



اَوْبَهُوْ سَيِّتِي تَيْكُوْلُوْ كِي مَبَارَا  
UNIVERSITI  
TEKNOLOGI  
MARA

**FACULTY OF BUSINESS AND MANAGEMENT**  
**BACHELOR OF BUSINESS ADMINISTRATION (HONS)**  
**FINANCE**

**INTERNSHIP (MGT 666)**



**PERKESO**  
**SOC SO SERI MANJUNG**

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## EXECUTIVE SUMMARY

This report summarized six-month industrial training at SOCSO Seri Manjung. The training period of the internship started on 1 March and ended on 13 August 2021. Pn Rossita Binti Ladin is my supervisor. SOCSO Seri Manjung Office officially was opened to all its customers on 15 March 2016. SOCSO Seri Manjung offers internship opportunities to the students in need of practical training about how is the exactly of SOCSO and the process of claiming the benefits. During my internship period, I was assigned to all department.

The main responsibility is to filing organisational letters and documents and recording them, filing compensation payment cases (BGB) and making payments, filing recovery cases, register employment insurance system (SIP) benefit application and file it, register new employers and employees and pay them, recording and registering office assets. The knowledge and experience that have gained during this industrial training at the company enabled to interact and approach with various types of people and clients which will further improved communication skills and others skills also.

For the SWOT analysis, this report will summarize based on experience at SOCSO Seri Manjung. In terms of strength, SOCSO has sustained value of assets & reserves and also variety of services that provided. For the weakness, SOCSO has facing unsystematic filling system and they sometimes late on picking up the telephone. Apart from that, the opportunities of SOCSO is SOCSO will become the premier of social security and they have investment proactive measure. Last but not least, threats. SOCSO currently is facing other private insurance provider. They need to compete with other private insurance. During this pandemic, SOCSO also facing that some project or task being postpone due to Covid-19.

Lastly, I am grateful for the knowledge I acquired during my industrial training which will be useful in my future career and will prepared me to face any challenges. This training has helped me becomes more self-assured and independent when dealing with people and problems.

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### 3.0 Company's Profile

#### 3.1 Organizational Name, Location, Background



The opening of the SOCSO Seri Manjung Office is the result of properly planning from the Ministry of Human Resources Malaysia and SOCSO Top Management in particular has successfully established SOCSO Office in Seri Manjung.

SOCSO Seri Manjung Office officially was opened to all its customers on 15 March 2016 and it is located at number 125 & 126 Jalan PPMP 3/3, Manjung Point Section 3, 32040 Seri Manjung, Perak. This office is the 50th SOCSO Office in the whole country while the SOCSO Seri Manjung Office makes it the 6th SOCSO Office in Perak. The location is strategic where located in the middle of a thriving business center in line with the economic growth of Seri Manjung as an area that the economic resources are based on tourism and industry.

This is the real intention of the government to provide efficient & excellent services and close to the people in the Manjung area, especially to the contributors and their dependents in the Manjung. With the opening of this office which has started operations since March 15, 2016, employers and employees can continue to deal with SOCSO regarding the registration of employers and employees, including submitting SOCSO benefit claims without dealing with the SOCSO Kuala Kangsar Office which is almost 90 km away and takes more than 1 hour to reach Kuala Kangsar City.

Until April 2021 a total of 7,737 employers in Manjung have been registered under the Employees Social Security Act 1969 (Act 4) and 81,560 employees have contributed under the Employment Insurance System Act 2017 (Act 800). Currently, more than 50,310 workers in the Manjung are covered under the benefits provided by the SOCSO benefit scheme. In addition, the SOCSO Seri Manjung Office is headed by a manager, Puan Rosnah Binti Sa'ad, assisted by 10 officers and 8 support group staff who promise to provide quality and customer friendly services.



**SOCSO SERI MANJUNG BUILDING**

*3.2 Operation hour*

DAY	TIME
MONDAY – THURSDAY	8.00 Morning - 1.00 Evening
	2.00 Evening - 5.00 Evening
FRIDAY	8.00 Morning - 12.15 Afternoon
	2.45 Evening - 5.00 Evening
SATURDAY AND SUNDAY	HOLIDAY

### *3.3 Vision, Mission, Objective and Value*

#### *3.2.1 Vision*

To Become the Premier, Dynamic and Outstanding Leader in Social Security

#### *3.2.2 Mission*

To provide social security protection to Insured Persons and their dependants through social security schemes, and to increase awareness of occupational safety and health that will ultimately improve the Insured Persons' social wellbeing

