



**UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT**

**INDUSTRIAL TRAINING REPORT:
KUMPULAN WANG SIMPANAN PEKERJA (KWSP)
KWSP KOTA BHARU, TINGKAT 2, 3 DAN 5,
BANGUNAN KWSP, JALAN PADANG GARONG,
1500, KOTA BHARU,
KELANTAN.**

**SPECIAL PROJECT:
FILING AND RECORD MANAGEMENT**

**BY
MUHAMMAD NAQIB BIN MAZLAN
2014133833**

**IM245 - BACHELOR OF SCIENCE (HONS.)
INFORMATION SYSTEM MANAGEMENT**

**FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN**

**01 FEBRUARY 2017 – 30 JUNE 2017
INDUSTRIAL TRAINING REPORT:**

KUMPULAN WANG SIMPANAN PEKERJA (KWSP)

**KWSP KOTA BHARU, TINGKAT 2, 3 DAN 5,
BANGUNAN KWSP, JALAN PADANG GARONG,
1500, KOTA BHARU,
KELANTAN.**

**SPECIAL PROJECT:
FILING AND RECORD MANAGEMENT**

**BY
MUHAMMAD NAQIB BIN MAZLAN**

**FACULTY SUPERVISOR
MADAM ZAILA BINTI IDRIS**

**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

DECLARATION

I hereby declare that this is my original work. I have not copied from any other student's work or from other sources. I am also declare that no part of this report has been published or submitted for publication except where due to reference or acknowledgement is made explicitly in text, nor has any part been written for me by another person. I confirm that I have read and understood the UiTM regulations with regards to plagiarism and will be penalized by the university if found guilty.

Signed by

MUHAMMAD NAQIB BIN MAZLAN

2014133833

Date of submission: 11 July 2017

ABSTRACT

This industrial training based on the period from 1st February 2017 until 30th June 2017 in Enforcement Section at Employees Provident Fund (EPF) Kota Bharu, Kelantan. The trainee is placed under the supervision of Miss Siti Meriam Binti Salim. The trainee is assigned to develop the filing and record management as a special project because the records are not well storage and it related with the course Management of Records in Organization (IMR451) and Classification and Filing System (IMR504) that has been learn the trainee at university. This special project that student determine which file that need to be keep because of own value and which file need to disposed. So, trainee has been responsible to make changes filing and record management before the Internal Audit check the files. The trainee also design the banner as a mini special project. However, the trainee also involved with other activities and programs which each of them gave new experience and gained a lot of knowledge. Throughout the industrial training session, the trainee had improved a lot of skills such as communication skill, problem solving, self-learning, teamwork and others. The industrial training session are going well until the end of the day. The staff in Employees Provident Fund (EPF) gave a very good cooperation with the trainee during the industrial training session

Keywords: Employees Provident Fund (EPF), management of records, classification and filing System, electronic publishing, industrial training.

ACKNOWLEDGEMENT

Alhamdulillah, I would like to thank for those who give me support along my journey in finishing this industrial training. First, I would like to thank my academic coordinator which is Madam Nurulannisa Binti Abdullah for her support and guidance with my industrial training. Furthermore, her guidance sure helps me a lot in my future career. Also thanks gave to my faculty supervisor, Madam Zaila Binti Idris for his support during my industrial training and guidance to finished industrial training report.

Secondly, I would like to thanks to my organization supervisor, Miss Siti Meriam Binti Salim for giving me the opportunities to complete my industrial training in Employees Provident Fund (EPF) Kota Bharu. She always gave supports and guidance during my industrial training. I got a lot of new experiences and knowledge from him.

Third, I thank to all the staff of KWSP Kota Bharu who helped me in giving guidance and support in completing this industrial training. My point of view is widened by them regarding with my industrial training.

Special thanks also given to my friends and family. They gave me all the support and advices that I need to complete my industrial training. I really appreciate them a lot. not forget also to those who give me support and helps directly or indirectly that I did not mention during my industrial training.

TABLE OF CONTENT

	Pages
<i>Declaration</i>	i
<i>Abstract</i>	ii
<i>Acknowledgement</i>	iii
<i>Table of Contents</i>	iv
<i>List of figures</i>	vi
<i>List of tables</i>	viii
<i>List of Appendices</i>	x
1.0 INTRODUCTION	1
1.1 Background of the industrial training	1
1.2 Background of the organization	2
2.0 ORGANIZATION INFORMATION	17
2.1 Departmental structure	17
2.1 Departmental function	19
3.0 INDUSTRIAL TRAINING ACTIVITIES	21
3.1 Training activities	21
3.2.1 Obtain i-Akaun Activation Code for members	21
3.2.2 Activate the i-Akaun for members	28
3.2.3 Train member using EPF Kiosk	30
3.2.4 Promote e-Caruman and train employer	35
3.2.5 Entertain Telephone Calls Kiosk	37
3.2.6 Setup facilities for any events and assembly	38
3.2.7 Managing in and out employer files	39
3.2.8 Record the EPF 1 (Employer) Form	43
3.2.9 Record the cheque and Form A	45
3.2.10 Manage file and record	46

3.2.11 Create the database employer default and paid list	48
3.2.12 Prepare the warning letter	49
3.2.13 Outreach program	50
3.2.14 Others activity	53
3.2 Special project	56
3.2.1 Record management – Filing record management	56
3.2.1.1 Project overview	56
3.2.1.2 Problem statement	57
3.2.1.3 Objectives	57
3.2.1.4 Scope of project	57
3.2.1.5 Target User	58
3.2.1.6 Planning	58
3.2.1.7 Implementation	58
3.2.1.7 S.W.O.T Analysis	63
3.2.1.7 Issue and challanges	67
3.2 Mini Special project	68
4.0 CONCLUSION	70
4.1 Application of knowledge, skills and experience in undertaking the task	70
4.2 Personal thought and opinion	71
4.3 Lesson learnt	72
4.4 Limitation and recommendations	74
REFERENCES	75
APPENDICES	76

LIST OF FIGURES

CHAPTER 1

Figure 1.1:	3
Figure 1.2:	5
Figure 1.3:	8
Figure 1.4:	10
Figure 1.5:	12
Figure 1.6:	13
Figure 1.7:	14
Figure 1.8:	15
Figure 1.9:	16

CHAPTER 2

Figure 2.1:	18
-------------------	----

CHAPTER 3

Figure 3.1:	23
Figure 3.2:	24
Figure 3.3:	24
Figure 3.4:	25
Figure 3.5:	25
Figure 3.6:	26
Figure 3.7:	26
Figure 3.8:	27
Figure 3.9:	29

Figure 3.10:	30
Figure 3.11:	31
Figure 3.12:	31
Figure 3.13:	32
Figure 3.14:	32
Figure 3.15:	33
Figure 3.16:	33
Figure 3.17:	34
Figure 3.18:	34
Figure 3.19:	36
Figure 3.20:	41
Figure 3.21:	42
Figure 3.22:	42
Figure 3.23:	44
Figure 3.24:	44
Figure 3.25:	47
Figure 3.26:	48
Figure 3.27:	49
Figure 3.28:	52
Figure 3.29:	52
Figure 3.30:	59
Figure 3.31:	59
Figure 3.32:	60
Figure 3.33:	61
Figure 3.34:	62
Figure 3.35:	62
Figure 3.36:	69

LIST OF TABLES

CHAPTER 1

Table 1.1:	7
Table 1.2:	8
Table 1.3:	11

CHAPTER 2

Table 2.1:	17
------------------	----

CHAPTER 3

Table 3.1:	21
Table 3.2:	22
Table 3.3:	23
Table 3.4:	28
Table 3.5:	30
Table 3.6:	35
Table 3.7:	37
Table 3.8:	38
Table 3.9:	39
Table 3.10:	39
Table 3.11:	43
Table 3.12:	45
Table 3.13:	46
Table 3.14:	48
Table 3.15:	49

Table 3.16:	50
Table 3.17:	63
Table 3.18:	68
Table 3.19:	39
Table 3.20:	39
Table 3.21:	43
Table 3.12:	45
Table 3.13:	46
Table 3.14:	48
Table 3.15:	49

LIST OF APPENDICES

APPENDICES A: INDUSTRIAL TRAINING STUDENT’S CHECKLIST	76
APPENDICES B: SAMPLE THE COVER PAGE FOR REPORT	77
APPENDICES C: REPORT DUTY DECLARATION FORM	78
APPENDICES D: ATTANDANCE RECORD	79
APPENDICES E: ANNUAL LEAVE FORM.....	80
APPENDICES F: CERTIFICATION	81
APPENDICES G: SPECIAL PROJECT	82
APPENDICES H: MINI SPECIAL PROJECT	83
APPENDICES I: OTHER DOCUMENTS	84
APPENDICES J: LOGBOOK	85

CHAPTER 1: INTRODUCTION

1.1 BACKGROUND OF THE INDUSTRIAL TRAINING

Industrial training provides the necessary practical exposure, skills and assists the students in becoming a successful in their chosen careers. Industrial placement refers to selected organizations which students need to undergo a certain period of training. The main objectives of this industrial training are for students to develop skills in work ethics, communication, management, and also allows students to relate theoretical knowledge with its application to solve a real world problem.

Industrial training is compulsory as it is one of the course requirements for students to enable them to graduate. As for students from Faculty of Information Management, the industrial training is taken in semester 7. Students need to find and apply their interested company to be placed by the end of semester 6. After the application has been approved by the organization students need to send the confirmation letter to the company. The industrial training is held for 5 months starting beginning from 1st February 2017 until 30th Jun 2017 at Employees Provident Fund (EPF), Kota Bharu Kelantan.

1.2 BACKGROUND OF THE ORGANIZATION

1.2.1 OVERVIEW OF THE EMPLOYEES PROVIDENT FUND (EPF)

The Kumpulan Wang Simpanan Pekerja (KWSP) or Employees Provident Fund (EPF) is a social security institution formed according to the Laws of Malaysia, Employees Provident Fund Act 1991 (Act 452) which provides retirement benefits for members through management of their savings in an efficient and reliable manner. The EPF also provides a convenient framework for employers to meet their statutory and moral obligations to their employees.

The EPF's members consist of two type's employees which are Private and Non-Pensionable Public Sector. Based on the observations, the EPF successfully hold a total of 14.72 million members whose the active and contributing members consist of 6.83 million and the active employers is 541,503 in September 2016.

In EPF, it have the mandatory contribution which is contribution constitutes the amount of money credited to members' individual accounts. The money credited is based on employees' monthly wages which those who received salary RM5000 and below, the employee's contribution is 11% of their monthly salary while the employer contributes 13%. Besides, the employees who received salary exceeding RM5000, the contribution of employee will be 11% remains and the employer's contribution is 12%. Besides, there are also withdrawal systems which consist of various withdrawal types.

For the investment allocation, employee's monthly contributions are invested in a number of approved financial instruments to generate income. They include Malaysian Government Securities, Money Market Instruments, Loans & Bonds, Equity and Property.

The EPF ensures that EPF member's savings are secure and receive reasonable dividends. In fact, it guarantees a minimum of 2.5 Per Cent Dividend annually. To ensure dividend payments, the EPF invests EPF member's contribution in approved financial instruments for optimum returns. Dividends are paid annually into EPF member's account. The dividend rate declared by the EPF is subject to the returns from investments made in the approved instruments. Annual Dividends, on the one hand, are calculated based on the opening balance of EPF member's savings as at 1 January of each year. Monthly Dividends credited into EPF members, on the other hand, are based on the monthly contributions received.

1.2.1.1 EMPLOYEES PROVIDENT FUND (EPF) LOGO



Figure 1.1
EPF Logo

1.2.1.2 VISION, MISSION AND QUALITY POLICY

i. EPF VISION

Helping members achieve a better future.

ii. EPF MISSION

Safeguard members' savings and deliver excellent services.

iii. QUALITY POLICY

We are committed to continuously provide quality and innovative services to fulfill our customer needs.

1.2.1.3 CORPORATE VALUES

i. Customer Focused

We are committed to provide our members with fast, accurate and pleasant service whether through kiosks, telephone, face-to-face, online transaction, email or traditional mail.

ii. Continuous Improvement

We provide members with the best possible service. This can only be achieved if we put in place processes to continuously prod us into thinking hard to excel in everything that we do. We believe that our processes must continuously improve to meet members changing needs. We introduce best practices. We get the best employee at every level who has both the right attitude and aptitude to assist us in delivering our responsibilities as a trustee organization.

iii. Integrity

EPF practice a zero-tolerance policy on breaches of integrity and ethics in order to maintain the highest level of trust and confidence of our members.

iv. Teamwork

We believe, in order to be able to provide excellent service we have to be in total coherence with the spirit of the organization collectively. We believe in synergy. We believe that everyone is part of the organization's success. We work as a team. Together each achieves more.

1.2.1.4 CUSTOMER CHARTERS 'OUR PROMISE'.

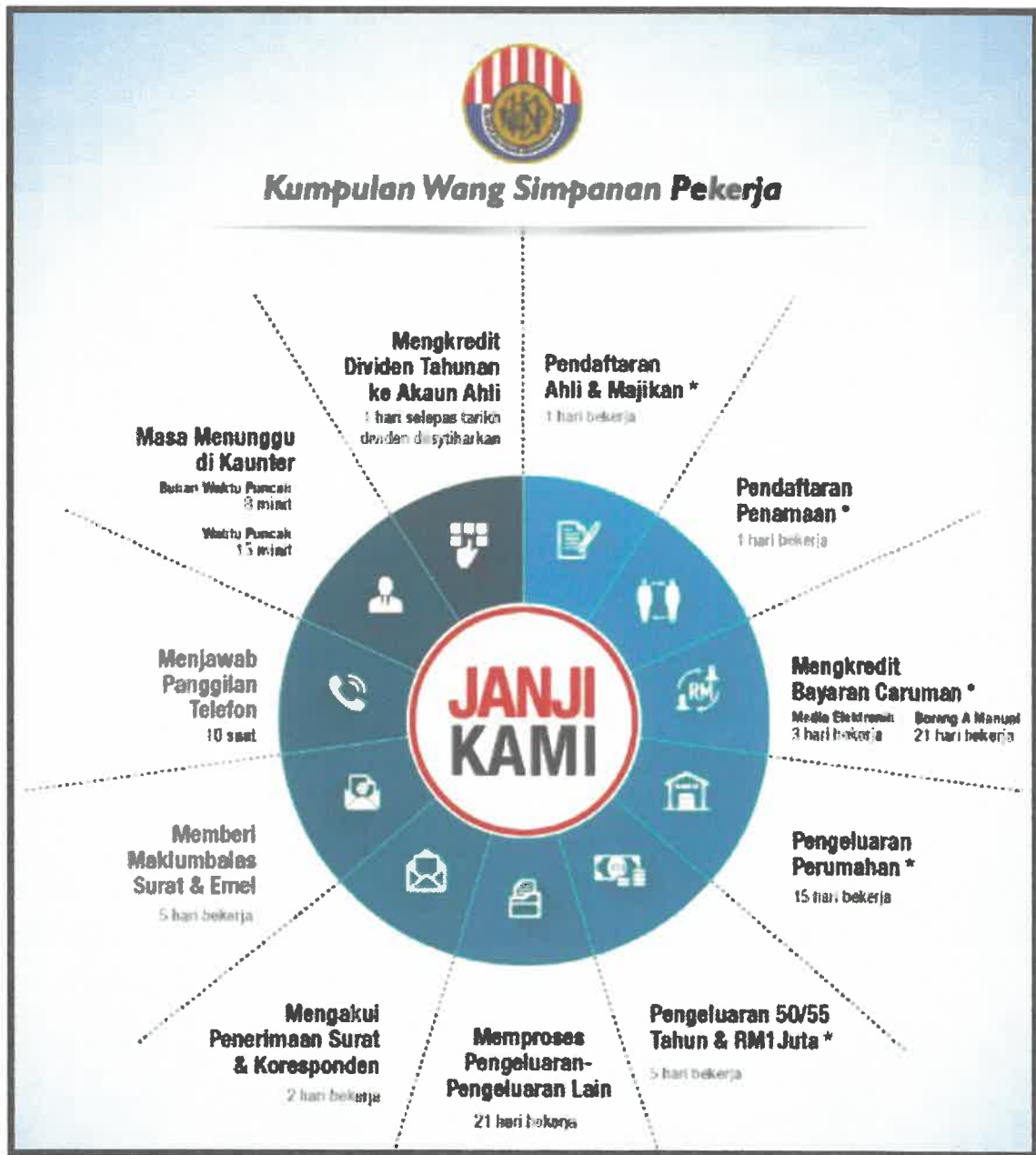


Figure 1.2
EPF Customer Charter

1.2.1.4 MAIN PRODUCT OR SERVICE

As at EPF, it is divided into two categories which are member and employee. An EPF member according to the EPF Act is an individual who has an account and savings in the Provident Fund. EPF members comprise private and non-pensionable public sector employees and those who have opted to contribute. Meanwhile, the person will be an employee if he or she was employed by an employer under a contract of service or apprenticeship. A service contract contains the terms and conditions of service which explain the relationship between an employer and an employee. Among the key elements of the contract are offer and acceptance of contract, work supervision and control by the party offering the job, reward in the form of cash, and a promise to provide services that cannot be substituted by any other person. Service contracts may be written, oral and explicit or implied.

Furthermore, employer is a person or the party who employs the employee to work under a contract of service or apprenticeship. They include managers, agents or any persons responsible for the payment of wages to an employee. Then, any group of persons whether statutory or non-statutory or incorporated. In addition any Government, Government Department, Statutory Bodies, Local Authorities or other bodies as specified in the Second Schedule to the EPF Act 1991.

EPF account is divided into two accounts, namely Account 1 and Account 2. Account 1 comprises 70 % of members' savings which can only be withdrawn when reaching retirement age and Account 2 comprises 30 % of members' savings, where members can make pre- retirement withdrawals aimed at enhancing members' retirement well-being. EPF savings are mandatory savings which have been enforced to help member during member retirement. This means that member may not withdraw EPF savings until they retire age.

However, there are also types of withdrawals that are allowed by EPF which are to help prepare member before and during retirement.

Table 1.1
Type of EPF Withdrawal

Age 50 Years Withdrawal	Age 55 Years Withdrawal	Age 60 Years Withdrawal	Withdrawal To Reduce / Redeem Housing Loan	PR1MA Housing Withdrawal
Incapacitation Withdrawal	Leaving Country Withdrawal	Education Withdrawal	Pensionable Employees Withdrawal And Optional Retirement Withdrawal	Death Withdrawal
Members' Investment Scheme	Withdrawal to Purchase / Build a House	Withdrawal Of Savings Of More Than 1 Million	Housing Loan Monthly Installment Withdrawal	Health Withdrawal

1.2.1.5 EMPLOYEES PROVIDENT FUND (EPF) KOTA BHARU BUILDING HISTORY



Figure 1.3
History of EPF Kota Bharu Building

Table 1.2
History of EPF Kota Bharu Building

Years	History	Address
1968 -1980	Rent at Floor Two of OCBC Bank Building.	Jalan Temenggung, Kota Bharu, Kelantan.
1980 -1988	Rent at Floor Nine of Wisma Persekutuan Building.	Jalan Doktor, Kota Bharu, Kelantan.
1989 - Now	Rent at Floor Five of Permodalan Kelantan Berhad (PKB) Building as a EPF Enforcement Kelantan and Terengganu Office from 1889-1990 years. Then, EPF was buy this building from PKB to upgrade as a EPF Kelantan Main Office at 1981.	Jalan Padang Garong, Kota Bharu, Kelantan.

1.2.1.5 ABOUT THE EMPLOYEES PROVIDENT FUND (EPF) KOTA BHARU

Employees Provident Fund (EPF) Kelantan have a four office which is at Kota Bharu as Main Office and others as branch such EPF Tanah Merah, EPF Kuala Krai and EPF Gua Musang was operated by Mobile Team. In Kota Bharu as Main Office it have 90 staff that responsible to make all the operation will run smoothly and successful. In EPF Kota Bharu have four section which is Operation Management Section at Floor Five, Services Section at Floor Two, Enforcement Section and Litigation Prosecution Unit at Floor Three and Contribution/Finance Section at Floor Five and Two. Operation management section's role is to ensure the organization is well-organized include internal and external operation such as staff facility, staff attendance, handle the programmed of EPF, deal with other organization and others main operation support. While the service section is a service center for consumers to sign up as EPF member, i-accounts member, pay checks, sharia and others. Then, the Contribution/Finance Section is dealing with the employers. Employers will register their company and i-account for their company to update employee's details. Employers will determine their employee's salary and confirm the rates to pay the contribution. This section also handles about Contribution With Incomplete Information (CTML). Enforcement Section is also responsible for managing the contributing employers. If employers are late to pay the contribution, a penalty will be imposed. The enforcement job function includes internal operation, monitoring and information, research and staff development, performance and innovation management. In Enforcement Section also have the Litigation and Prosecution unit will handle the Civil Case and Criminal Case that punished for employers who are fail to paid the contribution for employees.

1.2.1.6 LOCATION OF COMPANY

The trainee industrial training organization was at KWSP Kota Bharu. This company is located in the center of Kota Bharu city which is at Tingkat 2, 3 & 5, Bangunan KWSP, Jalan Padang Garong, 15000 Kota Bharu, Kelantan.

