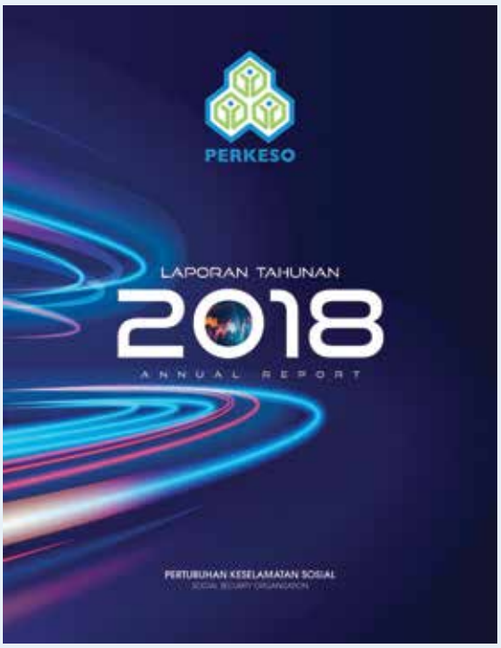
PERKESO

LAPORAN TAHUNAN 2018

ANNUAL REPORT

PERTUBUHAN KESELAMATAN SOSIAL

SOCIAL SECURITY ORGANIZATION



RASIONAL KULIT
COVER RATIONALE

Histogram logo PERKESO menggambarkan kesepakatan kerjasama pihak berkepentingan dalam memastikan perlindungan keselamatan sosial dapat dilaksanakan dan diurus dengan cemerlang melalui hala tuju strategik dan tadbir urus korporat yang baik. Pihak berkepentingan utama iaitu kerajaan, majikan dan pekerja mempunyai wawasan yang sama bagi mendokong visi organisasi.

Ilustrasi **lingkaran jalur-jalur putih** menggambarkan perjalanan **ke hadapan** merentasi masa dan cabaran yang pantas berubah tanpa sempadan seiring persekitaran global masa kini yang pantas berubah, evolusi dunia digital tanpa sempadan, Revolusi Industri 4.0 dan perubahan makro sosio ekonomi global telah mengubah landskap keselamatan sosial menjadi semakin kompleks dan mencabar.

Jalur-jalur biru melambangkan kelestarian nilai-nilai murni, amalan budaya kerja, kreativiti dan inovasi yang didokong dalam kalangan warga kerja PERKESO menempuh cabaran sejak lebih 48 tahun penubuhannya. PERKESO terus melakar kecemerlangan apabila berjaya menerima pelbagai anugerah dan pengiktirafan di peringkat kebangsaan dan antarabangsa. Sesungguhnya pencapaian cemerlang yang dicapai ini telah berjaya melonjakkan lagi imej PERKESO di persada antarabangsa dan menjadi penanda aras kepada negara-negara serantau.

Melangkah ke hadapan, **kilauan jalur-jalur putih biru melambangkan** PERKESO perlu terus berani mengambil langkah yang lebih bersasar menerusi strategi dan hala tuju yang lebih optimis untuk membantu kumpulan yang memerlukan, memperkasa sistem penyampaian di semua peringkat, mengoptimumkan penggunaan sumber dan pengoperasian, mempergiat intervensi yang bersepadu melalui kerjasama dan penyertaan semua pihak berkepentingan. Fokus utama adalah mengurangkan jurang perbezaan *(reducing the gap)* bagi memastikan semua golongan pekerja dan rakyat yang layak dilindungi mendapat perlindungan keselamatan sosial yang sewajarnya. PERKESO perlu menjadi pemimpin ke arah melestarikan **perlindungan keselamatan sosial yang dinamik dan inklusif** kepada pekerja di negara ini.

The SOCSO logo histogram indicates the united cooperation of stakeholders in ensuring that social security protection can be excellently implemented and manage through sound strategic direction and corporate governance. The main stakeholders, namely the government, employers and employees share the same vision in upholding the organisation's vision.

The illustration of **the circular white stripes** illustrates the **moving forward** journey across time boundaries and winding challenges that are rapidly changing without boundaries as the current global environment is rapidly changing, the evolution of the world of borderless digital, Industrial Revolution 4.0 and the changing global socio-macro economy has transformed an increasingly complex and challenging social security landscape.

The blue stripes illustrate the preserve shared value, work culture, creativity and innovation supported by SOCSO's employees through the challenges of its more than 48 years of existence. SOCSO has continued to excel in its many national and international awards and recognitions. Indeed, these remarkable achievements have successfully boosted SOCSO's image internationally and served as a benchmark for other countries.

Moving forward, **the glow of the white blue stripes** illustrates SOCSO needs to continue to take bolder steps through a more optimistic strategy and direction to help the needy, strengthen the delivery system at all levels, optimise resource utilisation and operation, enhance integrated interventions through the cooperation and participation of all stakeholders. The main focus is on reducing the gap to ensure that all workers and citizens who are eligible are equally protected with social security. SOCSO needs to be a leader in providing **dynamic and inclusive social security protection** to workers in the country.

PERKESO

Melestarikan keselamatan sosial untuk semua

Preserve social security for all

EIS

Majlis Sambutan Tahun B
RKES 2018

ADAPTIVE CLOTHING

KEMPEN
PERJALANAN SELAMAT KE
TEMPAT KERJA PERINGKAT
KEBANGSAAN PERKESO 2018
YB. TUAN M. KULA BEGARAN

Safety. Health.
Wellbeing.

LABOUR DAY
RUN RIDE
29 April 2018

RM 2,013.33

Majlis Sambutan Krismas
PERKESO 2018

EXCELLENCE IN SOCIAL SECURITY: ENHANCING PROTECTION FOR
TOMORROW'S SOCIETY
OFFICIATED BY
YAB DATO' SERI DR. WAN AZIZAH DR. WAN ISMAIL
DEPUTY PRIME MINISTER OF MALAYSIA

Majlis Berbuka Puasa
PERKESO

SELAMAT DATANG
KE PERKESO

Banaket

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MINISTRY OF HUMAN RESOURCES

YB TUAN M.KULASEGARAN

Menteri Sumber Manusia
Minister of Human Resources

KEMENTERIAN SUMBER MANUSIA
MINISTRY OF HUMAN RESOURCES

YB DATO' HAJI MAHFUZ BIN HAJI OMAR

Timbalan Menteri Sumber Manusia
Deputy Minister of Human Resources

PROFIL KORPORAT
CORPORATE PROFILE

Sejajar aspirasi Malaysia Baharu untuk menjadi sebuah negara maju dalam pelbagai dimensi, ke arah mewujudkan negara berpendapatan tinggi tanpa meminggirkan mana-mana bangsa berasaskan prinsip Perlembagaan Persekutuan dan Rukun Negara. Bukan hanya untuk menjadi negara berpendapatan tinggi tetapi juga membina masyarakat penyayang dan inklusif yang berlandaskan etika dan moral, serta benar-benar erat dan bersatu padu. Membolehkan semua rakyat Malaysia mencapai taraf kehidupan yang berkualiti dan selesa tanpa mengira di mana mereka tinggal atau pendapatan mereka.

“Pengurusan PERKESO komited mendukung visi nasional untuk memberikan penyampaian perkhidmatan terbaik melangkaui ekspektasi pelanggan dengan mendukung konsep ‘prihatin’ mendekati rakyat.

The management of SOCSO is committed in supporting the national vision to provide best service delivery that goes beyond the expectation of clients by adopting the concept of *‘prihatin’* in approaching the people.”

This is in line with the aspiration of the New Malaysia to become a multi-dimensional developed nation, towards creating a high-income nation without marginalising any nation based on the principles of the Federal Constitution and the *Rukun Negara*. The vision is to not only become a high-income nation but to also build a caring and inclusive society that is guided by ethics and morals, that is truly close and united. It is also about enabling all the people of Malaysia to achieve a standard of living that is of quality and comfortable regardless of where they live or their income.

Kerajaan akan mengambil langkah yang lebih bersasar untuk membantu kumpulan yang memerlukan, memperkemas sistem penyampaian di semua agensi untuk mengoptimumkan penggunaan sumber awam, dan mempergiat intervensi yang bersepadu melalui kerjasama dan penyertaan semua pihak berkepentingan merangkumi sektor awam dan swasta serta NGO. Seluruh rakyat dan pihak berkepentingan mempunyai tanggungjawab bersama untuk membina kesepaduan dalam masyarakat kesaksamaan dan keadilan dengan menjunjung Perlembagaan Negara menjadi teras pegangan.

The government will take more targeted steps to help those in need, upgrade service delivery by all agencies in order to optimise the use of public resources and enhance integrated intervention through the cooperation and participation of all stakeholders encompassing the public and private sectors, as well as NGOs. All the people and stakeholders have the joint responsibility of building unity in a fair and just society by upholding the Consitution as the core of its beliefs.

LATAR BELAKANG

Pertubuhan Keselamatan Sosial (PERKESO) telah ditubuhkan sebagai sebuah Jabatan Kerajaan di bawah Kementerian Sumber Manusia bagi mentadbir, melaksana dan menguatkuasakan Akta Keselamatan Sosial Pekerja (AKSP) 1969 dan Peraturan-Peraturan (Am) Keselamatan Sosial Pekerja 1971. Pada 1 Julai 1985, status PERKESO telah berubah kepada sebuah Badan Berkanun dan mulai 1 Januari 1992, PERKESO telah melaksanakan sistem saraannya sendiri iaitu Sistem Saraan Baru PERKESO.

BACKGROUND

The Social Security Organization (SOCSO) was established as one of the government departments under the Human Resources Ministry to administer, implement and enforce the Employees' Social Security Act 1969 and the Employees' Social Security Regulations (General) 1971. On 1st July 1985, SOCSO's status was changed to a Statutory Body and since 1st of January 1992 SOCSO has implemented its own remuneration system known as *Sistem Saraan Baru PERKESO*.

FUNGSI DAN PERANAN

Perlindungan Keselamatan Sosial PERKESO adalah berteraskan konsep tanggungjawab bersama menerusi *"pooling of resources, sharing of risk and replacement of income"*. Perlindungan keselamatan sosial adalah asas yang perlu dipenuhi sebagaimana yang disepakati di bawah Konvensyen Geneva Pertubuhan Buruh Antarabangsa (ILO) 1952 iaitu Konvensyen 102; *Minimum Standard for Social Security*. Dalam memenuhi matlamat tersebut, fungsi utama PERKESO adalah untuk memberi perlindungan keselamatan sosial kepada pekerja dan tanggungannya menerusi Skim Bencana Pekerjaan dan Skim Keilatan. Selain itu, PERKESO turut mentadbir dan menguatkuasakan Akta Keselamatan Sosial Pekerjaan Sendiri 2017 [Akta 789] dan Akta Sistem Insurans Pekerjaan [Akta 800] yang baharu diperkenalkan.

FUNCTION AND ROLE

SOCSO Social Security Protection is based on the concept of joint responsibility through the pooling of resources, sharing of risk and replacement of income. Social security protection is a basic need that must be fulfilled as agreed upon in the International Labour Organisation Geneva Convention 1952, namely, Convention 102: Minimum Standards for Social Security. In meeting the said objective, the main function of SOCSO is to provide social security protection to employees and their dependants through the Employment Injury Scheme and the Invalidity Scheme. In addition, SOCSO also administers and enforces the newly introduced Self-Employment Social Security Act 2017 [Act 789] and Employment Insurance System [Act 800].

SKIM BENCANA PEKERJAAN

Skim Bencana Pekerjaan memberi perlindungan kepada para pekerja daripada bencana pekerjaan termasuk penyakit khidmat dan kemalangan semasa perjalanan berkaitan dengan pekerjaan.

EMPLOYMENT INJURY SCHEME

The Employment Injury Scheme provides protection to employees from occupational injuries including occupational diseases and commuting accident during travel in connection with employment.

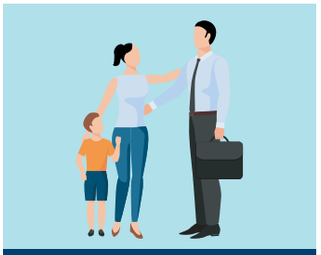
Faedah Perubatan
Medical Benefit

Faedah Hilang Upaya Sementara
Temporary Disablement Benefit

Faedah Hilang Upaya Kekal
Permanent Disablement Benefit

Elaun Layanan Sentiasa
Constant-attendance Allowance

Kemudahan Pemulihan Jasmani / Vokasional
Facilities for Physical / Vocational Rehabilitation



Faedah Orang Tanggungan
Dependants' Benefit

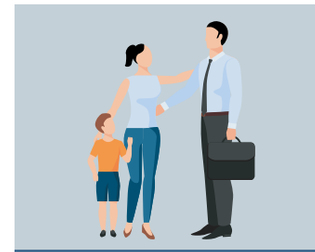
Faedah Pengurusan Mayat
Funeral Benefit

Faedah Pendidikan
Education Benefit

Pencen Ilat
Invalidity Pension

Bantuan Ilat
Invalidity Grant

Elaun Layanan Sentiasa
Constant-attendance Allowance



Pencen Penakat
Survivors' Pension

Faedah Pengurusan Mayat
Funeral Benefit

Kemudahan Pemulihan Jasmani / Vokasional
Facilities for Physical / Vocational Rehabilitation

Faedah Pendidikan
Education Benefit

SKIM KEILATAN

Skim Keilatan memberi perlindungan 24 jam kepada pekerja terhadap keilatan atau kematian akibat sebarang sebab yang berlaku di luar waktu kerja.

INVALIDTY SCHEME

The Invalidity Scheme provides 24-hour protection to employees against invalidity or death due to causes occuring outside working hours.

Skim perlindungan PERKESO menyediakan faedah tunai kepada pekerja dan tanggungannya apabila berlaku kejadian luar jangka di samping menyediakan rawatan perubatan, pemulihan jasmani atau latihan vokasional. PERKESO juga menjalankan aktiviti pencegahan kemalangan melalui program peningkatan kesedaran keselamatan dan kesihatan pekerjaan dalam kalangan pekerja dan majikan.

SOCSO protection scheme provide cash benefits to employees and their dependants in the event of unforeseen incidents, in addition to providing medical treatment, physical rehabilitation or vocational training. SOCSO also conducts accident prevention activities through occupational safety and health awareness programmes among employees and employers.

SKIM KESELAMATAN SOSIAL PEKERJAAN SENDIRI [AKTA 789]

Akta Keselamatan Sosial Pekerjaan Sendiri 2017 [Akta 789] telah diperkenalkan dan mula dikuatkuasakan pada 1 Jun 2017. Sebagai permulaan akta ini memberi perlindungan di bawah Skim Bencana Pekerjaan kepada pemandu teksi yang bekerja sendiri dan individu yang menjalankan perkhidmatan seumpamanya termasuk pemandu *Uber* dan *Grab Car*. Kadar caruman yang ditetapkan adalah sebanyak 1.25% sebulan daripada opsyen pendapatan yang diinsuranskan. Pemandu teksi, *Grab Car* dan *Uber* diberi pilihan untuk memilih empat (4) opsyen pendapatan yang diinsuranskan seperti berikut;

SELF-EMPLOYMENT SOCIAL SECURITY SCHEME [ACT 789]

The Self-Employment Social Security Act 2017 [Act 789] was first introduced and came into force on 1st June 2017. For a start, this act will provide protection under the Employment Injury Scheme to self-employed taxi drivers and individuals providing similar services including Uber and Grab Car drivers. The contribution rate stipulated is 1.25% per month from the insured salary option. Taxi, Grab Car and Uber drivers are given the option of selecting four (4) salary options insured as follows:

Opsyen Option	Pendapatan Diinsuranskan Insured Income	Kadar Caruman Sebulan (1.25%) Monthly Contribution Rate (1.25%)	Bayaran Caruman Setahun Annual Contributions Payments
1	RM1,050	RM13.10	RM157.20
2	RM1,550	RM19.40	RM232.80
3	RM2,950	RM36.90	RM442.80
4	RM3,950	RM49.40	RM592.80

Perlindungan di bawah Skim Bencana Kerja Pekerjaan Sendiri menyediakan faedah-faedah seperti berikut:

1. Faedah Perubatan;
2. Faedah Hilang Upaya Sementara;
3. Faedah Hilang Upaya Kekal;
4. Elaun Layanan Sentiasa;
5. Faedah Orang Tanggungan;
6. Faedah Pengurusan Mayat;
7. Faedah Pendidikan; dan
8. Kemudahan Pemulihan Jasmani atau Vokasional

The Self-Employment Injury Scheme provides the following benefits:

1. Medical Benefits;
2. Temporary Disablement Benefits;
3. Permanent Disablement Benefits;
4. Constant-Attendance Allowance;
5. Dependants' Benefits;
6. Funeral Benefits;
7. Education Benefit; and
8. Physical or Vocational Rehabilitation Facilities

Insurans Pekerjaan dan Perkhidmatan Pekerjaan untuk menggalakkan dasar pasaran buruh aktif

Employment Insurance and Employment Services to promote active labour market policies

Latihan *reskilling* dan *upskilling* untuk mendapatkan pekerjaan baharu

Providing reskilling and upskilling training to enable them to find new jobs

SISTEM INSURANS PEKERJAAN

PERKESO melakar sejarah baru apabila Akta Sistem Insurans Pekerjaan [Akta 800] diperkenalkan bertujuan untuk melindungi dan membantu pekerja yang kehilangan pekerjaan melalui dua (2) komponen utama iaitu Insurans Pekerjaan dan Perkhidmatan Pekerjaan untuk menggalakkan dasar pasaran buruh aktif.

Sistem Insurans Pekerjaan (SIP) merupakan skim baharu perlindungan tambahan kepada pekerja-pekerja yang kehilangan pekerjaan bagi menggantikan pendapatan yang hilang, memberi latihan *reskilling* dan *upskilling* untuk mendapatkan pekerjaan baharu serta menyediakan perkhidmatan carian pekerjaan supaya mereka yang kehilangan pekerjaan mendapat pekerjaan yang sesuai dengan lebih cepat.

EMPLOYMENT INSURANCE SYSTEM

A new chapter in the history of SOCSO was drawn when the Employment Insurance System Act [Act 800] was introduced with the purpose of protecting and helping workers who have lost their employment using two (2) main components namely, Employment Insurance and Employment Services to promote active labor market policies.

The Employment Insurance System (EIS) is a new protection scheme for workers who have lost their employment by replacing lost income, providing reskilling and upskilling training to enable them to find new jobs as well as providing job-search services, so that they can gain suitable employment more expediently.

PROFIL KORPORAT
CORPORATE PROFILE

PERKESO telah menguatkuasakan Akta Sistem Insurans Pekerjaan [Akta 800] mulai 1 Januari 2018. Bagi mereka yang kehilangan pekerjaan, Sistem Insurans Pekerjaan memberi perlindungan tambahan kepada pekerja dengan menyediakan faedah berbentuk bantuan kewangan sementara dan faedah-faedah seperti berikut:

- **Penempatan Pekerjaan dan Kaunseling Kerjaya**
  Menyediakan perkhidmatan dan sokongan pekerjaan kepada Orang Berinsurans (OB) untuk mendapatkan pekerjaan yang bersesuaian.

- **Elaun Mencari Pekerjaan**
  Menyediakan elaun mencari pekerjaan bagi tempoh satu (1) hingga enam (6) bulan tertakluk kepada syarat kelayakan caruman dan kesediaan OB untuk bekerja semula.

- **Elaun Bekerja Semula Awal**
  Menyediakan elaun bekerja semula awal sebagai insentif bagi menggalakkan OB untuk kembali bekerja dengan segera.

- **Elaun Pendapatan Berkurang**
  Elaun ini disediakan kepada OB yang bekerja dengan lebih daripada satu majikan dan telah kehilangan pekerjaan. Walau bagaimanapun OB yang menerima faedah ini tidak layak mendapat Elaun dan Fi Latihan.

- **Elaun Latihan**
  Dibayar kepada OB diantara RM10 hingga RM20 sehari selama enam (6) bulan (maksimum).

- **Fi Latihan**
  Tempoh latihan selama enam (6) bulan dan dibayar kepada penyedia perkhidmatan *(service provider)* yang berdaftar dengan jumlah maksimum sebanyak RM4,000.

Bagi melayakkan mereka mendapat faedah tersebut, Orang Berinsurans mestilah memenuhi syarat kelayakan caruman mengikut tuntutan iaitu minimum 12 bulan caruman dalam tempoh 24 bulan dan akan mula dibayar mulai 1 Januari 2019. Walau bagaimanapun OB mestilah memenuhi syarat kelayakan caruman dan mesti mampu dan bersedia untuk bekerja serta mencari pekerjaan secara aktif.

SOCSO commenced enforcement of the Employment Insurance System Act [Act 800] on 1st January 2018. For those who have lost their jobs, the Employment Insurance System provides additional protection in the form of temporary financial assistance and the following benefits:

- **Job Placement and Career Counselling**
  Provision of employment services and support to Insured Persons (IP) to facilitate them obtaining suitable employment.

- **Job Search Allowance**
  Provision of job search allowance for a period of one (1) to six (6) months subject to eligibility of contribution and readiness of IP for re-employment.

- **Early Re-Employment Allowance**
  Provision of early re-employment allowance as incentive to encourage IP to return to work as soon as possible.

- **Reduced Income Allowance**
  This allowance is provided for IP who works for more than one employer and has lost their job. However, the IP who receives this benefit is not eligible for Training Allowance and Fee.

- **Training Allowance**
  This allowance is paid to IP in the sum of between RM10 to RM20 per day for a period of six (6) months (maximum).

- **Training Fee**
  The training period is six (6) months for which a maximum of RM4,000 shall be paid to the registered service provider.

To qualify for such benefits, the Insured Person must fulfil the contribution eligibility in accordance with the claim, that is, a minimum of 12 months' contribution in a period of 24 months and such benefits shall be payable beginning 1st of January 2019. However, the Insured Person must meet the eligibility requirements and must be capable and ready to work as well as actively search for employment.

MEMBERIKAN PERKHIDMATAN TERBAIK

PROVIDING THE BEST SERVICES

PERLIS
- Kangar

PULAU PINANG
- Seberang Jaya
- George Town

KEDAH
- Alor Setar
- Langkawi
- Sg Petani
- Kulim
- UTC Kedah

PERAK
- Ipoh
- Taiping
- Kuala Kangsar
- Tapah
- Teluk Intan
- Sri Manjung
- UTC Perak

SELANGOR
- Petaling Jaya
- Klang
- Rawang
- Kajang
- Tanjung Karang
- UTC Kuala Lumpur

WILAYAH PERSEKUTUAN
- Ibu Pejabat
- Kuala Lumpur
- UTC Kuala Lumpur

TERENGGANU
- Kuala Terengganu
- Kemaman
- Dungun

KELANTAN
- Kota Bahru
- Kuala Krai

PAHANG
- Kuantan
- Temerloh
- Bentong
- UTC Kuantan

JOHOR
- Johor Bahru
- Muar
- Batu Pahat
- Kluang
- Segamat
- UTC Johor Bahru

NEGERI SEMBILAN
- Seremban
- Kuala Pilah

MELAKA
- Ayer Keroh
- Pusat REHAB
- UTC Melaka

SARAWAK
- Kuching
- Sibu
- Miri
- Bintulu
- Sri Aman
- Sarikei
- Kapit
- Mukah
- Limbang
- Serian
- UTC Sarawak

SABAH
- Kota Kinabalu
- Tawau
- Sandakan
- Lahad Datu
- Keningau
- W.P. Labuan
- Kota Marudu
- Beaufort
- UTC Sabah

54 PEJABAT PERKESO
DI SELURUH NEGARA
54 SOCSO OFFICES NATIONWIDE

PUSAT REHABILITASI PERKESO
SOCSO REHABILITATION CENTRE

8 KAUNTER UTC
8 UTC COUNTERS

DIREKTORI PEJABAT PERKESO
DIRECTORY OF SOCSO OFFICES

WILAYAH PERSEKUTUAN KUALA LUMPUR

PERTUBUHAN KESELAMATAN SOSIAL
IBU PEJABAT
Menara PERKESO
281 Jalan Ampang
50538 Kuala Lumpur
T ▶ 1300 22 8000 F ▶ 03 - 4256 7798

PERTUBUHAN KESELAMATAN SOSIAL
Wisma PERKESO
No. 155, Jalan Tun Razak
50400 Kuala Lumpur
T ▶ 03 - 2687 2600 F ▶ 03 - 2687 2633

SELANGOR

PERTUBUHAN KESELAMATAN SOSIAL
PEJABAT PERKESO NEGERI
Wisma PERKESO
Lot 141, Seksyen 6, Jalan Selangor
46990 Petaling Jaya, Selangor
T ▶ 03 - 7949 8888 F ▶ 03 - 7956 7492

PERTUBUHAN KESELAMATAN SOSIAL
29, Jalan Setia Rawang 1
KM 25, Jalan Ipoh
48000 Rawang, Selangor
T ▶ 03 - 6091 6519 / 6937 / 2427 F ▶ 03 - 6092 1091

PERTUBUHAN KESELAMATAN SOSIAL
Wisma PERKESO
No. 2, Jalan Tiara 2, Bandar Baru Klang
41150 Klang, Selangor
T ▶ 03 - 3344 2501 F ▶ 03 - 3342 5255

PERTUBUHAN KESELAMATAN SOSIAL
No. 15, Jalan Hentian 1A
Pusat Hentian Kajang, Jalan Reko
43000 Kajang, Selangor
T ▶ 03 - 8733 0230 F ▶ 03 - 8733 0246

PERTUBUHAN KESELAMATAN SOSIAL
No. 38, Jalan Ria Mas 1
Taman Ria Mas
45500 Tanjung Karang, Selangor
T ▶ 03 - 3269 9001 F ▶ 03 - 3269 9008

PULAU PINANG

PERTUBUHAN KESELAMATAN SOSIAL
PEJABAT PERKESO NEGERI
Wisma PERKESO
No. 3012, Lebuh Tenggiri 2
13700 Seberang Jaya, Perai, Pulau Pinang
T ▶ 04 - 388 7666 F ▶ 04 - 388 7688 / 7677

PERTUBUHAN KESELAMATAN SOSIAL
Wisma PERKESO
No. 269, Jalan Burma
10538 George Town, Pulau Pinang
T ▶ 04 - 238 9888 F ▶ 04 - 238 9800

KEDAH

PERTUBUHAN KESELAMATAN SOSIAL
PEJABAT PERKESO NEGERI
Wisma PERKESO
Lot 186, Jalan Telok Wanjah
05538 Alor Setar, Kedah
T ▶ 04 - 774 6666 F ▶ 04 - 733 9840 / 9870

PERTUBUHAN KESELAMATAN SOSIAL
No. 17, Persiaran Bunga Raya
Langkawi Mall, 07000 Langkawi, Kedah
T ▶ 04 - 969 8701 / 8702 / 8703 F ▶ 04 - 966 1620

PERTUBUHAN KESELAMATAN SOSIAL
No. 30 & 31, Lengkok Cempaka 1
Persiaran Cempaka, Bandar Aman Jaya
08000 Sg. Petani, Kedah
T ▶ 04 - 448 1200 F ▶ 04 - 442 9392

PERTUBUHAN KESELAMATAN SOSIAL
Wisma PERKESO
582 & 583, Lorong Kemuning 1
Taman Kemuning, 09000 Kulim, Kedah
T ▶ 04 - 496 2203 F ▶ 04 - 496 2203

PERLIS

PERTUBUHAN KESELAMATAN SOSIAL
PEJABAT PERKESO NEGERI
No. 6A & 8A, Jalan Hospital
01000 Kangar, Perlis
T ▶ 04 - 976 7100 F ▶ 04 - 976 9877

PERAK

PERTUBUHAN KESELAMATAN SOSIAL
PEJABAT PERKESO NEGERI
Wisma PERKESO
No. 83, Jalan Hospital
30450 Ipoh, Perak
T ▶ 05 - 254 5487 / 253 8477 F ▶ 05 - 255 7693

PERTUBUHAN KESELAMATAN SOSIAL
No. 2 & 4, Persiaran Taiping
34000 Taiping, Perak
T ▶ 05 - 805 7050 F ▶ 05 - 807 8680 / 0051

PERTUBUHAN KESELAMATAN SOSIAL
No. 8E/8F, Plot 3000 & 3001
Jalan Raja Chulan, 33000 Kuala Kangsar, Perak
T ▶ 05 - 773 3000 / 776 5930 F ▶ 05 - 776 7292 / 0168

PERTUBUHAN KESELAMATAN SOSIAL
No. 8 - 10, Medan Sri Intan
Jalan Sekolah, 36000 Teluk Intan, Perak
T ▶ 05 - 622 1935 F ▶ 05 - 622 1946 / 621 0892

PERTUBUHAN KESELAMATAN SOSIAL
Lot 5399, No. 6 & 7, Jalan Bidor
35000 Tapah, Perak
T ▶ 05 - 401 1226 F ▶ 05 - 401 5226

PERTUBUHAN KESELAMATAN SOSIAL
No 125 & 126 Jalan PPMP 3/3
Pusat Perniagaan Manjung Point
32040 Sri Manjung, Perak
T ▶ 05 - 688 2600 F ▶ 05 - 688 2731

NEGERI SEMBILAN

PERTUBUHAN KESELAMATAN SOSIAL
PEJABAT PERKESO NEGERI
Wisma PERKESO
Lot 3757, No. 52, Jalan Sungai Ujong
70000 Seremban, Negeri Sembilan
T ▶ 06 - 766 9000 F ▶ 06 - 761 2402 / 2404

PERTUBUHAN KESELAMATAN SOSIAL
No. 8 & 9, Jalan Melang 1 , Pusat Komersial Melang
72000 Kuala Pilah, Negeri Sembilan
T ▶ 06 - 482 1934 / 1935 F ▶ 06 - 481 4763 / 484 2064

MELAKA

PERTUBUHAN KESELAMATAN SOSIAL
PEJABAT PERKESO NEGERI
Wisma PERKESO
Jalan Persekutuan MITC
Ayer Keroh, Hang Tuah Jaya
75450 Melaka
T ▶ 06 - 251 6888 F ▶ 06 - 232 6587

JOHOR

PERTUBUHAN KESELAMATAN SOSIAL
PEJABAT PERKESO NEGERI
Wisma PERKESO
No. 26, Jalan Susur 5
Off Jalan Tun Abdul Razak, Larkin
80200 Johor Bahru, Johor
T ▶ 07 - 225 6600 / 6000 F ▶ 07 - 223 3180 / 3190

PERTUBUHAN KESELAMATAN SOSIAL
No. 34 & 35, Taman Tun Dr. Ismail
Jalan Bakri
84000 Muar, Johor
T ▶ 06 - 954 2164 / 2771 F ▶ 06 - 954 2254

PERTUBUHAN KESELAMATAN SOSIAL
No. 16 & 17, Jalan Setia Jaya
Taman Setia Jaya
83000 Batu Pahat, Johor
T ▶ 07 - 433 1333 F ▶ 07 - 432 2724 / 431 3009

PERTUBUHAN KESELAMATAN SOSIAL
No. 28, Jalan Duku
86000 Kluang, Johor
T ▶ 07 - 773 3481 / 7481 F ▶ 07 - 773 9437 / 772 5573

PERTUBUHAN KESELAMATAN SOSIAL
No. 13, Jalan Emas
Taman Batu Hampar
85000 Segamat, Johor
T ▶ 07 - 933 3300 F ▶ 07 - 932 4490

DIREKTORI PEJABAT PERKESO
DIRECTORY OF SOCSO OFFICES

PAHANG

PERTUBUHAN KESELAMATAN SOSIAL
PEJABAT PERKESO NEGERI
Wisma PERKESO
Jalan Mat Kilau
25000 Kuantan, Pahang
T ▶ 09 - 565 8000 F ▶ 09 - 565 8001 / 8040

PERTUBUHAN KESELAMATAN SOSIAL
No. 19 & 21, Jalan Sudirman 3
Bandar Baru Seri Semantan
28000 Temerloh, Pahang
T ▶ 09 - 290 1702 F ▶ 09 - 296 2415

PERTUBUHAN KESELAMATAN SOSIAL
TB – P4, Pusat Perniagaan Ketari
Jalan Ketari
28700 Bentong, Pahang
T ▶ 09 - 222 1827 F ▶ 09 - 222 0408

KELANTAN

PERTUBUHAN KESELAMATAN SOSIAL
PEJABAT PERKESO NEGERI
Wisma PERKESO
PT 304 - 307 Seksyen 22
Jalan Kota Darul Naim
15538 Kota Bharu, Kelantan
T ▶ 09 - 745 6666 F ▶ 09 - 748 0737

PERTUBUHAN KESELAMATAN SOSIAL
Lot 2441, Mukim Bandar Kuala Krai
Bandar Kuala Krai
18000 Kuala Krai, Kelantan
T ▶ 09 - 960 2120 F ▶ 09 - 966 4737

TERENGGANU

PERTUBUHAN KESELAMATAN SOSIAL
PEJABAT PERKESO NEGERI
Wisma PERKESO
Lot 2467, Jalan Air Jernih
20538 Kuala Terengganu
T ▶ 09 - 632 5000 F ▶ 09 - 623 3346 / 632 5005

PERTUBUHAN KESELAMATAN SOSIAL
Lot PT 16086 & Lot PT 16087
Taman Chukai Utama
Jalan Kubang Kurus
24000 Kemaman, Terengganu
T ▶ 09 - 850 2054 / 2057 F ▶ 09 - 858 1068

PERTUBUHAN KESELAMATAN SOSIAL
Lot 8433, Jalan Yahya Ahmad
23000 Dungun, Terengganu
T ▶ 09 - 842 3301 / 3304 F ▶ 09 - 845 8290

SARAWAK

PERTUBUHAN KESELAMATAN SOSIAL
PEJABAT PERKESO NEGERI
Wisma PERKESO
Lot 436, Section 54
No. 52, Travilion Commercial Centre
Jalan Padungan, 93100 Kuching, Sarawak
T ▶ 082 - 221 666 F ▶ 082 - 421 940

PERTUBUHAN KESELAMATAN SOSIAL
Lot 1184 & 1185, Blok 9 M.C.L.D
Miri Water Front Commercial Centre
98000 Miri, Sarawak
T ▶ 085 - 419 800 F ▶ 085 - 422 296

PERTUBUHAN KESELAMATAN SOSIAL
4D, Jalan Sabu, Peti Surat 301
95008 Sri Aman, Sarawak
T ▶ 083 - 322 660 F ▶ 083 - 325 686

PERTUBUHAN KESELAMATAN SOSIAL
No. SL6, Lot 2141
New Township Extension, Jalan Green
96400 Mukah Sarawak
T ▶ 084 - 873 530 F ▶ 084 - 873 531

PERTUBUHAN KESELAMATAN SOSIAL
No. 3, Sublot 5, Jalan Nenas
96100 Sarikei, Sarawak
T ▶ 084 - 654 611 F ▶ 084 - 654 612

PERTUBUHAN KESELAMATAN SOSIAL
No. 180, Lot 3466, Tingkat Bawah, Tingkat 1 & 2
Parkcity Commerce Square
Jalan Tun Ahmad Zaidi, P.O Box 957
97008 Bintulu, Sarawak
T ▶ 086 - 334 617 F ▶ 086 - 331 042

PERTUBUHAN KESELAMATAN SOSIAL
No. 1 – 5, Lorong Pahlawan 7
Jalan Pahlawan
96000 Sibu, Sarawak
T ▶ 084 - 213 066/067 F ▶ 084 - 212 350

PERTUBUHAN KESELAMATAN SOSIAL
Tingkat Bawah, Tingkat 1 & 2
Di Sublot 8, Lot 3125, Blok 13
Menuan Land District, Peti Surat 4351
96800 Kapit, Sarawak
T ▶ 084 - 797 287 F ▶ 084 - 799 287

PERTUBUHAN KESELAMATAN SOSIAL
Lot 1083, Jalan Buangsiol
Limbang Town District
98700 Limbang, Sarawak
T ▶ 085 - 210 742 F ▶ 085 - 210 741

PERTUBUHAN KESELAMATAN SOSIAL
Sublot 9 & 10, Lot 372,
Serian Town District,
94700 Serian, Sarawak.
T ▶ 082 - 875 057 F ▶ 082 - 874 500

SABAH

PERTUBUHAN KESELAMATAN SOSIAL
PEJABAT PERKESO NEGERI
Wisma PERKESO
No. 11, Lorong Sempelang Tanjung Aru
88100 Kota Kinabalu, Sabah
T ▶ 088 - 517 800 F ▶ 088 - 245 819

PERTUBUHAN KESELAMATAN SOSIAL
Tingkat 1, Bangunan Public Bank
Jalan Merdeka, Peti Surat 80394
87014 Wilayah Persekutuan Labuan
T ▶ 087 - 414 535 F ▶ 087 - 424 613

PERTUBUHAN KESELAMATAN SOSIAL
No. 4294 & 4295, Lot 1 & 2, Jalan Budi
91000 Tawau, Sabah
T ▶ 089 - 779 522 / 220 F ▶ 089 - 778 441

PERTUBUHAN KESELAMATAN SOSIAL
MDLD 3827 Fajar Centre
Peti Surat 61193
91120 Lahad Datu, Sabah
T ▶ 089 - 889 576 / 882 627 F ▶ 089 - 884 272

PERTUBUHAN KESELAMATAN SOSIAL
Tingkat 1 & 2, Lot 22, Blok B
ADIKA Commercial Complex, Peti Surat 704
89008 Keningau, Sabah
T ▶ 087 - 332 578 F ▶ 087 - 336 722

PERTUBUHAN KESELAMATAN SOSIAL
Lot 203 & 204, Blok 23
Fasa 3, Bandar Prima
Batu 4, 90000, Sandakan, Sabah
T ▶ 089 - 219 937 F ▶ 089 - 272 507

PERTUBUHAN KESELAMATAN SOSIAL
Blok A1, Lot No. 2, Tingkat Bawah, 1 & 2
Bandau Commercial Centre
89108 Kota Marudu, Sabah
T ▶ 088 - 661 317 F ▶ 088 - 661 308

PERTUBUHAN KESELAMATAN SOSIAL
No. 2, Ground Floor, Block A
Beaufort Squara Avenue 2
89800 Beaufort, Sabah
T ▶ 087 - 223 585 F ▶ 087 - 221 585

“Kami sentiasa membantu kerana pelanggan adalah keutamaan kami

We are always willing to help as our clients are our priority”

SALURAN KHIDMAT PELANGGAN
CUSTOMER SERVICE CHANNELS

Talian Khidmat Pelanggan
Customer Service Careline
1 300 22 8000

Laman Sesawang
Website
www.perkeso.gov.my

SMS dengan menaip
PERKESO ADUAN
jarak (pertanyaan anda) jarak (nombor kad pengenalan) Hantar ke
SMS to PERKESO ADUAN space (your query) space (I.C. Number) Send to
15888

perkeso@perkeso.gov.my

SISPAA
SISTEM PENGURUSAN ADUAN AWAM

Saluran Aduan / Pertanyaan, sila layari

For complaints / enquiries
perkeso.spab.gov.my

Laman Sesawang Sosial
Social websites

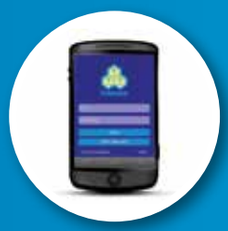
perkeso
perkeso
perkeso.official
goo.gl/HDs95M

Hari Bertemu Pelanggan
Setiap hari Selasa serta Khamis pertama setiap bulan di Ibu Pejabat dan semua Pejabat PERKESO

Meet The Client's Day
Every Tuesday and first Thursday of every month at all SOCSO offices, including the Headquarters

Semak maklumat terkini mengenai PERKESO
Muat turun aplikasi "iperkeso" ke dalam telefon anda melalui aplikasi *'Play Store'* (versi Android) dengan carian perkataan 'PERKESO' dan klik 'PASANG'

For Latest Information on SOCSO
Download "iperkeso" via your mobile application through 'Play Store' (Android version) with search of words 'PERKESO' and clicks 'STORE'



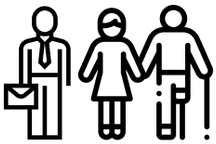
PIAGAM PELANGGAN
CLIENT'S CHARTER

SKIM BENCANA PEKERJAAN DAN SKIM KEILATAN [AKTA 4]
EMPLOYMENT INJURY SCHEME AND INVALIDITY SCHEME [ACT4]

Membayar Faedah Hilang Upaya Sementara
kepada pekerja yang terbencana dalam tempoh 5 hari selepas semua maklumat dan dokumen yang diperlukan lengkap diterima

To pay Temporary Disablement Benefit
to injured employees within 5 days upon receipt of all relevant information and completed documents

Membayar Faedah Hilang Upaya Kekal
kepada pekerja yang terbencana dalam tempoh 7 hari selepas semua maklumat dan dokumen yang diperlukan lengkap diterima



To pay Permanent Disablement Benefit
to injured employees within 7 days upon receipt of all relevant information and completed documents.

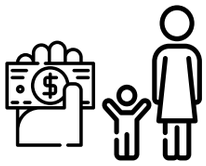
Membayar Faedah Orang Tanggungan
kepada orang tanggungan dalam tempoh 7 hari selepas semua maklumat dan dokumen yang diperlukan lengkap diterima

To pay Dependants' Benefit
to beneficiaries within 7 days upon receipt of all relevant information and completed documents

Membayar Pencen Ilat
kepada pekerja yang layak dalam tempoh 7 hari selepas semua maklumat dan dokumen yang diperlukan lengkap diterima

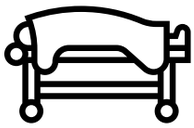
To pay Invalidity Pension
to eligible employees within 7 days upon receipt of all relevant information and completed documents

Membayar Pencen Penakat
kepada orang tanggungan dalam tempoh 7 hari selepas semua maklumat dan dokumen yang diperlukan lengkap diterima



To pay Survivors' Pension
to beneficiaries within 7 days upon receipt of all relevant information and completed documents

Membayar Faedah Pengurusan Mayat
kepada waris pekerja yang layak dalam tempoh 3 hari selepas semua maklumat dan dokumen yang diperlukan lengkap diterima

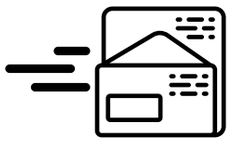


To pay Funeral Benefit
to eligible beneficiaries within 3 days upon receipt of all relevant information and completed documents

Mendaftar Majikan dan Pekerja Baharu
serta memberi nombor kod majikan PERKESO dalam tempoh 1 hari selepas semua maklumat dan dokumen yang diperlukan lengkap diterima

To Register New Employers and Employees
and issue the employer's code number within 1 day upon receipt of all relevant information and completed documents

Mengeluarkan Surat Akuan Penerimaan Aduan
kepada pengadu dalam tempoh 3 hari daripada tarikh aduan diterima



To issue an Acknowledgement Letter to complainant
within 3 days from the date a complaint is lodged

SISTEM INSURANS PEKERJAAN [AKTA 800]

EMPLOYMENT INSURANCE SYSTEM [ACT 800]

AKTIVITI

- **Memproses dan membayar Elaun Mencari Pekerjaan (EMP)** kepada pemohon yang layak di bawah Sistem Insurans Pekerjaan (SIP) dalam tempoh 14 hari selepas semua dokumen diperlukan lengkap diterima.
- **Memproses dan membayar Elaun Pendapatan Berkurangan (EPB)** kepada pemohon yang layak di bawah Sistem Insurans Pekerjaan (SIP) dalam tempoh 14 hari selepas semua dokumen diperlukan lengkap diterima.
- **Memproses dan membayar Elaun Latihan (EL)** kepada pemohon yang layak di bawah Sistem Insurans Pekerjaan (SIP) dalam tempoh 14 hari selepas semua dokumen diperlukan lengkap diterima.
- **Memproses dan membayar Elaun Bekerja Semula Awal (EBSA)** kepada pemohon yang layak di bawah Sistem Insurans Pekerjaan (SIP) dalam tempoh 14 hari selepas semua dokumen diperlukan lengkap diterima.
- **Memproses Fi / Yuran latihan (FL)** kepada pemohon yang layak di bawah Sistem Insurans Pekerjaan (SIP) dalam tempoh 14 hari selepas semua dokumen diperlukan lengkap diterima.

ACTIVITY

- **To process and pay the Job Search Allowance (JSA)** to applicants who are qualified under the Employment Insurance System (EIS) within 14 days after the receipt of all the completed documents required.
- **To process and pay the Reduced Income Allowance (RIA)** to applicants who are qualified under the Employment Insurance System (EIS) within 14 days after the receipt of all the completed documents required.
- **To process and pay the Training Allowance (TA)** to applicants who are qualified under the Employment Insurance System (EIS) within 14 days after the receipt of all the completed documents required.
- **To process and pay the Early Reemployment Allowance (ERA)** to applicants who are qualified under the Employment Insurance System (EIS) within 14 days after the receipt of all the completed documents required.
- **To process the Training Fee (TF)** for applicants who are qualified under the Employment Insurance System (EIS) within 14 days after the receipt of all the completed documents required.

SKIM KESELAMATAN SOSIAL PEKERJAAN SENDIRI [AKTA 789]

SELF-EMPLOYMENT SOCIAL SECURITY SCHEME [ACT 789]

PENDAFTARAN

Membuat pendaftaran Orang Berinsurans Bekerja Sendiri yang layak serta memberi nombor kod pendaftaran dalam tempoh 1 hari selepas semua maklumat dan dokumen yang diperlukan lengkap diterima.

REGISTRATION

To register eligible Self-Employed Insured Persons as well as provide the registration code number within 1 day after receiving all the information and completed documents required.

FAEDAH

- **Memproses dan membayar Faedah Hilang Upaya Sementara** kepada Orang Berinsurans Bekerja Sendiri yang terbencana dalam tempoh 5 hari selepas semua maklumat dan dokumen yang diperlukan lengkap diterima;
- **Memproses dan membayar Faedah Hilang Upaya Kekal** kepada Orang Berinsurans Bekerja Sendiri yang terbencana dalam tempoh 7 hari selepas semua maklumat dan dokumen yang diperlukan lengkap diterima
- **Memproses dan membayar Faedah Orang Tanggungan** kepada orang tanggungan kepada Orang Berinsurans Bekerja Sendiri dalam tempoh 7 hari selepas semua maklumat dan dokumen yang diperlukan lengkap diterima;
- **Memproses dan membayar Faedah Pengurusan Mayat** kepada waris Orang Berinsurans Bekerja Sendiri yang layak dalam tempoh 3 hari selepas semua maklumat dan dokumen yang diperlukan lengkap diterima;

BENEFIT

- **To process and pay the Temporary Disablement Benefit** to Self-Employed Insured Persons who are injured, within 5 days after receiving all the information and completed documents required.
- **To process and pay the Permanent Disablement Benefit** to Self-Employed Insured Persons who are injured, within 7 days after receiving all the information and completed documents required.
- **To process and pay the Dependant's Benefit to dependants** of Self-Employed Injured Persons within 7 days after receiving all the information and completed documents required.
- **To process and pay the Funeral Benefit to the next-of-kin** of Self-Employed Insured Persons who qualify, within 3 days after receiving all the information and completed documents required.

NILAI KORPORAT, VISI, MISI DAN OBJEKTIF

CORPORATE VALUES, VISION, MISSION AND OBJECTIVE

NILAI

VALUE

PERKESO PRIHATIN adalah budaya kami yang disemai bersama nilai-nilai murni sejagat agar aspirasi keprihatinan dapat direalisasikan dalam meningkatkan penyampaian perkhidmatan demi kesejahteraan pelanggan

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

VISI

VISION

Peneraju Keselamatan Sosial Yang Dinamik, Unggul dan Cemerlang

To Become The Premier, Dynamic and Outstanding Leader in Social Security

MISI

MISSION

Memberi perlindungan keselamatan sosial kepada Orang Berinsurans dan tanggungan mereka menerusi skim-skim keselamatan sosial serta meningkatkan kesedaran keselamatan dan kesihatan pekerjaan bagi meningkatkan kesejahteraan sosial Orang Berinsurans

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

OBJEKTIF

OBJECTIVE

Menyediakan perlindungan keselamatan sosial kepada semua Orang Berinsurans dan tanggungan mereka menerusi skim-skim keselamatan sosial berasaskan konsep masyarakat penyayang selaras dengan Dasar Pembangunan Negara dan Wawasan 2020

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

NILAI TERAS BERSAMA
SHARED CORE VALUES

Merealisasikan Pelan Strategik PERKESO 2016 - 2020 didukung oleh nilai-nilai teras bersama seluruh warga PERKESO. Mengota janji dan sentiasa berpegang kepada asas utama Perkhidmatan Awam seperti integriti dan semangat berpasukan. Menyemai nilai mulia seperti SENYUM, SAPA, SALAM, SANTUN dan PRIHATIN (S4P) di samping turut berpegang kepada lima Nilai Teras Bersama dalam mencapai visi dan misi yang dijanjikan. Nilai Teras Bersama iaitu:

Realising the SOCSO Strategic Plan 2016 - 2020 supported by the shared core values of all SOCSO staff. Keeping our promises and always upholding the main tenets of Public Service such as integrity and teamwork. Instilling good values such as *SENYUM, SAPA, SALAM, SANTUN and PRIHATIN (S4P),* in addition to upholding the five shared core values in working towards achieving the vision and mission promised. The Shared Core Values are:

NILAI TERAS BERSAMA
SHARED CORE VALUES

FOKUS KEPADA PELANGGAN
Organisasi yang efisien memerlukan anggota yang cemerlang di dalam memenuhi ekspektasi para pelanggan. Fokus kepada pelanggan dengan memberi perhatian dan tumpuan utama dalam memberi perkhidmatan yang terbaik bertaraf dunia.

PRIHATIN
Mempersiap dan membentuk budaya prihatin, sumber manusia yang berkualiti, berpegang kepada nilai kemanusiaan dan prinsip profesionalisme. Keperibadian mulia serta keprihatinan kepada semua pihak berkepentingan dan pelanggan menjadi amalan bagi membawa perkhidmatan yang cemerlang dan memenuhi aspirasi rakyat.

KOMPETEN
Mewujudkan semangat daya saing, berkebolehan, keupayaan sebagai pengamal keselamatan sosial berpotensi, berkomunikasi secara efektif, bekerjasama antara satu sama lain, memberikan makna dan implikasi besar kepada pencapaian yang positif dan peningkatan kualiti perkhidmatan.

KETEPATAN
Sentiasa meningkatkan nilai kompetensi serta bertindak dengan penuh komitmen, tepat dengan memanfaatkan kepakaran khusus apabila melaksanakan cadangan penyelesaian menerusi proses penambahbaikan setiap tugasan yang dipertanggungjawabkan bagi menghasilkan *output* dan *outcome* yang disasarkan.

INOVATIF
Sentiasa bersedia, berketerampilan dan kaya dengan idea yang kreatif mengilhamkan idea yang bernas, baharu dan bijaksana dalam mengusahakan, penambahbaikan, pembaharuan sesuai dengan persekitaran dan tuntutan masa.

FOCUS ON CLIENTS
An efficient organisation requires a workforce that is excellent in meeting the expectations of their clients. The organisation focusses on clients by giving attention and priority in providing the best world-class service.

CARING
Establishing and cultivating a culture of caring, quality human resources, as well as adhering to the principles of humanity and professionalism. A noble character and concern for all stakeholders and clients becomes our practice in order to provide excellent service and fulfill the aspirations of the people.

COMPETENT
Creating a spirit of competitiveness, as well as abilities and capabilities as a Social Security Practitioner with great potential, effective communications and cooperativeness gives great meaning and implication to positive achievements and improvement of the quality of service.

ACCURACY
Always increase the value of competency and act with full commitment being precise by utilising specific expertise in the implementation of proposed solutions through the process of improving each task that one is responsible for in order to achieve the output and outcome targeted.

INNOVATIVE
Always prepared, skilful and rich with constructive ideas, inspiring new, clever and sound ideas in the efforts towards improvement, reformation and change according to the environment and demands of the time.

SOROTAN PERISTIWA BERSEJARAH PERKESO 1969 - 2018

SOCSO CHRONOLOGY OF EVENTS 1969 - 2018

1969

02.04.1969

- Akta Keselamatan Sosial Pekerja, 1969 mendapat perkenan Diraja.
- The Employees' Social Security Act, 1969 received the Royal Assent.

1971

01.10.1971

- Pertubuhan Keselamatan Sosial (PERKESO) ditubuhkan sebagai sebuah Jabatan Kerajaan di bawah Kementerian Buruh.
- The Social Security Organization (SOCSO) was established as a Government Department under the Ministry of Labour.
- Pelaksanaan skim perlindungan PERKESO yang pertama bermula di Johor Bahru.
- Implementation of the first SOCSO protection scheme in Johor Bahru.
- Majikan yang mempunyai sekurang-kurangnya 5 orang pekerja, bergaji RM500 dan ke bawah layak mendaftar dan mencarum.
- Employees with a salary of RM500 and below became eligible for contribution with SOCSO in the case of employers having 5 or more employees.
- Majikan membayar caruman bulanan pekerja menggunakan setem caruman.
- Employers began paying the employees' monthly subscription using contribution stamps.
- Syarikat Jackson & Masacorale merupakan majikan pertama berdaftar dengan PERKESO. Manakala Encik Mohd Taib bin Hassan adalah pekerja pertama yang didaftarkan oleh majikan dengan PERKESO.
- Jackson & Masacorale become the first employer to be registered with SOCSO. Mr. Mohd Taib bin Hassan became the first employee registered by his employer with SOCSO.

1974

- Pencen Ilat mula diperkenalkan dan pelaksanaan skim perlindungan PERKESO di Kuching, Sarawak dan Kota Kinabalu, Sabah.
- The Invalidity Pension was first introduced and the SOCSO protection scheme was implemented in Kuching, Sarawak and Kota Kinabalu, Sabah.
- Pencen Ilat diperluaskan ke 14 buah pejabat PERKESO di seluruh negara termasuk di Sabah dan Sarawak.
- The Invalidity Pension was expanded to 14 SOCSO offices nationwide including Sabah and Sarawak.

1980

01.10.1980

- Skim perlindungan PERKESO diperluaskan ke seluruh Semenanjung Malaysia meliputi semua perusahaan yang mempunyai 5 orang pekerja atau lebih dan bergaji tidak melebihi RM500 sebulan.
- SOCSO protection scheme was successfully implemented throughout Peninsular Malaysia, covering all industries having 5 or more employees with wages of not more than RM500 per month.
- Bayaran Faedah Pengurusan Mayat dinaikkan kepada RM500.
Payment of Funeral Benefit was increased to RM500.

1984

01.11.1984

- Pekerja-pekerja dalam Badan Berkanun dan Pihak Berkuasa Tempatan yang telah memilih Skim Baru atau dilantik atau terikat di bawah Skim Baru dikecualikan daripada liputan PERKESO.
- SOCSO exempted specific employees of statutory bodies and local authorities who had opted for the New Scheme or were appointed or bound under the New Scheme from SOCSO coverage.

1985

01.01.1985

- Pencen Penakat mula diperkenalkan.
- The Survivors' Pension was first introduced on 1st January.

- Faedah Pengurusan Mayat telah ditingkatkan dari RM500 kepada RM1,000.
- Funeral Benefit was increased from RM500 to RM1,000.

- Semua pekerja bergaji RM1,000 dan ke bawah adalah layak untuk mencarum dengan PERKESO bagi majikan yang mempunyai 5 orang dan lebih pekerja.
- All employees with a salary of RM1,000 and below became eligible to contribute to SOCSO, in the case of employers with 5 or more employees.

- Kadar harian minima Faedah Hilang Upaya Sementara dan Kekal dinaikkan daripada RM2.50 kepada RM8.00.
- The minimum daily rate for Temporary and Permanent Disablement Benefits was increased from RM2.50 to RM8.00.

01.07.1985

- PERKESO bertukar status menjadi sebuah Badan Berkanun.
- SOCSO becomes a Statutory Body.

1987

01.08.1987

- Skim perlindungan PERKESO dilaksanakan di seluruh Sabah dan Sarawak.
- SOCSO protection scheme was implemented throughout Sabah and Sarawak.

- Takrif anak diperluaskan meliputi semua kategori anak termasuk anak angkat di bawah umur 21 tahun.
- The definition of "child" was expanded to include all categories including adopted children under the age of 21 years.

- Melonggarkan syarat kebergantungan bagi duda dan ibu bapa bagi kelayakan Pencen Penakat dan Faedah Orang Tanggungan.
- Conditions for dependence, in the case of widowers and parents, were liberalised in respect of eligibility for Survivors' Pension and Dependant's Benefits.

- Memperluaskan liputan akta kepada majikan yang menggaji 5 orang atau lebih tanpa mengira had gaji. Walau bagaimanapun, hanya pekerja yang bergaji RM1,000 ke bawah sahaja yang layak diliputi.
- Coverage of the Act was expanded to include employers having 5 or more employees regardless of salary limits. However, only employees with a salary of RM,1000 and below were eligible for coverage.

SOROTAN PERISTIWA BERSEJARAH PERKESO 1969 - 2018
SOCSO CHRONOLOGY OF EVENTS 1969 - 2018

1992

- PERKESO telah diasingkan daripada Sistem Saraan Baru Kerajaan dan Sistem Saraan Baru PERKESO telah diperkenalkan.
- SOCSO was removed from the New Government Remuneration System and a new SOCSO Remuneration System was introduced.

01.01.1992

- Perlindungan kemalangan perjalanan (kemalangan perjalanan pergi dan balik kerja) telah diperkenalkan.
- Commuting accident (accidents during the commute to and from work) was introduced.

- Jangka masa kelayakan bagi Skim Pencen Ilat dan Bantuan Ilat adalah dikurangkan dari 36 bulan kepada 24 bulan.
- The qualifying period for Invalidity Pension and Invalidity Grant was reduced from 36 months to 24 months.

01.07.1992

- Semua pekerja bergaji RM2,000 dan ke bawah adalah layak untuk mencarum dengan PERKESO walaupun majikan mempunyai seorang pekerja. Manakala, pekerja yang bergaji melebihi RM2,000 adalah diberi pilihan untuk mencarum.
- All employees with a salary of RM2,000 and below became eligible to contribute to SOCSO regardless of the number of employees that the employer has. Employees with a salary of more than RM2,000 were given the option to contribute.

1993

01.04.1993

- Semua pekerja asing dikecualikan dari dilindungi oleh Akta Keselamatan Sosial Pekerja 1969.
- All foreign workers were excluded from coverage under the Employees' Social Security Act 1969.

1996

- Kadar bulanan minimum bagi Pencen Ilat dan kadar bulanan penuh Pencen Penakat dinaikkan dari RM171.43 kepada RM192.86.
- The minimum monthly rate for Invalidity Pension and the full monthly rate for Survivors' Pension were increased from RM171.43 to RM192.86.

- Kadar harian minimum Faedah Hilang Upaya Sementara, Faedah Hilang Upaya Kekal dan Faedah Orang Tanggungan dinaikkan kepada RM9.00.
- The minimum daily rate for Temporary Disablement Benefit, Permanent Disablement Benefit and Dependants' Benefit was increased to RM9.00.

1997

02.05.1997

- Faedah Pendidikan telah diperkenalkan dengan peruntukan sejumlah RM30 juta dan bemula dengan seramai 49 orang peminjam.
- Education Benefit was introduced with an allocation of RM30 million. The programme began with 49 borrowers.

1998

01.01.1998

- Faedah Pengurusan Mayat telah dinaikkan kepada RM1,500.
- Funeral Benefit was increased to RM1,500.

1999

- Kadar bulanan minimum bagi Pencen Ilat dan kadar bulanan penuh Pencen Penakat dinaikkan kepada RM250.
- The minimum monthly rate for Invalidity Pension and full monthly rate for Survivors' Pension were increased to RM250.00.

- Kadar harian minimum Faedah Hilang Upaya Sementara, Faedah Hilang Upaya Kekal dan Faedah Orang Tanggungan dinaikkan kepada RM10.00.
- The minimum daily rate for Temporary Disablement Benefit, Permanent Disablement Benefit and Dependants' Benefit was increased to RM10.00.

2000

01.01.2000

- Rawatan dialisis diperkenalkan sebagai satu kemudahan di bawah skim perlindungan PERKESO.
- Dialysis treatment is introduced as a facility under the SOCSO protection scheme.

01.05.2000

- Pindaan Akta Keselamatan Sosial Pekerja 1969 berkenaan siling gaji pekerja telah dinaikkan dari RM2,000 kepada RM3,000 sebulan.
- Amendments to the Employee's Social Security Act 1969 on employee salary ceiling have been raised from RM2,000 to RM3,000 per month.

- Duda / balu yang menerima pencen jika berkahwin semula, pencen yang diterima terus dikekalkan.
- Widowed who receive pension if remarried, the pension received continues to be maintained.

- Duda / balu layak mendapat Pencen Penakat atau Faedah Orang Tanggungan tanpa mengira tahap kebergantungan.
- Widows / widowers are entitled to a Survivors' Pension or Benefits of the Dependent regardless of the degree of dependence.

2006

01.03.2006

- Perlaksanaan tindakan pengkompaunan di bawah AKSP, 1969 dan Peraturan Keselamatan Sosial Pekerja (Pengkompaunan Kesalahan) 2006.
- Implementation of compounding of offences under the Employees' Social Security Act 1969 and the Employees' Social Security (Compounding of Offences) Regulations 2006

2007

- Program pemulihan *Return To Work* telah diperkenalkan oleh PERKESO.
- The "Return To Work" Rehabilitation programme was introduced by SOCSO.

SOROTAN PERISTIWA BERSEJARAH PERKESO 1969 - 2018
SOCSO CHRONOLOGY OF EVENTS 1969 - 2018

2009

01.01.2009
- Caj perkhidmatan bagi pinjaman pendidikan PERKESO diturunkan dari 4% kepada 2% setahun.
- Service charge for SOCSO Education Loan was reduced from 4% to 2% per annum.

15.07.2009
- PERKESO telah beralih dan mengamalkan Persijilan MS ISO 9001:2008.
- SOCSO shifted and began practising MS ISO 9001:2008 certification.

2013

01.01.2013
- PERKESO memperkenalkan Program Saringan Kesihatan untuk pemeriksaan kesihatan percuma kepada Orang Berinsurans yang berumur melebihi 40 tahun dan ke atas.
- SOCSO introduces the Health Screening Programme for free to Insured Persons aged over 40 years and above.

2014

01.10.2014
- Pusat Rehabilitasi PERKESO mula beroperasi di Bandar Hijau, Hang Tuah Jaya, Melaka.
- SOCSO Rehabilitation Center begins operating in Bandar Hijau, Hang Tuah Jaya, Melaka.

2015

01.07.2015
- Pejabat PERKESO Mukah, Sarawak mula beroperasi.
- Mukah SOCSO Office starts operation.

