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**A STUDY ON EFFECTIVE COMMUNICATION IN EMPLOYEES
PROVIDENT FUND, MALAYSIA TOWARD ACHIEVING ITS
VISION – A STUDY WITHIN THE KUCHING DISTRICT**

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ABSTRACT

The EPF long-term aim is to ensure that every employee in this country is covered under the EPF retirement scheme. This can be achieved by way of instilling awareness among the members themselves of the importance of saving for old age.

The survey has discovered a very good insight of the level of awareness and knowledge among the EPF members on the withdrawal benefits and scheme.

From the finding, the researcher found that the EPF's members still lacking in information on the pre-retirement withdrawal benefits scheme. This is so obvious with the newer withdrawal benefits and schemes namely the members' investment scheme, annuity payment and incapacitation benefits.

Unlike the traditional withdrawal benefits and scheme such as death benefits, withdrawal at the age of 50 years or 55, members still have not really understand the newer withdrawal benefits and scheme.

The EPF in its effort to increase awareness and knowledge among the members has organized several promotional activities such as talks, dialogues, education course and distributing leaflets throughout the country.

CHAPTER 1

INTRODUCTION

1.0 Introduction

The Employees Provident Fund or in short the EPF , in a rapid expanding economic environment such as Malaysia is expected to play an important role in the social society. The EPF is a retirement scheme, designed to provide adequate income to an employee after his retirement so that he can sustain a reasonable livelihood and enjoy the remaining part of his life.¹

There are three distinct part of EPF's function namely to collect contribution, to invest the collected fund and finally to disburse the accumulated saving to the members when condition for any benefit scheme are met.

The EPF, as such can be seen as a social security organization providing retirement benefit as well as a financial institution with large amount if fund available for investment.

To achieve this objective, the member's saving is not only protected through diligence investment but also through care and balance system.

¹EPF Annual Report, 1997

CHAPTER 2

LITERATURE REVIEW

2.0 The Importance to Disseminate Information

The identity of the EPF as a retirement scheme is yet to be well understood by various quarters including the members of the EPF themselves.

This was evident from the comment made on the EPF as well as the requests from members to withdraw their retirement saving with the EPF for reasons not in line with the objective of the EPF.

To over come this problem, the EPF will continue to disseminate information and explanations on its responsibilities to its members.

(Y. Bhg, Tan Sri Dato' Paduka Sallehudin Bin Mohamad, EPF Executive Chairman, 1992 Annual Report)

To ascertain the effectiveness of our information – delivery system, we conducted a customer survey in Peninsula Malaysia. The survey conducted that contributor have highly opinion of the EPF and the overall perceptions are very positive. However, there is room for improvement in the awareness of EPF benefits schemes. Therefore we plan to improve our communications with both employers and members through more effective public relations programs.

(Y.Bhg, Tan Sri Dato' Paduka Sallehudin Bin Mohamad, EPF Executive Chairman, 1995 Annual Report).