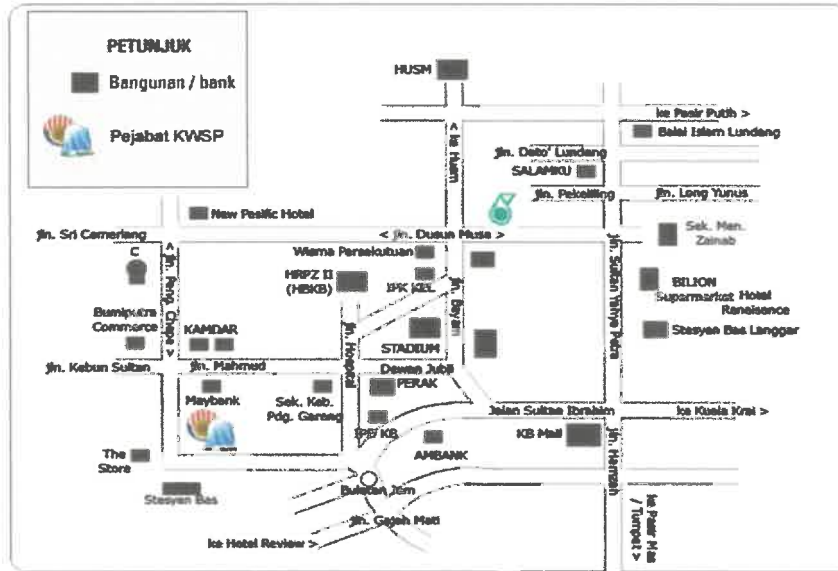


Figure 1.4
Location of Employees Provident Fund Kota Bharu

1.2.1.7 COMPANY OPERATING HOURS

Table 1.3
Operating Hours of EPF Kota Bharu

EPF Offices	Address
<p>EPF Kota Bharu Office Head: Mohammad Bakri Muhammad</p>	<p>KWSP Kota Bharu Tingkat 2, 3 & 5, Bangunan KWSP Jalan Padang Garong 15000 Kota Bharu Kelantan. Fax No. : 09-7448806</p> <p>Office Operating Hours Day: Sunday - Wednesday Time: 8.00 am - 4.45 pm Day: Thursday - Time: 8.00 am - 4.30 pm</p> <p>Counter Operating Hours Day: Sunday - Wednesday Time: 8.15 am - 4.30 pm Day: Thursday Time: 8.15 am - 4.15 pm</p> <p>Kiosk Operating Hours Day: Monday - Sunday (including Public Holidays) Time: 7.30 am - 9.00 pm</p>

1.3 ORGANIZATIONAL STRUCTURE

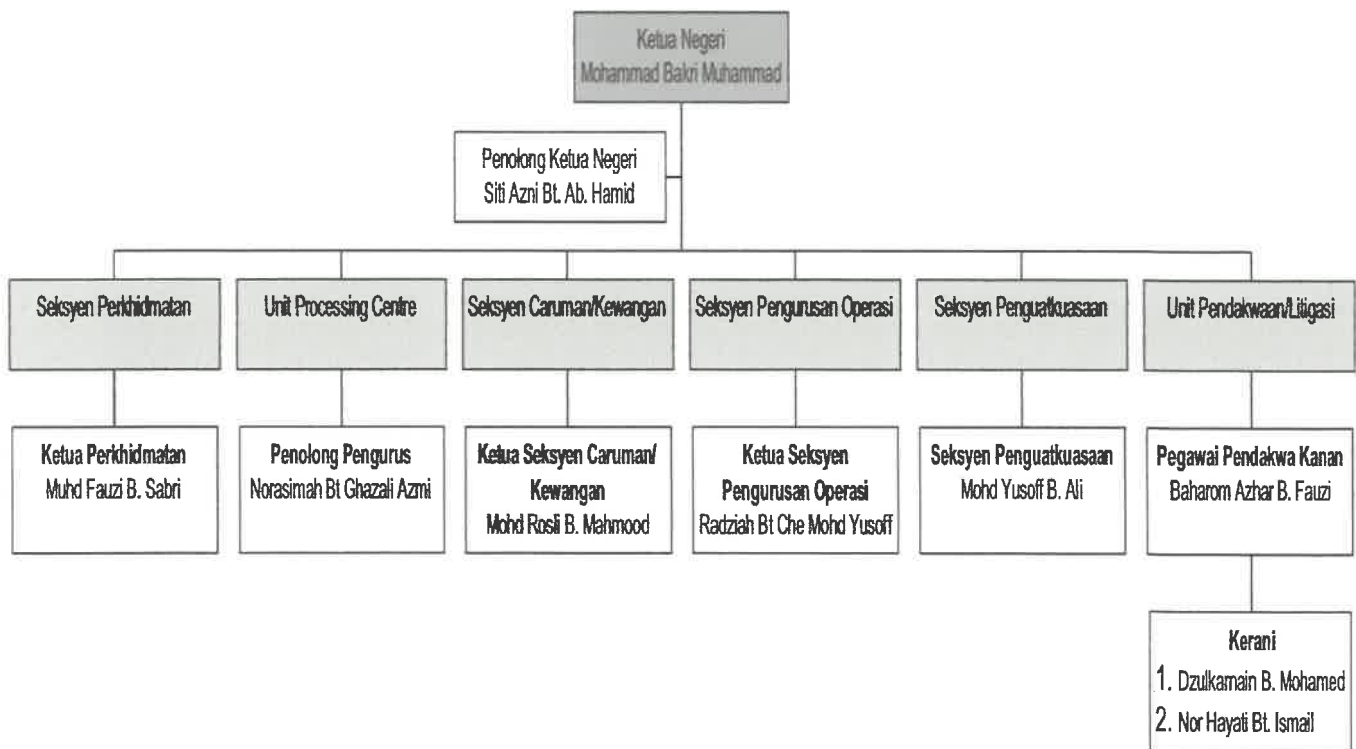


Figure 1.5
EPF Kota Bharu Organizational Chart

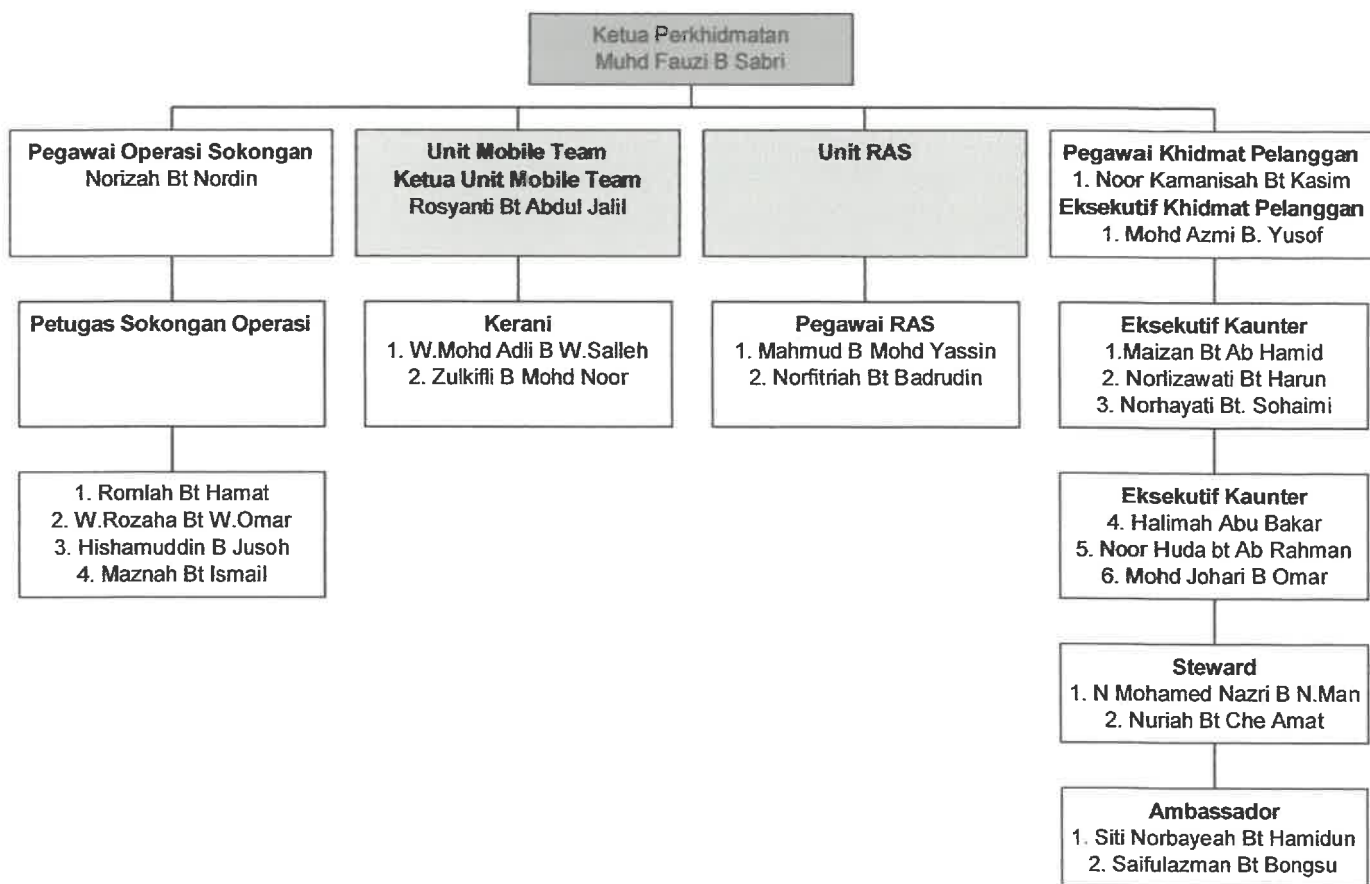


Figure 1.6
EPF Kota Bharu Organizational Chart

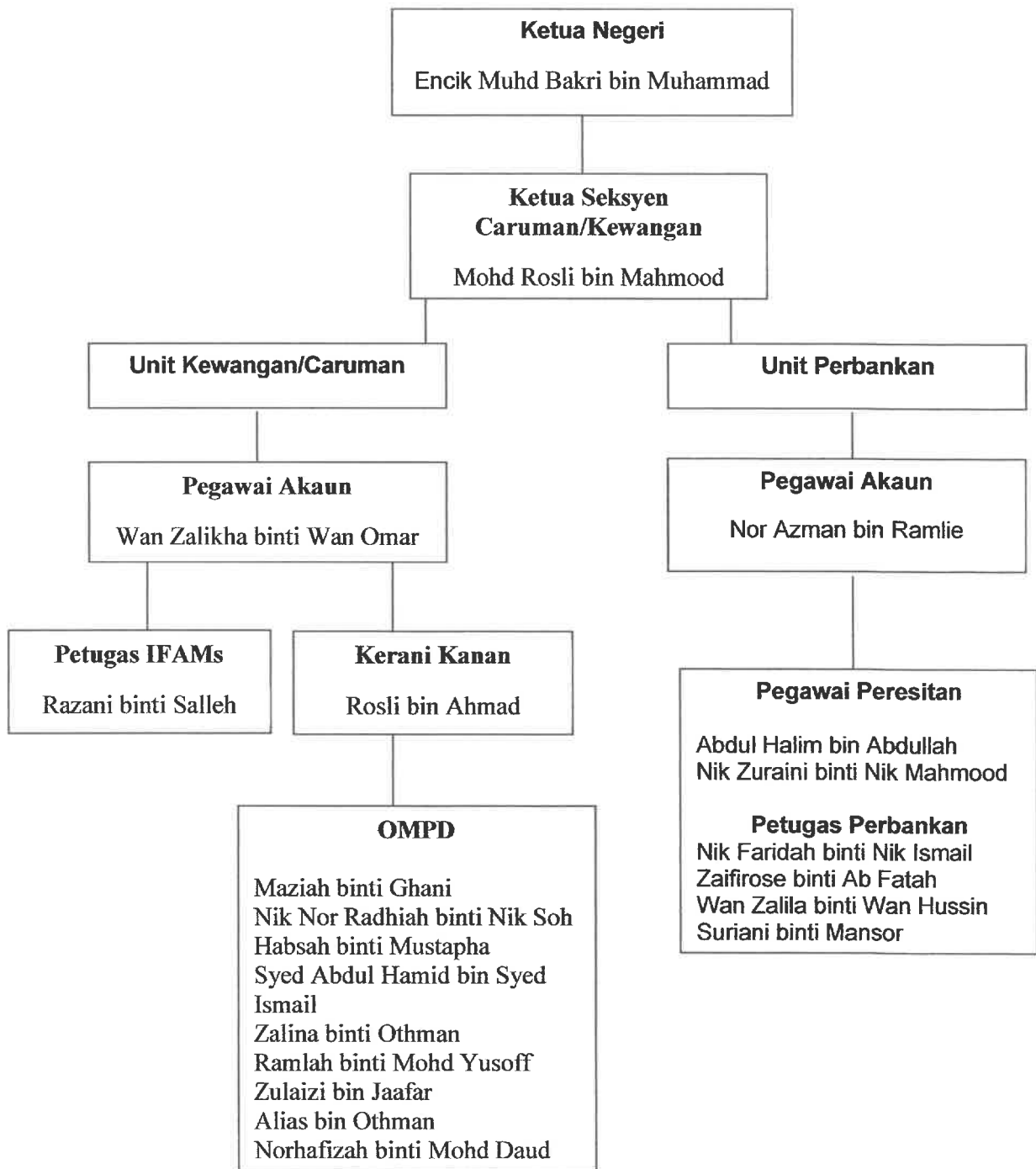


Figure 1.7
EPF Kota Bharu Organizational Chart

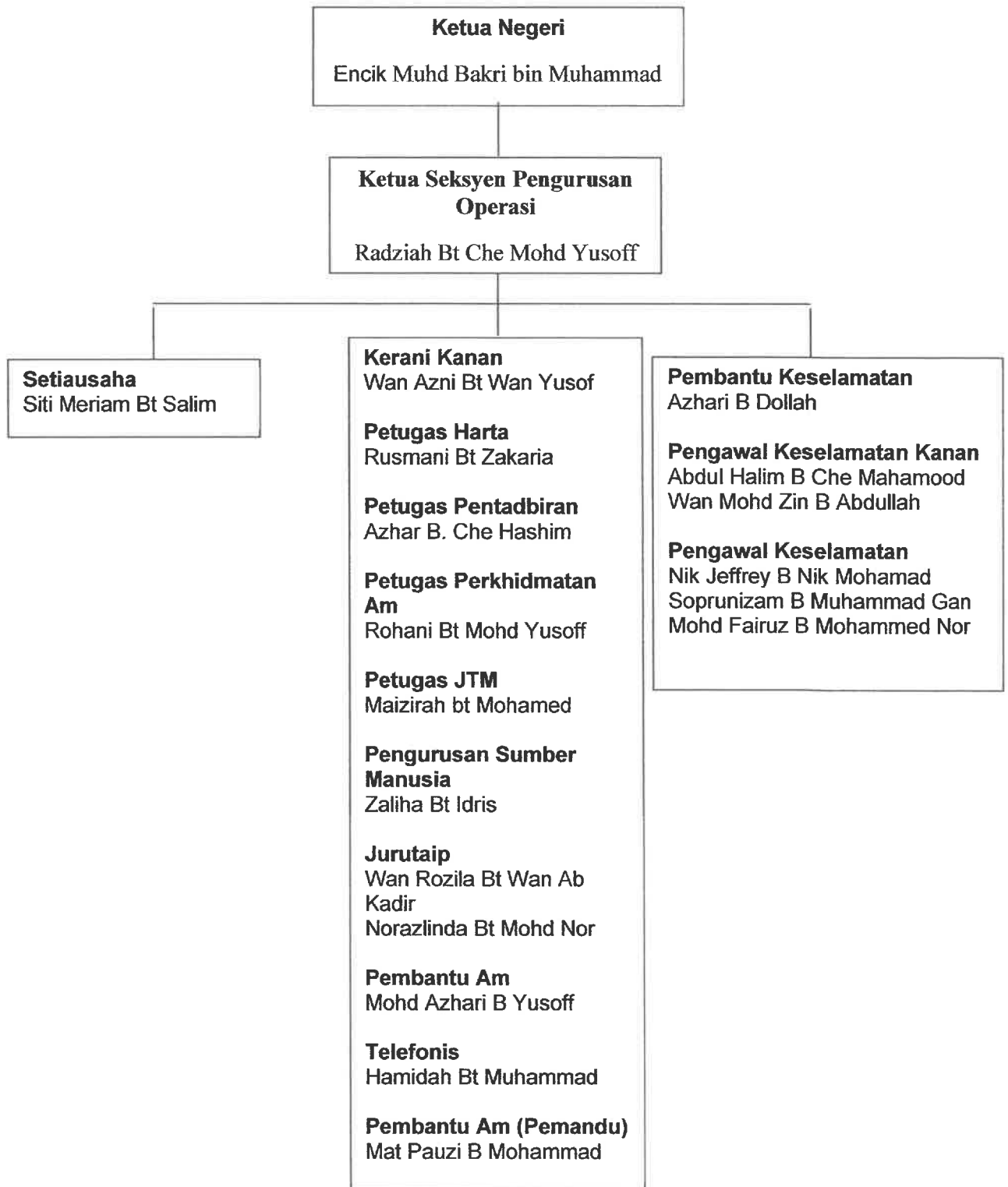


Figure 1.8
EPF Kota Bharu Organizational Chart

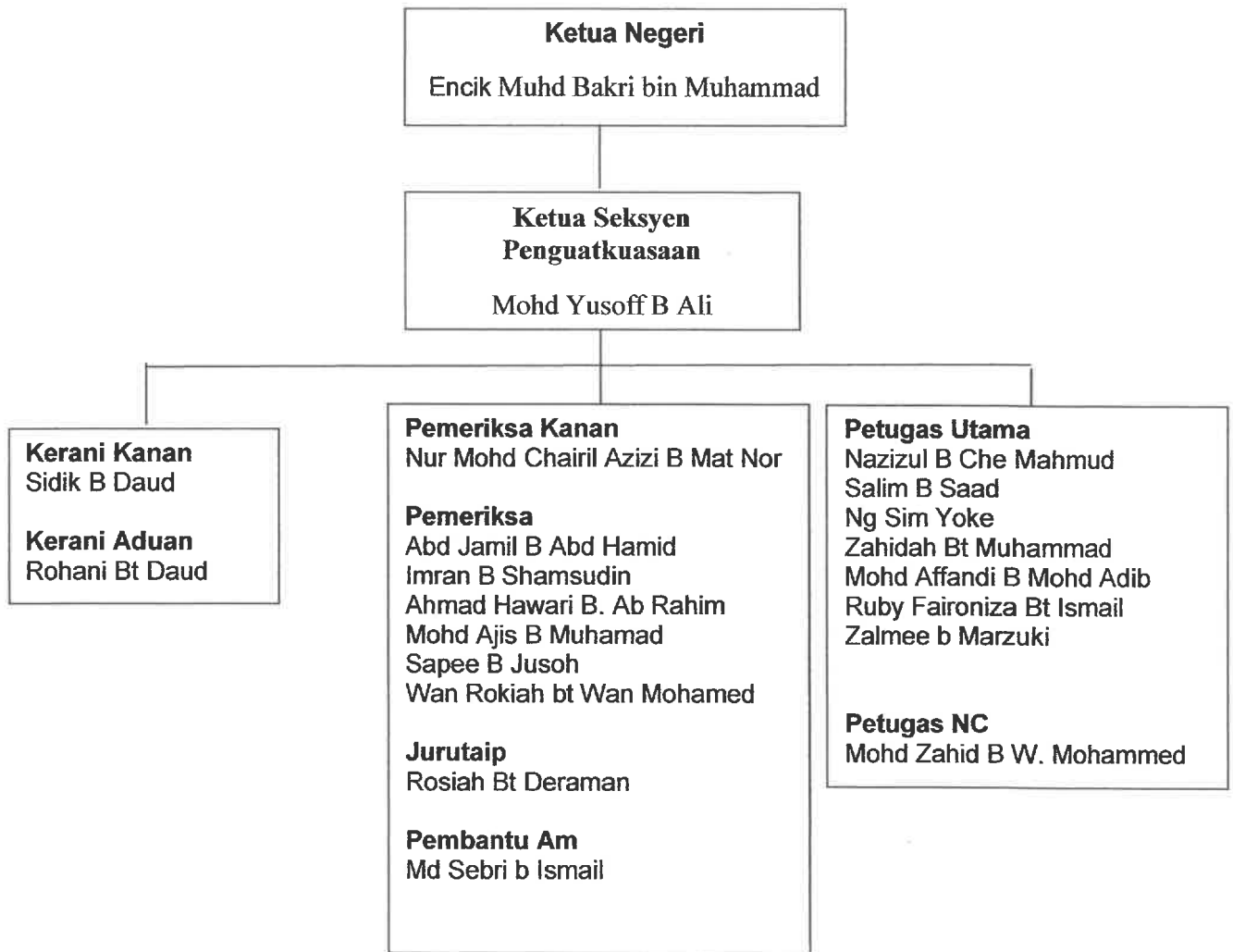


Figure 1.9
EPF Kota Bharu Organizational Chart

CHAPTER 2: ORGANIZATION INFORMATION

2.1 DEPARTMENTAL STRUCTURE

The department of EPF in Kota Bharu branch has four sections consist of Service Section, Contribution/Finance Section, Operation Management Section and Enforcement Section. The trainee have been assigned by supervisor in Enforcement Section. This section is located at Floor 3th Floor, EPF Building. The head of Enforcement Section is Mr. Yusoff Bin Ali. This section has about 23 staffs which is consists of Senior Inspector, Inspector, Main Duty, Clerk, Typist and General Assistant. Below is the departmental structure of Enforcement Section.