10.10.2015
- Pejabat PERKESO Limbang, Sarawak mula beroperasi.
- Limbang SOCSO Office starts operation.

2016

01.06.2016
- Akta Keselamatan Sosial Pekerja (Pindaan) 2016 berkenaan memperluaskan liputan perlindungan keselamatan sosial kepada semua pekerja tanpa tertakluk kepada had gaji mengikut takrifan pekerja serta menaikkan had siling caruman daripada RM3,000.00 kepada RM4,000.00 bagi maksud caruman dan pembayaran faedah.
- The Employees' Social Security (Amendment) Act 2016 expanded coverage of social security protection to include all employees without any salary limit in accordance with the definition of employee. The amended Act also raised the contribution ceiling from RM3,000.00 to RM4,000.00 for the purposes of contributions and payment of benefits.

- PERKESO telah berjaya menerima Penarafan 5 Bintang daripada MAMPU bagi tahun 2015 – 2016.
- SOCSO received the 5-star Rating from MAMPU for the year 2015 - 2016.

25.10.2016
- PERKESO telah mengadakan Majlis Pelancaran Penjenamaan Semula PERKESO di Menara PERKESO, Jalan Ampang.
- SOCSO held a ceremony to launch the Rebranding of SOCSO at the Main Lobby of Menara PERKESO, Jalan Ampang.

2017

21.04.2017
- Majlis Perasmian Pusat Rehabilitasi PERKESO Tun Abdul Razak telah disempurnakan oleh YAB Dato' Sri Mohd Najib Tun Abdul Razak, Perdana Menteri Malaysia di Pusat Rehabilitasi PERKESO.
- Tun Abdul Razak SOCSO Rehabilitation Centre was officially opened by YAB Prime Minister of Malaysia at the PERKESO Rehabilitation Centre.

19.05.2017
- Kadar amaun Faedah Pengurusan Mayat dinaikkan daripada RM1,500 kepada RM2,000 berkuatkuasa mulai 1 Julai 2016 (tarikh kebelakang).
- The amount of Funeral Benefits increased from RM1,500 to RM2,000 with effect from 1 July 2016 (back dated).

22.05.2017
- Pejabat PERKESO Beaufort, Sabah mula beroperasi.
- The Beaufort SOCSO Office, Sabah starts operation.

01.06.2017
- Akta Keselamatan Sosial Pekerjaan Sendiri 2017 yang telah diluluskan oleh Parlimen dan diwartakan sebagai Akta 789 dilaksanakan.
- The Self-Employment Social Security Act 2017 was approved by the Parliament and was gazetted as Act 789 was enacted.

01.08.2017
- Pejabat PERKESO Kota Marudu, Sabah mula beroperasi.
- Kota Marudu SOCSO Office, Sabah starts operation.

2018

01.01.2018
- Akta Sistem Insurans Pekerjaan 2017 (Akta 800) dikuatkuasakan.
- The Employment Insurance System Act 2017 (Act 800) is enforced.

01.10.2018
- Pejabat PERKESO Tanjong Karang mula beroperasi.
- Tanjong Karang SOCSO Office starts operation.

2 - 4.10.2018
- PERKESO menjadi tuan rumah ISSA Regional Social Security Forum of Asia and the Pacific 2018
- SOCSO hosts ISSA Regional Social Security Forum of Asia and the Pacific 2018.

PERUTUSAN PENGERUSI
CHAIRMAN'S STATEMENT

ZAKRI BIN MOHD KHIR
Pengerusi
Pertubuhan Keselamatan Sosial
Chairman
Social Security Organization

Assalamualaikum
warahmatullahi wabarakatuh
dan Salam Sejahtera.

Bagi pihak Lembaga Pertubuhan Keselamatan Sosial (PERKESO), saya selaku Pengerusi Lembaga dengan sukacitanya membentangkan Laporan Tahunan dan Penyata Kewangan yang telah diaudit bagi tahun kewangan berakhir 31 Disember 2018.

SENARIO PERSEKITARAN EKONOMI

Dengan pertumbuhan KDNK Benar Global pada kadar 3.6%, prestasi ekonomi dunia mengalami pertumbuhan ekonomi yang sederhana pada tahun 2018 berbanding tahun sebelumnya. Gabungan faktor-faktor seperti peningkatan konflik perdagangan, harga komoditi yang tidak stabil serta dasar monetari dan keadaan pasaran kewangan yang semakin ketat telah menyebabkan pertumbuhan sederhana ekonomi serantau. Secara amnya, peningkatan penyertaan dan pasaran tenaga kerja di negara ekonomi maju serta pertumbuhan pekerjaan telah meningkatkan aktiviti kepenggunaan. Kadar inflasi di pasaran baru dan ekonomi membangun juga telah meningkat kepada 4.7% pada tahun 2018 disebabkan oleh faktor bekalan komoditi global yang berkurangan akibat ketegangan geopolitik.

Assalamualaikum
warahmatullahi wabarakatuh
dan Salam Sejahtera.

On behalf of the Board of Directors of the Social Security Organization (SOCSO), I, as the Chairman, am pleased to present the audited Annual Report and Financial Statement for the financial year ending 31st December 2018.

ECONOMIC ENVIRONMENTAL SCENARIO

With the Actual Global GDP growth at a rate of 3.6%, the world's economy experienced average growth in 2018 compared to the previous year. A combination of factors such as an increase in trade conflict, unstable commodity prices as well as monetary policies and financial markets that are tighter have resulted in an average economic growth in the region. In general, the increase in labour force participation and market in developed economies as well as employment growth has increased consumerism activities. The rate of inflation in new markets and developing economies has also risen to 4.7% in 2018, due to a reduction in the global commodity supply factors caused by geopolitical tension.

EKONOMI MALAYSIA

Ekonomi Malaysia pada tahun 2018 mengalami pertumbuhan sederhana secara amnya dengan peratusan pertumbuhan sebanyak 4.7% berbanding 5.9% pada tahun sebelumnya. Kadar pertumbuhan yang memberangsangkan ini menggambarkan daya tahan ekonomi negara dalam menghadapi pelbagai cabaran luaran dan dalaman. Secara keseluruhan, pertumbuhan ekonomi pada tahun ini adalah hasil daripada asas ekonomi Malaysia yang kukuh serta diversifikasi struktur ekonomi terutamanya dalam sektor perkhidmatan dan pembuatan.

Kadar inflasi telah berkurang daripada kadar purata 3.7% pada tahun 2017 kepada kadar purata 1% pada tahun 2018, hasil daripada dasar penggantungan pelarasan harga minyak domestik serta pertukaran cukai GST kepada kadar sifar dan kemudiannya, SST. Selain itu, kadar pengangguran kekal stabil pada 3.4% daripada tenaga buruh aktif di mana terdapat peningkatan pekerja yang bekerja sendiri sebanyak 9.69% dari 2017 ke 2018 yang sejajar dengan trend Revolusi Perindustrian Keempat (Industri 4.0). Perkembangan ini menekankan kepentingan penggubalan dasar yang pragmatik dalam mengurus risiko dan menyokong pertumbuhan ekonomi negara.

MALAYSIAN ECONOMY

The Malaysian economy, in 2018, experienced an average growth in general, with a percentage growth of 4.7% compared to the 5.9% recorded in the previous year. This encouraging growth rate reflects the country's economic resilience in facing numerous external and internal challenges. Overall, the economic growth this year is the result of a strong Malaysian economic foundation as well as diversification of the economic structure especially in the service and manufacturing sectors.

The inflation rate went down from an average rate of 3.7% in 2017 to an average rate of 1% in 2018, which resulted from the domestic oil price adjustment suspension policy as well as the change of GST to zero rate and subsequently to the SST. In addition, the unemployment rate remained at 3.4% of the active labour force, in that there has been an increase in the number of self-employed persons by 9.69% from 2017 to 2018 in line with the Fourth Industrial Revolution trend (Industry 4.0). This development emphasises the importance of pragmatic policy-making in managing risk and supporting the country's economic growth.

2018
Ekonomi Malaysia mengalami pertumbuhan sederhana secara amnya dengan peratusan pertumbuhan sebanyak 4.7% berbanding 5.9% pada tahun sebelumnya.
Pertumbuhan ekonomi pada tahun ini adalah hasil daripada asas ekonomi Malaysia yang kukuh serta diversifikasi struktur ekonomi terutamanya dalam sektor perkhidmatan dan pembuatan.

2018
The Malaysian economy experienced an average growth in general, with a percentage growth of 4.7% compared to the 5.9% recorded in the previous year.
Overall, the economic growth this year is the result of a strong Malaysian economic foundation as well as diversification of the economic structure especially in the service and manufacturing sectors.

Jumlah hasil PERKESO bagi tahun 2018
meningkat sebanyak RM1,102.82 juta atau 22.26%
kepada RM6,057.21 juta berbanding RM4,954.39 juta pada tahun 2017

SOCSO's total revenue for 2018
increased by RM1,102.82 million or 22.26%
to RM6,057.21 million compared to RM4,954.39 million in 2017

PRESTASI KEWANGAN

Secara keseluruhannya, jumlah hasil PERKESO bagi tahun 2018 meningkat sebanyak RM1,102.82 juta atau 22.26% kepada RM6,057.21 juta berbanding RM4,954.39 juta pada tahun 2017. Jumlah perbelanjaan PERKESO juga meningkat sebanyak RM839.82 juta atau 21.76% kepada RM4,699.46 juta berbanding RM3,859.64 juta pada tahun 2017. Dengan itu, lebihan pendapatan PERKESO bagi tahun 2018 meningkat sebanyak RM263.00 juta atau 24.02% kepada RM1,357.75 juta berbanding RM1,094.75 juta pada tahun 2017.

Pendapatan caruman meningkat sebanyak RM740.72 juta atau 20.80% kepada RM4,301.67 juta berbanding RM3,560.97 juta pada tahun 2017, terutamanya berikutan keberkesanan aktiviti penguatkuasaan yang membawa kepada peningkatan bilangan majikan, pekerja dan pencarum aktif di bawah Skim Keselamatan Sosial Pekerjaan Sendiri. Selain itu, peningkatan kutipan caruman ini juga mencerminkan tahap kesedaran yang kian meningkat dalam kalangan majikan, pekerja, pemandu teksi, *e-hailing* atau perkhidmatan seumpamanya mengenai tanggungjawab mereka untuk mencarum kepada PERKESO. Ini adalah berikutan keberkesanan program dan kempen kesedaran yang dilaksanakan oleh PERKESO. Di samping itu, pelaksanaan Sistem Insurans Pekerjaan mulai 1 Januari 2018 juga antara faktor yang menyumbang kepada pendapatan caruman PERKESO.

FINANCIAL PERFORMANCE

Overall, SOCSO's total revenue for 2018 increased by RM1,102.82 million or 22.26% to RM6,057.21 million compared to RM4,954.39 million in 2017. The total expenditure also increased by RM839.82 million or 21.76% to RM4,699.46 million, compared to RM3,859.64 million in 2017. As such, SOCSO's surplus income for 2018 rose by RM263.00 million or 24.02% to RM1,357.75 million compared to RM1094.75 million in 2017.

Contribution income increased by RM740.72 million or 20.80% to RM4,301.67 million compared to RM3,560.97 million in 2017, especially following the effectiveness of enforcement activities which led to the increase in number of employers, employees and active contributors under the Self-Employment Social Security Scheme. In addition, the increase in contribution collection also reflects an increase in the level of awareness amongst employers, employees, taxi drivers as well as e-hailing or its like service providers on their responsibility to contribute to SOCSO. This resulted from the efficiency of awareness programmes and campaigns carried out by SOCSO. In addition, the implementation of the Employment Insurance System on 1st January 2018 was among the factors contributing to SOCSO's contribution income.

PERUTUSAN PENGERUSI
CHAIRMAN'S STATEMENT

2018
Pendapatan pelaburan kasar
meningkat sebanyak
RM309.34 juta atau 24.53%
kepada RM1,570.58 juta

2018
Gross investment income
increased by
RM309.34 million or 24.53%
to RM1,570.58 million

Pendapatan pelaburan kasar pula meningkat sebanyak RM309.34 juta atau 24.53% kepada RM1,570.58 juta berbanding RM1,261.24 juta pada tahun 2017, terutamanya berikutan peningkatan dalam keuntungan daripada aktiviti pelaburan, pendapatan faedah dan keuntungan belum realis daripada pertukaran nilai matawang asing.

Sementara itu, belanja tanggungan telah meningkat sebanyak RM454.90 juta atau 13.82% kepada RM3,747.08 juta pada tahun 2018 berbanding RM3,292.18 juta pada tahun sebelumnya berikutan peningkatan dalam bilangan kes-kes tuntutan faedah dan pelaksanaan bayaran pelarasan kos sara hidup mulai September 2017.

Belanja operasi turut meningkat sebanyak RM113.73 juta atau 19.96% kepada RM683.62 juta berbanding RM569.89 juta pada tahun 2017 terutamanya berikutan peningkatan dalam perbelanjaan emolumen serta perbelanjaan perkhidmatan dan bekalan pada tahun 2018.

Gross investment income increased by RM309.34 million or 24.53% to RM1,570.58 million compared to RM1,261.24 million in 2017, especially following the increase in profits from investments, interests and unrealised profits from foreign currency exchange.

Meanwhile, benefits expenditure increased by RM454.90 million or 13.82% to RM3,747.08 million in 2018, compared to RM3,292.18 million in the previous year following an increase in the number of benefits claims and payment of cost of living adjustment beginning September 2017.

Operating expenses has also increased by RM113.73 million or 19.96% to RM683.62 million compared to RM569.89 million in 2017 especially following an increase in emoluments as well as service and supply expenditures in 2018.

PRESTASI PULANGAN PELABURAN

Aset Di Bawah Pengurusan (AUM) PERKESO telah meningkat sebanyak RM564.86 juta atau 2.14% daripada RM26,379.95 juta kepada RM26,944.81 juta pada tahun 2018. Pertumbuhan tersebut disumbangkan terutamanya oleh kenaikan dalam caruman dan pulangan daripada pelaburan.

Strategi taktikal untuk semua kelas aset yang dilaksanakan pada tahun 2018 berjaya meningkatkan pulangan keseluruhan walaupun dalam keadaan pasaran yang mencabar dan tidak menentu. Pendapatan yang dijana oleh aktiviti pelaburan telah meningkat sebanyak RM32.82 juta atau 2.60% daripada RM1,261.57 juta pada tahun 2017 kepada RM1,294.39 juta pada tahun 2018. Jumlah tersebut adalah termasuk rosotnilai untuk ekuiti.

RETURNS ON INVESTMENT PERFORMANCE

SOCSO's Assets Under Management (AUM) increased by RM564.86 million or 2.14% from RM26,379.95 million to RM26,944.81 million in 2018. This growth is contributed especially by the increase in contributions and returns on investment.

The tactical strategy for all classes of assets implemented in 2018 successfully increased overall returns despite the challenging and volatile market. Income generated by investment increased by RM32.82 million or 2.60% from RM1,261.57 million in 2017 to RM1,294.39 million in 2018. The said amount included impairment of equity.

MEMACU KECEMERLANGAN

PERKESO menggunakan Pelan Strategik 2016 – 2020 sebagai dokumen induk dalam menjayakan perancangan program dan inisiatif bagi tempoh baki 2 tahun. Program dan inisiatif serta sasaran dan *outcome* akan menjadi pengukur kepada pencapaian keseluruhan organisasi. Keutamaan ditumpukan kepada keselamatan sosial pekerja dan menjaga kebajikan warga kerja dari peringkat yang paling rendah sehingga ke peringkat yang lebih tinggi. Bagi membantu melancarkan matlamat dan misi PERKESO, sebanyak lima teras utama dibangunkan bagi memastikan serta menjamin hak pekerja dan majikan terpelihara.

DRIVING EXCELLENCE

SOCSO utilised the Strategic Plan 2016 – 2020 as the master document in realising planning programmes and initiatives for the remaining 2 years. The programmes and initiatives as well as targets and outcomes will become the yardstick for the organisation overall achievements. Priority is given to employees' social security and maintaining the welfare of the workforce, from the lowest level up to higher levels. To help in launching the goals and missions of SOCSO, five main cores are developed to ensure as well as guarantee that the rights of employees and employers are protected.

TERAS 1
MEMPERKASA KECEMERLANGAN DAN PEMBANGUNAN MODAL INSAN
Untuk memperoleh kepakaran dan membangunkan bakat bagi menerajui organisasi;

TERAS 2
MENTRANSFORMASI PERKHIDMATAN MENERUSI PENJENAMAAN
Untuk memastikan kami terus meningkatkan penyampaian perkhidmatan bagi memenuhi harapan pelanggan;

TERAS 3
MEMPERKUKUH KEMAMPANAN DANA DAN TADBIR URUS
Untuk menambah nilai kepada pemegang taruh dan meningkatkan pulangan pelaburan;

TERAS 4
MENINGKATKAN KESEJAHTERAAN SOSIAL PELANGGAN
Untuk meningkatkan sosioekonomi Orang Berinsurans dan mendidik mereka mengenai pentingnya perlindungan keselamatan sosial serta memberikan input strategik kepada pembuat dasar bagi membangun dan melaksanakan rangka kerja keselamatan sosial yang menyeluruh; dan

TERAS 5
MELESTARIKAN BUDAYA KREATIVITI, INOVASI DAN KUALITI
Untuk memacu model penyampaian perkhidmatan dan memberikan tumpuan kepada inisiatif transformasi.

CORE 1
STRENGTHENING EXCELLENCE AND HUMAN CAPITAL DEVELOPMENT
To acquire expertise and develop talent to lead the organisation;

CORE 2
TRANSFORMING SERVICE THROUGH BRANDING
To ensure that we continue to improve service delivery to fulfil customers' expectations;

CORE 3
CONSOLIDATING SUSTAINABILITY OF FUNDS AND GOVERNANCE
To add value to stakeholders and improve investment returns;

CORE 4
IMPROVING SOCIAL WELLBEING OF CUSTOMERS
To improve the socio-economy of Insured Persons and educate them on the importance of social security protection, as well as providing strategic input to policy-makers in developing and implementing a comprehensive social security framework; and

CORE 5
SUSTAINING A CULTURE OF CREATIVITY, INNOVATION AND QUALITY
To spur the service delivery model and give focus on transformation of initiative.

PERUTUSAN PENGERUSI
CHAIRMAN'S STATEMENT

Lima kecemerlangan strategik ini merangkumi setiap aspek operasi PERKESO. Meskipun sudah mencapai kemajuan besar dari segi kecekapan operasi, PERKESO perlu terus meningkatkan keupayaan dan mempelopori inovasi untuk membolehkan organisasi ini terus relevan dan paling penting, terus menunaikan tanggungjawab utamanya. Dengan Pelan Strategik ini, saya amat yakin dengan keupayaan PERKESO untuk mengekalkan kecemerlangan dalam proses, sistem dan penyampaian perkhidmatannya.

These five strategic excellence cores cover each operational aspect of SOCSO. Although great progress has been achieved in terms of operational efficiency, SOCSO needs to continue improving its capability and pioneer innovation to enable the organisation to remain relevant and be of utmost importance, to continue discharging its key responsibilities. With this Strategic Plan, I am confident in SOCSO's capacity to maintain its excellence in its processes, systems and service delivery.

Akta Sistem Insurans Pekerjaan 2017 [Akta 800]

merupakan satu inisiatif kerajaan dalam memastikan perlindungan kepada pekerja yang kehilangan pekerjaan.

Employment Insurance System Act 2017 [Act 800]

this new scheme is an initiative by the government to ensure protection to employees who have lost their employment.

PERLUASAN PERLINDUNGAN KESELAMATAN SOSIAL YANG INKLUSIF

PERKESO sentiasa mengambil pendekatan proaktif dalam mengkaji dan menambahbaik skim-skim yang sedia ada di bawah Akta Keselamatan Sosial Pekerja 1969 untuk mewujudkan jaringan keselamatan sosial yang inklusif dan dinamik kepada pekerja dan tanggungan mereka selaras dengan prinsip dan keadilan sosial sejagat berdasarkan Konvensyen ILO C102 *Social Security (Minimum Standard)*, *1952* dan *R202 Social Security Protection Floor Recommendation, 2012.*

PERKESO melakar sejarah baharu apabila Akta Sistem Insurans Pekerjaan 2017 [Akta 800] diperkenalkan dan dikuatkuasakan mulai 1 Januari 2018. Pelaksanaan skim baharu ini merupakan satu inisiatif kerajaan dalam memastikan perlindungan kepada pekerja yang kehilangan pekerjaan.

EXPANSION OF SOCIAL SECURITY PROTECTION THAT IS INCLUSIVE

SOCSO always takes a proactive approach in examining and improving existing schemes under the Employees' Social Security Act 1969 to create an inclusive and dynamic social security network for employees and their dependants, in line with the universal principle and social justice based on the ILO Convention C102 Social Security (Minimun Standard) 1952 and R202 Social Security Protection Floor Recommendation 2012.

SOCSO created new history with the introduction and enforcement of the Employment Insurance System Act 2017 [Act 800] beginning 1st January 2018. The implementation of this new scheme is an initiative by the government to ensure protection to employees who have lost their employment.

Pada 2018, pemohon yang layak di bawah Sistem Insurans Pekerjaan (SIP) boleh menerima faedah interim iaitu elaun bulanan sebanyak RM600 sehingga maksimum 3 bulan. Sejumlah 23,525 permohonan kehilangan pekerjaan dilaporkan dan 18,083 daripadanya telah diluluskan, melibatkan bayaran sebanyak RM17.18 juta kepada pemohon yang layak. Manakala faedah penuh SIP akan dibayar mulai 1 Januari 2019.

Bagi memperkasa dan memperluaskan jaringan keselamatan sosial, PERKESO telah menguatkuasakan Akta Keselamatan Sosial Pekerjaan Sendiri 2017 [Akta 789] mulai 1 Jun 2017. Sebagai permulaan, akta ini memberi perlindungan di bawah Skim Bencana Pekerjaan kepada pemandu teksi yang bekerja sendiri dan individu yang menjalankan perkhidmatan seumpamanya termasuk pemandu Grab. Sehingga 31 Disember 2018, bilangan pemandu teksi berdaftar adalah 7,808 orang dan pencarum aktif seramai 7,660 orang. Skim Keselamatan Sosial Pekerjaan Sendiri ini akan diperluaskan kepada sektor informal lain seperti nelayan, petani, penjaja, penggiat seni dan sebagainya secara berperingkat mulai tahun 2019.

Pada 1 Julai 2018, perlindungan keselamatan sosial PERKESO diperluaskan lagi kepada isteri atau suami yang bekerja dengan pasangannya yang memiliki perusahaan di bawah Akta 4 & Akta 800. Selain itu, PERKESO sedang di peringkat akhir kajian kebolehlaksanaan bagi memperluaskan perlindungan keselamatan sosial kepada pekerja warga asing, suri rumah dan pengkhidmat rumahtangga.

Selain itu, PERKESO turut memainkan peranan dalam penambahbaikan jaringan perlindungan sosial untuk rakyat Malaysia. Melalui insiatif seperti program Social Synergy serta penglibatan dalam Pelan Pembangunan Kesejahteraan Sosial negara bersama Kumpulan Wang Simpanan Pekerja (KWSP) dan Social Wellbeing Research Centre (SWRC) Universiti Malaya, PERKESO terus komited dalam membangunkan dan menyumbang kepada kebajikan dan kesejahteraan rakyat Malaysia secara menyeluruh

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In 2018, applicants who are eligible under the Employment Insurance System (EIS) can receive interim benefits in the form of monthly allowance of RM600 for a maximum of 3 months. A total of 23,525 applications under loss of employment were reported and 18,083 of them were approved, involving payments amounting to RM17.18 million to the qualified applicants. Full EIS benefits will be paid beginning 1st January 2019.

To strengthen and expand the social security network, SOCSO began the enforcement of the Self-Employment Social Security Act 2017 [Act 789] beginning 1st June 2017. For a start, this act provides protection under the Employment Injury Scheme to self-employed taxi drivers and individuals providing similar services including Grab drivers. As at 31st December 2018, the number of registered taxi drivers is 7,808 persons, with active contributors amounting to 7,660 persons. This Self-Employment Social Security Scheme will be expanded to include workers in other informal sectors such as fishermen, farmers, hawkers, artists and others, in stages beginning 2019.

On 1st July 2018, SOCSO's social security protection was expanded to include wives or husbands working with their spouses who own businesses, under Act 4 and Act 800. In addition, SOCSO is in the final stage of a feasibility study on expanding social security protection to foreign workers, housewives and domestic servants.

SOCSO also plays a role in improving the social security network for Malaysians. Through initiatives such as the Social Synergy programme as well as involvement in the National Social Wellbeing Development Plan together with the Employees' Provident Fund (EPF) and the Social Wellbeing Research Centre (SWRC) University of Malaya, SOCSO continues to be committed in comprehensively developing and contributing to the welfare and wellbeing of the Malaysian people.

INISIATIF PUBLISITI DAN PROMOSI

Pelbagai program dan inisiatif publisiti yang telah diadakan untuk memberi kefahaman dan kesedaran kepada golongan pekerja dan majikan berkaitan skim dan faedah-faedah yang disediakan oleh PERKESO semakin menampakkan kesan positif. Sepanjang tahun 2018, PERKESO telah melaksanakan lebih 522 aktiviti publisiti dan promosi melalui pelbagai kaedah serta saluran media sama ada media cetak, elektronik mahupun media sosial.

Aktiviti-aktiviti publisiti dan promosi ini, selain daripada penguatkuasaaan, telah menyumbang kepada peningkatan pendaftaran majikan dan pekerja yang layak di bawah Akta Keselamatan Sosial Pekerja (AKSP) 1969, Akta Keselamatan Sosial Pekerjaan Sendiri [Akta 789] dan Akta Sistem Insurans Pekerjaan [Akta 800] pada tahun 2018. Bilangan terkumpul pendaftaran majikan telah meningkat sebanyak 4.59% kepada 1.14 juta majikan berbanding 1.09 juta pada tahun 2017. Pada tempoh yang sama, bilangan pekerja berdaftar turut meningkat sebanyak 1.45% kepada 16.78 juta pekerja berbanding 16.54 juta pada 2017. Bilangan terkumpul pemandu berdaftar di bawah Skim Bencana Kerja Pekerjaan Sendiri (Akta 789) adalah seramai 7,808 orang berbanding 2,455 orang pada tahun 2017.

Bilangan majikan aktif pada tahun 2018 meningkat 0.77% kepada 437,060 majikan berbanding 433,723 majikan dalam tahun sebelumnya, manakala bilangan pekerja aktif pula meningkat sebanyak 4.12% kepada 7.08 juta pekerja berbanding 6.80 juta dalam tahun 2017. Bilangan pemandu aktif di bawah Skim Bencana Kerja Pekerjaan Sendiri adalah seramai 7,660 orang berbanding 2,339 orang pada tahun 2017.

PUBLICITY AND PROMOTIONAL INITIATIVES

The numerous programmes and publicity intiatives carried out to provide understanding and awareness to workers and employers regarding the schemes and benefits offered by SOCSO are increasingly showing positive effects. Throughout 2018, SOCSO carried out more than 522 publicity and promotional activities, through various methods as well as media channels, be printed, electronic or social media.

These publicity and promotional activities, in addition to enforcement, have contributed to an increase in registration of employers and employees who qualify under the Employees' Social Security Act 1969, the Self-Employment Social Security Act [Act 789] and the Employment Insurance System Act [Act 800] in 2018, The accrued number of employer registration increased by 4.59% to 1.14 million employers compared to 1.09 million in 2017. Within the same period, the number of registered employees also increased by 1.45% to 16.78 million employees compared to 16.54 million in 2017. The accrued number of drivers registered under the Self-Employment Injury Scheme [Act 789] is 7,808 persons compared to 2,455 persons in 2017.

The number of active employers in 2018 increased by 0.77% to 437,060 employers compared to 433,723 employers in the previous years, whilst the number of active employees increased by 4.12% to 7.08 million employees compared to 6.80 million in 2017. The number of active drivers under the Self-Employment Injury Scheme is 7,660 drivers compared to 2,339 drivers in 2017.

Pusat Rehabilitasi PERKESO Tun Abdul Razak dan Program Saringan Kesihatan (HSP)

Inisiatif seperti ini dapat meningkatkan kesejahteraan sosial dan membantu peningkatan sosioekonomi Orang Berinsurans yang terbencana dan keluarga mereka, sejajar dengan pendekatan terbaik dalam konsep sistem keselamatan sosial iaitu ***'Return in Employment'*** atau kembali semula bekerja.

Tun Abdul Razak SOCSO Rehabilitation Centre and the Health Screening Programme (HSP)

Initiatives like these can improve social wellbeing and socioeconomy of Insured Persons who have been injured, and their families, in line with the best approach in the social security system concept that is, **'Return in Employment'** or return to work.

INISIATIF DAN BIDANG KEBERHASILAN UTAMA

PERKESO sentiasa berusaha memenuhi misinya dalam memberi perlindungan keselamatan sosial kepada Orang Berinsurans dan tanggungan mereka menerusi skim-skim keselamatan sosial serta memupuk kesedaran keselamatan dan kesihatan pekerjaan demi meningkatkan kesejahteraan dalam kalangan Orang Berinsurans. PERKESO giat melaksanakan program-program kesedaran untuk mewujudkan budaya pencegahan kemalangan di tempat kerja dan dalam perjalanan ke tempat kerja.

Komitmen PERKESO menerusi inisiatif strategik dan tumpuan dalam bidang keberhasilan utama program *Return To Work*, penubuhan Pusat Rehabilitasi PERKESO Tun Abdul Razak dan Program Saringan Kesihatan (HSP) yang dijalankan diyakini dapat menghasilkan kesan signifikan jangka panjang. Inisiatif seperti ini dapat meningkatkan kesejahteraan sosial dan membantu peningkatan sosioekonomi Orang Berinsurans yang terbencana dan keluarga mereka, sejajar dengan pendekatan terbaik dalam konsep sistem keselamatan sosial iaitu *'Return in Employment'* atau kembali semula bekerja.

INITIATIVES AND KEY RESULTS AREAS

SOCSO always strives to fulfil its mission of providing social security protection to Insured Persons and their dependants through social security schemes as well as instilling awareness of occupational safety and health in order to improve the wellbeing of Insured Persons. SOCSO actively implements awareness programmes to establish a culture of accident prevention at the workplace and on the communiting excident related to work.

SOCSO's commitment through strategic initiatives and focus on the Return To Work programme, establishment of the Tun Abdul Razak SOCSO Rehabilitation Centre and the Health Screening Programme (HSP) key result areas is believed to be able to produce significant long-term effect. Initiatives like these can improve social wellbeing and socio-economy of Insured Persons who have been injured, and their families, in line with the best approach in the social security system concept that is, "Return in Employment" or return to work.

ULASAN TADBIR URUS KORPORAT

Semua ahli Lembaga Pengarah secara objektif menyempurnakan tugas dan tanggungjawab mereka pada setiap masa demi kepentingan organisasi. Setiap Ahli Lembaga Pengarah juga perlu mengikuti perkembangan terkini mengenai tanggungjawab sebagai pengarah serta urusan, aktiviti perniagaan dan perkembangan organisasi.

PERKESO terus fokus dalam memastikan tadbir urus korporat terbaik dapat dipraktikkan dalam melaksanakan peranan dan fungsinya. Semua Ahli Lembaga dan Jawatankuasa Lembaga yang dilantik telah memainkan peranan dan tanggungjawab yang signifikan menerusi komitmen yang diterjemahkan dalam kehadiran mereka di mesyuarat-mesyuarat Lembaga dan Jawatankuasa Lembaga yang diadakan sepanjang tahun 2018. Dasar dan strategi dibuat berlandaskan nilai-nilai utama, prinsip dan ciri-ciri budaya organisasi PERKESO. Lembaga Pengarah berperanan menetapkan antara lain, struktur tadbir urus, kuasa dan terma rujukan Lembaga Pengarah, jawatankuasanya dan pihak pengurusan.

PERKESO mengiktiraf pengurusan risiko sebagai komponen penting dalam proses membuat keputusan, aktiviti pengoperasian dan pelaburan. Bagi memastikan risiko diurus dengan berkesan, PERKESO sentiasa menggalakkan dan memupuk budaya pengurusan risiko di dalam organisasi melalui pendekatan struktur tadbir urus dan amalan pengurusan risiko yang kukuh dan baik.

CORPORATE GOVERNANCE REVIEW

All members of the Board of Directors have objectively carried out their duties and responsibilities at all times in the interest of the organisation. Each Member of the Board needs to keep up with the latest development concerning their responsibilities as a director as well as the dealings, business activities and development of the organisation.

SOCSO continues to focus on ensuring that the best corporate governance can be practised in the implementation of its roles and functions. All Members of the Board and Board Committees appointed have played significant roles and responsibilities through commitment that is translated in their attendance in meetings of the Board and Board Committees held throughout 2018. Policies and strategies are made based on key values, principles and culture of SOCSO. The Board of Directors play the role of determining, among others, the structure for governance, power and terms of Reference of the Board, its committees and the management.

SOCSO recognises risk management as an important component in the decision-making process, operations activities and investment. To ensure that risk is effectively managed, SOCSO always encourages and fosters the culture of risk management within the organisation through solid and good governance structure approach and practice of risk management.

Melalui struktur tadbir urus ini, Lembaga PERKESO mengekalkan tanggungjawab keseluruhan bagi penyeliaan dan tadbir urus risiko melalui Jawatankuasa Risiko Lembaga yang mengawasi kesemua aktiviti pengurusan risiko, pelaksanaan rangka kerja pengurusan risiko, memberi arahan strategik, mempertimbangkan cadangan Jawatankuasa Pengurusan Risiko dan memastikan kecukupan infrastruktur, sistem serta sumber tersedia bagi memastikan fungsi pengurusan risiko dilaksanakan dengan efektif dan berkesan.

PERKESO mengamalkan pendekatan *Enterprise Risk Management (ERM)* dalam pengintegrasian pengurusan risiko secara menyeluruh dalam organisasi. Pendekatan ini adalah sebahagian daripada amalan tadbir urus korporat yang baik berdasarkan kepada dasar, rangka kerja dan proses yang berasaskan *"ISO 31000:2010 Risk Management Principles & Guidelines"*.

Pendekatan tadbir urus risiko PERKESO menggariskan akauntabiliti pemilikan risiko di seluruh organisasi bagi membolehkan tanggungjawab diselaraskan secara efektif dan proaktif, bagi setiap aktiviti pengoperasian yang berisiko. Usaha dan inisiatif yang berterusan juga dijalankan bagi memastikan keberkesanan pengurusan risiko seperti pelaksanaan polisi risiko yang komprehensif, penambahbaikan kaedah dan metodologi pengurusan risiko, penambahbaikan sistem dan pembangunan modal insan.

SOCSO's risk governance approach outlines risk ownership accountability in the whole organisation to enable responsibility to be coordinated effectively and proactively, for each operational activity with risk. Continued efforts and initiatives are also carried out to ensure effectiveness of risk management such as the implementation of comprehensive risk policy, improvement of risk management methods and methodology, improvement of system and human capital development.

Through this governance structure, the SOCSO Board maintains overall responsibility for supervision and risk governance through the Board Risk Committee which monitors all risk management activities, implementation of risk management framework, issuance of strategic directives, consideration of proposals by the Risk Management Committee and ascertainment of sufficiency of infrastructure, system as well as sources in existence to ensure effective implementation of risk management functions.

SOCSO practises the Enterprise Risk Management (ERM) approach in integrating risk management comprehensively within the organisation. This approach is part of the good corporate governance practice based on the policy, framework and process based on the "ISO 3100:2010 Risk Management Principles & Guidelines".

PERKESO telah melantik dan menempatkan seorang pegawai SPRM mulai 1 Mac 2018 untuk mengetuai Bahagian Integriti. Lima fungsi utama telah diberi keutamaan iaitu:

SOCSO has appointed and placed an MACC officer to head the Integrity Division with effect from 1st March 2018. This five key functions have been given priority namely:

MENINGKATKAN TADBIR URUS DAN INTEGRITI KORPORAT

Pengurusan tertinggi PERKESO amat berdedikasi dan komited dalam meningkat dan memperkukuhkan tadbir urus organisasi walaupun dikategorikan sebagai agensi yang berisiko rendah dari perlakuan rasuah, penyelewengan dan salah guna kuasa.

Namun begitu, PERKESO menjadikan agenda utama dalam memastikan integriti anggota dan organisasi berada pada tahap yang terbaik. PERKESO telah melantik dan menempatkan seorang pegawai SPRM mulai 1 Mac 2018 untuk mengetuai Bahagian Integriti. Lima fungsi utama telah diberi keutamaan iaitu tadbir urus, pengukuhan integriti, pengurusan aduan, pematuhan, pengesanan & pengesahan dan tatatertib.

Selain itu, PERKESO turut menempatkan Pegawai Integriti Bertauliah (CeIO) yang ditauliahkan untuk memainkan peranan penting dalam organisasi ke arah memupuk nilai-nilai dan budaya integriti dan etika.

IMPROVING CORPORATE GOVERNANCE AND INTEGRITY

SOCSO's highest management is very dedicated and committed in improving and strengthening the organisation's governance despite being categorised as a low-risk agency in terms of commission of corruption, misappropriation and abuse of power.

Nevertheless, SOCSO has made it the key agenda in ensuring that the integrity of staff and organisation is at the best level. SOCSO has appointed and placed an MACC officer to head the Integrity Division with effect from 1st March 2018. Five key functions have been given priority, namely, governance, consolidation of integrity, complaints management, compliance, detection & verification and discipline.

In addition, SOCSO has also placed a Certified Integrity Officer (CeIO) to play an important role in the organisation towards fostering the values and culture of integrity and ethics.

MELANGKAH KE HADAPAN

Memandangkan prospek ekonomi global masih belum menunjukkan tanda kestabilan menjelang tahun 2019, PERKESO dijangka akan terus berhadapan dengan cabaran untuk membuat pelaburan yang selamat tetapi menguntungkan pada tahun akan datang. Dengan persekitaran ekonomi dan iklim pelaburan yang masih tidak memberangsangkan, PERKESO perlu bekerja keras untuk terus mengekalkan momentum kemampanan dana.

Sementara itu, PERKESO akan terus menilai dan mengimbangkan semula portfolio pelaburan yang terikat kepada model Alokasi Aset Strategik yang amat penting kepada rangka kerja pengurusan risiko yang lebih luas. PERKESO akan terus mengorak langkah berani ke hadapan seiring dengan perubahan landskap keselamatan sosial semasa. Perkhidmatan awam di seluruh dunia sedang menghadapi cabaran baharu dalam bentuk permintaan dan ekspektasi yang semakin meningkat daripada pelanggan dan pihak berkepentingan. Cabaran besar menanti dengan persekitaran yang mencabar, ketidakpastian yang meningkat dalam landskap ekonomi global, arena politik dan dasar dalam ekonomi utama yang menimbulkan kebimbangan terhadap masa depan ekonomi dunia pada tahun 2019.

Bagi menghadapi cabaran ini, PERKESO akan membuat beberapa transformasi secara berterusan bagi mempertingkatkan kualiti penyampaian perkhidmatan pelanggan, mengoptimumkan tenaga sumber manusia yang berkeupayaan serta memanfaatkan kemajuan teknologi.

Program Transformasi Pembangunan Modal Insan PERKESO terus dipergiatkan untuk melahirkan modal insan yang berdaya saing, kreatif dan berintegriti. Inisiatif melestarikan budaya kreativiti dan inovasi dalam kalangan anggota adalah dengan mewujudkan persekitaran dan prasarana yang kondusif bagi merangsang cetusan idea dan inovasi.

MOVING FORWARD

In view of the global economic prospect that has yet to give indications of stability by the year 2019, SOCSO is expected to continue facing challenges in carrying out investments that are safe but profitable in the following year. With an economic environment and investment climate that is still not encouraging, SOCSO needs to work hard to maintain the momentum of fund sustainability.

Meanwhile, SOCSO will continue to evaluate and reconsider its investment portfolio that is tied to the Strategic Asset Allocation model that is very important to the more expansive risk management framework. SOCSO will continue to stride bravely forward hand in hand with the changes in the current social security landscape. Public service worldwide is facing new challenges in the form of increasing demands and expectations from customers and stakeholders. Great challenges await with such challenging environment, increasing uncertainties in the global economic landscape, political arena and policies in key economies which raise worries in the future of world economy in 2019.

In facing these challenges, SOCSO will make several continuous transformation in improving the quality of customer service delivery, optimising capable human resources as well as taking advantage of technological advancements.

The SOCSO Human Capital Development Transformation programme continues to be enhanced in order to produce human capital that is competitive, creative and with integrity. Initiative is taken to sustain the culture of creativity and innovation among the staff by establishing conducive environment and infrastructure to stimulate sparks of ideas and innovation.

PENGHARGAAN

Bagi pihak Lembaga, saya ingin merakamkan penghargaan kepada semua pemegang taruh berkepentingan kerana kepercayaan dan sokongan mereka terhadap PERKESO. Saya juga mengucapkan terima kasih kepada pencarum PERKESO kerana memberikan maklum balas dan cadangan secara jujur yang sentiasa mendapat perhatian dan pertimbangan kami dalam usaha untuk menambah baik perkhidmatan PERKESO. Ucapan terima kasih juga saya tujukan kepada semua majikan yang begitu tekun mencarum kepada PERKESO. Kami sangat menghargai hubungan kerja dengan pelbagai kementerian dan agensi kerajaan, serta berharap hubungan dan kerjasama ini dapat diteruskan demi kepentingan rakyat. PERKESO telah berjaya menempuhi suasana yang mencabar, bahkan menjadi semakin kukuh dan lebih bersedia. Justeru, saya mengucapkan terima kasih kepada seluruh warga PERKESO dan pihak pengurusan yang telah bekerja gigih serta memperlihatkan semangat yang tinggi dalam menjalankan tugas mereka untuk menegakkan nilai-nilai murni. Mereka berhak mendapat setinggi-tinggi penghargaan kerana dedikasi mereka terhadap organisasi ini.

Tidak dilupakan rakan seperjuangan saya dalam Lembaga dan Panel Pelaburan yang terus menerus memberikan panduan kepada PERKESO dengan kebijaksanaan dan ilmu pengetahuan mereka yang sangat berharga. Saya juga ingin mengambil kesempatan ini untuk mengucapkan terima kasih kepada ahli Lembaga yang telah menamatkan perkhidmatan di atas sumbangan mereka, iaitu YBhg. Tan Sri Dato' Seri Dr. Aseh Bin Haji Che Mat mantan Pengerusi Lembaga; Dr. Sirajuddin Bin Hashim, mewakili Kementerian Kesihatan; Encik Ramadass A/L Arumugam dan Encik Alan Khoo Choom Kwong, yang mewakili Majikan; Tuan Haji Mohamad Ibrahim Bin Haji Hamid dan Dato' Abdul Halim Bin Mansor, mewakili Orang Berinsurans; Encik Bati Juram, YB Dato' Normala Binti Abdul Samad dan YB Haji Mohd Iskandar Bin Jaafar, mewakili Ahli Yang Mempunyai Pengalaman Dalam Keselamatan Sosial; dan Encik Albert Tang Yew Liong yang mewakil Ahli Silih Ganti.

ACKNOWLEDGEMENT

On behalf of the Board, I would like to thank all stakeholders for their belief and support in SOCSO. I would also like to thank all SOCSO contributors for giving honest feedback and suggestions, which received our attention and consideration in the effort to improve SOCSO's service. I also thank all the employers who diligently contribute to SOCSO. We really appreciate the working relationship with the various ministries and government agencies, and hope that this relationship and cooperation will be continued in the interest of the people. SOCSO has successfully faced challenging situations and in fact, has become stronger and more prepared. Hence I would like to thank all SOCSO staff as well as its management who have dedicatedly worked and displayed high spirits in carrying out their duties to uphold noble values. They deserve the highest appreciation for their dedication towards the organisation.

I would also like to thank my colleagues in the Board and Investment Panel who continue to give guidance to SOCSO with their valuable wisdom and knowledge. I would also like to take this opportunity to thank the members of the Board who have completed service for their contributions, namely, YBhg. Tan Sri Dato' Seri Dr. Aseh Bin Haji Che Mat, the former Chairman of the Board; Dr. Sirajuddin Bin Hashim, representing the Ministry of Health; Mr. Ramadass A/L Arumugam and Mr. Alan Khoo Choom Kwong, members representing Employers; Tuan Haji Mohamad Ibrahim bin Haji Hamid and Dato' Abdul Halim bin Mansor, members representing Insured Persons; Mr. Bati Juram, YB Dato' Normala Binti Abdul Samad and YB Haji Mohd Iskandar Bin Jaafar, representing Members with Experience in Social Security; and Mr. Albert Tang Yew Liong representing Alternate Members.

Pada masa yang sama, saya ingin mengalu-alukan kehadiran Encik Tan See Pin dan Encik Wasu A/L Arumugam, yang kedua-duanya dilantik pada 1 Julai 2018 dan Encik Vembarasan A/L Varakkannu yang dilantik pada 21 Ogos 2018 mewakili Ahli Mempunyai Pengalaman Dalam Keselamatan Sosial.

Saya juga ingin mengalu-alukan kehadiran Puan Afidah Azwa binti Abdul Aziz yang dilantik pada 29 Mac 2018 sebagai ahli Jawatankuasa Panel Pelaburan baharu mewakili Kementerian Kewangan dan juga ribuan terima kasih kepada Datuk Ahmad Badri Bin Mohd Zahir yang telah menamatkan perkhidmatan pada 28 Mac 2018. Ucapan penghargaan dan terima kasih juga kepada YBhg. Tan Sri Dato' Seri Dr. Aseh Bin Haji Che Mat selaku Pengerusi dan Dato' Abdul Halim bin Mansor sebagai ahli yang telah menamatkan perkhidmatan dalam Jawatankuasa Ahli Panel Pelaburan PERKESO.

Saya yakin dengan kebijaksanaan dan kepimpinan Ahli Lembaga dan Panel Pelaburan serta komitmen semua anggota, PERKESO akan dapat mengorak langkah lebih jauh dalam usaha mencapai wawasannya untuk menjadi 'Peneraju Keselamatan Sosial yang Unggul, Dinamik dan Cemerlang'.

Akhir kata, saya bagi pihak Lembaga dan warga PERKESO seluruhnya ingin merakamkan setinggi-tinggi penghargaan kepada YB Tuan M. Kulasegaran, Menteri Sumber Manusia dan YB Dato' Hj Mahfuz Bin Hj Omar, Timbalan Menteri Sumber Manusia yang menerajui Kementerian Sumber Manusia dan PERKESO khususnya untuk terus memacu kecemerlangan demi menjadi peneraju keselamatan sosial yang dinamik dan inklusif di negara ini.

At the same time, I would like to welcome Mr. Tan See Pin and Mr. Wasu A/L Arumugam who have both been appointed on 1st July 2018, and Mr. Vembarasan A/L Varakkannu, appointed on 21st August 2018 as Members With Experience in Social Security.

I would also like to welcome Puan Afidah Azwa Binti Abdul Aziz who was appointed on 29th March 2018 as member of the Investment Panel representing the Ministry of Finance. I also thank Datuk Ahmad Badri bin Mohd Zahir who has completed his service on 28th march 2018. My appreciation and thanks also to YBhg. Tan Sri Dato' Seri Dr. Aseh Bin Haji Che Mat as Chairman and Dato' Abdul Halim bin Mason as member who has completed his service in the SOCSO Investment Panel Committee.

I am confident that with the wisdom and leadership of the Members of the Board and Investment Panel, as well as the commitment of the staff, SOCSO will be able to stride further in the effort to achieve its vision of becoming a "Leader in Social Security that is Distinguished, Dynamic and Excellent".

Finally, on behalf of the Board and staffs of SOCSO, I would like to record our highest appreciation for YB Tuan M. Kulasegaran, Minister of Human Resources and YB Dato' Hj. Mahfuz Bin Hj. Omar, Deputy Minister of Human Resources who have led the Ministry of Human Resources, and SOCSO in particular to continue to drive excellence towards becoming a dynamic and inclusive leader in social security in this country.

ZAKRI BIN MOHD KHIR

Pengerusi PERKESO
Chairman of SOCSO

AHLI LEMBAGA
BOARD MEMBERS

- **ENCIK ZAKRI BIN MOHD KHIR** — Dilantik mulai / Appointed effective from 08.10.2018
- **TAN SRI DATO' SERI DR. ASEH BIN HAJI CHE MAT** — Tamat Perkhidmatan / Completion of service on 01.10.2018

  Pengerusi
  Chairman

- **DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED**

  Ketua Eksekutif
  Chief Executive

- **ENCIK ABDULLAH SUHAIMIN BIN MD YUNUS**

  Ahli Mewakili Kementerian Kewangan
  Member Representing the Ministry of Finance

- **DATO' AMIR BIN OMAR**

  Ahli Mewakili Kementerian Sumber Manusia
  Member Representing the Ministry of Human Resources

- **DR. SIRAJUDDIN BIN HASHIM** — Tamat Perkhidmatan / Completion of service on 31.08.2018

  Ahli Mewakili Kementerian Kesihatan
  Member Representing the Ministry of Health

- **DR. MICHAEL CHIAM TOW HUI**
- **ENCIK LEONG PIT WEE**
- **ENCIK RAMADASS A/L ARUMUGAM** — Tamat Perkhidmatan / Completion of service on 15.08.2018
- **ENCIK ALAN KHOO CHOOM KWONG** — Tamat Perkhidmatan / Completion of service on 15.08.2018

  Ahli Mewakili Majikan
  Members Representing the Employers

- **DATUK AZIH BIN MUDA**
- **ENCIK AWANG ALI BIN AHMAD RAJI @ AMAT**
- **HAJI MOHAMAD IBRAHIM BIN HAJI HAMID** A.B.S — Tamat Perkhidmatan / Completion of service on 15.08.2018
- **DATO' ABDUL HALIM BIN MANSOR** — Tamat Perkhidmatan / Completion of service on 31.08.2018

  Ahli Mewakili Orang Berinsurans
  Members Representing the Insured Persons

ENCIK WILLIAM TAN SEE PIN	Dilantik / Appointed effective from 01.07.2018
ENCIK WASU A/L ARUMUGAM	Dilantik / Appointed effective from 01.07.2018
ENCIK VEMBARASAN A/L VARAKKANNU	Dilantik / Appointed effective from 01.07.2018
ENCIK BATI JURAM	Tamat Perkhidmatan / Completion of service on 01.06.2018
DATO' NORMALA BINTI ABDUL SAMAD	Tamat Perkhidmatan / Completion of service on 01.06.2018
HAJI MOHD ISKANDAR BIN JAAFAR	Tamat Perkhidmatan / Completion of service on 01.06.2018

Ahli Mempunyai Pengalaman Dalam Keselamatan Sosial
Members with Experience in Social Security

DATO' ABD. AZIZ BIN ABU BAKAR	Wakil Majikan / Employer Representative
ENCIK MOHAMED AMIN BIN AZIZ	Wakil Majikan / Employer Representative
ENCIK BENOO ONG @ ONG SE TENG	Wakil Majikan / Employer Representative
ENCIK ALBERT TANG YEW LIONG	Besara / Retire

Ahli Silih Ganti
Alternate Members

ENCIK RAHIM BIN MOHAMAD

Setiausaha Lembaga
Secretary of the Board

ENCIK ROSLY BIN ABDUL KADIR

Penolong Setiausaha Lembaga
Assistant Secretary of the Board

PROFIL AHLI LEMBAGA
BOARD MEMBERS' PROFILE

ZAKRI BIN MOHD KHIR

Pengerusi Lembaga
Chairman of the Board

Dilantik mulai / Appointed effective from 08.10.2018

Encik Zakri Bin Mohd Khir dilantik sebagai Pengerusi Lembaga Pertubuhan Keselamatan Sosial (PERKESO) berkuat kuasa mulai 8 Oktober 2018. Beliau juga telah dilantik sebagai Ahli Majlis, Majlis Amanah Rakyat (MARA) oleh Pejabat Perdana Menteri berkuatkuasa mulai 8 Oktober 2018.

Mempunyai pengalaman luas selama 29 tahun dalam industri insurans. Beliau menyertai Allianz General Insurance Company (Malaysia) Berhad pada tahun 2000 sebagai Ketua Perniagaan Perindustrian dan kemudiannya dilantik sebagai Ketua Bahagian Teknikal pada tahun 2004. Beliau telah dilantik sebagai Ketua Bahagian Operasi Allianz General Insurance Company (Malaysia) Berhad (AGIC) sebelum dilantik ke jawatan sekarang sebagai Ketua Pegawai Eksekutif AGIC pada Disember 2010. Sebelum berkhidmat dengan Kumpulan, beliau adalah Pengurus Besar di American Malaysian Insurance Berhad. Selain itu, beliau juga turut dilantik sebagai Pengarah di beberapa Syarikat Senaraian Awam seperti; AGIC dan Allianz Life Insurance Malaysia Berhad. Encik Zakri Bin Mohd Khir memperolehi sijil Insurans dari Institut Teknologi Mara pada tahun 1986 dan sebagai *Fellow Institut Insurans Malaysia* pada tahun 2016.

Mr. Zakri Bin Mohd Khir was appointed as Chairman of the Board Social Security Organization (SOCSO) with effect from 8th October 2018. He has been appointed as a council member of Majlis Amanah Rakyat (MARA) by the Prime Minister's Office with effect from 8th October 2018.

He has extensive experience over 29 years of experience in the insurance industry. He joined the Allianz General Insurance Company (Malaysia) Berhad in 2000 as the Head of Industrial Business and subsequently appointed as the Head of Technical Division in 2004. He was the Head of Operations Division of Allianz General Insurance Company (Malaysia) Berhad (AGIC) before he assumed his current position as the Chief Executive Officer of AGIC in December 2010. Prior to his employment with the Group, he was the General Manager of The American Malaysian Insurance Berhad. Directorships of Other Public Companies; AGIC and Allianz Life Insurance Malaysia Berhad. Mr. Zakri Bin Mohd Khir obtained the Certificate of Insurance from the Institut Teknologi Mara in 1986 and Fellow of the Malaysian Insurance Institute in 2016.

DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED

Ketua Eksekutif
Chief Executive

Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed adalah Ketua Eksekutif Pertubuhan Keselamatan Sosial (PERKESO), yang bertanggungjawab untuk menguruskan dana lebih RM28 bilion dan memproses lebih daripada 100,000 tuntutan baharu setahun. Merupakan doktor perubatan pertama bekerja dengan PERKESO, Dato' Sri Dr. Mohammed Azman telah memulakan pelbagai perubahan dan inovasi untuk meningkatkan komitmen PERKESO dalam keselamatan dan kesihatan pekerjaan, pengurusan hilang upaya, pencegahan dan promosi kesihatan pekerjaan. Beliau telah memperkenalkan Latihan Kesihatan Pekerjaan untuk Doktor Am, Garis Panduan Penilaian Hilang Upaya dan Penyakit Khidmat pertama di Malaysia. Program *Return To Work* merupakan cetusan idea awal beliau yang kini menjadi program kebanggaan PERKESO yang telah berjaya memulihkan keupayaan beribu pekerja hilang upaya serta dapat mengembalikan semula mereka ke alam pekerjaan. Inisiatif ini telah diiktiraf sebagai amalan terbaik global dan menerima penghargaan antarabangsa.

Dato' Sri Dr. Mohammed Azman terlibat secara langsung dalam penubuhan Pusat Rehabilitasi PERKESO di Melaka pada tahun 2014. Yakin dan percaya kepada keselamatan sosial yang dinamik, Dato' Sri Dr. Mohammed Azman telah memulakan inisiatif Program Pencegahan Kemalangan melalui perkongsian strategik dengan agensi lain dan NGO pada tahun 2010 serta mempelopori Program Saringan Kesihatan (HSP) pada tahun 2013 sebagai usaha untuk meningkatkan kesedaran dan pencegahan penyakit gaya hidup dalam kalangan pekerja Malaysia. HSP telah membolehkan ratusan ribu pekerja menjalani pemeriksaan kesihatan yang betul, di mana lebih separuh daripada mereka tidak mengetahui status kesihatan mereka sebelum menjalani program ini.

Di bawah kepimpinan beliau, PERKESO menerima pelbagai pengiktirafan di peringkat antarabangsa dan kebangsaan termasuk dari *ASEAN Social Security Association (ASSA)* dan *The International Social Security Association (ISSA)*. Dato' Sri Dr. Mohammed Azman, yang kini juga merupakan "Professor Adjung" Fakulti Pengurusan Perniagaan di Universiti Utara Malaysia serta dianugerahkan Doktor Kehormat dalam Keselamatan dan Kesihatan (Pengurusan Keselamatan dan Kesihatan Pekerjaan) dari *Cyberjaya University College of Medical Sciences*. Beliau juga pemegang Ijazah Sarjana Sains dalam Pengurusan Keselamatan dan Kesihatan Pekerjaan dari Universiti Utara Malaysia, MBA Eksekutif dari *Oxford Business College* dan MBA Bertauliah dari *Oxford Center for Leadership*.

Dato' Sri Dr. Mohammed Azman is the Chief Executive Officer of the Social Security Organisation (SOCSO), which manages a fund of over RM28 billion and processes more than 100,000 new claims a year. The first medical doctor employed by SOCSO, Dato' Sri Dr. Mohammed Azman has instituted various changes and innovations to enhance SOCSO's commitment in occupational safety and health, disability management, prevention and employee health promotion. He has introduced the Occupational Health Training for General Physicians, Disability Assessments and the first Occupational Disease Guideline in Malaysia. His brainchild, the Return To Work Programme (RTW) is now one of SOCSO's flagship programmes. Thousands of workers have been rehabilitated and returned to gainful employment under the RTW programme, which receives international accolades and recognised as the global best practice.

Dato' Sri Dr. Mohammed Azman is directly involved in the establishment of SOCSO's Rehabilitation Centre in Melaka in 2014. A strong believer in dynamic social security, Dato' Sri Dr. Mohammed Azman initiated SOCSO's Commuting Accident Prevention approach through smart partnership with other agencies and NGOs in 2010. He pioneered the SOCSO Health Screening Programme (HSP) in 2013 as an effort to enhance awareness and prevent lifestyle diseases among Malaysian workers. The HSP has enabled hundreds of thousands of workers to undergo proper health screening, where more than half of them did not know about their health status prior to this programme.

Under his leadership, SOCSO receives various international and local recognitions including from ASEAN Social Security Association and International Social Security Association. Dato' Sri Dr. Mohammed Azman, who currently an Adjunct Professor at Universiti Utara Malaysia's School of Business Management, was awarded an Honorary Doctorate in Safety and Health (Occupational Safety and Health Management) from Cyberjaya University College of Medical Sciences. He holds a Master of Science in Occupational Safety and Health Management from Universiti Utara Malaysia as well as an Executive MBA from Oxford Business College and Certified MBA from the Oxford Centre for Leadership.

ABDULLAH SUHAIMIN BIN MD YUNUS

Mewakili Kementerian Kewangan
Representing the Ministry of Finance

Encik Abdullah Suhaimin bin Md Yunus merupakan Timbalan Setiausaha Bahagian (Tadbir Urus Korporat) di Bahagian Syarikat Pelaburan Kerajaan, Kementerian Kewangan dan telah dilantik sebagai Ahli Lembaga PERKESO pada 4 November 2016. Berkelulusan Ijazah Sarjana Muda Ekonomi (Kepujian), Universiti Malaya (1983) dan Ijazah Sarjana dalam Ekonomi Pembangunan, *Williams College, Massachusetts, USA (1997)*.

Berpengalaman luas dalam sektor awam di pelbagai Jabatan dan Kementerian. Beliau mula berkhidmat sebagai Penolong Pengarah, Seksyen Ekonomi Makro (1983 - 1993) dan Ketua Penolong Setiausaha, Jawatankuasa Pelaburan Asing (2002), Unit Perancang Ekonomi, Jabatan Perdana Menteri sebelum berpindah ke Kementerian Pelajaran pada tahun 2003 sebagai Ketua Penolong Setiausaha, Bahagian Biasiswa. Pada Tahun 2006 beliau telah berpindah ke Kementerian Kewangan dan telah bertugas di pelbagai bahagian seperti Bahagian Pengurusan Korporat, Seksyen Pembangunan dan Unit Strategi Nasional. Beliau juga merupakan Ahli Lembaga Pemegang Amanah Yayasan Tun Razak.

Mr. Abdullah Suhaimin bin Md Yunus, who is the Deputy Under Secretary of the Government Investment Companies Division, Ministry of Finance was appointed to the Board of SOCSO on 4th November 2016. He holds a Bachelor of Economic (Hons) degree from University of Malaya (1983) and a master's degree in Development Economic from Williams College, Massachusetts, USA (1997).

He has extensive experience in various departments and ministries at the Public Sectors. He started his service as Assistant Director, Macro Economic Section (1983 - 1993) and served as Principal Assistant Secretary of the Foreign Investment Committee (2002), of the Economic Planning Unit, Prime Minister's Department before moving to the Ministry of Education in 2003 as the Principal Assistant Secretary, Scholarship Division. In 2006, he moved to Ministry of Finance and served in various department such as Corporate Planning Division, Project Development Section and National Strategic Unit. Mr. Abdullah Suhaimin also serves as Board of Trustee Yayasan Tun Razak.

DATO' AMIR BIN OMAR

Mewakili Kementerian Sumber Manusia
Representing the Ministry of Human Resources

Dato' Amir bin Omar merupakan Ketua Setiausaha, Kementerian Sumber Manusia dan telah dilantik sebagai Ahli Lembaga PERKESO pada 5 Julai 2017. Berkelulusan Ijazah Sarjana Muda Ekonomi dan Pentadbiran (Ekonomi Luar Bandar, Universiti Malaya (1986), Diploma Pentadbiran Awam, INTAN Kuala Lumpur (1988), Diploma Pasca Siswazah Ekonomi (1995) dan Ijazah Sarjana dalam Ekonomi (1996) di Universiti Manchester, United Kingdom.

Berpengalaman luas dalam bidang ekonomi melibatkan penduduk, tenaga buruh dan pekerjaan serta pembangunan modal insan di Malaysia. Beliau mula berkhidmat di Bahagian Perancangan Sektor, Unit Perancang Ekonomi (EPU), Jabatan Perdana Menteri (JPM) sebagai Penolong Pengarah (1988 - 2005). Kemudian sebagai Ketua Penolong Pengarah, Seksyen Sumber Manusia dan di Seksyen Pembangunan Modal Insan (PMI) (2005 - 2006), EPU JPM sebagai Timbalan Pengarah Seksyen PMI, EPU JPM (2006 - 2010), dilantik sebagai Pengarah Institut Sumber Manusia Kebangsaan, Kementerian Sumber Manusia (KSM) yang kini dikenali sebagai Institut Maklumat dan Analisis Pasaran Buruh (ILMIA) (2010 - 2014) sebelum ke EPU JPM semula sebagai Pengarah Seksyen PMI (2014 - 2017). Sebelum ini, beliau memegang jawatan Timbalan Ketua Setiausaha (Dasar dan Antarabangsa), KSM pada 15 Mei 2017.

