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UNIVERSITI
TEKNOLOGI
MARA

FACULTY OF BUSINESS AND MANAGEMENT

Social Security Organization (SOCSO)

INDUSTRIAL TRAINING REPORT

SUBJECT:

MGT 666: INTERNSHIP

ADVISOR'S NAME:

MISS SURYA BINTI AHMAD ROYALI

STUDENT NAME:

SITI NURAI SYAH BINTI MOHD.SHAH

STUDENT ID:

2020833924

PROGRAMMED:

BA240- BACHELOR OF BUSINESS ADMINISTRATION (HONS.) MARKETING

DATE OF SUBMISSION:

03 AUGUST 2023

1.0 EXECUTIVE SUMMARY

During my internship at the Social Security Organization (SOCSCO) of Temerloh, Pahang, I gained valuable experience in various aspects of the insurance industry. My duties included inspecting employers' premises to clear contribution arrears, holding an advocacy program with the Malaysian Motorcycle Racer Association (MMRA) to raise awareness about the importance of contributions, investigating accident cases, and distributing flyers to raise awareness for employers to register businesses and employees under SOCSCO's schemes. I also investigated accident cases and provided assistance to the next of kin or accident victims. I also gained knowledge about Canva by creating posters about housewife schemes and self-employment schemes. My internship at SOCSCO Temerloh allowed me to develop communication skills, update and upload data into the system, respond to phone calls, and create marketing tools. Additionally, I gained expertise in Microsoft applications such as Words, Excel, PowerPoint, and Canva. SOCSCO is known for protecting employees' rights, offering low-cost insurance with high protection and perks. They also have a unique contribution system for housewives, known as the "Skim Keselamatan Sosial Suri Rumah" (SKSSR), which protects housewives in case of accidents while performing housekeeping. SOCSCO is a public-private partnership in the insurance industry, offering insurance to both companies and employees. They have expanded their system to include self-employed people, housewives, and others. SOCSCO has also expanded its services to include self-employed people, housewives, and other individuals. In conclusion, my internship at SOCSCO Temerloh provided me with valuable experience in various aspects of the insurance industry, including the Employment Insurance Scheme (EIS) and other statutory insurance bodies. I am satisfied with my choice to work at SOCSCO and the opportunities it offers for personal growth and professional development. SOCSCO is a statutory authority that provides free services, but it has also expanded its system to include self-employed people, housewives, and others. The EIS deduction is designed to protect workers' rights and help them find new jobs. However, the system is vulnerable to hackers attempting to hack into it, as it requires personal data from contributors to complete necessary procedures. Lastly, employers in remote areas with limited IT skills face challenges in using the SOCSCO system, making it difficult for them to make payments or write checks. This makes it difficult for them to use the system for payroll, dismissing personnel, and making payments. Overall, my internship at SOCSCO has provided valuable insights and experience for my future career.

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2.0 ACKNOWLEDGEMENT

First and foremost, I would like to praise and thank the Almighty God for giving us the strength and because of His blessing, finally I managed to complete my industrial training journey. Without His blessing, I would not have gone this far. This industrial training cannot complete without effort and committed. I always work hard to produce a good report with full commitment and responsibility.

The internship opportunity I had with SOCSO Temerloh was a great chance for learning and professional development. Therefore, I consider myself as a very lucky individual as I was provided with an opportunity to be part of it. I am also grateful for having a chance to meet so many wonderful people and professionals who led me through this internship period.

Bearing in mind previous I am using this opportunity to express my deepest gratitude and special thanks to the manager of SOCSO Temerloh who in spite of being extraordinarily busy with her duties, took time out to hear, guide and keep me on the correct path and allowing me to carry out my project at their esteemed organization and extending during the training.

I express my deepest thanks to Puan Roziah Binti Abd Wahid, Manager of SOCSO Temerloh for taking part in useful decision and giving necessary advice and guidance and arranged all facilities to make life easier. I choose this moment to acknowledge her contribution gratefully.

I perceive as this opportunity as a big milestone in my career development. I will strive to use gained skills and knowledge in the best possible way, and I will continue to work on their improvement, in order to attain desired career objectives. Hope to continue cooperation with all of you in the future.

Therefore, I would like to express my thankfulness to Universiti Teknologi Mara (UiTM) Kampus Bandaraya Melaka for giving me the opportunity to conduct this industrial training report. Finally, an honorable mention goes to our family and friends for giving the support in finished this industrial training report.

Last but not least, I want to thank me. I want to thank me for believing in me. I want to thank me for doing all this hard work. I want to thank me for having no days off. I want to thank me for never quitting.

3.0 STUDENT'S PROFILE

**SITI NURAI SYAH
BINTI MOHD.SHAH**



PROFILE

Hardworking and enthusiastic college student. Seeking to use my superior knowledge of social marketing and my advanced communication skills to effectively serve your company in a internship position. Dedicated and committed to becoming a dependable and valuable team member.

EDUCATION

Bachelor Of Business Administration (Hons.) Marketing 2020- Present
UiTM Kampus Bandaraya Melaka

STPM (Sijil Tinggi Pelajaran Malaysia) 2018-2019
SMK Datuk Bahaman

WORK EXPERIENCE

Internship 2023- Present

Social Security Organization – Temerloh

- Make an employee salary check to align with contributions.
- Make an inspection at the employer's premises to review employee contributions and SSM.
- Entering contribution information into the ASSIST system.
- Performed in successful advocacy programs organized by SOCSO at various employer premises in Jerantut.
- Performed successfully in the "OPS Pemutihan" program that was carried out for 2 months.
- Performed successfully in the "OPS Kesan" program that was carried out for 1 months.
- Facilitated and coordinate onsite or offsite meeting, training & events and provide administrative and clerical support.
- Assisting the open interview program held by SOCSO around Jerantut

Service Crew 2022

Kyochon – Genting Highlands

- Performed roles in handled cash and credit card transactions quickly and accurately.
- Assisted management with inventory control and stock ordering.
- Manage to maintain a positive attitude and resolved customer complaints promptly and professionally.
- Took initiative to find extra tasks when scheduled duties were completed.
- Cross-trained new crew members.
- Performed roles as cashier, ordering, and packing.

