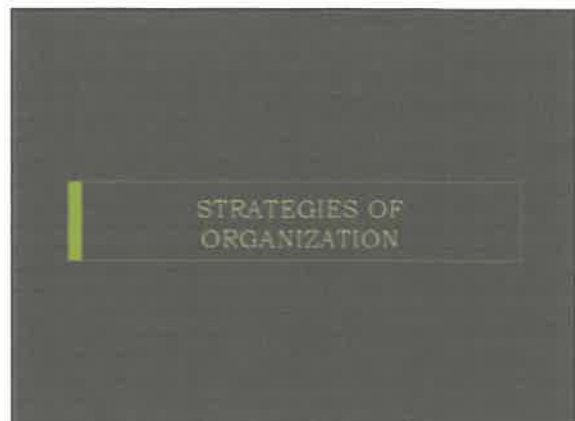


▶ Objectives  
 To ensure adequate and timely benefit payments in a socially just manner and enhancing the level of occupational safety and health

▶ Vision  
 To become the premier and outstanding leader in social security.

▶ Mission  
 To provide social security protection for employees and their dependents through Social Security Schemes and increasing awareness on occupational safety and health while enhancing the social well-being of employees

▶ Goals  
 To provide comprehensive social security protection for Malaysians

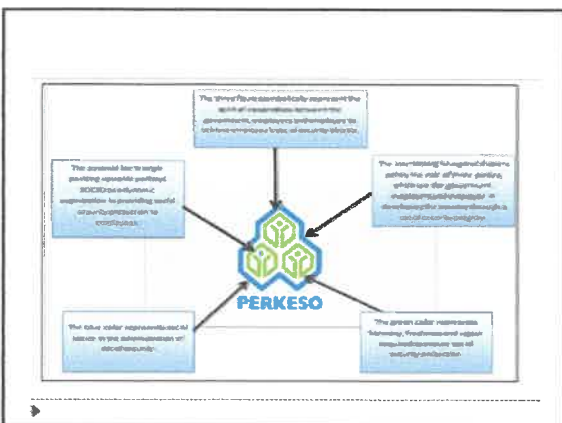


- ▶ Giving top priority to the interest of the nation and the organization.
- ▶ Providing quality, fair, precise, fast and economical services to clients.
- ▶ Improving the skills and expertise of SOCSO personnel besides utilizing technology to upgrade services.
- ▶ Ensuring the viability and strength of funds managed by SOCSO.
- ▶ Fostering goodwill and noble values among SOCSO's personnel.
- ▶ Cooperation with all the parties involved in social security.



- ▶ Provide and maintain a safe and healthy work system.
- ▶ Ensure that all employees are given adequate information, instruction, training and supervision.
- ▶ Investigate all cases of claims, occupational accidents; diseases and intoxication.
- ▶ Fulfil legal requirement on health and safety as stipulated under the Occupational Safety and Health Act 1994, its approved practices and regulation, apart from complying with international standards
- ▶ Provide infrastructure facilities, financial allocation and other necessities.
- ▶ Review these policies and the management system from time to time.

DEFINITION ORGANIZATION'S LOGO



UNIT FAEDAH  
 MS. NIK SUZAINI BIN NIK DAHIB  
 MRS. NOR SYAHIRAH BINTI OTHMAN

- ▶ There are two types of scheme;
  - > **Employment Injury Scheme**  
 Provides protection to an employee against accident or a disease arising out of his employment.
  - > **Invalidity Scheme**  
 An Insured Person shall be considered as suffering from invalidity by reason of specific morbid condition of permanent nature either incurable or is not likely to be cured and no longer capable of earning, by work corresponding to his strength and physical ability, at least 1/3 of the customary earnings of a sound Insured Person.

OBJECTIVES OF UNIT FAEDAH

- ▶ To guarantee the payment of cash benefits to the employee and employee's dependents should not any unforeseen events occur.
- ▶ Medical treatment, physical and vocational rehabilitation services are given to ensure the injured employee enables to perform daily activities and return to work as soon as possible.

## EMPLOYMENT INJURY SCHEME

- ▶ The protection under this scheme covers the following;
- ✓ Industrial accident while carrying out their duties.
- ✓ Commuting accident.
- ✓ Accident during emergency.
- ✓ Occupational diseases.

