



اَوْنُوْرُ تِكْنُوْلُوْجِيْ مَارَا  
UNIVERSITI  
TEKNOLOGI  
MARA

Fakulti  
Pengurusan  
dan Perniagaan



## **INDUSTRIAL TRAINING REPORT AT SOCIAL SECURITY ORGANIZATION (SOCSSO)**

**29 AUGUST 2022 – 10 FEBRUARY 2023**

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**PROGRAM:** BUSINESS ADMINISTRATION (HONS.) HUMAN RESOURCES  
MANAGEMENT

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## **EXECUTIVE SUMMARY**

Social Security Organization (SOCSO) Jalan Ampang has been an exciting place to complete my six months industrial training. I am a final year student in Business Administration (Hons.) Human Resources Management at Universiti Teknologi Mara (UiTM) Kampus Arau. My area of study complemented the main objective of SOCSO which is to provide social security protection to insured persons and their dependants through social security schemes and to increase awareness of occupational safety and health that will ultimately improve the insured persons' social wellbeing. Throughout the six months industrial training, I have been assigned to the Human Resources Department. I have learned to do all office-related tasks and handling big events. I was able to analyse the strengths, weaknesses, opportunities and threats of SOCSO using SWOT analysis and SO WO ST WT Strategies. The crucial part in the findings, I have found that many employers and employees are still not aware of the benefits offered by SOCSO under various schemes. SOCSO needs to increase the quality of their campaigns in order to educate the public, create awareness and ensure the knowledge will be delivered effectively.

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## **1.0 INTRODUCTION**

Industrial training program is a compulsory subject for completing a degree in any program including my course which is Bachelor in Business Administration (Hons.) Human Resources Management. Students of UiTM needed to complete a six months industrial training program equivalent to 24 weeks. Industrial training provides students with an opportunity to gain experience. Students are taught to be able to apply their theoretical knowledge in the real working environment. Industrial training is an important part of developing practical and technical skills needed in the Human Resources Department, as well as assisting with future jobs.

This report clarified my experience working as an intern in at Social Security Organization (SOCSO). During my 6-month tenure, I had gained valuable experience in completing numerous tasks in Human Resources Department.

The purpose of industrial training is to introduce students to the working environment of their occupational field. It also give student opportunities to gain relevant jobs experience in their field of study. Students may learned additional skill outside of their studies through this training programs. Students will be exposed to a real work environment during the training session, which will teach them on how to connect and communicate with others especially with their colleagues and superiors. This can help in fostering a sense of camaraderie among co-workers. Students have to produce daily report as part of their training in order to give the students experience to write technical reports once they have completed the training program.

### 3.0 COMPANY'S PROFILE

#### 3.1 Company Background



Figure 3.1: Official Logo of SOCSO

<b>Name</b>	Social Security Organization (SOCSO).
<b>Address</b>	Menara PERKESO, 281, Jalan Ampang, 50538 Kuala Lumpur.
<b>Background</b>	The Social Security Organization (SOCSO) was established as one of the government departments under the Ministry of Human Resources to administer, implement and enforce the Employee's Social Security Act 1969 and the Employees' Social Security (General) Regulations 1971. On 1 July 1985, SOCSO has implemented its own remuneration system known as the Sistem Saraan Baru PERKESO.
<b>Mission / Vision</b>	<p><b>Mission</b></p> <ul style="list-style-type: none"> <li>- To provide comprehensive social security protection from cradle to the grave for the well-being of all.</li> </ul> <p><b>Vision</b></p> <ul style="list-style-type: none"> <li>- To be the outstanding, comprehensive and dynamic leader in social security.</li> </ul>
<b>Objective</b>	To provide social security protection to all Insured Persons and their dependants through social security schemes based on the concept of a caring society in line with the National Development Policy and Vision 2020
<b>Goal</b>	PERKESO PRIHATIN is our culture that has been cultivated together with universal good values so that the aspiration to be caring can be realised in improving the delivery of services for the sake of the clients' wellbeing.