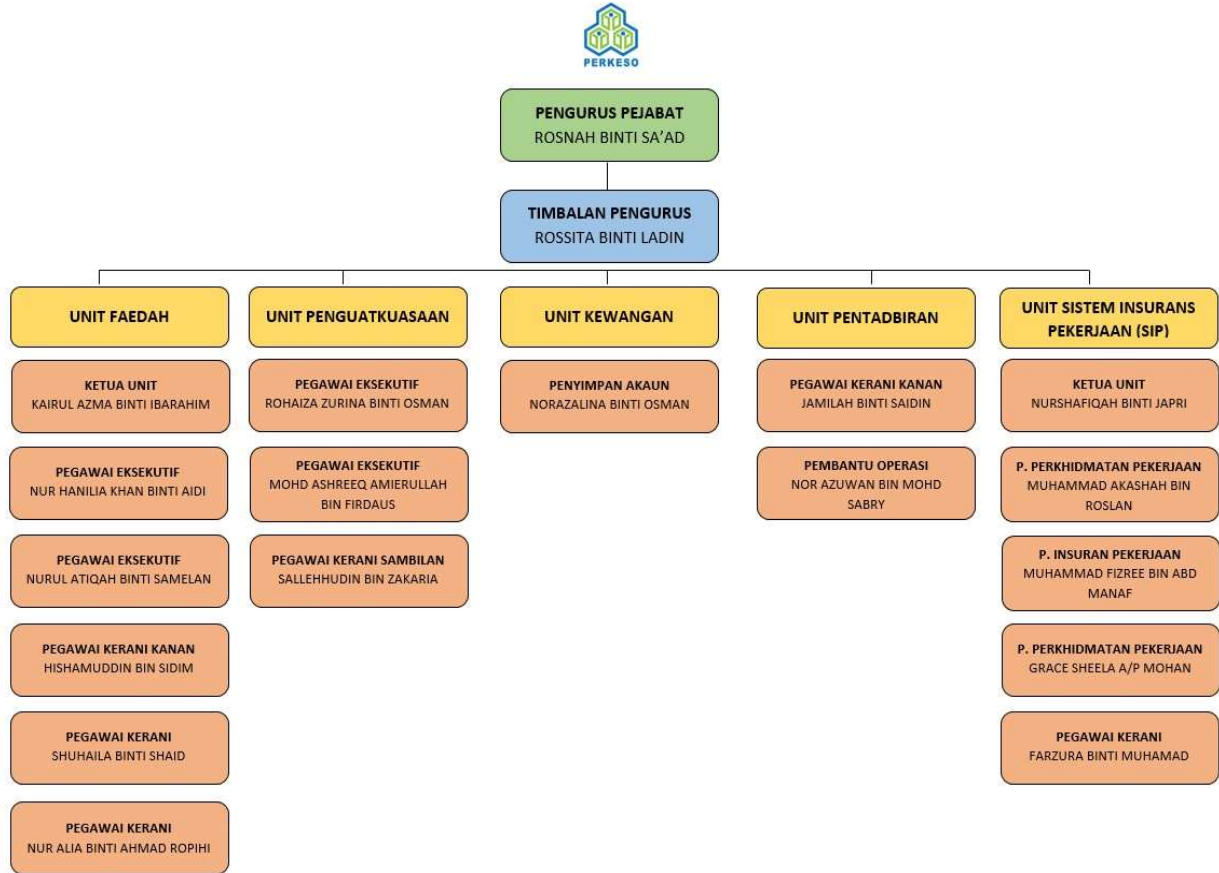
#### *3.2.3 Objective*

To provide social security protection to all Insured Persons and their dependants through social security schemes based on the concept of a caring society in line with the National Development Policy and Vision 2020

#### *3.2.4 Value*

PERKESO PRIHATIN is our culture that has been cultivated together with universal good values so that the aspiration to be caring can be realised in improving the delivery of services for the sake of the clients' wellbeing

### 3.4 Organizational Structure



### Organizational Chart of SOCSO Seri Manjung Office

**Table 1.0 List of SOCSO Seri Manjung, Perak Staff**

BIL	NAMA	JAWATAN
1	Pn. Rosnah Binti Sa'ad	Pengurus Pejabat
2	Pn. Nurshafiqah Binti Japri	Pengurus Kes
3	Pn. Rossita Binti Ladin	Pegawai Eksekutif Kanan
4	Pn. Kairul Azma Binti Ibrahim	Pegawai Eksekutif Kanan
5	Pn. Rohaiza Zurina Binti Osman	Pegawai Eksekutif
6	En. Muhammad Akashah Bin Roslan	Pegawai Perkhidmatan Pekerja
7	En. Muhammad Fizree Bin Abd Manaf	Pegawai Perkhidmatan Pekerja
8	Pn. Nur Hanilia Khan Binti Aidi	Pegawai Eksekutif
9	En. Mohd Ashreeq Amierullah Bin Firdaus	Pegawai Eksekutif
10	Cik Nurul Atiqah Binti Samelan	Pegawai Eksekutif