## BENEFITS UNDER THE EMPLOYMENT INJURY SCHEME

- ▶ Medical Benefit
- ▶ Temporary Disablement Benefit (HUS)
- ▶ Permanent Disablement Benefit (HUK)
- ▶ Constant-attendance allowance
- ▶ Facilities for physical/ vocational rehabilitation
- ▶ Dependent's benefits
- ▶ Funeral benefits
- ▶ Educational benefits

## INVALIDITY SCHEME

- ▶ An Insured Person shall be considered as suffering from invalidity by reason of specific morbid condition of permanent nature either incurable or is not likely to be cured and no longer capable of earning, by work corresponding to his strength and physical ability, at least 1/3 of the customary earnings of a sound Insured Person.
- ▶ The scheme provides 24-hour coverage to employee who suffers from invalidity or death due to any cause and not related to his employment.

## BENEFITS UNDER INVALIDITY SCHEME

- ▶ Invalidity Pension
- ▶ Invalidity Grant
- ▶ Constant-attendance Allowance
- ▶ Facilities for Physical or Vocational Rehabilitation and Dialysis
- ▶ Survivor's Pension
- ▶ Funeral Benefit
- ▶ Education Benefit

## UNIT PENGUATKUASAAN

MR ABUL HAFIZ BIN ZAHID @ ZAH  
MRS C W NOR HASMA BIN C W OMAR

### Objectives:

- ▶ Ensure that employers adhere to the Employee's Social Security Act 1969 and Employees' Social Security (General) Regulations 1971.
- ▶ Ensure all related records are well maintained.
- ▶ Update employer details.
- ▶ Collect contributions in arrears and short payment contributions.
- ▶ Investigate any complaints received.
- ▶ Give explanations to employers.
- ▶ Assist employers that are facing difficulties with SOCSO contributions or benefits

## COMPOUNDS

▶ Compounds are provided for under Section 95A, Employees' Social Security Act 1969, where a Director General or any empowered officer by the Director General may impose compounds to anyone who has committed offences under Regulation 2 of the Employees' Social Security (Compounding of Offences) Regulations 2006.

- ▶ The offences are not related to the financial contributions by employers to SOCSO, such as:
- Late in registering of industry
  - Late in registering of employees
  - Unable to produce or no employee register
  - Late in informing of an accident beyond the allowable time
  - Unable to produce SOCSO Contribution Schedule

## EMPLOYER & EMPLOYEE REGISTRATION

- ▶ Employers and his employees must be registered with SOCSO not later than 30 days on which the Act becomes applicable to the industry.
- ▶ Registration of the employer and employee (via Form 1 and 2 respectively) can be done in 2 ways as follows;
- ✓ SOCSO Counters Registration
  - ✓ Malaysia Corporate Identity (MyCoID)

## CONTRIBUTIONS

- ▶ Principal employers are required to contribute monthly for every employee that is eligible according to the rates as stipulated by the Act. (Refer to Rates Of Contribution Schedule). The rates are based on the total sum of the monthly wages received by an employee. Contribution begins on the first month when the employee commences employment.



## TYPES AND CATEGORIES OF CONTRIBUTION

### ► First Category (Employment Injury and Invalidity Schemes)

All employees who have not attained 60 years old are required to contribute under this category except those who have attained 55 years old and have made no prior contributions before they reach 55 years old.

### ► Second Category (Employment Injury Scheme)

For employees 60 years old and above and still working for employees above 55 years old when he first register and contribute to SOCSO Insured Person receiving Invalidation Pension and still working and receiving less than 1/3 of the average monthly wages before the invalidity.

## PAYMENT OF CONTRIBUTION

### ► Contributions can be paid through 3 methods:

- ✓ Payment through collection agents
- ✓ Payment through Internet Banking
- ✓ Payment at SOCSO Offices

## INTEREST ON LATE PAYMENT OF CONTRIBUTIONS

- ▶ There are 3 types of Interest on Late Payment of Contributions notices received by employers:
  - ✓ Simplex notice – notice containing 1 to 4 records of contribution months in 1 notice
  - ✓ Duplex notice – notice containing more than 4 records of contribution months in 1 notice
  - ✓ Late Contribution Interest Payment Notice / Reminder Letter

## UNIT PENTADBIRAN

MR. ROSDI BIN HARUN  
MR. MOHD. TAUFIQ BIN ABD. ADIZ

- ▶ The main tasks in the Administrative Department are managing office administrative matters such as SOCSO's holiday leave application, and office equipment.
- ▶ Office equipment is also managed by the administration, statistical benefits, office vehicles, entry of Industrial Training students as well through administration and so on.