Dato' Amir bin Omar, who is the Secretary General, Ministry of Human Resources and was appointed as a Board Member of SOCSO on 5th July 2017. He holds a Bachelor of Economics and Administration (Rural Economics, University of Malaya (1986), Diploma in Public Administration, INTAN Kuala Lumpur (1988), Post Graduate Diploma in Economics (1995) and Master's Degree in Economics (1996) at Manchester University, United Kingdom.

He has extensive experience in economics involves population, labor and employment as well as human capital development in Malaysia. He has served in the Sector Planning Division, Economic Planning Unit (EPU) and Prime Minister's Department (JPM) as Assistant Director (1988 - 2005). Then as Principal Assistant Director, Human Resources Section and Human Capital Development Section (PMI) (2005 - 2006), EPU JPM, later as Deputy Director of PMI Section, EPU JPM (2006 - 2010), he was also appointed as the Director of the National Human Resources Institute, The Ministry of Human Resources (MOHR), now known as the Labor Market Information and Analysis Institute (ILMIA) (2010 - 2014) before moving to EPU JPM as Director of the PMI Section (2014 - 2017). Previously, he holds the post of Deputy Secretary General (Policy and International Affairs), MOHR since 15th May 2017.

DR. SIRAJUDDIN BIN HASHIM

Mewakili Kementerian Kesihatan
Representing the Ministry of Health

Tamat perkhidmatan / Completion of service 31.08.2018

Dr. Sirajuddin bin Hashim merupakan Pakar Perubatan Kesihatan Pekerjaan dan Ketua Sektor Kesihatan Pekerjaan dan Alam Sekitar, Cawangan Penyakit Tidak Berjangkit, Bahagian Kawalan Penyakit. Beliau telah dilantik sebagai Ahli Lembaga PERKESO Mewakili Kementerian Kesihatan mulai 1 Ogos 2016. Beliau memiliki Ijazah Doktor Perubatan dari Universiti Kebangsaan Malaysia dan Sarjana dalam Kesihatan Awam dari Universiti Kebangsaan Malaysia. Beliau mula berkhidmat sebagai Pegawai Perubatan di Hospital Sultanah Aminah, Johor Bahru pada tahun 1989 dan telah berkhidmat di pelbagai peringkat perkhidmatan kesihatan di daerah dan negeri sebelum ditempatkan di ibu pejabat Kementerian Kesihatan.

Dr. Sirajuddin bin Hashim is the Occupational Health Physician and Head of Sector of Occupational Health and Environment, Non-Communicable Disease Branch, Disease Control Division. He was appointed to the Board of SOCSO as a Member Representing the Ministry of Health with effect from 1st August 2016. He holds a Medical Degree from the National University of Malaysia and a Master's degree in Public Health from the same university. He began service as a medical officer at the Hospital Sultanah Aminah in Johor Bahru in 1989 and has served in various positions in health services at district and state levels before being transferred to the headquarters of the Ministry of Health.

DR. MICHAEL CHIAM TOW HUI

Mewakili Majikan
Representing the Employers

Dr. Michael Chiam telah dilantik sebagai Ahli Lembaga PERKESO sejak Ogos 2003 di mana sebelum ini beliau adalah salah seorang Ahli Lembaga silih ganti. Beliau juga merupakan Ahli Panel Pelaburan PERKESO. Seorang Akauntan Bertauliah dan *Company Secretary* berdasarkan profesionnya, beliau juga merupakan Ahli Institut Akauntan Malaysia (MIA), Ahli *Malaysian Association Company Secretaries, Chartered Member Institute of Internal Auditors* dan pemegang Sarjana Pentadbiran Perniagaan dengan satu pasca siswazah berganda Diploma dalam Latihan dan Pembangunan. Dr. Chiam adalah pemegang Ijazah Doktor Falsafah dalam Perancangan Strategik dan Sumber Manusia, pengkhususan dalam Tanggungjawab Sosial.

Kini, beliau adalah Pengarah Eksekutif Paragon Corporation Sdn. Bhd. Sepanjang kariernya selama 33 tahun, beliau sentiasa berada di peringkat pengurusan kanan dan memegang pelbagai jawatan di peringkat Pengurusan, Kewangan dan Akaun, Keusahawanan, Sumber Manusia, Perancangan dan Hal Ehwal Korporat, Operasi Perkapalan serta Perolehan. Jawatan terakhir beliau adalah sebagai Pengarah Nedlloyd Malaysia dan Ketua Operasi dalam P&O Nedlloyd, iaitu sebuah syarikat Multi Nasional dalam bidang perkapalan. Beliau memulakan kariernya dalam sektor perladangan, antaranya dalam Bahagian Audit Dalaman. Ketika ini beliau adalah Presiden Komersial Persatuan Majikan Semenanjung Malaysia, Ahli Majlis MEF, Pengarah Akademi MEF dan Pengerusi Biro Sumber Manusia Persatuan IKS Malaysia.

Dr. Michael Chiam was appointed as a Board Member of SOCSO with effect from August 2003. Prior to this appointment he was an Alternate Board Member. He also sits on the Investment Panel of SOCSO. A Chartered Accountant and Company Secretary by profession, he is a member of the Malaysian Institute of Accountants (MIA) and the Malaysian Association of Company Secretaries. He is also a Chartered Member of the Institute of Internal Auditors and holds a Master of Business Administration (MBA) with a post graduate double Diploma in Training and Development. Dr. Chiam also holds a Ph.D and his primary research was in Strategic and Human Resource Management specialising in Social Responsibilities.

He is now the Executive Director of Paragon Corporation Sdn. Bhd. For the most part of his career spanning some 33 years, he has been in senior management and has held various positions in Finance & Accounts, Entrepreneurial Management, Human Resources, Planning & Corporate Affairs, and Shipping Operations and Procurement. His last position was as Director of Nedlloyd Malaysia and the Chief of Operations in P&O Nedlloyd, a multinational shipping company. He began his career in the plantation sector, among others, in the Internal Audit Division. At present, he is the President of the Commercial Employers Association of Peninsular Malaysia and a Council Member of MEF. He is also the Director of the MEF Academy and the Human Resources Bureau Chairman of SMI Association Malaysia.

LEONG PIT WEE

Mewakili Majikan
Representing the Employers

Encik Leong Pit Wee telah dilantik sebagai Ahli Lembaga PERKESO Mewakili Majikan berkuatkuasa mulai 21 Ogos 2017. Beliau mempunyai pengalaman luas dalam sektor korporat. Beliau juga aktif dan mengetuai pelbagai organisasi, antara lain, sebagai Pengarah Eksekutif Pwe Serian (Shell Kiosk) Sdn Bhd sejak tahun 2011, Pengarah Eksekutif Weejadi Investment Holding Sdn Bhd sejak 2010, Pengarah Eksekutif Taipan Partners Holding Sdn Bhd sejak 2004, Pengarah Eksekutif C.K.K. Property Enterprise Sdn Bhd dan C.K.K. Mortgage & Loan Sdn Bhd sejak tahun 1992.

Beliau mempunyai pengalaman luas dalam semua bidang berkaitan perakaunan, korporat dan organisasi. Beliau kini merupakan ahli Institut Setiausaha dan Pentadbiran Berkanun Malaysia (MAICSA), ahli FPAM, ahli Persatuan SME Sarawak, Institut Setiausaha Syarikat Bertauliah (IACS), Persatuan Syarikat Pembelian Sewa Malaysia (AHPCM) dan Persatuan Pemaju Perumahan dan Hartanah Sarawak (Sheda). Beliau memegang Ijazah Sarjana Pentadbiran Perniagaan (MBA) (1999) dan Diploma Lepasan Ijazah Pentadbiran (1996) dari Sekolah Perniagaan Edinburgh, Universiti Heriot-Walt United Kingdom serta Sarjana Muda Pentadbiran Perniagaan (1993) dan Sijil Lanjutan Pentadbiran Perniagaan (1995) dari Institut B.A. Dublin.

Mr. Leong Pit Wee was appointed to the Board of SOCSO as a Member Representing Employer with effect from 21st August 2017. He has extensive experience in corporate sector. He is also active and heads various organisations, among others, as the Executive Director of the Pwe Serian (Shell Kiosk) Sdn Bhd since 2011, Executive Director of the Weejadi Investment Holding Sdn Bhd since 2010, Executive Director of the Taipan Partners Holding Sdn Bhd since 2004, Executive Director of the C.K.K Property Enterprise Sdn Bhd and C.K.K. Mortgage & Loan Sdn Bhd since 1992.

He has vast experience in all related fields including accounting, corporate, and organisations. He is currently a member of the Malaysia Institute of Chartered Secretaries and Administrators (MAICSA), a member of FPAM, a member of SME Association Sarawak, Institute of Approved Company Secretaries (IACS), Association of Hire Purchase Companies Malaysia (AHPCM) and Sarawak Housing and Real Estate Developers' Association (Sheda). He holds a Master of Business Administration (MBA) (1999) and Postgraduate Diploma Business Administration (1996) from the Edinburgh Business School, Heriot-Walt University, United Kingdom as well Bachelor in Business Administration (1993) and Postgraduate Certificate of Business Administration (1995) from Institute of B.A. Dublin.

RAMADASS A/L ARUMUGAM

Mewakili Majikan
Representing the Employers

Tamat perkhidmatan / Completion of service 15.08.2018

Selepas menamatkan pengajian dari Universiti Malaya dengan Ijazah B.Ec, Encik Ramadass mula berkhidmat di Kementerian Sumber Manusia sebagai Pegawai Perhubungan Industri dari tahun 1972 - 1976. Pada tahun 1977, beliau menyertai Persatuan Pengeluar-Pengeluar Pertanian Tanah Melayu (MAPA) sebagai Pegawai Perhubungan Industri dan berkhidmat dengan Persatuan sehingga tahun 1990 di mana beliau mewakili majikan perladangan di Mahkamah Perusahaan dari tahun 1980 dan juga pernah dilantik sebagai Ahli Panel Mahkamah Perusahaan. Setelah memperolehi ijazah LLB (London) pada tahun 1986 dan CLP (Mal) pada tahun 1987, beliau telah memulakan amalan guaman di bawah nama Tetuan Ramadass & Associates pada tahun 1991, khusus dalam Undang-undang Perindustrian.

Pada masa ini, beliau terlibat mewakili majikan dalam hal-hal yang berkaitan dengan kes-kes pembuangan kerja, pertikaian perdagangan, isu pengiktirafan kesatuan dan pertikaian perundingan kolektif, yang berkaitan dengan terma-terma dan syarat-syarat pekerjaan termasuk penentuan gaji secara industri dan asas penubuhannya. Selain terlibat dalam Mahkamah, beliau juga telah menjalankan beberapa program latihan dalaman dalam undang-undang perindustrian serta telah menjadi penceramah di pelbagai forum kebangsaan dan antarabangsa mengenai perhubungan perusahaan dan pengurusan sumber manusia dan khususnya dalam subjek berikut:

- Perjanjian Kolektif dan Perundingan Kolektif
- *Performance Linked Wage System*
- Fleksibiliti Pengurusan Perniagaan di Malaysia – Kekangan Perundangan
- Pembaharuan Undang-Undang Buruh dan Pembangunan Modal Insan di Malaysia
- Amalan Kesaksamaan dan Keadilan Majikan (*Equity & Good Conscience - The Employers' Enigma*)
- Pekerjaan & Perlindungan Pekerja Asing
- Perjanjian Kolektif dan Perundingan Kolektif – Prinsip Penetapan Gaji

Beliau merupakan Timbalan Ahli Badan Pentadbir Pertubuhan Buruh Antarabangsa mewakili Majikan Malaysia bagi tempoh 2008 hingga 2011. Beliau juga memegang jawatan Naib Presiden Persekutuan Majikan-Majikan Malaysia (MEF); Ahli Lembaga PERKESO; Ahli Majlis Penasihat Buruh Kebangsaan; Ahli Jawatankuasa Teknikal Kementerian Sumber Manusia dalam pengemaskinian Undang-Undang Perburuhan di samping mewakili Persekutuan Majikan Malaysia dalam Jawatankuasa Perundingan Mahkamah Perindustrian.

Mr. A. Ramadass, after graduating from University of Malaya with a Bachelor of Economics Degree, first served in the Ministry of Human Resources as an Industrial Relations Officer from 1972 - 1976. In 1977 he joined the Malayan Agricultural Producers Association (MAPA) as an Industrial Relation Officer and served the Association until 1990 during which time he represented plantation employers in the Industrial Court. He was also appointed as a Panel Member of the Industrial Court. Having obtained his LL.B (London) in 1986 and CLP (Mal) in 1987, he commenced legal practice and subsequently opened his own practice under the name and style of Messrs Ramadass & Associates in 1991, specialising in Industrial Law.

Currently he is involved in representing employers in matters related to dismissal cases, trade disputes, union recognitions issues and collective bargaining disputes, which relate to terms and conditions of employment including wage determination on industry basis as well as establishment basis. Besides appearing in courts, he has also conducted several in-house traning programmes on industrial law and has been invited to speak at various national and international forums on industrial relations and human resource management and in particular the following subjects:

- Collective Agreement and Collective Bargaining
- Performance Linked Wage System
- Flexibility in Managing Business in Malaysia – The Legislative Constraints
- Labour Law Reforms and Human Capital Development in Malaysia
- Equity & Good Conscience – The Employers' Enigma
- The Employment & Protection of Foreign Workers
- Collective Agreement and Collective Bargaining – Wage Determination Principles

He was a Deputy Member of the Governing Body of the International Labour Organisation representing Malaysian Employers for the period 2008 to 2011. He also holds the position of Vice President of the Malaysian Employers' Federation (MEF); Board of SOCSO member; Member of the National Labour Advisory Council; Member of the Ministry of Human Resources Technical Committee for the Updating of Labour Legislation. He has also represented the Malaysian Employers' Federation in the Industrial Court Negotiations Committee.

ALAN KHOO CHOOM KWONG

Mewakili Majikan
Representing the Employers

Tamat perkhidmatan / Completion of service 15.08.2018

Encik Alan Khoo Choom Kwong berpengalaman dalam bidang pengurusan sumber manusia. Beliau telah dilantik sebagai Ahli Lembaga PERKESO Mewakili Majikan bermula pada 1 April 2002. Berkelulusan Ijazah Sarjana Pentadbiran Perniagaan daripada Charles Sturt University, Australia dan Ijazah Sarjana Muda Sastera (Ekonomi), University of Windsor, Canada. Pada masa ini, beliau merupakan Pengerusi Persatuan Perundingan Majikan-Majikan Sabah (SECA) dan Ahli Majlis Persatuan Majikan-Majikan Malaysia (MEF). Beliau juga telah dilantik sebagai Ahli Lembaga Majlis Perundingan Gaji Negara (MPGN) dan Ahli Lembaga Majlis Penasihat Buruh Kebangsaan (NLAC) di bawah Kementerian Sumber Manusia, Malaysia.

Mr. Alan Khoo Choom Kwong is experienced in human resource management. He was appointed to the Board of SOCSO as a Member Representing Employers effective 1st April 2002. He holds a Master's degree in Business Administration from Charles Sturt University, Australia and a Bachelor of Arts (Economics) from the University of Windsor, Canada. At present, Encik Alan Khoo serves as Chairman of Sabah Employers' Consultative Association (SECA) as well as the Vice President of the Malaysian Employers' Federation (MEF). He was also appointed to the Boards of National Wages Consultative Council (NWCC) and the National Labour Advisory Council (NLAC) under the Ministry of Human Resources, Malaysia.

DATUK AZIH BIN MUDA

Mewakili Orang Berinsurans
Representating the Insured Persons

Datuk Azih bin Muda telah dilantik sebagai Ahli Lembaga PERKESO mewakili Orang Berinsurans mulai 28 Ogos 2015. Berpengalaman luas dalam perkhidmatan awam khususnya Pengurusan Kerajaan Tempatan, Majlis Bandaraya Kuala Terengganu sejak tahun 1978. Beliau turut aktif dan memimpin pelbagai pertubuhan, Pengerusi Lembaga Koperasi dan memimpin Kesatuan Kebangsaan Pekerja-Pekerja Pihak Berkuasa Tempatan Semenanjung Malaysia (ANULAE). Menganggotai Ahli Majlis Negara bagi Keselamatan dan Kesihatan Pekerjaan serta Ahli Penasihat Buruh Kebangsaan (NLAC). Pada masa ini, beliau menyandang jawatan Presiden Kesatuan Pekerja-Pekerja di dalam Perkhidmatan Awam (CUEPACS), Presiden ANULE, Pengerusi Koperasi Pekerja-Pekerja Pihak Berkuasa Tempatan Malaysia Berhad (KOSPETA) dan Pengerusi Koperasi Kakitangan Majlis Bandaraya Kuala Terengganu. Beliau juga adalah Ahli Lembaga Pengarah Kumpulan Wang Amanah Persaraan (KWAP) dan Naib Pengerusi Majlis Bersama Kebangsaan (MBK) bagi Pekerja-Pekerja Am dalam Kumpulan Sokongan.

Datuk Azih bin Muda was appointed to the Board of SOCSO as a Member Representing Insured Persons with effect from 28th August 2015. He has extensive experience in public service, specifically in Local Authority Management, serving the Kuala Terengganu City Council since 1978. He is also active and heads various organisations, among others, as the Chairman of the Board of Co-operative as well as head of the Amalgamated National Union of Local Authorities Employees Malaysia (ANULAE). He is also a member of the National Council on Occupational Safety and Health and a member of the National Labour Advisory Council (NLAC). At present, he holds the post of President of the Congress of Union of Employees in the Public and Civil Services Malaysia (CUEPACS), President of ANULAE, Chairman of the Koperasi Pekerja-Pekerja Pihak Berkuasa Tempatan Malaysia Berhad (KOSPETA) and Chairman of the Koperasi Kakitangan Majlis Bandaraya Kuala Terengganu. He also serves on the Board of Directors of the Kumpulan Wang Amanah Persaraan (Retirement Fund Incorporated) (KWAP) and as the Vice Chairman of the National Joint Council on General Workers in the Support Group.

AWANG ALI BIN AHMAD RAJI @ AMAT

Mewakili Orang Berinsurans
Representating the Insured Persons

Encik Awang Ali bin Ahmad Raji @ Amat dilantik sebagai Ahli Lembaga PERKESO Mewakili Orang Berinsurans mulai 1 Ogos 2013. Beliau pernah berkhidmat di Bahagian Operasi, Lembaga Pelabuhan-Pelabuhan Sabah dari 1 Mac 1983 hingga 31 Ogos 2004. Mula menyertai Syarikat Sabah Ports Sdn Bhd sebagai Penyelia Operasi setelah Lembaga Pelabuhan-Pelabuhan Sabah diswastakan sepenuhnya pada 1 September 2004. Berpengalaman luas dalam berkesatuan sejak berkhidmat dengan Kerajaan dan terlibat secara langsung dalam penubuhan Kesatuan Pekerja-Pekerja Sabah Ports Sdn Bhd (KPPSPSB) pada 31 Mac 2006. Dipilih sebagai Penolong Setiausaha KPPSPSB pada masa itu dan kemudiannya sebagai Timbalan Presiden dan menjadi Presiden pada 1 November 2011 setelah menang tanpa bertanding.

Beliau menjadi Pengerusi Kongres Kesatuan Sekerja Malaysia (MTUC) Sabah selepas menang dalam pemilihan pada tahun 2010 dan menang semula tanpa bertanding pada pemilihan sesi 2013 - 2016. Selain dari itu beliau juga telah dilantik oleh Kementerian Sumber Manusia Malaysia sebagai Ahli Majlis Penasihat Buruh Kebangsaan (NLAC) mewakili Sabah, Ahli Jemaah Rayuan Keselamatan Sosial (JRKS) Sabah mewakili pekerja, Ahli Panel Mahkamah Perusahaan Sabah serta Ahli Jawatankuasa Penilaian Permohonan Penundaan Perlaksanaan Perintah Gaji Minimum 2012.

Mr. Awang Ali bin Ahmad Raji @ Amat was appointed to the Board of SOCSO as a Representative of Insured Persons from 1st August 2013. He served in the Operations Division of the Sabah Ports Authority between 1st March 1983 and 31st August 2004. He first joined the Sabah Ports Company Sdn Bhd as the Supervisor of Operations after the Sabah Ports Authority was privatised fully on 1st September 2004. He has had extensive experience in unions since joining the Government service and was involved directly in the establishment of the Union of Employees of Sabah Ports Sdn Bhd (SPSBEU) on 31st March 2006. At that time, he was selected to be the Assistant Secretary, then as Deputy President, and the President of SPSBEU on 1st November 2011 after winning uncontested in the elections.

He first became the Chairman of MTUC (Sabah) after winning uncontested in 2010 elections, and he retained his position after winning uncontested for the 2013 - 2016 elections. In addition, he has also been appointed by the Ministry of Human Resources Malaysia as a Member of the National Labour Advisory Council (NLAC) representing Sabah, as well as a Member of the Social Security Appellate Board (SSAB) of Sabah, a Member of the Industrial Court of Sabah and a Member of the Committee on Assessment of Application for Deferment of the Minimum Wages Order 2012.

HAJI MOHAMAD IBRAHIM BIN HAJI HAMID A.B.S.

Mewakili Orang Berinsurans
Representating the Insured Persons

Tamat perkhidmatan / Completion of service 15.08.2018

Haji Mohamad Ibrahim bin Haji Hamid, A.B.S., telah dilantik sebagai Ahli Lembaga PERKESO Mewakili Orang Berinsurans bermula pada 1 Ogos 2003. Pada masa ini beliau berkhidmat dengan Telekom Malaysia Sarawak. Beliau juga merupakan Pengerusi Kongres Kesatuan Sekerja Malaysia (MTUC) Sarawak, Presiden Kesatuan Pekerja Telekom Sarawak (UTES), Ahli Lembaga Koperkasa Sarawak Berhad (Koperkasa), Naib Presiden Rangkaian Kesatuan Antarabangsa Majlis Perhubungan Malaysia (UNI-MLC), Ahli Majlis Penasihat Buruh Kebangsaan (NLAC) dan Ahli Panel Mahkamah Perusahaan Sarawak. Beliau juga adalah Ahli Majlis *Asean Services Employees Trade Union Council* (ASETUC) Sektor Malaysia.

Haji Mohamad Ibrahim bin Haji Hamid, A.B.S., was appointed to the Board of SOCSO Representing Insured Persons on 1st August 2003. He is currently serving with Telekom Malaysia Sarawak. He is the Chairman of the Malaysian Trades Union Congress (MTUC) Sarawak, as well as the President of Telecommunications Workers Union Sarawak (UTES), Board Member of Koperkasa Sarawak Berhad (Koperkasa), Vice President of Union Network International - Malaysian Liaison Council (UNI-MLC), National Labour Advisory Council (NLAC) Member and Sarawak Industrial Court Panel Member. He is also a Council Member of the Asean Services Employees Trade Union Council (ASETUC) Malaysia Sector.

DATO' ABDUL HALIM BIN MANSOR

Mewakili Orang Berinsurans
Representing the Insured Persons

Tamat perkhidmatan / Completion of service 31.08.2018

Dato' Abdul Halim bin Mansor telah dilantik sebagai Ahli Lembaga PERKESO Mewakili Orang Berinsurans bermula pada tahun 21 Ogos 2017. Beliau adalah seorang yang berpengalaman luas dalam kesatuan sekerja dan terlibat dengan banyak kajian profesional di peringkat antarabangsa. Beliau merupakan Setiausaha Agung Kesatuan Kebangsaan Pekerja-Pekerja Perusahaan Petroleum dan Kimia (NUPCIW) sejak 1986. Beliau juga adalah Setiausaha Agung Kongres Kesatuan Sekerja Malaysia (MTUC) sehingga Disember 2013 serta dilantik sebagai Ahli Majlis Penasihat Buruh Kebangsaan (NLAC) dan Panel Mahkamah Perusahaan. Pada masa ini beliau berkhidmat dengan Nylex (Malaysia) Sdn. Bhd. dan merupakan Presiden Kongres Kesatuan Sekerja Malaysia (MTUC) (2017 - 2019)

Dato' Abdul Halim bin Mansor was appointed to the Board of SOCSO as a Member Representing Insured Persons with effect from 21st August 2017. He has extensive experience with trade unions and has been involved in many international professional studies. He has been the Secretary General of the National Union of Petroleum and Chemical Industry Workers (NUPCIW) since 1986. He was the Secretary General of the Malaysian Trade Union Congress (MTUC) up until December 2013 as was appointed as a member of the National Labour Advisory Council (NLAC) as well as the Industrial Court Panel. He is currently serving as the President of the Malaysian Trade Union Congress (MTUC) (2017 - 2019).

WILLIAM TAN SEE PIN

Ahli Mempunyai Pengalaman Dalam Keselamatan Sosial
Member with Experience in Social Security

Dilantik / Appointed effective from 01.07.2018

Encik William Tan See Pin telah dilantik sebagai Ahli Lembaga PERKESO mulai 1 Julai 2018 sebagai ahli yang berpengalaman dalam keselamatan sosial. Beliau mempunyai pengalaman yang luas dan bernilai dalam keselamatan sosial, khususnya dalam bidang insurans. Dalam dunia perniagaan, Encik Willian Tan merupakan seorang individu yang cekap dalam bidang pengurusan, pakar runding dan konsultasi. Beliau pernah menjadi seorang agen insurans untuk Great Eastern Life selama 15 tahun. Dalam tempoh tersebut, beliau telah mencapai pangkat Pengurus Bahagian Jualan Insurans dan juga Setiausaha Agong Persatuan Agen Insurans. Beliau juga pernah dilantik sebagai penasihat dan perunding untuk syarikat Hai-O Marketing Sdn Bhd (1997 - 2005), Hurley Marketing Sdn Bhd (2006 - 2010) dan Lagenda Realty Sdn Bhd (1997 - 2007).

Encik William Tan juga aktif dalam kerja NGO. Beliau merupakan Pengarah Antarabangsa untuk Lions Club of Kuala Lumpur Pudu dari tahun 2002 - 2005. Sebagai seorang penganut agama Buddha yang taat, beliau juga merupakan Pengerusi *Wat Mekprasit Buddhist Temple* selama 32 tahun, sejak tahun 1986.

Mr. William Tan See Pin was appointed to the Board of SOCSO as a member with Experience in Social Security with effect from 1st July 2018 He has vast and valuable experience and knowledge in social security, insurance policies, consultancy, and management. Mr. William Tan See Pin was an insurance agent with Great Eastern Life for 15 years, from 1982 until 1997. During his 15 years tenure, he achieved the position of Divison Sale Manager & Secretary General Agent Association (GLE). Apart from that, he was also appointed as a consultant for Hai-O Marketing Sdn Bhd (1997 - 2005), Hurley Marketing Sdn Bhd (2006 - 2010), as well as a company advisor to Lagenda Realty Sdn Bhd (1997 - 2007).

Mr William Tan See Pin is also active in NGO works. He was the International Director of Lions Club of Kuala Lumpur Pudu from 2002 - 2005. As a devout Buddhist, Mr. William has been the Chairman of Wat Mekprasit Buddhist Temple, since 1986, a position he has held for 32 years.

WASU A/L ARUMUGAM

Ahli Mempunyai Pengalaman Dalam Keselamatan Sosial
Member with Experience in Social Security

Dilantik / Appointed effective from 01.07.2018

Encik Wasu A/L Arumugam telah dilantik sebagai Ahli Lembaga PERKESO mulai 1 Julai 2018 mewakili Orang Yang Berpengalaman dalam Keselamatan Sosial. Beliau ialah seorang *Chartered Investment Financial Planner* (ChIFP) - 2018, *Malaysian Takaful Association* 2010 (TBE), *The Malaysian Insurance Institute* - 1992 (PCE & CEILI) dan *Boilerman Certificate – First Grade* (Injin Setim Dan Dandang Setim) - 1984.

Mempunyai pengalaman luas dalam sektor korporat kini beliau sebagai Pengurus (Zurich Insurance Malaysia Bhd) sejak tahun 2004, Pengurus Unit di Great Eastern Malaysia Bhd (1995 - 2004), Agency Inspector di Great Eastern Malaysia Bhd (1994 - 1995) dan Pernah berkhidmat sebagai Boilerman di Jasa Megah Industries Sdn Bhd (1980 - 1994).

Beliau pernah menyandang jawatan sebagai Pegawai Khas Ahli Parlimen Ipoh Barat (2013 - 2018), ahli kepada *Hash House Harriers* sejak 1995 hingga sekarang, Beliau juga aktif dalam aktiviti persatuan dan kebajikan serta mengetuai beberapa Badan Bukan Kerajaan (NGO) antara lain, Duta Keamanan "Visi Baharu Kepimpinan" (2008), Ahli Majlis Pihak Berkuasa Tempatan Negeri Perak (2008), AJK Induk Kem Motivasi UPSR (2010 / 2011), Ahli Jawatankuasa Persatuan Ibu Bapa & Guru (2010), Persatuan Bulan Sabit Merah Malaysia (1992) dan Jabatan Perkhidmatan & Bomba Malaysia - Kursus Asas.

Mr. Wasu A/L Arumugam was appointed to the Board of SOCSO as a Member with Experience in Social Security with effect from 1st July 2018. He is a Chartered Investment Financial Planner (ChIFP) - 2018 and is a member of the Malaysian Takaful Association 2010 (TBE), the Malaysian Insurance Institute 1992 (PCE & CEILI). He holds a Boilerman Certificate - First Grade (Steam Engine and Steam Boiler) - 1984.

Having extensive experience in the corporate sector, he has been a Group Agency Manager (Surich Insurance Malaysia Bhd) since 2004. He was a Unit Manager at Great Eastern Malaysia Bhd (1995 - 2004), an Agency Inspector Great Eastern Malaysia Bhd (1994 - 1995), and has also served as a Boilerman at Jasa Megah Industries Sdn Bhd (1980 - 1994).

He has served as Special Officer to the Ipoh Barat Member of Parliament (2013 - 2018). He has been a member of the Hash House Harriers since 1995 until now. He is also active in several associations and voluntary activities where he heads several Non-Governmental Organisations (NGOs) including Ambassador for Peace "A New Vision of Leadership" (2008), Perak State Local Authority Council Member (2008), UPSR Motivation Master's Committee (2010 / 2011), Parents & Teachers' Association Committee (2010), Malaysian Red Crescent Society (1992) and Malaysian Department of Fire & Service - Basic Course.

VEMBARASAN A/L VAIRAKKANNU

Ahli Mempunyai Pengalaman Dalam Keselamatan Sosial
Member with Experience in Social Security

Dilantik / Appointed effective from 21.08.2018

Encik Vembarasan Virakkannu dilahirkan pada tahun 1956 dan menamatkan pengajian di SK Simpang Lima dan LaSalle Klang. Beliau adalah Juruukur Kargo yang berkelayakan untuk Minyak Sawit / Produk Sawit, peperiksaan yang dijalankan oleh Lembaga Minyak Sawit Malaysia. Lembaga ini adalah agensi di bawah Kementerian Perusahaan Perladangan dan Komoditi, Malaysia. Beliau memiliki persijilan perakaunan *(Intermediate)* dari Dewan Perdagangan London dan juga dari Dewan Perniagaan Malaysia. Pada tahun 2007 telah membuat pengajian Undang-undang di Universiti Islam Antarabangsa.

Encik Vembarasan Virakkannu sangat aktif dalam Badan Bukan Kerajaan antaranya sebagai Ahli Aliran, Badan Hak Asasi Manusia dan pernah menjadi Lembaga Pemegang Amanah, Lembaga Amanah. Beliau adalah Setiausaha Persatuan India Pantai (CIA), Klang yang ditubuhkan pada tahun 1924. Beliau juga adalah bekas Bendahari Persatuan Pelanggan Bank, Malaysia. Pernah berkhidmat sebagai Ahli Lembaga Sekolah Tamil di Klang / Kapar selama tujuh (7) tahun dan sebagai Ahli Majlis Perbandaran Shah Alam, Selangor selama dua penggal.

Mr. Vembarasan Virakkannu was born in the year 1956 and received his education in SK Simpang Lima and LaSalle Klang. He is a qualified Cargo Surveyor for Palm Oil/Palm Products, having passed the examination conducted by Malaysian Palm Oil Board, an agency under Ministry of Plantations Industries and Commodities, Malaysia. He received his Accounting Certificate (Intermediate) from the London Chamber of Commerce and also from Malaysian Chamber of Commerce and in 2007 undertook part-time Law studies at the International Islamic university.

Mr. Vembarasan Virakkannu is very active in Non-Governmental Organisations. He is a member of Aliran, a human rights organisation and formerly sat on the Board of Trustees. He is the Secretary of Coastal Indian Association (CIA), Klang which was formed in 1924. He was the former Treasurer of Bank Customers Association, Malaysia. He served as a Member of the Tamil Schools Board in Klang / Kapar for seven (7) years as well as serving two terms as a city Councilor of Majlis Perbandaran Shah Alam, Selangor.

AHLI PANEL PELABURAN
INVESTMENT PANEL MEMBERS

ZAKRI BIN MOHD KHIR
Pengerusi Lembaga
Chairman of the Board

Dilantik mulai / Appointed effective from 08.10.2018

DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED
Ketua Eksekutif
Chief Executive

AFIDAH AZWA BINTI ABDUL AZIZ
Mewakili Kementerian Kewangan
Representing Ministry of Finance

DR. MICHAEL CHIAM TOW HUI
Mewakili Majikan
Representing Employers

AHLI PANEL PELABURAN
INVESTMENT PANEL MEMBERS

LEONG PIT WEE
Wakil Orang Berpengalaman dalam Perniagaan dan Kewangan
Representative of Persons Experiencing in Business and Finance

DATUK IDRIS BIN ABDULLAH
Wakil Orang Berpengalaman dalam Perniagaan dan Kewangan
Representative of Persons Experiencing in Business and Finance

DATO' ABDUL HALIM BIN MANSOR
Mewakili Orang Berinsurans
Representing Insured Persons

Tamat perkhidmatan / Completion of service 31.08.2018

TAN SRI AHMAD BADRI BIN MOHD ZAHIR
Ahli Mewakili Kementerian Kewangan
Member Representing Ministry of Finance

Tamat perkhidmatan / Completion of service 28.03.2018

AHLI JAWATANKUASA LEMBAGA DAN PANEL PELABURAN
BOARD COMMITTEE AND INVESTMENT PANEL MEMBERS

PANEL PELABURAN 2018
INVESTMENT PANEL 2018

1. ENCIK ZAKRI BIN MOHD KHIR
2. TAN SRI DATO' SERI DR. ASEH BIN HAJI CHE MAT
3. DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED
4. PUAN AFIDAH AZWA BINTI ABDUL AZIZ
5. DR. MICHAEL CHIAM TOW HUI
6. ENCIK LEONG PIT WEE
7. DATUK IDRIS BIN ABDULLAH
8. DATO' ABDUL HALIM BIN MANSOR
9. TAN SRI AHMAD BADRI BIN MOHD ZAHIR

Nota / Note:

Encik Zakri bin Mohd Khir	Dilantik mulai / Appointed effective from 08.10.2018
Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	Tamat perkhidmatan / Completion of service 01.10.2018
Puan Afidah Azwa binti Abdul Aziz	Dilantik mulai / Appointed effective from 29.03.2018
Tan Sri Ahmad Badri bin Mohd Zahir	Tamat perkhidmatan / Completion of service 28.03.2018
Dato' Abdul Halim bin Mansor	Tamat perkhidmatan / Completion of service 31.08.2018

JAWATANKUASA AUDIT LEMBAGA 2018
BOARD AUDIT COMMITTEE 2018

1. DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED
2. ENCIK BATI JURAM
3. HAJI MOHAMAD IBRAHIM BIN HAJI HAMID A.B.S.
4. ENCIK RAMADASS A/L ARUMUGAM
5. DATUK AZIH BIN MUDA

Nota / Note:

Haji Mohamad Ibrahim bin Haji Hamid A.B.S.	Tamat perkhidmatan / Completion of service 15.08.2018
Encik Bati Juram	Tamat perkhidmatan / Completion of service 01.06.2018
Encik Ramadass A/L Arumugam	Tamat perkhidmatan / Completion of service 15.08.2018

JAWATANKUASA KEWANGAN 2018
FINANCE COMMITTEE 2018

1. TAN SRI DATO' SERI DR. ASEH BIN HAJI CHE MAT
2. DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED
3. ENCIK ABDULLAH SUHAIMIN BIN MD YUNUS
4. DATO' AMIR BIN OMAR
5. ENCIK RAMADASS A/L ARUMUGAM
6. ENCIK AWANG ALI BIN AHMAD RAJI @ AMAT

Nota / Note:

Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	Tamat perkhidmatan / Completion of service 01.10.2018
Encik Ramadass A/L Arumugam	Tamat perkhidmatan / Completion of service 15.08.2018

JAWATANKUASA PERJAWATAN 2018
PERSONNEL COMMITTEE 2018

1. TAN SRI DATO' SERI DR. ASEH BIN HAJI CHE MAT
2. DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED
3. DATO' AMIR BIN OMAR
4. ENCIK ROSLI BIN BIDIN
5. ENCIK ALAN KHOO CHOOM KWONG
6. DATO' ABDUL HALIM BIN MANSOR
7. DATO' HAJAH NORMALA BINTI ABDUL SAMAD
8. ENCIK WILLIAM TAN SEE PIN

Nota / Note:

Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	Tamat perkhidmatan / Completion of service 01.10.2018
Encik Alan Khoo Choom Kwong	Tamat perkhidmatan / Completion of service 15.08.2018
Dato' Abdul Halim bin Mansor	Tamat perkhidmatan / Completion of service 31.08.2018
Dato' Hajah Normala binti Abdul Samad	Tamat perkhidmatan / Completion of service 01.06.2018
Encik William Tan See Pin	Dilantik mulai / Appointed effective from 01.07.2018

JAWATANKUASA TATATERTIB 2018
INTEGRITY / DISCIPLINE COMMITTEE 2018

1. DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED
2. DR. SIRAJUDDIN BIN HASHIM
3. ENCIK RAMADASS A/L ARUMUGAM

Nota / Note:

Dr. Sirajuddin bin Hashim	Tamat perkhidmatan / Completion of service 01.12.2018
Encik Ramadass A/L Arumugam	Tamat perkhidmatan / Completion of service 15.08.2018

JAWATANKUASA PEROLEHAN 2018
PROCUREMENT COMMITTEE 2018

1. DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED
2. DR. SIRAJUDDIN BIN HASHIM
3. DATO' AMIR BIN OMAR
4. DR. MICHAEL CHIAM TOW HUI
5. DATUK AZIH BIN MUDA
6. ENCIK ABDULLAH SUHAIMIN BIN MD YUNUS

Nota / Note:

Dr. Sirajuddin bin Hashim	Tamat perkhidmatan / Completion of service 01.12.2018

AHLI JAWATANKUASA LEMBAGA
BOARD COMMITTEE MEMBERS

JAWATANKUASA PUSAT REHABILITASI 2018
REHABILITATION CENTRE COMMITTEE 2018

1. TAN SRI DATO' SERI DR. ASEH BIN HAJI CHE MAT
2. DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED
3. DR. SIRAJUDDIN BIN HASHIM
4 DR. MICHAEL CHIAM TOW HUI
5. DATO' DR. VASAN SINNADURAI

Nota / Note:

Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	Tamat perkhidmatan / Completion of service 01.10.2018
Dr. Sirajuddin bin Hashim	Tamat perkhidmatan / Completion of service 01.12.2018

JAWATANKUASA PENGURUSAN PRESTASI 2018
PERFORMANCE MANAGEMENT COMMITTEE 2018

1. DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED
2. ENCIK RAMADASS A/L ARUMUGAM
3. HAJI MOHAMAD IBRAHIM BIN HAJI HAMID A.B.S.
4. PROFESSOR DATO' DR. SUDIN BIN HARON
5. HAJI ISKANDAR BIN JAAFAR

Nota / Note:

Encik Ramadass a/l Arumugam	Tamat perkhidmatan / Completion of service 15.08.2018
Haji Mohamad Ibrahim bin Haji Hamid A.B.S.	Tamat perkhidmatan / Completion of service 15.08.2018
Haji Mohd Iskandar bin Jaafar	Tamat perkhidmatan / Completion of service 01.06.2018

JAWATANKUASA SKIM PEKERJAAN SENDIRI 2018
SELF EMPLOYMENT SCHEME COMMITTEE 2018

1. TAN SRI DATO' SERI DR. ASEH BIN HAJI CHE MAT
2. DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED
3. DATO HAJI ASLAH BIN ABDULLAH
4. DATO' AMIR BIN OMAR
5. ENCIK HAZIM BIN JAMALUDDIN
6. ENCIK WONG WAI KHUEN
7. ENCIK MD. HASBULLAH BIN MOHAMAD

Nota / Note:

Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	Tamat perkhidmatan / Completion of service 01.10.2018

JAWATANKUASA SISTEM INSURANS PEKERJAAN 2018
EMPLOYMENT INSURANCE SYSTEM COMMITTEE 2018

1. TAN SRI DATO' SERI DR. ASEH BIN HAJI CHE MAT
2. DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED
3. PUAN BETTY BINTI HASAN
4. DR. NIRWAN BIN NOH
5. DR. MAZIAH BINTI CHE YUSOFF
6. DATO' MOHD JEFFREY BIN JOAKIM
7. ENCIK KAMAL BIN PARDI
8. ENCIK JACK MEREDU KO
9. ENCIK AWANG RADUAN BIN AWANG PARDI
10. ENCIK KHALID BIN JALI
11. ENCIK NIDZAM BIN KAMARULZAMAN
12. DR. MOHD RASHID BIN BUYONG HAMZAH
13. ENCIK ASRI BIN AB RAHMAN
14. ENCIK WAN ZULKFLI BIN WAN SETAPA
15. DATO' ABDUL HALIM BIN MANSOR
16. ENCIK ANDREW LO KIAN NYAN
17. ENCIK SOMAHSUNDRAM SOMOO
18. DATUK NORAINI BINTI SOLTAN
19. DATUK MICHAEL KANG
20. DATO' LOW KIAN CHUAN
21. DATO' SRI ISMAIL BIN AHMAD
22. DATO' WIRA JALILAH BIN BABA
23. PROF. DATUK DR. NORMA BINTI MANSOR
24. ENCIK RAHIM BIN MOHAMAD
25. ENCIK MUSALMAN BIN AHMAD ISKANDAR SHAH

Nota / Note:

Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	Tamat perkhidmatan / Completion of service 01.10.2018
Dato' Abdul Halim bin Mansor	Tamat perkhidmatan / Completion of service 20.08.2018
Datuk Michael Kang	Tamat perkhidmatan / Completion of service 01.10.2018
Encik Jack Meredu Ko	Tamat perkhidmatan / Completion of service 01.06.2018
Encik Nidzam bin Kamarulzaman	Tamat perkhidmatan / Completion of service 01.10.2018)
Encik Asri bin Ab Rahman	Tamat perkhidmatan / Completion of service 01.06.2018
Dato' Sri Ismail bin Ahmad	Tamat perkhidmatan / Completion of service 31.08.2018
Dato' Wira Jalilah bin Baba	Tamat perkhidmatan / Completion of service 31.08.2018

PERUTUSAN KETUA EKSEKUTIF
STATEMENT BY THE CHIEF EXECUTIVE

DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED

Ketua Eksekutif
Pertubuhan Keselamatan Sosial
Chief Executive
Social Security Organization

Assalamualaikum
warahmatullahi wabarakatuh
dan Salam Sejahtera.

Pada tahun 2018, PERKESO telah memperkenal dan melaksanakan pelbagai program serta inisiatif baharu bagi memastikan perlindungan keselamatan sosial pekerja di negara ini sentiasa dinamik dan inklusif mengikut keperluan rakyat dan negara, seiring dengan perubahan dalam landskap keselamatan sosial semasa.

REFLEKSI TAHUN 2018

"Kejayaan PERKESO dalam memartabatkan jaringan keselamatan sosial khususnya kepada pekerja di negara ini telah mendapat pelbagai pengiktirafan di peringkat antarabangsa dan kebangsaan. Kreativiti dan inovasi yang dilahirkan dalam penyampaian perkhidmatan telah memberi kejayaan dan impak besar menerusi beberapa bidang keberhasilan utama. Sesungguhnya pencapaian cemerlang ini telah melonjakkan imej PERKESO sebagai organisasi keselamatan sosial pekerja".

Inisiatif PERKESO untuk mewujudkan satu sistem bersepadu dalam menyampaikan perkhidmatan yang efisien dan mesra pengguna telah dilaksanakan dengan pengenalan kepada Portal ASSIST pada 1 Januari 2018. Menerusi platform ini, majikan boleh mengemukakan data caruman dan bayaran dalam talian yang secara langsung membolehkan majikan mengemaskini maklumat gaji dan caruman setiap pekerja tanpa perlu lagi mengemukakan jadual caruman fizikal (Borang 8A) atau hadir ke pejabat PERKESO.

Assalamualaikum
warahmatullahi wabarakatuh
dan Salam Sejahtera.

In 2018, SOCSO introduced and implemented various new programmes and initiatives to ensure that the employees' social security protection in this country remain dynamic and inclusive, in accordance with the needs of the people and nation, in line with changes in the current social security landscape.

REFLECTIONS OF 2018

"The success of SOCSO in upholding the social security network, in particular to the workers of this country, has gained various recognition at national and international levels. The creativity and innovation created in service delivery have brought great success and impact through several key result areas. Indeed, this excellent achievement has propelled SOCSO's image as an organisation for employees' social security."

SOCSO's initiative in creating an integrated system in service delivery that is efficient and user-friendly was implemented with the introduction of the ASSIST Portal on 1st January 2018. Using this platform, employers can submit contribution data and payment directly online, enabling them to update information on salary and contribution of each employee without having to submit the physical contribution form (Form 8A) or presenting themselves at SOCSO offices.

PERUTUSAN KETUA EKSEKUTIF
STATEMENT BY THE CHIEF EXECUTIVE

Hasil inisiatif ini, PERKESO telah menerima anugerah *Top FPX Merchant (Government Sector)* di majlis Malaysian *e-Payment Excellence Award 2018* pada 11 April 2018 yang dianjurkan oleh *Payment Network Malaysia (PayNet)* dengan mengatasi pencapaian KWSP dan LHDN. Pencapaian ini merupakan satu penghormatan kepada PERKESO atas usaha mempromosikan bayaran secara *online* melalui *FPX (Financial Process Exchange).* Peralihan ini adalah satu cabaran yang perlu PERKESO tempuhi untuk memudahkan proses bagi majikan.

Pelaksanaan Inovasi Khidmat Pelanggan yang kedua ialah e-Pulih, yang menyediakan perkhidmatan operasi dua puluh empat jam setiap hari bagi permohonan implan bagi Orang Berinsurans. Portal ini merupakan hasil kerjasama antara PERKESO dengan Kementerian Kesihatan Malaysia dalam penyampaian kemudahan berimpak tinggi kepada orang ramai dengan kos yang rendah.

Saya ingin mengucapkan tahniah kepada anggota-anggota PERKESO yang telah bekerja keras melaksanakan penambahbaikan sistem-sistem perkhidmatan PERKESO dalam talian dengan lancar, dan tidak lupa juga kepada para majikan yang telah memberi kerjasama yang baik dan menerima inisiatif-inisiatif ini.

As a result of this initiative, SOCSO received the Top FPX Merchant (Government Sector) award at the Malaysian e-Payment Excellence Award 2018 on 11th April 2018 which was organised by the Payment Network Malaysia (Payment), overtaking the achievements of the Employees' Provident Fund and the Inland Revenue Board. This achievement is an honour to SOCSO on its efforts in promoting online payment using the PFX (Financial Process Exchange). This transition was one of the challenges that SOCSO needed to face in order to facilitate the process for employers.

The second Customer Service Innovation implemented was the *e-Pulih*, providing twenty-four hour operational service each day for applications for implants for Insured Persons. This portal is a collaboration between SOCSO and the Ministry of Health Malaysia, in delivering high impact facilities to the public at low costs.

I would like to congratulate all SOCSO's staff who have worked very hard in implementing such improvements to SOCSO's online service systems smoothly, and also the employers who cooperated well and accepted such initiatives.

PERKESO bukan sahaja memberi tumpuan kepada aspek perlindungan Orang Berinsurans tetapi juga dalam aspek pencegahan dan promosi. PERKESO telah melaksanakan program *Workplace Health Promotion (WHP)* di mana WHP PERKESO merupakan program pertama di dunia yang berjaya memenuhi kriteria *ISSA Recognition Program Guidelines*. Program ini telah mendapat pengiktirafan *"Certificate Of Excellence (2018)"* bagi projek *Workplace Health Promotion* daripada *International Sosial Security Association (ISSA)*. Dengan mengetengahkan konsep promosi kesihatan, program ini dilaksanakan untuk mengenal pasti risiko dan mengurangkan ancaman penyakit tidak berjangkit di tempat kerja.

Antara cetusan idea dan inovasi lain yang dijalankan adalah Penggunaan Sistem *Voucherless HSP*, dan kerjasama dengan MIROS *(Malaysian Institute of Road Safety Research)* dalam membangunkan *Commuting Safety Support Program (CSSP)* berdasarkan garis panduan *SIRIM Standard 2014 "Good Practices in Implementing Commuting Safety Management"* untuk membantu industri melaksanakan program pencegahan kemalangan perjalanan kepada pekerja menerusi majikan masing-masing.

Satu lagi usaha PERKESO dalam menawarkan perkhidmatan perlindungan sosial terbaik kepada rakyat Malaysia adalah menerusi *inisiatif Social Synergy*. Program *Social Synergy* menggabungkan tujuh agensi lain seperti GIATMARA, Amanah Ikhtiar Malaysia (AIM), *Malaysia Digital Economy Corporation (MDEC)*, Jabatan Tenaga Kerja Semenanjung Malaysia (JTKSM) dan Majlis Agama Islam Wilayah Persekutuan (MAWIP) selain PERKESO dan AKPK sebagai tunjang utama. Program ini adalah yang pertama seumpamanya, menawarkan sebuah platform keselamatan sosial yang komprehensif dan bersistematik. PERKESO bukan sahaja mengutamakan kualiti perkhidmatan skim-skim yang diurus oleh organisasi ini, tetapi juga mengambil langkah-langkah proaktif untuk memperbaiki ekosistem perlindungan sosial untuk kemaslahatan seluruh warga Malaysia.

SOCSO did not only direct its focus towards protection of Insured Persons, but in fact it also gave attention to prevention and promotion aspects as well. The Workplace Health Promotion (WHP) programme was implemented wherein it became the first programme in the world to successfully meet the ISSA Recognition Programme Guidelines criteria. This programme was awarded the "Certificate of Excellence 2018" by the International Social Security Association (ISSA). By highlighting the concept of health promotion, this programme was implemented to identify risks and reduce the threat of non-communicable diseases at the workplace.

The sparks of ideas and innovations initiated included the use of Voucherless HSP System, and the cooperation with MIROS (Malaysian Institute of Road Safety Research) in developing the Commuting Safety Support Programme (CSSP) based on the SIRIM Standard 2014 "Good Practices in Implementing Commuting Safety Management" guidelines, to help industries implement commuting accident prevention programmes among employees through their respective employers.

Another effort by SOCSO in offering the best social protection service to the people of Malaysia was through the Social Synergy initiative. This programme involved the collaboration of seven agencies such as GIATMARA, Amanah Ikhtiar Malaysia (AIM), the Malaysian Digital Economy Corporation (MDEC), Department of Labour Peninsular Malaysia and the Majlis Agama Islam Wilayah Persekutuan (MAWIP) in addition to SOCSO and AKPK as the main agency. This programme is the first of its kind to offering a comprehensive and systematic social security platform. SOCSO does not solely focus on the quality of services managed by the organisation but it also takes proactive measures to improve the social protection ecosystem for the benefit of all Malaysians.

PERLUASAN LIPUTAN JARINGAN KESELAMATAN SOSIAL

Sistem Insurans Pekerjaan

PERKESO telah menguatkuasakan Akta Sistem Insurans Pekerjaan 2017 [Akta 800] yang bertujuan untuk melindungi dan membantu pekerja yang kehilangan pekerjaan melalui dua (2) komponen utama iaitu Insurans Pekerjaan dan Perkhidmatan Pekerjaan.

Sistem Insurans Pekerjaan (SIP) yang mula dikuatkuasakan pada Januari 2018 merupakan skim baharu yang memberi perlindungan kepada pekerja-pekerja yang kehilangan pekerjaan melalui penggantian pendapatan serta menyediakan latihan *reskilling* dan *upskilling* untuk memudahkan pekerja mendapat pekerjaan baharu. Perkhidmatan pencarian pekerjaan turut dilaksanakan supaya mereka mendapat pekerjaan yang bersesuaian dan dapat kembali sebagai tenaga kerja dengan lebih cepat.

Sehingga Disember 2018, PERKESO telah menerima sebanyak 23,525 permohonan kehilangan pekerjaan dan daripada jumlah tersebut, sebanyak 18,083 pemohon layak menerima bantuan interim yang melibatkan pembayaran berjumlah RM17.18 juta.

2018, PERKESO telah menerima sebanyak 23,525 permohonan kehilangan pekerjaan
daripada jumlah tersebut, sebanyak 18,083 pemohon layak menerima bantuan interim.

2018, SOCSO has received a total of 23,525 loss of employment applications
and of the said number, 18,083 applicants were eligible to receive interim aid

EXPANSION OF SOCIAL SECURITY NETWORK COVERAGE

Employment Insurance System

SOCSO began its enforcement of the Employment Insurance System Act 2017 [Act 800] with the purpose of protecting and helping workers who have lost their employment, through two (2) main components, namely Employment Insurance and Employment Services.

The Employment Insurance System (EIS) which came into effect in January 2018 is a new scheme offering protecting to workers who have lost their employment through replacement of income as well as provision of reskilling and upskilling training to facilitate them in searching for new jobs. Job search services are also offered so that they can be suitably employed and return as part of the workforce more quickly.

As at December 2018, SOCSO has received a total of 23,525 loss of employment applications and of the said number, 18,083 applicants were eligible to receive interim aid involving payments amounting to RM17.18 million.

Skim Bencana Kerja Pekerjaan Sendiri

PERKESO turut memperluaskan Skim Perlindungan Keselamatan Sosial kepada mereka yang bekerja sendiri melalui Akta Keselamatan Sosial Pekerjaan Sendiri 2017 [Akta 789] yang telah dikuatkuasakan mulai 1 Jun 2017.

PERKESO menyedari bahawa golongan pekerja yang bekerja sendiri terdedah kepada pelbagai risiko walhal mereka tidak disediakan sebarang perlindungan disebabkan mereka tidak termasuk dalam sektor pekerjaan formal. Mengambil kira kepelbagaian sektor informal di Malaysia, PERKESO mengambil pendekatan dengan menyediakan perlindungan kepada pekerja yang bekerja sendiri secara berperingkat mengikut sektor pekerjaan. Sebagai permulaan, akta ini memberi perlindungan kepada pemandu teksi yang bekerja sendiri dan individu yang menjalankan perkhidmatan seumpamanya termasuk pemandu Grab. Sehingga Disember 2018, bilangan pemandu teksi berdaftar seramai 7,808 orang berbanding 2,455 orang pada 2017 dengan jumlah kutipan caruman sebanyak RM1,426,424.10.

PERKESO sedang dalam langkah meluaskan Skim Keselamatan Sosial Pekerjaan Sendiri kepada sektor informal yang lain seperti nelayan, petani, penjaja, penggiat seni dan sebagainya secara berperingkat dijangka mulai akhir tahun 2019.

Self-Employment Injury Scheme

SOCSO also expanded its Social Security Protection Scheme to people who are self-employed through the Self-Employment Social Security Act 2017 [Act 789] which came into effect on 1st June 2017.

The organisation realised that those who are self-employed are also exposed to various risks but they are not provided with any protection as they are not part of the formal employment sector. Taking into account the diversity of informal sectors in Malaysia, SOCSO took the approach to providing protection to the self-employed in stages, according to the employment sectors. For a beginning, the act provides protection to self-employed taxi drivers and individuals carrying out such services including Grab drivers. As at December 2018, a total of 7,808 taxi drivers were registered compared to 2,455 in 2017, with a total collection of RM1,426,424.10.

SOCSO is now in the process of expanding the Self-Employment Social Security Scheme to other informal sectors such as fishermen, farmers, hawkers, arts activists and others, in stages, which is expected to commence at the end of 2019.

PERKESO mengambil pendekatan dengan menyediakan perlindungan kepada pekerja yang bekerja sendiri secara berperingkat mengikut sektor pekerjaan.
Sebagai permulaan, akta ini memberi perlindungan kepada pemandu teksi yang bekerja sendiri dan individu yang menjalankan perkhidmatan seumpamanya termasuk pemandu Grab.

SOCSO took the approach to providing protection to the self-employed in stages, according to the employment sectors.
For a beginning, the act provides protection to self-employed taxi drivers and individuals carrying out such services including Grab drivers.

BIDANG KEBERHASILAN UTAMA

Program *Return To Work*

Program *Return To Work (RTW)*, yang diperkenalkan pada 15 Januari 2007, terus memberi hasil yang positif kepada peserta atau Orang Berinsurans. RTW adalah program pemulihan fizikal yang disediakan kepada Orang Berinsurans PERKESO yang mengalami hilangupaya akibat kecederaan atau penyakit bagi mengembalikan fungsi anggota badan dan seterusnya kembali semula ke alam pekerjaan lebih awal, sihat dan selamat. Bagi tahun 2018, seramai 3,829 Orang Berinsurans yang menyertai program ini telah berjaya dipulihkan berbanding sasaran seramai 3,100 orang. Sejak program ini dilancarkan, seramai 21,966 peserta telah berjaya dipulihkan dan kembali semula ke alam pekerjaan.

2018
3,829 Orang Berinsurans
yang menyertai program ini telah berjaya dipulihkan

2018
3,829 Insured Persons
who participated in the programme were successfully rehabilitated

KEY RESULTS AREA

Return To Work Programme

The Return To Work (RTW) programme which was first introduced on 15th January 2007 continues to produce positive results amongst participants or Insured Persons. The RTW programme is a physical rehabilitation programme offered to SOCSO Insured Persons who experience disablement due to injury or disease, to be physically and vocational rehabilitated and subsequently return to work earlier, healthy and safe. In 2018, 3,829 Insured Persons who participated in the programme were successfully rehabilitated compared to the target of 3,100 person. Since its inception, a total of 21,966 workers were successfully rehabilitated and returned to gainful employment.

Pusat Rehabilitasi PERKESO Tun Abdul Razak (PRPTAR)

Pusat Rehabilitasi PERKESO yang terletak di Bandar Hijau, Hang Tuah Jaya Melaka dan beroperasi mulai pada 1 Oktober 2014, merupakan medium utama dalam merealisasikan program RTW.

Tun Abdul Razak SOCSO Rehabilitation Centre

The SOCSO Rehabilitation Centre situated in Bandar Hijau, Hang Tuah Jaya, Melaka began. Its operations on 1st October 2014. The centre is the main medium in realising the RTW programme.

Demi meningkatkan kualiti perkhidmatan rehabilitasi dan mengoptimumkan pemulihan pesakit, latihan yang berterusan kepada pasukan multidisiplin sentiasa diadakan seperti kursus *"Diploma in Modern Orthopaedic Medicine (Cyriax)"* dan *Bobath*. Peralatan berteknologi tinggi dan terkini seperti peralatan *Neurorobotics Cyberdyne Hybrid Assistive Limb (HAL) Robot Suit* dari Jepun turut dibawa masuk dan disediakan bagi rawatan pesakit. Sudah pasti dengan kesemua pencapaian ini, PRPTAR telah meletakkan penanda aras baharu dalam perkhidmatan rehabilitasi di Malaysia serta rantau Asia. Ramai delegasi dari dalam dan luar negara telah melawat pusat ini untuk berkongsi ilmu serta kepakaran. Kecemerlangan Pusat Rehabilitasi PERKESO terus mendapat pelbagai pengiktirafan di peringkat antarabangsa.

Pada 1 Mei 2018 di Dubai, PERKESO telah menerima anugerah yang berprestij *Fiabci World Prix D'excellence Awards 2018 - World Gold Winner (Purpose Built Category)* untuk reka bentuk bangunan PRPTAR yang salutogenik, inklusif, konsep bangunan hijau, sejagat, dan biopsikososial yang bertaraf antarabangsa dalam menawarkan perkhidmatan rehabilitasi komprehensif di bawah satu bumbung. Satu lagi pencapaian bersejarah buat PRPTAR apabila ia berjaya memenangi dua anugerah *AIA Vitality*, iaitu Malaysia's *Healthiest Employer (Winner) & Healthiest Workplace (Highly Commended)* pada 26 November 2018 untuk amalan budaya kerja yang positif dan sihat dalam memberikan perkhidmatan yang bertaraf dunia.

Pada tahun 2018, seramai 1,225 pesakit telah berjaya menjalani rawatan pemulihan berbanding 988 pesakit pada tahun 2017, melalui program rehabilitasi fizikal dan vokasional yang komprehensif bagi mengembalikan semula Orang Berinsurans PERKESO ke alam pekerjaan dan secara tidak langsung, dapat meningkatkan sosioekonomi dan kesejahteraan taraf hidup mereka.

In order to improve the quality of rehabilitation service and optimise patient rehabilitation, continued training to the multi-disciplined team is always given, such as the "Diploma in Modern Orthopaedic Medicine (Cyriax)" course and the Bobath course. High technology equipment and the latest tools such as the Neurorobotics Cyberdyne Hybrid Assistive Limb (HAL) Robot Suit are brought in from Japan and provided for treatment. It is certain that with all these achievements, the Tun Abdul Razak SOCSO Rehabilitation Centre has set a new benchmark in rehabilitation services in Malaysia as well as in the Asian region. Many delegates from within the country and abroad have visited this centre to participate in sharing of knowledge and expertise. The excellence of the SOCSO Rehabilitation Centre continues to garner various recognition internationally.