11	Pn. Grace Sheela A/P Mohan	Pegawai Perkhidmatan Pekerjaan
12	En. Hishamuddin Bin Sidim	Pegawai Kerani Kanan
13	Pn. Jamilah Binti Saidin	Pegawai Kerani Kanan
14	Pn. Farzura Binti Muhamad	Pegawai Kerani
15	Pn. Norazalina Binti Osman	Pegawai Kerani
16	Pn. Shuhaila Binti Shaid	Pegawai Kerani
17	Pn. Nur Alia Binti Ahmad Ropihi	Pegawai Kerani
18	En. Sallehuddin Bin Zakaria	Pegawai Kerani Sambilan
19	En. Nor Azuwan Bin Mohd Sabry	Pembantu Operasi

### 3.5 Product or Services

- **Employment Injury Scheme and Invalidity Scheme [Act4]**

1. EMPLOYMENT INJURY SCHEME

The Employment Injury Scheme provides protection to employees from occupational injuries including occupational diseases and commuting accident during travel in connection with employment.

2. INVALIDITY SCHEME

The Invalidity Scheme provides 24-hour protection to employees against invalidity or death due to causes occurring outside working hours.

- **Self-Employment Social Security Scheme [Act 789]**

The Self-Employment Social Security Act 2017 [Act 789] was first introduced on 1st June 2017. For a start, this act will provide protection under the Employment Injury Scheme to self-employed taxi drivers and individuals providing similar services including Uber and Grab Car drivers. The contribution rate stipulated is 1.25% per month from the insured salary option. Taxi, Grab Car and Uber drivers are given the option of selecting four (4) salary options insured as follows:



Opsyen Option	Pendapatan Diinsuranskan Insured Income	Kadar Caruman Sebulan (1.25%) Monthly Contribution Rate (1.25%)	Bayaran Caruman Setahun Annual Contributions Payments
1	RM1,050	RM13.10	RM157.20
2	RM1,550	RM19.40	RM232.80
3	RM2,950	RM36.90	RM442.80
4	RM3,950	RM49.40	RM592.80

The Self-Employment Injury Scheme provides the following benefits:

1. Medical Benefits
2. Temporary Disablement Benefits
3. Permanent Disablement Benefits
4. Constant-Attendance Allowance
5. Dependants' Benefits
6. Funeral Benefits
7. Education Benefit
8. Physical or Vocational Rehabilitation Facilities

- **Employment Insurance System**

The Employment Insurance System Act [Act 800] opened a new chapter in SOCSO's history, with the goal of protecting and assisting employees who have lost their jobs through the use of two (2) primary components, Employment Insurance and Employment Services, to promote active labour market policies.

The Employment Insurance System (EIS) is a new insurance plan for workers who have lost their jobs. It replaces lost wages, provides reskilling and upskilling training to help them find new jobs, and provides job-search assistance so that they can find suitable work more quickly.

## **4.0 Training's Reflection**

### *4.1 Duration: specific date, working day and time.*

The industrial training is for a period of six months, or 24 weeks. My working hours are from 8 a.m. to 5 p.m. for a total of 9 hours. From 1 p.m. until 2 p.m., we were granted an hour's rest. The office is closed on Saturdays.

### *4.2 Details: department, roles, responsibilities, assignments, tasks.*

During the Industrial Training at the SOCSO Seri Manjung Office for 24 weeks, I was placed in each unit according to the schedule provided. Student rotation schedules are provided to ensure that all practical students can learn something from each unit. All tasks supervised by a Unit Manager to ensure that the assigned tasks can be completed properly. Among the departments in the SOCSO Seri Manjung are as follows:

#### **1. Benefits Department**

The Benefit Unit is the most important unit of all SOCSO Offices. This unit manages all benefit claims claimed by the Insured Person (OB). This unit also has several divisions, namely Disability Scheme, Temporary Disability Benefit (FHUS), and Permanent Disability Benefit (FHUK). Each unit division has one Executive Officer and one Clerk. This unit is headed by Puan Kairul Azma binti Ibrahim.

#### **2. Enforcement Department**

The Enforcement Unit was established for the purpose of ensuring employers' compliance with the Employees' Social Security Act 1969 and the Employees' Social Security (General) Regulations 1971. This unit is headed by Puan Rossita binti Ladin.

#### **3. Finance Department**

The main function of this unit is to manage the finances of interest payments to OB. This unit will issue checks and payment vouchers to OBs who receive benefits from SOCSO. In addition, this unit manages financial matters such as operating expenses and development expenses such as electricity bill expenses, water bills and so on.

#### **4. Administration Department**

This unit is responsible for managing the administrative and service matters of the organization. In addition, this unit is responsible for implementing matters related to general administrative management such as correspondence, office cleanliness and security of office space as well as recording and keeping copies of important documents of the organization.