Crew Member 2019-2020

McDonald's – Genting Highlands

- Performed roles across the front counter, cashier, and barista.
- Maintained food safety standards, keeping the restaurant clean and sanitized.
- Assisted customers with ordering and ticketing, incorporating suggestive selling, and promotion of special deals.

EXTRA CURRICULAR INVOLVEMENT

- Program leader for the social campaign program with community that involves 10 entrepreneurs at Kampung Bukit Senggeh in 2022.
- Invitation and gifts committee members for Avengers: Mission Accomplish program, managing gifts and fundraising for 150 students, at SK Bachang, in 2022.
- Student consultant for the Project MARCOM Community Program that cooperates with Ittihad Trading & Resources SDN BHD in 2021.
- Creating a youtube advertising channel for a newly developing local company, Ittihad Trading & Resources SDN BHD, in 2021.
- Assistant Treasurer at Geography Association, managing transaction in and out of the club, in 2019.
- President of Form 6, SMK Datuk Bahaman leads 150 students in 2019.
- Secretariat in the pre-university co-curricular carnival, organizing and distributing messages in 2019.
- Participation in the 6th grade sports carnival in the netball event, at Temerloh district in 2019.
- Emcee at student excellence program at SMK Datuk Bahaman in 2019.

ACHIEVEMENT

- Obtained the best academic achievement in sixth place in Form 6.

SKILLS & LANGUAGE

Language

- Malay – Native & Expert
- English – Proficient
- Mandarin – Beginner

Skills

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Canva
- Event Management
- Communication skills
- Problem-solving abilities
- Time management
- Accuracy & attention to detail

REFERENCES

Sir Muhammad Fairuz Bin Jamil
Senior Lecturer
UiTM Kampus Bandaraya Melaka

Puan Roziah Binti Abd Wahid
Manager
Pertubuhan Keselamatan Sosial
(PERKESO), Temerloh,

4.0 COMPANY'S PROFILE

The history of the establishment of PERKESO began in 1958, when a social security study was carried out by experts from the International Labour Organisation (I.L.O.). In 1962, a supreme committee was formed to study the results of this study. The results of the study report became the basis for the Social Security Act, which was approved by Parliament in 1969 with the aim of providing social security protection to workers and their dependents. SOCSO was established as a Government Department on October 1, 1971, to enforce the Security Act, Social Workers, 1969, and then became a Statutory Body on July 1, 1985.

On January 1, 1992, SOCSO was separated from the Government's New Remuneration System, and the New Remuneration System was introduced. PERKESO administers a social security scheme that provides protection to workers against a number of unforeseen events, such as occupational disasters, accidents during travel, disability, and death. The Social Security Organisation (PERKESO) was established as a Government Department under the Ministry of Human Resources to administer, implement, and enforce The Employee Social Security Act (AKSP) of 1969 and the Employee Social Security Regulations (General) of 1971. On July 1, 1985, SOCSO's status was changed to that of a Statutory body, and on January 1, 1992, SOCSO implemented its own compensation system, the SOCSO New Compensation System.

The Social Security Organization (SOCSO), also known as PERKESO (Pertubuhan Keselamatan Sosial), was founded on 1 January 1971 as government department of the Ministry of Labour and Manpower under the Employee's Social Security Act 1969. Through the Act a Regulations, SOCSO is able to provide free medical treatment, facilities for physical or vocational rehabilitation, and financial assistance to employees who have lost their ability due to accidents or diseases that have reduced their abilities to work or rendered them incapacity. SOCSO was tasked with managing two social security schemes: the Employment Injury Scheme and the Invalidity Program.

The Employees' Social Security Act 1969 and the Employees' Social Security (General) Regulations 1971 were administered, implemented, and enforced by the Social Security Organization (SOCSO), one of the government departments under the Ministry of Human Resources. SOCSO's status was converted to Statutory Body on July 1, 1985, and beginning January 1, 1992, SOCSO has adopted its own payment system known as the Sistem Saraan Baru PERKESO.

The purpose of the Employment Injuries Scheme is to give coverage and protection employees who have been injured on the job. Industrial accidents while performing their duties, accidents while travelling, accidents during an emergency, and occupational sickness are all covered. This scheme provide protection to employees who suffer from an accident or a while at workplace, accidents while travelling, emergency situations and diseases caused by the nature of work. For example, loss of hearing due to prolonged noise exposure.

In addition, the objective of the Invalidity Pension Scheme is to provide coverage and protection to an insured person who is considered to be suffering from invalidity due to a morbid condition of permanent nature that is either incurable or unlikely to be cured and is no longer capable of earning at least one-third (1/3) of the customary earning of a sound insured person through work corresponding to his strength and physical ability. This system also provides 24-hour support to employees who become invalid or die for reasons unrelated to their employment. The benefits that are available under this scheme are invalidity pension, daily care allowance, funeral benefits, rehabilitation benefits, education benefits and invalidity help.

The location of this organization is at SOCSO Temerloh Office No 19 & 21, Jalan Sudirman 3, Bandar Baru Seri Semantan, 28000 Temerloh, Pahang Darul Makmur. Operation hours for this company is on Monday to Friday from 8AM until 5PM. Their vision is to be the outstanding, comprehensive and dynamic leader in social security. While for their mission is to provide comprehensive social security protection from cradle to the grave for the well-being at all. The corporate value is “Perkeso Prihatin is our culture that has been cultivated together with universal good values so that the aspiration to be caring can be realized in improving the delivery at service for the sake of the client’s well-being.” The function is to provide social security protection to employees and their dependents through the Employment Injury Scheme and Invalidity Scheme. The tagline of SOCSO is “Perkeso itu Prihatin, Prihatin itu Perkeso.” This is the logo of this organization:



Figures 1.0: Logo of company.