On 1st May 2018 in Dubai, SOCSO received the prestigious Fiabci World Prix D'excellence Award 2108 - World Gold Winner (Purpose Built Category) for the design of the Rehabilitation Centre building that is salutogenic, inclusive, green, universal and biopsychosocial and of international standards, in offering comprehensive rehabilitation services under one roof. Another historical achievement by the Centre was when it was given two AIA Vitality awards, namely the Malaysia's Healthiest Employer (Winner) and the Healthiest Workplace (Highly Commended) awards on 26th of November 2018 for its positive and healthy working culture practices in providing world-class service.

In 2018, a total of 1,225 patients successfully underwent rehabilitation treatment compared to 988 patients in 2017, through comprehensive physical and vocational rehabilitation, to SOCSO's Insured Persons Return To Work, thus indirectly improving their socio-economic status and wellbeing.

PERUTUSAN KETUA EKSEKUTIF
STATEMENT BY THE CHIEF EXECUTIVE

Program Saringan Kesihatan (HSP)

Pada tahun 2018, sebanyak 233,491 baucar telah diedarkan kepada pekerja yang layak dan menjadikan seramai 2.83 juta pencarum layak menjalani saringan kesihatan di bawah program ini. Sejak diperkenalkan pada tahun 2013, seramai 541,855 pencarum PERKESO telah menjalani pemeriksaan kesihatan dan daripada jumlah tersebut, seramai 134,054 orang pencarum wanita turut menjalani pemeriksaan mamogram. Program Pemeriksaan Kesihatan pada tahun ini melibatkan perbelanjaan lebih RM3 juta. Bagi memastikan penggunaan baucar yang lebih meluas, PERKESO telah mengambil pelbagai inisiatif dan membuat hebahan mengenai program ini kepada orang ramai menerusi jalinan kerjasama dan penambahan bilangan klinik panel pemeriksaan kesihatan di seluruh negara.

Health Screening Programme (HSP)

In 2018, a total of 233,491 vouchers were distributed to workers who are qualified, as to date 2.83 million contributors which are eligible to undergo health screening under this programme. Since its introduce in 2013, a total of 541,855 SOCSO contributors have undergone health screening and of the said number, 134,054 female contributors also underwent mammogram examinations. The Health Screening Programme this year involved an expenditure exceeding RM3 million. To ensure more widespread use of the vouchers, SOCSO has taken several approaches and made public announcements about this programme, through a network of cooperation and addition of health screening panel clinics throughout the country.

2018
233,491 baucar
telah diedarkan
kepada pekerja yang layak

2018
233,491 vouchers
were distributed to workers
who are qualified

OSHMP2020 dilaksanakan bagi memastikan suasana kerja selamat dan sihat setanding dengan negara maju.

OSHMP2020
is implemented to ensure a working environment that is safe and healthy, at par with developed nations.

Program Keselamatan dan Kesihatan Pekerjaan

PERKESO mendokong Pelan Induk Keselamatan dan Kesihatan Pekerjaan (OSHMP2020) yang dijadikan asas halatuju kepada aktiviti pembangunan keselamatan dan kesihatan pekerjaan di negara ini untuk mewujudkan suasana kerja yang selamat, sihat dan kondusif. Ini sejajar dengan aspirasi kerajaan yang menyasarkan untuk menjadi antara negara maju dalam ekonomi, kesejahteraan rakyat dan inovasi. PERKESO komited mendokong hasrat murni ini agar ianya dapat mencapai objektifnya iaitu penurunan kadar kemalangan pekerjaan kepada 2.53 per 1,000 pekerja, kadar kematian kepada 4.36 per 100,000 pekerja dan peningkatan pelaporan penyakit dan kemalangan pekerjaan sebanyak 30% menjelang tahun 2020. Usaha ini dilaksanakan bagi memastikan suasana kerja selamat dan sihat setanding dengan negara maju dalam jangka masa lima tahun akan datang.

Occupational Safety and Health Programme

SOCSO supports the Occupational Safety and Health Master Plan (OSHMP2020) that is the directional basis for occupational safety and health development activities in this country, to create a working environment that is safe, healthy and conducive. This is in line with the government's aspiration that aims to become a developed nation in economy, wellbeing of the people and innovation. SOCSO is committed in supporting this noble goal so as to achieve its objective of reducing occupational accident rates to 2.53 per 1,000 workers, death rates to 4.36 per 100,000 workers and increasing reporting of occupational disease and accidents by 30%, by the year 2020. This effort is implemented to ensure a working environment that is safe and healthy, at par with developed nations within the next five years.

2018
Sebanyak 480 Program Keselamatan dan Kesihatan Pekerjaan telah berjaya dilaksanakan berbanding sasaran sebanyak 420 program

2018
480 Occupational Safety and Health Programmes were successfully carried out compared to the target of 420 programmes

Pada tahun 2018, PERKESO telah melaksanakan usaha berterusan dalam mewujudkan budaya pencegahan kemalangan di tempat kerja dan dalam perjalanan pergi balik ke tempat kerja dengan memberi fokus kepada sektor-sektor utama yang menyumbang kepada bencana kerja. Pada tahun 2018, sebanyak 480 Program Keselamatan Dan Kesihatan Pekerjaan telah berjaya dilaksanakan berbanding sasaran sebanyak 420 program. Daripada keseluruhan program tersebut, sebanyak 96 program melibatkan Program Sokongan Keselamatan Perjalanan (Commuting Safety Support Program) dan 190 program Kesedaran Keselamatan dan Kesihatan Pekerjaan melibatkan majikan terpilih (Kadar Kemalangan Tertinggi).

In 2018, SOCSO carried out continued efforts in creating a culture of accident prevention at the workplace and commuting accidents by focusing on main sectors that contribute to work accidents. In 2018, 480 Occupational Safety and Health Programmes were successfully carried out compared to the target of 420 programmes. Out of the overall number of programmes, 96 programmes were involved the Commuting Safety Support Programme and 190 were Occupational Safety and Health Awareness Programmes involving selected employers (highest accident rates).

PROGRAM MERAKYATKAN PERKESO

Pembukaan Pejabat Baharu

PERKESO terus mendekati rakyat dengan melebarkan jaringan perkhidmatan di mana pejabat baharu dibuka di lokasi-lokasi strategik yang akan memudahkan akses kepada pelanggan untuk berurusan dengan PERKESO. Pada tahun 2018, PERKESO telah membuka sebuah lagi pejabat baharu iaitu di Tanjung Karang, Selangor menjadikan jumlah pejabat PERKESO di seluruh negara sebanyak 54 buah pejabat.

BRINGING SOCSO TO THE PEOPLE

Opening of New Offices

SOCSO continues to become closer to the people by expanding its network of services with the opening of new offices in strategic locations which will facilitate client's access in dealing with SOCSO. In 2018, SOCSO opened a new office in Tanjung Karang, Selangor, bringing the number of offices nationwide to 54.

Publisiti dan Promosi Korporat

Aktiviti-aktiviti publisiti diadakan bertujuan untuk memberi kefahaman dan kesedaran kepada golongan pekerja dan majikan berkaitan skim dan faedah-faedah yang disediakan oleh PERKESO. PERKESO telah melaksanakan lebih 522 program publisiti dan promosi berbanding 378 yang disasarkan, melalui pelbagai kaedah serta saluran media sama ada media cetak mahupun media elektronik. Publisiti melalui media massa telah memainkan peranan penting dalam memastikan semua informasi mengenai PERKESO dapat disebarluas kepada orang ramai.

Corporate Publicity and Promotion

Publicity activities were held with the intention of giving understanding and awareness to workers and employers about the schemes and benefits offered by SOCSO. SOCSO has carried out more than 522 publicity and promotional programmes compared to the targeted 378, through various methods as well as media channels, printed or electronic media. Publicity through mass media has played an important role in ensuring that all information on SOCSO could be disseminated to the public.

2018
778 pelanggan telah hadir ke program tersebut berbanding 1,024 pada tahun 2017

2018
778 clients attended the programme compared to 1,024 in 2017

Program Hari Bertemu Pelanggan

Program Hari Bertemu Pelanggan PERKESO diadakan pada setiap hari Khamis pertama setiap bulan dari jam 8:30 pagi hingga 4:30 petang di semua 54 buah pejabat PERKESO di seluruh negara termasuk Ibu Pejabat. PERKESO turut menyertai Program Hari Bertemu Pelanggan di Kementerian Sumber Manusia pada setiap hari Selasa mulai jam 8.00 pagi hingga 10.00 pagi. Inisiatif ini merupakan langkah mesra pelanggan untuk menyelesaikan sebarang masalah pelanggan yang tidak dapat diselesaikan di peringkat kaunter di mana pelanggan berpeluang untuk bersemuka dengan pegawai atasan PERKESO. Pada tahun 2018, seramai 778 pelanggan telah hadir ke program tersebut berbanding 1,024 pada tahun 2017.

Meet the Clients Day

The 'SOCSO Meet the Clients Day' is held every first Thursday of the month, from 8.30 in the morning to 4.30 in the afternoon, at all 54 SOCSO's offices across the nation including at the Headquarters. SOCSO also participates in the Meet the Clients Day held by the Ministry of Human Resources every Tuesday from 8.00 to 10.00 in the morning. This initiative is a client-friendly approach in solving any problems that could not be solved at counter level. Clients have the opportunity to meet the senior officers of SOCSO. In 2018, 778 clients attended the programme compared to 1,024 in 2017.

2018
Skuad PERKESO Prihatin
telah menyelesaikan sebanyak 2,045 kes di seluruh negara berbanding 2,008 kes pada tahun 2017

2018
PERKESO Prihatin Squad
managed to resolve 2,045 cases nationwide compared to 2,008 cases in 2017

Skuad PERKESO Prihatin

Misi utama penubuhan Skuad PERKESO Prihatin adalah untuk membantu Orang Berinsurans serta orang tanggungan mereka apabila berlaku sesuatu kejadian luar jangka melalui tindakan pantas dan segera. Ini mendekatkan hubungan Orang Berinsurans, majikan dan PERKESO sebagai sebuah agensi kerajaan yang prihatin dan dekat di hati rakyat. Sepanjang tahun 2018, Skuad PERKESO Prihatin telah menyelesaikan sebanyak 2,045 kes di seluruh negara berbanding 2,008 kes pada tahun 2017. Daripada jumlah tersebut, sebanyak 1,970 kes (96.33%) telah berjaya diselesaikan dengan segera dalam tempoh 7 hari dan bayaran faedah atau pun bekalan peralatan pemulihan disampaikan kepada orang berinsurans / orang tanggungan yang layak.

PERKESO Prihatin Squad

The main mission of establishing the PERKESO Prihatin Squad is to provide aid to Insured Persons as well as their dependants in the event of unexpected incidents, through quick and immediate action. This would cultivate a closer relation between Insured Person and Employers with socso, as a government agency that cares and is closed to the heart of the people. Throughout 2018, PERKESO Prihatin Squad managed to resolve 2,045 cases nationwide compared to 2,008 cases in 2017. Out of all cases, 1,970 cases (96.33%) were successfully concluded immediately within a period of 7 days and payment of benefits or supply of rehabilitation equipments were delivered to eligible insured persons / dependants.

Khidmat Pelanggan

PERKESO juga menyediakan medium perhubungan yang lebih mudah melalui talian 1 300 22 8000 yang menjadi medium utama pelanggan untuk berurusan secara langsung. Medium perhubungan lain yang disediakan termasuklah media sosial seperti *Facebook, Twitter, Instagram, LinkedIn* dan *YouTube.* Jelas sekali platform media sosial ini memberi impak positif kepada PERKESO di mana para pelanggan dan orang ramai dapat mendalami peranan dan fungsi PERKESO serta skim-skim dan faedah-faedah yang disediakan. Pada masa yang sama, PERKESO dapat menangani dan menyelesaikan masalah atau aduan pelanggan, sekaligus meningkatkan kualiti penyampaian perkhidmatan melangkaui ekspektasi pelanggan.

Customer Service

SOCSO also provides an easier medium of communication through telephone, at 1 300 22 8000, which is the main medium for customers to communicate with the organisation directly. Other means of communication provided include social media such as Facebook, Twitter, Instagram, LinkedIn and YouTube. It can be clearly seen that this social media platform have a positive impact on SOCSO where customers and the public could appreciate the role and function of SOCSO as well as the schemes and benefits offered. At the same time, SOCSO is able to handle and resolve customer's problems or complaints, whilst improving the quality of service delivery that goes beyond the expectations of customers.

KECEMERLANGAN OPERASI

Meningkatkan Kualiti Perkhidmatan Pelanggan

Pengurusan tuntutan faedah dikendalikan mengikut Piagam Pelanggan dan Standard Q yang mengambil kira pengukuran berdasarkan peratus pencapaian dan purata bilangan hari. Pendekatan ini dilaksanakan bagi menjamin penyampaian perkhidmatan yang diberikan memenuhi ekspektasi pelanggan.

Piagam Pelanggan

Pada tahun 2018, PERKESO masih mencapai prestasi piagam pelanggan yang baik dengan tempoh pemprosesan 2.22 hari secara purata bagi kesemua jenis tuntutan faedah dan masih berjaya mencapai prestasi cemerlang dengan pencapaian 98.46% secara purata bagi kesemua jenis tuntutan faedah. Piagam pelanggan ini diukur berdasarkan dari tarikh dokumen lengkap diterima sehingga kes dibayar.

Standard Q

PERKESO juga mencapai prestasi cemerlang mengikut Standard Q iaitu 92.82% atau 31.34 hari secara purata bagi kesemua jenis tuntutan faedah. Pencapaian ini diukur daripada tarikh dokumen diterima sehingga kes selesai dibayar.

OPERATIONAL EXCELLENCE

Improving Customer Service Quality

Benefits claims are managed in accordance with the Clients' Charter and Standard Q which take into account measurement based on percentage of achievement and average number of days. This approach is used to ensure the service delivery meets customers' expectations.

Clients' Charter

In 2018, SOCSO still maintained its good clients' charter performance with an average processing period of 2.22 days for all types of benefits claims, and successfully achieved excellent performance with an average achievement of 98.46% for all types of benefits claims. The clients' charter is measured from the date when the complete documents are received up to when payment made.

Standard Q

SOCSO has also achieved excellent performance according to Standard Q, that is, 92.82% or 31.34 days on average, for all types of benefits claims. This achievement is measured from the date of document's acceptance to the date of full settlement.

Indeks Kepuasan Pelanggan

Pencapaian PERKESO seperti yang dihuraikan di atas mencerminkan pencapaian dan kesungguhan anggota-anggotanya dalam memenuhi jangkaan pelanggan dan meningkatkan sistem penyampaian perkhidmatan. Kajian kepuasan pelanggan PERKESO yang dijalankan pada tahun 2018 mendapati indeks tahap kepuasan pelanggan terhadap perkhidmatan PERKESO secara keseluruhannya berada pada tahap 4 (AMAT BAIK) mengikut Skala *Balance Scorecard (BSC)* iaitu 88.50%, melepasi sasaran 85% yang ditetapkan oleh organisasi. Pencapaian Indeks Kepuasan Perkhidmatan Pelanggan melalui *Mystery Shopping* juga berjaya ditingkatkan dengan pencapaian sebanyak 84.40% berbanding sasaran 83% yang ditetapkan.

Customer Satisfaction Index

SOCSO's achievements as elaborated above reflect the accomplishment and seriousness of its staff in meeting customer satisfaction and improving the service delivery system. A study of SOCSO customer satisfaction conducted in 2018 found that the overall customer satisfaction index against its service is at level 4 (VERY GOOD) in accordance with the Balanced Scorecard (BSC) scale, at 88.50%, exceeding the target of 85% set by the organisation. The Customer Satisfaction Index achievement through Mystery Shopping was also improved with a score of 84.40% compared to the target of 83%.

PENGURUSAN STRATEGI DAN PRESTASI

Pendekatan Balanced Scorecard (BSC) yang menyediakan rangka kerja bagi mengurus prestasi organisasi secara terancang, teratur dan tersusun telah mula diamalkan mulai tahun 2016. Pada tahun 2018, sejumlah empat puluh dua (42) KPI PERKESO 2018 telah ditetapkan berasaskan empat perspektif utama BSC iaitu Pelanggan, Kewangan, Proses Dalaman dan Pembelajaran/ Perkembangan.

Secara keseluruhannya, prestasi PERKESO bagi tahun 2018 adalah pada tahap CEMERLANG dengan skor 4.73, atau peratus pencapaian sebanyak 97.30%. Pencapaian prestasi tahun 2018 ini adalah lebih cemerlang berbanding pencapaian prestasi tahun 2017 (skor 4.55, 95.50%) dengan peratus peningkatan sebanyak 1.88%.

MANAGEMENT OF STRATEGY AND PERFORMANCE

The Balanced Scorecard (BSC) Approach which provides the framework for managing performance of the organisation in planned and organised manner has been in practice since 2016. In 2018, a total of forty two (42) SOCSO KPI were stipulated based on the four key perspectives of BSC, namely, Customer, Finance, Internal Process and Learning/Development.

Overall, SOCSO's performance in 2018 is at EXCELLENT level, with a score of 4.73 or 97.30%. The performance in 2018 has improved significantly compared to the organisation's performance in 2017 (score of 4.55 or 95.50%), showing a percentage improvement of 1.88%.

ANUGERAH DAN PENGIKTIRAFAN

Usaha melestarikan budaya kreativiti dan inovasi dalam kalangan warga kerja PERKESO telah mula menzahirkan kejayaan menerusi beberapa bidang keberhasilan utama. Pelbagai kejayaan yang dicapai sepanjang tahun 2018 terus melonjakkan lagi kecemerlangan PERKESO apabila pelbagai anugerah dan pengiktirafan di peringkat antarabangsa dan kebangsaan telah diterima. Penganugerahan dan pengiktirafan yang diterima antaranya adalah:

- *ASSA Recognition Awards:* e-Pulih dan Projek Transformasi Portal ASSIST di Nha Trang, Vietnam
- *International Sosial Security Association (ISSA) Certificate of Merit (2018)* bagi *Projek Enforcement Initiative & Commuting Safety Support Programme di Kuala Lumpur*
- *International Sosial Security Association (ISSA) Certificate of Excellence (2018)* bagi Projek *Workplace Health Promotion* di Kuala Lumpur
- PERKESO buat julung kali telah diberi penghargaan oleh *International Social Security Association (ISSA)* sebagai tuan rumah bagi menganjurkan *Regional Social Security Forum (RSSF) for Asia and the Pacific 2018* pada 2 hingga 4 Oktober 2018.
- Anugerah Emas untuk Kumpulan KIK SJ Unic dalam *International Quality and Productivity Convention (IQPC)* di Batam, Indonesia
- Anugerah Portal Terbaik sempena Hari ICT KSM 2018.
- Konvensyen *Team Excellence* Peringkat Wilayah Tengah: 5 Kumpulan menerima Anugerah Emas
- Konvensyen *Team Excellence* Peringkat Utara: 2 Kumpulan menerima Anugerah Emas

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AWARDS AND RECOGNITION

Efforts to preserve a culture of creativity and innovation amongst SOCSO staff have begun to show success through several key result areas. The various successes achieved throughout 2018 continue to propel the organisation's excellence, with several awards and recognitions at international and national levels were awarded. Among the awards and recognition received include:

- ASSA Recognition Awards: e-Pulih and ASSIST Portal Transformation Project in Nha Trang, Vietnam.
- International Social Security Association (ISSA) Certificate of Merit (2018) for the Enforcement Initiative & Commuting Safety Support Programme Project in Kuala Lumpur.
- International Social Security Association (ISSA) Certificate of Excellence (2018) for the Workplace Health Promotion Project in Kuala Lumpur.
- SOCSO was, for the first time ever, given the honour by International Social Security Association (ISS) to host and organise the Regional Social Security Forum (RSSF) for Asia and the Pacific 2018 from 2nd to 4th October 2018.
- Gold Award for SJ Unic KIK Group at the International Quality and Productivity Convention (IQPC) in Batam, Indonesia.
- Best Portal Award in conjunction with KSM ICT Day 2018.
- Central Region Team Excellence Convention: 5 groups received Gold Awards.
- Northern Region Team Excellence Convention: 2 groups received Gold Awards.

- Konvensyen Team Excellence Peringkat Kebangsaan
  - Kumpulan Metamorphosis (5 Bintang)
  - Kumpulan Waghih (5 Bintang)
  - Kumpulan BFIT (4 Bintang)
  - Kumpulan Resque (4 Bintang)
  - Kumpulan Terrapeng (4 Bintang)
  - Kumpulan Transparent (3 Bintang)
  - Kumpulan MIE (3 Bintang)
- Penganugerahan 20 Kumpulan Terbaik Sektor Awam (Persekutuan) – Kumpulan Metamorphosis dan Waghih

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- National Team Excellence Convention
  - Metamorphosis Group (5 Stars)
  - Waghih Group (5 Stars)
  - BFIT Group (4 Stars)
  - Resque Group (4 Stars)
  - Terrapeng Group (4 Stars)
  - Transparent Group (3 Stars)
  - MIE Group (3 Stars)
- Award for 20 Best Public Sector Groups (Federal) – Metamorphosis and Waghih

Saya amat berbangga dengan kejayaan PERKESO di peringkat kebangsaan dan juga antarabangsa. Pengiktirafan yang diberikan menjadi sumber inspirasi kepada semua warga PERKESO untuk terus berusaha memberi perkhidmatan yang terbaik melangkaui ekspektasi. Walau bagaimanapun, PERKESO tidak akan berpuas hati dengan pencapaian yang telah dicapai dan kami akan terus mencabar diri dalam meningkatkan kesejahteraan rakyat Malaysia.

I am very proud of SOCSO's success at national, as well as international levels. The recognition given as a source of equitable inspiration to all SOCSO staff to continue to strive in giving the best service beyond expectation. Nevertheless, SOCSO will not rest on its laurels and we shall continue to challenge ourselves in improving the wellbeing of the Malaysian people.

MELANGKAH KE HADAPAN

MEMANTAPKAN JARINGAN KESELAMATAN SOSIAL YANG PROGRESIF DAN KOMPREHENSIF KEPADA SELURUH LAPISAN PEKERJA

PERKESO memainkan peranan penting dalam menyediakan tadbir urus perlindungan keselamatan sosial yang adil dan saksama kepada pekerja sebagai pemangkin transformasi negara yang mampan dan inklusif. Pelaksanaan program transformasi ekonomi negara diunjurkan akan mewujudkan sebanyak 1.5 juta peluang pekerjaan baharu menjelang tahun 2020.

Pada tahun 2018, pendaftaran majikan dan pekerja yang layak di bawah Akta Keselamatan Sosial Pekerja 1969 [Akta 4], Akta Keselamatan Sosial Pekerjaan Sendiri [Akta 789] dan Akta Sistem Insurans Pekerjaan 2017 [Akta 800] telah meningkat. Bilangan pendaftaran majikan telah meningkat sebanyak 4.59% kepada 1.14 juta majikan. Dalam tempoh yang sama, bilangan pekerja berdaftar turut meningkat sebanyak 1.45% kepada 16.78 juta pekerja. Bilangan majikan aktif pada tahun 2018 meningkat 0.77% kepada 437,060 majikan dan bilangan pekerja aktif pula meningkat sebanyak 4.12% kepada 7.08 juta pekerja.

Peningkatan bilangan tuntutan dan penerima faedah setiap tahun juga menjadi satu cabaran besar bagi PERKESO untuk memastikan faedah-faedah di bawah skim perlindungan yang disediakan terus relevan dan pada masa yang sama, perlu memastikan dana terus mampan. Pada tahun 2018, bilangan penerima semua jenis faedah telah meningkat sebanyak 18,158 penerima atau 8.39% menjadikan jumlah keseluruhan penerima faedah kepada 616,285 orang. Dalam tempoh yang sama, PERKESO telah membelanjakan sebanyak RM3,706.27 juta belanja tanggungan bagi bayaran semua jenis faedah iaitu peningkatan sebanyak RM434.50 juta atau 13.28%.

MOVING FORWARD

REINFORCING A PROGRESSIVE AND COMPREHENSIVE SOCIAL SECURITY NETWORK FOR ALL EMPLOYEES

SOCSO plays an important role in providing fair and equitable social security protection to employees, as a catalyst for sustainable and inclusive national transformation. The implementation of the national economic transformation is projected to create 1.5 million new job opportunities by the year 2020.

In 2018, the recorded registration of qualified employers and employees under the Employees' Social Security Act 1969 [Act 4], the Self-Employment Social Security Act [Act 789] and the Employment Insurance System Act 2017 [Act 800] has increased. The number of employer registration rose by 4.59% to 1.14 million employers. At the same time, the number of registered employer also increased by 1.45% to 16.78 million employees. The number of active employers in 2018 increased by 0.77% to 437,060 employers, and the number of active employees increased by 4.12% to 7.08 million employees.

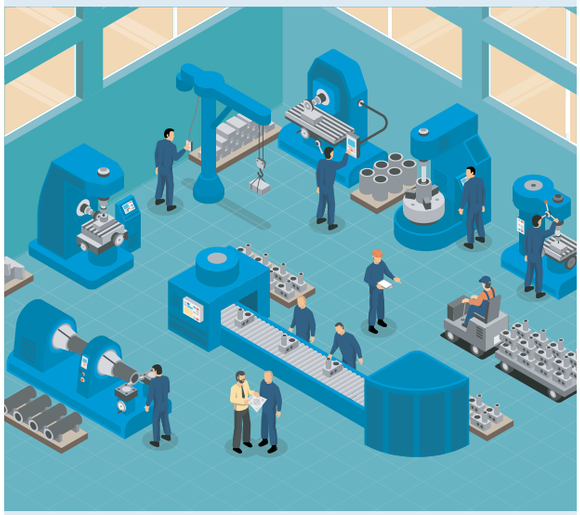
Increase in the number of claims and benefits recipients each year also become a huge challenge for SOCSO to ensure that the benefits under the protection schemes provided remain relevant, and at the same time ensure the sustainability of funds. In 2018 the number of recipients of all types of benefits increased by 18,158 or 8.39% bringing the overall total of benefits recipients to 616,285 people. Within the same period, SOCSO spent RM3,706.27 million for payment of all types of benefits, marking an increase of RM434.50 million or 13.28%.

Tidak dinafikan lonjakan dan anjakan kepada Industri 4.0 ini memerlukan ekosistem dan infrastruktur yang komprehensif serta kondusif dan mampu menyokong keperluan revolusi ini. PERKESO perlu membuat penilaian terhadap kesesuaian sedia ada bagi mengenal pasti sebarang perubahan atau penambahbaikan yang perlu dilakukan untuk memastikan ianya dapat memenuhi keperluan Industri 4.0 ini.

Selain daripada pewartaan akta-akta baru, PERKESO terus mengambil pelbagai pendekatan untuk terus menyumbang kepada ekosistem perlindungan sosial di Malaysia. PERKESO telah diberi mandat bersama-sama Kumpulan Wang Simpanan Pekerja (KWSP) untuk mengkaji dan merangka Pelan Pembangunan Kesejahteraan Sosial Negara. Pelan ini dijangka siap pada tahun 2019 dan akan diserahkan sebagai cadangan kepada pihak kerajaan untuk pelaksanaan. Sebagai sebuah organisasi yang meletakkan rakyat sebagai keutamaan, PERKESO tidak menghadkan sumbangan kepada keselamatan sosial berlandaskan konsep insurans sosial tetapi sebaliknya, PERKESO akan memastikan sistem perlindungan sosial di Malaysia sentiasa bertambah baik.

PERKESO kini dalam proses merealisasikan skim keselamatan sosial kepada pekerja asing di bawah Skim Bencana Pekerjaan Akta 4. Atas dasar memperjuangkan hak asasi manusia bagi pekerja asing yang sering dilupakan, PERKESO akan melaksanakan skim tersebut bermula 1 Januari 2019. Tidak dinafikan, golongan ini sering dieksploitasi dan tidak diberikan layanan sewajarnya walaupun mereka banyak menyumbang kepada ekonomi dan pembangunan negara melalui penglibatan mereka dalam kerja-kerja yang dikelaskan sebagai 3D *'dirty, difficult and dangerous'*. Dengan pelaksanaan skim ini, diharapkan agar nasib pekerja-pekerja asing akan lebih terbela selama perkhidmatan mereka di negara ini.

PERKESO kini dalam proses merealisasikan skim keselamatan sosial kepada pekerja asing di bawah Skim Bencana Pekerjaan Akta 4.



SOCSO is now in the process of establishing a social security scheme for foreign workers under the Employment Injury Scheme in Act 4.

It cannot be denied that the leap and shift towards Industry 4.0 requires an ecosystem and infrastructure that are comprehensive as well as conducive, and able to support this revolutionary needs. SOCSO needs to conduct an evaluation of its existing readiness, to identify any change or improvement that needs to be implemented to ensure that the organisation can meet the needs of this Industry 4.0.

In addition to the enactment of new statutes, SOCSO also continues to take various approaches in continuing to contribute to the social protection ecosystem in Malaysia. SOCSO has been given the mandate together with the Employees' Provident Fund (EPF) to study and design the National Social Wellbeing Development Plan. This plan is expected to be completed in 2019 and will be submitted as a proposal to the government for implementation. As an organisation that placed the people as its priority, SOCSO does not limit contribution to social security only based on the concept of social insurance, but on the contrary, SOCSO will ensure that the social protection system in Malaysia continues to improve.

SOCSO is now in the process of establishing a social security scheme for foreign workers under the Employment Injury Scheme in Act 4. On the basis of recognising for human rights on behalf of foreign workers who are often exclude, SOCSO will launch the scheme beginning from 1st January 2019. It is not denied that this group of workers are often exploited and not given equal treatment although they have much contributed to the economy and development of the country through their involvement in jobs classified as 3D - dirty, difficult and dangerous. With the implementation of this scheme, it is hoped that the wellbeing of foreign workers will be protected throughout their service in this country.

PERUTUSAN KETUA EKSEKUTIF
STATEMENT BY THE CHIEF EXECUTIVE

Di samping itu, golongan pekerja yang tidak termasuk dalam sektor pekerjaan formal juga harus diberikan lebih tumpuan. PERKESO juga sedang mengkaji peluasan perlindungan kepada golongan suri rumah yang tidak bekerja dan pengkhidmat domestik. Sudah tiba masanya kita mengiktiraf tugas-tugas rumah sebagai kerja produktif yang menyumbang kepada kesejahteraan institusi keluarga, pembinaan modal insan dan pembangunan ekonomi negara. Oleh itu, PERKESO berhasrat untuk menyediakan perlindungan keselamatan sosial yang sewajarnya kepada mereka.

Seiring dengan ekspektasi pelanggan, setiap anggota PERKESO perlu bersedia menghadapi cabaran dalam konteks landskap perlindungan keselamatan sosial dan *future of work* masa kini yang pantas berubah. Pelan Strategik PERKESO 2016 - 2020 menjadi kerangka utama PERKESO untuk terus memperkasa jaringan keselamatan sosial pekerja di negara ini.

Keutamaan PERKESO adalah untuk mengurangkan jurang perbezaan bagi memastikan golongan pekerja yang layak dilindungi mendapat perlindungan keselamatan sosial merentasi batasan sosioekonomi masyarakat majmuk di negara ini. Kajian kebolehlaksanaan peluasan liputan perlindungan keselamatan sosial kepada warga asing yang sah juga telah dijalankan dan kini di peringkat akhir untuk kelulusan Kerajaan sebelum dilaksanakan.

Penambahbaikan yang dirancang PERKESO tidak akan dapat dilaksanakan tanpa cabaran-cabaran sukar. Namun begitu, PERKESO melihat bahawa langkah-langkah ini perlu diambil bagi memastikan visi PERKESO untuk menjadi peneraju Keselamatan Sosial yang Dinamik, Unggul dan Cemerlang tercapai. Bersandarkan komitmen tinggi warga PERKESO untuk menggalas tanggungjawab berat ini berserta kerjasama daripada pihak majikan dan pekerja, PERKESO akan dapat menjamin keselamatan sosial kepada Orang Berinsurans.

In addition, workers who do not belong in the formal employment sector must also be given focus. SOCSO is also examining the expansion of protection to housewives who do not work and domestic servants. It is time that we recognise housework as productive work that contributes to the wellbeing of the family institution, development of human capital and economic development of the country. As such, SOCSO intends to provide proper social security protection to this group of people.

In line with customers' expectation, each SOCSO's staff must be prepared to face challenges in the context of social security protection landscape and future of work that is rapidly changing. The SOCSO Strategic Plan 2016 - 2020 serves as a main framework for SOCSO to continue strengthening employees' social security network in this country.

SOCSO's priority is to reduce the gap, to ensure that employees who are eligible for protection will receive social security protection that goes beyond the multiracial socio-economic borders. A feasibility study on the expansion of social security protection coverage to legal foreign workers has been carried out and is now at the final stages for Government is approval before it is implemented.

The improvements planned by SOCSO cannot be implemented without difficult challenges. Nevertheless, SOCSO realises that these steps must be taken to ensure that its vision of becoming the leader in Social Security that is Dynamic, Distinguished and Excellent is achieved. Based on the high commitment of SOCSO staff in shouldering this great responsibility, together with the cooperation of employers and employees, SOCSO will be able to provide social security protection to the Insured Person.

PENGHARGAAN

Dengan berlatarbelakangkan pelbagai kejayaan dan pencapaian yang telah diraih PERKESO, saya mengucapkan setinggi-tinggi penghargaan kepada Lembaga Pengarah dan Panel Pelaburan PERKESO serta warga kerja atas komitmen dan sokongan padu yang berterusan serta dedikasi mereka menjadikan organisasi ini terus berdaya saing. Saya menaruh keyakinan semua lapisan warga PERKESO akan terus meningkatkan usaha dan sokongan untuk menghadapi cabaran mendatang. Berusaha gigih meneruskan kelangsungan kecemerlangan dan pencapaian organisasi untuk terus memberi impak dan lonjakan berganda dalam memartabatkan agenda memberi perlindungan keselamatan sosial pekerja yang dinamik dan inklusif di negara ini.

Akhir kata, saya dan seluruh warga PERKESO ingin merakamkan setinggi penghargaan kepada YB M. Kulasegaran, Menteri Sumber Manusia dan YB Dato' Hj Mahfuz Bin Hj Omar, Timbalan Menteri Sumber Manusia, Pengerusi serta Ahli Lembaga PERKESO khususnya di atas nasihat dan pandangan serta dorongan yang diberikan dalam memantapkan lagi peranan PERKESO sebagai salah satu agensi peneraju perlindungan keselamatan sosial pekerja di negara ini yang akan terus memacu kecemerlangan dan menjadi penanda aras kepada negara-negara lain di peringkat antarabangsa.

Sekian dan terima kasih.

ACKNOWLEDGEMENTS

With a landmark of various successes and achievements garnered by SOCSO, I would like to express my sincerest gratitude to the Board of Directors and SOCSO Investment Panel, as well as the staff for their continued commitment and support, as well as dedication in ensuring that this organisation remain competitive. I am confident that all SOCSO staff will continue to increase their effort and support in facing future challenges. Work hard to continue organisational excellence and achievement, to continue to give impact and multiple leaps in upholding the agenda of providing dynamic and inclusive social security protection in the country.

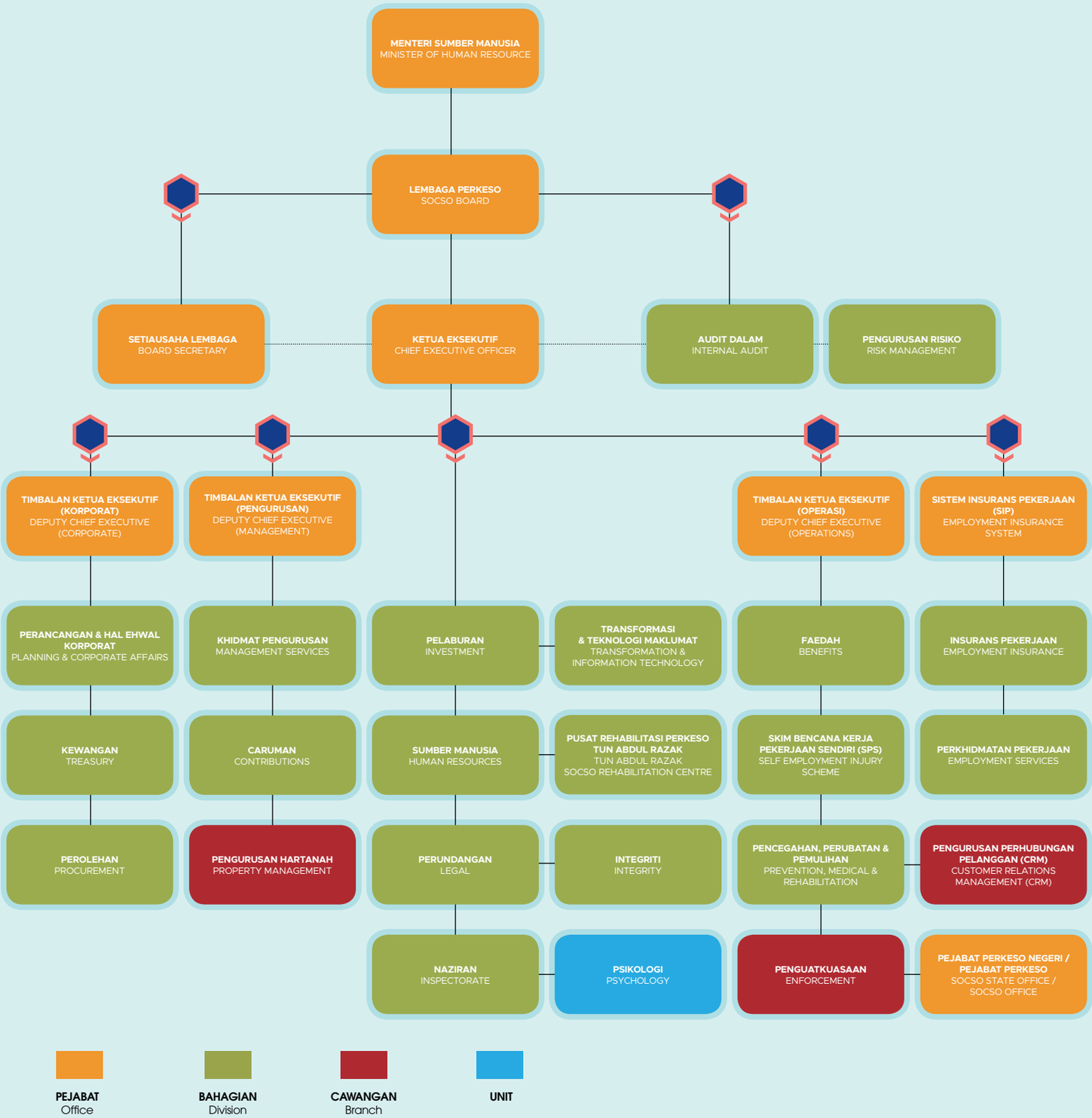
Finally, all SOCSO's staff and I would like to express our highest appreciation to YB M. Kulasegaran, Minister of Human Resources and YB Dato' Hj. Mahfuz Bin Hj. Omar, Deputy Minister of Human Resources, the Chairman as well as Members of the SOCSO Board, in particular, for the advices, views and support given in further establishing SOCSO's role as one of the leading agencies in social security protection in the country that will continue to drive excellence and become the benchmark for other countries at international level.

Thank you.

DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED

Ketua Eksekutif
Pertubuhan Keselamatan Sosial
Chief Executive
Social Security Organization

CARTA ORGANISASI
ORGANISATION CHART



TIMBALAN KETUA EKSEKUTIF
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KUMPULAN PENGURUSAN KANAN
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Academic Qualifications

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- Bachelor of Mathematics, Universiti Kebangsaan Malaysia

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- Certified Train the Trainer, HRDF

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Head of Integrity Division

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Head of Inspectorate Division

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Academic Qualifications

- Bachelor of Corporate Administration (Company Secretary), Universiti Teknologi MARA

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Head of Enforcement Section

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Head Customer Relationship Management Department

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- Ijazah Sarjana Muda Pembangunan Manusia, Universiti Putra Malaysia
- *Certified of Disability Management Professional, Canada*

Academic Qualifications

- Master of Human Development (Major Social), University Putra Malaysia
- Bachelor of Human Development, University Putra Malaysia
- Certified of Disability Management Professional, Canada

PUSAT REHABILITASI PERKESO
SOCSO'S REHABILITATION CENTRE

IR. MOHD NOOR BIN HASHIM

Ketua Cawangan Pengurusan Hartanah
Head of Property Management

Kelayakan Akademik

- Ijazah Sarjana Muda (Kepujian) Kejuruteraan Mekanikal, Universiti Teknologi Mara
- Jurutera Profesional (Mekanikal) Dengan Sijil Kelayakan Praktik
- Ahli Lembaga Jurutera Malaysia

Academic Qualifications

- Bachelor of Engineering (Hons) Mechanical, Universiti Teknologi MARA
- Professional Engineer (Mechanical) With Practising Certificate
- Member of Board of Engineer, Malaysia

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Pengarah Eksekutif
Pusat Rehabilitasi PERKESO Tun Abdul Razak
Executive Director
Tun Abdul Razak SOCSO Rehabilitation Centre

Kelayakan Akademik

- Ijazah Sarjana Muda Perubatan, Universiti Sumatera Utara
- *Master of Clinical Rehabilitation, Flinders University, South Australia*
- Ahli *ISPRM (International Society of Physical Rehabilitation Medicine)*
- *Return To Work Expert by ISSA Academy*

Academic Qualifications

- Bachelor of Medicine, Universiti Sumatera Utara
- Master of Clinical Rehabilitation, Flinders University, South Australia
- Member of ISPRM (International Society of Physical Rehabilitation Medicine)
- Return To Work Expert by ISSA Academy

EDMUND CHEONG PECK HUANG

Timbalan Pengarah (Pengurusan)
Pusat Rehabilitasi PERKESO Tun Abdul Razak
Deputy Director (Management)
Tun Abdul Razak SOCSO Rehabilitation Centre

Kelayakan Akademik

- Ijazah Sarjana Muda Sastera (Sains Politik), Universiti Kebangsaan Malaysia
- *Diploma Computer Science (Cambridge)*
- *Return To Work Expert by ISSA Academy*
- *Information Technology & Communication Expert by ISSA Academy*
- *Certified Disability Management Professional (NIDMAR Canada)*
- *Certified American Medical Association Guideline on Impairment and Disability (American Board of Independent Medical Examiner, USA)*
- *Advisor and member of Malaysian Disability Management Association Malaysia*

Academic Qualifications

- Bachelor of Literature (Political Science), Universiti Kebangsaan Malaysia
- Diploma in Computer Science (Cambridge)
- Return To Work Expert, ISSA Academy
- Information Technology & Communication Expert, ISSA Academy
- Certified Disability Management Professional, NIDMAR Canada
- American Medical Association Guideline on Impairment and Disability Certificate (American Board of Independent Medical Examiner, USA)
- Advisor and member of Malaysian Disability Management Association Malaysia

PENGARAH NEGERI
STATE DIRECTORS

	HAJI MUSTAFA BIN DRAMAN SELANGOR	Dilantik mulai / Appointed 03/09/2018
	ZAINOL BIN ABU	Sehingga / Until 02/09/2018
	HAJI SALIJAN BIN SAIGON WILAYAH PERSEKUTUAN KUALA LUMPUR	
	TONG SING CHUANG JOHOR	Dilantik mulai / Appointed 01/07/2018
	JEEVA A/L NARAYANASAMY	Sehingga / Until 31/06/2018
	HAJI OTHMAN BIN MOHD NORDIN PULAU PINANG	
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	NALLUSAMY A/L MUTHUSAMY NEGERI SEMBILAN	
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	HAJI ABU HURAIRAH @ AL MASRI BIN AHMAD PAHANG	
	HAJAH FADHILAH BINTI HAMIL MELAKA	
	DR. MOHD ALI BIN HINDIA SABAH	
	HAJI MOHD ASRI BIN MOHD RASID PERLIS	

TADBIR URUS KORPORAT
CORPORATE GOVERNANCE

3 prinsip utama tadbir urus korporat yang baik iaitu;

The **3 main principles** of good corporate governance are;

1

kepimpinan dan keberkesanan lembaga pengarah;

the leadership and effectiveness of the board of directors;

2

audit dan pengurusan risiko yang berkesan; dan

effective audit and risk management; and

3

integriti dalam pelaporan korporat dan hubungan baik dengan pihak berkepentingan

integrity in corporate reporting as well as good relationship with stakeholders.

Setiap organisasi diterajui oleh lembaga pengarah yang bertanggungjawab terhadap kepimpinan organisasi dan secara kolektif bertanggungjawab untuk memenuhi objektif dan matlamat organisasi.

Each organisation is led by the board which is responsible for its leadership and is collectively responsible in meeting the organisation's objectives and goals.

ULASAN TADBIR URUS KORPORAT

Semua ahli lembaga hendaklah secara objektif menyempurnakan tugas dan tanggungjawab fidusiarinya pada setiap masa demi kepentingan organisasi. Setiap ahli lembaga dikehendaki mengikuti perkembangan terkini mengenai tanggungjawab sebagai ahli lembaga, serta urusan, aktiviti organisasi dan perkembangan organisasi.

CORPORATE GOVERNANCE REVIEW

Objectively, all board members need to accomplish their fiduciary tasks and responsibilities every time for the interests of the organisation. Every board members is required to follow the latest development about their responsibilities as a board members and their organisation, organisation activities and organisation development.

Bagi membolehkan ahli lembaga menyempurnakan tanggungjawab dalam memenuhi matlamat dan tujuan organisasi, ahli lembaga hendaklah, antara lain:

- bersama dengan pengurusan kanan menggalakkan budaya tadbir urus korporat yang baik yang menegaskan tingkah laku beretika, berhemat dan profesional;
- menyemak, mencabar dan membuat keputusan terhadap saranan dari pihak pengurusan dan memantau pelaksanaannya;
- memastikan pelan strategik organisasi menyokong pembentukan nilai jangka panjang yang merangkumi strategi mengenai ekonomi, alam sekitar dan pertimbangan sosial yang mendokong kemampanan organisasi;
- menyelia dan mentaksir prestasi pengurusan untuk menentukan sama ada perniagaan diuruskan dengan baik;
- memastikan terdapat rangka kerja kawalan dalaman dan pengurusan risiko yang mantap;
- memahami risiko-risiko utama yang dihadapi oleh organisasi dan menyedari bahawa sebarang keputusan perniagaan melibatkan pengambilan risiko yang wajar;
- menetapkan selera risiko dalam mana lahli lembaga menjangka pihak pengurusan untuk beroperasi dan memastikan terdapat rangka kerja pengurusan risiko yang wajar untuk mengenal pasti, menganalisis, menaksir, mengurus dan memantau risiko kewangan dan bukan kewangan yang signifikan;
- memastikan pihak pengurusan kanan memiliki kemahiran dan pengalaman yang diperlukan, dan terdapat pengurusan penggantian yang teratur untuk ahli lembaga dan pengurusan kanan;
- memastikan organisasi mempunyai prosedur yang membolehkan komunikasi berkesan dengan pihak berkepentingan; dan
- memastikan integriti pelaporan kewangan dan bukan kewangan organisasi.

In order to allow the board members to fulfil their responsibilities to accomplish the organisation goals and purposes, inter alia, they shall:

- be together with the senior management to promote a good corporate governance culture which asserting on ethical behaviours, prudent and professionalism;
- review, challenge and make a decision toward suggestions from the management party and monitoring its implementation;
- make sure the organisation strategic plan supports the long term value formation which includes strategy on the economy, environment and social considerations that support the organisation sustainability;
- supervise and appraise management performances to determine whether the business is handled with care;
- make sure that there are internal control frameworks and stable risk-taking;
- understand the main risks being faced by the organisation and aware of any business decisions that involve proper risk-taking;
- setting the risk appetites in which the board members expected for the management party to operate and making sure that there is a proper risk management framework to identify, analyse, appraise, manage and monitor the significant financial and non-financial risks;
- make sure that the senior management have the necessary skills and experiences, and there are organised replacement management for the board members and senior management;
- make sure the organisation have procedures that allow effective communication with the interest parties; and
- make sure the integrity of the organisation financial and non-financial reporting.

TADBIR URUS KORPORAT
CORPORATE GOVERNANCE

Dasar dan strategi organisasi dibuat berlandaskan nilai-nilai utama, prinsip dan ciri-ciri budaya sesebuah organisasi. Oleh itu, adalah penting bagi ahli lembaga untuk menetapkan perkara-perkara ini apabila mewujudkan piagam lembaganya. Piagam ahli lembaga hendaklah menetapkan, antara lain, struktur tadbir urus, kuasa dan terma rujukan ahli lembaga, jawatankuasanya dan pihak pengurusan.

PERKESO terus komited dalam memastikan tadbir urus korporat terbaik dapat dipraktikkan dalam melaksanakan peranan dan fungsinya. Justeru, Ahli Lembaga dan semua Jawatankuasa Lembaga yang dilantik telah memainkan peranan dan tanggungjawab yang signifikan menerusi komitmen yang diterjemahkan di dalam kehadiran mereka di mesyuarat – mesyuarat Lembaga dan Jawatankuasa Lembaga yang telah diadakan sepanjang tahun 2018.

The organisation policy and strategy are created based on the main values, principles and cultural features of a organisation. Therefore, it is important for the board members to set these things when establishing its board charter. Among others, the board members charter shall set the governance structure, power and reference terms of the board members, its committee and management parties.

SOCSO pursue its commitment to make sure that the best corporate governance is practicable in implementing its role and function. Therefore, the appointed Board Members and all the Board Committee have played its significant roles and responsibilities through commitment that was interpreted with their attendance in the meeting – Board and Board Committee meeting which was held throughout 2018.

JADUAL 1 ▶ KEHADIRAN MESYUARAT LEMBAGA TAHUN 2018

TABLE 1 ▶ ATTENDANCE OF BOARD MEETING 2018

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
1.	Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	5 / 6
2.	Encik Zakri bin Mohd Khir	1 / 1
3.	Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed	6 / 6
4.	Dr. Sirajuddin bin Hashim	5 / 6
5.	Encik Abdullah Suhaimin bin Md Yunus	5 / 6
6.	Dato' Amir bin Omar	5 / 6
7.	Dr. Michael Chiam Tow Hui	5 / 6
8.	Encik Alan Khoo Choom Kwong	5 / 5
9.	Encik Ramadass a/l Arumugam	4 / 5
10.	Dato' Abdul Halim bin Mansor	4 / 5
11.	Haji Mohamad Ibrahim bin Haji Hamid A.B.S.	5 / 5
12.	Datuk Azih bin Muda	6 / 6
13.	Encik Awang Ali bin Ahmad Raji @ Amat	6 / 6
14.	Encik Bati Juram	2 / 2
15.	Dato' Hajah Normala binti Abdul Samad	1 / 2
16.	Encik Leong Pit Wee	4 / 6
17.	Haji Mohd Iskandar bin Jaafar	1 / 2
18.	Encik William Tan See Pin	2 / 3
19.	Encik Vembarasan a/l Vairakkannu	2 / 3
20.	Encik Wasu a/l Arumugam	3 / 3

Nota / Note:

Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	Sehingga / Until 01.10.2018
Encik Zakri bin Mohd Khir	Dilantik / Appointed 08.10.2018
Dr. Sirajuddin bin Hashim	Sehingga / Until 01.12.2018
Encik Alan Khoo Choom Kwong	Sehingga / Until 15.08.2018
Encik Ramadass a/l Arumugam	Sehingga / Until 15.08.2018
Dato' Abdul Halim bin Mansor	Sehingga / Until 31.08.2018
Haji Mohamad Ibrahim bin Haji Hamid A.B.S.	Sehingga / Until 15.08.2018
Encik Bati Juram	Sehingga / Until 01.06.2018
Dato' Hajah Normala binti Abdul Samad	Sehingga / Until 01.06.2018
Haji Mohd Iskandar bin Jaafar	Sehingga / Until 01.06.2018
Encik William Tan See Pin	Dilantik / Appointed 01.07.2018
Encik Vembarasan a/l Vairakkannu	Dilantik / Appointed 01.07.2018
Encik Wasu a/l Arumugam	Dilantik / Appointed 01.07.2018

TADBIR URUS KORPORAT
CORPORATE GOVERNANCE

JADUAL 2 ▶ KEHADIRAN MESYUARAT KHAS LEMBAGA 2018
TABLE 2 ▶ ATTENDANCE OF SPECIAL BOARD MEETING 2018

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
1.	Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	5 / 6
2.	Encik Zakri bin Mohd Khir	2 / 2
3.	Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed	8 / 8
4.	Dr. Sirajuddin bin Hashim	6 / 8
5.	Encik Abdullah Suhaimin bin Md Yunus	7 / 8
6.	Dato' Amir bin Omar	6 / 8
7.	Dr. Michael Chiam Tow Hui	8 / 8
8.	Encik Alan Khoo Choom Kwong	5 / 5
9.	Encik Ramadass a/l Arumugam	5 / 5
10.	Dato' Abdul Halim bin Mansor	5 / 5
11.	Haji Mohamad Ibrahim bin Haji Hamid A.B.S.	5 / 5
12.	Datuk Azih bin Muda	7 / 8
13.	Encik Awang Ali bin Ahmad Raji @ Amat	8 / 8
14.	Encik Bati Juram	4 / 4
15.	Dato' Hajah Normala binti Abdul Samad	3 / 4
16.	Encik Leong Pit Wee	5 / 8
17.	Haji Mohd Iskandar bin Jaafar	4 / 4
18.	Encik William Tan See Pin	4 / 4
19.	Encik Vembarasan a/l Vairakkannu	4 / 4
20.	Encik Wasu a/l Arumugam	4 / 4

Nota / Note:

Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	Sehingga / Until 01.10.2018
Encik Zakri bin Mohd Khir	Dilantik / Appointed 08.10.2018
Dr. Sirajuddin bin Hashim	Sehingga / Until 01.12.2018
Encik Alan Khoo Choom Kwong	Sehingga / Until 15.08.2018
Encik Ramadass a/l Arumugam	Sehingga / Until 15.08.2018
Dato' Abdul Halim bin Mansor	Sehingga / Until 31.08.2018
Haji Mohamad Ibrahim bin Haji Hamid A.B.S.	Sehingga / Until 15.08.2018
Encik Bati Juram	Sehingga / Until 01.06.2018
Dato' Hajah Normala binti Abdul Samad	Sehingga / Until 01.06.2018
Haji Mohd Iskandar bin Jaafar	Sehingga / Until 01.06.2018
Encik William Tan See Pin	Dilantik / Appointed 01.07.2018
Encik Vembarasan a/l Vairakkannu	Dilantik / Appointed 01.07.2018
Encik Wasu a/l Arumugam	Dilantik / Appointed 01.07.2018

JADUAL 3 ▶ KEHADIRAN MESYUARAT PANEL PELABURAN 2018

TABLE 3 ▶ ATTENDANCE OF INVESTMENT PANEL MEETING 2018

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
1.	Encik Zakri bin Mohd Khir	2 / 2
2.	Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	7 / 7
3.	Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed	9 / 9
4.	Dr. Michael Chiam Tow Hui	8 / 9
5.	Datuk Idris bin Abdullah	6 / 9
6.	Encik Leong Pit Wee	7 / 9
7.	Puan Afidah Azwa binti Abdul Aziz	4 / 6
8.	Dato' Abdul Halim bin Mansor	6 / 6
9.	Datuk Ahmad Badri bin Mohd Zahir	1 / 3

Nota / Note:

Encik Zakri bin Mohd Khir	Dilantik / Appointed 08.10.2018
Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	Sehingga / Until 01.10.2018
Puan Afidah Azwa binti Abdul Aziz	Dilantik / Appointed 29.03.2018
Dato' Abdul Halim bin Mansor	Sehingga / Until 31.08.2018
Datuk Ahmad Badri bin Mohd Zahir	Sehingga / Until 28.03.2018

JADUAL 4 ▶ KEHADIRAN MESYUARAT JAWATANKUASA AUDIT LEMBAGA 2018

TABLE 4 ▶ ATTENDANCE OF BOARD AUDIT COMMITTEE MEETING 2018

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
1.	Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed	2 / 2
2.	Encik Bati Juram	1 / 1
3.	Haji Mohamad Ibrahim bin Haji Hamid A.B.S.	2 / 2
4.	Encik Ramadass a/l Arumugam	1 / 2
5.	Datuk Azih bin Muda	2 / 2

Nota / Note:

Haji Mohamad Ibrahim bin Haji Hamid A.B.S.	Sehingga / Until 15.08.2018
Encik Bati Juram	Sehingga / Until 01.06.2018

TADBIR URUS KORPORAT
CORPORATE GOVERNANCE

JADUAL 5 ▶ KEHADIRAN MESYUARAT JAWATANKUASA KEWANGAN 2018
TABLE 5 ▶ ATTENDANCE OF FINANCE COMMITTEE MEETING 2018

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
1.	Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	3 / 3
2.	Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed	3 / 3
3.	Encik Abdullah Suhaimin bin Md Yunus	2 / 2
4.	Dato' Amir bin Omar	1 / 2
5.	Encik Ramadass a/l Arumugam	0 / 1
6.	Encik Awang Ali bin Ahmad Raji @ Amat	1 / 2

Nota / Note:
Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat — Sehingga / Until 01.10.2018
Encik Ramadass a/l Arumugam — Sehingga / Until 15.08.2018

JADUAL 6 ▶ KEHADIRAN MESYUARAT KHAS JAWATANKUASA KEWANGAN 2018
TABLE 6 ▶ ATTENDANCE OF FINANCE COMMITTEE SPECIAL MEETING 2018

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
1.	Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	2 / 2
2.	Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed	2 / 2
3.	Encik Abdullah Suhaimin bin Md Yunus	0 / 2
4.	Dato' Amir bin Omar	1 / 2
5.	Encik Ramadass a/l Arumugam	1 / 1
6.	Encik Awang Ali bin Ahmad Raji @ Amat	2 / 2

Nota / Note:
Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat — Sehingga / Until 01.10.2018
Encik Ramadass a/l Arumugam — Sehingga / Until 15.08.2018

JADUAL 7 ▶ KEHADIRAN MESYUARAT JAWATANKUASA PEROLEHAN 2018

TABLE 7 ▶ ATTENDANCE OF PROCUREMENT COMMITTEE MEETING 2018

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
1.	Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed	12 / 12
2.	Dr. Sirajuddin bin Hashim	9 / 12
3.	Dato' Amir bin Omar	8 / 12
4.	Dr. Michael Chiam Tow Hui	8 / 12
5.	Datuk Azih bin Muda	8 / 12
6.	Encik Abdullah Suhaimin bin Md Yunus	7 / 12

Nota / Note:
Dr. Sirajuddin bin Hashim — Sehingga / Until 01.12.2018

JADUAL 8 ▶ KEHADIRAN MESYUARAT JAWATANKUASA PENGURUSAN PRESTASI 2018

TABLE 8 ▶ ATTENDANCE OF PERFORMANCE MANAGEMENT COMMITTEE MEETING 2018

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
1.	Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed	1 / 1
2.	Encik Ramadass a/l Arumugam	1 / 1
3.	Haji Mohamad Ibrahim bin Haji Hamid A.B.S.	1 / 1
4.	Professor Dato' Dr. Sudin bin Haron	1 / 1
5.	Haji Iskandar bin Jaafar	1 / 1

Nota / Note:
Encik Ramadass a/l Arumugam — Sehingga / Until 15.08.2018
Haji Mohamad Ibrahim bin Haji Hamid A.B.S. — Sehingga / Until 15.08.2018
Haji Mohd Iskandar bin Jaafar — Sehingga / Until 01.06.2018

JADUAL 9 ▶ KEHADIRAN MESYUARAT LEMBAGA PUSAT REHABILITASI PERKESO TUN ABDUL RAZAK 2018

TABLE 9 ▶ ATTENDANCE OF TUN ABDUL RAZAK SOCSO REHABILITATION CENTER BOARD MEETING 2018

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
1.	Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	1 / 1
2.	Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed	1 / 1
3.	Dr. Sirajuddin bin Hashim	1 / 1
4	Dr. Michael Chiam Tow Hui	1 / 1
5.	Dato' Dr. Vasan Sinnadurai	1 / 1

Nota / Note:

Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	Sehingga / Until 01.10.2018
Dr. Sirajuddin bin Hashim	Sehingga / Until 01.12.2018

JADUAL 10 ▶ KEHADIRAN MESYUARAT JAWATANKUASA TATATERTIB 2018

TABLE 10 ▶ ATTENDANCE OF DISCIPLINARY COMMITTEE MEETING 2018

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
1.	Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed	3 / 3
2.	Dr. Sirajuddin bin Hashim	3 / 3
3.	Encik Ramadass a/l Arumugam	3 / 3

Nota / Note:

Dr. Sirajuddin bin Hashim	Sehingga / Until 01.12.2018
Encik Ramadass a/l Arumugam	Sehingga / Until 15.08.2018

JADUAL 11 ▶ KEHADIRAN MESYUARAT JAWATANKUASA PERJAWATAN 2018

TABLE 11 ▶ ATTENDANCE OF THE PERSONNEL COMMITTEE MEETING 2018

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
1.	Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	4 / 4
2.	Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed	5 / 5
3.	Dato' Amir bin Omar	4 / 5
4.	Encik Rosli bin Bidin	1 / 1
5.	Encik Alan Khoo Choom Kwong	3 / 3
6.	Dato' Abdul Halim bin Mansor	2 / 4
7.	Dato' Hajah Normala binti Abdul Samad	2 / 2
8.	Encik William Tan See Pin	1 / 1

Nota / Note:

Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	Sehingga / Until 01.10.2018
Encik Alan Khoo Choom Kwong	Sehingga / Until 15.08.2018
Dato' Abdul Halim bin Mansor	Sehingga / Until 31.08.2018
Dato' Hajah Normala binti Abdul Samad	Sehingga / Until 01.06.2018)
Encik William Tan See Pin	Dilantik / Appointed 01.07.2018

JADUAL 12 ▶ KEHADIRAN MESYUARAT JAWATANKUASA SKIM PEKERJAAN SENDIRI 2018

TABLE 12 ▶ ATTENDANCE OF SELF EMPLOYMENT INJURY SCHEME COMMITTEE MEETING 2018

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
1.	Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	1 / 1
2.	Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed	1 / 1
3.	Dato Haji Aslah bin Abdullah	1 / 1
4.	Dato' Amir bin Omar	1 / 1
5.	Encik Hazim bin Jamaluddin	1 / 1
6.	Encik Wong Wai Khuen	1 / 1
7.	Encik Md. Hasbullah bin Mohamad	1 / 1

JADUAL 13 ▶ KEHADIRAN MESYUARAT LEMBAGA RAYUAN KENAIKAN PANGKAT

TABLE 13 ▶ ATTENDANCE OF PROMOTION APPEALS BOARD MEETING

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
1.	Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	1 / 1
2.	Dr. Sirajuddin bin Hashim	1 / 1
3.	Encik Abdullah Suhaimin bin Md Yunus	1 / 1
4.	Encik Alan Khoo Choom Kwong	1 / 1
5.	Encik Ramadass a/l Arumugam	1 / 1
6.	Dato' Abdul Halim bin Mansor	0 / 1
7.	Haji Mohamad Ibrahim bin Haji Hamid A.B.S.	1 / 1
8.	Datuk Azih bin Muda	1 / 1
9.	Encik Awang Ali bin Ahmad Raji @ Amat	1 / 1
10.	Dato' Hajah Normala binti Abdul Samad	1 / 1
11.	Encik Leong Pit Wee	1 / 1
12.	Haji Mohd Iskandar bin Jaafar	0 / 1
13.	Encik Vembarasan a/l Vairakkannu	0 / 1

Nota / Note:

Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	Sehingga / Until 01.10.2018
Dr. Sirajuddin bin Hashim	Sehingga / 01.12.2018
Encik Alan Khoo Choom Kwong	Sehingga / Until 15.08.2018
Encik Ramadass a/l Arumugam	Sehingga / Until 15.08.2018
Dato' Abdul Halim bin Mansor	Sehingga / Until 31.08.2018
Haji Mohamad Ibrahim bin Haji Hamid A.B.S.	Sehingga / Until 15.08.2018
Dato' Hajah Normala binti Abdul Samad	Sehingga / Until 01.06.2018
Haji Mohd Iskandar bin Jaafar	Sehingga / Until 01.06.2018
Encik Vembarasan a/l Vairakkannu	Dilantik / Appointed 01.07.2018

JADUAL 14 ▶ KEHADIRAN MESYUARAT JAWATANKUASA SISTEM INSURANS PEKERJAAN 2018

TABLE 14 ▶ ATTENDANCE OF EMPLOYMENT INSURANCE SYSTEM COMMITTEE MEETING 2018

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
1.	Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	3 / 3
2.	Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed	4 / 4
3.	Puan Betty binti Hasan	3 / 4
4.	Dr. Nirwan bin Noh	3 / 4
5.	Dr. Maziah binti Che Yusoff	3 / 4
6.	Dato' Mohd Jeffrey bin Joakim	3 / 4
7.	Encik Kamal bin Pardi	4 / 4
8.	Encik Jack Meredu Ko	2 / 2
9.	Encik Awang Raduan bin Awang Pardi	1 / 1
10.	Encik Khalid bin Jali	4 / 4
11.	Encik Nidzam bin Kamarulzaman	2 / 3
12.	Dr. Mohd Rashid bin Buyong Hamzah	1 / 1
13.	Encik Asri bin Ab Rahman	2 / 2
14.	Encik Wan Zulkfli bin Wan Setapa	2 / 2
15.	Dato' Abdul Halim bin Mansor	3 / 3
16.	Encik Andrew Lo Kian Nyan	4 / 4
17.	Encik Somahsundram Somoo	4 / 4
18.	Datuk Noraini binti Soltan	4 / 4
19.	Datuk Michael Kang	4 / 4
20.	Dato' Low Kian Chuan	3 / 3
21.	Dato' Sri Ismail bin Ahmad	2 /3
22.	Dato' Wira Jalilah bin Baba	3 /3
23.	Prof. Datuk Dr. Norma binti Mansor	4 / 4
24.	Encik Rahim bin Mohamad	4 / 4
25.	Encik Musalman bin Ahmad Iskandar Shah	4 / 4

Nota / Note:

Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	Sehingga / Until 01.10.2018
Dato' Abdul Halim bin Mansor	Sehingga / Until 31.08.2018
Datuk Michael Kang	Sehingga / Until 01.10.2018
Encik Jack Meredu Ko	Sehingga / Until 01.06.2018
Encik Nidzam bin Kamarulzaman	Sehingga / Until 01.10.2018
Encik Asri bin Ab Rahman	Sehingga / Until 01.06.2018
Dato' Sri Ismail bin Ahmad	Sehingga / Until 31.08.2018
Dato' Wira Jalilah bin Baba	Sehingga / Until 31.08.2018

ULASAN PENGURUSAN RISIKO KORPORAT
GOVERNANCE AND CORPORATE RISK MANAGEMENT REVIEWS

Pendekatan tadbir urus risiko PERKESO
menggariskan akauntabiliti pemilikan risiko di seluruh organisasi bagi membolehkan tanggungjawab dikoordinasi secara efektif, di samping memastikan risiko diuruskan secara proaktif bagi setiap aktiviti yang berisiko

SOCSO's risk governance approach
outlines the accountability of risk ownerships across the organisation that allow effective coordination of responsibilities while ensuring that risks are managed proactively at the onset of risk-taking activities

GAMBARAN UMUM

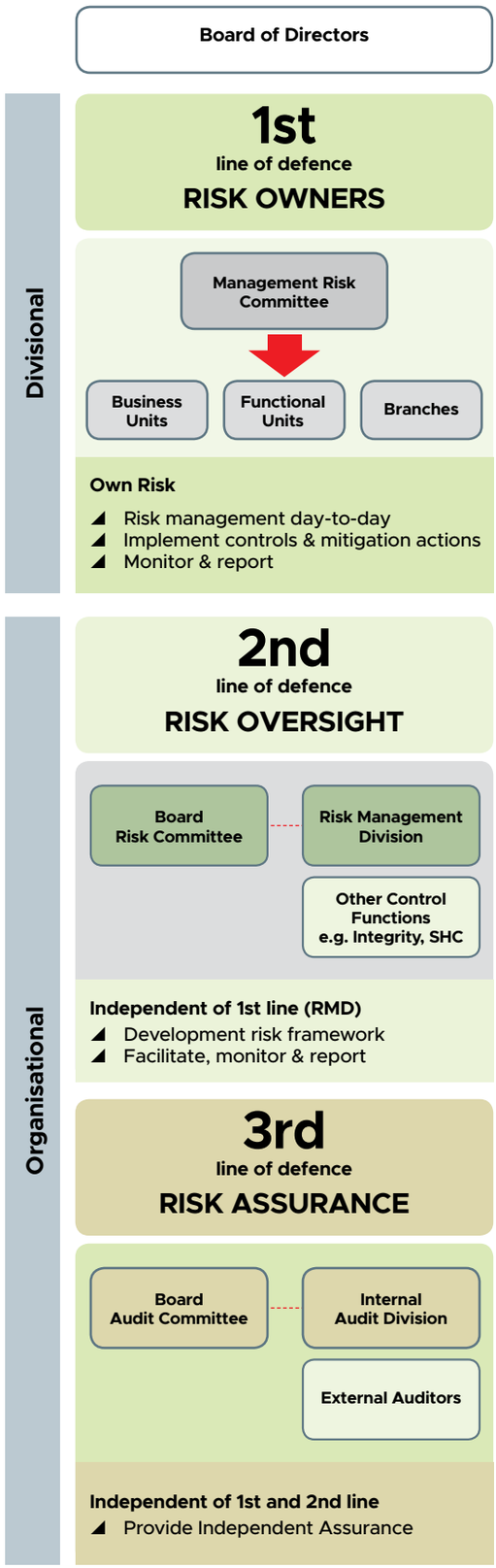
Faktor-faktor risiko wujud di dalam setiap inisiatif sama ada dari proses dalaman atau luaran sesebuah organisasi. Kewujudan faktor-faktor risiko yang baru serta tekanan bagi memastikan operasi sentiasa berjalan lancar, pulangan pelaburan yang baik dan penjimatan kos menjadikan pengurusan risiko semakin mencabar. Salah satu cabaran di dalam pengurusan risiko yang mapan adalah untuk mengurus risiko yang memberi kesan negatif kepada organisasi yang berkemungkinan menjejaskan kestabilan kewangan dan kemampanan dana.