## 5. Employment Insurance System (EIS) Department

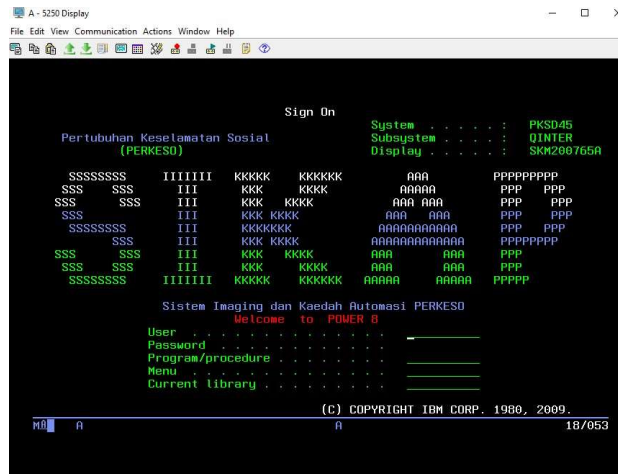
The Employment Insurance System (SIP) was established on 1 January 2018 to provide income compensation to Insured Persons (OBs) who lose their jobs. OBs applying for SIP will receive re-employment assistance from the Employment Services Officer (ESO). As part of the job search effort, OBs are required to register with MyFutureJobs and OBs will be matched with appropriate job vacancies. OBs can also choose to attend skills training while unemployed or after being employed with a new employer. This is also a part of SIP's active labour market program.

Among the tasks from different department that have been done are as follows:

- a. Filing Organizational Letters and Documents and Recording Them
  - i) Classify letters and documents according to file names.
  - ii) Record all files that have been opened using Microsoft Excel.
  - iii) Organize administrative files neatly in the file storage rack.
  - iv) Record incoming and outgoing files and store them back in the file storage rack.
  
- b. Filing Compensation Payment Cases (BGB) And Making Payments
  - i) Identify the BGB Claim Form information according to the claim claimed by the OB.
  - ii) Print the Notice and Benefit Claim Details Form (Form 34), OB Identity Card, bank account information and Medical Report available in the SIKAP System. The SIKAP system is a system used by SOCSO to store all OB documents.
  - iii) File the printed document and record all the files that have been opened using Microsoft Excel.
  - iv) Register the BGB case into the INSPIRE System. The INSPIRE system is a system that manages the payment of BGB and Recovery cases.
  - v) Provide the registered files to the Clerk, Executive Officer and then to the Office Manager for confirmation before making payment.
  - vi) For BGB payment it is made through the Saga System.
  - vii) Record every payment that has been made.
  - viii) Send all the records to the Account Keeper. The Account Keeper will print the voucher and check to be given to the claiming OB.
  - ix) After payment is made, the files are stored on the BGB file shelf according to the label provided.



**INSPIRE System to manage BGB and Recovery cases**



**SIKAP system that store all of the insured people cases**

**c. Filing Recovery Cases**

- i) Print the OB Identity Card, Claim Form 34, Medical Report, SME Form: P9 (Disability) or SME Form: P10 Permanent Disability (HUK) and record the number of cases found in the SIKAP System. Example case number (D46ILT21000001).
- ii) Print rehabilitation letters according to the rehabilitation category given by SOCSO by using Microsoft Word. Examples are dialysis, prosthetic legs and physiotherapy. Everything is placed in a file and recorded.
- iii) The files are given to the Clerk for verification.
- iv) After confirmation, the files need to be stored on the Recovery file shelf according to the label provided.

- d. Register Employment Insurance System (SIP) Benefit Application and File It
  - i) Arrange the documents that have been sent by the OB to the SOCSO Office in the order set by the Clerk.
  - ii) Scanning documents that have been stamped.
  - iii) Register the OB claim through the EIS Portal. EIS is the Employment Insurance System. This system is dedicated to managing all matters related to SIP benefit claims.
  - iv) Submit the documents that have been registered and record them according to the case number that has been given after successful registration. Example case number (SIPD4621010001).
  - v) The file is provided to the Executive Officer for further action.
  
- e. Register New Employers and Employees and File It
  - i) Arrange the documents that have been sent by the New Employers to the SOCSO Office in a certain order set by the Clerk.
  - ii) Scanning documents that have been stamped.
  - iii) Register the Registration of New Employers and Employees in the SOCSO ASSIST Portal. The ASSIST portal is a self-service portal for employers to manage information on employers, employees and SOCSO's monthly contributions.
  - iv) File the registered document and record it.
  - v) After recording it, the files are stored in the Employer's file room according to the label provided.