Table 2.1
Enforcement Section Operating Hours

Name of Department	Enforcement
Operating Hours	Day: Sunday - Wednesday Time: 8.00 am - 4.45 pm Rest : 1.00 pm - 2.00 pm Day: Thursday Time: 8.00 am - 4.30 pm Rest : 1.00 pm- 2.00 pm
Address	Seksyen Peguatuasaan, Tingkat 3 Bangunan KWSP Jalan Padang Garong, 15000 Kota Bharu, Kelantan.
Phone Number	09-7445191
Fax Number	09-7439212

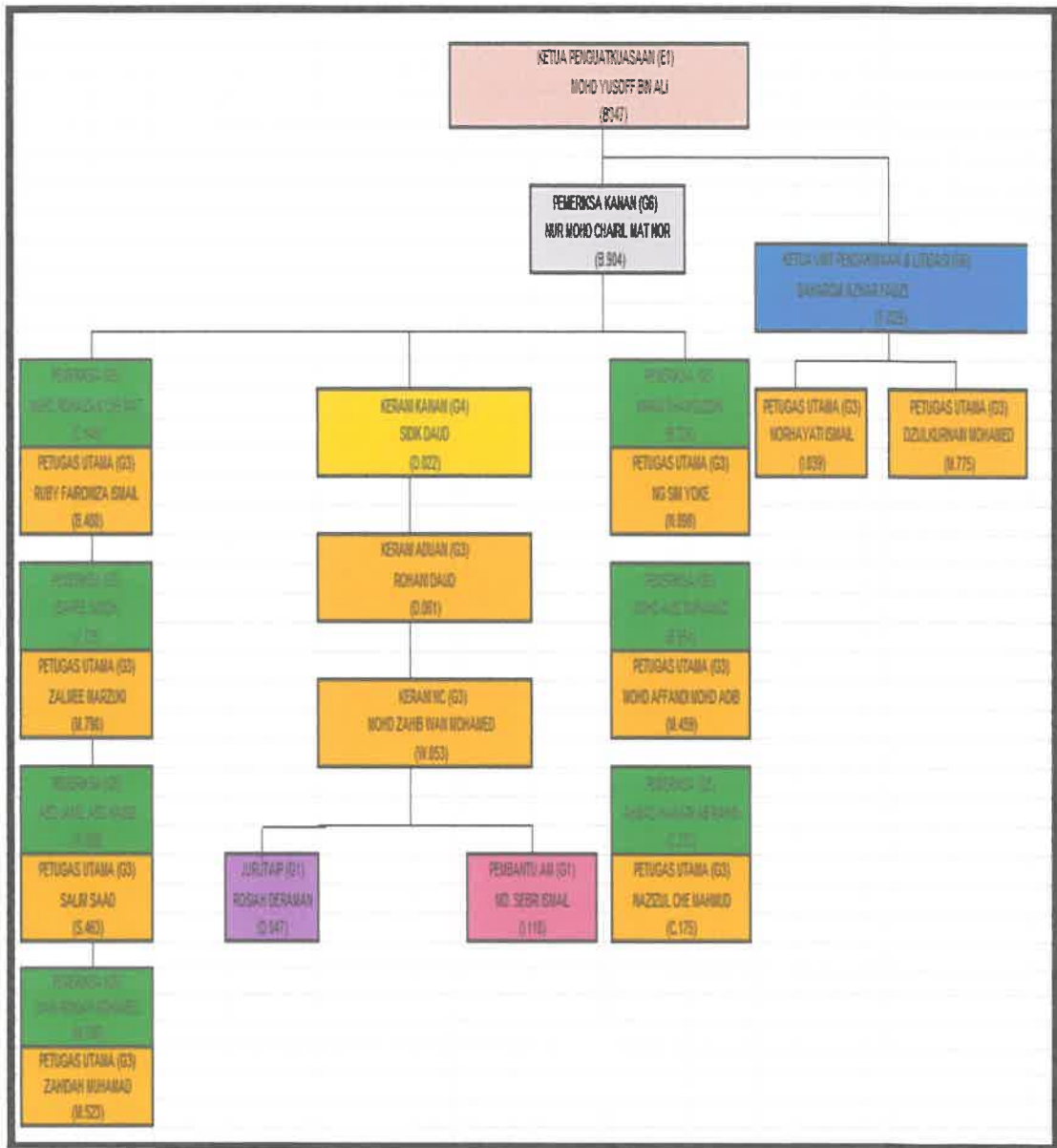


Figure 2.1
Structure of Enforcement Section

2.2 DEPARTMENT FUNCTION

The main function of the Enforcement Department (ED) is to ensure that every employer who employs workers make contributions on behalf of their employees timely and accurately, as provided by the EPF Act 1991. In addition, the department is to ensure that member's interests are well taken care of through effective and comprehensive complaint management.

In summary, the function of the Enforcement Section is Provide quality service to employers and members by ensuring that all employers eligible to pay EPF contributions for their employees are registered with EPF and comply with EPF Act 1991, KWP Rules and Regulations 1991. Then, review the employer's account and identify employers who failed to contribute and take actions according to the procedure and report it to the Senior Enforcement Officer within the stipulated time. Next, Conduct investigation into complaints cases referred to and submit a complete and complete report to the Senior Enforcement Officer within the stipulated time. Then, take a visit to the employer's premises to carry out inspections and investigations of employers who fail to perform the duties as provided under the EPF Act, Rules and Rules 1991 and prepare the inspection report in full and complete and submit it to the Senior Enforcement Officer within the stipulated time. Then, provide daily reports of visits made to the employer premises as well as actions taken on employers and submit the report with complete and complete.

In addition, the Enforcement Section function also prepare criminal and civil prosecution reporting reports on employers who fail to comply with the provisions of the EPF Act, Rules and Regulations 199 by ensuring that the reports are complete and complete and submit them to the Senior Enforcement Officer within the stipulated time.

Next, preparing and giving recommendations on the enforcement report of the complaints case, the case of liability, the case was fully and perfectly prepared and submitted to the Senior Enforcement Officer within the stipulated time. Lastly, provide affidavit of court suit and departmental suit by ensuring the suit and subpoena court or Notice of Reason of Reason (NTSC) and Department (Notice 38 (1) (b)) be submitted to the employer perfectly within the prescribed period.

CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES

3.1 TRAINING ACTIVITIES

There were so many things that trainee did in the Enforcement Section including the special project, Filing and Record Management.

3.1.1 ACTIVITY 1: OBTAIN I-AKAUN ACTIVATION CODE FOR MEMBERS

Table 3.1
Activity 1

Task	Obtain i-Akaun Activation Code for members
Scope	Customer Service
Hardware/Device	i-Akaun Kiosk Machine
Software	-

All practical students were given permission by supervisor to go to kiosk i-Akaun at Service Section to activate the i-Akaun for members. Many of member are do not know how to use i-Akaun Kiosk, so that, the trainee will be go to i-Akaun Kiosk every day for help member to activate i-Akaun. Here by using the kiosk, the trainee helps the members to register EPF and activate their i-Akaun by register their mobile phone number and activate it. The trainee will activate the i-Akaun for members through system and give them the ID (username and password) for members to access via EPF official website. The function of i-Akaun for members is to update their details, change their password, check their nomination, paying the PTPTN through online and also check the EPF statement. At the end of the day, the trainee will count the statistics of how much the activations have made. This statistics will be combining together with the Mobile Teams' statistic of i-Akaun activation.

Table 3.2
Service offered by i-Akaun

Member	Employer
<p>Members can:</p> <ol style="list-style-type: none"> 1. Request for e-Pengeluaran 2. Check current and previous EPF statements 3. Check withdrawal application status and history 4. Check nomination information 5. Estimate the eligible amount for withdrawals, savings and investments 6. Update profile including correspondence address 7. Check current EPF contribution transactions 8. Check i-Akaun activities log 	<p>Employers can:</p> <ol style="list-style-type: none"> 1. Use the e-Caruman Facility <ol style="list-style-type: none"> i. Submission of Form A with Payment ii. Submission of Form A Only iii. Submission of Payment Only 2. Use the e-CTML Facility <ol style="list-style-type: none"> i. Submission of CTML Settlement Details Click here for the Quick Guide 3. Check employees' EPF numbers 4. Register new EPF members 5. Calculate the dividend for employer's share for Government employer 6. Check current EPF contribution transactions 7. Check i-Akaun activities log

Table 3.3
The eligibility to register i- Akaun

Member	Employer
EPF members who own a Member ID No. or a valid EPF number.	Employers who have a valid EPF Number.

3.1.1.1 STEP TO OBTAIN I-AKAUN ACTIVATION CODE

Step 1: Touch the screen to start



Figure 3.1
i-Akaun Activation Code step 1

Step 2: Select the language. English or Malay language,

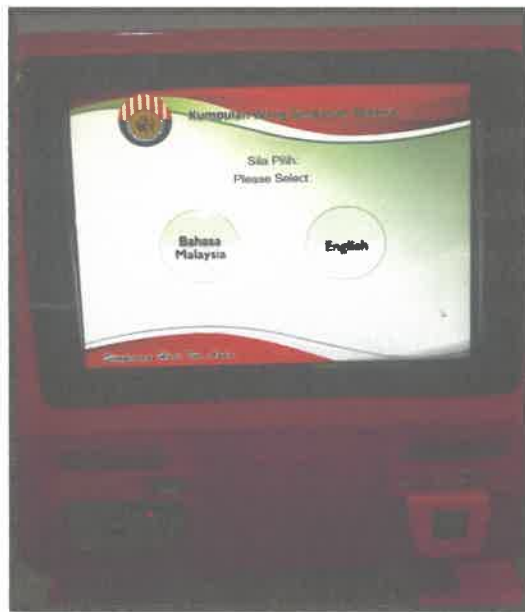


Figure 3.2
i-Akaun Activation Code step 2

Step 3: Insert the Mykad.



Figure 3.3
i-Akaun Activation Code step 3

Step 4: Wait for the process.

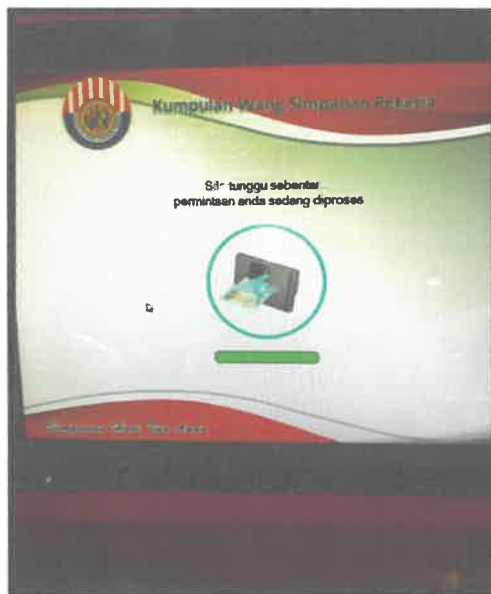


Figure 3.4
i-Akaun Activation Code step 4

Step 5: Place the thumb on the fingerprint scanner.



Figure 3.5
i-Akaun Activation Code step 5

Step 6: Choose the register i-Akaun at the left menu.

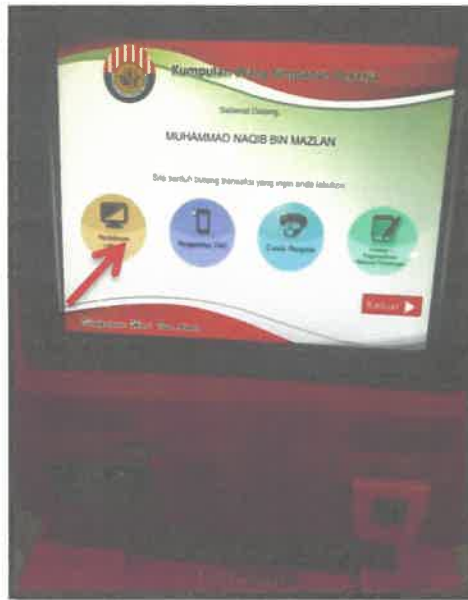


Figure 3.6
i-Akaun Activation Code step 6

Step 7: Insert the 6 digit activate code.

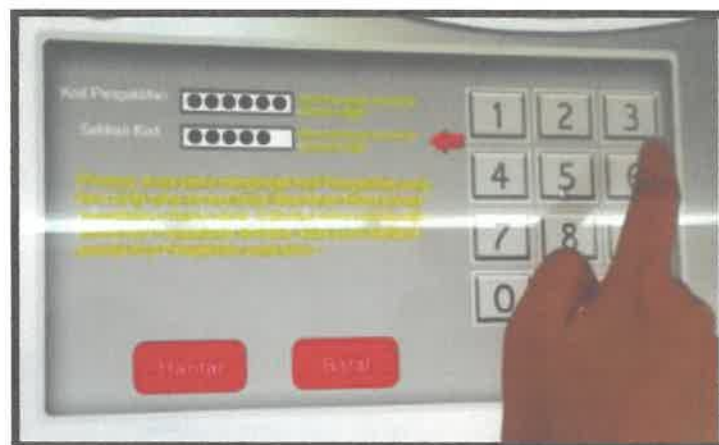


Figure 3.7
i-Akaun Activation Code step 7

Step 8: The notification will show that the i-Akaun activation code has been successful created. Then Click "Yes".

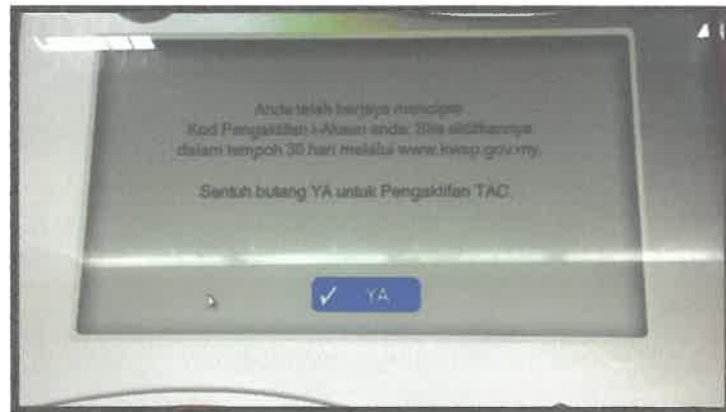


Figure 3.8
i-Akaun Activation Code step 8

3.1.2 ACTIVITY 2: ACTIVATE THE I-AKAUN FOR MEMBERS USING WEBSITE

Table 3.4
Activity 2

Task	Activate the i-Akaun for members
Scope	Customer Service
Hardware/Device	Computer Desktop
Software	-

i-Akaun is EPF online account. By having this account, the Member can use the online services offered by EPF such as check i-Akaun activities log, update profile including correspondence address, check current EPF contribution transactions, check current and previous EPF statements. After using i-Akaun Kiosk to register i-Akaun, the member must activate the i-Akaun through the official website of EPF, using the 6 digit Activation Code. The 6 digit Activation Code will be expired in 30 days. So the trainee will ask the member to go to counter i-Akaun near the kiosk that have computer desktop to active i-Akaun. The step to activate i-akaun through EPF website as a pamphlet below.

3.1.2.1 STEP TO ACTIVATE I-AKAUN THROUGH EPF OFFICIAL WEBSITE

Why i-Akaun?

Through i-Akaun, you can:

- Check statement
- Apply and check withdrawal
- Check nomination
- Use the withdrawal, savings & investment calculator
- Update profile

How to register?

- > Obtain your i-Akaun Activation Code via:
 - EPF Call Centre: (03-89226000) or
 - EPF Kiosk, or
 - EPF Counter
- > Use the Activation Code to activate your i-Akaun in www.kwsp.gov.my within 30 days
- > Login & access

How to activate?

1 Visit www.kwsp.gov.my and click on the icon as below

LOGIN TO i-Akaun



MEMBERS



EMPLOYERS

2 Click on the 'i-Akaun Activation (First Time Login)'

3 Read the Terms & Conditions and choose 'Agree'. Click 'Next'.

4 Key in your MyKad No. and the 6 Digt Activation Code

Activation Code is the code you created at the EPF Kiosk or obtained via the EPF Call Centre or EPF Counter.

Step 1 - Please enter your MyKad No. and your 6 Digit Activation Code

MyKad No. *

6 Digit Activation Code *

Click 'Next'

5 Create your User ID. The User ID can be in alphabets or numbers only, or a combination of both, from 8 - 16 characters

6 Create your password which contains both alphabets and numbers, from 8 - 20 characters

Key in your password again for verification

7 Choose 3 questions followed by the respective answers

8 Choose an image







9 Create a Secret Phrase, which contains alphabets or numbers only, or a combination of both; not more than 10 characters

Click 'Submit'

Secret Phrase

Next

10 Congratulations! You are now an i-Akaun member! Notification will be displayed


Forgot Your i-Akaun User ID / Password?

Visit the EPF website and use the 'Forgotten User ID/Password' function.

Your mobile phone number must be registered via the EPF Call Centre or at any EPF Kiosk or Counter to enable the TAC (Transaction Authentication Code) be sent via SMS (Short Message Service)

i-Akaun (Member)





As easy as 1,2,3

Anytime..

Anywhere..

Contact Us: 03-89226000 | www.kwsp.gov.my

EPF Call Centre: 03-89226000




© 2015 EPF. All rights reserved.

Figure 3.9 Pamphlet i-Akaun (Member)

3.1.3 ACTIVITY 3: TRAIN MEMBER USING EPF KIOSK

Table 3.5
Activity 3

Task	Train member using EPF Kiosk
Scope	User Training
Hardware/Device	EPF Kiosk Machine
Software	-

The EPF has provided Smart Kiosk in all EPF offices to enable EPF members to use their MyKad to obtain current account statement or annual account statements and also to register i-Akaun. Smart Kiosk is an easy self-service facility to use where members can get their account statements or generate their i-Akaun Activation Code easily and quickly. But, have the some member are not familiar to use this i-Akaun Kiosk that make the trainee to help and train member to use i-Akaun to get the EPF statement, register EPF account, and obtain i-account activation code.



Figure 3.10
User training EPF Kiosk Machine

3.1.3.1 STEP TO USE EPF KIOSK

Step 1: Touch the screen of kiosk to start



Figure 3.11
Tutorial EPF Kiosk step 1

Step 2: Select the language. English or Malay language.



Figure 3.12
Tutorial EPF Kiosk step 2

Step 3: Insert the Mykad



Figure 3.13
Tutorial EPF Kiosk step 3

Step 4: Wait for the process

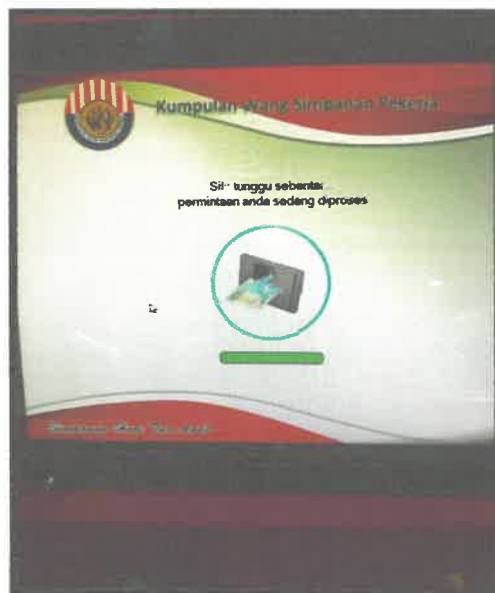


Figure 3.14
Tutorial EPF Kiosk step 4

Step 5: Place the thumb on the fingerprint scanner to verifying purpose



Figure 3.15
Tutorial EPF Kiosk step 5

Step 6: The kiosk will show 4 menu which register i-akaun code, activate TAC, print statement and review/update contact information depend on the purpose of member. If they want statement, click print statement as an arrow below.



Figure 3.16
Tutorial EPF Kiosk step 6

Step 7: Choose the current statement or annual statement for print.

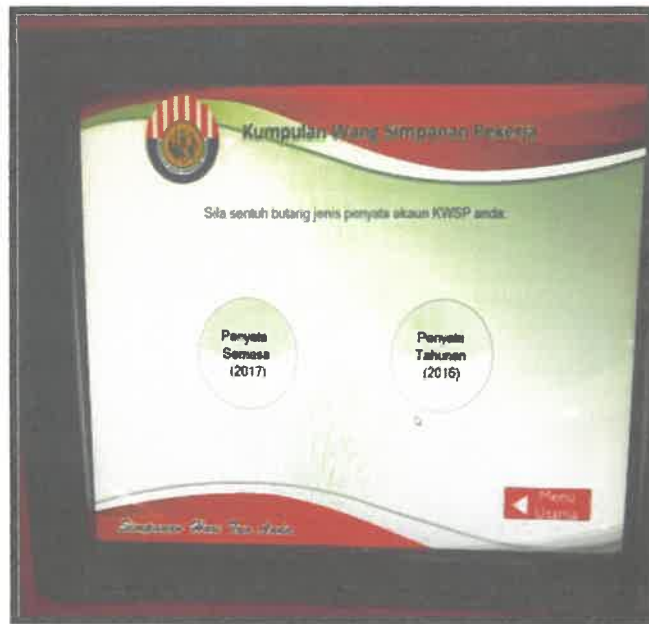


Figure 3.17
Tutorial EPF Kiosk step 7

Step 8: The notifications will show that Kiosk is processing EPF statement. Then, just wait until the statement print out.