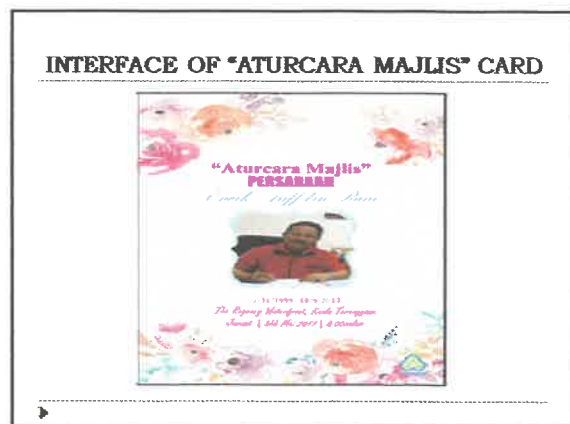
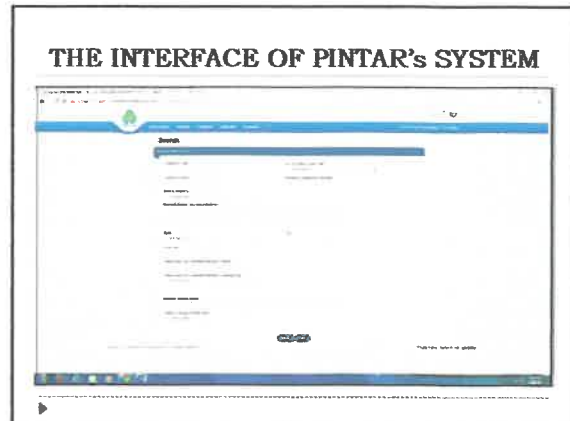
## UNIT KEWANGAN

MR. DAINALAZMAN BIN AHMAD

- ▶ It is responsible for providing payment vouchers and interest payment cheque to the Insured Person.
- ▶ This department also plays an important role when the employer wants to pay contributions such as by making a receipt for the employer after the employer completes the payment. In this financial section also, make payments to Insured Person party on the claim of Bayaran Ganti Belanja (BGB), as well as Medical Reports.

## INDUSTRIAL TRAINING ACTIVITIES

- ✓ Register New Employer
- ✓ Register New Employee
- ✓ Re-print CPO
- ✓ Checking Contribution
- ✓ Delete or Add employee record
- ✓ Open new employer file after registration
- ✓ Send a summon letter to the company.
- ✓ Design invitation cards, "Aturcara Majlis" and slideshows.
- ✓ Open booth.
- ✓ Donations for Asnaf and Fakir Miskin
- ✓ EKSA