Menyedari hakikat ini, PERKESO menerima pengurusan risiko sebagai komponen penting dalam proses membuat keputusan, kegiatan pengoperasian dan pelaburan. Bagi memastikan pengurusan risiko yang berkesan, PERKESO sentiasa menggalak dan menanam budaya pengurusan risiko di dalam organisasi melalui pendekatan struktur tadbir urus risiko yang kukuh dan amalan pengurusan risiko yang baik. Pendekatan tadbir urus risiko PERKESO menggariskan akauntabiliti pemilikan risiko di seluruh organisasi bagi membolehkan tanggungjawab dikoordinasi secara efektif di samping memastikan risiko diuruskan secara proaktif bagi setiap aktiviti yang berisiko. Usaha dan inisiatif yang berterusan juga dijalankan bagi memastikan keberkesanan pengurusan risiko seperti pelaksanaan polisi risiko yang komprehensif, penambahbaikan kaedah dan methodologi pengurusan risiko, penambahbaikan sistem dan pembangunan modal insan.

OVERVIEW

Emerging risks and increasing pressures for efficiency of operations, good investment returns and lower costs make risk management more challenging. One of the many challenges is to manage risk which has an unfavourable impact on the organisation that may jeopardize the financial viability and sufficiency of funds.

Realising the consequences, SOCSO embraces risk management as an integral part of its decision-making process, operations and investment. In ensuring effective risk management, SOCSO continuously promotes and inculcates sound risk management culture by adopting a strong risk governance structure and sound practices on risk management. SOCSO's risk governance approach outlines the accountability of risk ownerships across the organisation that allow effective coordination of responsibilities while ensuring that risks are managed proactively at the onset of risk-taking activities. In addition, supplementary efforts and initiatives to advance the risk management agenda includes comprehensive risk policy implementation, enhancement of risk tools and methodologies, systems enhancement and human capital development.



TADBIR URUS RISIKO

Rangka Kerja Tadbir Urus Risiko menjelaskan struktur tadbir urus yang menerangkan tanggungjawab dan pemilikan risiko di dalam organisasi di samping memastikan pengurusan risiko yang berkesan melalui penyeliaan bebas.

Melalui struktur tadbir urus ini, Lembaga PERKESO mengekalkan tanggungjawab keseluruhan bagi penyeliaan dan tadbir urus risiko. Lembaga PERKESO, melalui Jawatankuasa Risiko Lembaga, mengawasi kesemua aktiviti pengurusan risiko, pelaksanaan rangka kerja pengurusan risiko, memberi arahan strategik, mempertimbangkan cadangan Jawatankuasa Pengurusan Risiko dan memastikan kecukupan infrastruktur, sistem dan sumber tersedia bagi memastikan fungsi pengurusan risiko dilaksanakan dengan efektif dan berkesan.

RISK GOVERNANCE

The risk governance structure that encapsulates the arrangement of SOCSO's governance is formalised through its Risk Governance Framework which clearly assigns the accountability and ownership of risks across the organisation whilst ensuring sufficient levels of independent oversight.

At the helm of the governance structure, the Board retains overall responsibility for the oversight and governance of risk. The Board, through its Risk Committee oversees the implementation of risk management framework and its activities, provides strategic directions, reviews recommendations from the Risk Management Committee and ensures that adequate infrastructure, systems and resources are in place for effective risk management function.

TIGA BARISAN PERTAHANAN PERKESO

SOCSO'S THREE LINES OF DEFENCE

BARISAN HADAPAN Bahagian, Cawangan & Pejabat-pejabat PERKESO	BARISAN PERTAHANAN KEDUA Bahagian Pengurusan Risiko	BARISAN PERTAHANAN KETIGA Bahagian Audit Dalam
FIRST LINE OF DEFENCE Divisions, Branches & SOCSO offices	**SECOND LINE OF DEFENCE** Risk Management Division	**THIRD LINE OF DEFENCE** Internal Audit Division

PERKESO menggunapakai dua peringkat struktur tadbir urus risiko, iaitu peringkat institusi berdasarkan model Tiga Barisan Pertahanan, disokong oleh struktur risiko operasi di peringkat bahagian, cawangan dan pejabat PERKESO.

- **Di barisan hadapan, barisan pertahanan pertama terdiri daripada bahagian, cawangan dan pejabat–pejabat PERKESO** yang bertanggungjawab untuk mengenal pasti dan menguruskan risiko sebagai sebahagian dari aktiviti operasi harian dengan memastikan kawalan risiko mencukupi serta berkesan di dalam operasi dan persekitaran mereka.

- **Barisan pertahanan kedua terdiri daripada Bahagian Pengurusan Risiko** yang berfungsi secara bebas serta bahagian lain yang turut menjalankan fungsi kawalan selia seperti Bahagian Integriti. Bahagian Pengurusan Risiko membangunkan rangka kerja dan metodologi pengurusan risiko, melaksanakan penilaian bebas, memantau pelaksanaan aktiviti pengurusan risiko serta menyediakan laporan kepada Lembaga, Jawatankuasa Risiko Lembaga dan Pengurusan.

- **Bahagian Audit Dalam sebagai barisan pertahanan ketiga** menyediakan jaminan bebas kepada Lembaga, Jawatankuasa Audit Lembaga dan Pengurusan ke atas kecukupan kawalan dalaman, pematuhan terhadap polisi dan proses pengurusan risiko.

SOCSO adopts a two-tier risk governance structure, namely, at institutional level based on the Three Lines of Defence approach, supported by operational risk structure at divisional and branch levels.

- **At the forefront, the First Line of Defence comprises all business and functional divisions and branches** responsible for the identification and management of risks on a day-to-day basis, by having in place adequate and effective risk controls within their spheres of operations and environment.

- **The Second Line of Defence comprises an independent Risk Management Division** as well as other oversight and control functions such as the Integrity and Enforcement Divisions. The Risk Management Division develops risk frameworks and tools, performs independent evaluation, guides the implementation of risk management activities as well as provides upwards reporting to the Board, Board Risk Committee and Management.

- **The Internal Audit Division, as the Third Line of Defence**, provides independent assurance on the adequacy of internal controls, compliance with the policies and risk management process to the Board, Board Audit Committee and Management.

PENGURUSAN RISIKO MENYELURUH

PERKESO mengamalkan pendekatan pengurusan risiko secara menyeluruh bagi menguruskan risiko organisasi. Pendekatan ini adalah sebagai sebahagian daripada amalan tadbir urus korporat yang baik berdasarkan kepada prinsip, rangka kerja dan proses berasaskan "ISO 31000:2010 *Risk Management Principles & Guidelines*". Pengurusan risiko secara menyeluruh telah diintegrasikan di dalam PERKESO berdasarkan seni bina risiko seperti berikut:

- Struktur tadbir urus yang komprehensif, mandat dan sokongan daripada Lembaga dan Pengurusan adalah penting untuk memastikan pelaksanaan pengurusan risiko yang efektif selaras dengan hala tuju strategik organisasi serta disokong oleh fungsi pengawasan dan kawal selia yang relevan.
- Infrastruktur risiko merangkumi rangka kerja dan sumber-sumber yang diperlukan bagi memastikan pengurusan risiko dapat dilaksanakan dengan berkesan. Ini termasuk polisi risiko, kemahiran dan bakat sumber manusia bagi memastikan pengurusan risiko dapat berfungsi dengan baik dan penggunaan teknologi bersesuaian yang dapat membantu dalam pemantauan dan pelaporan risiko.
- Rangka kerja risiko pula menggariskan prinsip dan metodologi untuk membolehkan pengurusan risiko yang berkesan yang merangkumi pengenalpastian, penilaian, pemantauan dan pelaporan risiko. Ia juga memberi pemahaman mengenai potensi dan kesan ancaman kepada organisasi, pengurusan risiko mengikut toleransi atau tahap risiko serta memberi jaminan mengenai tanggungjawab menguruskan risiko. Polisi ini juga diintegrasikan ke dalam prosedur operasi, garis panduan dan aktiviti–aktiviti lain organisasi mengikut kesesuaian.

ENTERPRISE RISK MANAGEMENT

SOCSO adopts the enterprise risk management approach as the integrated way of managing risks within the organisation. The approach is based on the principles, framework and process in accordance with the ISO 31000:2010 Risk Management Standards. The risk architecture within which the ERM is integrated within SOCSO is shown in the following diagram:

- A comprehensive governance structure, mandate and support from the Board and Management is vital to ensure effective execution of risk management in line with the strategic direction of the organisation, while supported by relevant oversight and control functions.
- The risk infrastructure encapsulates the necessary risk framework and resources required in ensuring effective implementation of risk management. This includes documented risk policies and framework, right talent and skills in ensuring a well-functioned risk management, and appropriate technology to assist in monitoring and reporting of risks.
- Risk frameworks outline the principles and methodologies to enable for effective management of risk i.e. structured identification, assessment, monitoring and reporting of risks. It involves the understanding of potential threats and adverse impacts to the organisation, management of risks within the risk tolerance as well as providing assurance on risk management responsibilities. Wherever appropriate, the policy is integrated into the operational procedures, guidelines and other activities of the organisation.

PENGURUSAN KESINAMBUNGAN PERNIAGAAN

PERKESO komited dalam melaksanakan Pengurusan Kesinambungan Perniagaan (BCM) untuk memastikan organisasi kekal berdaya tahan bagi melindungi manfaat kesemua pihak berkepentingan. Lembaga dan pihak pengurusan bertanggungjawab untuk memastikan pelaksanaan amalan BCM yang menyeluruh di dalam organisasi sebagai sebahagian daripada tadbir urus korporat yang baik dan pengurusan risiko yang berhemat. BCM membolehkan PERKESO:

- Memulih serta meneruskan fungsi operasi kritikal dalam tempoh masa yang ditetapkan selain meminimumkan kos kerosakan dan gangguan operasi akibat bencana;
- Meningkatkan keupayaan dalam membuat keputusan semasa krisis dan menjamin operasi perniagaan dapat diteruskan dalam tempoh masa yang ditetapkan, selepas bencana; dan
- Melindungi anggota, harta, aset dan reputasi dari ancaman..

Pada tahun 2018, latihan analisa impak perniagaan telah dijalankan dengan bahagian / cawangan untuk memastikan strategi pemulihan sentiasa dikemaskini dan relevan. Lima (5) latihan pelan pemulihan data (DR) juga telah dijalankan pada tahun 2018 untuk memastikan pelan DR dan strategi pemulihan sistem disahkan berdaya maju, Pusat Pemulihan Bencana IT boleh beroperasi semasa bencana dan semua anggota yang terlibat dalam aktiviti pemulihan bencana telah terlatih dan bersedia dalam menghadapi gangguan operasi atau insiden.

Beberapa inisiatif akan dilaksanakan untuk BCM pada masa akan datang, termasuk kajian semula Rangka Kerja Kesinambungan Perniagaan dan meningkatkan keupayaan dalaman iaitu kesediaan pelan, sumber manusia dan infrastruktur BCM.

BUSINESS CONTINUITY MANAGEMENT

SOCSO is committed in implementing Business Continuity Management (BCM) to ensure the organisation remains resilient, hence protecting the interest of all its stakeholders. The Board and Management are responsible for ensuring enterprise-wide implementation of sound BCM practices as part of good corporate governance and prudent management within SOCSO. Effective BCM enables SOCSO:

- To recover and resume its critical business functions within a tolerable timeframe and minimise the cost of damage and interruptions from the aftermath of disaster;
- To enhance its decision-making capability during a crisis, with assurance that business operations can be continued within a specific period post-disaster; and
- To safeguard its employees, properties, assets and reputation.

In 2018, business impact analysis exercises were carried out with divisions to ensure that the recovery strategies remain up-to-date and relevant. Five (5) IT Disaster Recovery (DR) Plan exercises were also conducted in 2018 with the aim of ensuring that the DR plan and recovery strategies of the systems remain viable and validated, and that the Disaster Recovery Centre can be operated during disasters and all staff involved in such disaster recovery activities are well-trained and prepared in facing such operational disruptions or incidents.

Several initiatives will be implemented for BCM in the future including a review of the Business Continuity Framework and enhancing internal capabilities, namely, the availability of planning, human resources and BCM infrastructure.

PENGURUSAN RISIKO PELABURAN

PERKESO mempunyai Dasar dan Garis Panduan Pelaburan serta Dasar Kenyataan Pelaburan *("Investment Policy Statement")* yang menggariskan kaedah-kaedah pengurusan risiko pelaburan, pengendalian had-had risiko dan pendekatan dalam pelaburan dana PERKESO. Dasar dan garis panduan ini juga menggambarkan toleransi risiko pelaburan melalui perumusan *"Strategic Asset Allocation (SAA)"* dan *"Tactical Asset Allocation (TAA)"* PERKESO. Disebabkan perubahan pasaran, TAA digunakan sebagai strategi pelaburan dinamik yang menyelaras secara aktifnya dalam lingkungan SAA yang telah ditetapkan. Ianya adalah sebuah mekanisma yang bertindak sebagai langkah kawalan risiko serta peningkatan potensi pelaburan. Prestasi aset juga diukur dengan penanda aras atau indeks yang menggambarkan risiko yang diambil oleh PERKESO.

Secara umumnya, risiko pelaburan ditakrifkan sebagai kebarangkalian berlakunya kerugian ke atas pelaburan PERKESO yang memberi impak kepada kadar pulangan pelaburan PERKESO. Pengurusan risiko pelaburan PERKESO boleh dibahagikan kepada dua kategori iaitu pengurusan risiko pasaran dan pengurusan risiko kredit.

INVESTMENT RISK MANAGEMENT

SOCSO has established an Investment Policy Statement as well as an Investment Guideline and Policy which outline the methods of investment risk management, handling of risk limits and approaches in investment of SOCSO funds. The policies and guidelines also describe the investment risk tolerance through its Strategic Asset Allocation (SAA) and Tactical Asset Allocation (TAA) formulae. Due to market changes, TAA is used as a dynamic investment strategy that actively adjusts within the stipulated SAA ranges. It is a mechanism that acts as a risk control measure as well as enhances investment potential. Asset performance is also measured against the benchmark or indices that reflect the risks taken by SOCSO.

In general, investment risk is defined as the probability of incurring losses on SOCSO's investments that can have a negative impact towards returns. SOCSO's investment risk management is divided into two main categories which are market risk and credit risk management.

Pengurusan Risiko Pasaran

Risiko pasaran ditakrifkan sebagai risiko kerugian kewangan akibat daripada perubahan harga ekuiti, kadar faedah dan kadar pertukaran wang asing. Objektif utama pengurusan risiko pasaran adalah untuk melindungi dan meminimumkan kerugian daripada perubahan pasaran yang di luar jangka. PERKESO menggunakan teknik dan pengukuran risiko untuk menguruskan pendedahan risiko pasaran seperti berikut:

a) **Analisis Sensitiviti:** Mengukur risiko pasaran untuk bon dengan menggunakan kaedah *Modified Duration*. Kaedah ini mengukur sensitiviti bon terhadap pergerakan kadar faedah.
b) ***Tracking Error*:** Mengukur perbezaan kadar pulangan antara portfolio pelaburan PERKESO dengan indeks penanda aras yang telah ditetapkan untuk portfolio.

Value at Risk (VaR): Nilai berisiko yang mengukur kerugian maksimum pelaburan dalam jangka masa yang ditetapkan berdasarkan tahap keyakinan.

Pengurusan Risiko Kredit

Risiko kredit adalah risiko berlakunya kerugian portfolio pelaburan PERKESO disebabkan oleh kegagalan rakan niaga atau *counterparty* dalam membayar obligasi yang dipersetujui. Matlamat pengurusan risiko kredit adalah untuk mengekalkan pendedahan kredit di dalam parameter yang diterima dan pada masa yang sama memaksimumkan kadar pulangan pelaburan PERKESO. Pelaburan PERKESO terdedah kepada risiko-risiko kredit seperti pelaburan dalam pinjaman kepada kuasi kerajaan serta pelaburan dalam bon atau sukuk, hartanah dan ekuiti swasta. Ukuran pengurusan risiko kredit yang digunapakai antaranya adalah dengan menetapkan instrumen pelaburan yang dibenarkan, had-had pelaburan dan penetapan penarafan kredit minimum bagi bon korporat. Untuk meningkatkan lagi kualiti pengurusan risiko pelaburan, PERKESO berhasrat untuk membangunkan polisi risiko pelaburan yang lebih khusus menggariskan tatacara pengurusan risiko pelaburan yang efektif. Dasar-dasar ini juga akan menetapkan kaedah dan tatacara dalam menguruskan risiko pasaran dan kredit meliputi semua jenis aset dalam portfolio pelaburan PERKESO.

Market Risk Management

Market risk is defined as the risk of financial loss due to changes in equity price, interest rates and foreign exchange. The objective of market risk management is to protect the organisation and minimise losses arising from unforeseen market movements. SOCSO employs the following risk measurement techniques to manage its exposure to market risks:

a) **Sensitivity Analysis:** Measuring market risk for bonds using the Modified Duration method. This method measures sensitivity of bods towards interest rate movements.
b) **Tracking Error:** Measuring the deviation in rate of returns of SOCSO's investment portfolio against the benchmark index stipulated for the portfolio.

Value at Risk (VaR): Measuring the maximum loss expected on an investment over a given time within a given specified level of confidence.

Credit Risk Management

Credit risk is the risk of a counterparty failing to perform its obligations. The goal of credit risk management is to maximise an organisation's risk adjusted rate of returns by maintaining its credit risk exposure within acceptable parameters. SOCSO is exposed to credit risks arising from investments in quasi-government loans, as well as investments in bonds or futures, real estate and private equity. The credit risk management measures adopted include stipulating the investment instruments permitted, investment limits and determination of minimum credit ratings for corporate bonds. To further enhance the management of its investment risks, SOCSO intends to develop more specific market risk and credit risk frameworks outlining effective investment risk management procedures. These policies will also prescribe the method and procedures in managing market and credit risks covering all classes of assets within SOCSO's investment portfolio.

Inisiatif Utama Pengurusan Risiko Tahun 2018

PERKESO telah melaksanakan inisiatif-inisiatif dalam menambahbaik seni bina pengurusan risiko seperti di bawah:

Penambahbaikan Tadbir Urus Risiko

- Pembangunan Rangka Kerja Pengurusan Risiko Menyeluruh *(Enterprise Risk Management Framework)* yang mengulas tentang dasar, garis panduan dan proses pelaksanaan ERM dalam kaedah pengurusan risiko di PERKESO.
- Pembangunan Rangka Kerja Pengurusan Kesinambungan Perkhidmatan *(Business Continuity Management Framework)* yang mengulas tentang dasar, garis panduan dan proses pelaksanaan BCM di PERKESO.
- Pembangunan Rangka Kerja Pengurusan Risiko Kredit *(Credit Risk Management Framework)* dan Rangka Kerja Pengurusan Risiko Pasaran *(Market Risk Management Framework)* yang menerangkan tentang kaedah pengurusan risiko kredit dan pasaran yang berkesan bagi portfolio pelaburan PERKESO.
- Pembangunan SOP yang berkaitan untuk pengurusan risiko operasi dan pelaburan.
- Pembangunan Sistem Pengurusan Risiko Menyeluruh *(Q-Radar Enterprise Risk Management System)* untuk tujuan penyelarasan pelaporan dan pengurusan risiko di PERKESO.
- Pembangunan Kad Skor Risiko Korporat (CRS) untuk tujuan pelaporan risiko utama organisasi, di samping pengemaskinian berkala terhadap profil risiko dan pelan tindakan mitigasi risiko oleh pemilik risiko masing-masing.
- Pembangunan tujuh (7) Kad Skor Risiko Bahagian (DRS) untuk tujuan pelaporan risiko operasi di dalam bahagian, di samping pengemaskinian berkala terhadap profil risiko dan pelan tindakan mitigasi risiko oleh pemilik risiko masing-masing.
- Pembangunan Pelan Kesinambungan Perkhidmatan (BCP) untuk semua bahagian / cawangan Ibu Pejabat, Pusat Rehabilitasi PERKESO Tun Abdul Razak, PPN Kuala Lumpur, PPN Johor, PPN Pulau Pinang, cawangan Lahad Datu dan cawangan Kuala Krai.

Key Risk Management Initiatives Implemented In 2018

SOCSO has implemented several initiatives with the aim of enhancing the architecture of risk management as described below:

Enhancement of risk governance

- Development of an Enterprise Risk Management Framework that sets forth the governing principles, guidelines and processes as the foundation of ERM practices in managing risks in SOCSO.
- Development of a Business Continuity Management Framework that sets forth the governing principles, guidelines and processes as the foundation of BCM practices implementation in SOCSO.
- Development of a Credit Risk Management (CRM) Framework and Market Risk Management (MRM) Framework that outlines the approach in managing credit risk and market risk of SOCSO's investment portfolio in various assets.
- Development of relevant SOPs vis-à-vis operational risk management and investment risk management.
- Development of an Enterprise Risk Management System to coordinate the reporting and management of risk in SOCSO.
- Development of a Corporate Risk Scorecard (CRS) that focusses on the reporting of significant enterprise risks of SOCSO, with periodic updating of risk profiles and risk mitigation action plan by respective risk owners.
- Development of seven (7) Divisional Risk Scorecards (DRS) that focusses on the reporting of functional and operational risks of the divisions, with periodic updating of risk profiles and risk mitigation action plan by respective risk owners.
- Development of Business Continuity Plans (BCP) for all divisions/sections of Headquarter, Tun Razak Rehabilitation Centre, KL State Office, Johor State Office, Pulau Pinang State Office, Lahad Datu branch and Kuala Krai branch.

- Pembangunan Pelan Pengurusan Krisis (CMP) Ibu Pejabat dan Pusat Rehabilitasi PERKESO Tun Abdul Razak.
- Latihan *BCM Desktop Walkthrough (DWE)* di Ibu Pejabat dan Pusat Rehabilitasi PERKESO Tun Abdul Razak, serta latihan aliran notifikasi (NTE) di Ibu Pejabat.
- Memperluaskan lagi jaringan risiko dengan melantik "Juara Risiko" (RC) dan "Penyelaras BCM" (BCMC) untuk setiap bahagian/pejabat di PERKESO bagi membolehkan operasi dan pelaksanaan proses dan aktiviti pengurusan risiko yang lebih baik, dan pada masa yang sama membantu sebagai pemudah cara antara Bahagian Pengurusan Risiko dan jabatan masing-masing.

- Development of Crisis Management Plan (CMP) for Headquarters and Tun Razak Rehabilitation Centre.
- Conduct BCM Desktop Walkthrough Exercise (DWE) for Headquarter and Tun Razak Rehabilitation Centre.
- Expansion of risk network via the appointment of Risk Champions (RC) and BCM Coordinators (BCMC) for each division/branch office within SOCSO, to enable better implementation of risk management processes and activities within the operations, and simultaneously assist on the facilitation efforts between the Risk Management Division and respective divisions/branch offices.

Memupuk Budaya Risiko

- Bagi memupuk pengetahuan mengenai risiko dalam kalangan anggota, beberapa latihan pengurusan risiko telah dijalankan secara berterusan meliputi pelbagai topik seperti peranan dan tanggungjawab dan proses dalam menguruskan risiko untuk meningkatkan pengetahuan anggota mengenai pengurusan risiko.
- Maklum balas yang diperoleh daripada sesi perbincangan dan libat urus risiko bersama pemilik risiko dan anggota PERKESO diambil kira bagi menambahbaik proses pengurusan risiko.
- Perkongsian maklumat dan pengajaran mengenai pengurusan risiko melalui buletin kepada semua anggota diedarkan secara dalam talian *(e-risk articles)* setiap suku tahun.

Promotion and embedment of risk culture

- Continuous inculcation of risk knowledge to staff through regular trainings covering various topics such as roles and responsibilities in managing risk and risk processes to enhance the understanding and risk capabilities of staff.
- Risk facilitation sessions that provide for an in-depth engagement with the risk owners on risk management that serve as a feedback loop for enhancement of risk process.
- Quarterly publication of e-risk articles that disseminates useful materials and lesson learnt on risk management to all staff.

MENINGKATKAN TADBIR URUS DAN INTEGRITI KORPORAT
ENHANCING CORPORATE GOVERNANCE AND INTEGRITY

KOMITMEN INTEGRITI

Pengurusan tertinggi PERKESO komited dalam meningkatkan dan memperkukuhkan tadbir urus organisasi walaupun dikategori agensi yang berisiko rendah dari perlakuan rasuah, penyelewengan dan salahguna kuasa. Namun begitu, PERKESO menjadikan agenda utama memastikan integriti anggota dan organisasi berada pada tahap yang terbaik. Mulai 1 Mac 2018, seorang pegawai SPRM, PKPj Roslan Bin Ramli telah di lantik mengetuai Bahagian Integriti. Dengan adanya beliau maka lima fungsi Bahagian Integriti; tadbir urus, pengukuhan integriti, pengurusan aduan, pematuhan, pengesanan & pengesahan dan tatatertib dapat dipertingkatkan.

PEGAWAI INTEGRITI BERTAULIAH (CeIO)

Pegawai Integriti Bertauliah (CeIO) adalah pegawai yang ditauliahkan memainkan peranan yang penting dalam sebuah organisasi ke arah memupuk nilai-nilai integriti dan etika. CeIO adalah mereka yang mempunyai pemahaman yang baik mengenai pengurusan integriti, kerangka kerja perundangan yang wajar, sistem pematuhan dan pemantauan juga kemampuan untuk membangunkan satu plan tindakan integriti. Pada Januari 2018 PERKESO telah menghantar dua pegawai dari Bahagian Integriti iaitu PKPj Roslan Bin Ramli, Ketua Bahagian Integriti dan Puan Rohaya Binti Shaharuddin, Pegawai Tadbir mengikuti program di Akademik Suruhanjaya Pencegahan Rasuah Malaysia.

Matlamat utama program:

1. Menggalakan pematuhan undang-undang dan peraturan, sistem dan prosedur.
2. Memupuk nilai sifar toleransi terhadap penipuan, kegiatan rasuah dan salah guna kuasa.
3. Merunding dan menasihati pihak pengurusan organisasi mengenai langkah-langkah kesedaran dan pencegahan.

Modul latihan dirumuskan oleh SPRM dengan kerjasama Institut Integriti Malaysia (INTEGRITI). Pentauliahan skrol telah berlangsung pada November 2018 dan mereka telah ditauliahkan sebagai Pegawai Integriti bertauliah.

INTEGRITY COMMITMENT

The highest level of PERKESO management is committed to enhance and strengthen the organisation governance even though it was categorised as a low-risk agency from corruption behaviour, deviation and power abuse. However, PERKESO created its main agenda to ensure the members and the organisation integrities are on the best level. Starting on 1st March 2018, an Malaysian Anti-Corruption Commision (MACA) officer, PKPj Roslan Bin Ramli has been appointed to lead the Integrity Division. With his presence, there are five functions of Integrity Division; governance, integrity consolidation, complaint management, adherence, detection & verification and discipline can be enhanced.

CERTIFIED INTEGRITY OFFICER (CeIO)

Certified Integrity Officer (CeIO) is an officer who is certified by playing an important role in an organisation to foster integrity and ethics value. CeIO is those who have a good understanding about integrity management, proper law framework, compliance and monitoring system who also able to develop one integrity action plan. On January 2018, PERKESO sent two officers from the Integrity Division which are PKPj Roslan Bin Ramli, the Head of Integrity Division and Puan Rohaya Binti Shaharuddin, Administrative Officer to join a program at Malaysian Anti-Corruption Commission Academy.

The program main goal:

1. Promote compliance of law and regulations, systems and procedures,
2. Fostering zero tolerance value against fraud, corruption activities and power abuse
3. Negotiate and advise the organisation management party about the awareness and prevention steps.

The training module was summarised by MACA with co-operation from the Malaysia Institute of Integrity (INTEGRITI). Certification scroll was held on November 2018 dan they were certified as a Certified Integrity Officer.

MENINGKATKAN TADBIR URUS DAN INTEGRITI KORPORAT
ENHANCING CORPORATE GOVERNANCE AND INTEGRITY

KONVENSYEN INTEGRITI

Bertemakan 'Tadbir Urus Terbaik, Tonggak Pentadbiran' berlangsungnya Konvensyen Integriti 2018 bermula 14 hingga 16 Julai 2018 di The *Gurney Hotel & Residences*, Pulau Pinang. Seramai 200 peserta yang terdiri daripada Pegawai Pengurusan Tertinggi, Duta Integriti dan anggota mewakili Kesatuan Kakitangan dan Persatuan Pegawai telah hadir. Objektif program adalah

1. Menyedari kepentingan integriti dalam perkhidmatan,
2. Memastikan organisasi mengamalkan tadbir urus terbaik,
3. Berkongsi pengalaman mengenai punca dan kesan rasuah;
4. Memperkukuh dan mempertingkatkan integriti bagi membantu organisasi membanteras rasuah.

Pengisian program tertumpu kepada implikasi rasuah dan salahlaku anggota kepada organisasi merangkumi Mesyuarat Jawatankuasa Integriti dan Tadbir Urus (JITU), Forum bertajuk "Isu dan Cabaran Pentadbiran PERKESO Masa Kini" dan slot ceramah "Rasuah; Punca dan Kesan".

INTEGRITY CONVENTION

With the theme *'Tadbir Urus Terbaik, Tonggak Pentadbiran'*, the Integrity Convention 2018 was held from 14th until 16th July 2018 at The Gurney Hotel & Residences, Pulau Pinang. There were 200 participants from the Higher Management Officer, Integrity Delegates and members on behalf of Staff Union and Association Officer were present. The programme objectives were to:

1. Realise the importance of integrity in the service,
2. Ensure the organisation practising the best governance,
3. Share the experience on factors and effects of corruption;
4. Establish and enhance the integrity to help the organisation to eradicate corruption.

Programme filling was focused on the implications of corruption and misconduct of the members toward the organisation including Integrity and Governance Committee Meeting (JITU), Forum entitled 'The Current Issues and Challenges of PERKESO Administration" and talk slot. "Corruption; Factors and Effects".

MYSTERY SHOPPING INTEGRITI

Mystery Shopping merupakan lawatan tidak dirancang oleh Bahagian Integriti ke Pejabat PERKESO bagi memastikan pematuhan anggota terhadap Etika Pakaian, Larangan Merokok, Peraturan-Peraturan dan Waktu Bekerja. Sepanjang Tahun 2018 sebanyak lima puluh lawatan telah dijalankan meliputi Zon Timur, Zon Utara, Zon Selatan, Zon Tengah, Zon Sarawak dan Sabah. Hasil lawatan yang dijalankan mendapati pematuhan anggota adalah baik.

INTEGRITY OF MYSTERY SHOPPING

Mystery Shopping was an unplanned visit by Integrity Division to PERKESO Office to make sure the compliance of its members toward Uniform Ethics, Non-Smoking, Rules and Working Hours. Throughout 2018, fifty visits have been done by covering across the East Zone, North Zone, South Zone, Central Zone, and Sabah and Sarawak Zone. The result of the visits found that the compliance of the members is good.

PROGRAM DISKUSI KEMBARA INTEGRITI

Program Diskusi Kembara Integriti 2018 dengan kerjasama Kaunseling, Integriti, Anti-Fraud, Tatatertib dan Akrab (K.I.T.A) telah mengembara sebanyak tujuh zon meliputi zon tengah 1 & 2, Utara, Timur, Selatan, Sarawak dan Sabah. Objektif Program adalah melahirkan anggota beretika, berintegriti, mendedahkan contoh salah laku, penerangan hukuman tatatertib, mendidik anggota melakukan tugas dengan jujur dan amanah. Program ini bertujuan untuk menyampaikan maklumat, berdiskusi, bertukar pandangan bagi mencapai misi serta visi organisasi bersama dalam pengurusan tadbir urus yang baik dalam PERKESO di samping pembudayaan amalan S4P. Dalam sesi dialog bersama peserta, pihak integriti menerima pandangan dan pendapat yang wajar diberi perhatian pihak pengurusan. Harapan menerusi inisiatif dan program seperti ini akan berjaya mengurangkan isu-isu disiplin dan integriti seterusnya 'zero' kes tatatertib dalam kalangan anggota.

INTEGRITY TOURING DISCUSSION PROGRAMME

Integrity Touring Discussion Programme 2018 with the co-operation from Counselling, Integrity, Anti-Fraud, Discipline and Affectionate have toured seven zones including central zone 1 & 2, north, east, south, Sarawak and Sabah. The programme objective is to produce an officer with ethical, integrity, exposing examples of misbehaviours, information of discipline punishment, teaching the members to do their job with honesty and trust. This programme delivered information and discussion, changing views to reach the mission and vision of organisation together in good governance management in SOCSO while cultivating the S4P practices. In the dialogue sessions with the participants, integrity party accepted views and opinions that need proper attention from the management party. Integrity Division hopes that the objectives can be achieved and successfully reduce discipline issues and integrity and lastly to 'zero' discipline case.

MENUMPASKAN SINDIKET PENIPUAN

PERKESO dengan kerjasama Polis dan SPRM telah berjaya menumpaskan sindiket penipuan yang melibatkan 48 kes tuntutan Faedah Pencen Ilat (hilang upaya kekal) berjumlah RM2.4 juta. Sindiket ini telah lama menjalankan operasi kes-kes penipuan tuntutan palsu terhadap PERKESO. Menurut Ketua Eksekutif, YBhg. Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed, jumlah berbentuk pencen bulanan sepanjang hayat tersebut boleh mencecah sehingga RM30 juta sekiranya dibayar berterusan. Ini merupakan kejayaan besar pihak Anti-Fraud PERKESO yang telah bertungkus lumus untuk membanteras tuntutan palsu di kalangan Orang Berinsuran dan pihak ketiga.

SUPPRESSING FRAUD SYNDICATE

PERKESO with co-operation from the Police and SPRM had successfully suppressed the fraud syndicate which involved 48 cases of invalidity pension benefit claims (permanent disability) totalled RM2.4 million. It is understood that this syndicate has already held the fraud case operations of false claims for a long time towards Perkeso. According to the Chief Executive, YBhg. Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed, a total in shape of the monthly pensioner for the lifetime can reach up to RM30 million if paid continuously. This is a success for the Anti-Fraud Branches which has struggled to eradicate false claims among the Insured Person and the third party.

PROGRAM AUDIT DALAM PERKESO

Audit Dalam PERKESO merupakan barisan pertahanan ketiga memainkan peranan sebagai satu fungsi bebas yang memberi kepastian secara objektif untuk meningkatkan tahap keberkesanan operasi, memantapkan akauntabiliti, tadbir urus organisasi dan integriti di kalangan kakitangan. Peranan penting Audit Dalam adalah seperti berikut:

- Mencapai matlamat PERKESO melalui pendekatan yang sistematik dan berdisiplin dengan menilai keberkesanan sistem kawalan dalaman ke arah proses tadbir urus yang baik; dan
- Memberi khidmat perundingan dan nasihat kepada organisasi secara profesional terhadap kesempurnaan, kebolehpercayaan serta keberkesanan sistem kawalan dalaman untuk memastikan peraturan dan prosedur yang bersesuaian adalah mencukupi dan dipatuhi.

Sepanjang tahun 2018, pelbagai program audit dan siasatan telah dilaksanakan. Penemuan ditemui dan pengesyoran penambahbaikan dicadangkan melalui program audit yang telah dijalankan untuk memantapkan proses kerja dan kualiti untuk meningkatkan perkhidmatan terhadap pekerja dan majikan. Antara program audit yang telah dijalankan meliputi pengurusan sewaan ruang pejabat, latihan, stok, Pusat Rehabilitasi, sistem aplikasi teras dan sokongan di PERKESO, pematuhan bilik server di pejabat-pejabat Perkeso dan penyiasatan kes-kes penyelewengan melibatkan orang berinsuran atau pihak ketiga.

Anti-Fraud telah menjalankan sesi kesedaran di kalangan kakitangan di seluruh pejabat PERKESO untuk meningkatkan kefahaman kakitangan terhadap kes-kes penyelewengan tuntutan faedah oleh pihak Orang Berinsuran dan pihak ketiga.

SOCSO INTERNAL AUDIT DIVISION PROGRAMME

SOCSO Internal Audit Division is the third defence line that plays a role as a free function which objectively gives certainty to increase operational effectiveness level, stabilising the accountability, organisation governance and integrity among the staff. The important role of Internal Audit are as follow:

- Reaching SOCSO goal through systematic and disciplined approaches by evaluating the effectiveness of inner control system toward good governance process; and
- Professionally give negotiation and advisory service to the organisation toward perfection, trustworthiness and the effectiveness of inner control system to ensure the appropriate rules and procedures are sufficient and complied.

Throughout 2018, various audit and investigation programmes were implemented. Discoveries were found and recommended improvements were suggested through the audit program which was held to stabilise the work process and quality to enhance the services toward employees and employers. Among the audit programs that have been held covers office space rental management, training, stock, rehabilitation centre, core application system and support in SOCSO, server room compliance in SOCSO offices and deviation investigation cases which involved insured persons or third parties.

Anti-Fraud held an awareness session among the staff all over the SOCSO offices to enhance employee understandings toward deviation cases of benefit claims by the Insured Person and third party.

MEMANTAU AKTIVITI PENGUATKUASAAN

Sepanjang tahun 2018, Bahagian Naziran telah menyempurnakan lawatan ke semua 50 pejabat PERKESO bagi memastikan kepatuhan setiap pejabat terhadap Akta Keselamatan Sosial Pekerja (AKSP) 1969, Peraturan-Pertaturan (Am) Keselamatan Sosial Pekerja 1971, Arahan Kewangan, Arahan-Arahan AKSP dan Pekeliling-Pekeliling berkaitan penguatkuasaan dan caruman.

Satu sistem penilaian yang komprehensif ke atas aktiviti penguatkuasaan berasaskan pemarkahan dan penggredan pejabat telah dilaksanakan secara menyeluruh dan turut dikemukakan sebagai cadangan Inovasi yang membolehkan *"Ranking"* pejabat dibuat.

Bidang yang diberi tumpuan dalam pemeriksaan adalah pematuhan terhadap *Standard Operating Procedure (SOP)* pemeriksaan majikan oleh Pegawai Pemeriksa, ketepatan dan kesahihan pelaporan statistik / kutipan caruman, pencapaian prestasi aktiviti penguatkuasaan seperti pendaftaran majikan, kompaun, pendakwaan, Remit Faedah Caruman Lewat Bayar dan sebagainya.

Secara am, pemerhatian Naziran mendapati terdapat peningkatan dalam prestasi penguatkuasaan di PPN/PPP pada tahun 2018 berbanding 2017. Purata peratus pemarkahan penguatkuasaan diperolehi oleh pejabat PERKESO pada tahun 2017 adalah 82% berbanding sebanyak 91% pada tahun 2018. Adalah menjadi harapan dan sasaran bahagian Naziran agar sistem pemantauan yang komprehensif dan sistematik ini dapat menjurus kepada peningkatan produktiviti di kalangan anggota berkenaan di bidang penguatkuasaan.

MONITORING ENFORCEMENT ACTIVITIES

Throughout 2018, Inspectorate Division has accomplished a visit to all 50 SOCSO offices to ensure the adherence of each office towards *Akta Keselamatan Sosial Pekerja (AKSP) 1969*, Employees' Social Security Rules (General) 1971, Financial Order, AKSP Orders and Circulars related to Enforcement and Contribution.

One comprehensive evaluation system on the enforcement activities based on office scoring and grading has been implemented across the board and also presented as the Innovation suggestion which allowed office "Ranking" being made

The fields that were focused in the Inspectorate examination were the compliance towards employer examination Standard Operating Procedure (SOP) by the Examiner Officer, accuracy and the validity of statistic reporting / contribution collection, enforcement activities performance achievement such as employer registration, compound, prosecution, *Faedah Caruman Lewat Bayar,* Remittance, etc.

Generally, Inspectorate observations found that there was an increment in the enforcement performance at PPN/PPP in 2018 compared to 2017. The average scoring percent obtained by SOCSO offices in 2017 was 82% compared to 91% in 2018. It has become the hope and target of Inspectorate Division so this comprehensive and systematic monitoring system can lead to the increment of productivity among the applicable members in enforcement field.

ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN

KEY FINANCIAL PERFORMANCE INDICATORS REVIEW

DATIN AZLAILY BINTI ABD RAHMAN

Timbalan Ketua Eksekutif (Korporat)
Deputy Chief Executive (Corporate)

"PERKESO mengharungi cabaran sukar tahun 2018 dengan memberi penekanan kepada program-program bersasar dan keberhasilan berimpak tinggi kepada rakyat sejajar dengan amalan tadbir urus korporat yang baik dan strategi perbelanjaan berhemat. Secara keseluruhannya prestasi kewangan PERKESO tahun 2018 lebih baik berbanding tahun sebelumnya. Lebihan pendapatan bagi tahun 2018 meningkat sebanyak RM263.00 juta atau 24.02% kepada RM1,357.75 juta berbanding RM1,094.75 juta pada tahun 2017. Strategi taktikal untuk semua kelas aset yang dilaksanakan pada tahun 2018 berjaya meningkatkan pulangan pelaburan keseluruhan walaupun berhadapan keadaan pasaran yang mencabar dan tidak menentu. Pendapatan yang dijana oleh aktiviti pelaburan telah meningkat sebanyak RM32.82 juta atau 2.60% daripada RM1,261.57 juta pada tahun 2017 kepada RM1,294.39 juta pada tahun 2018."

"SOCSO faced the challenges of a difficult scenario in 2018 by emphasising on targeted programmes with high impact results to the public, in line with the practice of better corporate governance and prudent spending strategy. Overall, SOCSO's financial performance for 2018 fared better compared to the year prior. Excess revenue for 2018 rose by RM263.00 million, or 24.02%, to RM1,357.75 million compared to the RM1,094.75 million in 2017. The tactical strategy applied for all classes of assets in 2018 managed to increase the overall returns of investment despite facing a challenging and volatile market. The revenue generated from investment rose by RM32.82 million, or 2.60%, from RM1,261.57 million in 2017 to RM1,294.39 million in 2018."

ULASAN PRESTASI KEWANGAN

Secara keseluruhannya, jumlah hasil PERKESO bagi tahun 2018 meningkat sebanyak RM1,102.82 juta atau 22.26% kepada RM6,057.21 juta berbanding RM4,954.39 juta pada tahun 2017. Jumlah belanja PERKESO juga meningkat sebanyak RM839.82 juta atau 21.76% kepada RM4,699.46 juta berbanding RM3,859.64 juta pada tahun 2017. Dengan itu, lebihan PERKESO bagi tahun 2018 meningkat sebanyak RM263.00 juta atau 24.02% kepada RM1,357.75 juta berbanding RM1,094.75 juta pada tahun 2017.

Pendapatan caruman meningkat sebanyak RM740.72 juta atau 20.80% kepada RM4,301.69 juta berbanding RM3,560.97 juta pada 2017 terutamanya berikutan keberkesanan aktiviti penguatkuasaan yang membawa kepada peningkatan bilangan majikan, pekerja dan pemandu aktif. Selain itu, peningkatan kutipan caruman ini juga mencerminkan tahap kesedaran yang kian meningkat di kalangan majikan, pekerja dan pemandu teksi mengenai tanggungjawab mereka untuk mencarum kepada PERKESO berikutan keberkesanan program dan kempen kesedaran yang dilaksanakan oleh PERKESO. Di samping itu, pelaksanaan Sistem Insurans Pekerjaan mulai 1 Januari 2018 juga antara faktor yang meningkatkan pendapatan caruman PERKESO.

Pendapatan pelaburan kasar pula meningkat sebanyak RM309.34 juta atau 24.53% kepada RM1,570.58 juta berbanding RM1,261.24 juta pada tahun 2017 terutamanya berikutan peningkatan dalam keuntungan daripada penjualan, pendapatan faedah dan kentungan belum realis daripada pertukaran asing.

Sementara itu, belanja tanggungan meningkat sebanyak RM454.90 juta atau 13.82% kepada RM3,747.08 juta pada tahun 2018 berbanding RM3,292.18 juta pada tahun sebelumnya berikutan peningkatan dalam bilangan kes-kes tuntutan faedah dan pelaksanaan bayaran pelarasan kos sara hidup mulai September 2017. Belanja operasi turut meningkat sebanyak RM113.73 juta atau 19.96% kepada RM683.62 juta berbanding RM569.89 juta pada tahun 2017 terutamanya berikutan peningkatan dalam perbelanjaan emolumen dan perbelanjaan perkhidmatan dan bekalan pada tahun 2018. Prestasi kewangan PERKESO adalah seperti di Jadual 15, Carta 1 dan 2.

FINANCIAL PERFORMANCE REVIEW

In overall, SOCSO's total income for 2018 increased by RM1,102.82 million or 22.26% to RM6,057.21 million in comparison to RM4,954.39 million in 2017. Similarly, SOCSO's total expenses also rose by RM839.82 million or 21.76% to RM4,699.46 million in comparison to RM3,859.64 million in 2017. As a result, surplus for 2018 increased by RM263.00 million or 24.02% to RM1,357.75 million in comparison to RM1,094.75 million in 2017.

Contributions income increased by RM740.72 million or 20.80% to RM4,301.69 million compared to RM3,560.97 million in 2017 mainly due to the effectiveness of the enforcement activities which led to an increase in the number of active employers, employees and drivers. On the other hand, the increase in collection of contributions also reflects the growing awareness among employers, employees and taxi drivers about their responsibilities to contribute to SOCSO due to the effectiveness of programmes and awareness campaigns conducted by SOCSO. In addition, the implementation of the Employment Insurance System from 1 January 2018 is also among the factors that increase SOCSO's contribution income.

Gross investment income increased by RM309.34 million or 24.53% to RM1,570.58 million in comparison to RM1,261.24 million in 2017 due to the increase in gains from divestment, interest income and unrealised gains from foreign exchange.

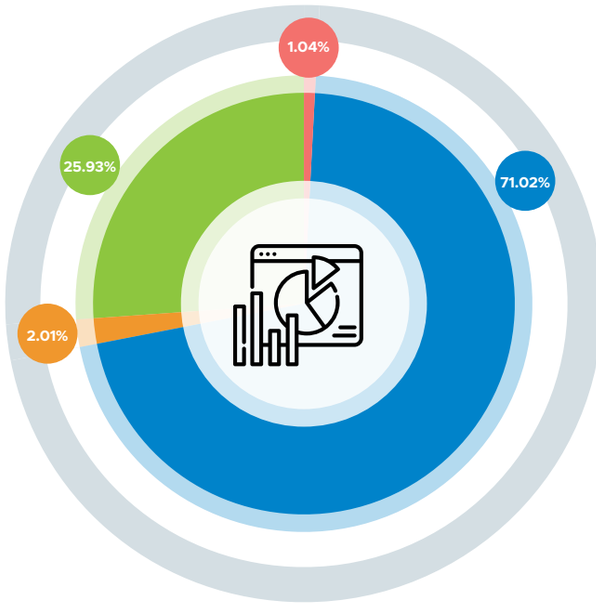
Meanwhile, benefits expenses increased by RM454.90 million or 13.82% to RM3,747.08 million in 2018 in comparison to RM3,292.18 million in the previous year due to the increase in the number of benefits claim cases and the implementation of payment for adjustment of cost of living starting from September 2017. Operating expenses also increased by RM113.73 million or 19.96% to RM683.62 million compared to RM569.89 million in 2017 mainly due to an increase in emolument expenditure and service and supply expenditure in 2018. SOCSO's financial performance is shown in Table 15, Chart 1 and 2.

ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN
KEY FINANCIAL PERFORMANCE INDICATORS REVIEW

JADUAL 15 ▶ RINGKASAN STATISTIK KEWANGAN 2017 – 2018
TABLE 15 ▶ FINANCIAL STATISTICS SUMMARY 2017 – 2018

PERKARA / TAHUN ITEM / YEAR	2017 RM Juta / Million	2018 RM Juta / Million
Pendapatan Caruman Contributions Income	**3,560.97**	**4,301.69**
Geran Kerajaan Government Grant	60.00	122.00
Pendapatan Pelaburan Kasar Gross Investment Income	1,261.24	1,570.58
Lain-lain Pendapatan Bukan Pelaburan Other Non-Investment Income	72.18	62.94
Jumlah Hasil / Total Revenue	**4,954.39**	**6,057.21**
Belanja Tanggungan Benefits Expenses	3,292.18	3,747.08
Belanja Operasi Operating Expenses	569.89	683.62
Kerugian Penjejasan / (Catatan Semula) Aset Kewangan Impairment Losses / (Writeback) For Financial Assets	(2.43)	268.76
Jumlah Belanja / Total Expenses	3,859.64	4,699.46
Lebihan Bagi Tahun Surplus For The Year	1,094.75	1,357.75
Rizab Keselamatan Sosial Social Security Reserve	27,064.55	28,072.84

CARTA 1 ▶ KOMPONEN HASIL PERKESO 2018
CHART 1 ▶ SOCSO REVENUE COMPONENTS 2018



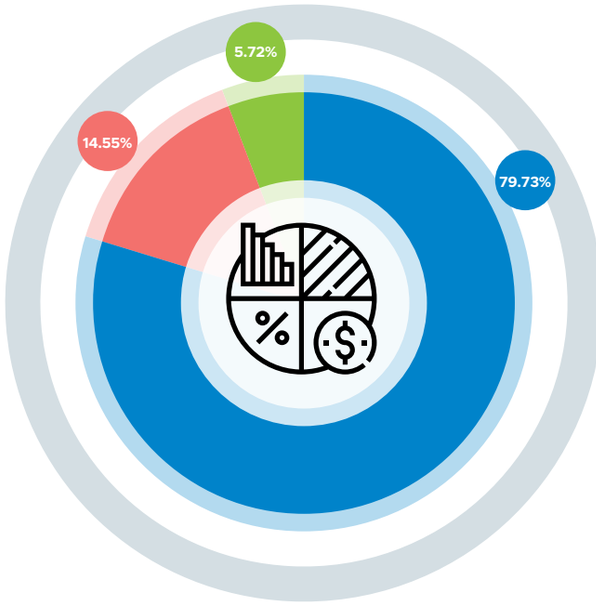
RM4,301.69 juta / million
Pendapatan Caruman
Contributions Income

RM122.00 juta / million
Geran Kerajaan
Government Grant

RM1,570.58 juta / million
Pendapatan Pelaburan Kasar
Gross Investment Income

RM62.94 juta / million
Lain-lain Pendapatan Bukan Pelaburan
Other Non-Investment Income

CARTA 2 ▶ KOMPONEN BELANJA PERKESO 2018
CHART 2 ▶ SOCSO EXPENSES COMPONENTS 2018



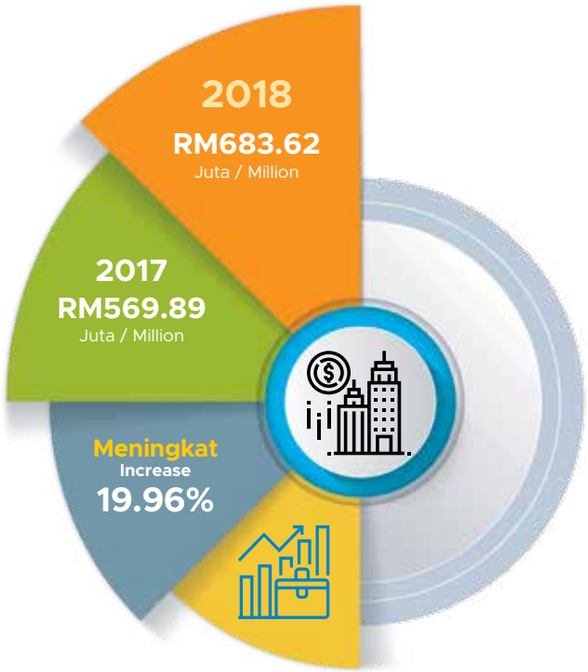
RM3,747.08 juta / million
Belanja Tanggungan
Benefit Expenses

RM683.62 juta / million
Belanja Operasi
Operating Expenses

RM268.76 juta / million
Kerugian Penjejasan / (Catatan Semula) Aset Kewangan
Impairment Losses / (Writeback) For Financial Assets

ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN
KEY FINANCIAL PERFORMANCE INDICATORS REVIEW

BELANJA OPERASI
OPERATING EXPENSES



RM683.62 Juta (2017: RM569.89 Juta)
Meningkat 19.96%

RM683.62 Million (2017: RM569.89 Million),
Increased by 19.96%

Belanja Operasi adalah seperti ditunjukkan di Jadual 16 dan Carta 3.

Operating Expenses is shown in Table 16 and Chart 3.

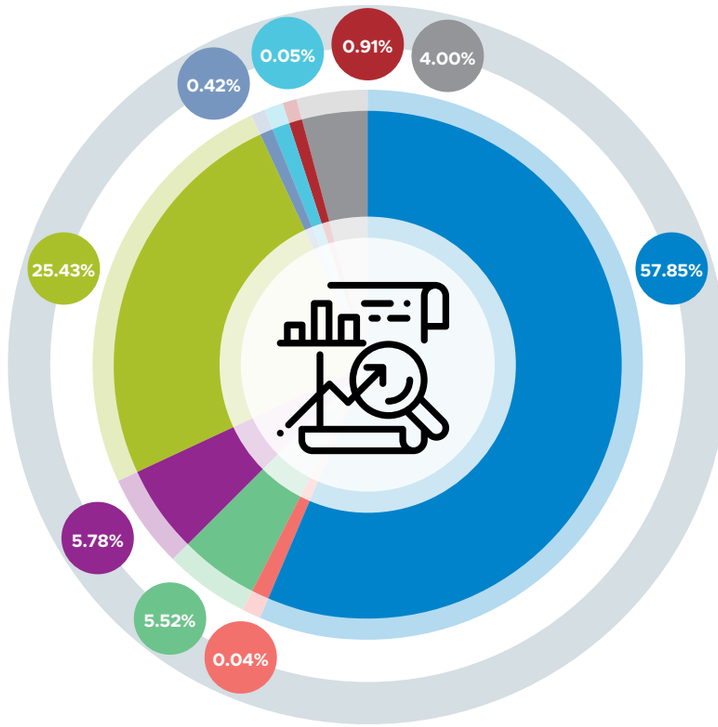
JADUAL 16 ▶ KOMPONEN BELANJA OPERASI 2017 – 2018

TABLE 16 ▶ OPERATING EXPENSES COMPONENTS 2017 – 2018

KOMPONEN / COMPONENTS	2017 RM Juta / Million	2018 RM Juta / Million	Perubahan Changes (%)
Kos Anggota / Staff Costs	334.60	395.46	18.19
Bayaran Audit / Audit Fees	0.24	0.27	12.50
Susut Nilai Hartanah dan Peralatan / Depreciation of Property and Equipment	33.00	37.72	14.30
Pelunasan Perisian Komputer / Amortisation of Computer Software	38.11	39.50	3.65
Perkhidmatan dan Bekalan / Services and Supplies	129.20	173.88	34.58
Harta Perbekalan / Supplies Items	4.84	2.86	(40.91)
Pemberian dan Bayaran Tetap / Grants and Fixed Payments	0.37	0.33	(10.81)
Perbelanjaan Pelaburan / Investment Expenditure	5.33	6.22	16.70
Lain-lain Perbelanjaan Operasi / Other Operating Expenditure	24.20	27.38	13.14
Jumlah / Total	**569.89**	**683.62**	**19.96**

CARTA 3 ▶ **KOMPONEN BELANJA OPERASI 2018**

CHART 3 ▶ **OPERATING EXPENSES COMPONENTS 2018**



RM395.46 juta / million **Kos Anggota** Staff Costs	**RM0.27 juta / million** **Bayaran Audit** Audit Fees	**RM37.72 juta / million** **Susut Nulai Hartanah dan Peralatan** Depreciation of Property and Equipment
RM39.50 juta / million **Pelunasan Perisian Komputer** Amortisation of Computer Softaware	**RM173.88 juta / million** **Perkhidmatan dan Bekalan** Services and Supplies	**RM2.86 juta / million** **Harta Perbekalan** Supplies Items
RM0.33 juta / million **Pemberian dan Bayaran Tetap** Grants and Fixed Payments	**RM6.22 juta / million** **Perbelanjaan Pelaburan** Investment Expenditure	**RM27.38 juta / million** **Lain-lain Perbelanjaan Operasi** Other Operating Expenditure

ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN
KEY FINANCIAL PERFORMANCE INDICATORS REVIEW

RINGKASAN PETUNJUK PRESTASI KEWANGAN TAHUN 2014 - 2018

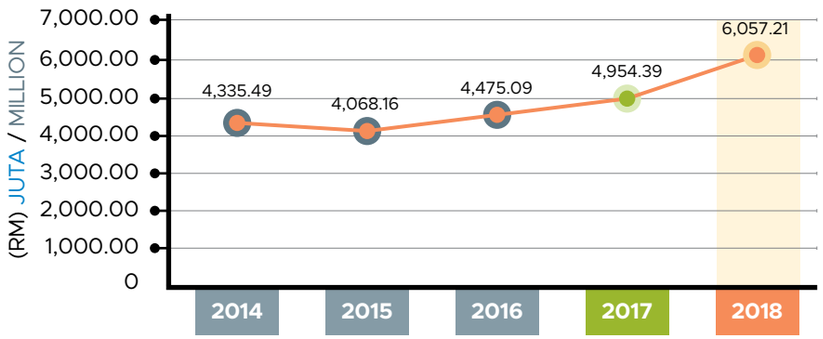
Pada keseluruhannya, petunjuk prestasi kewangan PERKESO bagi tempoh 2014 - 2018 adalah seperti di Graf 1 – 5.