Figure 3.18
Tutorial EPF Kiosk step 8

3.1.4. ACTIVITY 4: PROMOTE E-CARUMAN and TRAIN EMPLOYER

Table 3.6
Activity 4

Task	Promote E-Caruman and train employer
Scope	User training and promotion.
Hardware/Device	Computer desktop, telephone
Software	-

To make sure the trainee get the more knowledge at Employees Provident Fund (EPF) Organization, the supervisor, Siti Meriam Bt Salim ask to trainee to entertain with employer at the e-Caruman counter. The trainee will work together with 2 other staffs of Contribution/Finance Section. E-Caruman is a facility which allows employers to remit monthly contributions together with their employees' particulars (Form A) online through i-Akaun Employer at www.kwsp.gov.my. Firstly, employer will register their company at the counter service. Then, employer will come to e-Caruman counter to register i-Akaun for employer. Then, the trainee will train the employer how to use e-Caruman. First step is the trainee will go to first time login i-Akaun and activate it with the username and create a password as request by employer. Then, the trainee will as the employer to login into the i-Akaun to update the details of contribution like contribution month, employee's name, salary and the rates of the contribution.. In addition, the trainee will ask the employer, if they wants to pay online through internet banking Financial Process Exchange (FPX) or Direct Debit Authorization (DDA). Then, trainee asks the employer proceed to the submission of Form A. Then, the trainee will teach until the last step which is system show receipt and print receipt. The trainee don't have face problem to train employer because have learn the user training event relate with the course Information System Interaction and Consultation (IMS556).

For the promotion of e-Caruman, the trainee are using telephone as a media to promote e-caruman to employer. The trainee was given a task to call employer to come and learn and also hear briefing about e-Caruman. The place that the employer needs to come is at EPF Kota Bharu. The trainee also call employer to confirm that they have use internet banking for payment or not.

Why i-Akaun?
The i-Akaun, Employer Only:

- Use the e-Caruman Facility
- Use the e-CPM Facility
- Register new EPF members
- Check Employees' EPF numbers
- Check current EPF contribution transactions
- Calculate the dividend for employers share by Government employee

How to register?

- > Download i-Akaun Activation Code at any EPF Counter
- > Use the Activation Code to register your i-Akaun at www.kwsp.gov.my (Step 1 & 2 only)
- > Login & activate

How to activate?
1 Use www.kwsp.gov.my in your computer to login to i-Akaun.

LOGIN TO i-Akaun

MEMBERS EMPLOYERS

2 Click on the 'i-Akaun Activation (First Time Login)'.

3 Read the Terms & Conditions and choose 'Agree'. Click 'Next'.

4 Key in your User ID or your EPF Member Number. Note: If necessary, include your PIN to obtain full options entered (e.g. 00012345).

5 Check if you provided and confirm full updates and numbers from EPF database. (Key in your proposed login for verification)

6 Key in the Activator Code which is the 6 digit code received via SMS.

7 Choose 2 questions followed by the answers to answers.

8 Choose an image.

9 Create a Secret Phrase (and confirm) applicable numbers (max. is a combination of both not more than 10 characters). Click 'Submit'.
Secret Phrase
 Update Your Secret Phrase: **

10 Congratulations! you are now an i-Akaun employer.

Forgot Your i-Akaun Password?
 For the EPF website, use the 'Forgotten Password' function. Your mobile phone number must be registered at any EPF Counter to enable the 'Forgot Password' Activation Code to be sent via SMS (Short Message Service).

i-Akaun (Employers)

Employer's i-Akaun Anytime.. Anywhere..

Contact us: Visit us: www.kwsp.gov.my
 Call us: 1-800-88229000

EMPLOYER'S i-Akaun

Figure Figure 3.19

Pamphlet i-Akaun (Employer)

3.1.5 ACTIVITY 5: ENTERTAIN TELEPHONE CALLS

Table 3.7
Activity 5

Task	Entertain Telephone Calls
Scope	Customer Service
Hardware/Device	Telephone, Computer Desktop
Software	Enforcement Management System (EMS)

Every day, they are so many receiving call from customer to Enforcement Department. So, the trainee are responsible to entertain the telephone calls to relieve the workload of Enforcement Section staff to enable them to focus wholly on their respective core activities. The reason that customer call the Enforcement Section is to complaints about the employers who not paid they contribution and ask how to settle they problems, ask the general or current information about KWSP such as how to register EPF, EPF dividend, how to send form A, how to pay late payment charge and other. They are a few procedures to answer the telephone call. Firstly is greeting. For the example, "Good Morning, EPF, Naqib Speaking, and may I help you". Then, the customer will ask the questions, so answer accurate and politely. Then, ask the others help before close the call. For example is, "They have anything you want me help?". If the customer said no, closing the talk with say thank you. For example is "thank you for contacting EPF". The trainee not also receive the calls, the trainee also make the call to reminder employers to paid the contribution before the 15th every month because after the 15th the employer will get the penalties such as late payment charge. The trainee also calls the employer who has the outstanding contribution to settle they outstanding, if not they will be sued in the court. The trainees also use the Enforcement Management System (EMS) with the monitor and guideline from Enforcement Staff to check the employers status either default or paid. If default, the employers are not paid the contribution in accurate time that will show red in the monitor screen. If paid, the

employers are pay contribution in accurate time then the screen monitor will show the green color. The software also has the contact details about the employer company. So that it easy the trainee to make the call.

3.1.6 ACTIVITY 6: SETUP FACILITIES FOR ANY EVENTS AND ASSEMBLY

Table 3.8
Activity 6

Task	Setup facilities for any events and assembly
Scope	Technical
Hardware/Device	Computer desktop, LCD, audiovisual
Software	

In every events that has been made by the EPF, the trainee has been assigned by supervisor to setup the facilities for any events and assembly. The trainee has been make sure all facilities for the events must be prepared one day before the events start. The trainee should prepare the microphone, computer desktop, projector screen, LCD projector, speaker and internet connection, so that the events and assembly can running smoothly. The events and assembly that trainee involving to setup facilities as a list below.

Table 3.9
List of the events setup facilities

Date	Events or Assembly
6/2/2017	EPF February Monthly Assembly
13/2/2017	“Rheumatoid Arthritis” Talk Speech
15/2/2017	Security Talk “Never Trust Fire”
6/3/2017	EPF March Monthly Assembly
14/3/2017	Retirement Advisory Service Opening Ceremony
3/4/2017	EPF April Monthly Assembly
7/5/2017	EPF May Monthly Assembly
5/6/2017	EPF Jun Monthly Assembly

3.1.7 ACTIVITY 7: MANAGING IN AND OUT EMPLOYER FILES

Table 3.10
Activity 7

Task	Managing in and out employer files
Scope	Filing
Hardware/Device	Files, logbook
Software	-

Managing the incoming and outgoing employer files is the one of the routine daily of the trainee. In EPF Section, they have two rooms for stored the employers file. To access the employer file, they only two person can access to file room which is general assistant staff and senior clerk. They are so many requests by inspector and main duty staff to bring out the files. The trainee has been the authorities to access the files room. To avoid the file are be lost, they are have policy and procedure which is movement of file must be record. Firstly, the employer files only will be bring out from the files room

when have request by staff. The staff will be give the list of the employer files they want. Then, the trainee will be search the employer file in the file room. After that, the trainee record the out employer files in the Indent File Logbook and in the cover of the file. In Indent File Logbook and the cover of the file should have the information about the employer file name, employer file number, staff number who are request the file and date of out coming files. Then, the trainee will give the file to staff who are request the file. Then, after the staff already uses the file and they want return file, they will give file to senior clerk or general assistant. Then, the trainee will again record the incoming file in the indent file logbook and at cover of the file. Lastly, the trainee will be stored the file in the file room.

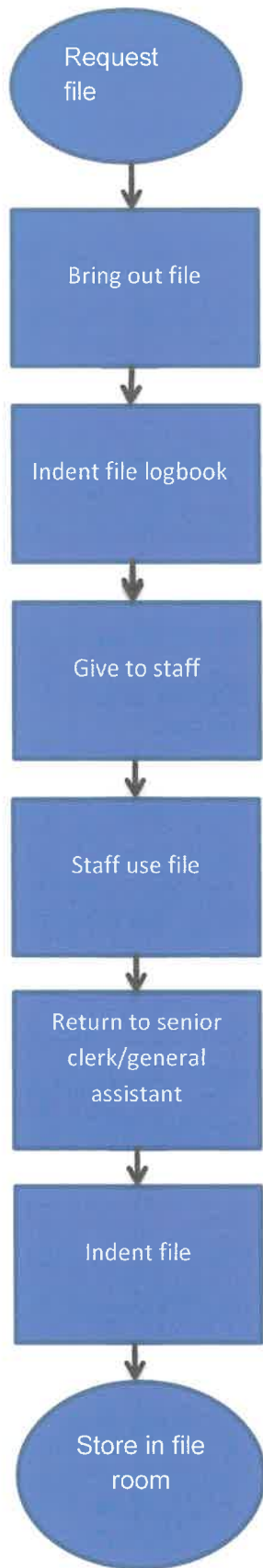


Figure 3.20
In and out file flowchart



Figure 3.21
Indent File Log

SENARAI INDENT FAIL MAJIKAN/ FAIL PENDAKWAAN DI KWSP KOTA BHARU BAGI TAHUN 2017										
NOMOR ANGGOTA	NOMOR MAJIKAN	NAMA MAJIKAN	STATUS FAIL MAJIKAN (A/B)	FAIL PENDAKWAAN	TARIKH INDENT	URGENT (✓)	TARIKH DIBEKALKAN	TARIKH DISEMBALKAN	TANDATANGAN KE BANGSANG	CATATAN

Figure 3.22
Content of indent file log

3.1.8 ACTIVITY 8: RECORD EPF 1 FORM

Table 3.11
Activity 8

Task	Record the EPF 1 (Employer) Form
Scope	Manual Record
Hardware/Device	EPF 1 (Employer) Form, Logbook
Software	-

The EPF 1 (Employer) Form is the form for the new register employer. The picture of EPF 1 Form is being attached at the appendices. Firstly, the employer will be registering the company at the counter service. Then, the counter service will be sending the photocopy of the EPF 1(Employer) to Enforcement Section to update the details in the system and logbook. It because the counter service has been policy that have much take a few minutes only to take a new register company. So that, the responsible of the Enforcement Section to check and update at system. So the trainee will record the EPF 1 into the logbook. The information that must be record is date that register in counter service, that the company take the employer, name of the employers, employer reference number, address of the company and total of the employees.

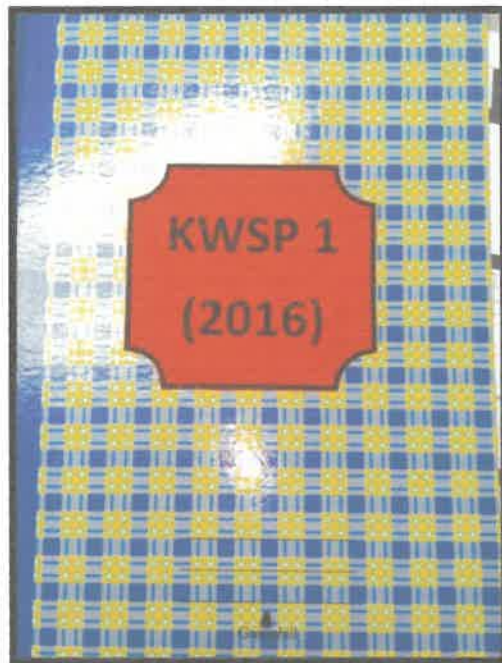


Figure 3.23
EPF 1 logbook

Date register company at counter service

22/07/2017	NAQIB ENTERPRISE	2019291
	LOT TAMAN UDA MURNI	Mei-17
	15400 KOTA BHARU	5
	KELANTAN.	
	011-123456789	

Labels and arrows in the image:

- Red arrow pointing to '22/07/2017': Date register company at counter service
- Red arrow pointing to 'NAQIB ENTERPRISE': Name of Employer
- Red arrow pointing to '2019291': Employer reference number
- Red arrow pointing to 'Mei-17': Date of employees taken
- Red arrow pointing to '5': Total of employees
- Red arrow pointing to 'KELANTAN.': Address
- Red arrow pointing to '011-123456789': Contact number

Figure 3.24
EPF 1 logbook format

3.1.9 ACTIVITY 9: RECORD THE CHEQUE AND FORM A

Table 3.12
Activity 9

Task	Record the cheque and Form A
Scope	Manual Record
Hardware/Device	Cheque, Form A, Logbook
Software	-

Enforcement Section is the section that to investigate the employers who are not paid the contribution. Then, the employers who not paid the contribution will get the penalty. So that, when they want paid the penalty, some of them are like to pay using the cheques. Every cheques must be compile with the EPF Form A. EPF Form A is the information about the total of employees salary. So, the trainee will be recorded the cheque and Form A into logbook before send to the Contribution/Finance Section to be receipt. The example of EPF Form A is attach in appendices

3.1.10 ACTIVITY 10: MANAGE FILE AND RECORD

Table 3.13
Activity 10

Task	Manage file and record
Scope	Filing and record management
Hardware/Device	File, record, rubber stamp
Software	-

In Enforcement (ENF) Section they are a lot of employer file but the file room is almost full. It because ENF Section is always creates record every time the employer registers the company. After that, the Enforcement Section have make the action which is the new file will be create only for the employer who are been cases or problem. The employer cases are about do not paid the contribution or have the complaint from employee.

So, the trainee activity is creating the new file for the problem employer which is this file will be given to the inspector or main duty in Enforcement Section. Firstly is, the inspector or main duty will ask for create new file because have the new cases. Then, the trainee will be take the new file or reuse file from disposal record. Then, the trainee will be using the typing machine to type the information of the employer file which is contain the employer reference number, the employer name and employer address.

In addition, the trainee also stamp the minute of the file. The minute of the file is about the movement of any in and out record in the file. The minute file must have the information like type of document, from and to whom, date of document.

No. Kertas	Masa
1	1/10/12
2	2/1/08
3	1/2/08
4	2/1/07
5	2/10/2008
6	12/8/12
7	6/10/12
8	2/12/12
9	15/5/12

Figure 3.25
Minute of file

Then, the trainee also doing audit the S3 file. S3 file is the cancellation file that not been used anymore because the employer has been stop to contribution or closed the organization. The S3 file is the inactive file that has been wait for disposal. The policy of EPF is the inactive record or file will be dispose after one year. The disposal of file and record is in the trainee special project at point 3.2. The audit S3 file is to make sure the action has followed the action list that also in special project.

3.1.11 ACTIVITY 11: CREATE THE DATABASE EMPLOYER DEFAULT AND PAID LIST

Table 3.14
Activity 11

Task	Create the database employer default and paid list
Scope	Database Application for Information Management
Hardware/Device	Computer desktop
Software	Microsoft Excel, Enforcement Management System (EMS)

The trainee has been given task to create the database of employer default and paid list. The default means the employer are failed to pay contribution at the right time which is before 15th every month, after the 15th, the inspector or main duty will check the employer who are not paid contribution through EMS software. This software will show the red screen for employer who is default and green for employer who are paid contribution. Then, the task of trainee is check the employer through EMS system than extract the employer data into Microsoft Excel to create the default and paid list. The database should have the employer of reference number, address of employers, main duty contacting number and outstanding total. This database will help the staff to create the warning letter to employers, to check statistic paid and default every month also as a key indicator performance of staff. This relate with Database Application for Information Management that trainee learn at Uitm Kelantan.

Employer Reference Number	Employer Name	Status	Contact Number	Address 1	Address 2
201338281	Naqib Resource	D	011-2919011	Lot 123, Jalan Kota	Kota Bharu, Kelantan
192919919	ABC Company	D	012-3287919	Lot 67, Jalan ABC	Kota Bharu, Kelantan

Figure 3.26
Illustrate of database default list

3.1.12 ACTIVITY 12: PREPARE THE WARNING LETTER TO SEND TO EMPLOYER

Table 3.15
Activity 12

Task	Prepare the warning letter to send to employer
Scope	Technical
Hardware/Device	Computer Desktop
Software	Enforcement Management System

Every day the main duty or inspector will be checking the employer that under their surveillance to make sure the employer pay the contribution at the 15th every month. If the failed to paid the contribution at the time, the employer will get the penalty. So the system will be check if the employer are default or paid status. The trainee will do the database of employer default and paid status. Then, if the employer default because don't paid the contribution, the trainee will be prepare the format to send warning letter to employer. Then, the trainee will be printing the letter and fold also patches the letter.

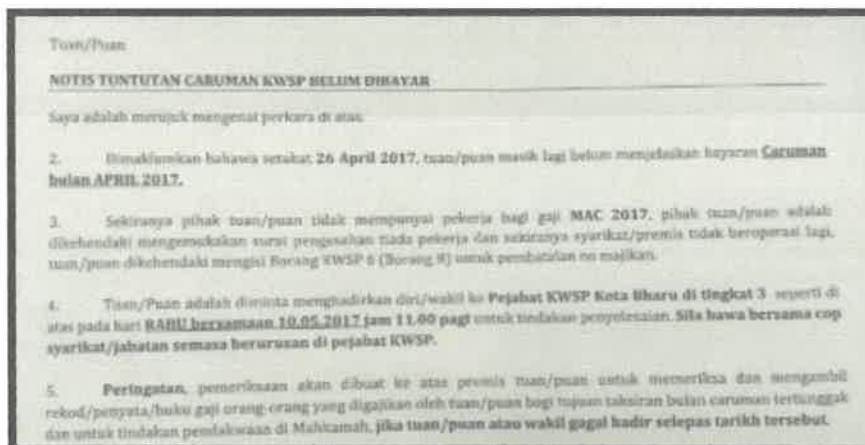


Figure 3.27
EPF Warning Letter

3.1.13 ACTIVITY 13: OUTREACH PROGRAM WITH MOBILE TEAM

Table 3.16
Activity 13

Task	Outreach Program With Mobile Team
Scope	Promotion
Hardware/Device	Laptop, Mini Kiosk
Software	-

EPF constantly seeks to improve its services to customers through various approaches, including the EPF Mobile Team service. The objective of this team is to deliver services to customers primarily to customers who are located far from the EPF offices. The trainee has been join EPF mobile team to join The Mobile Community Transformation Center (Mobile CTC) events. The Mobile CTC was held to provide the services needed to urban residents or inland communities, including checking EPF statement, renewal of Driving License, IC Registration, Housing Loan, PTPTN Loan and many other services provided to showcase government's seriousness In bringing prosperity to the local people.

In 15 February 2017 the trainee with EPF Mobile Team has join the Mobile CTC Program for Post-Flood in Tanah Merah. This program was organized by the Malaysia Ministry of Finance collaboration with other organization such EPF, Tabung Haji, PTPTN, Jabatan Pengangkutan Jalanraya (JPJ), Bank Simpanan Nasional (BSN) and other.

So, this outreach program is give the EPF to offers the following services for this purpose:

- i. EPF i-Akaun registration campaign.
- ii. Nomination registration campaign (awareness of the importance of nomination to EPF members).
- iii. EPF statement printing.
- iv. Nomination information checking.
- v. Nomination form submission.
- vi. Housing and Age 50/55/60 Years Withdrawal submission and advisory service.

Using the i-akaun mini kiosk. The trainee are offered the services i-akaun to as follows:

- i. Checking and printing of previous and current EPF statements.
- ii. Withdrawal eligibility checking.
- iii. Withdrawal status checking.
- iv. Withdrawal history checking.
- v. Withdrawal form downloads.
- vi. Checking and updating of address.
- vii. Nomination details checking.



Figure 3.28
Outreach Program



Figure 3.29
Mobile CTC Program

3.1.14 OTHERS ACTIVITY

3.1.14.1 WELLNESS ACTIVITY

EPF is the organization that really cares about the health of its staff. It proofing when they are so many wellness activity that organized by EPF and joined by the trainee. Firstly is Futsal. The trainee will be join the futsal every Wednesday at Rooftop of Parkson at 5.00p.m – 7.00pm. Then at every morning of Thursday is Xi Gong Exercise. Xi Gong Exercise is the exercise that in the video about the group of Chinese people. Then the staff will follow the step that show in LCD. Then at every evening of Thursday that are the exercise at level 2 of EPF Building that have invite the experience instructor. Thirdly is EPF has organized the “Blood Donation” and “Road to Wellness” events. In this events is the staff can doing health screening with is check blood pressure and checking body mass index. In that events also have the talk with title Diet and Nutrition talk, Diabetes : No 1 Killer and What is Mental Disorder? .

The trainee also join the Kelantan International Half Marathon 2017 at Rural Transformation Centre (RTC) Kota Bharu. The trainee are join the 3km of Marathon. This Program is start from 6 am- 12 pm. This program was launched Ministry of Youth and Sports, Khairy Jamaluddin Abu Bakar also attended by Dato' Sri Mustapa bin Mohamed.

In addition, the trainee also join the MyBFF (Body Fit & Fabulous) Program that was organized HUSM. This program is to educate the trainee and staff to practice the balance diet and exercise. This program target to trainee to get archive the ideal body mass index (BMI). The trainee also join the knowledge sharing session about “Fit in the Office” at Ramadhan Month. The trainee has given the step to be active and release tension in Ramadhan.