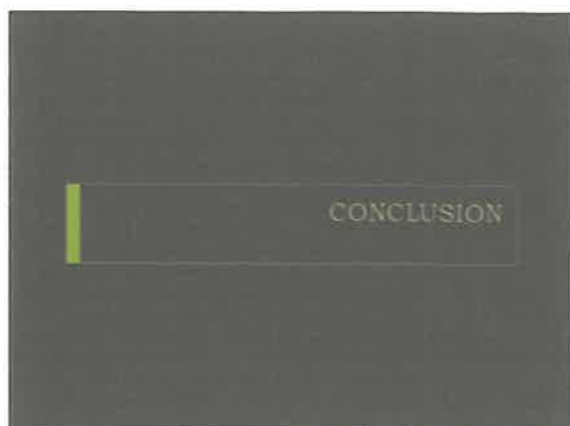
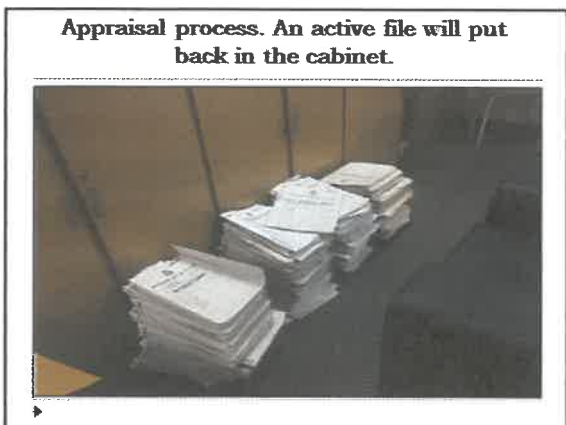
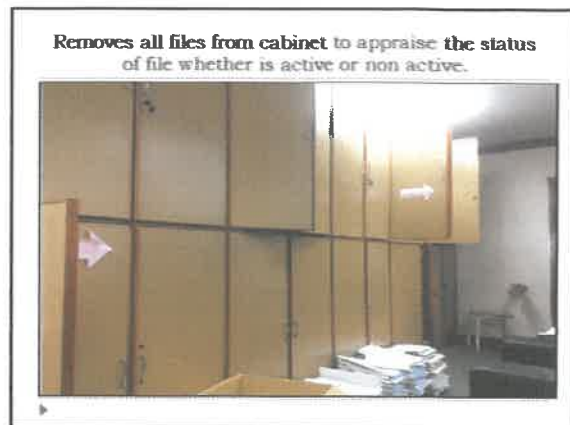
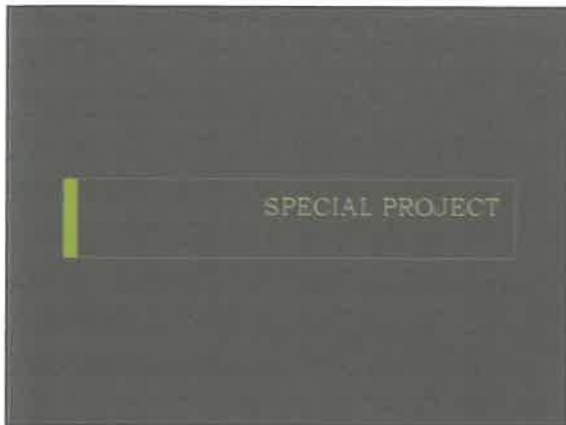
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### DONATIONS FOR ASNAF AND FAKIR MISKIN







### APPLICATION OF KNOWLEDGE, SKILLS, AND EXPERIENCE IN UNDERTAKING THE TASK

ACTIVITY	SKILLS	RELATED COURSE
Records all paid contribution movement.	Technical	IMR 450 ( Managing Records in Organizations)
Special project	Technical and Communication	IMR 504 (Classification and Filing System)
Design invitation card and Azucara Majlis's Card	Technical	IMD 258 (Introduction to Electronic Publishing)
Going out to look for Golongan Asnaf and Fakir Miskin	Communication	ELC 590 (Oral Presentation)

### PERSONAL THOUGHTS AND OPINION

- ▶ Working environments.
- ▶ Relationship between manager and staff.
- ▶ Misscommunication
- ▶ Misunderstanding
- ▶ Challenging tasks
- ▶ Provides more table/place.
- ▶ Allowance

### LESSON LEARNT

- ▶ Communication skill
- ▶ Know how to fill a form effectively
- ▶ System's friendly

## LIMITATIONS

- ▶ Contributions
- ▶ Less patient of Insured Person
- ▶ Limited office space
- ▶ Lack of staff

## RECOMMENDATIONS

- ▶ Provides more information about the schemes and benefits.
- ▶ joining more activities or programs.
- ▶ Organize more awareness program.
- ▶ Client's day.



## Appendix 4: Punch Card

**KAD MENCATAT WAKTU**

A No. NAMA: NUR HANANI RUSLI

KEM./JAB.:

BAHAGIAN/SEKSYEN:

BULAN FEBRUARI

TAR	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
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**AMARAN**

Sesiapa yang didapati mengetik kad orang lain,  
tindakan tatatertib akan diambil ke atasnya.

**KAD MENCATAT WAKTU**

B No. NAMA: NUR HANANI RUSLI

KEM./JAB.:

BAHAGIAN/SEKSYEN:

BULAN FEBRUARI

TAR	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
16						
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WJF00644—PNMB.. K.L.

**AMARAN**

Sesiapa yang didapati mengetik kad orang lain,  
tindakan tatatertib akan diambil ke atasnya.