FINANCIAL PERFORMANCE INDICATORS SUMMARY 2014 - 2018

Overall, SOCSO's financial performance indicators for 2014 - 2018 are shown in Graph 1 – 5.

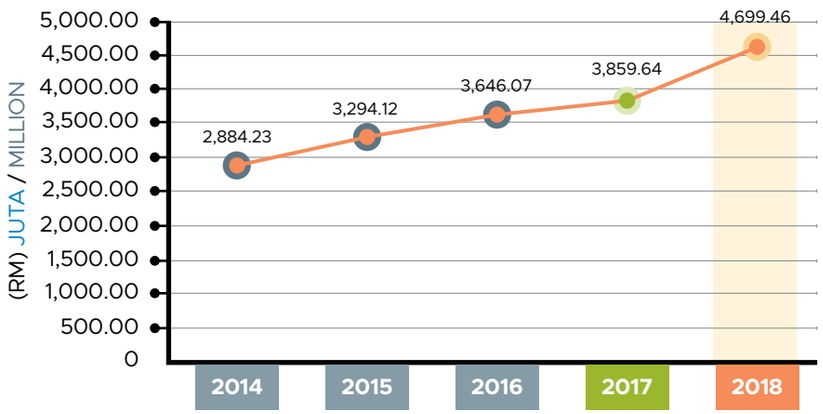
GRAF 1 ▶ **JUMLAH HASIL 2014 – 2018**

GRAPH 1 ▶ **TOTAL REVENUE 2014 – 2018**



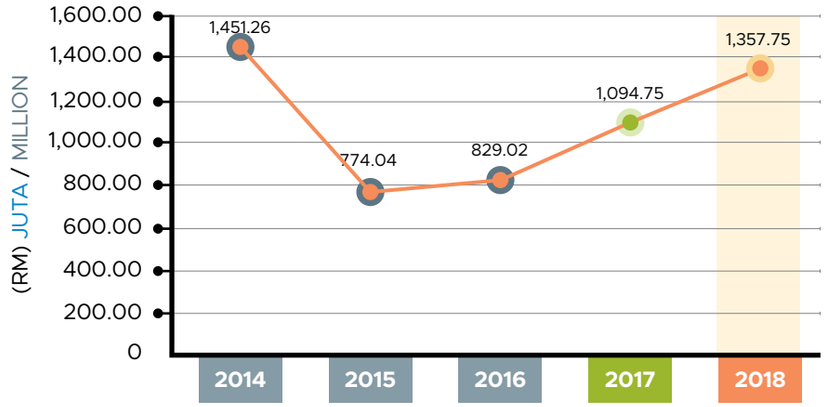
GRAF 2 ▶ **JUMLAH BELANJA 2014 – 2018**

GRAPH 2 ▶ **TOTAL EXPENSES 2014 – 2018**



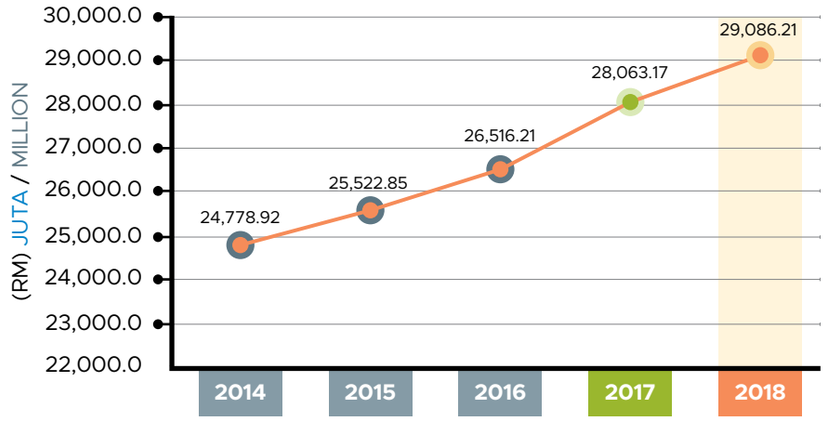
GRAF 3 ▶ **LEBIHAN 2014 – 2018**

GRAPH 3 ▶ **SURPLUS 2014 – 2018**



GRAF 4 ▶ **JUMLAH ASET 2014 – 2018**

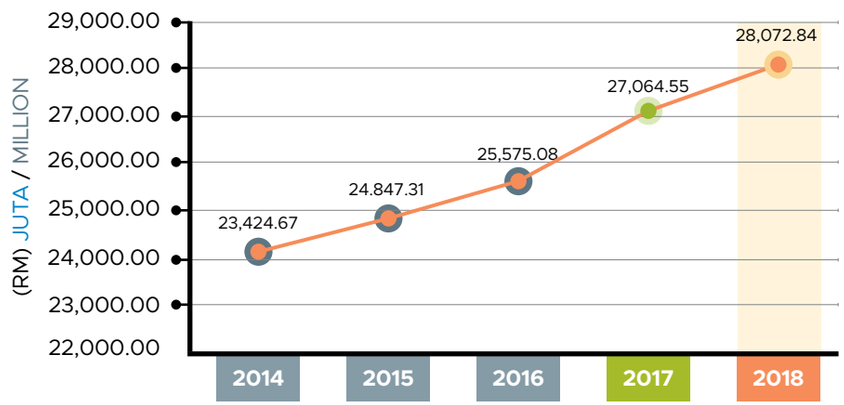
GRAPH 4 ▶ **TOTAL ASSETS 2014 – 2018**



ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN
KEY FINANCIAL PERFORMANCE INDICATORS REVIEW

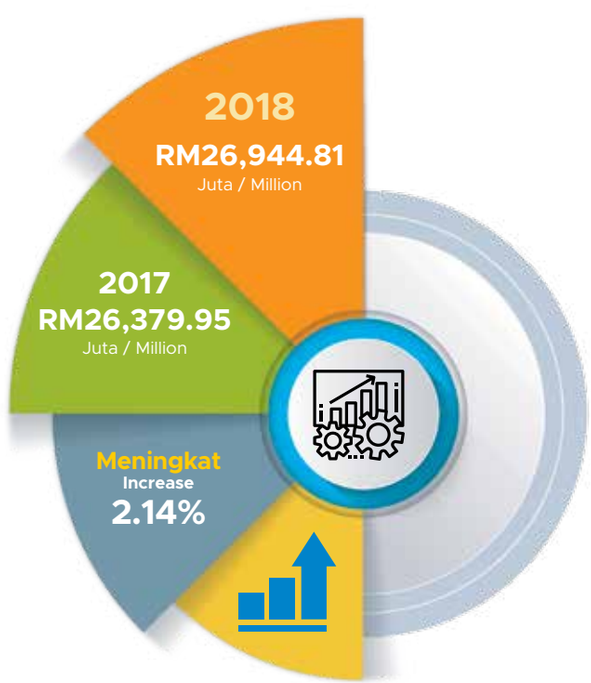
GRAF 5 ▶ **RIZAB KESELAMATAN SOSIAL 2014 – 2018**

GRAPH 5 ▶ **SOCIAL SECURITY RESERVE 2014 – 2018**



ULASAN PRESTASI PELABURAN
INVESTMENT PERFORMANCE REVIEW

DANA PELABURAN PERKESO
SOCSO INVESTMENT FUND



RM26,944.81 Juta (2017: RM26,379.95 Juta)
Meningkat 2.14%

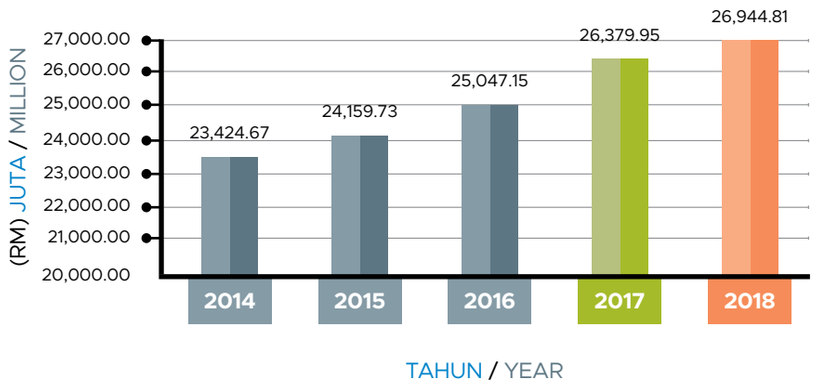
RM26,944.81 Million (2017: RM26,379.95 Million),
An Increased of 2.14%

Aset di bawah pengurusan (AUM) PERKESO telah meningkat sebanyak RM564.86 juta atau 2.14% daripada RM26,379.95 juta pada tahun 2017 kepada RM26,944.81 juta pada tahun 2018. Pertumbuhan tersebut disumbangkan terutamanya oleh pulangan daripada pelaburan. Graf 6 menunjukkan pertumbuhan dana pelaburan PERKESO daripada tahun 2014 hingga 2018.

Asset Under Management (AUM) for SOCSO has increased by RM564.86 million or 2.14% from RM26,379.95 million in 2017 to RM26,944.81 million in 2018. The growth is mainly contributed by returns from the investment. Graph 6 shows the growth of SOCSO's investment fund from 2014 to 2018.

GRAF 6 ▶ DANA PELABURAN 2014 – 2018

GRAPH 6 ▶ INVESTMENT FUND 2014 – 2018

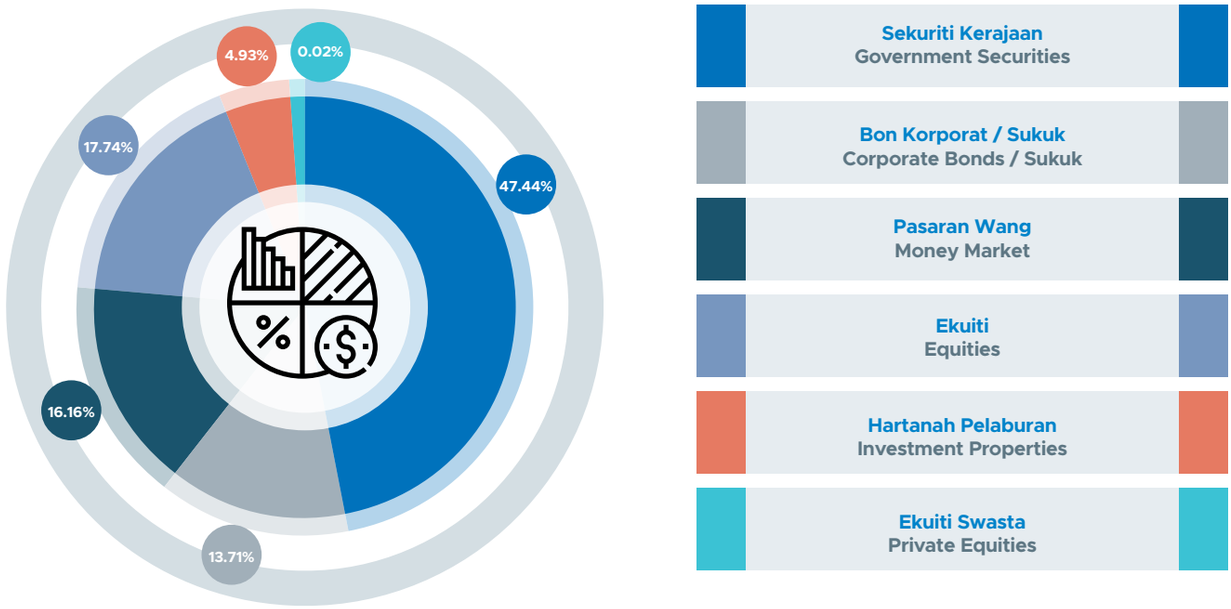


Alokasi dana pelaburan mengikut jenis instrumen pada penghujung 2018 adalah seperti ditunjukkan di Carta 4.

Investment fund allocation according to type of instrument at the end of 2018 is shown in Chart 4.

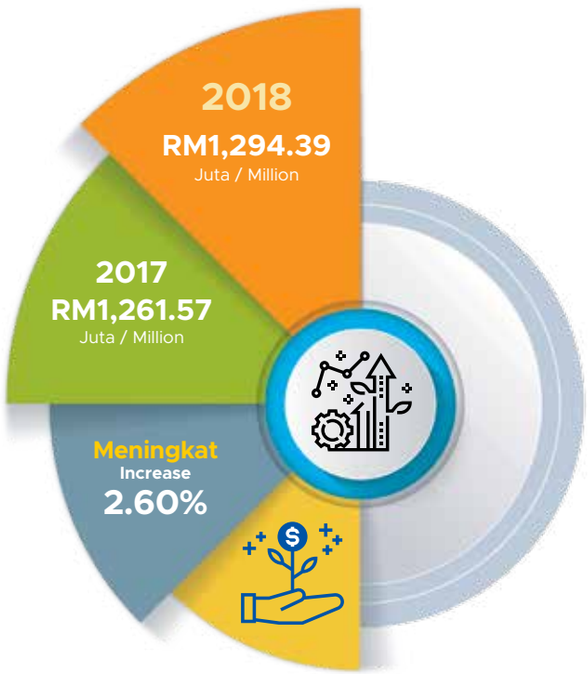
CARTA 4 ▶ ALOKASI DANA PELABURAN 2018

CHART 4 ▶ INVESTMENT FUND ALLOCATION 2018



ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN
KEY FINANCIAL PERFORMANCE INDICATORS REVIEW

PULANGAN PELABURAN PERKESO
SOCSO INVESTMENT RETURNS



RM1,294.39 Juta (2017: RM1,261.57 Juta)
Meningkat 2.60%

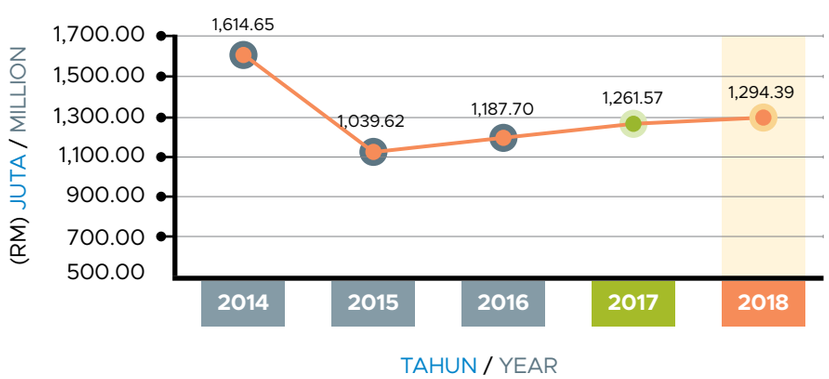
RM1,294.39 Million (2017: RM1,261.57 Million)
An Increased of 2.60%

Strategi taktikal untuk semua kelas aset yang dilaksanakan pada tahun 2018 telah berjaya meningkatkan pulangan pelaburan secara keseluruhan walaupun keadaan pasaran sangat mencabar dan tidak menentu. Pendapatan yang dijana daripada aktiviti pelaburan telah meningkat sebanyak RM32.82 juta atau 2.60% daripada RM1,261.57 juta pada tahun 2017 kepada RM1,294.39 juta pada tahun 2018. Jumlah tersebut adalah termasuk rosot nilai untuk ekuiti. Graf 7 di bawah menunjukkan prestasi pulangan pelaburan daripada tahun 2014 hingga 2018.

The tactical strategy for all asset classes implemented in 2018 managed to boost overall investment returns despite challenging and volatile market conditions. Income generated from investment activities has increased by RM32.82 million or 2.60% from RM1,261.57 million in 2017 to RM1,294.39 million in 2018. The amount was inclusive of the impairment of equity. Graph 7 below captured the performance of the investment returns from 2014 to 2018.

GRAF 7 ▶ **PULANGAN PELABURAN 2014 – 2018**

GRAPH 7 ▶ **INVESTMENT RETURNS 2014 – 2018**

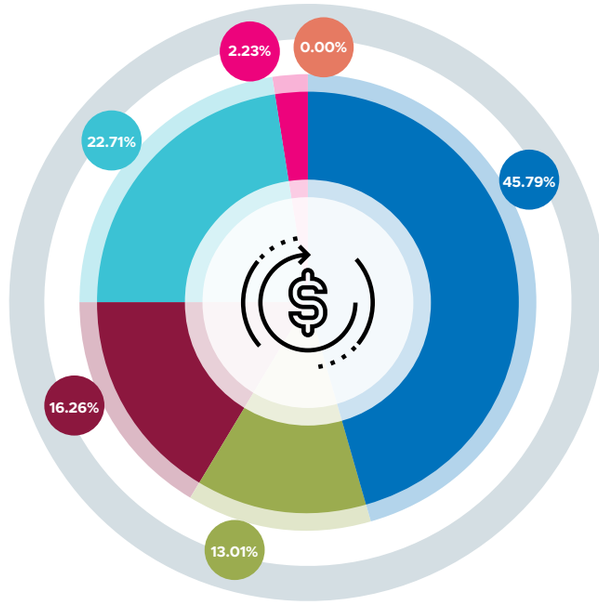


Komposisi pulangan pelaburan mengikut alokasi aset untuk tahun 2018 adalah ditunjukkan di Carta 5.

Composition of investment returns as per asset allocation for the year 2018 is shown in Chart 5.

CARTA 5 ▶ KOMPOSISI PULANGAN PELABURAN MENGIKUT ALOKASI ASET 2018

CHART 5 ▶ COMPOSITION OF INVESTMENT RETURNS BY ASSET ALLOCATION 2018



Sekuriti Kerajaan Government Securities	**Ekuiti** Equities
Bon Korporat / Sukuk Corporate Bonds / Sukuk	**Hartanah Pelaburan** Investment Properties
Pasaran Wang Money Market	**Ekuiti Swasta** Private Equities

ULASAN PASARAN

Ekonomi Global

Tabung Kewangan Antarabangsa (IMF) menjangkakan pertumbuhan ekonomi dunia menjadi perlahan daripada 3.8% pada tahun 2017 kepada 3.7% pada tahun 2018 disebabkan oleh pengembangan global yang lemah. IMF juga menjangkakan ramalan yang lemah untuk tahun 2019 dan 2020, disebabkan oleh kelembapan di Eropah dan beberapa pasaran pesat membangun, dan kegagalan menyelesaikan ketegangan perdagangan AS-China boleh menjejaskan lagi kestabilan ekonomi global yang perlahan. IMF meramalkan ekonomi global akan berkembang pada 3.5% pada tahun 2019 dan 3.6% pada tahun 2020.

Ekonomi dunia merudum pada tahun 2018 akibat langkah perdagangan yang agresif oleh AS terhadap rakan perdagangan utamanya telah memburukkan keadaan perniagaan dan pelaburan di banyak negara. Kekeliruan yang berterusan terhadap Brexit, pengetatan dasar monetari dan ketidakpastian mengenai arah tuju kadar faedah bagi ekonomi-ekonomi utama juga menyumbang kepada pertumbuhan yang lebih lemah.

Menurut IMF, pertumbuhan global dijangka mencapai 3.9% dalam tahun 2018 selari dengan unjuran oleh W*orld Economic Outlook (WEO)*. Pada tahun 2018, pengembangan tersebut, bagaimanapun, menjadi kurang jelas dan risiko kepada prospek semakin meningkat. Kadar pengembangan kelihatan telah memuncak di beberapa ekonomi utama dan pertumbuhan kurang sekata berbanding pada tahun 2017. Unjuran pertumbuhan telah disemak ke bawah untuk Eropah, Jepun dan United Kingdom, mencerminkan kejutan negatif kepada aktiviti pada awal tahun 2018.

MARKET REVIEW

Global Economy

The International Monetary Fund (IMF) expected world economic growth to slowdown from 3.8% in 2017 to 3.7% in 2018 due to weakening global expansion. It also projected weaker forecasts for 2019 and 2020, due to weakness in Europe and some emerging markets, and failure to resolve US-China trade tensions could further de-stabilise a slowing global economy. The IMF predicted the global economy to grow at 3.5% in 2019 and 3.6% in 2020.

The world economy took a downswing in 2018 as agressive trade measures by the US against its major trade partners dampened business and investment conditions for many countries. Further confusion over Brexit, tighter monetary policy and uncertainty over interest rate directions for major economies also contributed to weaker growth.

According to the IMF, global growth is projected to reach 3.9% in 2018 in line with the forecast of the World Economic Outlook (WEO). In 2018, the expansion is, however, becoming less pronounced, and risks to the outlook are mounting up. The rate of expansion appears to have peaked in some major economies and growth was less synchronized as compared to 2017. Growth projections have been revised down for the Euro, Japan and the United Kingdom, reflecting negative surprises to activity in early 2018.

Ekonomi Malaysia

Selepas Pilihan Raya Umum Malaysia ke-14, keadaan hutang negara yang tinggi dan pendedahan projek mega yang tidak diperlukan hasil disusuli langkah rasionalisasi kewangan oleh kerajaan. Belanjawan negara yang ketat telah memberi kesan kepada perbelanjaan kerajaan. Gangguan terhadap perlombongan dan pengeluaran minyak sawit telah memberi kesan kepada sumbangan hasil. Gabungan semua faktor-faktor tersebut telah mengakibatkan pertumbuhan ekonomi yang perlahan iaitu 4.7% (KDNK) pada tahun 2018.

Akaun negara telah disokong oleh pertumbuhan yang kukuh dalam penggunaan swasta dan prestasi sektor luaran yang bertambah baik. Kedua-duanya mendapat manfaat daripada tekanan inflasi yang sederhana walaupun pertumbuhan pendapatan yang tinggi semasa tempoh tanpa cukai.

Bagi faktor luaran, eksport bersih yang lebih baik memberikan sokongan yang kuat dan positif kepada ekonomi selepas Indeks Pengurus Pembelian (PMI) kekal dalam fasa penguncupan untuk bulan keempat berturut-turut sejak bulan Januari 2018.

Malaysia Economy

Post 14th General Election in Malaysia, the huge national debt situation and unfavorable mega deals were revealed which was followed by government financial rationalisation measures. The tight national budget impacted government spending. Disruptions to mining and palm oil production affected revenue contribution. All these factors combined to result in the slower economic growth of 4.7% (GDP) in 2018.

The national account was supported by the strong growth in private consumption and improved performance of the external sector. These two benefited from the mild inflationary pressure despite higher income growth during the tax holiday.

On the external factor, improved net export provided a strong and positive impulse to the economy after Purchasing Managers' Index (PMI) remained in the contractionary phase for the fourth consecutive months since January 2018.

ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN
KEY FINANCIAL PERFORMANCE INDICATORS REVIEW

Pasaran Ekuiti

Pada tahun 2018, pelaburan ekuiti terjejas teruk akibat ketidakpastian di pasaran global dan domestik. Faktor-faktor seperti ketegangan perdagangan di antara AS dan China, kebimbangan pertumbuhan global, kenaikan kadar faedah AS, serta harga minyak yang tidak menentu memburukkan lagi ketidakpastian. Di peringkat domestik, sektor-sektor yang sangat dikawal selia seperti telekomunikasi, pembinaan dan hartanah mengalami kejatuhan yang teruk selepas PRU-14 disebabkan oleh kajian semula terhadap kebanyakan projek-projek infrastruktur dan ketidakpastian dasar. Penanda aras FBM KLCI berakhir dengan penyusutan 5.91% sepanjang tahun 2018 dan ditutup pada paras 1,690.58 mata, menjadikannya prestasi tahunan yang paling buruk dalam tempoh 10 tahun.

Equity Market

In 2018, equities investment suffered from both global and domestic uncertainties. Factors like the trade tensions between US and China, global growth concerns, US rising interest rates, as well as volatile oil prices exacerbated the uncertainties. On domestic front, highly regulated sectors such as telecommunication, construction and property took the biggest hit post GE-14 due to reviews on most infrastructure projects and policy uncertainties. The benchmark FBM KLCI ended up losing 5.91% through 2018 and closed at 1,690.58 points, making it the worst annual performance in 10 years.

Prestasi Indeks Sektor Bursa Malaysia:
Performance Of Bursa Malaysia Sectoral Indices:

Indeks Pembinaan / Construction Index	-50.15
Indeks Kewangan / Financials Index	+2.58
Indeks Perladangan / Plantation Index	-12.66
Indeks Hartanah / Property Index	-28.59
Indeks REIT / REIT Index	-12.53
Indeks Barang-Barang Pengguna / Consumer Goods Index	+1.62
Indeks Tenaga / Energy Index	-26.20
Indeks Teknologi / Technology Index	-29.91

Pasaran Bon

Pada tahun 2018, pasaran bon mengalami tempoh ketidakpastian akibat kitaran pengetatan monetari Rizab Persekutuan AS dan juga peningkatan ketegangan perdagangan di antara AS-China. Di samping itu, urusniaga pelabur di pasaran bon tempatan menjadi lebih berhati-hati berikutan keputusan Pilihan Raya Umum ke-14 pada 9 Mei yang mengakibatkan penyertaan asing yang rendah buat sementara. Kadar hasil MGS 10 tahun meningkat setinggi 4.20% sebelum stabil pada 4.08% pada akhir tahun 2018. USD/MYR melepasi RM4.00 dan ditutup pada RM4.13 di akhir tahun 2018.

Bonds Market

In 2018, bond market went through period of uncertainty while digesting US Fed's monetary tightening cycle and also escalating US-China trade tensions. In addition, investor trading in the domestic bond market turned cautious following outcome of 14th General Election on 9 May that resulted in temporary lower foreign participation. Yields of 10-year MGS rose briefly to as high as 4.20% before stabilising at 4.08% in end 2018. USD/MYR hovered above RM4.00 and closed at RM4.13 in end 2018.

AKTIVITI-AKTIVITI PELABURAN DALAMAN

Ekuiti

Bagi ekuiti yang diurus secara dalaman, PERKESO terus meningkatkan aktiviti belian melalui saringan dari bawah ke atas yang menumpukan kepada kaunter-kaunter yang mempunyai asas yang kukuh dengan prospek pertumbuhan jangka panjang yang baik dan mengambil kesempatan daripada sebarang kelemahan harga bagi saham-saham yang berada dalam senarai urusniaga PERKESO.

Pada akhir tahun 2018, pelaburan dalam ekuiti adalah berjumlah RM2,556.35 juta, mewakili 9.49% daripada dana pelaburan PERKESO. Jumlah tersebut telah menurun sebanyak RM563.62 juta atau 18.06% berbanding RM3,119.97 juta pada tahun 2017 disebabkan oleh aktiviti pengambilan keuntungan.

PERKESO melabur 32.9% daripada portfolio ekuiti dalamannya dalam perkhidmatan perbankan dan kewangan, 12.1% dalam perladangan dan diikuti oleh minyak dan gas 11.3%. PERKESO juga memperuntukkan 6.8% dalam sektor utiliti, 6.3% dalam produk pengguna, 6.1% dalam kewangan dan 5.0% dalam REIT, 4.9% dalam telekomunikasi, 3.0% dalam pembinaan dan 2.8% dalam hartanah. Baki 8.7% lagi dilaburkan dalam sektor-sektor kecil yang lain.

Portfolio ekuiti dalaman PERKESO menjana pendapatan dividen sebanyak RM85.69 juta dan RM173.49 juta daripada keuntungan modal melalui penjualan saham.

Komitmen PERKESO bersama syarikat-syarikat yang dilaburkan adalah melalui kehadiran dalam Mesyuarat Agung Tahunan (MAT) dan Mesyuarat Agung Luar Biasa (MALB) untuk melaksanakan hak mengundi dengan sewajarnya. Di samping itu, pengurusan PERKESO menghadiri mesyuarat dan perbincangan bersama pihak pengurusan syarikat-syarikat yang dilaburkan melalui perjumpaan secara khusus atau berkumpulan di sepanjang tahun.

IN-HOUSE INVESTMENT ACTIVITIES

Equities

For internally managed equity, SOCSO continued to ramp-up its buying activities via bottom-up screening focused on fundamentally strong counters with good long-term growth prospects and taking advantage of any price weakness on stocks that are within SOCSO's investment universe.

At the end of 2018, investment in equity amounted to RM2,556.35 million, representing 9.49% of the SOCSO's investment fund. The amount has decreased by RM563.62 million or 18.06% compared to RM3,119.97 million in 2017 due to profit taking activities.

SOCSO invested 32.9% of its internal equity portfolio in banking and financial services, 12.1% in plantation and followed by oil and gas 11.3%. SOCSO also allocated 6.8% in the utility sector, 6.3% in consumer products, 6.1% in financials and 5.0% in REIT, 4.9% in telecommunication, 3.0% in construction and 2.8% in property. The rest of 8.7% is invested in other small sectors.

SOCSO's internal equity portfolio generated a dividend income of RM85.69 million and RM173.49 million from capital gains in sale of shares.

SOCSO's commitment with its investee companies through participation of attendance in Annual General Meeting (AGMs) and Extraordinary General Meetings (EGMs) to exercises our voting rights accordingly. In addition, the management attended meetings and briefings with management of investee companies on one-to-one basis or through group meetings throughout the year.

Sekuriti Kerajaan (Konvensional dan Islamik), Bon Korporat / Sukuk dan Pinjaman Dijamin Kerajaan

Instrumen-instrumen pendapatan tetap dalaman terdiri daripada Sekuriti Kerajaan, Bon Korporat / Sukuk dan Pinjaman Dijamin Kerajaan yang menyumbang kepada 57.31% daripada dana pelaburan PERKESO. Pada tahun 2018, pulangan daripada kelas aset ini adalah berjumlah RM709.17 juta. Ini disumbangkan terutamanya oleh pembayaran kupon dan keuntungan modal.

Komponen terbesar kelas aset ini adalah Sekuriti Kerajaan, yang mewakili 47.44% dengan nilai pasaran semasa sebanyak RM12,783.96 juta, telah menjana pendapatan sebanyak RM592.74 juta dalam bayaran kupon. Pelaburan dalam Sekuriti Kerajaan meningkat sebanyak RM506.58 juta atau 4.13% berbanding RM12,277.38 juta pada tahun 2017.

Sementara itu, pelaburan dalam Bon Korporat / Sukuk mewakili 9.86% daripada jumlah dana pelaburan. Berbanding dengan tahun 2017, portfolio Bon Korporat / Sukuk meningkat sebanyak 29.34% atau RM603.28 juta pada tahun 2018 dengan nilai pasaran semasa yang berjumlah RM2,659.10 juta. Peningkatan dalam alokasi telah menyumbang kepada kenaikan pulangan pelaburan sebanyak 27.61% atau RM25.19 juta daripada RM91.23 juta pada 2017 kepada RM116.42 juta pada tahun 2018.

Pelaburan dalam Bon Korporat / Sukuk kebanyakannya dalam penarafan kredit AAA dan AA. Dasar dan Garis Panduan Pelaburan PERKESO telah menetapkan penarafan kredit minimum adalah AA3 atau AA-. Wajaran sektor pelaburan dalam kelas aset ini adalah seperti berikut:

Government Securities (Conventional and Islamic), Corporate Bonds / Sukuk and Government Guaranteed Loan

Internal fixed income instruments consist of Government Securities, Corporate Bonds / Sukuk and Government Guaranteed Loans which accounted to 57.31% of SOCSO's investment fund. In 2018, the realised return from the asset class totalled to RM709.17 million. This was mainly contributed by the coupon payment and capital gains.

The largest component of this asset class is Government Securities, representing 47.44% with current market value of RM12,783.96 million, has generated an income RM592.74 million in coupon payment. The investment in Government Securities has increased by RM506.58 million or 4.13% compared to RM12,277.38 million in 2017.

Meanwhile, investment in Corporate Bonds / Sukuk represents 9.86% of the total investment fund. Compared to 2017, the Corporate Bonds / Sukuk portfolio increased by 29.34% or RM603.28 million in 2018 with the current market value amounted to RM2,659.10 million. The increase in the allocation has contributed to an increase in the investment return by 27.61% or RM25.19 million from RM91.23 million in 2017 to RM116.42 million in 2018.

Investment in Corporate Bonds / Sukuk is largely skewed towards AAA and AA rated credits. SOCSO'S Investment Policy and Guidelines has set the minimum credit rating of AA3 or AA-. Sector weighting of investment in this asset class is as follows:

Kewangan dan Perbankan / Finance and Banking	41.3%
Tenaga / Power	28.8%
Telekomunikasi / Telecommunication	12.3%
Lebuhraya / Toll Road	8.2%
Hartanah / Real Estates	3.6%
Lain-lain / Others	5.8%

2018: RM4,354.40 juta / million
2017: RM4,940.80 juta / million

PERKESO telah mengurangkan pelaburan dalam instrumen pasaran wang bagi melabur dalam kelas aset yang memberikan pulangan yang lebih tinggi

Menurun / Decreased
11.87%
RM586.40 juta / million

SOCSO has reduced investment in money market instrument to invest in higher expected return asset classes

Pasaran Wang

Instrumen pasaran wang PERKESO terdiri daripada deposit jangka pendek dan simpanan tetap dengan institusi-institusi kewangan yang diluluskan. Tempoh matang deposit pasaran wang adalah bermula daripada semalaman hingga 12 bulan. Sebagai sebahagian daripada strategi PERKESO dalam mempelbagaikan aset PERKESO telah mengurangkan alokasi pelaburan dalam pasaran wang dan sebaliknya melabur dalam instrumen lain yang dijangka dapat memberikan pulangan yang lebih baik dan lebih mampan dalam jangka panjang.

Pada tahun 2018, pelaburan PERKESO dalam instrumen ini menurun sebanyak RM586.40 juta atau 11.87% kepada RM4,354.40 juta berbanding dengan RM4,940.80 juta pada tahun 2017. Ini menyumbang sebanyak 16.16% daripada jumlah dana pelaburan pada tahun 2018. Selari dengan jumlah pelaburan yang rendah dalam kelas aset ini, sumbangan pulangan menurun kepada RM210.41 juta berbanding RM228.61 juta pada tahun 2017. Dengan menyediakan kecairan kepada aset PERKESO, instrumen-instrumen pasaran wang melindungi portfolio daripada kesan negatif turun naik pasaran pada tahun 2018.

Money Market

SOCSO's money market instruments consist of short term and fixed deposits in financial institutions that have been approved. The money market deposit tenure is ranging from overnight to 12 months. As part of SOCSO's asset diversification strategy, SOCSO has reduced its allocation investment in money market and instead invest in other instruments which is expected to achieve better and more sustainable returns over the long term.

In 2008, SOCSO's investment in these instruments decreased by RM586.40 million or 11.87% to RM4,354.40 million in comparison to RM4,940.80 million in 2017. This accounts for 16.16% of the total investment fund in 2018. In line with lower amount of investment in this asset class, the contribution of return fell to RM210.41 million compared to RM228.61 million in 2017. While providing liquidity to SOCSO's asset, money market instruments insulated the portfolio from negative effects of market volatility during 2018.

ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN
KEY FINANCIAL PERFORMANCE INDICATORS REVIEW

PERKESO juga melabur dalam instrumen pasaran wang bagi dana di bawah Akta Keselamatan Sosial Pekerjaan Sendiri 2017 [Akta 789] dan Akta Sistem Insurans Pekerjaan 2017 [Akta 800]. Pada tahun 2018, sebanyak RM58.10 juta dana pelaburan daripada Akta 798 dan RM566.30 juta daripada Akta 800 telah dilaburkan dalam pasaran wang, di mana telah menjana pulangan masing-masing sebanyak RM1.39 juta dan RM27.35 juta

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SOCSO also invests in money market instrument for funds under the Self-Employment Social Security Act 2017 [Act 789] and Employement Insurance System Act 2017 [Act 800]. As at 2018, the investment funds of RM58.10 million from Act 798 and RM566.30 million from Act 800 were invested in money market, of which have generated returns of RM1.39 million and RM27.35 million respectively.

Mandat Pelaburan Luar

Prestasi Pengurus Dana Luar (PDL) domestik adalah sederhana disebabkan oleh keadaan ekonomi yang lembap dan pasaran yang tidak menentu. PDL asing hanya menyumbang sebahagian daripada keseluruhan prestasi kerana perlantikan mereka telah dimuktamadkan pada pertengahan tahun 2018.

12.09% daripada dana PERKESO telah diuruskan oleh PDL domestik dan asing. Ini adalah sebahagian daripada usaha untuk mempelbagaikan aktiviti dan mengurangkan risiko pelaburan PERKESO. Pada akhir tahun 2018, dana yang diuruskan oleh PDL domestik adalah berjumlah RM2,334.18 juta, manakala RM924.26 juta diuruskan oleh PDL asing.

External Investment Mandate

Performance by domestic External Fund Managers (EFMs) was moderated due to economic slowdown and market volatility. Foreign EFMs contributed only partially to the overall performance as their engagement is finalised in mid-2018.

12.09% of SOCSO's fund is managed by domestic and foreign EFMs. This is part of the effort to diversify SOCSO's investment activities and reduce its investment risk. At the end of 2018, the fund managed by domestic EFMs totaled to RM2,334.18 million, while another RM924.26 million were managed by foreign EFMs.

Pada tahun 2018, PDL untuk kedua-dua ekuiti dan pendapatan tetap, berjaya menjana pendapatan sebanyak RM86.79 juta, bersamaan dengan 6.71% daripada jumlah pulangan daripada pendapatan pelaburan. Prestasi pengurus-pengurus dana ini akan terus dipantau sepanjang tahun. Mesyuarat penilaian prestasi dengan semua PDL telah diadakan pada setiap suku tahun atau mengikut keperluan.

In 2018, the EFMs for both equity and fixed income, managed to generate income of RM86.79 million equivalent to 6.71% of the total return on investment income. The performance of these fund managers is continuously monitored throughout the year. The performance evaluation meeting was held every quarter with all EFMs or whenever necessary.

Hartanah

Pelaburan hartanah PERKESO meningkat sebanyak 124.34%, daripada RM591.95 juta pada tahun 2017 kepada RM1,328 juta pada tahun 2018.

Peningkatan ini berikutan oleh perolehan tambahan hartanah pada suku ketiga *(3Q2018)* dan suku keempat *(4Q2018)* tahun kewangan 2018 dengan kos modal berjumlah RM736.05 juta.

Ekuiti swasta

Pada tahun 2017, PERKESO menambah ekuiti swasta sebagai salah satu instrumen pelaburannya. Pelaburan ekuiti swasta pertama telah dibuat pada awal tahun 2018, dengan jumlah modal komitmen berjumlah RM75.0 juta. Pada akhir tahun 2018, jumlah sumbangan modal yang telah dilaburkan dalam dana ekuiti swasta adalah berjumlah RM4.55 juta.

Properties

SOCSO's Real Estates investment increased by 124.34%, from RM591.95 million in 2017 to RM1,328 million in 2018.

The increase is following additional acquisition of real estate in third (3Q2018) and fourth quarter (4Q2018) of the 2018 financial year with a capitalised cost amounting to RM736.05 million.

Private Equity

In 2017, SOCSO added private equity as part of its one of its investment instrument. Its first private equity investment was made in early 2018, with total capital commitment amounting to RM75.0 million. As at end of 2018, the total capital contribution invested into the private equity fund amounting to RM4.55 million.

ULASAN PETUNJUK UTAMA PRESTASI OPERASI
OPERATIONS KEY PERFORMANCE INDICATOR REVIEW

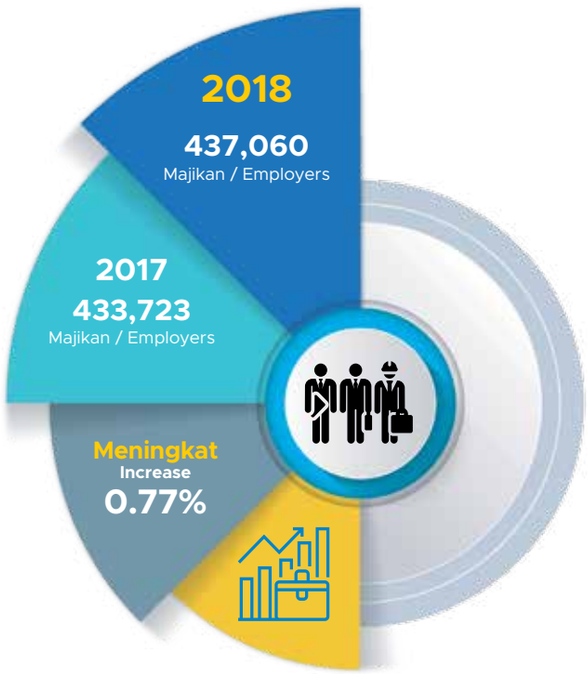
JOHN RIBA ANAK MARIN

Timbalan Ketua Eksekutif (Operasi)
Deputy Chief Executive (Operations)

"Walaupun berdepan dengan cabaran sosioekonomi semasa yang tidak menentu dan perubahan dalam landskap keselamatan sosial yang pantas berubah namun PERKESO terus berjaya melonjakkan kecemerlangan pengoperasian menerusi pencapaian cemerlang dalam KPI Operasi yang ditetapkan. Pencapaian cemerlang KPI Piagam Pelanggan melebihi 95%, keberkesanan aktiviti penguatkuasaan dan aktiviti kesedaran yang telah dijalankan ke atas majikan telah meningkatkan bilangan majikan dan pekerja berdaftar yang layak di bawah akta. Peningkatan dalam kutipan caruman dan pemprosesan tuntutan faedah yang keseluruhannya berjaya dicapai pada tahap yang memuaskan. Secara langsung telah meningkatkan kecekapan dalam penyampaian perkhidmatan untuk memberikan perkhidmatan terbaik melangkaui ekspektasi pelanggan. Pencapaian cemerlang ini telah bejaya meningkatkan tahap kepuasan pelanggan PERKESO pada tahap memuaskan iaitu pada skala 88.50% berdasarkan kajian kepuasan pelanggan yang telah dijalankan pada tahun 2018."

" Despite facing the challenges of a volatile current socio-economy and a fast-changing social security landscape, SOCSO continues to successfully manouver its operational excellence through excellent achievements in its stipulated Operations KPI.
The KPI excellence of its Clients' Charter exceeded 95%. The effectiveness of enforcement and awareness activities carried out by employers has increased the number of registered employers and workers who are eligible under the Act. Improvement in collection of contributions and overall processing of benefits claim was achieved at a satisfactory level. This has directly improved efficiency in service delivery to provide the best service that exceeds clients' expectations.
This excellent achievement has led to a satisfactory level of SOCSO clients' satisfaction, at a scale of 88.50% based on the clients' satisfaction studies conducted in 2018."

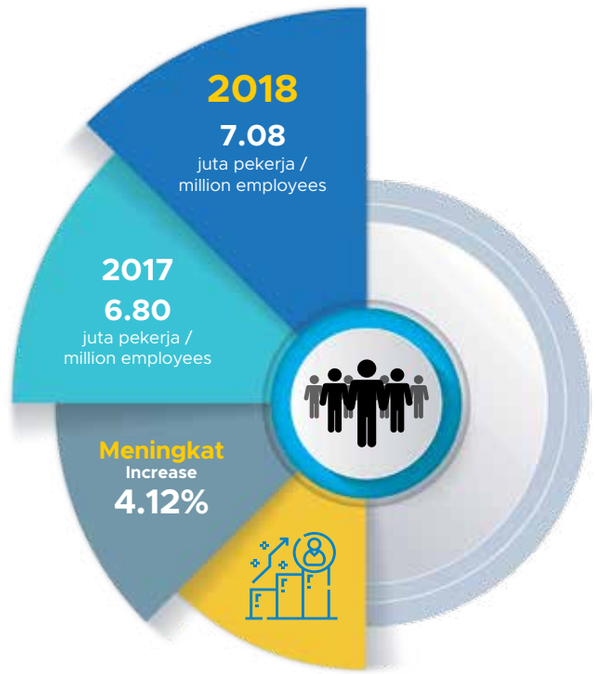
MAJIKAN AKTIF
ACTIVE EMPLOYERS



437,060 (2017: 433,723) Meningkat 0.77%

437,060 (2017: 433,723) An Increase of 0.77%

PEKERJA AKTIF
ACTIVE EMPLOYEES



7.08 Juta (2017: 6.80 Juta) Meningkat 4.12%

7.08 Million (2017: 6.80 Million) An Increase of 4.12%

BILANGAN MAJIKAN DAN PEKERJA

Bilangan majikan dan pekerja aktif pada 2018 mencatatkan pertambahan berbanding tahun 2017. Pada tahun 2018, jumlah majikan aktif telah meningkat sebanyak 0.77% kepada 437,060 majikan berbanding 433,723 majikan pada tahun 2017 sementara pekerja aktif pula meningkat sebanyak 4.12% kepada 7.08 juta pekerja berbanding 6.80 juta pekerja. Bilangan majikan dan pekerja aktif pada tahun 2017 - 2018 ditunjukkan seperti di Jadual 17, Carta 6 dan 7.

NUMBER OF EMPLOYERS AND EMPLOYEES

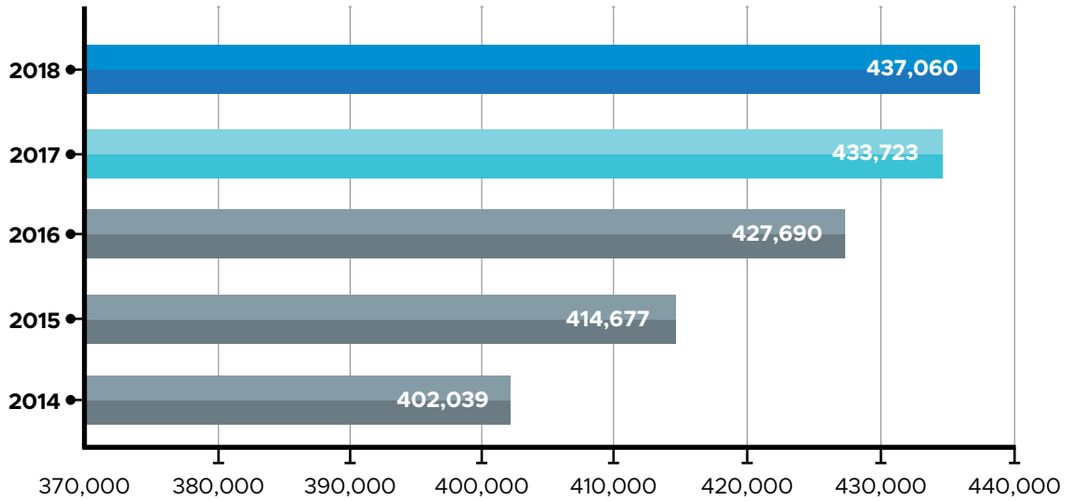
The number of active employers and employees in 2017 was higher than in 2016. In 2018, the number of active employers increased by 0.77% to 437,060 employers as compared to 433,723 employers in 2017 while the number of active employees increased by 4.12% to 7.08 million employees as compared to 6.80 employees in 2017. The number of active employers and employees for the period of 2017 - 2018 is shown in Table 17, Chart 6 and Chart 7.

ULASAN PETUNJUK UTAMA PRESTASI OPERASI 2018
OPERATIONS KEY PERFORMANCE INDICATOR REVIEW 2018

JADUAL 17 ▶ BILANGAN MAJIKAN DAN PEKERJA 2017 – 2018
TABLE 17 ▶ NUMBER OF EMPLOYERS AND EMPLOYEES 2017 – 2018

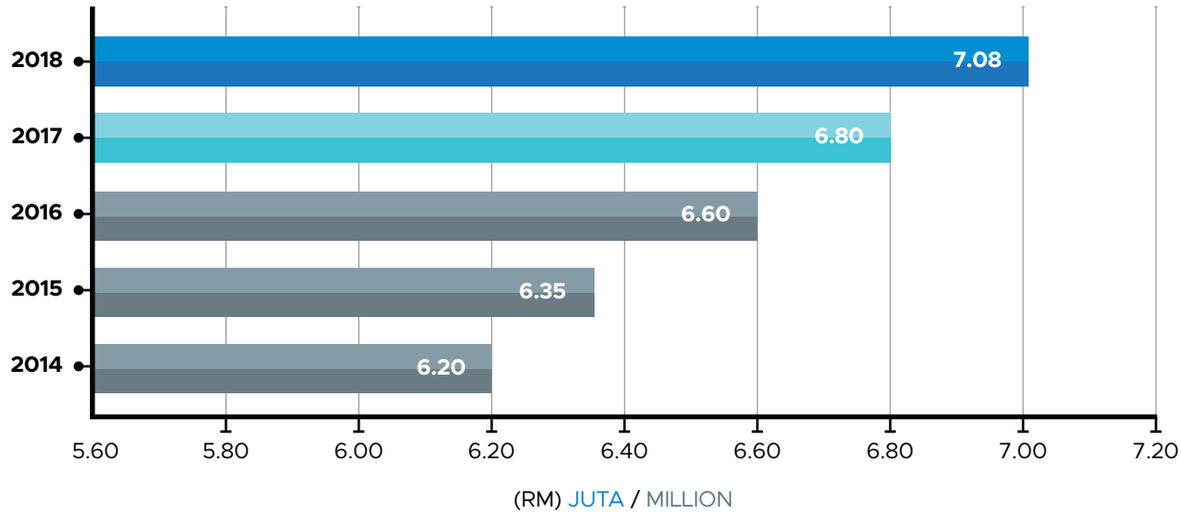
Perkara Item	2017		2018		
	Skim Bencana Pekerjaan dan Skim Keilatan (Akta 4) Employment Injuries Scheme and Invalidity Scheme (Act 4)	Skim Bencana Kerja Pekerjaan Sendiri (Akta 789) Self Employment Work Injuries Scheme (Act 789)	Skim Bencana Pekerjaan dan Skim Keilatan (Akta 4) Employment Injuries Scheme and Invalidity Ssheme (Act 4)	Skim Bencana Kerja Pekerjaan Sendiri (Akta 789) Self Employment Work Injuries Scheme (Act 789)	Sistem Insurans Pekerjaan (Akta 800) Employment Insurans System (Act 800)
Majikan Aktif Active Employers	433,723	–	437,060	–	384,487
Pekerja Aktif Active Employees	6,803,948	–	7,077,431	–	6,117,886
Pemandu Aktif Active Driver	–	2,339	–	7,660	–

CARTA 6 ▶ BILANGAN MAJIKAN AKTIF 2014 – 2018
CHART 6 ▶ NUMBER OF ACTIVE EMPLOYERS 2014 – 2018

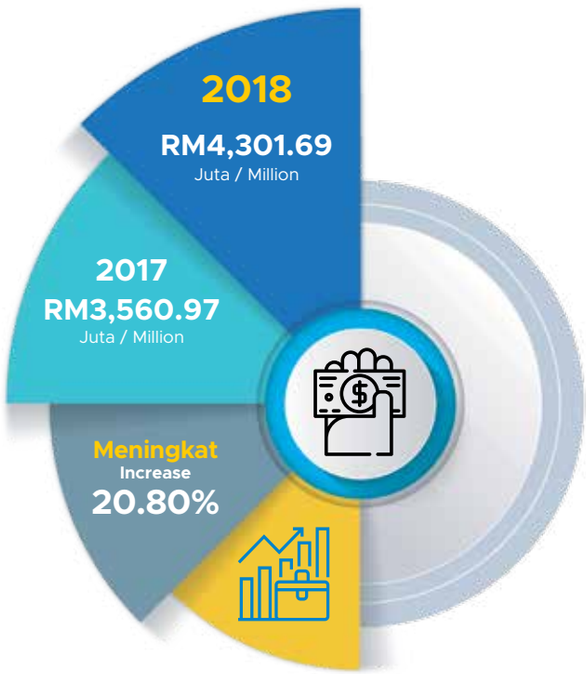


CARTA 7 ▶ **BILANGAN PEKERJA AKTIF TAHUN 2014 – 2018**

CHART 7 ▶ **NUMBER OF ACTIVE EMPLOYEES 2014 – 2018**



KUTIPAN CARUMAN
COLLECTION OF CONTRIBUTIONS



RM4,301.69 juta (2017: RM3,560.97)
Meningkat 20.80%

RM4,301.69 million (2017: RM3,560.97 million)
An Increase of 20.80%

Selaras dengan peningkatan dalam jumlah pendaftaran majikan dan pekerja serta pelaksanaan Skim Bencana Kerja Pekerjaan Sendiri dan Sistem Insurans Pekerjaan, kutipan caruman pada 2018 telah meningkat sebanyak 20.80% atau RM740.72 juta berbanding tahun sebelumnya. Peningkatan ini telah menjadikan keseluruhan kutipan caruman kepada RM4,301.69 juta berbanding RM3,560.97 juta pada 2017. Pendapatan daripada caruman telah menyumbang sebanyak 71% daripada keseluruhan pendapatan bagi 2018.

In line with the increase in the number of employer and employee registration and the implementation of the Self-Employment Injury Scheme and Employment Insurance System, the total collection of contributions in 2018 increased by RM740.72 million or 20.80% compared to the previous year. This increase has resulted in the overall collection of contributions rising to RM4,301.69 million in 2018 in comparison to RM3,560.97 million in 2017. The income from contributions accounted for 71% of the total income for the year 2018.

ULASAN PETUNJUK UTAMA PRESTASI OPERASI 2018
OPERATIONS KEY PERFORMANCE INDICATOR REVIEW 2018

Keberkesanan aktiviti dan program kesedaran yang dijalankan telah meningkatkan kesedaran masyarakat, pekerja dan majikan mengenai kepentingan keselamatan sosial. Faktor ini telah menjadi salah satu penyumbang penting kepada kenaikan jumlah pendapatan caruman. Jumlah kutipan caruman adalah seperti Jadual 19 dan Carta 8.

The effectiveness of the activities and programmes which were carried out raised the awareness of the employers, employees and society in general concerning the importance of social security. This in turn became the main contributing factor in the increase in the collection of contributions. The total amount of contribution collection is shown in Table 19 and Chart 8.

JADUAL 18 ▶ JUMLAH KUTIPAN CARUMAN 2017 – 2018
TABLE 18 ▶ TOTAL CONTRIBUTION COLLECTION 2017 – 2018

	2017		2018		
Perkara Item	Skim Bencana Pekerjaan dan Skim Keilatan (Akta 4) Employment Injury Scheme and Invalidity Scheme (Act 4)	Skim Bencana Kerja Pekerjaan Sendiri (Akta 789) Self Employment Work Injuries Scheme (Act 789)	Skim Bencana Pekerjaan dan Skim Keilatan (Akta 4) Employment Injury Scheme and Invalidity Scheme (Act 4)	Skim Bencana Kerja Pekerjaan Sendiri (Akta 789) Self Employment Work Injuries Scheme (Act 789)	Sistem Insurans Pekerjaan (Akta 800) Employment Insurans System (Act 800)
RM juta / million	3,560.50	0.46	3,739.48	1.42	560.79
RM Jumlah / Total	3,560.96		4,301.69		

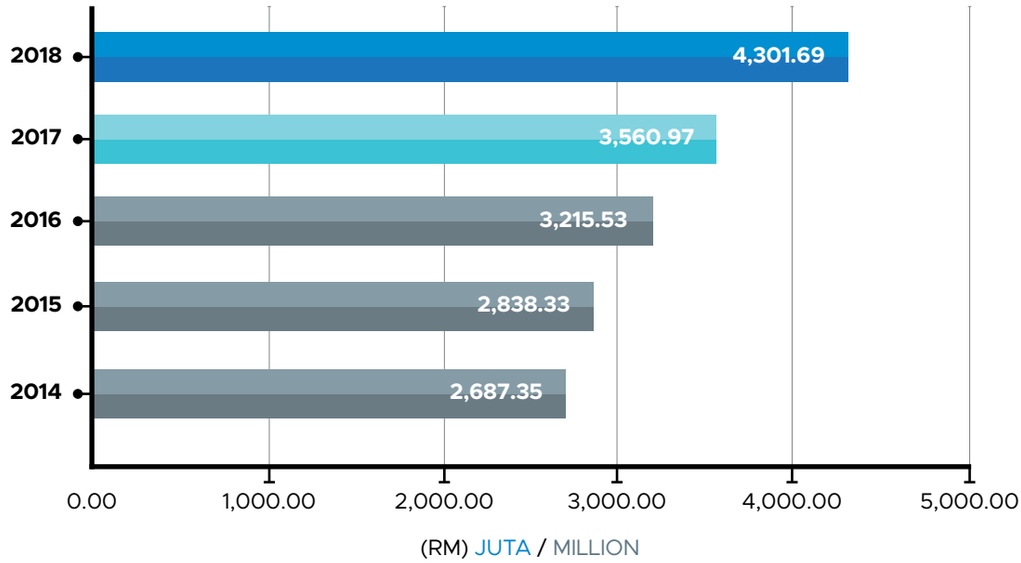
Nota / Note:
Angka berkemungkinan tidak sama dengan jumlah keseluruhan disebabkan faktor pembundaran.
Figures may not sum to total due to rounding.

JADUAL 19 ▶ CARUMAN (RM) JUTA
TABLE 19 ▶ CONTRIBUTION (RM) MILLION

	2017	2018
Jumlah Kutipan / Total Collection	3,560.97	4,301.69

CARTA 8 ▶ **KUTIPAN CARUMAN 2014 – 2018**

CHART 8 ▶ **CONTRIBUTION COLLECTIONS 2014 – 2018**



PENGURUSAN TUNTUTAN FAEDAH

Pengurusan tuntutan faedah dikendalikan mengikut Piagam Pelanggan dan Standard Q, yang mengambil kira pengukuran berdasarkan peratus pencapaian dan purata hari. Pendekatan ini dilaksanakan bagi menjamin penyampaian perkhidmatan yang diberikan memenuhi ekspektasi pelanggan.

BENEFIT CLAIMS MANAGEMENT

To ensure that the delivery of services provided meet customers' expectations, benefit claims are processed based on the Client Charter and Standard Q, which is measured by percentage of achievement and average number of days. This approach is implemented to guarantee that service delivery meets customers' expectations.

Piagam Pelanggan Berdasarkan Purata Hari

Prestasi Piagam Pelanggan dalam Tempoh Pemprosesan (Purata hari) berbanding tahun sebelumnya seperti Jadual 20 di bawah.

Client Charter Based on Average Number of Days

The performance of The Client Charter by Processing Period (Average Number of Days) in comparison to the previous year as reflected in Table 20 below.

JADUAL 20 ▶ PRESTASI PROSESAN FAEDAH (PURATA HARI) 2018

TABLE 20 ▶ BENEFIT PROCESSING PERFORMANCE (AVERAGE NUMBER OF DAYS) 2018

Tahun / Year	FHUS / TDB 5 Hari / Days	FHUK / PDB 7 Hari / Days	FOT / DB 7 Hari / Days	P.ILAT Invalidity Pension 7 Hari / Days	P.PKT Survivors' Pension 7 Hari / Days	FPM / FB 3 Hari / Days
2017	2.06	2.45	2.23	2.71	2.33	1.32
2018	**2.10**	**2.91**	**2.34**	**3.25**	**2.45**	**1.39**

Piagam Pelanggan Berdasarkan Peratusan

Prestasi Piagam Pelanggan dalam Pemprosesan (Peratusan) tahun 2018 berbanding tahun sebelumnya sebagai mana Jadual 21 di bawah.

Client Charter Based On Percentage

Th Client Charter Performance in Processing (Percentage) in 2018 as compared to the previous year as reflected in Table21 below.

JADUAL 21 ▶ PRESTASI PROSESAN FAEDAH (PERATUSAN) 2017 – 2018

TABLE 21 ▶ BENEFIT PROCESSING PERFORMANCE (PERCENTAGE) 2017 – 2018

Pencapaian Piagam Pelanggan (Peratus) Client Charter Achievement (Percentage)	FHUS / TDB 5 Hari / Days	FHUK / PDB 7 Hari / Days	FOT / DB 7 Hari / Days	P.ILAT Invalidity Pension 7 Hari / Days	P.PKT Survivors' Pension 7 Hari / Days	FPM / FB 3 Hari / Days
2017	99.17	99.42	99.33	98.99	99.32	99.23
2018	**98.44**	**98.17**	**98.62**	**97.69**	**98.65**	**98.95**

Prestasi Standard Q berdasarkan (Peratusan) pada 2018 berbanding tahun 2017 adalah seperti di Jadual 22.
The Performance of Standard Q based on Percentage in 2018 as compared to 2017 is given in Table 22 below.

