

STUDY ON RURAL AREA PUBLIC ATTITUDE TOWARD WELFARE: EMPLOYMENT INJURY INSURANCE SCHEMES OF SOCSO IN SRI AMAN, SARAWAK

OLIVIA FRANCESCA AK SYLVESTER EMBUAS 2010732745

BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (INSURANCE)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDARAYA MELAKA

JANUARY 2014

ACKNOWLEDGEMENT

Firstly, praise to God because His permission, this research paper can be completed in the given time. I would never have been able to finish my dissertation without the guidance of my committee members and lecturers, help from friends, and support from my family. Now, I want to take this opportunity in order to express my sincere gratitude for those who assisted me in completing this research.

Secondly, I would like to express my special thanks to Mr. Irzan bin Ismail who is my advisor for his continuous guidance, advice, support as well as sharing their knowledge during the completion of this research. Other than that, I also want to dedicate my appreciation to respondents which is the employee in Sri Aman, Sarawak area that participated in this research for giving their valuable time in completing the questionnaire or survey. This study will not be success without them.

Not forgetting, I also want to express my special thanks to my colleagues, Sri Aman, Sarawak Social Security Organization's Staff whether they involve directly or indirectly in terms of their encouragement, help and support throughout the research period. Lastly, my deepest gratitude was express to my family members for their love and full support throughout my life.

Thank you.

TABLE OF CONTENTS

Т	lΤ	LE	PΑ	١G	Е

LETTE	iii				
LETTE	iii				
ACKN	iv				
LIST	viii				
LIST	OF TABLE	ES	ix		
ABST	RACT		x		
CHAP	TER 1: IN	NTRODUCTION	1		
1.1	Backgr	1			
1.2	Problem Statement				
1.2	Research Question				
1.4	Resea	3			
1.5	Signific	Significant of Study			
	1.5.1	Organization (SOCSO)	4		
	1.5.2	Researcher	4		
	1.5.3	Future researcher	4		
	1.5.4	General public	4		
1.6	Scope	Scope and Coverage of Study			
1.7	Limitat	5			
	i. La	ack of knowledge	5		
	ii. Lir	mitation of Information	5		
	iii. Ac	ccessibility and availability of data	6		
	iv. La	ack of respondents' cooperation	6		
1.8	Definiti	Definition of Term			
1.9	Conclu	Conclusion			

ABSTRACT

The purpose of this paper is to identify factors influencing public attitude and seeking the relationships of the attitude, knowledge and the media at Sri Aman, Sarawak towards Employment Injury Insurance Schemes. The data was randomly collected from 100 respondents among the people at Sri Aman, Sarawak. The methodology that used by the researcher are population and sampling, data collection method and Statistical Package for Social Science (SPSS) version 20 of data analysis method. The major finding of this study is knowledge have strong relationship with the attitude and vice versa with the media. There are some recommendations for the future researcher. Future researcher should use financial factor as their variable to test whether it affect the public attitude. Furthermore, the researcher should study more about human behavior toward welfare's schemes. A part from that, researcher might be find the most factors that influence attitude and might be doing research on perception.

CHAPTER 1: INTRODUCTION

1.1 Background of Study

It is undeniable that purchased of insurance are increasing each year. Accident at the work place might be happened anytime. Employees should not feel discouraged and unsafely in the event of such things did happened. By Employment Injury Insurance Scheme they will be protected to reduce the sufferings, provide financial guarantees and family protection and as whole. Employment Injury Insurance Scheme that provided by SOCSO is liable for member of SOCSO.

Employment Injury Insurance Scheme will protect member of SOCSO from accidents which occur while In the course of the work whether at the workplace or was caused by the job, accidents which occur while travelling which include on a route between his place of residence and his place of work, on a route between his place of work and the place where he takes his meal during any authorized recess and on a journey made for any reason which is directly connected to his employment.

Employment Injury Insurance Scheme liable for any employees that register under SOCSO. Employment Injury Insurance Scheme payment is combination by two parties. Amount of the monthly contribution is a share from the employer and employee. The increased number of the registered and the reported of the accidents by the SOCSO annual report of organization 2011 and 2012 indicates that the Malaysian increasingly aware and realize the importance of SOCSO's protection schemes.