3.1.14.2 ASSIST STAFF TO PHOTOSTAT

The trainee also assist staff the material they want. The trainee always Photostat the employees payroll, correspondence, also Photostat form A and Form E

3.1.14.3 ENTERTAIN WITH EMPLOYER AND EMPLOYEES

As the staff in Enforcement Section (ENF) is always busy with they work, the trainee has been responsible to entertain the employer and employees who come into ENF Section. Basically, the trainee will give the greeting to employer and employees and ask them what they want. Then, the trainee will calling the inspector and main duty who are can solve the employer or employees problem. For employers who comes to employer to contribution is to settle the fine or late payment. For employees, they comes to ENF Section to complaint about the employers who are not the contribution.

3.1.14.4 ASSIST STAFF TO CHECK DIFFERENCE BETWEEN FORMS A AND E

In addition, the trainee also assist the staff to check difference between forms A and E so that there is no mistake value exists, listing record accepted check and update benefit and dividend. The trainee also taking action to file the documents into the main file for the case of interest waiver, manage the application process for the benefit of the exemption for government employers for instance data entry employers and submit for approval) and calculate total of employer and employee contribution.

3.1.14.5 ASSIST INSPECTOR TO REFORMAT EMPLOYER FAIL CONTRIBUTE

Then, the trainee also help inspector to reformat Employers Fail to Contribute Small Amount and Employers Fail to Contribute Big Amount document. The document is about the report that employers have a be summon at the court because ignore to paid contribution. The trainee needs to transfer information from old document format to new document format. There are ninety employers information need to transfer to new format.

3.1.14.6 JOIN OUTDOOR ACTIVITY

There are many outdoor activities that are organized by EPF for EPF staff and trainees. The first is an adventure to Pondok Sungai Kenerong, Dabong, Kelantan. This adventure was joined by EPF staff from Kota Bharu and Tanah Merah. It takes 4 hours to reach Pondok Sungai Kenerong. The objective of this expedition is to release tension, to strengthen the relationship between staff, and to give donations to Madrasah Tarbiah Al-Aulad Sungai Kenerong Kg. Stong, Dabong. This program is a 2-day, 1-night activity which starts on Friday and ends on Saturday.

The second activity is catching squid. The EPF Kota Bharu Club organized a squid catching activity annually for EPF staff. Trainees joined this expedition. They departed from Senok Beach at 3pm to go to sea. The expedition lasted 2 days and 1 night. Trainees started catching squid at 8.00 pm until 7.00 am. After that, they also fished for fish in the morning before returning home. Trainees collected around 100kg of squid, which will be shared with other staff.

3.2 SPECIAL PROJECT

3.2.1 Record Management – Filing and Record Management

3.2.1.1 PROJECT OVERVIEW

Enforcement Section (ENF) and Litigation Prosecution Unit is the core of the whole system of management of Employees Provident Fund that responsible to provide quality service to employers and members by ensuring that all employers eligible to pay EPF contributions for their employees are registered with EPF and comply with EPF Act 1991, EPF Rules and Regulations 1991. Enforcement Section is among the most important in helping EPF gain the contribution payment from employers at right time. This section is also involved in handle the complaint cases requiring investigation. In addition they also issuing and managing cases for legal action. Then, it also responsible to opening file for newly registered employer at main counter.

In the EPF, they are having the Internal Audit that will be evaluate the record management in Enforcement Section that can give the effect of performance of department. So that, the trainee has been discussed with Head of Enforcement Section and supervisor to make the filing and record management as a special project because the records are not well storage and it related with the course Management of Records in Organization (IMR451) and Classification and Filing System (IMR504) that has been learn the trainee at university. This special project that student determine which file that need to be keep because of own value and which file need to disposed. So, trainee has been responsible to make changes filing and record management before the Internal Audit check the files.

3.2.1.2 PROBLEM STATEMENT

The problem statement in this special project is the files in the files room or record repository is almost full. It because, before this the Enforcement Section is always opening file for newly registered employer at main counter. Then, the staff do not have awareness in implement a proper filling and record management. This is because the staff in charge in manage a files and record in Enforcement Section may not consider this important thing that they need to do especially on future. Some of the files and record are tears and bend. In addition it do not follow a standard procedures and policy. In Enforcement record repository they do not make any review to determine the value of file for a long time. They still keep the file that may have no value anymore. Some of the file need to disposed and do not placed in their record repository room.

3.2.1.3 OBJECTIVE OF PROJECT

The objective of this special project is to help Enforcement Section (ENF) in filling management and record management with more systematically and efficient. Then, to expose trainee with real situation in handling a record classification and management in industries training.

3.2.1.4 SCOPES OF PROJECT

The scopes of special project is to focused of the active record, semi active and inactive record at Enforcement Section.

3.2.1.5 TARGET USER

The target use of this project is staff of Enforcement Section and other Industrial Training Student at EPF.

3.2.1.6 PLANNING

In this project, the trainee and staff already discusses together the planning to do to embark this filing project. Firstly, the trainee had a meeting with the staff in Enforcement Section to inform them about the record and filing project. The trainee explains to them what is filing actually. This meeting was attend by Head of Enforcement Office, supervisor, general assistant, senior clerk, all Enforcement Section Staff and industrial training student. In this meeting, Head of Enforcement Section has giving information about the auditing file. Then general assistant told about the location of the file and target of the files that will be involve.

3.2.1.7 IMPLEMENTATION

The project starts with the analyses the file first. The file was separated with the three categories which is include active record, semi active and non-active record. The general assistant was show that the location of each file. Then, the files will be gathering together at the open area in the Enforcement Section. Then again, the record and file will be analyses again the files which is no longer used and the files will be disposed. After analyses the files, the trainee have to make a list of a files that has no longer be used anymore because need to know which files that has no a function anymore. Disposal of EPF manual procedures set is after 1 year.

The inactive record in Enforcement Section is S3 files. S3 files are the employer files that are stop to be employer and stop to contribution in EPF because the want close the company. The inactive record or file in EPF is been stored in the

box for disposed. So, this record will be disposed after one year inactive record follow with EPF disposal policy.



Figure 3.30
Inactive file

Before dispose the S3 file, the trainee need audit the S3 file first to make sure all action for the S3 taken as the list below.

SENARAI SEMAKAN TINDAKAN		S3
NOMBOR MAJIKAN		
TINDAKAN S3		
1	<input type="checkbox"/> Borang KWSP 1545	
	<input type="checkbox"/> Lipiran IR UNSETTLE	
	<input type="checkbox"/> Surat Majikan	
	<input type="checkbox"/> KWSP 24; Keterangan Majikan	
	<input type="checkbox"/> KWSP B; Borang A KOD 3031 Lengkap	
	<input type="checkbox"/> KWSP B; Borang B;	
	<input type="checkbox"/> Slip Keratan / Pengesahan AUIS	
2	<input type="checkbox"/> Mini Kelulusan PC/KWSP	
3	<input type="checkbox"/> Borang Senarai Semakan Tindakan	
4	<input type="checkbox"/> Nota-Surat Peringatan Kepada Majikan	
5	<input type="checkbox"/> Penyata KWSP 1196 Jika Ada Tunggakan	
6	<input type="checkbox"/> Akhir Perkhidmatan Fail	
TINDAKAN ATAS TUNGGAKAN		
1	<input type="checkbox"/> Nota Peringatan & KWSP 1195	
2	<input type="checkbox"/> Nota Berdaftar Kepada Pengerah/Pemilik Berdasarkan ROC/RD/Bar Council	
3	<input type="checkbox"/> Laporan Pemeriksaan	
4	<input type="checkbox"/> Tindakan Pendakwaan Jika Amanah Tertunggak Melalui RMGCOB Geran/RM3000 STE/STD	
5	<input type="checkbox"/> Borang KWSP 1545; Peringatan Tindakan	
6	<input type="checkbox"/> Tindakan RT Pengesahan Adik Keluaran Pengurusan	

Figure 3.31
Action checklist

If the action checklist are not complete, the file will gave back to the responsible to make sure it complete the action. Then, action checklist are be complete. The file will be disposed. Before dispose the file, the trainee need to do list in a piece of paper to record the files that want to be dispose. Only non-current record will be dispose. The content of the list are include name employer reference number, employer name, date and other. The S3 file be disposed together with other record that has no longer be used anymore that has been list before this.

After do a listing, the trainee need to remove all record in file to let the file empty. Then remove any things for example remove the clip and stapler because it will disrupt the process. For the empty file, the trainee also removes the label on the file because the empty file can be used in future to put new records. Then, the trainee is sorting the record between black and white and multi-color record.



Figure 3.32
Remove the paper clip and stapler

After remove the clip and stapler, next process is shredding process. Shred is defined as a long irregular strip that is cut or torn off. To do shredding process, the trainee use paper shredder to cut the documents in a piece of strip. Only do shredding for the private and confidential documents that unneeded in the Enforcement (ENF) Section.

Then, the trainee has sell the record that not be used anymore either in paper format or in piece of strip to Recycle Paper Company. The collection from selling this record is around RM 72.



Figure 3.33
Sell to Recycle Paper Company

For the active and semi-active record. The trainee just find the files that has been damaged, tear and bend and replace it with the new files or the file that has been involve in disposed. Then, it will stick with the labels that have information about the employer reference number, employer name and date.

After label the file. The trainee also labels the shelf rack. The file arrange by the numerical. Then, the trainee also installs the hanger for put the file to avoid the file from tear and bend.



Figure 3.34
Mobile Shelf with label



Figure 3.35
Hanging file

3.2.1.8 SWOT ANALYSIS

SWOT analysis or SWOT matrix is the systematic assessment of an organisation's internal strengths (S) and weaknesses (W) and external opportunities (O) and threats (T). The purpose of a SWOT analysis is to reinforce strengths, remedy weaknesses, take advantage of opportunities and deflect the threats.

SWOT analysis for filing and record management project is based on the table below:

Table 3.17
SWOT Analysis

<p style="text-align: center;">STRENGTH</p> <ol style="list-style-type: none">1. Long-serving and committed staffs for each units2. Good relations between staffs and students	<p style="text-align: center;">WEAKNESSES</p> <ol style="list-style-type: none">1. Limited and not well-equipped storage areas for paper records2. Lack of staff skills3. No destruction of files
<p style="text-align: center;">OPPORTUNITIES</p> <ol style="list-style-type: none">1. Raise profile and value of managers and staffs to improve morale and effectiveness in record management	<p style="text-align: center;">THREAT</p> <ol style="list-style-type: none">1. Technological problems2. Rising cost of raw materials

i. Strength

Strengths are the characteristics of the business or project that give it an advantage over others. The strengths that are listed as below:

1. Long-serving and committed staffs and student

The staff and students in the Enforcement Section is are committed in this project to make sure they easy to search the file

2. Good relations between staffs and students

Staffs at Enforcement Section are mostly friendly and have good relationships with industrial training students. This is proven when industrial training student and staff helping each other in this project and also the staff prepare the refreshment for who are involving this project.

ii. Weaknesses

Weaknesses are the characteristics that place the business or project at a disadvantage relative to others. The weaknesses are as below:

1. Limited and not well-equipped storage areas for paper records

There are very limited and not well-equipped storage areas to store the paper records. This is because Enforcement Section has a small room to store their records because before this they always opening file for newly registered employer at main counter.

2. Lack of staff skills

It is true that staffs of Enforcement (ENF) Section are committed but still they have lack of skills to manage the records in the ENF Section.. This is proven when there are records mixed up without separated by its functions or usability of the records. Besides, they still keep unwanted records that have no functions to be kept anymore.

3. No destruction of files

There is no destruction of files at ENF section because it's only open files and open records that have been kept.

iii. Opportunities

Opportunities are the elements that the business or project could exploit to its advantage. The opportunities that can be taken are as below:

1. Raise profile and value of managers and staffs to improve morale and effectiveness in record management

There would be great opportunity if there is the raise profile and value of managers and staffs to improve morale and effectiveness in record management.

iv. Threat

Threats are the elements in the environment that could cause trouble for the business or project. The threats are as below:

1. Technological problems

The outsourcing of support services are like there is little in-house access to information technology expertise for advice records issues.

2. Rising cost of raw materials

The cost of raw materials might be raised and there is inadequate funding to use for getting the materials. Besides, the equipment or the maintenance used must be upgraded so that it requires funds and costs to use.

3.2.1.9 ISSUES AND CHALLENGES

i. Growing size of records collection.

In ENF Section, they create huge volumes of records for reasons of administrative necessity, efficiency and accountability. Because they do not know determine the values or non-values records, so they still save the collection of inactive records that are not useful. This problem makes the ENF Section need to provide more storage area while the space in ENF Section is limited.

ii. Arrangement

The staff are poor in arrange the files. They do not know placement of the files. The arrangements of the files in the ENF Section are not follow the sequences. When they want find the files, it take time for access the files.

iii. Cost

The cost is the main issues and challenge that must has been faced by the ENF Section. The reason is without insufficient cost the ENF Section cannot provide a good service and without a good planning on the budget the ENF Section will unable to justify what are the important things that they need in manage records in effective and efficient way. Management of cost include the cost of storage, maintenance, and other related management of the records. Without a proper management, the cost managing records will be higher.

3.2.2 MINI SPECIAL PROJECT

Other than that, the trainee also design a banner, bunting and poster for every events organized by EPF as it related with the subject Multimedia in Information System Management (IMS45) and Electronic Publishing. The trainee used Photoshop and Microsoft Publisher to design the banner, bunting and poster. Usually trainee took 2-3 hours to draft the idea and design the banner. Creativity become main factor in designing banner. Then, trainee will take 1-2 days to complete the banner, design and bunting. The list of mini special project as table below.

Table 3.18
List of mini special project

Software	TITLE	TYPE
Microsoft Publisher	Anugerah Kualiti KWSP Kota Bharu	Banner
Adobe Photoshop	Hari Bertemu Pelanggan	Banner and bunting
Microsoft Publisher	Hari Raya Enforcement	Banner
Microsoft Publisher	Hari Raya SPO (Seksyen Pengurusan Operasi)	Banner
Microsoft Publisher	Seksyen Caruman dan Kewangan(SCK) Family Day	Banner
Microsoft Publisher	Amalan 5s	Bunting
Microsoft Publisher	Hari Raya MPKB 2017	Bunting
Adobe Photoshop	Banteras orang ketiga	Bunting
Microsoft Publisher	Road to wellness	Bunting
Microsoft PowerPoint	Person in charge tingkat 3 dan 5	Poster
Microsoft PowerPoint	Liaison in Charge 5s	Poster

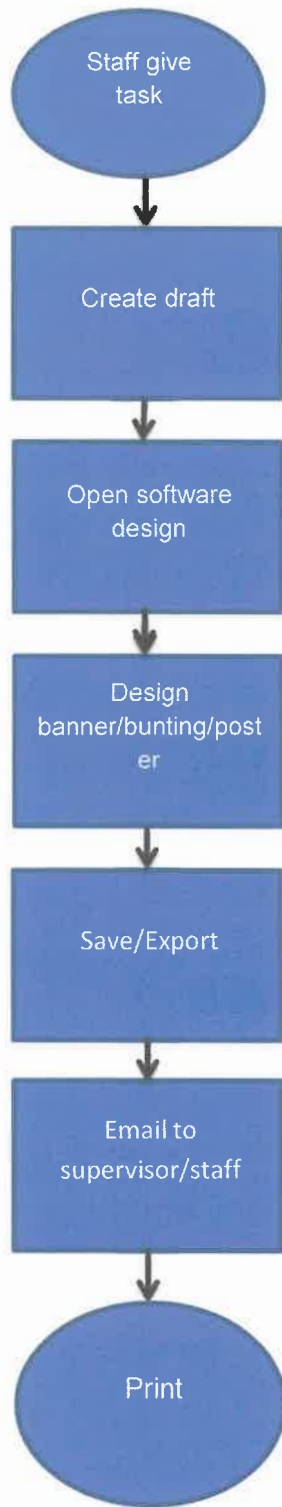


Figure 3.36
Design Banner Workflow

CHAPTER 4: CONCLUSION

4.1 APPLICATION OF KNOWLEDGE, SKILLS AND EXPERIENCE

The experience gathered from handling events and programs during studies in Faculty of Information Management, UiTM Kelantan also had benefited the trainee in order to communicate with the staff and also very needed to handle employers and employees. Usually employers come to pay contribution, check fine or suspended payment. Employers come to the office and trainee need entertain them before pass to main duty or inspector. The trainee also has been experienced in handle events so that, every task in any events that organize by EPF, the trainee can do it without any problem.

From the user training that has been learn from the Information System Management (IMS552) has given advantage to trainee to teach the i-akaun, e-caruman and kiosk for the customer of the EPF. This can avoid the trainee from be nervous and then can make sure the information that has been deliverable to customer are easy to understand.

Then, using the experience doing the outreach programed that has been learn in Uitm Kelantan, the trainee are afraid join any activity and events that created by EPF. For the example is when the outreach program with EPF Mobile Team, the trainee are promote the EPF without any problem.

Then, from the Information System Management that teach the student in subject Multimedia also been used or practice in industrial training at EPF. The knowledge about design with software design such as Adobe Photoshop and Microsoft Publisher has been used to make poster, banner, bunting and other has been requested by EPF organization.

In addition, Management of Records in Organization (IMR451) and Classification and Filing System (IMR504) as benefited to trainee search the file in organization. Create the new file, also record manual in and out of files. The trainee also very well in manages the record in the organization.

4.2 PERSONAL THOUGHTS AND OPINION.

Undergoing for industrial training could expose and let to experience the environment of the real world of working before graduating. From this training, it has taught me to be more responsible where every task given to me must be settled on time or before the date line. It also as a preparation to face the real challenge and learn the way to find the solution when problem encountered besides completing the course. Besides, it can develop the soft skill especially in communication. Realize that learning theoretical is never the same when it comes to practice.

EPF is a good place to learn many things during my industrial training especially about investment management in financial institution. The trainee absolutely agreed because the trainee had gain experience it during industrial training. The trainee learn so much of new knowledge that cannot get them in the class.

The trainee feels that the organization provide a lot of opportunities and supportive environment. The supervisor, the staff, and even the top management are friendly and easy to deal. For the example is the staff always treat trainee when the lunch time, breakfast time a tea time. The staff also give the reward such as pizza hut and money to the trainee for complete task or project that are given. For the example is the Head Of Enforcement are treat with pizza hut to the staff and trainee when complete done audit the file.

One of the skills that trainee get is computer skills. The trainee feel expert with the many software such C++, MySQL, Adobe Photoshop and other expert software. But in EPF they use the Microsoft Excel and Microsoft Publisher that not familiar with the trainee. The trainee also feel shock that there are many things can do especially in Microsoft Excel and Microsoft Publisher and it very help the trainee in implementing the database, design and statistical knowledge.

4.3 LESSON LEARNT

During at EPF, there are a great deal of lesson learnt that have picked up by the trainee. The trainee learn to be more discipline and punctual time. The EPF uses the right system of arrival and can contribute to more disciplined employees. Employee arrival is recorded in Access Card Time Attendance System (ACTAS). Therefore, all employees are timely to work.

Then, the trainee also get the leadership skill which is must be responsible to staff. The trainee see that, the Head of Enforcement Section Mr. Yusoff Bin Ali who always ask the staff to do the discussion in every week. Then, the leader must have set the target what they want archive

Then, the trainee also get gain the soft skill such as communication skill. Then, the Head of the EPF Kelantan Office is good in communication. In every

monthly assembly, with one point that giving in slide, he can elaborate more information from that. Besides that, the trainee doing very great in communications skills. The trainee learn it telephone conversation, emails and of course conversation among the staff. trainee just knew the proper way to communicate towards customer especially in telephone conversation. The trainee also learn how to produce a good writing in email which follows the standard of the company format.

In addition, the lesson learnt that trainee get is to make familiar with in working surrounding. If the class, the trainee only come to class in 4 or 5 hour daily it will different with surrounding in working start with 8.00a.m until 4.45 p.m. The trainee was exposed to a professional environment in identifying the duties of an employee. From there, the trainee can see how a member is doing the task properly.

The trainee has learnt how to doing the multi task. In every day, the trainee has doing 5 task such as register new EPF member, activate i-akaun, record the cheque, search files and call the employer to paid the contribution.

The trainee also learnt to be a good religious person. In EPF, they always recite the doa'a before start the work. Then, they pray Zohor and Asar together. Then, also doing the Tadarus Al-Quran when the Ramadhan Monthly. It can make raised the staff spiritual after tired or stress with work.

4.4 LIMITATION AND RECOMMENDATIONS.

The limitation is a part challenger during training. The most challengers are the limitation of internet connection. In EPF, internet can only access the EPF system provided and EPF website. So the trainee need to use own internet to access other website. The problem faced when the trainee designing the banner which need a lot of source from the internet. Then for the recommendation is the trainee want suggest that EPF should provide Wi-Fi for member use. In addition is limitation of software design. They are only have the software such Microsoft Publisher, Microsoft Excel and Microsoft Power Point for design that make the limit to making the better design. The trainee suggestion is the EPF must prepare the Adobe Photoshop Master Collection that have many collection software for design. It can help the staff be more professional in design. Then, the limitation is when to find the file when needed. The EPF use the manual record which record in the logbook. It take many times to know who are take the file. The EPF should create the filing system software that are too easy manage the file and record. The trainee also can help in design the filing system if the EPF are given the permission. Then, the limitation is the EPF staffs do not give the task clearly. The trainee will recommend the staff to brief clearly about the task given to the trainee. The trainee may not expose to working environment so it will hard for the trainee to do some task. However, if the staff guide the trainee from the beginning and show the trainee clearly it will help the trainee to do the task. Then, other limitation is parking space for staff and customer is limited. The trainee suggests that EPF provide the more parking space that can attract more the customer to come to EPF.

