

UNIVERSITI TEKNOLOGI MARA

**AWARENESS OF SOCSO BENEFITS
AMONG EMPLOYEES: A STUDY IN
KAMPUNG BARU**

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Academic Writing submitted in partial fulfillment
of the requirements for the degree of
Bachelor of Muamalat

Academy of Contemporary Islamic Studies

January 2019

AUTHORS DECLARATION

I declare that the work in this thesis/dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Under Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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Academic Writing Title	:	The Awareness of SOCSO benefits among employees in Kampung Baru, Kuala Lumpur
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Date	:	14 January 2019

ABSTRACT

Social security considers significant employment to deliver financial administration to customers. Therefore, quality of service is key to supporting the implementation of an excellent social protection industry against its customers. In Malaysia, the Social Security Organization (SOCSO) has social protection capacity. The government savings framework contributing in Malaysia provides wages to representatives and if there is a rise in claims related to business and disease related to words, as well as non-business related weaknesses and deaths. This plan is complemented by a comprehensive administration system including well-being by the phrase and programs of welfare, living a life crusade and the focus of the recovery that anticipates the disability and illness and promotes the reunification of destructive experts into the workforce. However, it is often said that most people are less exposed to the SOCSO. The study is aimed at providing exposure on the benefits of SOCSO and what factor influence awareness among employees. The method used is quantitative study where the respondents of this study were residents live in Kampung Baru, Kuala Lumpur. Instrument that had been used are through a questionnaire and consists of 14 question items. Researchers had used the Statistical Package for Social Science version 20 (SPSS) to analyse raw data for frequency, percentage, mean and correlation. As a result, the findings show that employees agree factor awareness of SOCSO benefits are from the understanding and SOCSO program. At the end of the study, several suggestions have been proposed to increase the level of awareness among employees.

ACKNOWLEDGMENT

“In the name of Allah, the Most Gracious and the Most Merciful”

Firstly, I would like to thank my supervisor, Dr. Kamariah Binti Yusoff and my examiner, Prof. Dr. Huzaimah Binti Ismail for the patient guidance, encouragement and advice she has provided throughout my time as her student. I have been extremely lucky to have a supervisor who cared so much about my work, and who responded to my questions and queries so promptly. I would also like to thank all the members of staff at Universiti Teknologi Mara who helped me in my supervisor’s absence.

I would also like to thank the staff of the Social Security Organization (SOCSO), especially my Supervisor at SOCSO for providing facilities, knowledge and assistance. Completing this work is much more difficult if not for the support and friendship provided by other Muamalat members, and the Faculty of Academic of Islamic Studies. I am indebted to them for their help.

Finally, this thesis is dedicated to my father and mother for the vision and determination to educate me. This piece of victory is dedicated to both of you. Thank God.

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