

**A STUDY ON THE EMPLOYEES' SATISFACTION OF
THE KWSP IN THE STATE OF PAHANG**

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ABSTRACT

Kumpulan Wang Simpanan Pekerja or KWSP is the semi-government body that is the purpose to organize the contribution of the employer to their employees. The KWSP board is responsible for the implementation administration and enforcement of the Employment Provident Fund Workers Act 1991, EPF Regulations 1991 and EPF Procedures 1991. Every registered and incorporated business entity must inform the KWSP board, which acts as trustee for KWSP members not later than 30 days after being incorporated. Employers are also responsible for registering new employees who have yet be registered with the KWSP within one month of employment. At present, the statutory rate of monthly contribution for employees is 11% of the basic salary. The employer's portion of the monthly contribution is 12%.

This study will examine closely on the level of the employees' satisfaction of the KWSP in the state of Pahang. It will look upon 5 independent variables such as job, fringe benefit and rewards, promotional opportunities, supervision and working environment.

The study discovered that the level of the employees' satisfaction is very high in the KWSP. It is because the benefits that the employees get from the KWSP are very good and it's covered all the employees' welfare.