- f. Recording and Registering Office Assets
- i) Identify all the assets in the office and classify according to inventory or capital assets.
  - ii) Record all assets using Microsoft Excel before registered in the Asset Management System (SPA).
  - iii) Register the assets into the system according to the specified class.
  - iv) Generate an asset serial number. Each asset must be marked with a Number Registration Series. Examples of asset labelling are: PKS/SMG//19/0011.  
PKS= PERKESO  
SMG= Manjung  
I= Inventory  
19= Year of purchase  
0011= Siri Number
  - v) Give placement to each asset.
  - vi) Print Form Kew. Pa 2 and Kew. Pa 3 available in the SPA and further asked all SOCSO employees to sign on the form. Form Kew.Pa 2 is for capital property assets and Form Kew. Pa 3 is for inventory assets.
  - vii) Form Kew. Pa 2 and Kew. Pa 3 is stored in a hardcover file and placed in the administrative file shelf.

#### *4.3 Gains: Experience & Knowledge*

##### *4.3.1 Experience*

- 1) Became the Secretariat for the Open Interview Program that have been done by online.

I have been appointed as the Secretariat for the Open Interview Program on 18 & 19 May 2021. This interview involved one employers from Sodexo Malaysia Sdn Bhd which is located at Shah Alam. The company perform the interview at Seri Manjung because Sodexo Malaysia Sdn Bhd have a tender at Seri Manjung. So they want to take a candidate from Seri Manjung. I have assigned to do 'panic call' to candidates who have register to attend interview.

2) Helped Executive Officers in the Libaturus Program with Employers

On 1 April 2021, I and the executive officer went to the farmers' market in Lekir to give a briefing and also exposure on the SKPSPS PRIHATIN WANITA program which has been introduced by the government to help women who was self - employed. The government pay 70% of each person contribution for one year. They need to pay RM69.90 only for one year. Among the self -employed people who are eligible to contribute are in the following sectors:

- i) Transportation of Goods and Food
- ii) Agriculture
- iii) Livestock
- iv) Forestry
- v) Fisheries
- vi) Food
- vii) Manufacturing
- viii) Construction
- ix) Hawkers
- x) Accommodation premises
- xi) Online business
- xii) Support services etc.

3) Became the Secretariat of the Self -Employment Social Security Scheme (SKSPS) Libaturus Program and the Registration of Self -Employed Insured Persons (OBBS) at SAPURA Energy Berhad.

This program was held at SAPURA Energy Berhad from 12 April to 30 April 2021. This initiative focuses on SAPURA Energy Berhad's independent contractors. The scheme protects self-employed insured people from occupational accidents, such as occupational illness and accidents, that occur while they are working. The contributions consist of 4 plans. Each plan has a different price and the benefits are also different. SAPURA Energy Berhad need to pays for the first 6 months on behalf of their employee who want to make the contribution.

#### 4) Inspection at the contributing company

Follow and assist officers to make inspection at the employer's place and investigate about their company if there are outstanding contributions or the employers does not register employees. Assist staff to issue Compliance Instruction (AP) and form N33 during the inspection. The main purpose of the inspection is to ensure the employer's compliance with the Employee's Social Security Act 1969 and the Employee's Social Security (General) Regulation 1971. Under the provisions of Section 12, Employee's Social Security Act 1969, the appointed inspecting officer shall exercise his powers, perform his functions and fulfilling its obligations under the Employees Social Security Act 1969. This inspection activity is carried out on employers and it is implemented throughout Malaysia.

#### 4.3.2 Knowledge

Throughout doing task in the industry, I gained more knowledge. Among the knowledge are as follows:

##### 1) Organizational Behaviour

I have studied issues related to ethics, values and morals. These issues need to be given serious attention while performing a task in an organization. This allows the organization to minimize cases of abuse of power and non-compliance of employees to their employers. In the Principles of Ethics, there are 7 categories that I have used while conducting Industrial Training, namely truth, trust, sincerity, honesty, trust, brotherhood and knowledge while doing a job.

##### 2) Learn new software and skill training for Microsoft Office.

I've improve my skills by using Microsoft Office. Among them are Microsoft Power Point, Microsoft Excel and Microsoft Word for the purpose of recording and creating documents. Throughout my industrial training I had no problem if given an assignment using a computer. I was also able to learn about new software that I was not familiar with. It didn't take me long time to learn for use the company's system to record all the work assigned.



### 3) Time Management

Workplace flexibility is beneficial, but it can also be intimidating. But for me, I can manage my time to make it work. If the officer says he wants to go out for an inspection or go somewhere else, I will make sure my time is right. The officer didn't have to call me out. I will go to the officer himself. If we were to be called to the meeting room, I would go on without wasting my time.

### 4) Team Working

I've worked in groups on projects before, but most organisations are built around teams, so I'll need to learn to collaborate with others and recognise each other's talents and contributions. From industrial training, I get to learn work well with other people. I also can communicate well with my friends and also staff in SOCSO Seri Manjung. So that, I manage to perform the task that given.