JADUAL 22 ▶ PRESTASI STANDARD Q (PERATUSAN) 2017 – 2018

TABLE 22 ▶ STANDARD Q (PERCENTAGE) PERFORMANCE 2017 – 2018

Peratus Pencapaian Standard Q Percentage Achievement Standard Q	FHUS(PK) / TDB 120 Hari / Days	FHUS(K) / TDB 45 Hari / Days	FHUK / PDB 100 Hari / Days	FOT / DB 60 Hari / Days	P.ILAT Invalidity Pension 100 Hari / Days	P.PKT Survivors' Pension 60 Hari / Days
2017	–	99.99	90.13	97.18	84.63	96.68
2018	**82.00**	**92.74**	**95.22**	**97.24**	**90.91**	**97.78**

Prestasi Standard Q berdasarkan (Purata Hari) pada 2018 berbanding tahun 2017 adalah seperti di Jadual 23.
Standard Q performance based on average number of days in 2018 as compared to 2017 in given in Table 23 below.

JADUAL 23 ▶ PRESTASI STANDARD Q (PURATA HARI) 2017 – 2018

TABLE 23 ▶ STANDARD Q (AVERAGE NUMBER OF DAYS) PERFORMANCE 2017 – 2018

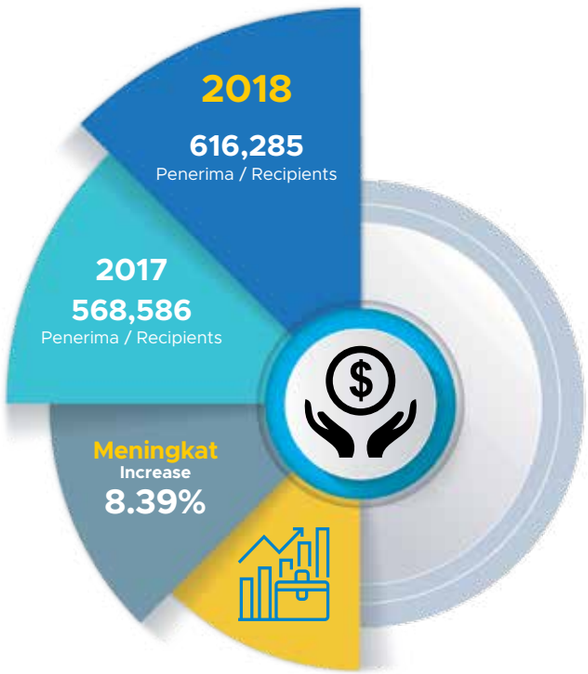
Purata Hari Pencapaian Standard Q Average Number of Days Standard Q	FHUS(K) / TDB *45 Hari / Days	FHUS(PK) / TDB *120 Hari / Days	FHUK / PDB 100 Hari / Days	FOT / DB 60 Hari / Days	P.ILAT Invalidity Pension 100 Hari / Days	P.PKT Survivors' Pension 60 Hari / Days
2017	20.23	99.49	51.15	31.17	65.44	20.27
2018	**18.50**	**83.52**	**30.24**	**19.34**	**50.51**	**18.50**

Nota / Note:

FHUS(PK) - Termasuk penyakit khidmat
TDB - Included Occupational Diseases

FHUS(K) - Tidak termasuk Penyakit Khidmat
TDB - Not included Occupational Diseases

PENERIMA FAEDAH
BENEFITS RECIPIENTS



616,285 (2017: 568,586) Meningkat 8.39%

616,285 (2017: 568,586) An Increased by 8.39%

Bilangan penerima semua jenis faedah telah meningkat sebanyak 47,699 penerima atau 8.39% pada 2018. Peningkatan ini telah menjadikan jumlah keseluruhan penerima faedah kepada 616,285 orang berbanding 568,586 pada 2017 seperti di Jadual 24 dan Carta 9.

The number of recipients for all types of benefits increased by 8.39% or 47,699 recipients in 2018. This increase resulted in the overall total of benefit recipients to increase to 616,285 persons compared to 568,586 persons in 2017 as shown in Table 24 and Chart 9.

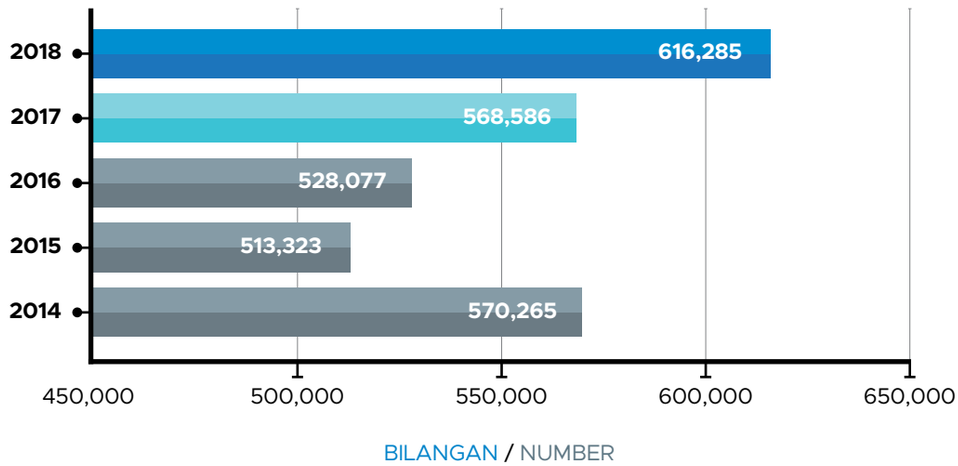
JADUAL 24 ▶ BILANGAN PENERIMA FAEDAH 2017 – 2018

TABLE 24 ▶ NUMBER OF BENEFIT RECIPIENTS 2017 – 2018

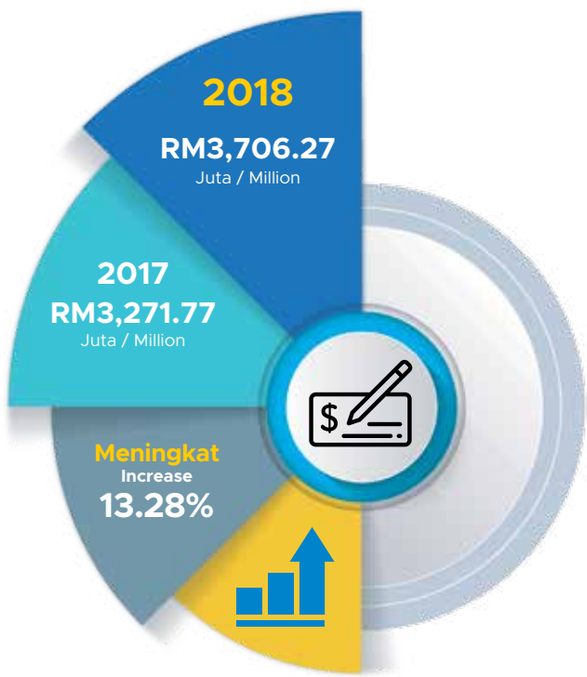
PENERIMA FAEDAH / BENEFIT RECIPIENTS	2017	2018
Faedah Hilang Upaya Sementara / Temporary Disablement Benefit	65,483	66,601
Faedah Hilang Upaya Kekal / Permanent Disablement Benefit	41,710	42,475
Faedah Orang Tanggungan / Dependants' Benefit	45,509	45,808
Pencen Ilat & Bantuan Ilat / Invalidity Pension & Grant	63,947	67,902
Pencen Penakat / Survivors' Pension	268,540	284,885
Elaun Layanan Sentiasa / Constant – attendance Allowance	7,326	7,634
Faedah Pengurusan Mayat / Funeral Benefit	17,556	18,659
Faedah Perubatan / Medical Benefit	2,921	2,892
Kemudahan Pemulihan Jasmani atau Vokasional / Physical or Vocational Rehabilitation Facility	7,076	13,501
Rawatan Dialisis / Dialysis Treatment	16,321	18,516
Program Saringan Kesihatan / Health Screening Programme	32,197	29,329
Interim SIP (Unik)	–	18,083
JUMLAH / TOTAL	**568,586**	**616,285**

CARTA 9 ▶ BILANGAN PENERIMA FAEDAH 2014 – 2018

CHART 9 ▶ NUMBER OF BENEFIT RECIPIENTS 2014 – 2018



BAYARAN FAEDAH
BENEFITS PAYMENT



RM3,706.28 Juta (2017: RM3,271.77 Juta)
Meningkat 13.28%

RM3,706.28 Million (2017: RM3,271.77 Million)
An Increased of 13.28%

Pada 2018, jumlah keseluruhan bayaran semua jenis faedah telah meningkat sebanyak RM434.50 juta atau 13.28% kepada RM3,706.27 juta berbanding RM3,271.77 juta pada 2017. Peningkatan bayaran berikutan pertambahan dalam bilangan tuntutan faedah serta tuntutan faedah-faedah baharu daripada pelaksanaan Skim Insurans Pekerjaan Sendiri dan Sistem Insurans Pekerjaan seperti di Jadual 25 dan Graf 8.

In 2018, the total payment of all benefits increased by RM434.50 million or 13.28% to RM3,706.27 million compared to RM3,271.77 million in 2017. Increase in payments due to the increase in the number of benefit claims and new benefits claims from the implementation of the Self Employment Insurance Scheme and Employment Insurance System as shown in Table 25 and Graph 8.

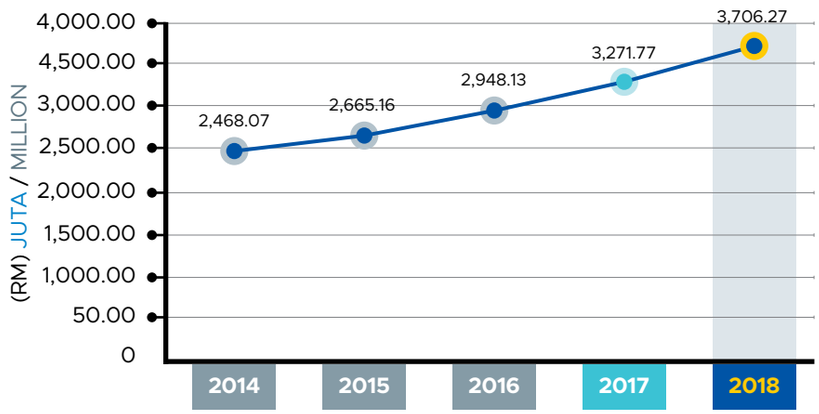
JADUAL 25 ▶ JUMLAH BAYARAN FAEDAH 2017 – 2018

TABLE 25 ▶ TOTAL BENEFIT PAYMENT 2017 – 2018

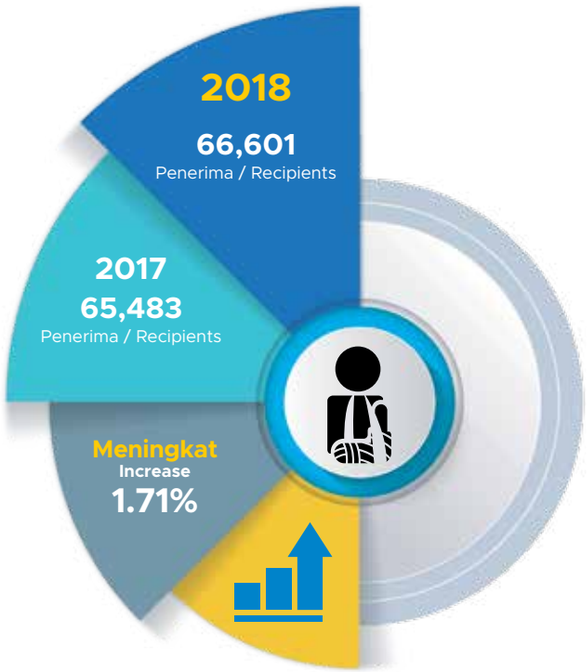
Komponen / Components	2017 Juta Million RM	2018 Juta Million RM	Perubahan Changes %
Faedah Hilang Upaya Sementara / Temporary Disablement Benefit	206.86	224.20	8.38
Faedah Hilang Upaya Kekal / Permanent Disablement Benefit	536.35	566.48	5.62
Faedah Orang Tanggungan / Dependants' Benefit	292.94	321.91	9.89
Pencen dan Bantuan Ilat / Invalidity Pension and Grant	693.81	790.53	13.94
Pencen Penakat / Survivors' Pension	1,186.00	1,347.82	13.64
Faedah Pengurusan Mayat / Funeral Benefit	33.82	34.06	0.71
Elaun Layanan Sentiasa / Constant-attendance Allowance	43.87	46.20	5.31
Faedah Perubatan / Medical Benefit	3.76	5.20	38.30
Pemulihan Jasmani dan Vokasional / Physical or Vocational Rehabilitation	55.41	71.70	29.40
Rawatan Dialisis / Dialysis Treatment	215.81	278.07	28.85
Program Saringan Kesihatan / Health Screening Programme	3.14	2.92	(7.01)
Interim SIP / EIS Interim	–	17.18	
JUMLAH / TOTAL	**3,271.77**	**3,706.27**	**13.28**

GRAF 8 ▶ JUMLAH BAYARAN FAEDAH 2014 – 2018

GRAPH 8 ▶ TOTAL BENEFITS PAYMENT 2014 – 2018



FAEDAH HILANG UPAYA SEMENTARA
TEMPORARY DISABLEMENT BENEFIT



66,601 Penerima (2017: 65,483 Penerima)
Meningkat 1.71%

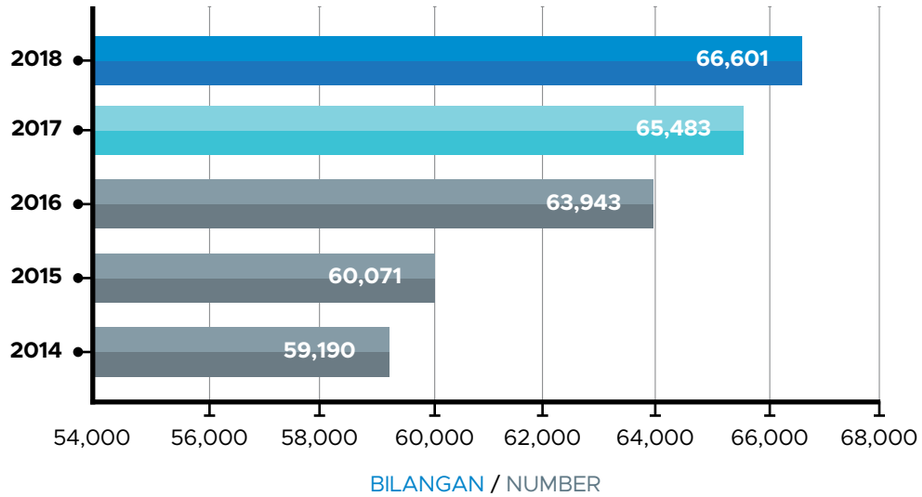
66,601 Recipients (65,483 Recipients)
An Increased by 1.71%

Pada 2018, bilangan penerima faedah meningkat sebanyak 1.71% atau 1,118 orang kepada 66,601 orang berbanding 65,483 orang pada tahun sebelumnya seperti ditunjukkan di Carta 10.

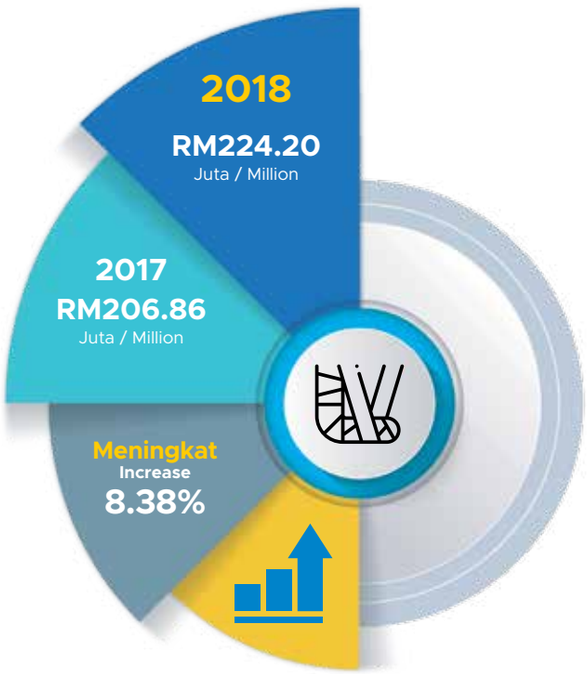
In 2018, the number of recipients increased by 1.71% or 1,118 persons to 66,601 persons compared to 65,483 persons the previous year as shown in chart 10.

CARTA 10 ▶ BILANGAN PENERIMA FAEDAH HILANG UPAYA SEMENTARA 2014 – 2018

CHART 10 ▶ NUMBER OF TEMPORARY DISABLEMENT BENEFIT RECIPIENTS 2014 – 2018



BAYARAN FAEDAH HILANG UPAYA SEMENTARA
PAYMENT FOR TEMPORARY DISABLEMENT BENEFIT



RM224.20 Juta (2017: RM206.86 Juta)
Meningkat 8.38%

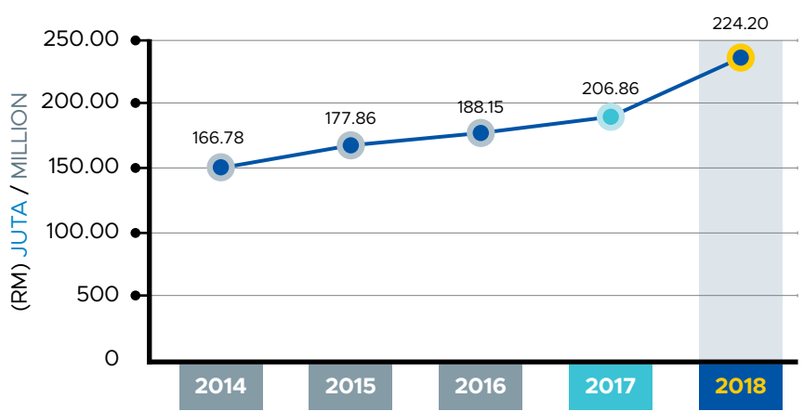
RM224.20 Million (2017: RM206.86 Million),
An Increased by 8.38%

Jumlah bayaran Faedah Hilang Upaya Sementara telah meningkat sebanyak RM17.34 juta atau 8.38% kepada RM224.20 juta berbanding RM206.86 juta pada tahun 2017 seperti ditunjukkan di Graf 9.

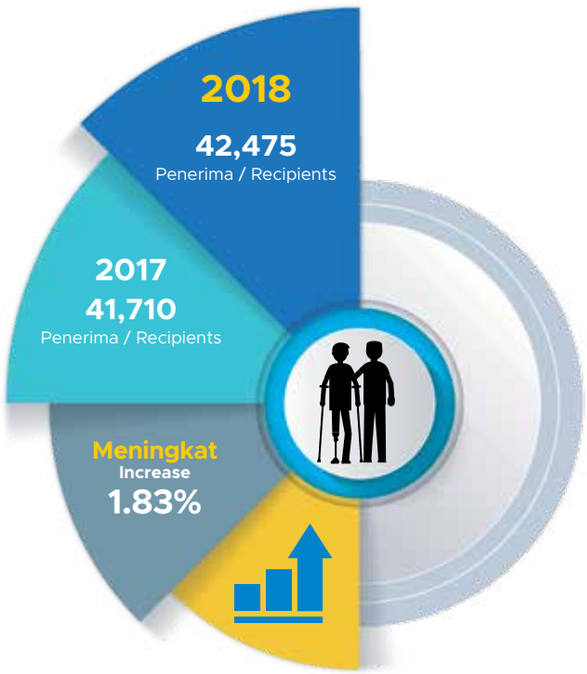
The total payment for Temporary Disablement Benefit increased by RM17.34 million or 8.38% to RM224.20 million compared to RM206.86 million in 2017 as shown in Graph 9.

GRAF 9 ▶ **JUMLAH BAYARAN FAEDAH HILANG UPAYA SEMENTARA 2014 – 2018**

GRAPH 9 ▶ **TOTAL PAYMENT FOR TEMPORARY DISABLEMENT BENEFIT 2014 – 2018**



FAEDAH HILANG UPAYA KEKAL
PERMANENT DISABLEMENT BENEFIT



42,475 Penerima (2017: 41,710 Penerima)
Meningkat 1.83%

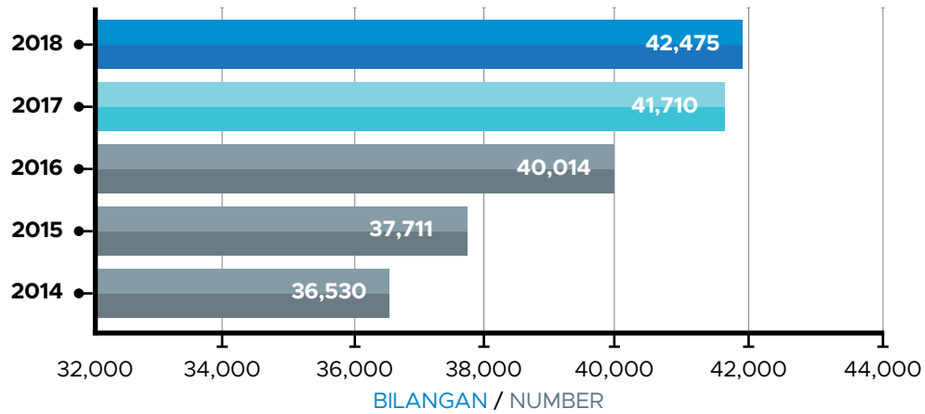
42,475 Recipients (2017: 41,710 Recipients)
An Increased of 1.83%

Pada 2018, bilangan terkumpul penerima Faedah Hilang Upaya Kekal juga telah bertambah kepada 42,475 orang berbanding 41,710 orang pada tahun sebelumnya seperti ditunjukkan di Carta 11. Bilangan penerima Faedah Hilang Upaya Kekal yang menerima bayaran secara pukal meningkat sebanyak 55 orang kepada 18,989 orang pada tahun 2018 berbanding 18,934 orang pada 2017. Seramai 746 orang penerima telah memilih bayaran faedah secara pukal (1/5) dan berkala, manakala sejumlah 254 penerima telah menerima Faedah Hilang Upaya Kekal secara berkala pada 2018. (Jadual 15 - 18: Laporan Statistik)

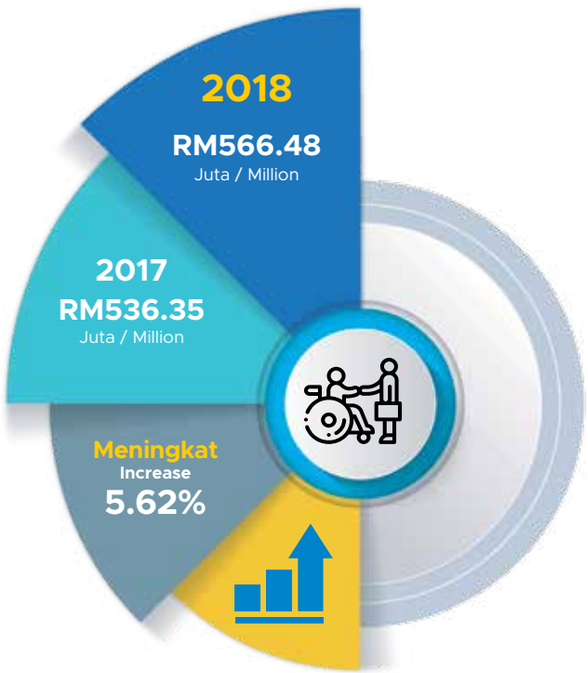
In 2018, the cumulative number of Permanent Disablement Benefit recipients also increased to 42,475 persons in 2018 as compared to 41,710 persons the previous year as shown in Chart 11. The number of Permanent Disablement Benefit recipients receiving lump sum payments in 2018 rose by 55 persons to 18,989 persons compared to 18,934 persons in 2017. A total of 746 recipients opted for lump sum (1/5) and periodical payments, while another 254 recipients received their Permanent Disablement Benefit in periodical payments in 2018. (Table 15 - 18: Statistics Report)

CARTA 11 ▶ BILANGAN PENERIMA FAEDAH HILANG UPAYA KEKAL 2014 – 2018

CHART 11 ▶ NUMBER OF PERMANENT DISABLEMENT BENEFIT RECIPIENTS 2014 – 2018



BAYARAN FAEDAH HILANG UPAYA KEKAL
PAYMENT FOR PERMANENT DISABLEMENT BENEFIT



RM566.48 Juta (2017: RM536.35 Juta)
Meningkat 5.62%

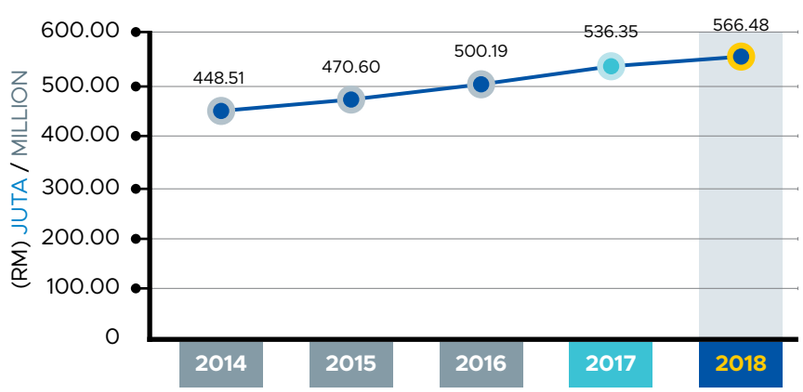
RM566.48 Million (2017: RM536.35 Million),
An Increased by 5.62%

Perbelanjaan bagi membiayai Faedah Hilang Upaya Kekal yang dibayar secara pukal, pukal dan berkala serta berkala sahaja telah meningkat sebanyak RM30.13 juta atau 5.62% kepada RM566.48 juta pada tahun 2018 berbanding RM536.35 juta pada tahun 2017 seperti ditunjukkan di Graft 10.

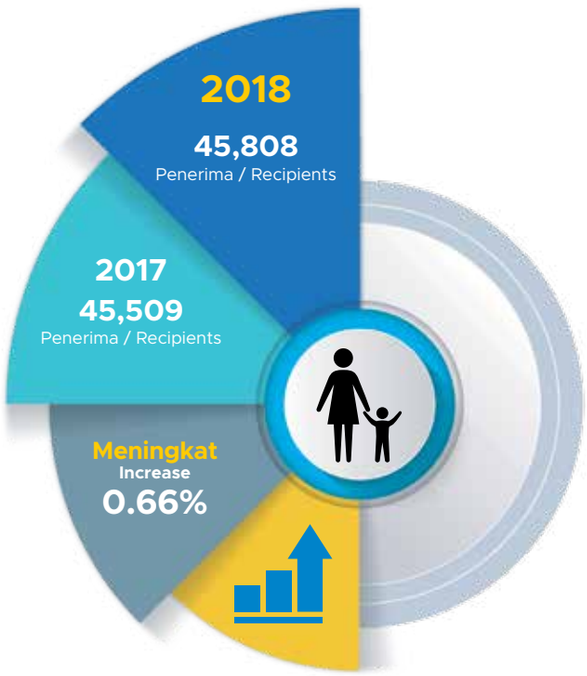
The expenditure for Permanent Disablement Benefit which was paid in lump sum, lump sum and periodical and periodical payment increased by RM30.13 million or 5.62% to RM566.48 million in 2018, as compared to RM536.35 million in 2017 as shown in Graph 10.

GRAF 10 ▶ JUMLAH BAYARAN FAEDAH HILANG UPAYA KEKAL 2014 – 2018

GRAPH 10 ▶ TOTAL PAYMENT FOR PERMANENT DIABLEMENT BENEFIT 2014 – 2018



FAEDAH ORANG TANGGUNGAN
DEPENDANTS' BENEFIT



45,808 Penerima (2017: 45,509 Penerima)
Meningkat 0.66%

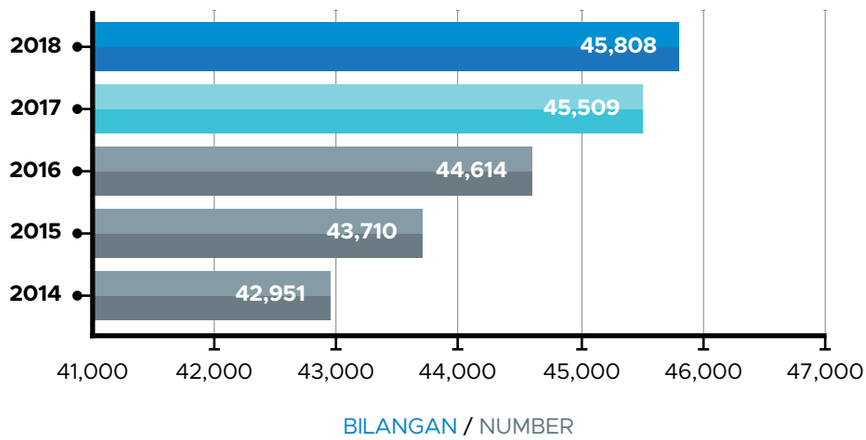
45,808 Recipients (2017: 45,509 Penerima)
An Increased Of 0.66%

Pada tahun 2018, bilangan terkumpul penerima Faedah Orang Tanggungan telah meningkat kepada 45,808 orang berbanding 45,509 orang pada tahun sebelumnya seperti ditunjukkan di Carta 12. Pada 2018, tuntutan Faedah Orang Tanggungan yang telah disah dan diluluskan sebagai kes baharu adalah berjumlah 1,110 kes. Jumlah ini menurun sebanyak 5.61% berbanding 1,176 kes pada tahun sebelumnya. Daripada keseluruhan bilangan kes 2018, sebanyak 184 kes atau 16.58% menerima bayaran pencen bulanan berjumlah RM1,000 dan ke bawah. Manakala 83.42% atau 926 kes menerima jumlah bayaran pencen bulanan melebihi RM1,000 sebulan. (Jadual 19 dan 20: Laporan Statistik).

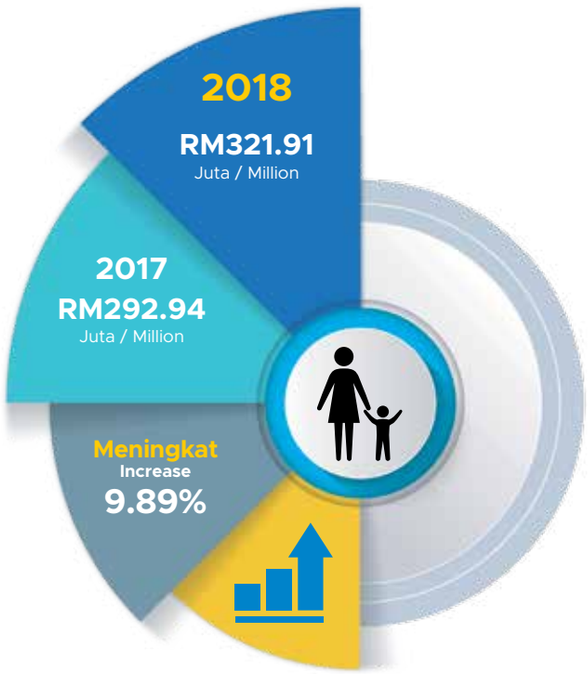
In 2018, the cumulative number of Dependants' Benefit recipients increased to 45,808 persons compared to 45,509 persons in previous years as shown in Chart 12. In 2018, a total of 1,110 claims were verified and approved as new cases. This marks a descrease of 5.61% from 1,176 cases the previous year. From the total number of cases in 2018, 184 cases or 16.58% received a monthly pension of RM 1,000 and below, while 83.42% or 926 cases received a monthly pension of more than RM 1,000. (Table 19 and 20: Statistics Report)

CARTA 12 ▶ BILANGAN PENERIMA FAEDAH ORANG TANGGUNGAN 2014 – 2018

CHART 12 ▶ NUMBER OF DEPENDANTS' BENEFIT RECIPIENTS 2014 – 2018



BAYARAN FAEDAH ORANG TANGGUNGAN
PAYMENT FOR DEPENDANTS' BENEFIT



RM321.91 Juta (2017: RM292.94 Juta)
Meningkat 9.89%

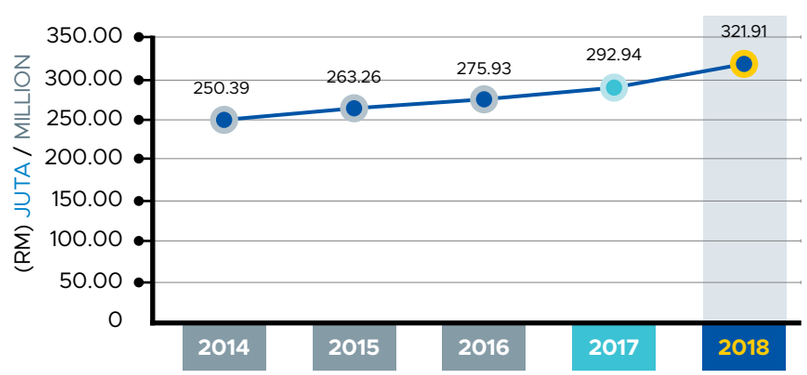
RM321.91 Million (2017: RM292.94 Million),
An Increased by 9.89%

Pada tahun 2018, jumlah pembayaran Faedah Orang Tanggungan meningkat sebanyak RM28.97 juta atau 9.89% kepada RM321.91 juta berbanding RM292.94 juta pada tahun sebelumnya seperti ditunjukkan di Graf 11.

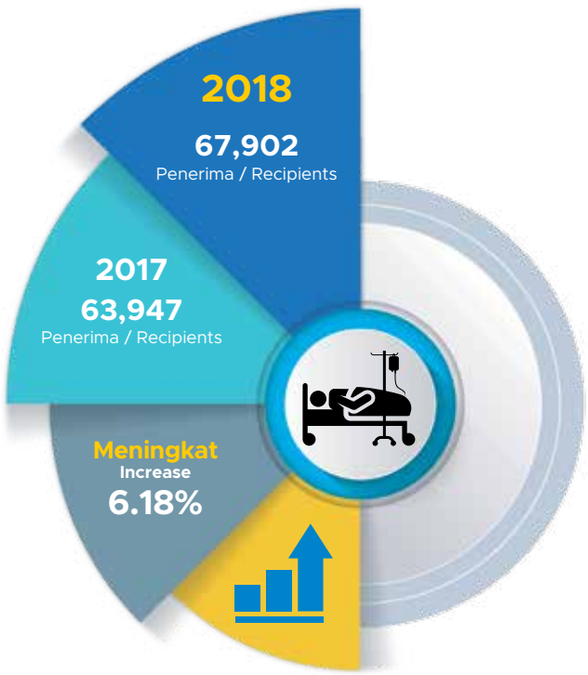
In 2018, the payment for Dependants' Benefit rose by RM28.97 million or 9.89% to RM321.91 million in comparison to RM292.94 million in the previous year as shown in Graph 11.

GRAF 11 ▶ **JUMLAH BAYARAN FAEDAH ORANG TANGGUNGAN 2014 – 2018**

GRAPH 11 ▶ **TOTAL PAYMENT FOR DEPENDANTS' BENEFIT 2014 – 2018**



PENCEN ILAT DAN BANTUAN ILAT
INVALIDITY PENSION AND GRANT



67,902 Penerima (2017: 63,947 Penerima)
Meningkat 6.18%

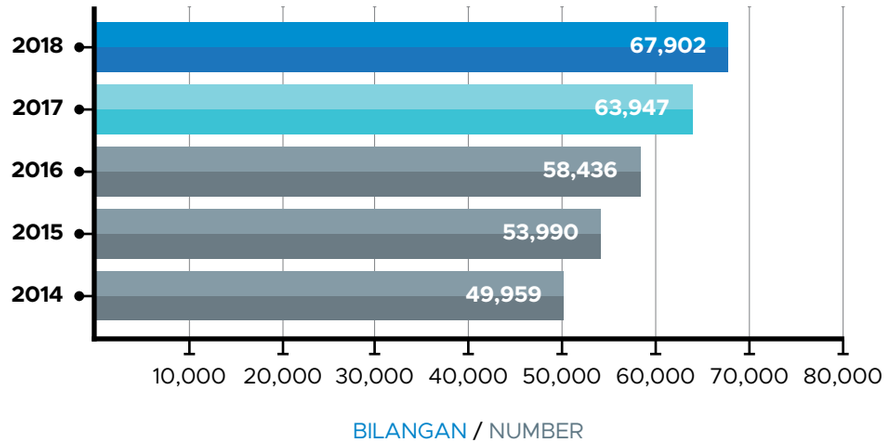
67,902 Recipients (2017: 63,947 Recipients)
An Increased of 6.18%

Sehingga 2018, jumlah terkumpul bilangan penerima Pencen Ilat dan Bantuan Ilat adalah seramai 67,902 penerima. Jumlah ini menunjukkan peningkatan sebanyak 6.18% atau 3,955 penerima berbanding 63,947 orang pada tahun sebelumnya seperti ditunjukkan di Carta 13. Pada 2018, terdapat sebanyak 10,262 penerima baru berbanding 10,224 penerima pada 2017. Daripada bilangan penerima baru tersebut, sebanyak 5,423 atau 52.85% mendapat bayaran Pencen dan Bantuan Ilat berjumlah RM1,000 dan ke bawah sebulan, manakala selebihnya 4,839 penerima atau 47.15% mendapat bayaran melebihi RM1,000 sebulan (Jadual 21 dan 22: Laporan Statistik).

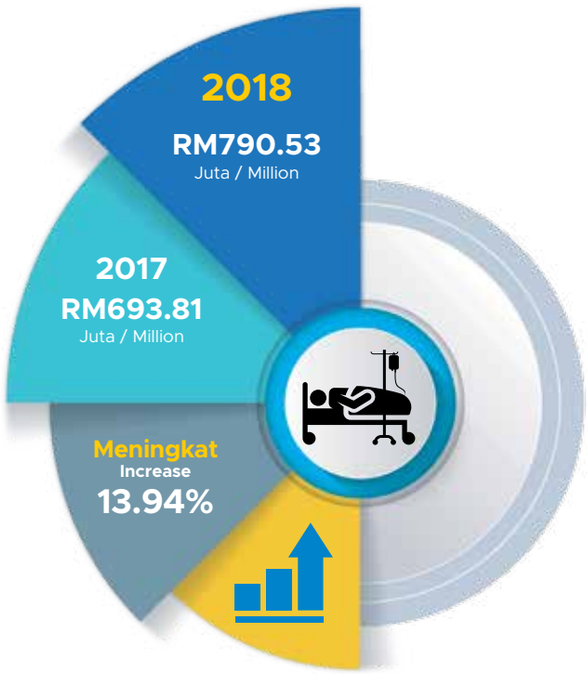
As at the end of 2018, the cumulative number of Invalidity Pension and Grant recipients was 67,902 recipients, indicating an increased of 6.18% or 3,955 recipients compared to 63,947 recipients the previous year as shown in Chart 13. In 2018, there were 10,262 new recipients in comparision to 10,224 in 2017. Of these new recipients, 5,423 or 52.85% received a monthly Invalidity Pension and Grant of RM 1,000 and below, while the balance of 4,839 recipients or 47.15% received a monthly pension of more than RM1,000. (Table 21 and 22: Statistics Report)

CARTA 13 ▶ BILANGAN PENERIMA FAEDAH PENCEN ILAT DAN BANTUAN ILAT 2014 – 2018

CHART 13 ▶ NUMBER OF INVALIDITY PENSION AND GRANT RECIPIENTS 2014 – 2018



BAYARAN PENCEN ILAT DAN BANTUAN ILAT
PAYMENT FOR INVALIDITY PENSION AND GRANT



RM790.53 Juta (2017: RM693.81 Juta)
Meningkat 13.94%

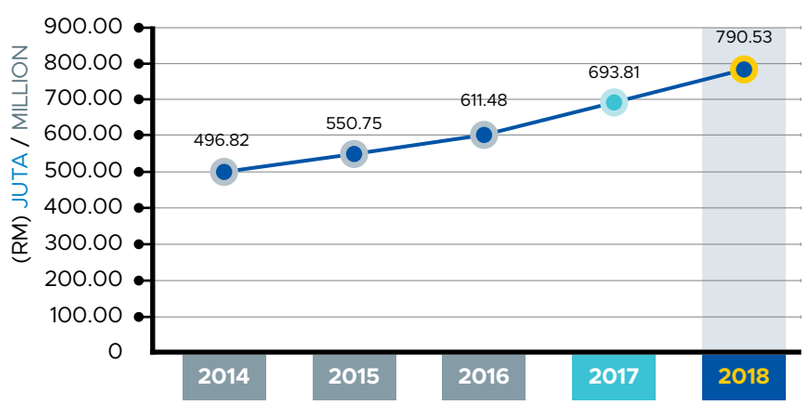
RM790.53 Million (2017: RM 693.81 Million)
An Increase of 13.94%

Jumlah bayaran Pencen dan Bantuan Ilat meningkat sebanyak RM96.72 juta atau 13.94% iaitu daripada RM693.81 juta pada tahun 2017 kepada RM790.53 juta pada tahun 2018 seperti ditunjukkan di Graf 12.

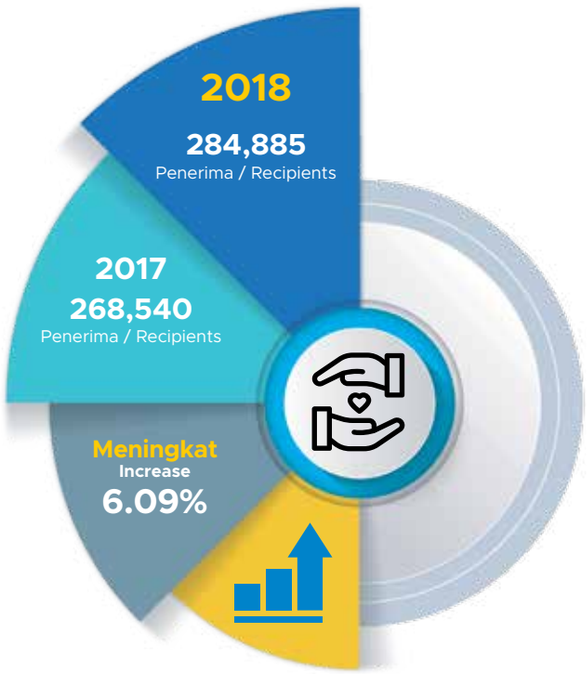
The total sum of payment for Invalidity Pension and Grant increased by RM96.72 million or 13.94% from RM693.81 million in 2017 to RM790.53 million in 2018 as shown in Graph 12.

GRAF 12 ▶ **JUMLAH BAYARAN FAEDAH PENCEN ILAT DAN BANTUAN ILAT 2014 – 2018**

GRAPH 12 ▶ **TOTAL PAYMENT FOR INVALIDITY PENSION AND GRANT 2014 – 2018**



PENCEN PENAKAT
SURVIVORS' PENSION



284,885 Penerima (2017: 268,540 Penerima)
Meningkat 6.09%

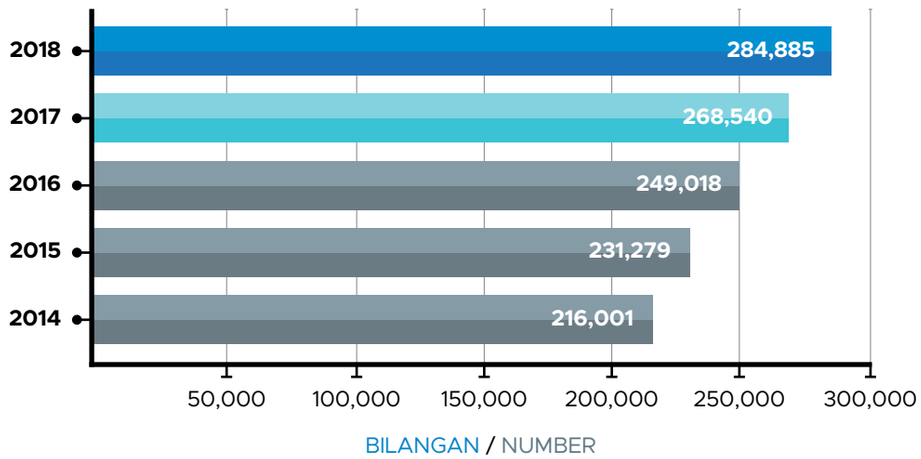
284,885 Recipients (2017: 268,540 Recipients),
An Increased of 6.09%

Bilangan terkumpul penerima Pencen Penakat sehingga akhir tahun 2018 adalah seramai 284,885 penerima berbanding 268,540 penerima pada 2017 seperti ditunjukkan di Carta 14. Pada 2018, terdapat sebanyak 14,674 kes baru, meningkat sebanyak 3.92% berbanding 14,120 kes pada 2017. Daripada bilangan kes baru tersebut, sebanyak 7,601 atau 51.80% mendapat bayaran Pencen Penakat berjumlah RM1,000 dan ke bawah sebulan, manakala 7,073 kes atau 48.20% mendapat bayaran melebihi RM1,000 sebulan (Jadual 23 dan 24).

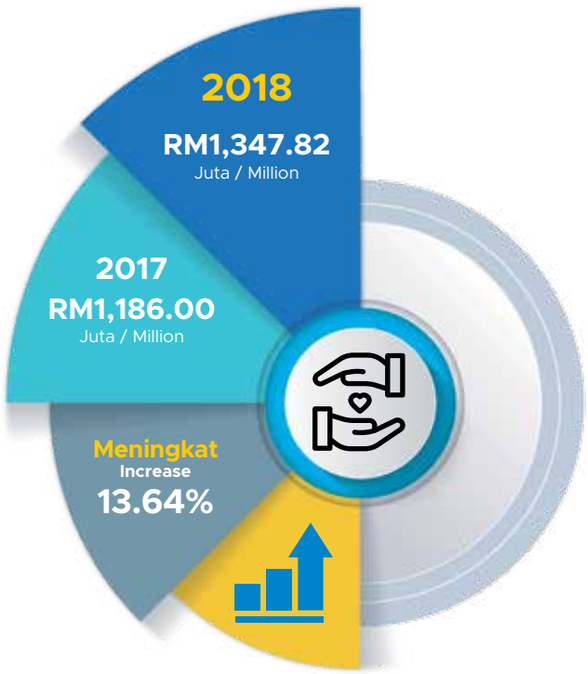
By the end of 2018, the cumulative number of Survivors' Pension recipients stood at 284,891 recipients, compared to 268,540 recipients in 2017 as shown in Chart 14. In 2018, there were 14,674 new cases, an increase of 3.92%, compared to 14,120 cases in 2017. Of these new cases, a total of 7,601 or 51.80% received a monthly Survivors' Pension of RM1,000 and below, while 7,073 cases or 48.20% received a monthly pension of more than RM1,000. (Table 23 and 24: Statistics Report)

CARTA 14 ▶ PENCEN PENAKAT 2014 – 2018

CHART 14 ▶ SURVIVORS' PENSION 2014 – 2018



BAYARAN PENCEN PENAKAT
PAYMENT FOR SURVIVORS' PENSION



RM1,347.82 Juta (2017: RM1,186.00 Juta)
Meningkat 13.64%

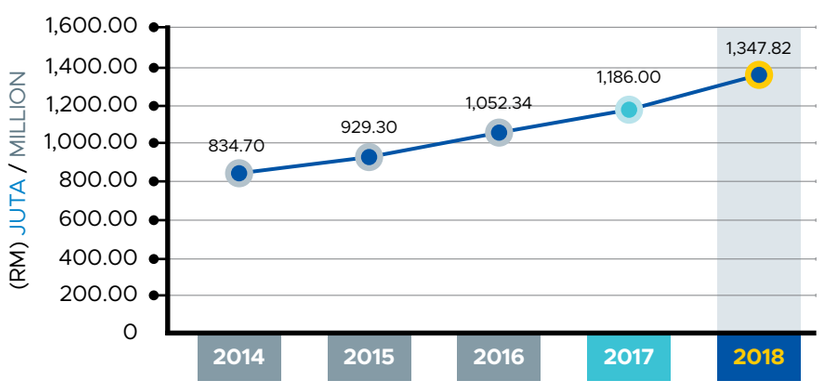
RM1,347.82 Million (2017: RM1,186.00 Million),
An Increased by 13.64%

Jumlah pembayaran untuk Pencen Penakat pada tahun 2018 telah meningkat sebanyak RM161.82 juta atau 13.64% kepada RM1,347.82 juta berbanding RM1,186.00 juta pada tahun sebelumnya seperti ditunjukkan di Graf 13.

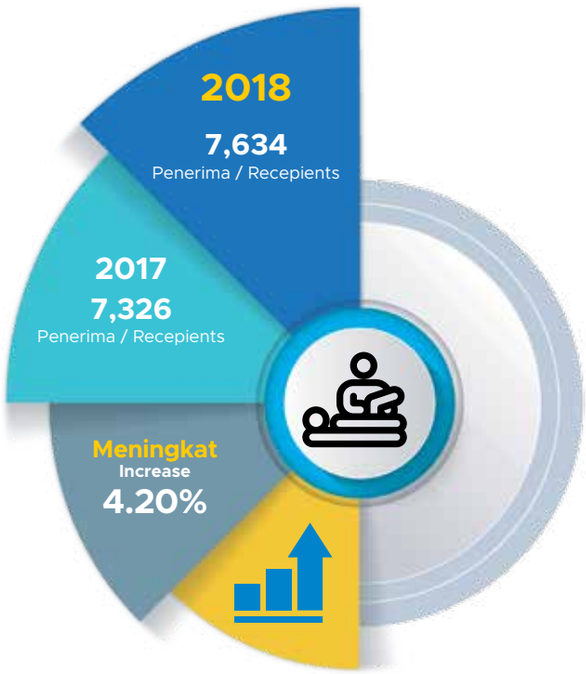
The total payment for Survivors' Pension in 2018 increased by RM161.82 million or 13.64% to RM1,347.82 million in comparison to RM1,186.00 million in the previous year as shown in Graph 13.

GRAF 13 ▶ JUMLAH BAYARAN PENCEN PENAKAT 2014 – 2018

GRAPH 13 ▶ TOTAL PAYMENT FOR SURVIVORS' PENSION 2014 – 2018



ELAUN LAYANAN SENTIASA
CONSTANT – ATTENDANCE ALLOWANCE



7,634 Penerima (2017: 7,326 Penerima)
Meningkat 4.20%

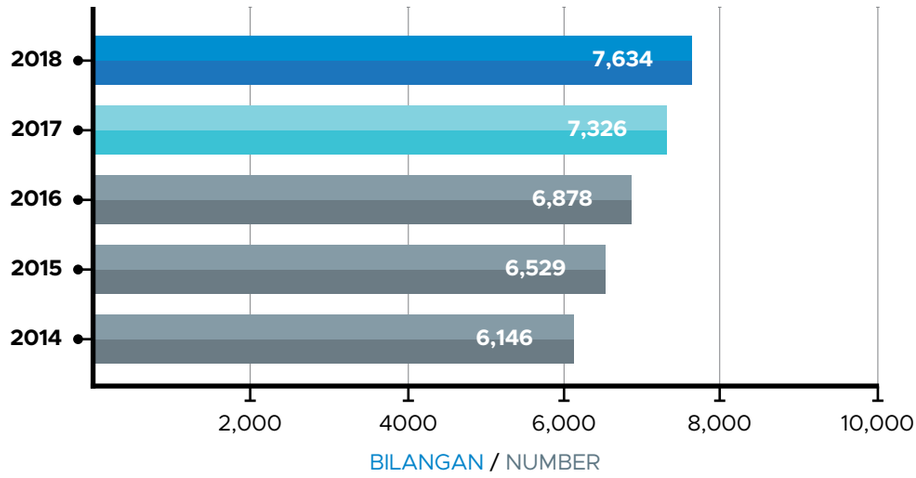
7,634 Recipients (2017: 7,326 Recipients),
An Increased of 4.20%

Jumlah terkumpul penerima Elaun Layanan Sentiasa sehingga akhir tahun 2018 adalah seramai 7,634 orang berbanding 7,326 orang pada 2017 seperti ditunjukkan di Carta 15. Bilangan penerima baru tahun 2018 seramai 735 orang berbanding 791 penerima pada 2017 (Jadual 25: Laporan Statistik).

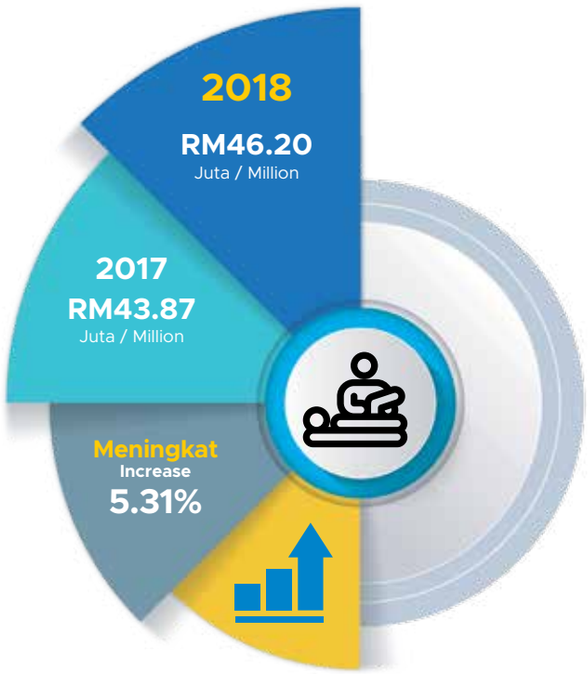
By the end of 2018, the cumulative number of recipients for Constant-attendance Allowance was 7,634 persons compared to 7,326 persons in 2017 as shown in chart 15. The number of new recipients in 2018 was 735 persons compared with 791 recipients in 2017 (Table 25: Statics Report).

CARTA 15 ▶ BILANGAN PENERIMA ELAUN LAYANAN SENTIASA 2014 – 2018

CHART 15 ▶ NUMBER OF CONSTANT-ATTENDANCE ALLOWANCE RECIPIENTS 2014 – 2018



BAYARAN ELAUN LAYANAN SENTIASA
PAYMENT FOR CONSTANT-ATTENDANCE ALLOWANCE



RM46.20 Juta (2017: RM43.87 Juta)
Meningkat 5.31%

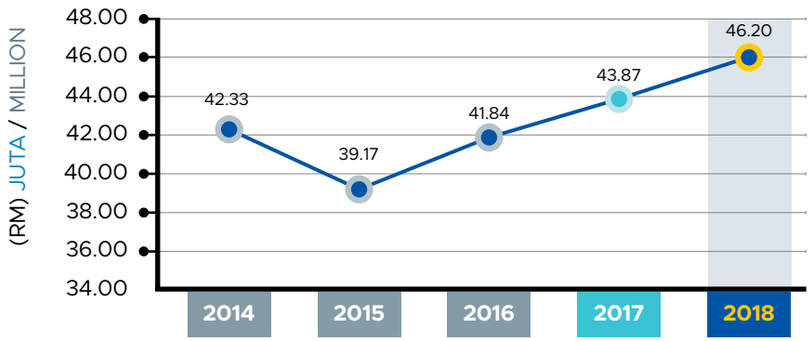
RM46.20 Million (2017: RM43.87 Million),
An Increased of 5.31%

Jumlah pembayaran Elaun Layanan Sentiasa meningkat sebanyak RM2.33 juta atau 5.31% kepada RM46.20 juta pada tahun 2018 berbanding RM43.87 juta pada tahun sebelumnya seperti ditunjukkan di Graf 14.

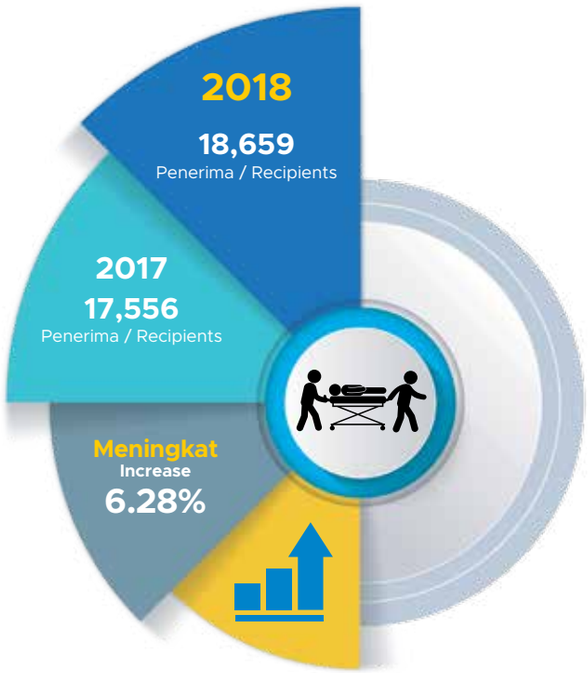
The total payment for Constant-attendance Allowance increased by RM2.33 million or 5.31% to RM46.20 million in 2018 in comparison to RM43.87 million in the previous year as shown in Graph 14.

GRAF 14 ▶ JUMLAH BAYARAN ELAUN LAYANAN SENTIASA 2014 – 2018

GRAPH 14 ▶ TOTAL PAYMENT FOR CONSTANT-ATTENDANCE ALLOWANCE 2014 – 2018



FAEDAH PENGURUSAN MAYAT
FUNERAL BENEFIT RECIPIENTS



18,659 Penerima (2017: 17,556 Penerima)
Meningkat 6.28%

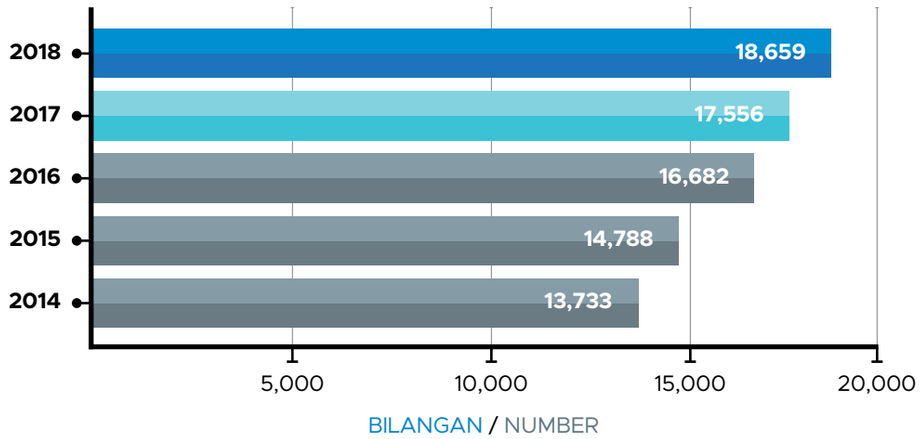
18,659 Recipients (2017: 17,556 Recipients),
An Increased of 6.28%

Bagi tahun 2018, seramai 18,659 penerima telah menerima Faedah Pengurusan Mayat berbanding 17,556 penerima pada tahun sebelumnya seperti ditunjukkan di Carta 16.

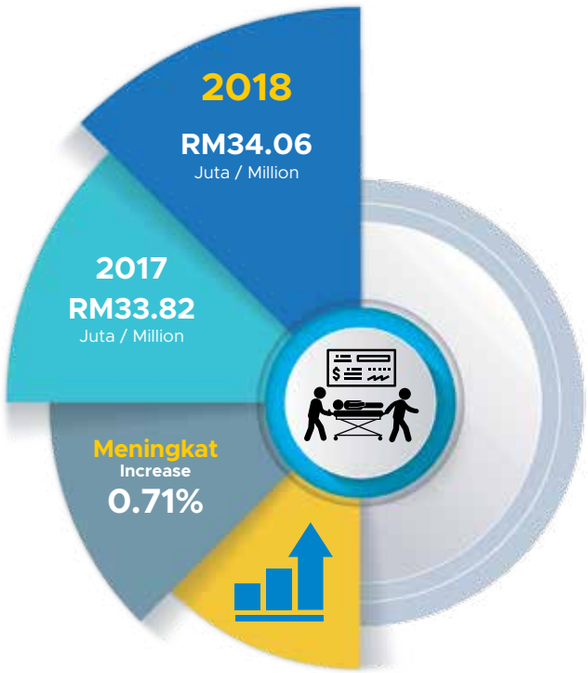
In 2018, a total of 18,659 recipients received Funeral Benefit compared with 17,556 recipients in the previous year as shown in Chart 16.

CARTA 16 ▶ BILANGAN PENERIMA FAEDAH PENGURUSAN MAYAT 2014 – 2018

CHART 16 ▶ NUMBER OF FUNERAL BENEFIT RECIPIENTS 2014 – 2018



BAYARAN FAEDAH PENGURUSAN MAYAT
PAYMENT FOR FUNERAL BENEFIT RECIPIENTS



RM34.06 Juta (2017: RM33.82 Juta)
Meningkat 0.71%

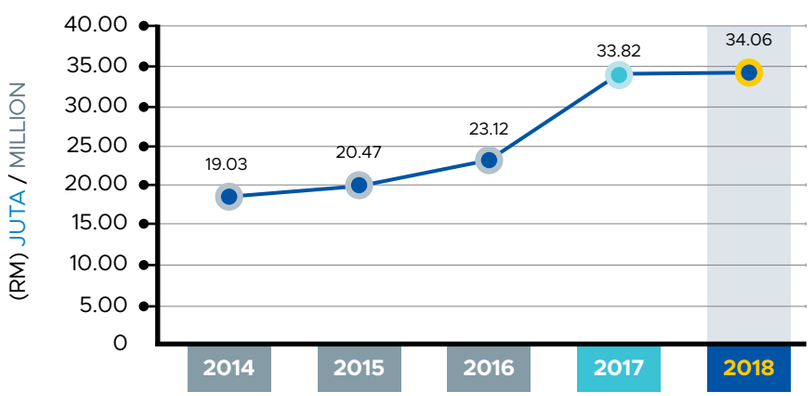
RM34.06 Million (2017: RM33.82 Million),
An Increased of 0.71%

Pada tahun 2018, jumlah pembayaran Faedah Pengurusan Mayat adalah berjumlah RM34.06 juta. Amaun ini menunjukkan peningkatan sebanyak RM0.24 juta atau 0.71% berbanding RM33.82 juta pada tahun sebelumnya seperti ditunjukkan di Graf 15.

In 2018, the total payment for Funeral Benefit amounted to RM34.06 million. This amount shows an increase of RM0.24 million or 0.71% in comparison to RM33.82 million in the previous year as shown in Graph 15.

GRAF 15 ▶ JUMLAH BAYARAN FAEDAH PENGURUSAN MAYAT 2014 – 2018

GRAPH 15 ▶ TOTAL PAYMENT FOR FUNERAL BENEFIT 2014 – 2018



KEMUDAHAN PEMULIHAN JASMANI ATAU VOKASIONAL

Kemudahan pemulihan jasmani merangkumi aktiviti-aktiviti rawatan lanjut kepada Orang Berinsurans seperti rawatan implant, pembekalan alat-alat ortotik dan prostetik seperti pembekalan kaki palsu, tangan palsu, mata palsu, gigi palsu, kerusi roda, *commode,* tongkat dan lain-lain. Bagi Orang Berinsurans yang memenuhi syarat-syarat kelayakan yang telah ditetapkan, mereka ditawarkan untuk mengikuti latihan vokasional seperti kursus jahitan, komputer dan lain-lain bagi membolehkan mereka kembali semula ke pekerjaan asal atau mendapatkan kemahiran atau pekerjaan baru.