## KAD MENCATAT WAKTU

A No.

NAMA: NUR HANANI RUSLI

KEM./JAB.:

BAHAGIAN/SEKSYEN:

BULAN MARCH

TAR	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
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**AMARAN**

Sesiapa yang didapati mengetik kad orang lain,  
tindakan tatatertib akan diambil ke atasnya.

## KAD MENCATAT WAKTU

B No.

NAMA: NUR HANANI RUSLI

KEM./JAB.:

BAHAGIAN/SEKSYEN:

BULAN MARCH

TAR	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
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WJF00644—PNMB., K.L.

**AMARAN**

Sesiapa yang didapati mengetik kad orang lain,  
tindakan tatatertib akan diambil ke atasnya.

**KAD MENCATAT WAKTU**

A No. NAMA: NUR HANANI RUSLI

KEM./JAB.:

BAHAGIAN/SEKSYEN:

BULAN..... APRIL 2017

TAR	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
1		<b>SABTU</b>				
2						
3						
4						
5						
6						
7		<b>JUMAAT SABTU</b>				
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14		<b>JUMAAT SABTU</b>				
15						

**AMARAN**

Sesiapa yang didapati mengetik kad orang lain,  
tindakan tatatertib akan diambil ke atasnya.

**KAD MENCATAT WAKTU**

B No. NAMA: NUR HANANI RUSLI

KEM./JAB.:

BAHAGIAN/SEKSYEN:

BULAN..... APRIL 2017

TAR	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
16		<b>- CUTI -</b>				
17						
18						
19						
20						
21		<b>JUMAAT</b>				
22		<b>SABTU</b>				
23						
24		<b>- CUTI PERTABALAN -</b>				
25						
26		<b>HARI KEPUTERAAN - SULTAN TERENGGANU -</b>				
27						
28		<b>JUMAAT</b>				
29		<b>SABTU</b>				
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**AMARAN**

Sesiapa yang didapati mengetik kad orang lain,  
tindakan tatatertib akan diambil ke atasnya.

## KAD MENCATAT WAKTU

A No. NAMA: NUR HANANI RUSLI

KEM./JAB.:

BAHAGIAN/SEKSYEN:

BULAN: MAY 2017

TAR	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
1	- HARI PEKERJA -					
2						
3						
4						
5	JUMAAT					
6	SABTU					
7						
8						
9						
10	- HARI WESAK -					
11						
12	JUMAAT					
13	SABTU					
14	- CUTI -					
15						

**AMARAN**

Sesiapa yang didapati mengetik kad orang lain,  
tindakan tatatertib akan diambil ke atasnya.

## KAD MENCATAT WAKTU

B No. NAMA: NUR HANANI RUSLI

KEM./JAB.:

BAHAGIAN/SEKSYEN:

BULAN: MAY 2017

TAR	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
16						
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19	JUMAAT					
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26	JUMAAT					
27	SABTU					
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**AMARAN**

Sesiapa yang didapati mengetik kad orang lain,  
tindakan tatatertib akan diambil ke atasnya.

## KAD MENCATAT WAKTU

A No.

NAMA: NUR HANANI BT RUSLI

KEM./JAB.:

BAHAGIAN/SEKSYEN:

BULAN..... JUNE 2017 .....

TAR	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
1						
2		JUMAAT				
3		SABTU				
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6		CUTI				
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9		JUMAAT				
10		SABTU				
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12		— NUZUL AL-GURAN —				
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**AMARAN**

Sesiapa yang didapati mengetik kad orang lain,  
tindakan tatatertib akan diambil ke atasnya.

## KAD MENCATAT WAKTU

B No.

NAMA: NUR HANANI BT RUSLI

KEM./JAB.:

BAHAGIAN/SEKSYEN:

BULAN..... JUNE 2017 .....

TAR	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
16		JUMAAT				
17		SABTU				
18						
19						
20						
21		— CUTI —				
22		— CUTI —				
23		JUMAAT				
24		SABTU				
25		— CUTI HARI RAYA —				
26		— CUTI HARI RAYA —				
27						
28						
29						
30		JUMAAT				
31						

WJF001020—PNMB, K.L.

**AMARAN**

Sesiapa yang didapati mengetik kad orang lain,  
tindakan tatatertib akan diambil ke atasnya.