The circle-shaped colored stripes symbolize the core of SOCSO's protection based on the principles of social justice. While the dark blue color symbolizes SOCSO's aspiration to continue to face the challenges ahead. Hence, SOCSO launched its new hexagon-shaped logo which symbolized the functions of the government, employers and employees in the development of the nation. Moreover, SOCSO also launched its new hexagon-shaped logo which is symbolized the functions of the government, employers and employees in the development of the nation.oasik

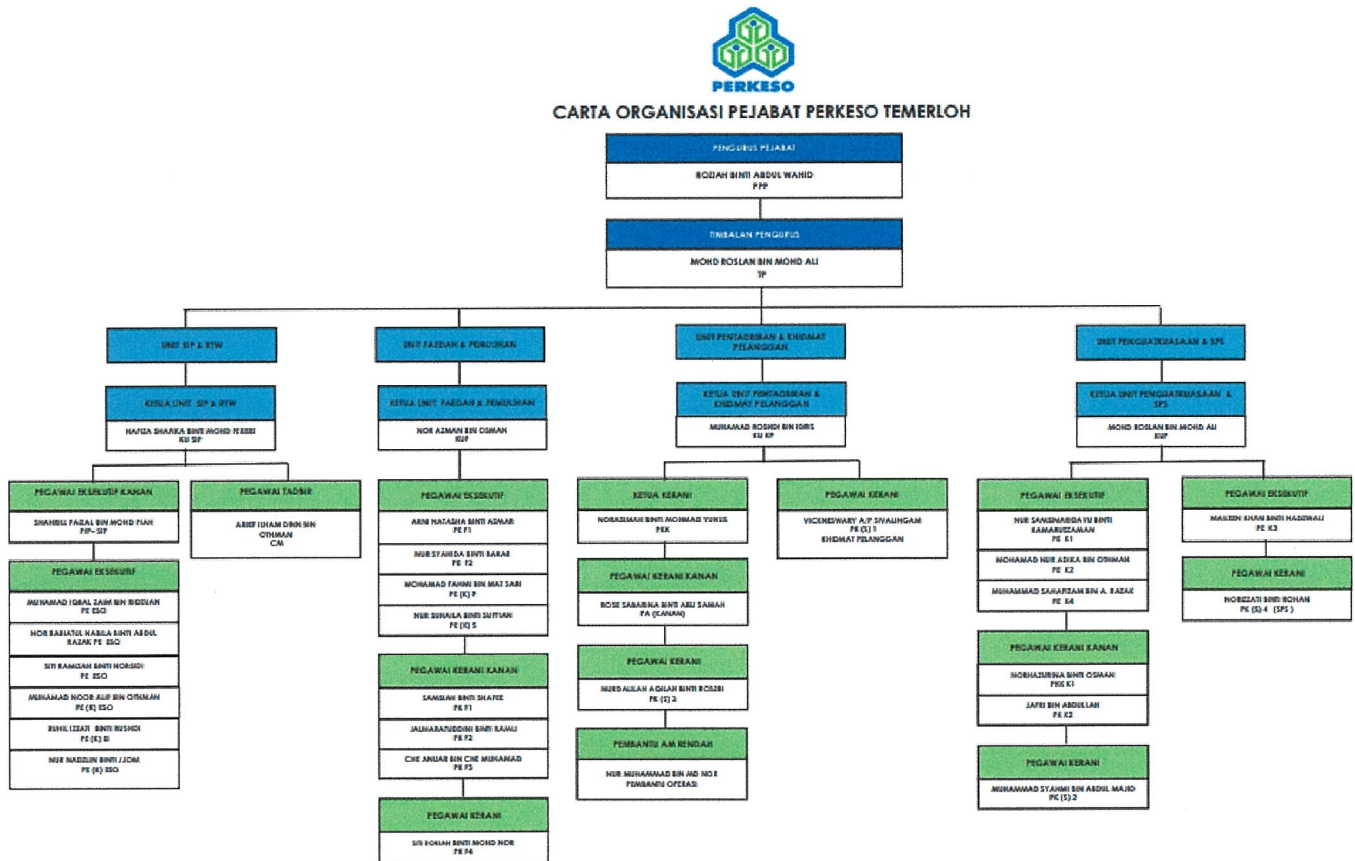


Figure 1.2: Chart Organization of SOCSO Temerloh.

This is the Temerloh SOCSO organization chart led by their manager Mrs. Roziah Binti Abd Wahid. SOCSO provides a comprehensive social security protection network to the Insured through the implementation of their acts that have been enforced such as the Employee Social Security Act 1969 (Act 4), the Self-Employed Social Security Act 2017 (Act 789), the Employment Insurance System Act 2017 (Act 800) and lastly the Housewives Social Security Act 2022 (Act 838). The Employees' Social Security Act 1969 (Act 4) and the Employees' Social Security (General) Regulations 1971 apply to all enterprises with one or more employees. Under Act 4, SOCSO provides the Occupational Disaster Scheme, the Disability Scheme and the Foreign Worker Disaster Scheme as a social security protection scheme for workers.

Next, the Self-Employed Social Security Scheme was created to provide protection to self-employed individuals under the provisions of the Self-Employed Social Security Act 2017 (Act 789) which came into force from 1 June 2017. Furthermore, for the Employment Insurance System Act 2017 (Act 800) began to be implemented in January 2018 as a social safety net that aims to help workers who have lost their jobs to get financial assistance and new jobs. Finally, the Housewives Social Security Scheme (Act 838) which provides protection to housewives who experience an accident, illness or any incident while doing household-related affairs resulting in permanent disability or disability that affects the housewife's ability to manage her household.

5.0 TRAINING REFLECTION

During my internship, I have decided to work for the Social Security Organization (SOCSCO) of Temerloh Pahang. As an intern, my tasks revolve around (description of your task). While my duties are far easier than employees of the company, I believe that I still put enough effort and took my work seriously. My goal is to experience personal growth during this job. The transition from a classroom to an office job did require some adjustment, but with the training and knowledge I have, I was able to overcome all the obstacle I have faced.

The lesson I have learned during my 6 months internship program have certainly helped in readying me for my future in this field. My colleagues and supervisors also helped me develop technical and personal skills that will be extremely beneficial in my career. I am extremely satisfied that I have chosen SOCSCO at Temerloh for my internship.

I have chosen SOCSCO at Temerloh as my workplace during my 6 months of practical training. My practical training starts from 1 March until 15 August 2023. The days that have been set for me to work are from Monday to Friday. Working hours are from 8:00 AM to 5:00 PM. The allowance that has been given to me is as much as RM45 per day and the amount to be paid is a maximum of 90 days only. The department that the company has set for me is variable. Which is from March 1 to April 7, I was placed in the enforcement department, while from April 10 to May 19 I was placed in the benefit claim unit. Next, I was transferred to the administration and finance unit from 22 May to 30 June and finally I was placed in the Employment Insurance System (EIS) and Return To Work (RTW) unit from 3 July until I finished my internship on 15 August.