## 5.0 SWOT Analysis

### 5.1 PESTEL Analysis

#### 1. Political

- Funding Grants & Initiatives from Government

SOCSSO is a statutory body that need to deal with political scenario. The exchange of status of SOCSSO from government agency into statutory body makes this organization become more flexible in facing new challenges. Academics are optimistic that the government will ensure the Social Security Organisation (SOCSSO) viability in the face of a widespread crisis like the Covid-19 outbreak. Government will ensure the sustainability of SOCSSO. According to (Jin Hun, 2017) on 2018, government will provide fund to SOCSSO financial benefit payments under the Employment Insurance System (EIS).

#### 2. Economic

- Unemployment Rate

By now, it is clear that this pandemic will have intensely damaging effects on both the Malaysian macroeconomic as well as on the economic welfare of the rakyat (Cheng, 2020). As the recent economic downturn has plagued the economy because of Covid19 pandemic, unemployment rate will become increase. Economic conditions have the greatest impact on a company, regardless of its industry. It shows that the Malaysian economy's continuous decline. People will come to SOCSSO to find a job or claim benefits from SOCSSO as SOCSSO have a services which is Employment Insurance System. This can lead to many people know how important of SOCSSO benefits under the EIS. So that, people will contribute in SOCSSO.

- Inflation rate

Increase in medical cost at private hospital or clinic. Because of inflation rate increase, not everyone can afford to go private clinic or hospital which is expensive to get the best services and not everyone can afford to contribute to private insurance. However, with the existence of SOCSSO with cheaper contributions, it can provide an opportunity for people who are poor, able to receive a services from private clinics or hospitals. This means that, SOCSSO can get more investment from contributions as we know that SOCSSO main profit are from contributions. Besides, SOCSSO also contribute with other investment that give them more profit. They are now take proactive action into maintaining the sustainability of the fund for the short and the long term to deal with high inflation in the future.

### 3. *Social*

- **Health consciousness**

Every country is different, and each has its own mentality. These mind sets have an effect on businesses and their product and service sales. According to (Fernandez et al., 2019) majority of the participants of the study was health conscious and had positive health-related behaviour. It shows that Malaysian health consciousness was increase. As health consciousness increase, people will seek for the best insurance provider. Nowadays, there are numerous private insurance companies. So that, SOCSO need to compete with them as other private insurance provides more benefit rather than SOCSO which only focus on work disaster only.

- **Heavy work and employment patterns**

With heavy working method will cause pain to workers especially for sectors such as construction, shipping, electricity and so on. This can be proved by study from (El-Shafei et al., 2018), construction is a manual, heavy, and complex sector concerning fatal accidents and high incidence of occupational illnesses and injuries resulting in days away from work. It means that, due to a lot of work, dangerous work and pressure from higher officer, there are possibility for workers to get pain or stress. Workers tend to go to clinic or hospital for treatment because of their work patterns. In addition, accidents can also occur when to go home from work because of stressed or too tired from work.

### 4. *Technological*

- **Direct advertising at social media**

Because technology advances at a rapid pace, businesses must stay connected and integrate as needed. These characteristics are also examined in order to determine how customers react to technological changes and how they use them to their advantage. The majority of Malaysians have access to the internet, so that SOCSO take the initiative to further market the products and services provided by SOCSO through social media especially. Besides, an OB or employer can obtain information like as documents to fill out or instructions on how to use the ASSIST portal simply through the internet, reducing the need to visit the counter. It is more responsive service facilities required.

## *5. Environmental*

- Covid-19 Pandemic





In Malaysia, the massive and ongoing outbreaks of this Covid-19 virus have become a serious threat with profound consequences for the economy and financial markets as a whole. Jobs in the service industry that rely on customer-provider interactions or involve big crowds of people are likely to suffer as a result of calls for social distance (Kochhar & Barroso, 2020). This can be a threat for SOCSO because it will be difficult to the staff be doing their work. This is because, enforcement officers find it difficult to make inspections because of this outbreak. They need to stay at the office to prevent something happen and need to follow standard operating procedures (SOP) from the government.

## *6. Legal*

- Government law for employee

All employees who are employed under a contract of service or apprenticeship in the private sector and contractual / temporary staff of Federal / State Government as well as Federal / State Statutory Bodies need to be registered and covered by SOCSO. It is mandatory under Employees' Social Security Act, 1969. If employer fail to register or contributes, Employers may be prosecuted and shall be punishable with imprisonment for a term which may extend to two years, or with a fine not exceeding ten thousand ringgits, or both. It means that SOCSO have an opportunity to become the premier of social security.

