

A STUDY ON EMPLOYEES' PERCEPTION TOWARDS BENEFIT OF SOCSO'S SOCIAL SECURITY PROTECTION SCHEME IN KOTA KINABALU SABAH

YUSPADILAWATI BINTI AHMAD 2004332674

BACHELOR IN BUSINESS ADMINISTRATION
(HONS) MARKETING
FACULTY OF BUSINESS AND MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
SABAH

NOVEMBER 2006

ACKNOWLEDGEMENT

First and foremost I would like to gratitude to God Almighty for the blessing in my project paper. Im thanked because all the strength, peace and patience God Almighty lead me by His grace. I would like to appreciate to all people who have been helpful in the preparation of this project paper. My thanks to Madam Hamidah Hashim as my advisor in completing this MKT 660 project paper. I really appreciated upon all his excellent advice. My appreciation also dedicated to Mr. Awang Bakar Awang Tatam as my second examiner for MKT 660 project paper for her valuable comments and advice. For Mr. Shamlie Salisi, Coordinator Program Bachelor of Business Administration (Hons) (Marketing), thanks for your encouragement.

I am also grateful to the Director of SOCSO Mr. Nallusamy and Executive officer. Madam Roslinda Juanis, for giving me the opportunity to do practicum in SOCSO organization for three months. Not forgotten to Madam Flora Paulus, Miss Fazidah Hulaimi, and Miss Clare Dunkung and, to all SOCSO staffs for their tremendous help in rendering ideas and most of all sharing their knowledge about the operation of their organization.

Lastly, I would like to express my heartiest thanks to my beloved Father and Mother also my beloved One for support and advice, and thousand thanks to all my friends and those people who are directly and indirectly involve in this project

TABLE OF CONTENT PA			
ACKNOWLEDGEMENT	iv		
LIST OF TABLE			
LIST OF FIGURE			
ABSTRACT			
Aborraor	viii		
CHAPTER 1: INTRODUCTION			
1.0 Introduction	1		
1.1 Background of Study			
1.2 Problem Statement	5		
1.3 Objective of Study	6		
1.4 Significant of Study			
1.5 Research Question	8		
1.6 Limitation of Study			
1.7 Definition of Terms	11		
CHAPTER 2: LITERATURE REVIEW			
20 Literatura Davisus	40		
2.0 Literature Review	13		
2.1 Overview	13		
2.1.1 Background of SOCSO Sabah Branch	13		
2.1.2 SOCSO Social Security Scheme	14		
2.1.3 Definition of Employees	21		
2.1.4 Perception	23		
2.1.5 Dynamic of Perception	24		
2.1.6 Customer Service-Impact or Perception and			
Professionalism on Start Ups	25		
2.1.7 SOCSO to Care 60,000 More	26		

		2.1.8 E	Broaden SOCSO Coverage	27
		2.1.9 A	Annual Report 'Biro Pengaduan Awam' 1994	28
СНА	PTER	3: RESEA	ARCH METHODOLOGY	
3.0	Rese	arch Metho	odology	29
	3.1	Data Colle	ection	29
		3.1.1 F	Primary Data	29
		3.1.2 8	Secondary Data	30
	3.2	Sampling	Procedure	32
	3.3	Research	Findings	33
	3.4	Question	naires	34
CHA	PTER	4: RESEA	ARCH FINDINGS	
4.0	Rese	arch Findir	ngs	36
	4.1	Frequenc	y and Characteristics of Respondents	
		Analysis		36
	4.2	Data Ana	lysis	61
Cha	pter 5:	CONCLU	SION AND RECOMMENDATION	
5.0	Conc	lusion and	Recommendation	70
	5.1	Conclusio	on	70
	5.2	Recomme	endation	74
BIB	LIOGR	APHY		77
APF	PENDI	CES		78

ABSTRACT

This study was emphasized more on the benefit of SOCSO's Social Security Protection Schemes which are Employment Injury Insurance Scheme and Invalidity Pension Scheme. Employment Injury Insurance Scheme provides an employees with protection for accidents that occur while traveling, arising out of and in the course of employment and occupational diseases. The benefits consist of medical benefit, temporary disablement benefit, permanent disablement benefit, constant attendance allowance, dependent benefit, funeral benefit and rehabilitation benefit. While Invalidity Pension Scheme provides 24 hours coverage to an employee against invalidity or death due to any cause not connected with his employment. The benefits consist of invalidity pension, invalidity grant, constant attendance allowance, survivor pension, funeral benefit and rehabilitation benefit.

Chapter one of this study will overview the background of this research, problem statement, objectives, significance and limitation of study and the definition of terms. Chapter two will provide several literature review of this study. Under chapter three, the researcher will identify the method that used for data collection, sampling design and procedure for analyze data. Under chapter four, researcher will present the research findings and analyze the data to determine whether the objectives of this research are achieved. Finally under chapter five and six, researcher will provide the conclusion and recommendations according to the research findings and data that have been analyzed.