REFERENCES

About EPF. (n.d.). Retrieved May 5, 2017, from <http://www.kwsp.gov.my/portal/en/about-epf/>

Nurulannisa Binti Abdullah. (2017, February 1). Industrial Training Coordinator, Kelantan: Universiti Teknologi Mara (UiTM) Kelantan, Machang Campus.

Siti Meriam binti Salim. (2017, Jun 10). Personal communication.

Zaila binti Idris. (2017, March 6). Personal communication.

**APPENDICES A:
INDUSTRIAL TRAINING
STUDENT'S CHECKLIST**

INDUSTRIAL TRAINING STUDENT'S CHECKLIST

Student's Name :
Student's Id :
Unit / Department :
Organization :
Semester : Mac - July 2017

NO.	DESCRIPTION	APPENDICES IN REPORT	TICK (√)	DATE
1.	Receive, read and understand the documents;			28/12/16
	1. Industrial Training Handbook			
	2. IMC690 Assessment			10-14/7/2017
	3. Definition of Special Project (IM225/245 Only)			
	4. Insurance Letter (UiTM)			
	5. Industrial Training Report Overall Contents			
	6. Cover & Title Page Guideline			
	7. Declaration Guideline			
2.	Receive, read and understand the rubrics;			
	1. Rubric – Industrial Evaluation			
	2. Rubric - Individual Presentation			
	3. Rubric - Industrial Training Report (Overall)			
3.	Receive, read and understand the rubrics;			
	4. Rubric - Industrial Training Report (Reflection Assessment)			
3.	Receive, read and understand all the forms			
4.	Report duty to organization and submit report duty form to the Industrial Training Coordinator ('Borang Report Duty') within the first week of internship Email : nurul1217@kelantan.uitm.edu.my OR Fax : 09-9762156 – HEA (please put a note : "U.P : Puan Nurulannisa Binti Abdullah")			1-10/2/2017
5.	Understand that students are NOT ALLOWED to take any leave during internship, unless for emergency leave / MC / special case (not more than 6 days in 5 months); or else the internship status is automatically FAIL . Get the permission from Organizational Supervisor before taking any leave. **Any extra leave provided by organization is not counted under this clause. Organization may provide extra leave / benefits to students, if necessary**	YES (MC / Letter)		
6.	Understand that NO semester break during internship.			

7.	Understand that public holidays/special leaves/weekend are different between states; follow current state during internship / organization's policy. (put remark in the logbook)			
8.	Record every attendance in the form (' Borang Kedatangan Latihan Industri ') or use any method provided by organization (thumbprint or punch card).	YES (Copy of attendance)		
9.	Record every task given in the logbook every day. Ask the Organizational Supervisor to sign/verify on daily OR weekly OR monthly basis.	YES (Copy of logbook entries)		
10.	Fill up Organizational Supervisor's details (' Template Maklumat Penyelia ') and submit to the Industrial Training Coordinator once the supervisor has been assigned. (**You may include the topic for Special Project, if you already have it**) Email : nurul1217@kelantan.uitm.edu.my			28/2/2017
11.	Discuss with Organizational Supervisor regarding Special Project (must be ISM OR IM related tasks).			
12.	Plan and strategize all the tasks given during internship (discuss with the Organizational Supervisor regarding duration for the tasks, especially Special Project). You may use the planner (' Jadual Perancangan Latihan Industri ') OR make your own custom planner using MS Office / MS Project OR use the planner provided by the organization (if any).	YES		
13.	Consult with your Faculty Supervisor regarding the tasks (especially Special Project) at least 3 TIMES , via face-to-face OR email OR phone calls OR any types of communication medium, which necessary.			
14.	Hand over the industrial evaluation form (Rubric – Industrial Evaluation) to the Organizational Supervisor (softcopy or hardcopy, any way preferable by the supervisor). The Organizational Supervisor will make an evaluation on the student's performance.			
15.	PAY your fees (semester Mac – July 2017) Refer Academic Calendar for the date.			BEFORE 26/3/2017
16.	REGISTER for IMC690 (Industrial Training) course– Refer Academic Calendar for the date.			27/2– 12/3/2017
17.	VALIDATE for IMC690 (Industrial Training) course.– Refer Academic Calendar for the date.			13–26/3/2017 GUGUR TARAF 30/3/ 2017
18.	Update your MUET status to the HEA (to those who not yet submitted the result/status).			
19.	Have a visit from the Visiting Supervisor (from nearest campus / faculty) during internship. Prepare the evaluation form (' Borang Penilaian			

	Visiting Supervisor'). Students may discuss or seek for opinions from the Visiting Supervisor. But approval for the tasks (especially Special Project) may only be done by the Organizational Supervisor & Faculty Supervisor.			
20.	Submit the evaluation form (Rubric – Industrial Evaluation) to Industrial Training Coordinator OR Faculty Supervisor within the last week of internship			BEFORE / ON 30/6/2017
21.	Attend the presentation (viva) at the faculty *subject to change. Bring along the evaluation form ('Borang Penilaian Pelajar') during the presentation.			10-14/7/2017
22.	Submit the Industrial Training Report (hard cover bind, dark blue)			10-14/7/2017
23.	Provide a softcopy of Industrial Training Report in a CD, sealed in an envelope nicely, and attached at the back of the report.	YES		
24.	Attach this checklist in Appendices section.	YES		
25.	Attach any other necessary documents which related to your tasks in Appendices section (i.e. : user manual, photos of activities, forms, sketches of storyboard, sample of interface, etc.).	YES		

NOTES :

1. Organizational Supervisor – supervisor assigned by the industry / organization.
2. Faculty Supervisor – supervisor (lecturer) assigned by the faculty / campus, of which students come from. (i.e.: A faculty supervisor from Kelantan campus will be assigned for students from Kelantan campus).
3. Visiting Supervisor – supervisor (lecturer / staff) assigned by the faculty / campus, from the nearest campus/state to the organization. (i.e.: A visiting supervisor from Shah Alam will be assigned for students who undergo the internship in Selangor / Kuala Lumpur).

**APPENDICES B:
SAMPLE OF THE COVER PAGE
FOR REPORT**



**UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT**

**INDUSTRIAL TRAINING REPORT:
KUMPULAN WANG SIMPANAN PEKERJA (KWSP)
KWSP KOTA BHARU, TINGKAT 2, 3 DAN 5,
BANGUNAN KWSP, JALAN PADANG GARONG,
1500, KOTA BHARU,
KELANTAN.**

**SPECIAL PROJECT:
FILING AND RECORD MANAGEMENT**

**BY
MUHAMMAD NAQIB BIN MAZLAN
2014133833**

**IM245 - BACHELOR OF SCIENCE (HONS.)
INFORMATION SYSTEM MANAGEMENT**

**FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN**

**01 FEBRUARY 2017 – 30 JUNE 2017
INDUSTRIAL TRAINING REPORT:**

KUMPULAN WANG SIMPANAN PEKERJA (KWSP)

**KWSP KOTA BHARU, TINGKAT 2, 3 DAN 5,
BANGUNAN KWSP, JALAN PADANG GARONG,
1500, KOTA BHARU,
KELANTAN.**

**SPECIAL PROJECT:
FILING AND RECORD MANAGEMENT**

**BY
MUHAMMAD NAQIB BIN MAZLAN**

**FACULTY SUPERVISOR
MADAM ZAILA BINTI IDRIS**

**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

KUMPULAN WANG SIMPANAN PEKERJA (KWSP)

**KWSP KOTA BHARU, TINGKAT 2, 3 DAN 5,
BANGUNAN KWSP, JALAN PADANG GARONG,
1500, KOTA BHARU,
KELANTAN.**

**SPECIAL PROJECT:
FILING AND RECORD MANAGEMENT**

**BY
MUHAMMAD NAQIB BIN MAZLAN**

**FACULTY SUPERVISOR
MADAM ZAILA BINTI IDRIS**

**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

**APPENDICES C:
REPORT DUTY DECLARATION
FORM**



FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA (UiTM)
KELANTAN BRANCH

REPORT DUTY DECLARATION FORM
(Semester March – July 2017)

To : Puan Nurulannisa Binti Abdullah
Industrial Training Coordinator IM245 – UiTM Kelantan

Name : MUHAMMAD NAQIB BIN MAZLAN

UiTM ID : 2014133833

Program Code : IM245

H/P No :

I hereby, confirmed and report my duty to MUHAMMAD NAQIB BIN MAZLAN (organization).

Date: 01 February 2017

Student Signature _____

Verified by,

Signature _____

Name

MOHD YUSOFF BIN ALI (B347)

Ketua

Designation

Sekyen Penguatkuasaan
KWSP Kota Bharu

Official Stamp _____

APPENDICES D: ATTENDANCE RECORDS

•

X
Tiada
Gambar

Laporan Kehadiran Individu - 01/03/2017 hingga 31/03/2017

Nama Anggota	MUHAMMAD NAQIB BIN MAZLAN		
No Anggota	PLB260	Tarikh / Masa Cetakan : 04/04/2017 15:51 PM	
Penempatan Semasa	SEK.PENG.OPER CAW. KOTA BHARU		
Jawatan	TRAINING		

Bil	Tarikh	Syif	M. Masuk	M. Keluar	Jumlah Jam	Status	Alasan
1	01/03/2017 - RBU	08:00-16:45	07:53:08	16:50:51	08:57:43		
2	02/03/2017 - KHA	08:00-16:30	07:46:18	16:58:34	09:12:16		
3	03/03/2017 - JUM	Off Day					
4	04/03/2017 - SAB	Rest Day					
5	05/03/2017 - AHD	08:00-16:45	07:52:32	16:50:35	08:58:03		
6	06/03/2017 - ISN	08:00-16:45	07:46:18	16:54:33	09:08:15		
7	07/03/2017 - SEL	08:00-16:45	07:50:31	16:51:07	09:00:36		
8	08/03/2017 - RBU	08:00-16:45	07:53:18	16:48:27	08:55:09		
9	09/03/2017 - KHA	08:00-16:30	07:54:58	16:54:57	08:59:59		
10	10/03/2017 - JUM	Off Day					
11	11/03/2017 - SAB	Rest Day					
12	12/03/2017 - AHD	08:00-16:45	07:53:18	16:48:57	08:55:39		
13	13/03/2017 - ISN	08:00-16:45	07:42:59	16:49:27	09:06:28		
14	14/03/2017 - SEL	08:00-16:45	07:48:46	16:51:34	09:02:48		
15	15/03/2017 - RBU	08:00-16:45	07:41:01	16:49:05	09:08:04		
16	16/03/2017 - KHA	08:00-16:30	07:45:04	16:38:12	08:53:08		
17	17/03/2017 - JUM	Off Day					
18	18/03/2017 - SAB	Rest Day					
19	19/03/2017 - AHD	08:00-16:45	07:41:32	16:52:20	09:10:48		
20	20/03/2017 - ISN	08:00-16:45	07:50:41	16:57:17	09:06:36		
21	21/03/2017 - SEL	08:00-16:45	07:41:14	16:48:49	09:07:35		
22	22/03/2017 - RBU	08:00-16:45	07:51:24	16:07:44	08:16:20	Keluar Awal.	KA - Program Derma Darah.
23	23/03/2017 - KHA	08:00-16:30	07:42:40	16:34:51	08:52:11		
24	24/03/2017 - JUM	Off Day					
25	25/03/2017 - SAB	Rest Day					
26	26/03/2017 - AHD	08:00-16:45				Tidak Hadir.	TH - CUTI REHAT MAC.
27	27/03/2017 - ISN	08:00-16:45	07:47:00	16:51:55	09:04:55		
28	28/03/2017 - SEL	08:00-16:45	07:52:57	16:51:40	08:59:43		
29	29/03/2017 - RBU	08:00-16:45	07:49:57	16:47:58	08:58:01		
30	30/03/2017 - KHA	08:00-16:30	07:48:13	16:38:57	08:50:44		
31	31/03/2017 - JUM	Off Day					

Jumlah Jam : 188:45:01	Jumlah Jam Hilang Masa Kerja (HMK) : 00:00 (jam)	Jumlah Hadir : 21 hari	
Datang Lewat (DL) : 0 hari	Keluar Awal (KA) : 1 hari	Tidak Hadir (TH) : 1 hari	Tidak Lengkap (TL) : 0 hari
Pengesahan & Kelulusan :-			
<input checked="" type="checkbox"/> Menunggu Kelulusan : 0	<input checked="" type="checkbox"/> Lulus : 2	<input checked="" type="checkbox"/> Tidak Lulus : 0	

APPENDICES F: CERTIFICATION



KWSP
EPF

SIJIL PENGHARGAAN

Adalah Dengan Ini Disahkan Bahawa

MUHAMMAD NAQIB BIN MAZLAN
NO. K/P: 941010-03-5595

TELAH MENJALANI LATIHAN INDUSTRI
DI KWSP CAWANGAN KOTA BHARU

BAGI TEMPOH
01 FEBRUARI 2017 HINGGA 30 JUN 2017

Saya bagi pihak pengurusan dan seluruh warga KWSP
Cawangan Kota Bharu mengucapkan ribuan terima kasih
di atas segala sumbangan yang telah diberikan
sepanjang perkhidmatan di KWSP.

“SELAMAT MAJU JAYA”

MOHAMMAD BAKRI BIN MUHAMMAD
Ketua Negeri
KWSP Negeri Kelantan

Bertanakh: 02 Julai 2017

**APPENDICES G:
SPECIAL PROJECT**

SPECIAL PROJECT





FAIL TUTUP

KOTAK NO. : 93

BULANTAHUN : 7/11/16 - 30/11/16

1010 Bar

Natural Mineral Water

DESA



12 x (500ml)

FAIL TUTUP

KOTAK NO. : 92

BULANTAHUN : 5/10/16 - 31/10/16

FAIL TUTUP

KOTAK NO. : 91

BULANTAHUN : 05/9/16 - 29/9/16

FAIL TUTUP

KOTAK NO. : 91

BULANTAHUN : 09/16 - 29/16


Month	Day	Activity	Time	Location	Remarks
Jan	1				
Jan	2				
Jan	3				
Jan	4				
Jan	5				
Jan	6				
Jan	7				
Jan	8				
Jan	9				
Jan	10				
Jan	11				
Jan	12				
Jan	13				
Jan	14				
Jan	15				
Jan	16				
Jan	17				
Jan	18				
Jan	19				
Jan	20				
Jan	21				
Jan	22				
Jan	23				
Jan	24				
Jan	25				
Jan	26				
Jan	27				
Jan	28				
Jan	29				
Jan	30				
Jan	31				

Month	Day	Activity	Time	Location	Remarks
Feb	1				
Feb	2				
Feb	3				
Feb	4				
Feb	5				
Feb	6				
Feb	7				
Feb	8				
Feb	9				
Feb	10				
Feb	11				
Feb	12				
Feb	13				
Feb	14				
Feb	15				
Feb	16				
Feb	17				
Feb	18				
Feb	19				
Feb	20				
Feb	21				
Feb	22				
Feb	23				
Feb	24				
Feb	25				
Feb	26				
Feb	27				
Feb	28				
Feb	29				
Feb	30				









INDUSTRIAL TRAINING PRESENTATION

MUHAMMAD NAQIB BIN MAZLAN
2014133833
EMPLOYEES PROVIDENT FUND

Asset Employees Provident Fund

- Social security institution
- Provides retirement benefits
- Private and Non-Pensionable Public

Types of EPF Withdrawal

Age 50 Years Withdrawal	Age 55 Years Withdrawal	Age 60 Years Withdrawal	Withdrawal To Reduce / Reduce Housing Loan	PR1MA Housing Withdrawal
Rehabilitation Withdrawal	Leaving Country Withdrawal	Education Withdrawal	Pensionable Employees Withdrawal And Capital Retirement Withdrawal	Death Withdrawal
Members' Investment Scheme	Withdrawal to Purchase / Build a House	Withdrawal Of Savings Of More Than 1 Million	Housing Loan Meritly instalment Withdrawal	Health Withdrawal

EPF Department

- Operation Management
- Contribution/Finance
- Enforcement
- Service

Unit 1

- Manage the employer corresponden
- Indent file
- Searching file
- Manage the letter


5

Unit 1

- Record cheque and form A
- Entertain with customer
- Register the new epf member and i-akaun
- Record the EPF 1 form

6

Outreach Program

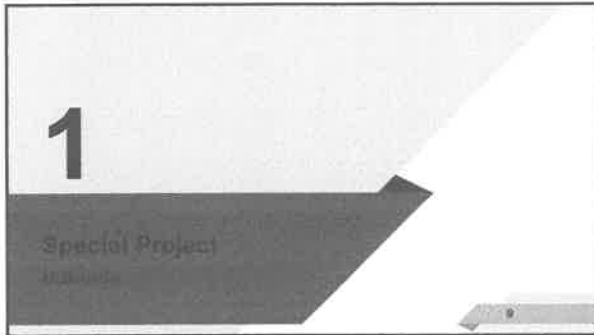


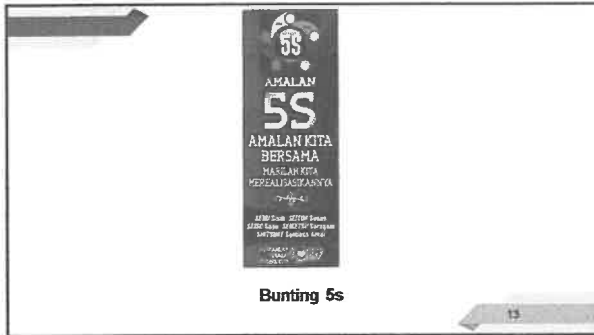
7

Encourage Staff

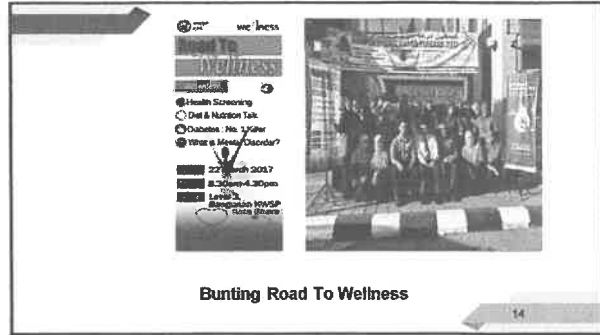


8

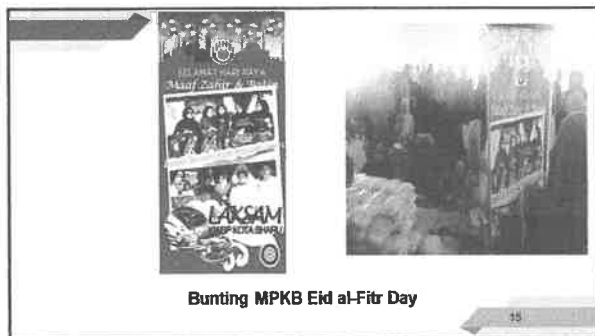




Bunting 5s



Bunting Road To Wellness



Bunting MPKB Eid al-Fitr Day

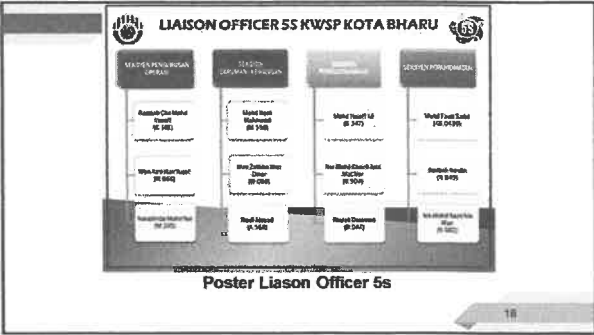


Banner Enforcement Section Eid al-Fitr



Banner Operation Management Eid al-Fitr Day

17



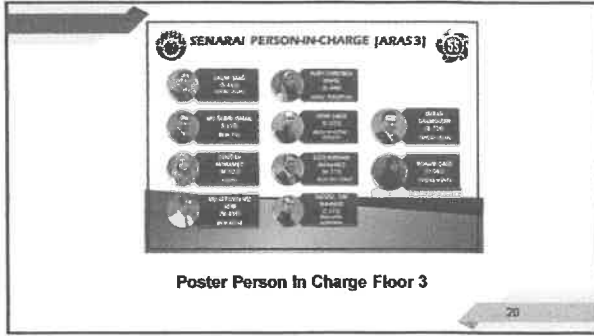
Poster Liason Officer 5s

18



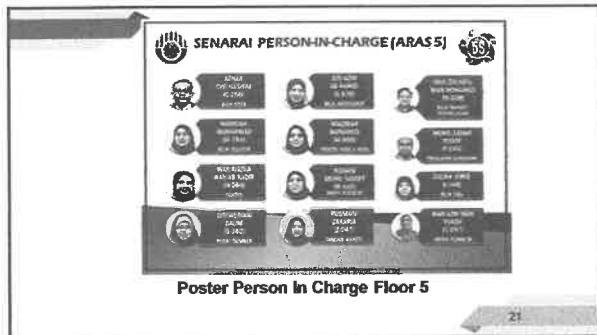
Banner Contribution Section Family Day

19

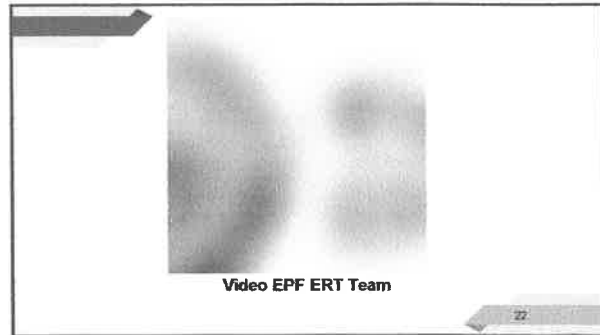


Poster Person In Charge Floor 3

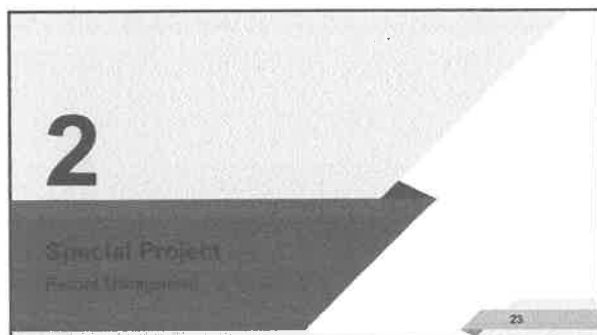
20



21



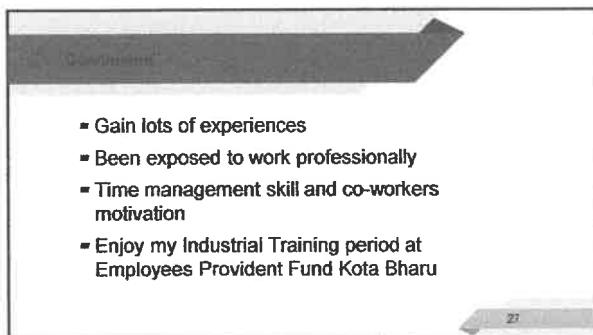
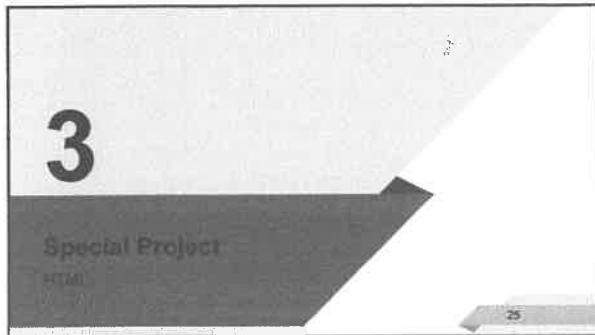
22



23



24



**APPENDICES H:
MINI SPECIAL PROJECT**

BANNER

Majlis
**ANUGERAH KUALITI
KWSP KOTA BHARU
TAHUN 2017**

**Royal Guest House
20 Julai 2017
Jam 5.30 Petang**

The poster features a vibrant background with green and blue wavy lines and radiating light effects. On the left, a dark blue banner with the KWSP logo and several golden stars is displayed. The bottom left shows a dining hall with red chairs and tables, while the bottom right shows the exterior of the Royal Guest House building.



