



**“ACCIDENT CLAIMS ON TEMPORARY DISABLEMENT BENEFIT: A
CASE STUDY OF SOCSO MELAKA”**

**SITI NUR BAIDURI BINTI GHAZALI
2007282546**

**BACHELOR OF BUSINESS ADMINISTRATION (HONS) INSURANCE
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDAR MELAKA**

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DECLARATION OF ORIGINAL WORK



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MELAKA**

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I, Siti Nur Baiduri Binti Ghazali,

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and is not been concurrently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

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ABSTRACT

SOCSO or also known as Social Security Organization is one of semi-government organization that is responsible for the employees' welfare. SOCSO plays similar role with insurance companies which provide protection for participations. The purpose of the study is to identify the numbers of accident on temporary disablement benefit cases that reported to SOCSO Melaka and also to compare the actual performance of SOCSO Melaka in solving the accident cases on temporary disablement benefit and the client charter provision under Social Security Act 1969. Beside that, this study also to find out the actions taken by SOCSO to deal with unsolved cases. The existence of gap in claim settlement of accident cases proved that SOCSO need to find solution of the problems.

In this study, the researcher used the primary and secondary data as well to collect the data and information. The raw data obtained by the researcher was past year statistics of accident cases on temporary disablement benefit from 2005-2009. Researcher had arranged an interview session with one of the officers of SOCSO Melaka. Researcher also determines the factors that lead to the existence of gap in claim settlement of accident claims. From all of the factors that lead to the gap, the researcher also provide several recommendations for the company in order to improve their management to be in line with SOCSO corporate goal which is to provide comprehensive social security protection for Malaysian.

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