My work experience during my internship was that I made an inspection at the employer's premises with the aim of reminding the employer to clear the contribution arrears for employees who have not contributed as required under the supervision of the relevant officer. In addition to that, I was also able to increase my experience by holding an advocacy programme in collaboration with the Malaysian Motorcycle Racer Association (MMRA) for the purpose of making employees and employers aware of the importance of having a contribution, i.e., personal protection from accidents while going to work, returning from work, and while doing work at the premises of the employer. In addition, I also investigate accident cases that need to be investigated, which means that I have to go to the employer's premises or the home of the employee who had an accident to take a statement about the accident under the supervision of the relevant officer as well.

In addition, the work experience I gained was that I was able to follow the “OPS Pemutihan”, where we went to each employer's premises to distribute flyers to raise awareness for employers to register businesses and employees under the scheme provided by SOCSO. Following that, “OPS Kesan” is carried out with the aim of giving a compound to employers who default or fail to register businesses or employees within the given period. This operation is carried out around Jerantut, Temerloh, Mentakab, Jengka, Bera, Maran, and Triang areas. Not only that, for the Sinergy Division, I and the relevant officers will go to the residence of the next of kin or accident victims to give a small donation in the form of money and kitchen equipment. We will also try to provide assistance if eligible, and if not eligible, we will channel the heirs to other departments to receive assistance. Lastly, I was also able to increase my knowledge about the use of Canva by making posters about housewife schemes, self-employment schemes, and others.

During my internship at SOCSO Temerloh, I learned communication skills that would allow me to talk with employers about connected issues. I also learned how to update and upload data into the system. Not only that, but the contact between me and the company and employee allowed me to develop my communication skills. I also have expertise responding and making phone calls to businesses. Aside from that, I created several marketing tools to help me develop and acquire new consumers. Furthermore, I am able to add to and increase my understanding of Microsoft applications such as Words, Excel, PowerPoint, and Canva.

6.0 SWOT ANALYSIS

	Helpful to achieving the objective	Harmful to achieving the objective
Internal origin attributes of the organization	<p>S</p> <ul style="list-style-type: none"> • SOCSO protects the rights of workers with the service offered. • The package or service offer cheaper than competitors. 	<p>W</p> <ul style="list-style-type: none"> • Too many and complicated system. • Employers lacks of training.
External origin attributes of the environment	<p>O</p> <ul style="list-style-type: none"> • Can expand and increase the contribution rate to all Malaysian citizens. • Statutory bodies providing free services in Malaysia. 	<p>T</p> <ul style="list-style-type: none"> • Attempts by outsiders to hack internal data. • Employers consist of small businessmen who lack knowledge about Information Technology (IT).

6.1 STRENGTHS

6.1.1 SOCSO protects the rights of workers with the service offered.

The strength of SOCSO is that it protects employees' rights. Workers who have contributed to SOCSO are protected. Accidents at work, accidents on the way to and from work, accidents on duty, death, illness, and other reasons are among the causes that contributors might claim under SOCSO. SOCSO has also extended a unique contribution system for housewives, known as the "Skim Keselamatan Sosial Suri Rumah" (SKSSR). This housewife's scheme protects housewives in the event of an accident while performing housekeeping, such as being burned while cooking or cutting a finger when chopping.

6.1.2 The package or service offer cheaper than competitors.

They provide low-cost items that no other company can match. They provide cheap payments but a great deal of protection and perks. When opposed to purchasing expensive external insurance, the customer's premium is quite low and economical. SOCSO has had two deductions since 2018, one of which is the Employment Insurance System (EIS) deduction. SOCSO manages EIS, a financial plan aimed at assisting people who have lost their employment. EIS deductions are less expensive than SOCSO deductions.

6.2 WEAKNESSES

6.2.1 Too many and complicated system.

They must utilize a particular system ID to get access to the system. As a result, if they do not have an ID for each system, they will have a tough time accessing it. The help system is used by the enforcement unit, and businesses can use it to make payments and register personnel. In the meanwhile, employees can use it for internal purposes such as monitoring contribution rates, registering employers, checking and paying penalties, and so on. The interest unit checks the interest claims submitted by donors using the "SIKAP" system. The Matrix system is used in the SPS segment. Meanwhile, for the SIP component, they use the My Future Job website to assist jobless persons in finding jobs. Finally, they have a system for the new unit called MySynergy.

6.2.2 Employers lacks of training.

The officers on duty lack expertise or exposure to new items introduced by SOCSO to be offered to their target clients, which is one of the company's vulnerabilities. They did not provide any details regarding the next scam. They had no preparation before being exposed to third parties. The person on duty must market the new security system to clients without any training or proper explanation of the program's details.

6.3 OPPORTUNITIES

6.3.1 Can expand and increase the contribution rate to all Malaysian citizens.

There is just one statutory insurance body. SOCSO is a public-private partnership in the insurance industry. SOCSO is the only statutory organization that offers insurance to companies and employees who have paid into it. They are a statutory organization that offers insurance to all citizens and foreigners alike. Furthermore, the system they provide is no longer confined to companies and workers. They have expanded their system to include self-employed people, housewives, and others.

6.3.2 Statutory bodies providing free services in Malaysia.

In Malaysia, there is a statutory organization that provides free services. In general, SOCSO has had a contribution deduction for EIS, or the Employment Insurance Scheme, since 2018. EIS is a plan designed specifically for employees who have been sacked as a result of their employer's firm going bankrupt or something similar. It safeguards the rights of workers who wish to work. The EIS was created to assist people who have lost their employment in obtaining financial aid and new jobs. The EIS deduction means that SOCSO will assist in finding work and will pay workers' allowance for the first six months they are out of work.

6.4 THREATS

6.4.1 Attempts by outsiders to hack internal data.

Outsiders attempting to hack into internal data. As we all know, SOCSO is a statutory authority, and each procedure that needs to be carried out necessitates the personal data of contributors in order to fill in the appropriate information. If hackers can break into the system, it is tough and risky. The mechanism employed by SOCSO members makes it extremely probable that outsiders would hack into it and utilize sensitive data for unethical purposes.

