



**A STUDY ON SERVICE AWARENESS
OF EPF I-AKAUN ENHANCED FACILITY
AMONG EPF'S MEMBERS IN KUCHING**

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TABLE OF CONTENTS

	PAGE
DECLARATION OF ORIGINAL WORK	ii
LETTER OF TRANSMITTAL	iii
ACKNOWLEDGEMENT	iv
CONFIDENTIAL STATEMENT	v
TABLE OF CONTENTS	vi
LIST OF TABLES	ix
LIST OF FIGURES	xi
LIST OF ABBREVIATION	xii
ABSTRACT	xiii

CHAPTERS

1. INTRODUCTION	1
1.1 Background Of The Study	1
1.2 Background Of EPF I-Akaun	3
1.3 Problem Statement	4
1.4 Research Question	6
1.5 Objectives Of Study	7
1.6 Scope Of Study	8
1.7 Significance Of Study	8
1.8 Limitations	9
1.9 Definitions Of Terms	10

ABSTRACT

The Employee 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 organization aspires to become the leading social security organization in the world and the best government agency in Malaysia. With this vision and aspirations, EPF has continues to improves its services by incorporating information technology to its operations and services. The inceptions of EPF I-Akaun Enhanced Facility as a value added service is one of the steps to increased members satisfaction and further to provide enhanced services that will benefits the EPF, employers and members.

After conducting this study, it was found that less than half of the total respondents (42.9%) are aware of the existence of the I-Akaun Enhanced Facility. Most of respondent that are aware knows the benefit that they can get by using the online services and most of them are satisfied with the services that they encountered online. While for the members that are not aware, there is a high likelihood for them to use the service in the near future and almost all (96.6%) would like to activate their accounts in the near future once they learnt about the benefits and convenience by using the I-Akaun Enhanced Facility.

CHAPTER 1

INTRODUCTION

1.1 Background Of The Study

The Employee 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.

EPF operating through a provident scheme in Malaysia which provides retirement benefits for members through management of their savings in an efficient and reliable manner. EPF are committed to provide quality service to meet our customers' needs through continuous improvements of our quality management system.

A contribution constitutes the amount of money credited to members' individual accounts in the EPF. The amount is calculated based on the monthly wages of an employee. The current rate of contribution is 23% of the employee's wages of which 11% is from the employee's monthly wage while 12% is contributed by the employer.