## 5.2 SWOT Analysis

 <p>Strengths</p>	<ul style="list-style-type: none"><li>❖ Sustained value of assets &amp; reserves.</li><li>❖ Variety of services that provided.</li></ul>
 <p>Weaknesses</p>	<ul style="list-style-type: none"><li>❖ Unsystematic filling system.</li><li>❖ Late to answer the phone call.</li></ul>
 <p>Opportunities</p>	<ul style="list-style-type: none"><li>❖ To become the premier of social security</li><li>❖ Investment proactive measure</li></ul>
 <p>Threats</p>	<ul style="list-style-type: none"><li>❖ Private insurance provider</li><li>❖ Some project or task being postpone due to Covid-19.</li></ul>

## 6.0 Discussion and Recommendation

### 1. Strength

Assets are valuable things that sustain production and growth. SOCSO might benefit in some way from owning or using the asset. An asset can often generate cash flows in the future. SOCSO are most likely to have fixed assets as fixed assets are listed as property, plant, and equipment. For example, SOCSO have a lots of building and branch in Malaysia. SOCSO also have vehicle or car for all of their branch and also office furniture. Furthermore, assets and reserves will increase goodwill and positive attitudes towards SOCSO. Asset performance is also measured against the benchmark or indices that reflect the risks taken by SOCSO.

SOCSO also offers a variety of services that benefit both companies and employees, with a focus on employee protection. Workers are protected against working accidents and diseases under the Employment Injury Scheme, while employees who are unable to work owing to an incurable or unlikely to be cured illness or death are covered under the Invalidity Scheme. The variety of product and services that SOCSO has provided make the organization stronger. With such a wide range of services, there were several of claims, reimbursements and compensation applications that needed to be improved for the ease of obtaining service by our members.

The recommendation for SOCSO asset, I recommend that SOCSO need to expand their asset for their future to prevent something bad happen and also reduce loss from their company. According to (Andonova & Ruíz-Pava, 2016), the role of intangible assets as important determinants of firm performance in an emerging country context. The role of intangible asset such as goodwill serve as building blocks for the competitive advantage of companies, suggesting that intangible resources do have a role in this context. Besides, I would advise SOCSO to provide value in their services such as receptionists or front desk officers to always treat customers with respect, regardless of how little or large their cases are. According to (Berry et al., 2020), When a firm performs successfully, customers' trust in the organization grows. Building long-term business relationships with customers need trust. Companies that regularly provide excellent service and follow through on their promises create a trustworthy brand.

## 2. Weakness

The weakness of SOCSO Seri Manjung is their using unsystematic filing system. It is a manual system as there are a thousand files in a file room. The clerk needs to search the file in the file room where there are thousands of files if officers want the employer's files. Sometimes, the file with other codes hard to find correct rack file because there is a file from others SOCSO branches. This cause difficulty to the staff to find the files. Moreover, the process of staff to do work will be slow and sometimes the file was missing because of unsystematic filling system especially for enforcement department. A lot of things may be saved, such as human power to lift and organize the file, and the cost of paper will also help to safeguard our environment. So, in my opinion, SOCSO should change the way of storing data.

SOCSO Seri Manjung have a problem or late to answer the phone call when OBs or employer want to call the office. It is because, the clerk also has other jobs such as registering new employers, registrar of HUK, HUS and so on. They cannot concentrate fully on the telephone alone. So that, OBs or employer that have affair with SOCSO need to come and ask to counter. This issue was identified after customer completed a survey form after dealing over the counter. This will cause them inconvenience since they will have to leave their jobs and go to the counter to ask some inquiries about a situation that can only be answered over the phone. Some client rushed out of the office because of they have other important things.

I would advise SOCSO to switch to an electronic filing system instead of the outdated paper-based method. It will reduce the amount of manpower required as well as the amount of paper used. Staff will do their work with maximum capacity because they don't need to think about the file management. E-filing also will free up our space because we don't need to have a file room. Keeping digital papers in a shared location where several employees can view them improves efficiency. According to (Santhanamery & Ramayah, 2018), the e-filing system that works properly and produces correct output and a short and reasonable response time is not only able to determine the usefulness of the e-filing system but also affect their intention to continuously use the system. I also would recommend that SOCSO need to improve the management of customer service to improve skills when handling clients. To deal with this issue, the company has to hire enough people. To deliver superior customer value and ensure high degree of customer satisfaction, superior customer service is essential. Good service leads to customer satisfaction and retention and profits for the retailers. This will also help the retailers to have a loyal customer base (Chopra, 2014).

### 3. Opportunities

The exchange of status of SOCSO from government agency into statutory body makes this organization become more flexible in facing new challenges and redefined the result as well as expand the scope of the coverage to the whole country. Besides, SOCSO are formed under any act and derive their powers from that act. There are some penalties that employer need to pay if they fail to registered under SOCSO. Any work of SOCSO could be questioned in courts. In addition, with the presence of Covid-19, the benefits of EIS will be more open in the eyes of the public. People will see how useful these benefits are and many will know more about the EIS benefits. With the status of statutory body, SOCSO has an advantage which is they did not need to do a marketing to increase their sales. Furthermore, the addition of new product and improvements of the services that give a lot of benefit to employee makes the organization became the premier of social/employee securities.

