



UNIVERSITI TEKNOLOGI MARA

A STUDY OF CUSTOMERS' SATISFACTION ON SOCSO
TEMPORARY DISABLEMENT BENEFIT: A CASE STUDY IN
KUCHING DIVISION.

TERENCE TIKOK ANAK PIRUS



BACHELOR IN BUSINESS ADMINISTRATION (HONS)
(MARKETING)
FACULTY OF BUSINESS MANAGEMENT
MARA UNIVERSITY OF TECHNOLOGY

MARCH 2002

Table Of Contents

	Page
TITLE PAGE	
LETTER OF TRANSMITTAL	ii
ACKNOWLEDGEMENT	iii
CONFIDENTIALITY STATEMENT	iv
LIST OF ABBREVIATIONS	v
TABLE OF CONTENTS	vi
LIST OF TABLES	x
LIST OF FIGURES	xii
LIST OF APPENDICES	xiii
CHAPTER 1: INTRODUCTION	
1.0 Background of the study	1
1.2 Objectives Of Study	4
1.3 Problem Statement	5
1.4 Scope Of Study	5
1.5 Limitations	6
1.6 Definition Of Terms	7



CHAPTER 1

INTRODUCTION

1.0 Background Of The Study

Temporary Disablement Benefit refers to a cash benefit that an injured employee is entitled to receive when he is certified unfit to work for a period of four days inclusive of the day of accident. This benefit is paid to the worker directly by the SOCSO office for as long as there is medical leave. The daily rate of temporary disablement benefit is 80% of an employee's assumed daily wage subject to a minimum of RM10.00 and maximum of RM52.00.

When industrial accident happens, an employer is responsible to report the case to SOCSO within 48 hours by completing the Claim Form, Form 21. The injured worker is required to submit the original copies of Sick Certificates and signing the Form 10(see Appendix III). In the case of road accidents, the injured worker has to submit a Police Report and prepare a sketch map of the place of accident in addition to the other supporting documents.

In preparing these documents, the worker needs to spend time, effort and money. Despite being able to produce the required supporting documents, SOCSO takes too long to process the claims and this delay caused annoyance and dissatisfaction among the customers.

CHAPTER 2

AN OVERVIEW OF SOCSO

2.0 Background Of SOCSO

The Social Security Organization (SOCSO) was formed as a government department on 1st. January 1971 to enforce the Employees' Social Security Act, 1969. It became a statutory Authority effective 1st July 1985.

Since 1st January 1992, SOCSO has been separated from the Government's New Remuneration system. Consequently, a new remuneration scheme was introduced for SOCSO.

Presently, SOCSO is headed by the Chief Executive Officer, Mr. Ng Teck, which previously was termed as Director General. The CEO heads the management team to administer the everyday affairs of the Organization which consists of various departments and units (Refer to appendix II).

At the State level, it is headed by the State Director, Mr. See Pat Kuang, who is also managing SOCSO Kuching and oversees the SOCSO offices in Sri Aman, Sarikei, Sibul, Kapit, Bintulu and Miri.

Social Security Organisation is administered by a Board consisting of a Chairman and 18 other members appointed by the Minister Of Human Resource of whom

CHAPTER 3

LITERATURE REVIEW

3.0 INTRODUCTION

The term social security was first officially used in the Social Security Act of 1935 in the United States. The expression required a wide interpretation but basically it can be taken to mean the protection which society provides for its members, through a series of public measures against the economic and social distress that otherwise would be caused by the stoppage or substantial reduction of earnings resulting from sickness, maternity, employment injury, unemployment, invalidity, old age and death. It also includes the provision of medical care, subsidies for the families and vocational rehabilitation of the disabled. A comprehensive social security program, which is also known as social insurance, would provide coverage for various contingencies such as sickness scheme, occupational disease scheme, Invalidity Pension Scheme and Survivors Pension Scheme.

The main aim of a social security is to provide uniform coverage to all sections of the population thus ensuring social justice. The accepted definition of Social Security is, protection which society provides for its members through a series of public measures either financed by federal taxation or compulsory contribution by employer and employee. This definition is adopted by SOCSO.