HARI BERTEMU PELANGGAN KWSP KOTA BARU

14 April 2017 (Jumaat) 9.00 Pagi - 5.00 Petang

MYDIN *Mall Kabang Kerian*



**CENDERAHATI
UNTUK
50 TERAWAL**

**SEMUA
DIJEMPUT
HADIR**







"We Are United"



FAMILY DAY 2017

SCK EPF KB

Bukit Kluang Beach Resort

5 - 6 Mei 2017

BUNTING



AMALAN

5S

**AMALAN KITA
BERSAMA
MARILAH KITA
MEREALISASIKANNYA**



SEIRI Sisih **SEITON** Susun
SEISO Sapu **SEIKETSU** Seragam
SHITSUKE Sentiasa Amal

JADIKANLAH
SEBAGAI
BUDAYA KITA





HARI BERTEMU PELANGGAN KWSP KOTA BHARU



SELAMAT HARI RAYA
Maaf Zahir & Batin

Jemput Ke Gerai Kami Menjamu Selera

LAKSAM
KWSP KOTA BHARU

KWSP

AHLI

PIHAK KETIGA

BERSAMA MEMBANTERAS PIHAK KETIGA




Pihak **KWSP** tidak pernah melantik mana-mana **PIHAK KETIGA** untuk membantu ahli berurusan dengan **KWSP**



Road To Wellness

Activities:



-  Health Screening
-  Diet & Nutrition Talk
-  Diabetes : No. 1 Killer
-  What is Mental Disorder?

Date 22 March 2017

Time 8.30am-4.30pm

Venue Level 3,
Bangunan KWSP
Kota Bharu



Wellness while we work!

POSTER



SENARAI PERSON-IN-CHARGE (ARAS 5)



AZHAR
CHE HASHIM
(C.156)
BILIK STOR



SITI AZNI
AB HAMID
(A.826)
BILIK MESYUARAT



WAN ZULKIFLI
WAN MOHAMED
(W.038)
BILIK TRANSIT
TANDAS LELAKI



HAMIDAH
MUHAMMAD
(M.784)
BILIK TELEFON



MAIZIRAH
MOHAMED
(M.866)
PRINTER 9050 & 4050



MOHD AZHAN
YUSOF
(Y.194)
PERALATAN GUNASAMA



WAN ROZILA
WAN AB KADIR
(W.096)
PANTRY



ROHANI
MOHD YUSOFF
(M.402)
MESIN FOTOSTAT



ZALIHA IDRIS
(I.148)
BILIK FAIL



SITI MERIAM
SALIM
(S.362)
PUSAT SUMBER



RUSMANI
ZAKARIA
(Z.047)
TANDAS WANITA



WAN AZNI WAN
YUSOF
(C.097)
MESIN PERINCIH



SENARAI PERSON-IN-CHARGE (ARAS 3)



SALIM SAAD
(S.463)
SURAU LELAKI



RUBY FAIRONIZA
ISMAIL
(B.480)
SURAU PEREMPUAN



MD SEBRI ISMAIL
(I.118)
BILIK FAIL



SIDIK DAUD
(D.022)
MESIN PENCETAK /
FOTOSTAT



IMRAN
SHAMSUDIN
(B.726)
TANDAS LELAKI



ZAHIDAH
MOHAMED
(M.523)
PANTRY



DZULKURNAIN
MOHAMED
(M.775)
BILIK FAIL LITIGASI



ROHANI DAUD
(D.061)
TANDAS WANITA



MD AFFANDI MD
ADIB
(M.459)
BILIK KELAB



NAZIZUL CHE
MAHMUD
(C.175)
PERALATAN
GUMASAMA



LIAISON OFFICER 5S KWSP KOTA BHARU



SEKSYEN PENGURUSAN OPERASI

Radziah Che Mohd Yusoff
(C.161)

Wan Azni Wan Yusof
(W.066)

Norazlinda Mohd Nor
(M.245)

SEKSYEN CARUMAN / KEWANGAN

Mohd Rosli Mahmood
(M.558)

Wan Zalikha Wan Omar
(W.098)

Rosli Ahmad
(A.556)

SEKSYEN PENGUATKUASAAN

Mohd Yusoff Ali
(B.347)

Nur Mohd Chairil Azizi Mat Nor
(B.904)

Rosiah Deraman
(D.047)

SEKSYEN PERKHIDMATAN

Muhd Fauzi Sabri
(AB.0430)

Nortzah Nordin
(N.045)

Nik Mohd Nazri Nik Man
(N.082)

APPENDICES I: OTHER DOCUMENT

















SENARAI SEMAKAN TINDAKAN

S3

NOMBOR MAJIKAN :

TINDAKAN S3

- 1 Borang KWSP 1545
 - Laporan IR UNSETTLE
 - Surat Majikan
 - KWSP 24 (Kenyataan Majikan)
 - KWSP 6 (Borang A KOD 303) Lengkap
 - KWSP 6 (Borang B)
 - Sijil Kematian / Pengesahan ALIS
- 2 Minit Kelulusan PC/KP/PKP
- 3 Borang Senarai Semakan Tindakan
- 4 Notis/Surat Penamatan Kepada Majikan
- 5 Penyata KWSP 1195 Jika Ada Tunggakan
- 6 Minit Penutupan Fail

TINDAKAN ATAS TUNGGAKAN

- 1 Notis Peringatan & KWSP 1195
- 2 Notis Berdaftar Kepada Pengarah/Pemilik Berdasarkan ROC/ROB/Bar Council
- 3 Lawatan Pemeriksa
- 4 Tindakan Pendakwaan Jika Amaun Tertunggak Melebihi RM2000 Caruman/RM3000 STF/STD
- 5 Borang KWSP 1545 (Penamatan Tindakan)
- 6 Tindakan R1 Pengecualian Atas Kelulusan Pengurusan



KWSP
EPF

www.kwsp.gov.my

KWSP KOTA BHARU

UNTUK BANTUAN SILA HUBUNGI TEL 09-7445191/7441350/7477481 FAX 09-7448806 **SAMBUNGAN**
ROSLI AHMAD 510, PN NIK NOR RADHIAH 510, ZULAIZI JAAFAR 509, SYED ABDUL HAMID
509
PN WAN ZALIKHA 504





(i - akaun) E -

**CARA-CARA
BORANG A
DALAM
KWSP**

**PENGHANTARAN
DAN BAYARAN
LAMAN WEB**

CARUMAN

LAYARI LAMAN WEB (www.kwsp.gov.my)

- Klik **Login majikan (e-Caruman)**
- Klik - gambar neck tie/tali leher



- Masukkan id pengguna (no majikan _____)
- Teruskan/ enter
- Masukkan kata laluan (_____)
- Login / enter

- Klik - **CARUMAN**
- Klik - penghantaran Butiran caruman KWSP (borang A)
- Seterusnya
- Klik - Borang A pracetak

- Seterusnya
- Pilih bulan caruman (contoh

Mei

2016

)
- Pilih

- *Adakah bulan caruman betul? -Ya*
- *Butiran berdasarkan caruman terkini - Ok* (Skroll kan tetikus ke bawah)
- Isikan nama pekerja dan upah/gaji (jumlah potongan kwsp akan terisi secara automatik, sekiranya masih tiada nama pekerja, sila gunakan skrin tambah rekod pekerja baru, sekiranya pekerja berhenti, klik sebelah nama pekerja dan klik padam)

- Klik - seterusnya
- Klik - seterusnya
- Klik - Bayaran melalui online (**Maybank2u, FPX, DDA**)
- Seterusnya
- Klik Saya mengesahkan maklumat Borang A adalah benar.....

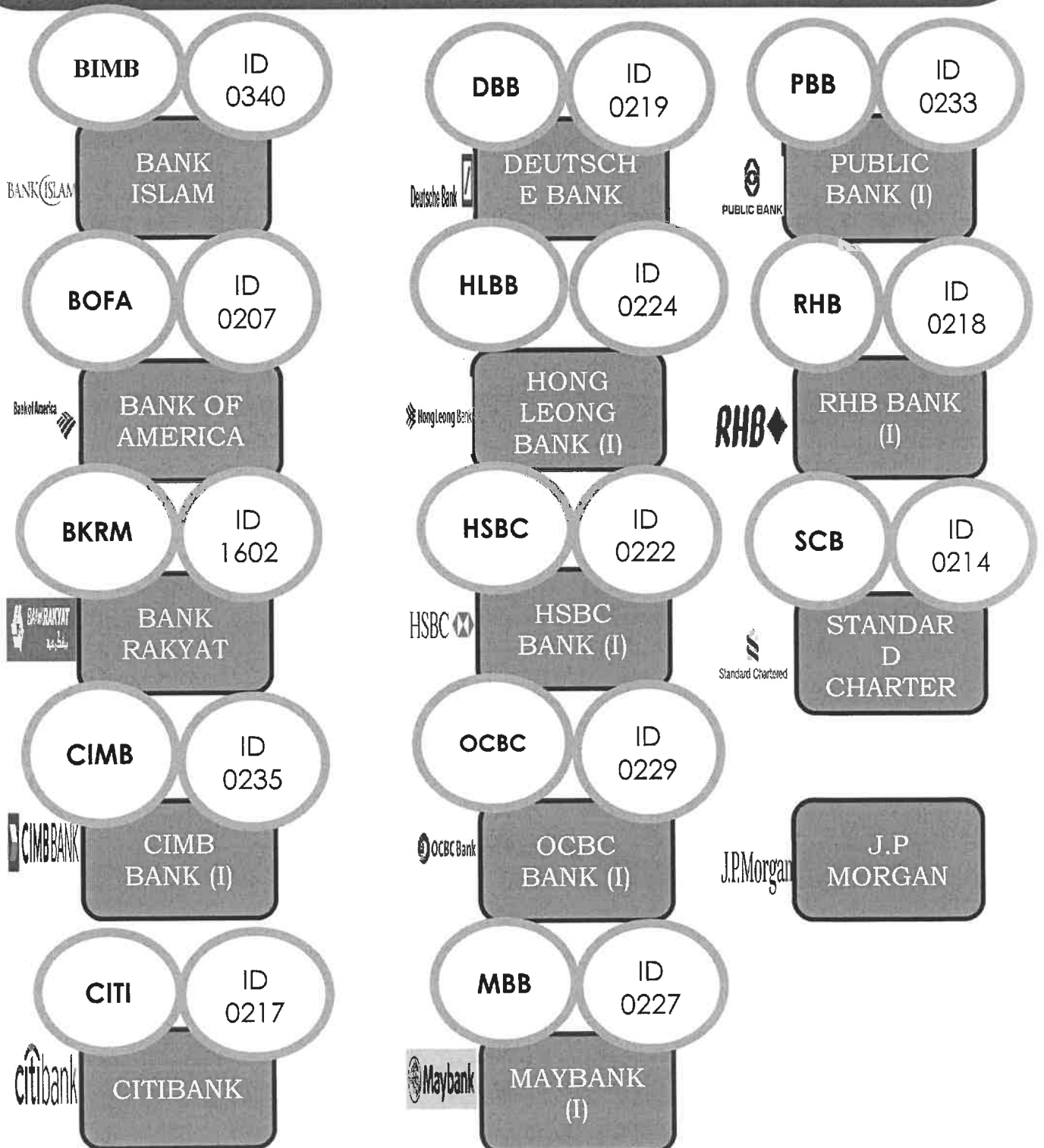
- **HANTAR**
- Pilih **Retail Banking** atau **Corporate Banking**.
- Klik - Seterusnya
- Pilih Bank Pilihan
- Masukkan Username Bank
- Masukkan password
- Klik request **TAC NUMBER** (masukkan no TAC yang diterima melalui telefon bimbit)
- Klik Agree and Continue
- *Sila patuhi tatacara bayaran perbankan internet yang ditetapkan bank berkaitan*
- Pilih Click Here to Complete Your Transaction
- Klik Cetak Resit
- Sistem akan memaparkan resit.

Muat Turun Resit

CETAKAN BORANG A

- Cetak dan Semakan penghantaran Borang A terdahulu boleh disemak dalam skrin **PAPAR / KEMASKINI BORANG DALAM SIMPANAN** (skrin sebelah kiri)
- Contoh : Pilih salah satu no siri/nombor fail **FA05/2015_002926480** (klik)
- Cetak Borang A
- Sila klik [disini](#) untuk muat turun Borang A dalam format PDF
- Open

BANK-BANK YANG TERLIBAT



No Majikan :

Tarikh :

KETUA PENGUATKUASAAN
KWSP Kota Bharu
Tkt 3, Bangunan KWSP
Jalan Padang Garong
15000 Kota Bharu
Kelantan.

Tuan/Puan

**PERMOHONAN PENGEQUALIAN FAEDAH BAGI TEMPOH _____
BERJUMLAH _____**

Perkara di atas adalah dirujuk.

2. Pihak kami memohon jasa baik pihak tuan untuk mengecualikan faedah yang dikenakan kepada pihak kami. Kelewatan ini adalah disebabkan oleh kelewatan menerima pembayaran yang dituntut dari ibu pejabat.
3. Kerjasama pihak tuan di dalam menyelesaikan perkara ini amatlah dihargai.

Sekian, terima kasih.

.....

Nama :
Jawatan :
No. K?P :



**KUMPULAN WANG SIMPANAN PEKERJA
NOTIS PILIHAN – SKIM SIMPANAN PERSARAAN 1MALAYSIA**

KWSP 16G (1M)

PERCUMA

PENTING: Sila pastikan tuan/puan telah mendaftar sebagai ahli KWSP sebelum memilih Skim Simpanan Persaraan 1Malaysia

(A) MAKLUMAT AHLI

1. Nombor Kad Pengenalan

2. No Ahli (Jika pemegang MyKad, tidak perlu mengisi ruangan ini)

3. Nama

4. Bidang Pekerjaan

<input type="checkbox"/> Pertanian	<input type="checkbox"/> Ejen / Jurujual Langsung	<input type="checkbox"/> Perkhidmatan
<input type="checkbox"/> Perniagaan	<input type="checkbox"/> Artis / Karyawan	<input type="checkbox"/> Pekerja Berpencen
<input type="checkbox"/> Perikanan	<input type="checkbox"/> Suri Rumah	<input type="checkbox"/> Lain-Lain
<input type="checkbox"/> Pengangkutan	<input type="checkbox"/> Profesional	Sila Nyatakan: _____

5. Alamat Surat Menyurat

Poskod

Bandar

Negeri

7. E-mel

6. Nombor telefon untuk dihubungi

Bimbit

Rumah

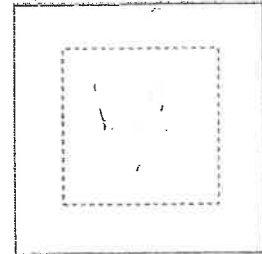
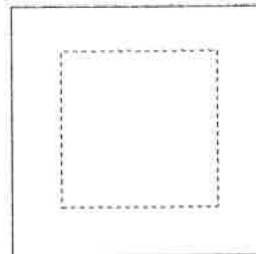
Pejabat

(B) PENGESAHAN AHLI

- Saya mengaku dan mengesahkan semua maklumat dan dokumen (jika ada) yang diberikan di dalam borang ini adalah sah dan benar.
- Saya bersetuju mencarum kepada KWSP di bawah Skim Simpanan Persaraan 1Malaysia mengikut syarat dan prosedur yang ditetapkan oleh KWSP.
- Saya dengan ini menurunkan cap ibu jari kiri dan kanan di atas borang permohonan ini dan saya mengakui bahawa cap ibu jari kiri dan kanan ini adalah milik saya.

**CAP IBU JARI
KIRI**

**CAP IBU JARI
KANAN**



Tandatangan Pemohon : _____

Tarikh Permohonan : _____

UNTUK KEGUNAAN KWSP SAHAJA

Tarikh Terima (dd/mm/yy)

No. Anggota

Cawangan



**AKTA KUMPULAN WANG SIMPANAN PEKERJA 1991
KAEDAH-KAEDAH KUMPULAN WANG SIMPANAN PEKERJA.1991:
[SEKSYEN 37 (5) DAN KAEDAH 55]**

PENYATAAN ORANG DALAM PEMERIKSAAN

Mengikut peruntukan seksyen 37(4) Akta KWSP 1991, Saya telah memberitahu mengenai peruntukan-peruntukan subseksyen (2) & (3) yang menyatakan:

(2) "bahawa dia adalah terikat disisi undang-undang untuk menjawab semua soalan yang berhubungan dengan kes tersebut yang diajukan kepadanya oleh pegawai yang menyoal-periksa itu:

Dengan syarat bahawa dia boleh enggan untuk menjawab mana-mana soalan yang jawapannya mempunyai kecenderungan untuk mendedahkannya kepada sesuatu pertuduhan jenayah atau penalti atau pertuduhan".

(3) "bahawa seseorang yang membuat pernyataan di bawah seksyen ini hendaklah terikat disisi undang-undang untuk menyatakan kebenaran, sama ada atau tidak pernyataan tersebut dibuat pada keseluruhannya atau sebahagiannya dalam menjawab soalan-soalan".

Tandatangan pemeriksa

Tandatangan Jurubahasa

Saya _____ No. Kad Pengenalan: _____

(HURUF BESAR)
berumur _____ dan beralamat _____

Setelah diberitahu mengenai peruntukan subseksyen (2) & (3) seksyen 37 Akta KWSP 1991, dengan ini memberikan pernyataan ini:-



**AKTA KUMPULAN WANG SIMPANAN PEKERJA 1991
KAEDAH-KAEDAH KUMPULAN WANG SIMPANAN PEKERJA.1991:
[SEKSYEN 37 (5) DAN KAEDAH 55]**

PENYATAAN ORANG DALAM PEMERIKSAAN

Mengikut peruntukan seksyen 37(4) Akta KWSP 1991, Saya telah memberitahu mengenai peruntukan-peruntukan subseksyen (2) & (3) yang menyatakan:

(2) "bahawa dia adalah terikat disisi undang-undang untuk menjawab semua soalan yang berhubungan dengan kes tersebut yang diajukan kepadanya oleh pegawai yang menyoal-periksa itu:

Dengan syarat bahawa dia boleh enggan untuk menjawab mana-mana soalan yang jawapannya mempunyai kecenderungan untuk mendedahkannya kepada sesuatu pertuduhan jenayah atau penalti atau pertuduhan".

(3) "bahawa seseorang yang membuat pernyataan di bawah seksyen ini hendaklah terikat disisi undang-undang untuk menyatakan kebenaran, sama ada atau tidak pernyataan tersebut dibuat pada keseluruhannya atau sebahagiannya dalam menjawab soalan-soalan".