Besides, SOCSO have investment proactive measure. SOCSO might earn not just from contributions, but also from investing activity. As we all know, SOCSO is an investing activity that uses money derived from the pooling of resources obtained through contribution collecting. There have a lot of investment activities that they can enter especially when they have a lot of contribution collected. By doing that, SOCSO will gain their revenue and their business will become stronger. The organisation focuses on measures to optimise investment returns as well consolidating financial management in strengthening its funds to achieve the optimum return on investment targeted. The key focus includes the aspects of risk management, internal controls system, transparent financial reporting, clear SOCSO strategic.

According to (Hashamuddin, 2017), Statutory Body is any corporation, regardless of its name, that is incorporated under federal legislation and is a public authority or agency of the Malaysian government, with the exception of local authorities and corporations. Because SOCSO is a statutory body under the Malaysian government, I advise them to maintain and improve their product and services by conducting extensive research into challenging situations so that future generations do not face the same problems. Besides, I believe SOCSO will gain more of their revenue when they boost the investing activities such as in Capital market, Equity market, and Bond. Investment activities will also have contributed to the increment of the Foreign Direct Investment (FDI) in Malaysia. According to (Alzaidy et al., 2017), Foreign direct investment (FDI) has been seen as the main driver of economic expansion in recent decades, particularly among emerging economies. The value of FDI can be seen in the channels of technical transfer, new skill, knowledge, and techniques in the production process of enterprises, increased



competition between local and foreign producers, export and import, and economic growth.

#### 4. Threat

Private health insurance refers to any health insurance coverage that is offered by a private entity instead of a state or federal government. Insurance brokers and companies both fall into this category (Garrow, 2020). SOCSO have a competition from other private insurance provider. There are a lot of private insurance provider out there. Private insurance gives more benefit rather than SOCSO that focus on work related only. Nowadays, many company have their own insurance for their employee instead of SOCSO. Not only for their employee, it is also have plans for their employee's family.

In addition, some project or task being postpone due to Covid-19. SOCSO officer difficult to go out to do their inspection as it is one of their jobs. It will lead to decreasing in paying contribution as employer does not have been inspect by officer. They will take this advantages to not pay their employee. Due to this Covid-19 also, SOCSO staff also difficult to go out for 'libat urus'. 'Libat urus' is a project that promote SOCSO plans to other people. SOCSO staff will explain to people about the benefits, about the act, who can contribute to SOCSO and so on. If this activity didn't exist, some people will never know about benefits of SOCSO. It is very important to make sure as much as possible public to know and understand products that SOCSO has provided. It is because all of the employee that involved with incident at their work place can know their right to claim for any loss.

I would like to recommend that, SOCSO's staff should do their inspection by having an online meeting. They need to inform employer to do the inspection and set the appointment with them. Furthermore, SOCSO need to expand their products and services and spread the awareness and the importance for being contribute with SOCSO. Many employers and employees will be aware of the product as a result of promotion, and once they are aware of it, SOCSO will be able to expand their capital through contribution collection. There are several methods of marketing available nowadays, particularly in social media, which has a high level of impression and interaction. So that SOCSO can take this initiative to promote their product and services in social media. Through a long-term, tight interaction with the online community, social media marketing reaches target groups and strengthens the impact of information provided (Chen & Lin, 2019).

## 7.0 Conclusion

As a conclusion, for my opinion, internship is a wonderful program. The internship also allowed me to discover my talents and limitations. This aided me in determining the talents and information I need to enhance in the near future. In the internship programme, I had a great time and made some great memories. All of SOCSO staff and officers also give good cooperation and this organisation was have interesting framework and also gave me the chance for career towards general society and also gave me various experience. They also help me to handle some of my weaknesses and provided guidance to me whenever I need.

As a consequence of this industrial training, I am now able to contribute to the company and put all of the theories that I learned. Besides, the purpose of discussion is to help other trainees and myself improving our capacity to handle professional tasks as well as difficulties that develop within the organization, which can foster critical thinking in decision-making. These valuable experiences and skills gained during the internship period will assist trainees in being prepared to face the real working environment for current market needs.

By having the various type of benefits at SOCSO, it is very important to understands that the process method in doing any process in application of compensation, pension and others. SOCSO need to take any initiative in order to improve their services or working process to smoothly the operation and also in administration for the organisation. It would be better for the company's performance increase as it can also increase their profit. Furthermore, I experienced that it is very importance for people to aware the benefit of SOCSO that can help people from any accident.

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## APPENDICES



Inspection at PDK Permata Ilham, Pulau Pangkor



Inspection at Teknometrik Sdn Bhd, Lumut



Inspection at Tadika Tilmiz



Libat Urus at Pasar Tani Kekal, Lekir





Libat Urus at Sapura Energy Sdn Bhd



Open Interview Program with Sodexo Sdn Bhd



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