6.4.2 Employers consists of small businessman who lack of knowledge about Information Technology (IT).

Employers lack IT skill, making it difficult for them to make payments or write checks using the SOCSO system. Employers in remote areas with little exposure to and expertise of advanced IT usage. As a result, it is impossible for them to utilize the established system to check the register, dismiss personnel, and make payments.

7.0 DISCUSSION AND RECOMMENDATION

7.1 STRENGTHS

7.1.1 Improve Advertising

Every company must have or should have a SWOT analysis to analyze its potential and challenges. SOCSO's strength is that they protect workers' rights. SOCSO protects workers who have contributed to it. Among the causes that contributors can claim under SOCSO are accidents while working, accidents while going to and from work, accidents while on duty, death, illness, and so on. SOCSO has also expanded a special scheme for housewives to contribute, namely the "Skim Keselamatan Sosial Suri Rumah" (SKSSR). This housewife's scheme protects housewives when they have an accident while doing housework, such as being exposed to fire while cooking, cutting a finger while cutting, and so on. In addition, SOCSO also has a "Skim Keselamatan Sosial Pekerjaan Sendiri" (SKSPS) where they protect self-employed workers such as gardeners, farmers, and others. SKSPS also protects employers who did not have protection under SOCSO before, can contribute with a plan provided according to their abilities. SOCSO has expanded its range of schemes so that they can be enjoyed by all Malaysian citizens.

There are many benefits that can be enjoyed by the contributor in the event that something undesirable happens, such as an accident-causing injury, permanent disability, temporary disability, death, and so on. Among the benefits that contributors can enjoy are medical benefits. If an employee affected by a work accident seeks medical treatment at a SOCSO panel clinic or a government clinic or hospital or makes a claim for reimbursement of medical treatment costs at the SOCSO office. In addition, the temporary disability benefit that will be paid is 80% of the employee's assumed average daily wage. The minimum interest payment rate is RM30 per day, and the maximum is RM105.33 per day. While for permanent disability benefits, it is 90% of the employee's assumed average daily wage, subject to a minimum rate of RM30 per day and a maximum of RM118.50 per day.

Apart from the advantages that SOCSO provides, it can also guarantee the survival of widows and children who have been left behind by insured people who contribute under SOCSO. It can also defend the fate of the remaining heirs. According to (Mohd Zaki Awang Chek, Isma Liana Ismail, 2021), if an employee dies in any of

the following circumstances, regardless of the cause of death, the employee's dependents will be paid Survivors Pension while an employee is receiving invalidity pension regardless of his age, or an employee who is not receiving invalidity pension and has not reached the age of 60 years but meets either the full contribution qualifying condition or the reduced contribution qualifying condition.

Effective advertising is an excellent strategy to increase market share. Launching unique branding and marketing strategies can assist to acquire new clients while also reinforcing loyalty in existing ones. Successful advertising will necessitate strategy and resources, therefore it's critical to assemble a smart and professional staff. According to (Beebe, 2020), the first way to improve their advertising approach is do data monitoring and utilization. When a customer shares information, utilize it to your advantage. Send out promos and special deals. This can be done by email or direct mail. Take it a step farther. Analyze the information they have. Next, maintain relevance and consistency. The advertisement should stand out from the crowd. That is, it must be meaningful and relevant to the viewers. The ad fades into the background when it is no longer relevant. Consistency in advertising is also essential. Customers like consistency. It fosters trust and increases their interest in what a firm does and speaks. Consistent content production, advertising strategy, logo/color presentation, and even customer service all have a huge influence on establishing critical client trust.

7.1.2 Competitive Advantage

In addition, the advantage that SOCSO has is the products provided by SOCSO itself. The products they provide are cheap, which other companies cannot match. They provide low contributions but a lot of protection and benefits. The premium that the customer has to pay is very cheap and affordable compared to buying expensive external insurance. According to (Perkeso, 2022), the lowest payment for employees with a salary of up to RM30 is 50 cents, where the employee's deduction is only 10 cent and the rest is borne by the employer, which is 40 cents. The most expensive contribution payment for employees who earn more than RM5000 is as much as RM111.40, where the deduction from the employee's salary is only RM24.75 and the rest is borne by the employer, which amounts to RM86.65. For workers over the age of 60 and foreign workers, they have a cheaper contribution, and workers with a salary of

up to RM30 pay as much as 30 cents where everything is borne by the employer. While for those with a salary above RM5000, their deduction rate is as much as RM61.90.

For your information, SOCSO has had two deductions since 2018, namely the Employment Insurance System (EIS) deduction. EIS is a financial scheme aimed at helping employees who have lost their jobs, and it is managed by SOCSO. EIS deductions are cheaper than regular SOCSO deductions. For EIS contributions, the lowest payment for employees with a salary of up to RM30 is 10 cents, where the employee's deduction is only 5 cent and the rest is borne by the employer, which is 5 cents. The most expensive contribution payment for employees who earn more than RM5000 is RM19.80, where the deduction from the employee's salary is only RM9.90 and the rest is borne by the employer, which is RM9.90. Workers over the age of 60 and foreign workers do not have EIS contributions.

As for the SKSPS scheme, the lowest contribution rate for employees with a salary of up to RM1050 is as much as RM13.10 per month, while for employees with a salary above RM3950, the payment is as much as RM49.40 per month. This SKSPS scheme does not specify which plan the contributor wants to choose. For example, a contributor can pay for a cheap plan even if the contributor's salary is over RM4000; however, the plan that the contributor pays for is fixed for up to a year. Finally, under the special SKSSR scheme for housewives, the payment is fixed at RM120 for a year.

According to (Vinod, 2021), a seasoned labour campaigner, SOCSO is a reputable organisation that offers the most affordable "insurance scheme" for Malaysian employees to date. "I agree that SOCSO has flaws, but we must give it time to explain the situation to us." "Despite setbacks, SOCSO was able to assist a large number of people and businesses during the economic downturn via the Employment Insurance Scheme (EIS) and Wage Subsidy Programme," Shafie remarked. Similarly, the Penang section of the Malaysian Trades Union Congress (MTUC) encouraged Saravanan to provide comprehensive reforms to the existing SOCSO programmes before hiking pricing.