Tandatangan pemeriksa

Tandatangan Jurubahasa

Saya _____ No. Kad Pengenalan: _____

(HURUF BESAR)

berumur _____ dan beralamat _____

Setelah diberitahu mengenai peruntukan subseksyen (2) & (3) seksyen 37 Akta KWSP 1991, dengan ini memberikan pernyataan ini:-

[SILA LIHAT SEBELAH]

APPENDICES J: LOGBOOK

INSTRUCTIONS

- 1) This book is issued to you to provide a history of your training and to act as a weekly record by the work on which you are engaged.
- 2) Student's responsibilities for keeping log book up-to-date.
- 3) Immediately this book is issued to you, you should, in consultation with your Training Officer, complete the detail required on the next page.
- 4) It is your responsibility to make the main entries of the log book and keep it up to date. Entries must be regularly initialised by your Supervisor. You must ensure that:
 - It is available at your place of work during your training.
 - All entries, except sketches, are made in ink.
 - Entries are made within a week of the work to which they refer.
 - The book is handed to your training officer for retention on your return to UiTM and this will later be handed to the Head of Programme for grading.

RECORDING

The log book should contain the following information:

- 1) A neat concise description of each of your training locations and the work on which you are engaged.
- 2) Relevant sketches, data and circuit diagrams
- 3) References to textbooks, standards and other technical information related to the work being under taken. Constructive comment on the work being undertaken and your considered opinions as to its value as training

1. Student's Name

2. UiTM Matrix : 2014133833

3. Programme : IM245

4. Semester : 7

5. Home Address

6. Tel No (H)

7. Place of Training

8. Name of Supervisor
In-Charge

9. Duration of Training From : 1102/2017 To: 29/06/2019

01845202

FOR OFFICE ONLY
Remarks: (Dean/Course Coordinator)

1

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
11/2/2017	Attended to KWSP 7-51 AM	
12/2/2017	Briefing about KWSP Ice Breaking	
	4 SECTION in KWSP	
	Student presentation - other section will make rotation - stake manager	
	- Present about EPF	
	- Pengurusan Manajemen 4 Divisi	
	- 910 staff	
	- Disiplin	
	- 4 things	
	- Discipline	
	- Attitude	
	- Holiday 1 month long	
	- After 15 days	
	- Office hours	
	8.00 - 5.00	
	Rest on 10.00	
	-	
	- ...	
	- Introduce with staff KWSP	
	- VERIFY THE THE	
	LIST NAME OF STAFF	
	TO 'ANUSIPAN' KECEMERLANGAN	

DATE	EXTRACT NATURE OF WORK DONE	REMARKS
11/2/2017	Attended to KWSP at 7.50 a.m	
	Meet the supervisor	
	Miss Siti Meriam Bt Salim	
	↓	
	Ice Breaking / Briefing about KWSP	
	4 - Introduction with the other intern student	
	- Introduced about KWSP	
	also called as EPF Employees	
	Provident Fund	
	They are 4 branch EPF in Kelantan which is Kota Bharu, Tanah Merah, Kuala Krai and Gua Musang.	
	The place I was intern is in KWSP Kota Bharu.	
	Tingkat 2, 3 & 5 Bangunan KWSP, Jln Padang Garang 15000 Kota Bharu, Kelantan.	
	The Office Operating Hour on EPF is	
	Day: Sunday - Wednesday	
	Time: 8.00 am - 4.45 pm	
	Day: Thursday	
	Time: 8.00 a.m - 4.30 p.m	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISOR'S REMARKS
11/2/2017	SUPERVISOR DETAIL	
	Full name: Miss Siti Meriam Bt. Salim Intervenor	
	Position: Services Section Supervisor	
	Position: Operation Management Supervisor	
	Office Number: 09-7445191	
	Mobile Number: 019-9878771	
	Email: epf s.meriana	
	Email: s.meriam@epf.gov.my	
	About KWSP Kota Bharu	
	- Have 90 staff	
	- Divided by 4 Section	
	1. Operation Management Section	
	2. Services Section	
	3. Enforcement Section	
	4. Contribution Section	
	Rules about the internship	
	- Get permission the	
	Holiday 1 times in 1 month	
	- Only can request the	
	annual leave after	
	15 days on in trip.	
	- Be a proactive	
	in KWSP	



DATE	EXTRACT NATURE OF WORK DONE	REMARKS
11/2/2017	- Behave attitude - Must be discipline - Teamwork - Follow the office hours. Don't leave the office without permission.	
	- Then go to 2, 3, 5 floor KWSP to introduce with the staff KWSP every section.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
6/2/2017	EPP Assembly for February Month	
	- I recite the doa at the assembly	
	- Stamp the minute paper for exception fine for government employer	
	- Find the employer file in the file room	
	- Prepare the warning letter for wrong employer who do not paid the contributions	
	Skills / knowledge	
	- Know how to second stamp and fill the minute paper in the right way.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
7/2/2017	Pay the cheque for employee at payment counter	
	- Doing the indent file	
	- Go to floor 2 to doing i- ataman	
	- I was Place at Enforcement Section in Floor 3	
	EPP Kothu Bharu	
	- Get the new supervisor	
	Full Name: SIDIK BIN DAUD	
	Position: Senior Clerical Officer at Enforcement Section	
	Intercept Mobile Number: 013-9205600	

DATE	EXTRACT NATURE OF WORK DONE	REMARKS
14/02/2017	- Doing adjustment	
	- Adjustment occur when have mistake in monthly contribution or mistake about members	
	- Get Males call employee who are not paid contribution.	
15/02/2017	Join to Mobile Team	
	- Mobile team is portable EPF team that will go out to join Outreach program to meet the client.	
	Outreach Program Details.	
	Program: Mobile Community Transformation Centre (Mobile CTC) in Kelantan 2017	
	Date: 15 February 2017	
	Time: 11.00 am - 5.00 p.m	
	Place: Tanah Meran	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
12/2/2017	- Customer skills & knowledge	
	- Send employee cheque to payment counter	
	- Get know how to service the customer in the right way	
13/2/2017	- Find the employee file	
	- Record the received cheque	
	- Incident file	
	- Involved in speech by Rheumatoid disease by KPS Perdana - Hospital, Dr Fazirah Abdullah	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
15/2/2017	<ul style="list-style-type: none"> - Print the client EPF Statement - Register EPF account for new members - Register i-staan to members of KNSP 	Receipt
15/2/2017	<ul style="list-style-type: none"> - Customer Service - Record invoice cheque - Go Kiosk i-account - Form a member listing 	
	Skills and knowledge	
	- Know about details about the i-account	
	- Get make a listing employees who are pay or not contribute.	
	Wellness Program: Futsal	
	Time: 5:00 pm - 7:00 pm	
	Place: Rooftop parkson	

DATE	EXTRACT NATURE OF WORK DONE	REMARKS
16/2/17	<ul style="list-style-type: none"> - Indent file - Pay the cheque to counter - Check the payment and default status - Print the statement company who are already paid. 	
	Wellness Program: Exercise	
	- Time: 5:00 pm - 6:00 pm	
	Place: Floor 2 EPP KB	
	Wellness Program: Y1 Girls Exercise	
	Time: 8:15 am - 8:30 a.m	
	Place: Floor 2 EPP KB	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
21/2/17	- Indent file	
	- Help the officer to open complaint file	
	- Help fill form for contr employee contribution external form	
	- Send employee cheque to counter payment counter	
	- Record KWSP (employee) form who are new register.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
20/2/2017	Entertain with employee at e-Caruman Counter.	
20/2/2017	- Find the employee file at file room	
	- Prepare the letter to send for employee	
	- Security Talk: New Trust Fire	
	Spoke: Kuala Lumpur FIRE Preventors Society	
	Time: 11:30 - 12:30	
	Place: Training Room Floor 3, KWSP	
	About the Fire Preventors Society:	
	- This society is mainly formed by a group of enthusiastic youngsters whom were all trained by LOCAL FIRE BRIGADE TEAM or BOMBA, both theory or practical.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
5/3/2017	Doing the MGM (Majikan Cegah Merosot)	
	- Indem Fik	
	- Doing the MGM Kecil	
	MASUKAN GAJAH MENSURUM (MGM)	
	It is about the report that employers have a beer in summons because at the court because ignore to fail to contribute.	
	In the the MGM Kecil it show the case that contribution value is under RM 500000 employers fails to contribute under RM 51000.00	
	It is in the MGM Besar it show the report case that employers fails to contribute	
	under more than RM 5,000.00.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
6/3/2017	MARCH ASSEMBLY: 06.03.2017	
	CHANGE FOR GOOD	
	AMANAT JMI	
	March Assembly: 06.03.2017	
	CHANGE FOR GOOD	
	- Revise & refine New strategy for new implement	
	- Continuous learning & development	
	- positive acceptance toward better.	
	- atun pmas	
	- atun syera	
	- am'lan	
	- warga asid	
	- penunggu	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
6/3/2012	R=20% & control	
	- ERF BinaJamin	
	- Reaksi yg kudu dipan	
	Tampal poster art	
	3 CIF	
	1 DINDING	
	2 poster AT floor 2	
	Damy the NGMK (Majlis Gagasi Muncarun Kecil)	
		ZAILA IDRIS Pensyarah Fakulti Pengurusan Kerja Universiti Teknologi MA Kelantan.
		Dyol

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
6/3/2012	The first step toward change - is awareness The second step is acceptance.	
	Revise & refine New strategies for new implementation	
	- continuous learning & development	
	- position acceptance forward better	
	- CHANGE IS AN TECHNOLOGY	
	- BIKI DESAKAN AHLI	
	TINGKAT 2	
	8-30 PM	
	9-00 PM	
	22 MARCH	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
7/3/2017	<p>Belajar cara menyusun fail di biik fail</p> <ul style="list-style-type: none"> - Menyimak mengenai i-ataun - Membuat sematan surat kes pendataran terhadap majikan. - Menaip nama penguadu bagi majikan. <p>Kemahiran yg diperolehi</p> <ul style="list-style-type: none"> - Dapat mengetahui cara menyusun fail mengikut tarikh - Dapat mengetahui mengenai i-ataun - Dapat mengetahui cara membuat sematan kes pendataran Technology that been used is computer 	
8/3/2017	<p>- Stamp the paper minute for file pengajuan faedah for employees government employee.</p> <ul style="list-style-type: none"> - Record the form pengendalian pengesahan (pindaan) borang A - Find the employer fail file in the file room 	

DATE	EXTRACT NATURE OF WORK DONE	REMARKS
11/3/17	<p>TRUKIMAT LATIHAN KEBAKARAN & PENGUNJUNGAN BANGUNAN KWSP KOTA BHARU</p> <ul style="list-style-type: none"> - Briefing about the exercise that will do at April 2017. - Briefing the responsible of the staff when the events occur - List the Committee Member Fire Drills & Building Evacuation Exercise En. Director Emergency Respor En. Mohammad Bakri Mui 1. CHIEF COORDINATOR Emergency Res En Mohd Yusoff bin Ali SILLIMERI Seksyen KWSP 2. CO CHIEF COORDINATOR Emergency Res En Mohd Rosli B MAHMUD 4. CHIEF COORDINATOR GATHERING PLACE EN MUHD FAUZI B SABRI WELAN WELNESS ACTIVITY AT 5:00 PM 	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
9/11/2017	5. COORDINATOR	
12/18/2017	Pos - POST of EMPLOYEE CHEQUE TO THE COUNTER - DOING THE INCIDENT FILE - DOING THE KWSIP FORM TO RECORD IN THE LOG BOOK SKILLS / INFORMATION I GET - GET LEARN TO \$ POST CHEQUE IN THE RIGHT WAY - KNOW HOW TO RECORD IN / OUT EMPLOYEE FILE FROM FILE ROOM - KNOW HOW TO RECORD THAT EMPLOYERS INFORMATION WHEN DOING THE NEW REGISTER TOOLS / TECHNOLOGY HAS BEEN USED - LOG BOOK 015311386	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
13/12/2017	GET THE PROJECT - AUDIT THE S3 FILE. S3 FILE IS THE record that have information that employers want to cancelled or closed the company The file will be disposal after 1 year not active. Before doing 1 audit the S3. but I have take the employers file number to that classified as S3. The list of S3 are get from the data from the 7 main duty which is: 1. MADAM ZAHIDAH (M523) 2. MR NAZIDUL (M523) 3. MR SALIM (M523) 4. MR MOHD AFFANDI (M523) 5. MR ZALMEE (M523) 6. MADAM RUBY FAIDONISA (M523)	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
13/3/2017	The check list document for Tindakan Pembatalan Tanggungan Majikan (S3)	
1.	<ul style="list-style-type: none"> a) KWSP 6 (Form B) atau b) Surat daripada majikan atau c) KWSP 24 (Majikan) <ul style="list-style-type: none"> - Dokumen asal - KWSP 1316B jika permohonan melalui KWSP 24 - Kenyataan majikan & mengesahkan tidak menggaji pekerja / menamatkan operasi 	
	<ul style="list-style-type: none"> d) Emel/surat majikan/KWSP 6B melalui faksimili - KWSP 1316B jika permohonan melalui emel / faks - Kenyataan majikan & mengesahkan tidak menggaji pekerja / menamatkan operasi - pengesahan mutakhir oleh pemeriksa kenan & dimintakan - dirujuk kepada KCMR/PRP untuk kelulusan 	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
13/3/17	e) Sijil Pemecatan (pemilik tunggal) / perkongsian atau	
	f) Surat dari Penituidasi Chiquirdester) atau	
2.	Minut Approval Minute from Enforcement Leaders	
3.	Form a Checklist of actors	
4.	Notice of termination to the employer	
5.	Statement KWSP 1195 if have arrears	
6.	Minut got closed the file	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS										
22/3/2017	EPP Blood Donation Day and Wellness event											
	- Be a photographer to take photo while the event											
	- Be a secretariat											
	- Donate blood											
	<table border="1"> <tr> <td>DATE</td> <td>TIME</td> </tr> <tr> <td>Feb.</td> <td></td> </tr> <tr> <td>20/3</td> <td></td> </tr> <tr> <td>21/3</td> <td></td> </tr> <tr> <td>22/3</td> <td></td> </tr> </table>	DATE	TIME	Feb.		20/3		21/3		22/3		
DATE	TIME											
Feb.												
20/3												
21/3												
22/3												
23/3/2017	- Audit file											
	- Find file in the file room											
	- Send the cheque to counter											
	- A Wellness Program											
	Exercise at Floor 2 kms? from 5.00pm - 6.00 pm											
	- Wellness Activity: Xi Gong Taijiqu											
	Location: Floor 5 EPP											
	Time: 8.15 a.m - 8.30 a.m											

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
26/3/2017	Annual Leave	
27/3/2017	- Audit File	
	- Send the cheque to counter	
	- Search the file in file room	
28/3/2017	- Audit the S2 file (suspended)	
	- Send the cheque to counter	
	- Search the employer file in the file room	
	- Record the cheque and form A to send to Contribution Section to receipt.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
24/2/17	Record the KWSP 1 form into logbook	
	The KWSP 1 form is the form that contain the new register company that will be contribute	
21/4/2017	- Monthly assembly (April)	
	- Record the KWSP 1 form into logbook	
	- Indent file	
	- Entertain with employer	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
20/3/2017	- Audit the S2 (suspended file)	
	- Print the client EPR statement	
	- Register 1- other to members of KWSP	
	- Futsal at Paritson 5:00pm-7:00pm	
20/3/2017	- Audit the S2 (suspended) file	
	- Indent the file	
	- Search the employee file in the file room	
	- Wellness activity	
	- Exercise at floor 2th KWSP	
	5:00pm - 6:00	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
4/4/2017	- Search employees file in file room - send the cheque to payment counter - Indent file	
5/4/2017	Indent file Send the employee cheque to counter - Send the employee file to the counter - business activity: Futsal Super-Ton	
6/4/2017	- Record the KWSP 1 form - Prepare the plan and food for student internship internship Ernia Arelia Yusra Yuliana Fauziah - business activity: exercises at level 2 from 5.00-6.00 pm.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
1/9/2017	Search the EPF 24 form EPF 24 form is about the statement employee statement in contributors Activate i-stamp for clients Register EPF for new users	
10/9/2017	- stamp the minutes in and out employee file - Search the employee file in the file room - Record the in and out employee file	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
11/04/17	- Incident file - Activate I-AKAMM for clients - Register new EPF clients - Search file in the file room	
12/04/17	- Recorn the EPF 4 form for new crew register company into the logbook. - Find the employee file in file room - Wellness activity Futsal at Partson Rooftop 5:00pm - 7:00pm	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
13/04/17	- Involving in meeting briefing fire drills training. - Be the comitter in this programme About fire drills training: - This training will do on 17 April 2017. - The agency that involving is: - EPF and building renters - Royal Malaysia Police - Fire & Rescue Department of Malaysia - Hospital Raja Permaisuan Zainab II - Tenaga Nasional Berhad (TNB) - Majlis Perbandaran Kota Bharu (MPKB) - Telekom Malaysia Bhd Kota Bharu - Kota Bharu Health De - XI GONG ENERGY - 15 minutes from 8:15 a.m - 8:30 a.m	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
19/4/2017	- Audit S3 file (cancellation)	
	S3 file is about the file that will be closed.	
	It because the employee are stop to be employe or close the company	
	- The records will be dispose either destroyed or returned.	
	- The destroy record will be sent to recycle company	
	- Activate i-ataun for EPF members	
	- Register the new EPF account for clients	
	- Wellness activity: Futsal at floor rooftop parksan from 5.00 - p. 7.00 pm	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
18/4/17	Find the employee find in the file room	
	Record the indent file	
	Activate i-ataun for EPF members	
	Register ^{EPF} new account for new EPF members	
	- Photostat the employee payroll for the complaint case	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
25/4/17		
25/4/17		
24/4/17	Holiday: Coronation of 15th Yang di Pertuan Agong	
25/4/17	- Audit file	
	- Search employee file in the file room	
	- Send employee cheques to the payment counter	
	- Activate the 1-Atam for EPF members	
	- Register EPF account for new members	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
26/4/17	- Register A EPF account	
	- Activate i-Atam for EPF members	
	- Search file in the file room	
	Wellness activity Futsal at 5:00 Rastop Parkson from 5:00pm-7:00pm	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
3/5/17	- Register EPF account for new members	
	- Activate the	
	1 - akaun for EPF members	
	- Print the EPF Statement for EPF members	
	- Record the EPF A into logbook.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
3/5/17	- Doing indent file	
	Indent file is record the in and out file from the file room.	
	It will be record in the indent file book.	
	- Search the employee file in the file room	
	- Wellness Activity Futsal at Parkson Rooftop from 5.00 pm - 7.00 p.m	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
23/5/17	Join the event Program Latihan Pemantapan Pasukan Keselamatan Kebakaran (ERT) Negeri Kelantan. 2017.	
	This programme was organized by Kelantan Fire and Rescue Department.	
	It is This programme was involving 20 team from other department/agency/ cat company in Kelantan	
	Date: 23 MAY 2017 (TUESDAY)	
	Place: Kelantan Fire and Rescue Headquarters	
	Time: 7.15 a.m - 5.30 p.m	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
23/5/17	My responsible in this Event as a Secretariat of EPP team.	
	- Take the picture and video while events.	
	- Register the EPP team and take the t-shirt of events.	
	- Edit and	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
28/5/17	Audit S3 file	
	S3 file cancellation. file or closed. file.	
	If the file have dont have outstanding it can be closed.	
	If the file have outstanding it just be cancellation	
	Join the Religious Talk	
	Date : 28 MAY 2017 (SUNDAY)	
	LECTURE: DR ROHANA ABDUL JALIL (3)	
	Location: Exercise Room Floor 3 EPP Kotu Bharu	

DATE	EXTRACT NATURE OF WORK DONE	REMARKS
29/5/17	Audit S3 file	
	Register EPF account for new member	
	Register i- akamr for EPF members	
	- Prepare the warning letter that will send to employer who not pay contribution	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
5/6/17	Jun Assemblies Program Agendas 2.1 Recite Daa 2.2 Mandeate SMIC Jabatan Modal Ihsan) by Head of EPF Kelantan 2.3 Sharing knowledge from EPF Section leaders 2.3 Announcement from EPF Leaders 2.4 Present or gift for staff who born in Jun. 2.5 Wellness Talk. Fit In the Office by Muhammad Najib and Muhammad Bashyar Balkhari 2.6 Sharing knowledge: Media Social Application. Twitter and Facebook by Siti Syamimi	

DATE	EXTRACT NATURE OF WORK DONE	REMARKS
5/6/17	Mohd Suhaimi and Wan Mahirah Wan Omar In the wellness talk fit in the office. I and Bashyar Bashyar and me was present. step how to Exercises in office. This step don't need the staff to wear sports clothes. Just wear the office clothes and can do it in the workstation. From this exercises the staff can - release the stress - always fit	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
21/6/17	Start employee file	
	Decorate the Enforcement Department for Eid Day 2017	
	Register new EPP Member team	
	Register i-ataun for EPP members	

DATE	EXTRACT NATURE OF WORK DONE	REMARKS
22/6/17	Prepare and the EPP warning letter to send to employee	
	Register EPP account for new member	
	Decorate the Enforcement Department for Eid Day 2017	
	Attend the Healthy Talk	
	Title: Kesihatan Mental x0 Dalam Organisasi	
	Speaker: Dr. Mohd Ariff Mohd Noor	
	Date	
	Date: 22 Jun 2017 (Thursday)	
	Time: 9.00 a.m	