This company has a competitive advantage, which means it needs to continue to preserve this strength. According to (Nicole Laskowski, Rachel Lebeaux, 2019), a competitive advantage is a favourable position that a company wants in order to be more lucrative than its competitors. To obtain and keep a competitive edge, a company must be able to demonstrate a higher comparative or differential value than its rivals and communicate that information to its targeted target market. For example, if a firm promotes a product at a cheaper price than a competitor's comparable product, that company is likely to have a competitive advantage. The same is true if the promoted product is more expensive but has unique characteristics for which people are ready to pay. Then this is their product's speciality. Their products are identical to those of their competitors; however, they are far less expensive. Sustainable competitive advantage refers to retaining a favourable position over time, which may assist improve a company's market image, value, and future earning potential. In 1991, strategic management specialist Jay B. Barney wrote an essay that built on Porter's theories, adding a component for maintaining a competitive edge over time.

Barney's essay, "Firm Resources and Sustained Competitive Advantage," proposed that while analysing the competitive landscape, organisations should look within as well as outside to obtain lasting competitive advantage. Previous frameworks, notably Porter's, were built on the mistaken premise that all organisations in the same industry shared the same characteristics, according to Barney. According to Barney, the distinctions between companies should be capitalised on in order to create a competitive edge.

7.2 WEAKNESESS

7.2.1 Combine the System

The application of technology in business can be a complex subject that necessitates extensive technical knowledge and should be left to competent professionals. Administrators of network and computer systems may recommend the use of multiple operating systems in specific instances. This is known as virtualization, and it has a variety of benefits, including the ability to save energy and consolidate servers. Despite the benefits of running several operating systems, there are some drawbacks. Working in this manner frequently results in an overabundance of intricate systems. There are numerous independent data silos that are difficult to access and assess without considerable effort. Time and throughput are wasted due to bottlenecks between systems. Extra manual tasks and checks that require hiring more personnel than necessary.

The system is too many and complicated, now is the time when everything is at your fingertips. Once upon a time, for any application that wanted to be made, the customer had to come to the nearest office in order to fill out the form physically. However, with the current trends, applications can only be made online. They can visit SOCSO's official website to get the form. However, SOCSO has problems with their system. SOCSO has too many systems that they use for each different unit. They use various and different systems for each unit. This makes it difficult for them to gather information.

Furthermore, to access the system, they need to use a special ID for the system. So, it is quite difficult for them to access the system if they do not have an ID for each system. For the enforcement unit, they use the assist system, where employers can use the system to make payments and register employees. Meanwhile, staff can also access it for internal use, such as checking contribution rates, registering employers, checking and paying fines, and so on. As for the interest unit, they use the "SIKAP" system to check the interest claims that contributors have applied for. As for the SPS section, they use the Matrix system. Meanwhile, for the SIP section, they use the My Future Job website to help unemployed workers find work on the website. Lastly, they also have a system for the new unit, which is MySynergy.

Hence, to overcome their weaknesses, they can take steps to combine the systems they have on one website. This not only makes it easier for officers to check, but it also helps customers find and browse the website easily. Moreover, according to (Castagno, 2021), they should prioritise user experience. Often, the problem is not just a lack of tools. It is because they are difficult to utilise or are not matched to the jobs and working habits of the workforce.

Employees will encounter challenges such as needing to repeatedly refresh websites or scroll through unwanted reminders to obtain information if an organization does not prioritize personalizing the digital experience. When you multiply these flaws over numerous distinct programs and tools, you have a massive, and often annoying, time sink. The solution is to invest in a digital workplace solution that employees will genuinely want to utilize. When everything is in one place, you can save time and focus on the work at hand rather than thinking about which tool to use when and creating data silos.

7.2.2 Provide Training to Employees

Besides that, every organisation must set goals for itself. To accomplish this aim, the firm must be able to preserve its presence in the business rivalry; the corporation cannot rely exclusively on technical competence and existing infrastructure without the assistance of dependable human resources. To build dependable human resources in an organisation, beginning with the process of employee recruitment, selection, categorization, and placement based on the person's talents, expertise, and skills and continuing through career development. On top of that, the weaknesses of this company are officers on duty lack knowledge or exposure about new products launched by SOCSO to be given to their target customers. They were not disclosed about the information about the scheme to be launched. They did not have any preparation before being revealed to outside parties. The officer on duty has to promote the new security scheme to customers without any training or clear explanation of the information regarding the scheme. This may cause officers to give inaccurate information and not convince customers of their presentation. What might happen if the official gives wrong information is that the customer will receive wrong information and might not understand the scheme explained by the official. Among the problems

that will arise if the information provided is incorrect is that the insured will not know about the benefits that can be enjoyed if an accident occurs.

Incorrect information might stem from an error or purposeful distortion. Errors might arise as a result of improperly programmed or incorrectly used computer or other mechanical equipment. They can develop as a result of inadequate research or a lack of knowledge. Incorrect information may be expressed incorrectly, creating a misleading impression. This might be purposefully deceptive or inadvertently misleading owing to a mistake or being unconnected to its context. Propaganda or indoctrination, fake proof, false confession, advertising abuse, and other deceptions are all examples of intentionally false information. Confusion, especially if there is contradicting information, prejudice, conflict, alienation, ignorance, a sense of defeatism or indifference, unfair trial, incarceration (political or for perjury and contempt of court), are all possible outcomes. It has the potential to perpetuate current injustices, inequities, and exploitation, as well as to promote government control, tyranny, monopoly, organised crime, and corruption.

In order to overcome this problem, the superiors need to take early steps to avoid future problems. The superiors need to provide specific training to the new officers before they go out to promote the new products released by SOCSO itself. This can prevent officials from giving wrong information and from experiencing difficulties in answering questions that will be directed by customers about the scheme being promoted later. The courses and trainings attended by the officers provided some knowledge and information about the new products that have just been launched by SOCSO. From the course provided by SOCSO, all officers can become more confident and prepare their mental and physical resources for facing various customer behaviours. In addition, the training and specialisation that have been provided can strengthen the knowledge and skills of the officers.

According to (Dewi Rama Niati, Zulkifli Musannip Efendi Siregar, Yudi Prayoga, 2021), training is a process that shapes and equips people by enhancing their skills, abilities, knowledge, and behaviour in order for work to be accomplished more quickly, efficiently, and logically (Ichsan, 2020). Employees will receive specialised information and be able to develop abilities that can subsequently be applied on the job if they are provided training. (Adnyani and Dewi, 2019; Saputra, 2017). In training,

there are several dimensions and indications. Training indicators include the instructor, participants, materials, and training objectives. Training is defined as an activity process for educating workers such as skills, attitudes, discipline, and giving skills based on the sort of job that the employees will undertake.

7.3 OPPORTUNITIES

7.3.1 Expand Market Reach

There is only one statutory body based on insurance. SOCSO is an insurance body that is part government and part private. SOCSO is the only statutory body that provides insurance to employers and employees who have contributed under it. They are a statutory body that provides insurance that can be enjoyed by all citizens and foreigners. In addition, now the scheme they provide is not limited to employers and employees only. They have extended their scheme to the self-employed, housewives, and so on. According to (Bernama, 2019), its Chief Executive, Datuk Seri Dr Mohammed Azman Aziz Mohammed, said it would enable SOCSO to extend social security protection to those who have not yet been protected and ensure they get minimum protection. "SOCSO is grateful to the government for focusing on the social security of the people in the budget," he said in a statement here on Monday. Finance Minister Lim Guan Eng, when presenting the 2020 Budget in the Dewan Rakyat last Friday, said the government allocated RM20 million to SOCSO to extend the benefits of i-Suri next year. Hence, SKSPS was created in June 2017 to provide protection to self-employed individuals, and initially the scheme was mandatory for taxi drivers, e-hailing (passenger transport services), and bus drivers. Meanwhile, Mohammed Azman said SOCSO is preparing to face Industrial Revolution 4.0 by providing social protection to those who are self-employed, such as those who use gig economy platforms. "This includes food delivery services FoodPanda, GrabFood, and possibly Gojek if the service operates in Malaysia. "Therefore, SOCSO took the necessary steps to realize the government's desire to expand the social safety net to more people in this country," he said.

However, this SOCSO insurance cannot be contributed by employees who have a pension or, more precisely, are employees of the government. For example, doctors, teachers, soldiers, police, and so on, have their own advantages and benefits that have been provided by the government. In addition, they can also create a new scheme open to fishermen or those who work across the country's borders. This allows them to further expand their company with more contribution schemes. So, this is their opportunity to further expand their network by creating a new scheme that can be enjoyed by all Malaysians. Furthermore, SOCSO can cover all Malaysians who still live in Malaysia,

even if they work across the country's borders. For example, Malaysia-Singapore, Malaysia-Thailand, and Malaysia-Indonesia.

Moreover, they expand their market reach. According to (Team, 2023), when it comes to increasing client reach and engagement, business owners have several alternatives, ranging from social media outreach to targeted marketing. Marketing initiatives aimed towards new populations. When their advertisements begin to feel obsolete or out of date, it is time to engage a graphic designer or advertising professional to refresh or create new campaigns. Consider what their target demographics are interested in in terms of current trends and concerns, and then respond to those interests. As a result, creating a digital presence. A digital presence is practically needed in today's market for a firm to offer its products and services. Ensure that they have several avenues via which new and existing consumers may contact them, and that they captivate social media users with unique and appealing pictures and fascinating language.

7.3.2 Increase Brand Recognition

Free service provider statutory body in Malaysia. For general knowledge, since 2018, SOCSO has had a contribution deduction for EIS, which is the Employment Insurance Scheme. EIS is a programme held especially for employees who are fired due to the employer's business going bankrupt or the like. It protects the rights of workers who want to work. The purpose of the EIS is to help workers who have lost their jobs get financial assistance and new jobs. The EIS deduction is that SOCSO will help find a job and pay workers' allowance for the first 6 months they are unemployed. From the perspective of the Employment Insurance Scheme, SOCSO organises positions or jobs for employees free of charge. If an outside agency finds a job, they will deduct a percentage from the employee's salary as a return to their side. Outside agencies will charge a job search fee for those who need work. While SOCSO does not impose any charges against them. They make it for free. They will help find suitable jobs according to the needs of the job seeker, but depending on the needs of the company.

This EIS department officer will help find a job and arrange an interview between the company and the employee himself. They also hold an open interview day in an Area and gather many companies that want to find employees. For example, on June 17, 2023, they held an open interview session at UiTM Raub. They target students who are about to complete their studies, and outsiders are also invited to attend the event. On June 23, 2023, they held a special Train & Place open interview in Jerantut. This interview targets only permanent residents of Jerantut. The interview that was held received a very good response from the residents of Jerantut, with a large number of attendees.

This free service is new and has not received much attention from the public. According to (Coaches, 2021), before a company to acquire a reputation as one that customers enjoy doing business with, people must first be aware of its existence and recollect its distinguishing features. Of course, while brand recognition is essential for business growth, it is not always easy to obtain. With so much competition in the market today, a business must discover creative methods to stand out in order to become recognisable. There are several methods for increasing brand recognition, and the more innovative you can be, the better. If they want the service they provide to be well received, they need to increase awareness through new products and resources. Expanding brand recognition is a process for all businesses that will vary over time as new technologies and trends develop. With today's creative revolution, every new discovery necessitates a firm maintaining its position as a thought leader or expert—a go-to company of choice and quality. The introduction of new items and resources can focus brand awareness.

7.4 THREATS

7.4.1 Control and Monitor Remote Access

Attempts by outsiders to hack internal data. As we know, SOCSO is a statutory body, and every process that wants to be made requires the personal data of contributors for the purpose of filling in the necessary information. The system they use is difficult and very dangerous if hackers can hack into it. The system used by SOCSO members makes it highly likely for outsiders to hack into it and use difficult data for inappropriate activities. A few years ago, a former practitioner at the Temerloh branch used their system and took the personal data of contributors. After obtaining the desired data, he disguised himself as one of the SOCSO officials and tried to deceive him and take his money. But the activity was not successful.

To overcome this issue, they should control and monitor remote access from any endpoint. According to (Gibbons, 2020), they need to control and monitor remote access by install and set up wireless intrusion detection and prevention systems, as well as a mobile data intercepting system. Examine whether workers still require remote access and/or a mobile device on a regular basis. When an employee departs the organization, ensure that all remote access is cancelled.

In addition, all personnel should get threat awareness and security training. Before granting access to any computer system, all new workers and contractors should be trained on security awareness. This should become a regular process. Train and test your staff against social engineering attacks and exposed sensitive data. An excellent example would be to launch your own phishing attacks on their emails or social engineering assaults. Encourage workers to report security vulnerabilities and educate them on how they may assist in reducing internal risks. Consider providing rewards to individuals who adhere to security best practices. Unfortunately, totally eliminating the danger of internal attacks is impractical; nonetheless, deploying an internal threat detection system is the best defense.

7.4.2 Create Platform for Knowledge Sharing Activities

Employers lack knowledge about IT, which makes it difficult for employers to make payments or make checks using the system provided by SOCSO. Employers among rural residents who have less exposure to and knowledge of deeper IT usage So, it is difficult for them to use the system to check the register, remove employees, and make payments using the system that has been prepared. Usually, employers who are old are employers who are less interested in the use of IT. They think that gadgets and things that involve the internet are things that make it difficult for them to use them. They also don't often check email or deal online, so it will make the contribution payment process difficult for their employees.

Employers consist of small traders who can increase the cost of hiring clerks for the purpose of managing SOCSO affairs. Employers mostly do village work and do not want to increase the cost of hiring clerks to manage SOCSO affairs. They manage all their own affairs, which results in many employers overlooking and not taking seriously the payment that should be made by the employer. Employers who overlook this will be subject to late payment fines. This is one of the shortcomings faced when employers do not hire clerks to manage all the matters involved.

For overcome these issues, the company should create a platform for knowledge sharing activities. According to (Starmind, 2022), by creating a platform to share knowledge, it becomes easier and faster. For example, they can use social media platforms that people use, such as TikTok, YouTube, Facebook, and so on. If they want to overcome the problem of employers who lack knowledge about IT, they can make a tutorial video showing the ways to register employees, check and make payments, and more through the YouTube platform. It somewhat helps employers who are less skilled in using the system to do it more easily with guidance from YouTube tutorials provided by SOCSO.

8.0 CONCLUSION

Finally, my internship at Social Security Organization (SOCISO), has provided me with a depth of knowledge about the real working environment in multinational corporations. The internship experience has been an incredibly enriching and transformative journey for me. Over the course of 6 months internship, I was able to immerse myself in the industry and gain valuable hands-on experience that has helped me to grow both personally and professionally. Through my work, I have developed new skills, broadened my knowledge, and gained a deeper understanding of the intricacies of my desired fields. Furthermore, the opportunity to work alongside experienced professionals and observe their daily operations provided me with valuable insight into how a successful business operates. The internship has helped me to further clarify my career goals and given me the confidence to pursue them with a greater sense of purpose. The internship has given me a real-world understanding of what it is like to work in the field, and this experience has provided me with a strong foundation for my future career endeavors. Lastly, conducting SWOT analysis is an effective way to evaluate the strengths, weaknesses, opportunities, and threats of a company.

I will work hard to construct a company that reflects my beliefs and generates opportunity for others." "My personal vision is to be a leader in my field, using my expertise to make the world a better place." I plan to concentrate on improving my talents and making significant relationships with individuals in my business. Hence, my motto is "Even the greatest were beginners. Do not be afraid to take that first step." In five years, I see myself as an integral part of the company who has contributed to the organization's growth and success. I would like to continue sharpening my abilities and expertise so that I may assume more responsibilities inside the organization. I am also looking forward to taking on additional leadership responsibilities and mentoring other team members by putting my leadership and mentorship certificates to use. I also envision myself as having a stable work and making a difference to my family.

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10.0 APPENDICES



Picture 10.1: Advocacy Programme Collaborate with MMRA Series 01 at FGV Felda Padang Piol.



Picture 10.2: Advocacy Programme Collaborate with MMRA Series 01 at FGV Felda Padang Piol.



Picture 10.3: Advocacy Programme Collaborate with MMRA Series 02 at Felcra JayaPutra Jerantut.



Picture 10.4: Advocacy Programme Collaborate with MMRA Series 02 at Felcra JayaPutra Jerantut.



Picture 10.5: Advocacy Programme Collaborated with MMRA Series 02 at Felcra JayaPutra Jerantut.



Picture 10.6: Return to Work (RTW) Assessment by Case Manager.



Picture 10.7: Advocacy Programme Collaborate with MMRA Series 03 at Legend Dynamic Jerantut.



Picture 10.8: Advocacy Programme Collaborate with MMRA Series 03 at Legend Dynamic Jerantut.



Picture 10.9: OPS Pemutihan Series 02 at Jengka.



Picture 10.10: OPS Pemutihan Series 02 at Jengka.



Picture 10.11: OPS Pemutihan Series 03 at Jerantut.



Picture 10.12: OPS Pemutihan Series 03 at Jerantut.



Picture 10.13: OPS Pemutihan Series 02 at Jengka.



Picture 10.14: Temerloh District OPS Kesan Inauguration Event.



Picture 10.15: OPS Kesan Series 01 at Temerloh.



Picture 10.16: OPS Kesan Series 01 at Temerloh.



Picture 10.17: OPS Kesan Series 02 at Jengka.



Picture 10.18: OPS Kesan Series 02 at Jengka.



Picture 10.19: OPS Kesan Series 03 at Jerantut.



Picture 10.20: OPS Kesan Series 03 at Jerantut.



Picture 10.21: OPS Kesan Series 04 at Jengka.



Picture 10.22: OPS Kesan Series 04 at Jengka.



Picture 10.23: OPS Kesan Series 05 at Bera.



Picture 10.24: OPS Kesan Series 05 at Bera.



Picture 10.25: Medical Board Meeting at Sultan Haji Ahmad Shah Hospital, Temerloh (HOSHAS).



Picture 10.26: Medical Board Meeting at Sultan Haji Ahmad Shah Hospital, Temerloh (HOSHAS).



Picture 10.27: OPS Kesan Series 01 at Temerloh.



Picture 10.28: Distributed Donation “Kotak Prihatin” with Manager and Synergy Officers.



Picture 10.29: Distributed Donation “Kotak Prihatin” with Manager and Synergy Officers.



Picture 10.30: Celebration of Eid Aidilfitri at the SOCSO Temerloh.