Pada tahun 2018, PERKESO telah membekalkan alat-alat bekalan pemulihan berdasarkan kes baru dan ulangan dengan jumlah keseluruhan sebanyak 9,359 kes. Pecahan adalah seperti berikut:

FACILITIES FOR PHYSICAL OR VOCATIONAL REHABILITATION

The SOCSO physical or vocational rehabilitation facilities involve further treatment for Insured Persons including the provision of implants as well as orthotic and prosthetics equipment such as artificial legs, hands, eyes, dentures, walking aids, commodes and etc. Eligible Insured Persons are offered vocational training such as sewing classes, computer courses and etc. in order to enable them to return to their original jobs or to learn new skills or obtain new jobs.

In 2018, SOCSO has provided 9,359 rehab devices which include new and repetition cases. The details are as below:

Bekalan mengikut kategori berdasarkan jenis kes
Total devices provided according to category and type of cases

BEKALAN ITEM	JUMLAH TOTAL
Ortotik / Orthotic	6,591
Prostetik / Prosthetics	2,768
Jumlah / Total	**9,359**

Pembekalan alat-alat pemulihan adalah secara atas talian melalui Sistem INSPIRE. Sistem ini digunakan oleh semua pihak yang terlibat secara langsung atau tidak langsung di seluruh pejabat PERKESO untuk pembekalan yang segera kepada Orang Berinsurans PERKESO. Antara pengguna sistem dan juga mereka yang bertanggungjawab dalam pengurusan hilang upaya orang berinsurans adalah Unit Pemulihan, *Return To Work*, Pusat Rehabilitasi PERKESO Tun Abdul Razak dan termasuk pihak pembekal peralatan.

Supply of medical aids is done via online INSPIRE system. This system is used by all parties directly or indirectly involved in SOCSO's office to provide immediate supply to SOCSO Insurers Person. Among the users of the system as well as those responsible for the management of disability insurers are Rehabilitation Unit, Return To Work, Tun Abdul Razak SOCSO Rehabilitation Centre and include services provider.

KEMUDAHAN RAWATAN DIALISIS

PERKESO menyediakan kemudahan dialisis kepada Orang Berinsurans yang layak dan mengidap end *stage renal failure*. Kemudahan ini diberikan secara subsidi di pusat dialisis panel PERKESO yang dilantik. Rawatan dialisis juga boleh diperolehi di pusat dialisis bukan panel PERKESO dan hospital kerajaan, swasta atau luar negara tertakluk kepada terma dan syarat-syarat yang telah ditetapkan.

Pada akhir 2018, bilangan terkumpul Orang Berinsurans yang disediakan kemudahan bantuan dialisis adalah seramai 18,516 orang berbanding 16,321 orang pada 2017 iaitu peningkatan sebanyak 13.45% berbanding tahun 2017. Carta 17 menunjukkan jumlah Orang Berinsurans yang menjalani rawatan dialisis dari tahun 2014 hingga 2018.

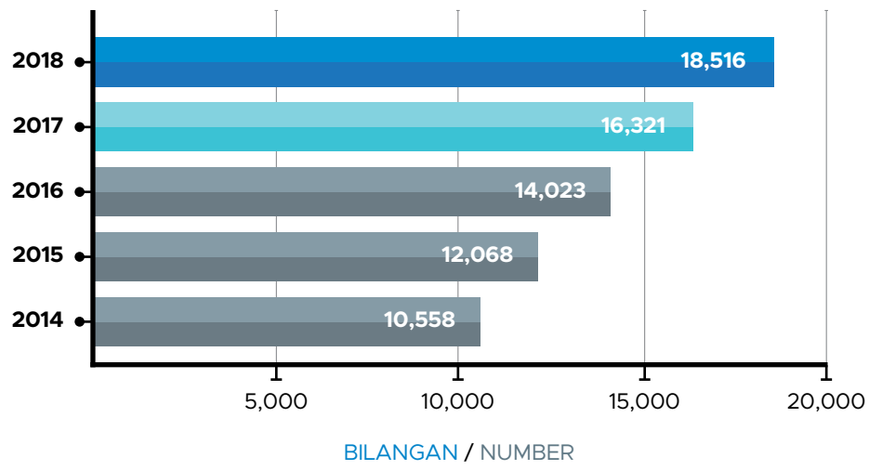
DIALYSIS TREATMENT FACILITIES

SOCSO provides dialysis facilities to eligible Insured Persons who suffer from end stage renal failure. This facility is provided via subsidy at appointed SOCSO Dialaysis Panel Centres. Dialysis treatment can also be sought at Dialysis centres which are not SOCSO panel centres and government, private or overseas hospital subject to terms and conditions that have been set.

By the end of 2018, the cumulative number of Insured Person who have received dialysis facility assistance is 18,516 persons as compared to 16,321 persons in 2017. This is an increase of 13.45% compared to 2017. Chart 17 shows the total number of Insured Persons who have undergone dialysis treatment for 2014 to 2018.

CARTA 17 ▶ BILANGAN ORANG BERINSURANS YANG MENJALANI RAWATAN DIALISIS 2014 – 2018

CHART 17 ▶ NUMBER OF INSURED PERSONS WHO HAVE RECEIVED DIALYSIS TREATMENT 2014 – 2018



PUSAT DIALISIS PANEL PERKESO

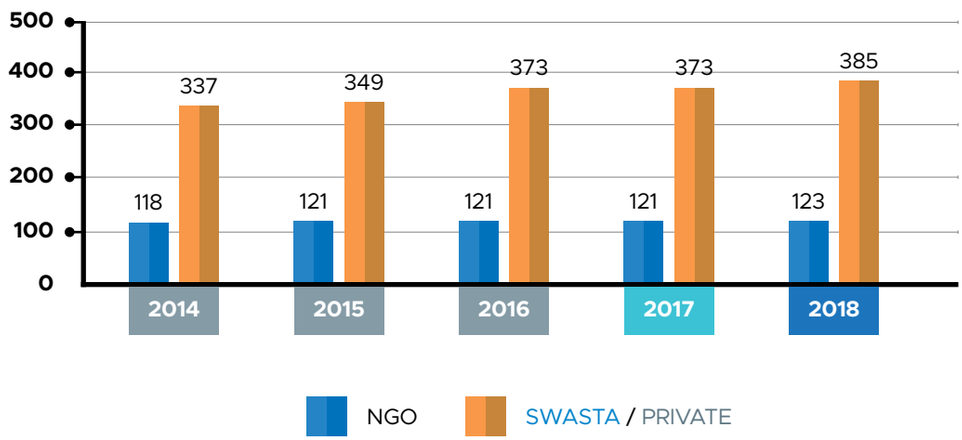
Sepanjang 2018, PERKESO telah melantik sebanyak 14 pusat dialisis sebagai Panel PERKESO, iaitu peningkatan sebanyak 2.83% berbanding 494 tahun sebelumnya. Ini menjadikan jumlah keseluruhan panel adalah sebanyak 508 pusat di seluruh negara. Pelantikan panel ini memudahkan Orang Berinsurans mendapat rawatan dialisis. Bilangan Pusat Dialisis Panel PERKESO bagi tahun 2014 hingga 2018 adalah seperti di bawah. Statistik Perlantikan Pusat Dialisis Panel mengikut NGO dan Swasta adalah seperti Carta 18.

SOCSO PANEL DIALYSIS CENTRES

Throughout 2018, SOCSO appointed 14 dialysis centres to its panel, that is, an increase of 2.83% in comparison to 494 the previous year. This puts the total number of panels centres in the country at 508 centres. The appointment of these centres makes it more convenient for Insured Persons to receive dialysis treatment. The number of SOCSO Panel Dialysis Centres from 2014 to 2018 is shown below. The number of SOCSO Panel Dialysis Centres by NGO and Private is shown in Chart 18.

CARTA 18 ▶ BILANGAN PUSAT DIALISIS PANEL PERKESO 2014 – 2018

CHART 18 ▶ NUMBER OF SOCSO PANEL DIALYSIS CENTRES 2014 – 2018



PERBELANJAAN RAWATAN DIALISIS

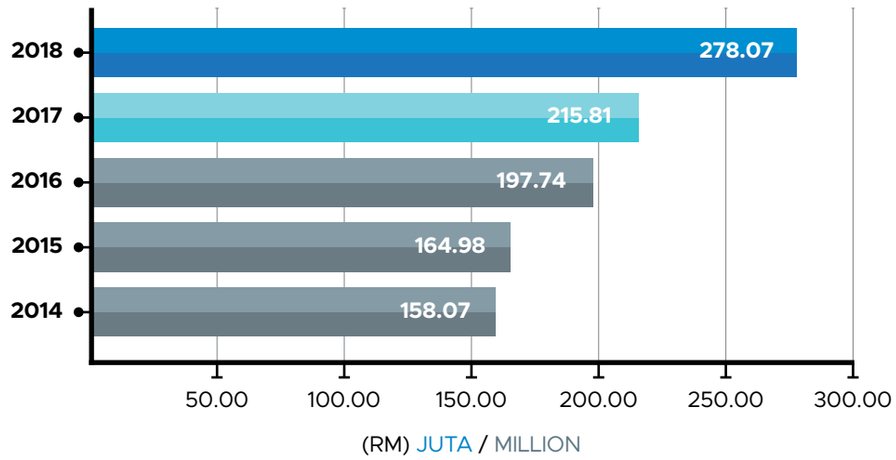
Pada 2018, PERKESO telah membelanjakan sejumlah RM278.07 juta bagi membiayai rawatan dialisis, peningkatan sebanyak RM62.26 juta atau 28.85% berbanding RM215.81 juta tahun sebelumnya. Peningkatan ini disebabkan kesan langsung pertambahan jumlah pesakit buah pinggang. Jumlah perbelanjaan rawatan dialisis bagi tahun 2014 hingga 2018 adalah seperti dalam Carta 19.

EXPENDITURE FOR DIALYSIS TREATMENT

In 2018, SOCSO spent RM278.07 million for payment of dialysis treatment, an increase of RM62.26 million or 28.85% in comparison to RM215.81 million the previous year. This increase is directly caused by the increase in patients with kidney disease. The total expenditure for Dialysis treatment from 2014 to 2018 is shown in Chart 19.

CARTA 19 ▶ PERBELANJAAN KEMUDAHAN RAWATAN DIALISIS 2014 – 2018

CHART 19 ▶ EXPENDITURE ON DIALYSIS TREATMENT FACILITY 2014 – 2018



PENDERMAAN MESIN HEMODIALISIS

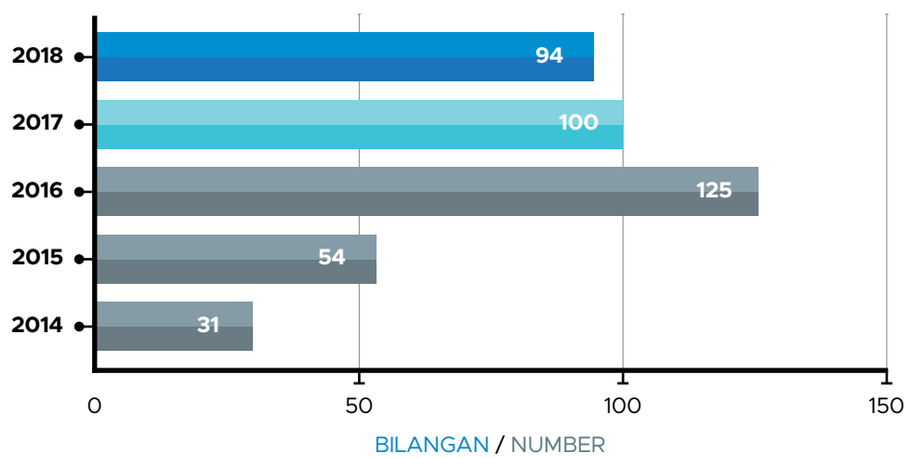
Pada 2018, PERKESO telah meluluskan pendermaan mesin hemodialisis sebanyak 94 unit kepada 30 buah Pusat Dialisis Panel PERKESO bertaraf *NGO*. Bilangan pendermaan mesin hemodialisis bagi tahun 2014 hingga 2018 adalah seperti Carta 20.

DONATION OF HEMODIALYSIS MACHINES

In 2018, SOCSO approved the donation of 94 haemodialysis machines to 30 SOCSO Panel Dialysis Centres categorized as NGOs. The number of haemodialysis machines donated between 2014 to 2018 is shown in Chart 20.

CARTA 20 ▶ PENDERMAAN MESIN HEMODIALISIS 2014 – 2018

CHART 20 ▶ DONATION OF HEMODIALYSIS MACHINES 2014 – 2018



JEMAAH DOKTOR RAYUAN (JDR)

Dalam tahun 2018, jumlah permohonan kes untuk rayuan adalah sebanyak 16,882 permohonan berbanding 17,005 kes pada tahun 2017. Dari jumlah tersebut 16,254 adalah permohonan dari Semenanjung Malaysia, 283 dari Sabah dan 345 dari Sarawak. Jumlah permohonan didapati berkurangan iaitu sebanyak 0.73% (123 kes) pada 2018 berbanding 2017.

MAKLUMAN SIDANG JEMAAH DOKTOR RAYUAN MELALUI SISTEM SMS

Buat pertama kali, pendekatan baru sistem pengurusan Jemaah Doktor Rayuan (JDR) telah melaksanakan makluman *SMS* berkenaan sidang JDR kepada Orang Berinsurans. Selain daripada surat panggilan sidang, pihak Orang Berinsurans juga masih akan menerima maklumat panggilan sidang JDR. Sistem *SMS* telah bermula pada bulan November 2018 bagi sidang bertarikh 23 November 2018 iaitu sidang JDR di Hospital Seberang Jaya. Pendekatan ini dapat mengurangkan masalah tidak mendapat makluman secara pos serta mengurangkan jumlah ketidakhadiran.

PERSIDANGAN JEMAAH DOKTOR RAYUAN MENGIKUT LOKASI

Sepanjang tahun 2018, sebanyak 337 persidangan telah diadakan di seluruh Malaysia. Dari jumlah tersebut 301 adalah sidang di Semenanjung Malaysia manakala 8 dari Sabah dan 28 dari Sarawak. Berikut adalah jumlah persidangan yang telah diadakan mengikut lokasi.

APPELLATE MEDICAL BOARD (AMB)

In the year 2018, 16,882 cases were referred to the Appellate Medical Board in the year 2018 compared to 17,005 cases in the previous year (2017). Of these, 16,254 cases were applications from Peninsular Malaysia, 283 cases from Sabah and 345 cases from Sarawak. Total application decreased by 0.73% (123 cases) in 2018 compared to 2017.

INFORMATION ON APPELLATE MEDICAL BOARD SESSION VIA SMS SYSTEM

For the first time, a new approach for the Appellate Medical Board (JDR) management system has implemented SMS alerts regarding the JDR hearing to the Insured Person. In addition to the summons, the Insured Person will still receive the JDR hearing call information. The SMS system started in November 2018 for a hearing on 23rd November 2018, a JDR trial at Seberang Jaya Hospital. This approach reduces the problem of postal alerting and reduces the number of absences.

APPELLATE MEDICAL BOARD SESSIONS BY LOCATION

Throughout 2018, a total of 337 Appellate Medical Board sessions were held throughout Malaysia. Of these, 301 Appellate Medical Board sessions were held in Peninsular Malaysia, 8 sessions in Sabah and 28 sessions in Sarawak. The distribution of Appellate Medical Board sessions according to specific locations.

PANDANGAN PERUBATAN

Unit Pandangan Perubatan menerima kes ragu daripada Pejabat PERKESO Negeri dan Tempatan (PPN/PPP), Bahagian Faedah, Bahagian Perundangan, Unit Fraud, Unit Jemaah Doktor Rayuan dan Skim Pekerjaan Sendiri. Pada tahun 2018, kes ragu perubatan yang dirujuk ke pandangan perubatan adalah sebanyak 1,670 kes iaitu untuk kes bencana kerja (kemalangan dan ilat) dengan pencapaian kes selesai sebanyak 85.2% manakala sebanyak 1,632 kes penyakit khidmat dengan pencapaian kes selesai adalah sebanyak 76.4%.

MEDICAL OPINION

Medical Opinion Unit also receives case referals from PPN/PPP, Benefit, Legislation and Fraudulent division, Appellate Medical Board and Self-employment Scheme. Total for employment injury and invalidity cases were referred to this section in 2018 was 1,670 cases, while, the total cases for Occupational Diseases were referred was 1,632 cases. The charts show the total number of cases being referred for each month and percentage of completed cases for 2018. Completion rate for employment injury and invalidity cases was 85.2%. For Occupational Diseases cases, 76.4% of the cases were completed.

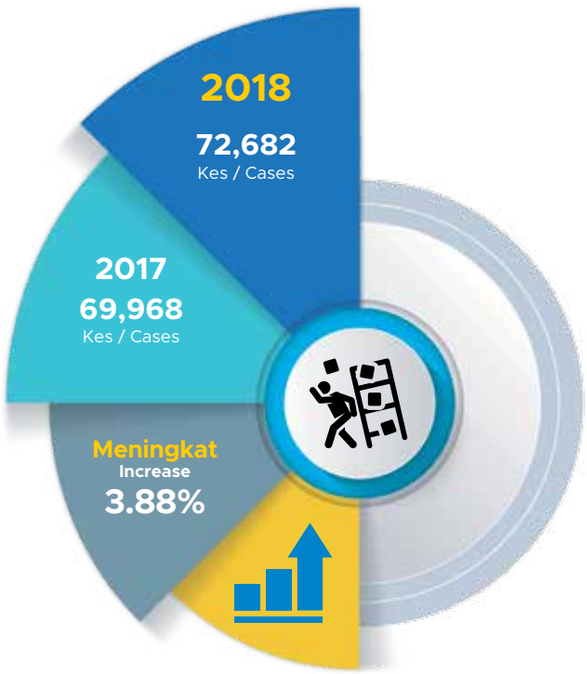
SEMINAR JEMAAH RAYUAN KESELAMATAN SOSIAL (JRKS)

Seminar JRKS telah diadakan pada 10 hingga 12 Ogos 2018 bertempat di Hotel Avillion Cameron Highland. Seminar yang diadakan setiap 2 tahun sekali ini menghimpun semua Pengerusi-Pengerusi JRKS seluruh negara bersama Urusetia JRKS dan Bahagian Perundangan bagi membincang dan mengetahui perkembangan semasa dan memberi input berkaitan kepada semua peserta yang terlibat. Pada seminar kali ini Skim Pekerjaan Sendiri (Akta 789) dan Sistem Insurans Pekerjaan (Akta 800) menjadi topik utama seminar. Di samping mendapat ilmu pengetahuan dan manfaat lain, seminar ini juga telah berjaya merapatkan lagi hubungan semua Pengerusi JRKS dengan pihak Urusetia JRKS dan Bahagian Perundangan yang telah sekian lama terjalin.

SOCIAL SECURITY APPELLATE BOARD (SSAB) SEMINAR

The Social Security Appellate Board (SSAB) Seminar took place from 10th to 12th August 2018 at the Avillion Cameron Highland Hotel. The seminar is held every 2 years once it gathers all the President of the JRKS across the country together with the JRKS Secretariat and SOCSO Legal Department to discuss and find out the current developments in order to provide information related to all Participants involved. The Self-Employment Scheme (SPS) ACT 789 and the Employment Insurance System (ACT 800) became the main topic of the seminar. In addition to gaining knowledge and other benefits, this seminar has also succeeded in reuniting all the President of the JRKS with the Secretariat and the Legal Department of SOCSO.

BILANGAN KEMALANGAN DILAPOR
NUMBER OF ACCIDENTS REPORTED



72,682 Kes (2017: 69,968 Kes), Peningkatan 3.88%

72,682 Cases (2017: 69,968 Cases), An Increment of 3.88%

Sebanyak 72,682 kes kemalangan telah dilaporkan sepanjang 2018 iaitu peningkatan sebanyak 2,714 kes atau 3.88% berbanding 69,968 kes pada 2017 (Jadual 26 dan Carta 21). Jumlah ini meliputi 51.51% kemalangan perusahaan dan 48.49% melibatkan kemalangan semasa perjalanan berkaitan pekerjaan. Dari keseluruhan jumlah kemalangan dilaporkan, didapati kemalangan perusahaan dan kemalangan semasa dalam perjalanan yang berkaitan pekerjaan telah menunjukkan peningkatan berbanding tahun 2017.

Kemalangan perusahaan telah meningkat sebanyak 2.12% iaitu dari 36,662 kes pada 2017 kepada 37,439 kes pada 2018. Manakala bagi kemalangan semasa dalam perjalanan yang berkaitan pekerjaan, ianya meningkat sebanyak 5.76% iaitu dari 33,324 kes pada 2017 kepada 35,243 kes pada 2018 seperti di Carta 22 dan 23.

A total of 72,682 accident cases were reported in 2018, reflecting an increment of 2,714 cases or 3.88% in comparison to 69,968 cases in 2017 (Table 26 and Chart 21). Of these, 51.51% were industrial accidents while the remaining 48.49% were work related commuting accidents. From the total number of accidents reported, it was found that industrial accidents and work related commuting accidents showed an increase in comparison to 2017.

Industrial accidents increased by 2.12%, from a total of 36,662 cases in 2017 to 37,439 cases in 2018. Commuting accidents showed an increase of 5.76% from 33,324 cases in 2017 to 35,243 cases in 2018, as reflected in Charts 22 and 23.

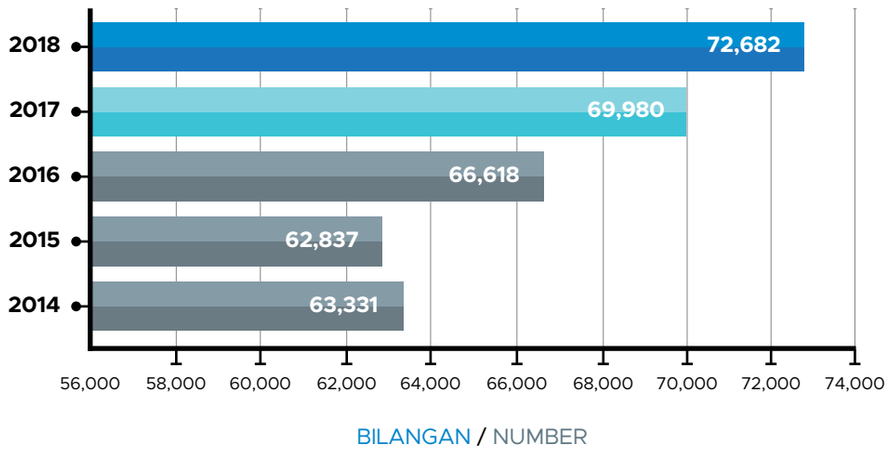
JADUAL 26 ▶ BILANGAN KEMALANGAN DILAPORKAN 2017 – 2018

TABLE 26 ▶ NUMBER OF ACCIDENTS REPORTED 2017 – 2018

KEMALANGAN DILAPORKAN / ACCIDENTS REPORTED	2017	2018
Kemalangan Perusahaan Dilaporkan / Industrial Accidents Reported	36,662	37,439
Kemalangan Semasa Perjalanan / Commuting Accidents	33,324	35,243
Kes Maut Dilaporkan / Fatal Cases Reported	924	891
Jumlah Bilangan Kemalangan Dilaporkan / Total Number of Accidents Reported	**69,986**	**72,682**

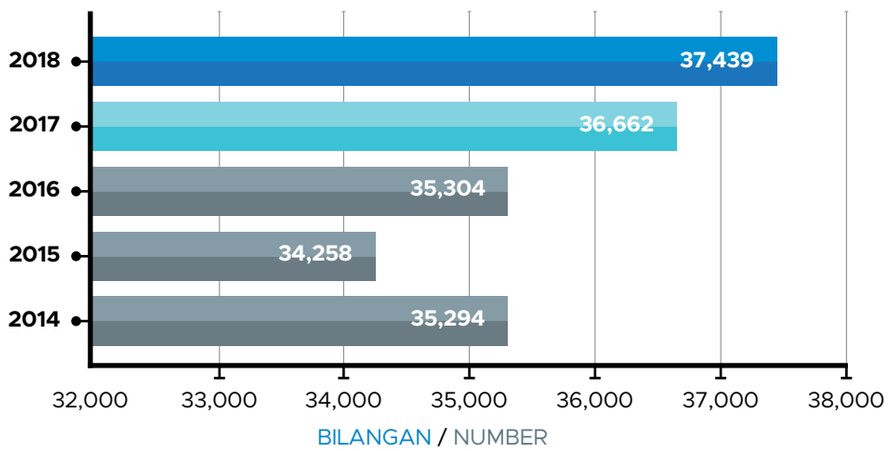
CARTA 21 ▶ BILANGAN KEMALANGAN DILAPOR 2014 – 2018

CHART 21 ▶ NUMBER OF ACCIDENTS REPORTED 2014 – 2018



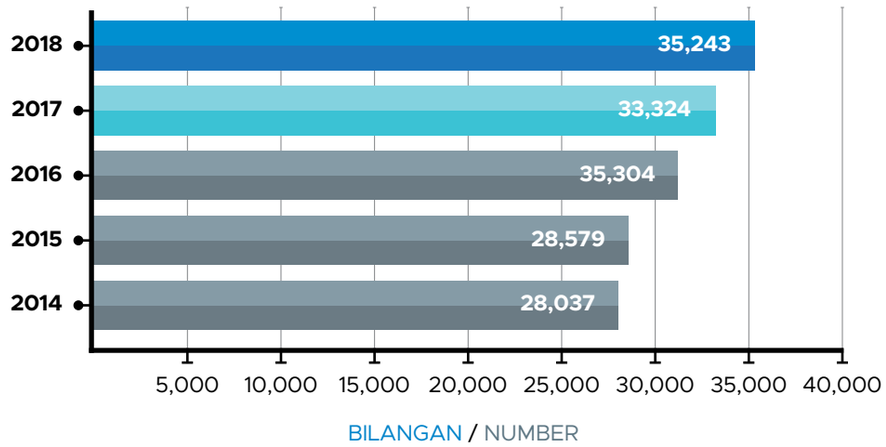
CARTA 22 ▶ BILANGAN KEMALANGAN PERUSAHAAN DILAPOR 2014 – 2018

CHART 22 ▶ NUMBER OF INDUSTRIAL ACCIDENTS REPORTED 2014 – 2018



CARTA 23 ▶ BILANGAN KEMALANGAN SEMASA PERJALANAN 2014 – 2018

CHART 23 ▶ NUMBER OF COMMUTING ACCIDENTS 2014 – 2018



AKTIVITI PENGUATKUASAAN

Aktiviti penguatkuasaan merupakan diantara dua fungsi utama PERKESO selain daripada pembayaran faedah. Aktiviti ini memastikan kemampanan Dana Keselamatan Sosial dalam jangka panjang. Ianya termasuklah pemeriksaan, pengkompaunan, pendakwaan dan *recovery*.

ENFORCEMENT ACTIVITIES

Enforcement activities is the one of the two core functions of SOCSO, the other being compensation. It ensures sustainability of the Social Security Fund in the long term. These activities include inspection of employers' records, issuance of compound notices, prosecution and recovery.

BULAN PEMUTIHAN PERKESO

Setiap tahun sebelum berlangsungnya operasi OPS KESAN, majikan akan diberi peluang untuk mendaftar secara sukarela dalam tempoh sebulan sebelum berlangsungnya operasi. Tempoh ini dikenali sebagai bulan pemutihan. Pada 1 Julai 2018, PERKESO telah melancarkan OPS Kesan bagi kali ke sepuluh dengan objektif untuk memastikan semua majkan yang menggaji sekurang-kurangnya seorang pekerja mendaftar sebagaimana peruntukan Seksyen 4 Akta Keselamatan Pekerja 1969 [Akta 4] serta pematuhan terhadap Akta Skim Insurans Pekerjaan [Akta 800]. Sebelum operasi ini dilaksanakan, majikan akan diberi peluang untuk mendaftar secara sukarela mulai 1 hingga 30 Julai 2018.

Program Pemutihan merupakan satu inisiatif *"soft approach"* kepada majikan dengan tujuan untuk memberi kesedaran tentang kepentingan perlindungan keselamatan sosial kepada majikan dan pekerja. Program ini merupakan satu langkah yang proaktif memberi peluang untuk majikan yang tidak berdaftar dengan PERKESO untuk berdaftar sepanjang tempoh pemutihan.

Mana-mana majikan yang mengambil peluang mendaftar dalam tempoh pemutihan ini, akan dikecualikan daripada tindakan pengkompaunan dan pendakwaan walaupun telah melewati tempoh 30 hari pendaftaran yang ditetapkan. Pengecualian ini juga termasuklah ke atas faedah caruman lewat bayar yang bakal dikenakan kemudiannya. Statistik pencapaian pendaftaran majikan bagi tempoh bulan Mei sehingga September 2018 sepanjang aktiviti Bulan Pemutihan dijalankan adalah seperti berikut:

SOCSO "AMNESTY MONTH"

Each year, prior to the commencement of *OPS KESAN*, employers will be given the opportunity to voluntarily register within a month before the operation commences. This period is known as the SOCSO "Amnesty Month". On 1st July 2018, SOCSO launched its tenth *OPS KESAN* with the objective of ensuring that all employers with at least one employee register as provided by Section 4 of the Social Security Act 1969 [Act 4], as well as in compliance with the Employment Insurance Scheme Act [Act 800]. Before the operation commences, employers will be given the opportunity to voluntarily register, from 1st to 30th July 2018.

The amnesty programme is a 'soft approach' to employers with the purpose of raising awareness on the importance of social security protection to employers and employees. This programme is a proactive measure to give the opportunity to employers who have not registered with SOCSO to do so throughout the whitening period.

Any employer who takes the opportunity to register during this period will be exempted from compound and prosecution even though the prescribed 30-day registration period has been exceeded. This exemption also extends to interest on late payment of contributions which will be later imposed. The statistics for employer registration for the months of May to September 2018 throughout the Whitening Month are as follows:

BULAN MONTH	BILANGAN PENDAFTARAN MAJIKAN NUMBER OF EMPLOYER REGISTRATION
Mei / May	3,599
Jun / June	3,066
Julai / July (Pemutihan / Amnesty)	5,724
Ogos / August (Ops Kesan)	6,363
September / September	4,075

OPS KESAN PERKESO

Pada 1 Ogos 2018, Program Ops Kesan PERKESO telah dijalankan di lima lokasi iaitu di Semenyih, Bandar Sri Putra, Sungai Long, Seksyen 3, Bandar Baru Bangi dan Mahkota Cheras. Majlis pelancaran telah berlangsung di Sherwood Gateway Hotel, Bangi.

Sebanyak 54 kumpulan melibatkan seramai 196 orang anggota PERKESO daripada pejabat PERKESO sekitar Lembah Klang telah terlibat. Program OPS Kesan kali ini juga turut disertai Penasihat Undang-Undang Kementerian Sumber Manusia serta Ketua-ketua Bahagian PERKESO.

PERKESO telah menggunakan Sistem Pengumpulan Data Ops Kesan secara *online* di mana pelaporan berkaitan aktiviti semakan status majikan dan pekerja dilakukan semasa di premis majikan serta statistik dapat diperolehi secara *"real time"* dan tepat. Penyediaan laporan adalah secara automatik.

Sepanjang Ops Kesan dijalankan, sebanyak 897 premis majikan telah dilawati dan sebanyak 112 notis kompaun dikeluarkan terhadap majikan yang gagal mendaftar perusahaan mereka.

SOCSO *OPS KESAN*

On 1 August 2018, the SOCSO *Ops Kesan* programme was conducted at five locations, namely, in Semenyih, Bandar Sri Putra, Sungai Long, Section 3 Bandar Baru Bangi and Mahkota Cheras. The launching ceremony was held at the Sherwood Gateway Hotel in Bangi.

A total of 54 groups involving 196 SOCSO staff from SOCSO offices in the Klang Valley were involved. This *Ops Kesan* also included the Legal Advisor to the Ministry of Human Resources as well as SOCSO's Heads of Divisions.

SOCSO utilised its online *Ops Kesan* Data Collecting System whereby reporting of employer and employee status-checking activities were conducted while on employer premises and statistics were obtained accurately in real time. Preparation of report was automatically carried out.

Throughout *Ops Kesan*, a total of 897 employer premises were visited and a total of 112 compound notices issued against employers who failed to register their businesses.

ULASAN PENGURUSAN STRATEGI DAN PRESTASI PERKESO

REVIEW OF SOCSO STRATEGIC AND PERFORMANCE MANAGEMENT

MOHAMAD ASRI BIN NGOSMAN

Ketua Bahagian Perancangan & Hal Ehwal Korporat
Chief of Planning & Corporate Affairs Division

"Pencapaian cemerlang KPI PERKESO pada tahap 97.30% pada tahun 2018 akan terus menjadi pemangkin kepada kecemerlangan PERKESO pada tahun-tahun akan datang. Kejayaan ini menjadi pemacu dalam memartabatkan perlindungan keselamatan sosial yang dinamik dan inklusif kepada lebih 7.08 juta pekerja dilindungi di negara ini. Aspirasi ini sejajar dengan visi nasional untuk meningkatkan kesejahteraan sosioekonomi rakyat khususnya kepada golongan pekerja B40."

"SOCSO's excellent KPI at 97.30% will continue to become a catalyst for its excellence in the coming years. This success becomes the driving force in upholding dynamic and inclusive social security protection to more than 7.08 million workers in the country. This aspiration is in line with the national vision to improve the people's socio-economic wellbeing, particularly for the B40 Workers Group."

PENGURUSAN STRATEGI DAN PRESTASI PERKESO 2018

PERKESO meneruskan kesinambungan pengurusan strategi dan prestasi organisasi berasaskan sistem *Balanced Scorecard (BSC)* bagi tahun ketiga sejak kali pertama dilaksanakan pada tahun 2016. Pengurusan strategi dan prestasi organisasi 2018 telah diterjemahkan dalam bentuk *Corporate Strategy Maps* yang terdiri daripada empat belas (14) Objektif Strategi yang telah dikenal pasti bagi keempat-empat perspektif BSC iaitu "Pertumbuhan & Pembelajaran", "Proses Dalaman", "Kewangan" dan sebagaimana PERKESO sebagai sebuah agensi Kerajaan, perspektif "Pelanggan / *Stakeholders*" menjadi keutamaan organisasi.

Berasaskan Pelan Strategik PERKESO 2016 - 2020, hala tuju strategi organisasi terus diarahkan demi mencapai misi dan visi organisasi sebagai peneraju keselamatan sosial yang dinamik, unggul dan cemerlang dengan memberi perlindungan keselamatan sosial kepada orang berinsurans serta orang tanggungan mereka di samping meningkatkan lagi aktiviti keselamatan dan kesihatan pekerjaan demi mengurangkan kontingensi atau keadaan luar jangka yang boleh menjejaskan produktiviti negara.

Secara asasnya, penumpuan strategi PERKESO bagi tahun 2018 adalah kepada peluasan perlindungan keselamatan sosial, penguatkuasaan Akta-Akta demi mempertingkatkan pematuhan dan kebajikan pekerja serta terus fokus terhadap kualiti perkhidmatan kepada pelanggan di samping meningkatkan pembangunan modal insan serta kapasiti ICT yang menjadi asas kepada kebolehlaksanaan strategi-strategi yang dirancang.

Justeru, hala tuju strategi organisasi bagi tahun 2018 telah diperbincangkan secara menyeluruh menerusi Bengkel Pengurusan Prestasi PERKESO 2018 yang telah diadakan dari 10 - 13 Disember 2017 di Hotel Seri Pacific Kuala Lumpur. Berasaskan Sistem BSC, sejumlah empat puluh dua (42) KPI PERKESO telah ditetapkan bagi tahun 2018 yang mana sembilan (9) elemen merupakan KPI Pelan Strategik Kementerian Sumber Manusia 2016-2020 termasuk dua (2) daripadanya juga merupakan KPI Menteri Sumber Manusia 2018.

SOCSO STRATEGIC AND PERFORMANCE MANAGEMENT 2018

SOCSO continues its strategic and performance management for the organisation based on the system of Balanced Scorecard (BSC) for the third year since it was first introduced in 2016. Strategic and performance management for the organisation in 2018 was translated into Corporate Strategy Maps comprising fourteen (14) Strategic Objectives which have been identified for all four BSC perspectives, namely, "Growth & Learning", "Internal Process", "Finance" and as SOCSO is a government agency, the "Client / Stakeholders" perspective is the organisation's priority.

Based on the SOCSO Strategic Plan 2016 - 2020, the strategic direction of the organisation continues to be directed towards achieving its mission and vision of becoming the leader in social security that is dynamic, outstanding and excellent by providing social security protection to insured persons as well as their dependants, in addition to increasing occupational safety and health activities to reduce contingencies or unexpected circumstances that can be detrimental to the country's productivity.

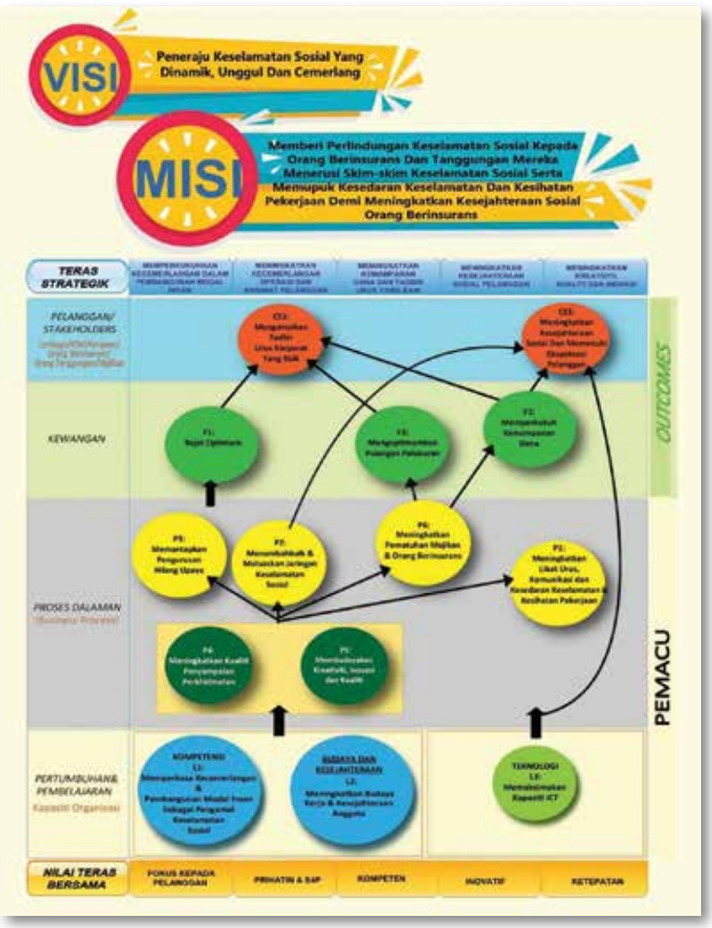
Basically, the focus of SOCSO's strategy for 2018 was towards the expansion of social security protection, enforcement of the Acts to enhance compliance and welfare of employees as well as the continued focus on quality of service rendered to clients, in addition to improving human capital development and ICT capacity which is the foundation for the feasibility of planned strategies.

Hence, the strategic direction of the organisation for 2018 was comprehensively discussed during the SOCSO Performance Management Workshop 2018 held from 10th to 13th December 2017 at the Seri Pacific Hotel in Kuala Lumpur. Based on the BSC system, a total of forty two (42) SOCSO KPIs were stipulated for 2018 wherein nine (9) elements were the Strategic Planning KPI for the Ministry of Human Resources 2016 - 2020, two (2) of which were also the KPI for the Minister of Human Resources 2018.

ULASAN PENGURUSAN STRATEGI DAN PRESTASI PERKESO 2018

REVIEW OF MANAGEMENT STRATEGIES AND PERFORMANCE PERKESO 2018

Secara keseluruhan, pencapaian prestasi PERKESO bagi tahun 2018 adalah pada tahap Cemerlang dengan purata skor 4.73 dengan peratus pencapaian 97.30%. Pencapaian prestasi tahun 2018 ini menunjukkan peningkatan lebih baik dan cemerlang berbanding pencapaian prestasi tahun 2017 (skor 4.55, 95.50%) dengan peratus peningkatan sebanyak 1.88%.



Peta Strategi Korporat PERKESO / SOCSO Corporate Strategic Map

PERTUBUHAN KESELAMATAN SOSIAL
KPI PERKESO 2018

OBJEKTIF STRATEGIK	KPI	PETUNJUK SKOR 1	2	3	4	5
PELANGGAN / PIHAK BERKEPENTINGAN						
C51: Meningkatkan Kesejahteraan Sosial dan Memenuhi Ekspektasi Pelanggan	M1: Peratus Penggunaan Baucer Saringan Kesihatan (HSP)	●				
C52: Mengamalkan Tadbir Urus Korporat Yang Baik	M2: Sijil Audit Bersih Daripada Audit Negara				○	
	M3: Penyediaan dan Semakan Pajanjian dan Kontrak Tender Projek PERKESO dengan Dokumen Lengkap (80 hari)			○		
	M4: Menyediakan dan Menyesuaikan Draf Peraturan Akta 4 (Kewangan) Kepada KSM					●
	M5: Kajian Semula Rangka Kerja Business Continuity Management (BCM)					●
	M6: Melaksanakan Proses Perolehan Tender Terbuka (Dokumen Lengkap)					●
	M7: Penerbitan Laporan Tahunan (Dibentukan ke KSM)					●
	M8: Pelaksanaan Persiapan EKSA (MAMPU) di Ibu Pejabat				○	
	M9: Pemeriksaan Nasional - Laporan Pemeriksaan Disempurnakan					●
KEWANGAN						
F1: Bajet Optimum	M10: Peratus Belanja Operasi Berbanding Hasil (Tidak Termasuk TRRC)					●
	M11: Mengoptimumkan Lebihan Tahunan Sebanyak RM1 Bilion (Tidak Termasuk TRRC)					●
F2: Memperkukuh Kemampanan Dana	M12: Kutipan Caruman 2018 (Akta 4)					●
	M13: Memberimakan Jurang Perbezaan Rekod Caruman Majikan dan Pekerja (Akta 4)					●
F3: Mengoptimumkan Pulangan Pelaburan	M14: Mengoptimumkan Pulangan Pelaburan dalam dan Luar Negara					●
	M15: Pulangan Pelaburan					●
PROSES DALAMAN						
P1:Meningkatkan Libat Urus Komunikasi Dan Kesedaran Keselamatan & Kesihatan Pekerjaan	M16: Indeks Pelaksanaan Program SERANTA dan Publisiti					●
	M17: Penglibatan Majikan yang Bojaya Melaksanakan Program (Workplace Health Promotion (WHP) (KPI Pelan Strategik KSM)					●
	M18: Penglibatan Majikan yang Bojaya Melaksanakan Program Sokongan Keselamatan Perjalanan (Commuting Safety Support Program) (KPI Pelan Strategik KSM)					●
	M19: Kesedaran Keselamatan dan Kesihatan Pekerjaan - Program Advokasi Dijalankan di Premis Majikan			○		
	M20: Kesedaran Keselamatan dan Kesihatan Pekerjaan - Majikan Terpilih (Kadar Kematangan Tertinggi) yang Mengalami Penurunan Kadar Kemalangan Sekurang-kurangnya 10%					●
P2: Memantabkan & Meluaskan Jaringan Keselamatan Sosial	M21: Sesi Libat Urus SIP Bersama Stakeholders Disempurnakan					●
	M22: Mengadakan Program Libat Urus / Outreach Program Kepada Pensatuan- Persatuan Pemandu Teksi Dan Perkhidmatan Seumpamanya (KPI Pelan Strategik KSM)					●
P3: Memantapkan Pengurusan Hilang Upaya	M23: Bilangan Orang Berinsurans Kembali Bekerja (KPI YBM & Pelan Strategik KSM)					●
	M24: Jumlah OB yang Berjaya Dirawat dan Dipulihkan (KPI Pelan Strategik KSM)					●
P4: Meningkatkan Kualiti Penyampaian Perkhidmatan	M25: Penyampaian Perkhidmatan Tuntutan Faedah - Indeks Pencapaian Pegawai Pelanggan (KPI Pelan Strategik KSM)			○		
	M26: Penyampaian Perkhidmatan Tuntutan Faedah - Indeks Pencapaian Standard Q					●
	M27: Pemprosesan Bayaran Interim Dalam Tempoh 14 hari Bekerja Dari Tarikh Pendaftaran Program Penempatan/Pekerjaan (KPI YBM) (KPI Pelan Strategik KSM)					●
	M28: Purata Masa Menunggu Perkhidmatan Pelanggan				○	
	M29: Penyelesaian Kes-Kes Aduan					●
	M30: Indeks Kepuasan Perkhidmatan Pelanggan Melalui Mystery Shopping				○	
	M31: Melaksanakan Pemantauan Ulasheset 5 Buah Kaunter PERKESO (Rebranding)					●
	M32: Mengudatkan Manual Tatacara Hilang Upaya Dalam Konteks Malaysia Untuk Jemaah Doktor/Assessor					●
P5: Membudayakan Kreatifiti, Inovasi dan Kualiti	M33: Jumlah Inovasi yang telah Dilaksanakan Organisasi					●
P6: Meningkatkan Pematuhan Majikan & Orang Berinsurans	M34: Indeks Penguatkuasaan					●
	M35: Pendaftaran Pemandu Teksi atau Perkhidmatan Seumpamanya					●
PERTUMBUHAN DAN PEMBELAJARAN						
L1: Memperkasa Kecemerlangan dan Pembangunan Modal Insan Sebagai Pengamal Keselamatan Sosial	M36: Program Pelan Penggantian PERKESO (PROPER) - Jumlah anggota yang bojaya melengkapkan sekurang-kurangnya 20 mata Modul Program Sertikasi Pengamal Keselamatan Sosial (PERINTIS) (KPI Pelan Strategik KSM)					●
	M37: Program Pemisian Potensi & Kompetensi (PROSPEK) - Peratus Anggota Menjalani Latihan Berdasarkan Modul Teras Latihan (Anggota Tetap & Kontrak)				○	
L2: Meningkatkan Budaya Kerja & Kesejahteraan Anggota	M38: Pelaksanaan Amalan Corporate Wellness : - Modul Program Pengurusan Tekanan Diperaku Dan Dilaksanakan (Tarikh Program Dilancarkan)					●
	M39: Pelaksanaan Amalan Corporate Wellness : Mengekalkan dan Menggalakkan Anggota Di Dalam Berat Badan Yang Sesuai					●
L3: Memaksimakan Kapasiti ICT	M40: Bilangan Proses Kerja Yang Diautomasikan (KPI Pelan Strategik KSM)					●
	M41: Penyelesaian Aduan Pengguna Dalam Tempoh Yang Ditetapkan					●
	M42: Pembangunan Sistem Pengurusan Risiko (Enterprise Risk Management System)					●

KESELURUHAN SKOR 4.73
PERATUS PENCAPAIAN 97.30%

Overall, SOCSO's performance for 2018 is at Excellent level with an average score of 4.73 at 97.30% achievement, showing a marked improvement and excellence compared to its achievement in 2017 (4.55 score at 95.50%), with an increase of 1.88%.

BIDANG KEBERHASILAN UTAMA
KEY RESULT AREA

SKIM BENCANA KERJA PEKERJAAN SENDIRI

Pertubuhan Keselamatan Sosial telah memperluaskan Skim Perlindungan Keselamatan Sosial kepada mereka yang bekerja sendiri. Akta Keselamatan Sosial Pekerjaan Sendiri 2017 [Akta 789] mula berkuatkuasa mulai 1 Jun 2017. Sebagai permulaan akta ini memberi perlindungan di bawah Skim Bencana Pekerjaan kepada pemandu teksi yang bekerja sendiri dan individu yang menjalankan perkhidmatan seumpamanya termasuk pemandu *Uber* dan *Grab Car*.

Inisiatif ini dilihat sebagai satu pendekatan yang kreatif dan inovatif bagi menyediakan perlindungan keselamatan sosial kepada pekerja dalam sektor informal. Skim Keselamatan Sosial Pekerjaan Sendiri ini akan diperluaskan kepada sektor informal yang lain seperti nelayan, petani, penjaja, penggiat seni dan sebagainya secara berperingkat-peringkat.

Beberapa sesi libat urus Bersama Lembaga Kemajuan Ikan Malaysia (LKIM), penggiat seni, Majlis Peguam Malaysia, Suruhanjaya Syarikat Malaysia (SSM) dan lain-lain agensi telah diadakan secara berperingkat sepanjang tahun 2018 bagi mendapatkan maklumbalas kebolehlaksanaannya. Hasil libat urus yang telah dilaksanakan, terdapat respon positif yang telah diterima daripada pemegang saham yang terlibat.

SELF-EMPLOYMENT INJURY SCHEME

The Social Security Organisation expanded its Social Security Protection Scheme to those who are self-employed. The Self-Employment Social Security Act 2017 [Act 789] came into effect on 1st June 2017. As a start, this act provides protection under the Employment Injury Scheme to self-employed taxi drivers and individuals providing such service including Uber and Grab Car drivers.

This initiative is seen as a creative and innovative approach to the provision of social security protection to workers in the informal sector. This Self-Employment Injury Scheme will be expanded in stages to those in other informal sectors such as fishermen, farmers, hawkers, art practitioners and others.

Several engagement sessions with the Malaysian Fisheries Development Board (LKIM), art practitioners, the Bar Council, the Companies Commission of Malaysia and other agencies were held in stages throughout 2018 to obtain feedback on its feasibility. Positive response was obtained from the stakeholders involved.

PENDAFTARAN PEMANDU TEKSI

Sehingga 31 Disember 2018, bilangan Pemandu Teksi berdaftar ialah 8,161 dan pencarum aktif sebanyak 7,660 dengan jumlah kutipan caruman sebanyak RM1,426,424.

KADAR CARUMAN

Kadar caruman yang ditetapkan adalah sebanyak 1.25% daripada pendapatan bulanan yang diinsuranskan. Pemandu teksi, *Grab Car* dan *Uber* diberi pilihan untuk memilih empat (4) opsyen pendapatan yang diinsuranskan seperti berikut;

REGISTRATION OF TAXI DRIVERS

As at 31 December 2018, the number of registered Taxi Drivers is 8,161 with active contributors amounting to 7,660. The total contribution collected stands at RM1,426,424.

CONTRIBUTION RATE

The rate of contribution stipulated is 1.25% of the monthly income insured. Taxi, Grab Car and Uber drivers are given four (4) income options to be insured as follows:

Bayaran Caruman Mengikut Opsyen / Contribution Payment According to Option

Opsyen Options	Pendapatan Diinsuranskan Insured Income (1.25%)	Kadar Caruman Sebulan Monthly Contribution Rate	Bayaran Caruman Setahun Annual Contributions Payments
1	RM1,050	RM13.10	RM157.20
2	RM1,550	RM19.40	RM232.80
3	RM2,950	RM36.90	RM442.80
4	RM3,950	RM49.40	RM592.80

Pendaftaran Mengikut Kategori Caruman 2018 / Registration by Category of Contribution 2018

Kategori Caruman Category of Contribution	Bilangan Number
RM57.20	6,591
RM232.80	1,014
RM442.80	259
RM592.80	297

Pendaftaran Mengikut Negeri / Kawasan 2018 / Registration by State / District 2018

Negeri State	Bilangan Pemandu Berdaftar Number of Registered Drivers
Johor	1,053
Kedah	549
Kelantan	68
Kuala Lumpur	1,049
Melaka	4
Negeri Sembilan	345
Pahang	333
Pulau Pinang	353
Perak	645
Perlis	639
Selangor	91
Sabah	1,976
Sarawak	220
Terengganu	254
Putrajaya	569
Jumlah / Total	**8,161**

BIDANG KEBERHASILAN UTAMA 2018
2018 KEY RESULT AREA

PENERIMA FAEDAH

Bagi meningkatkan kesedaran keselamatan sosial di kalangan pemandu-pemandu teksi, PERKESO telah membuat hebahan media bagi setiap pencarum yang telah ditimpa kemalangan dan menerima pampasan daripada PERKESO. Sebanyak 75 kes tuntutan Faedah Bencana Kerja telah dibayar sepanjang tahun 2018 dengan jumlah bayaran sebanyak RM170,185.

BENEFIT RECIPIENTS

In order to raise awareness of social security amongst taxi drivers, SOCSO conducted media announcements for each contributor who has been involved in accidents and has received compensation from SOCSO. A total of 75 claims for Employment Injury Benefits were paid throughout 2018 with a total payment of RM170,185.

PEMANDU TEKSI TERUJA MENDAPAT PERLINDUNGAN

Seramai 489 Pemandu Teksi teruja mendapat bantuan one-off berjumlah RM500.00. Bantuan ini telah diperuntukkan oleh Kerajaan Negeri Terengganu melalui Bajet 2018. Sebahagian daripada peruntukkan tersebut dicarumkan di dalam Skim Bencana Kerja Pekerjaan Sendiri. Secara tidak langsung perlindungan ini memberi perlindungan kemalangan atau penyakit khidmat yang berpunca daripada pekerjaan. Majlis Perasmian dan penyampaian dana insentif kerajaan Negeri Terengganu telah berlangsung pada 3 Mac 2018 bertempat di Stadium Tertutup Gong Badak, Terengganu. Majlis ini adalah kerjasama di antara PERKESO, Jabatan Pelancongan Negeri dan Suruhanjaya Perkhidmatan Awam Darat (SPAD) melibatkan penyertaan seramai 800 orang. Majlis dirasmikan oleh YB Dato' Seri Haji Ahmad Razif Bin Haji Abdul Rahman, Menteri Besar Terenganu.

TAXI DRIVERS EXCITED TO RECEIVE PROTECTION

A total of 489 Taxi Drivers were excited to receive a one-off assistance of RM500.00. This aid has been allocated by the Terengganu State Government in the 2018 Budget. A portion of the said allocation is contributed towards the Self Employment Injury Scheme. This protection indirectly gives protection for accidents or occupational diseases that stem from the job. A ceremony was held on 3rd March 2018 at the Gong Badak Indoor Stadium, Terengganu to launch the scheme and to present the Terengganu State Government incentive. This ceremony was a collaboration between SOCSO, the State Department of Tourism and the Land Public Transportation Services Commission (SPAD), involving the participation of 800 persons. The ceremony was officiated by YB Dato' Seri Haji Ahmad Razif bin Haji Abdul Rahman, the Chief Minister of Terengganu.

BALU TERIMA FAEDAH SEPANJANG HAYAT

Pada 28 November 2018, seorang penerima Faedah Orang Tanggungan (FOT) telah menerima pencen bulanan sepanjang hayat kerana suaminya yang dikategorikan sebagai Orang Berinsurans Bekerja Sendiri (OBBS) telah mencarum 20 hari sebelum meninggal dunia. OBBS telah meninggalkan seorang balu dan 3 orang anak yang masih kecil. Kadar FOT maksimum telah dibayar kepada balu sepanjang hayatnya termasuklah untuk anak-anak sehingga mereka mencapai usia 21 tahun.

WIDOW RECEIVES LIFE-LONG BENEFIT

On 28th November 2018, a recipient of the Dependants' Benefit was granted life-long pension as her late husband who was categorised as a Self-Employed Insured Person had contributed 20 days before his demise. The deceased was survived by a widow and three young children. The maximum rate of Dependants' Benefit will be paid to the widow, throughout her lifetime, including for the children until they reach the age of 21 years.

PEMANDU BAS SEPAKAT MENDAPATKAN PERLINDUNGAN PERKESO

Satu inisiatif telah diambil untuk membuat hebahan mengenai perlindungan di bawah Skim Bencana Kerja Pekerjaan Sendiri (SBKPS) kepada golongan yang bekerja sendiri. Pada 22 September 2018, satu taklimat kepada Persatuan Pemandu Bas telah diadakan di Pejabat SPAD, KL Sentral yang dihadiri oleh 80 orang peserta. Taklimat tersebut telah mendapat respons yang positif daripada peserta yang hadir.

BUS DRIVERS AGREE TO OBTAIN SOCSO PROTECTION

An initiative was taken to announce the protection under the Self-Employment Injury Scheme to those who are self-employed. On 22nd September 2018, a briefing was held for the Bus Drivers Association at the SPAD Office, KL Sentral, with the attendance of 80 participants, resulting in positive response from them.

SISTEM INSURANS PEKERJAAN

PERKESO melakar sejarah baru apabila Akta Sistem Insurans Pekerjaan 2017 [Akta 800] diperkenalkan dan dikuatkuasakan mulai 1 Januari 2018. Pelaksanaan skim baharu ini merupakan satu inisiatif Kerajaan melalui Kementerian Sumber Manusia dan PERKESO serta agensi berkaitan dalam memastikan 7.08 juta pekerja yang sedia ada di bawah Akta Keselamatan Sosial Pekerja 1969 sentiasa terbela dan dilindungi.

Sistem Insurans Pekerjaan (SIP) merupakan skim baharu yang dilaksanakan sebagai skim perlindungan tambahan kepada pekerja-pekerja yang kehilangan pekerjaan bagi menggantikan pendapatan yang hilang, memberi latihan *reskilling* dan *upskilling* untuk mendapatkan pekerjaan baharu serta menyediakan perkhidmatan carian pekerjaan supaya mereka yang kehilangan pekerjaan mendapat pekerjaan yang sesuai dengan lebih cepat. Mulai 1 Januari 2018, pendaftaran serta caruman pertama daripada majikan dan syer pekerja dibuat dan bantuan interim SIP bagi kehilangan pekerjaan bermula 1 Januari 2018 dibayar kepada pekerja yang terjejas.

EMPLOYMENT INSURANCE SYSTEM

SOCSO created new history when the Employment Insurance System Act 2017 [Act 800] was introduced and came into effect on 1st January 2018. The implementation of this new scheme is an initiative of the Government through the Ministry of Human Resources, SOCSO as well as other related agencies, in ensuring that the 7.08 million workers currently under the Employees' Social Security Act 1969 are provided for and protected at all times.

The Employment Insurance System (EIS) is a new scheme that is implemented to provide additional protection for workers who have lost their employment, in replacing the income lost, providing reskilling and upskilling training for them to get new jobs as well as providing job search service so that those who have lost their employment will get suitable jobs as soon as possible. Beginning 1st January 2018, registration as well as first contribution from employers and workers were implemented and EIS interim aid for loss of employment was paid out to the workers affected.

Pada 2018, pemohon yang layak boleh menerima elaun bulanan sebanyak RM600 maksimum sehingga 3 bulan. Sejumlah 23,525 permohonan telah diterima dan 18,083 daripadanya telah diluluskan melibatkan bayaran sebanyak RM17.18 juta kepada pemohonan yang berjaya. Di dalam satu kajian soal selidik terhadap 556 orang penerima manfaat, 88% responden yang permohonan mereka diluluskan berpuas hati dengan Skim Faedah Interim dan kualiti perkhidmatan yang disediakan oleh Pejabat SIP.

Manakala bagi faedah SIP, bagi melayakkan Orang Berinsurans mendapat faedah di bawah Sistem Insurans Pekerjaan (SIP), Orang Berinsurans mestilah bertaraf warganegara Malaysia atau pemastautin tetap dan memenuhi syarat kelayakan caruman mengikut tuntutan iaitu minimum 12 bulan caruman dalam tempoh 24 bulan dan akan dibayar mulai 1 Januari 2019.

Jumlah Elaun Mencari Pekerjaan yang dibayar adalah bergantung kepada peratusan purata bulanan anggapan iaitu 80% pada bulan pertama, 50% pada bulan kedua, 40% pada bulan ketiga dan keempat manakala 30% pada buan kelima dan keenam. Walau bagaimanapun pekerja mestilah mampu dan bersedia untuk bekerja serta mencari pekerjaan secara aktif. Faedah-faedah lain termasuk Elaun Pendapatan Berkurangan (EPB), Yuran Latihan *(TF),* Elaun Latihan *(TA),* dan Elaun Bekerja Semula Awal *(EBSA).*

In 2018, eligible applicants can receive monthly allowance of RM600 maximum for up to 3 months. A total of 23,525 applications were received, 18,083 of which were approved involving payment of RM17.18 million to the successful applicants. In a survey of 556 benefit recipients, 88% of the respondents whose applications were approved were satisfied with the Interim Benefit Scheme as well as the quality of service rendered by the EIS office.

On the other hand, for an Insured Person to be eligible for benefits under the Employment Insurance System, the Insured Person must be a Malaysian citizen or a permanent resident as well as fulfil the contribution qualification condition according to the claim, namely, a minimum of 12 months of contribution within a period of 24 months. Such benefits will be paid beginning 1st January 2019.

The Job Search Allowance to be paid shall depend on the percentage of the assumed monthly average, that is, 80% in the first month, 50% in the second month, 40% in the third and fourth months and 30% in the fifth and sixth months. However, the worker must be capable and ready to return to work as well as be actively searching for a job. Other benefits include Reduced Income Allowance, Training Fee, Training Allowance and Early Re-Employment Allowance.

BIDANG KEBERHASILAN UTAMA 2018
2018 KEY RESULT AREA

Pada 1 Disember 2018, beberapa pencarum SIP buat pertama kalinya layak menuntut faedah penuh SIP, ini termasuklah 471 pekerja dari kumpulan media Utusan Melayu (M) Berhad yang diberhentikan di bawah Skim Pemisahan Sukarela *(VSS)*. Pegawai-pegawai kanan Bahagian EI telah membuat lawatan ke ibu pejabat Utusan Melayu di Jalan Chan Sow Lin untuk memaklumkan kepada para pekerja yang terlibat mengenai hak-hak mereka di bawah SIP dan memberi nasihat tentang cara membuat permohonan faedah.

Untuk mempromosikan pelancaran faedah penuh SIP kepada orang ramai, Pejabat SIP telah mengadakan Majlis Penyampaian Cek pada 19 Disember 2018 di Dewan Kenanga, Wisma PERKESO Kuala Lumpur. YB Dato 'Haji Mahfuz Bin Haji Omar, Timbalan Menteri Sumber Manusia telah menyampaikan cek kepada 25 Orang Berinsurans yang telah diberhentikan daripada Utusan Melayu dan syarikat lain. Turut hadir di majlis tersebut ialah Ketua Pegawai Eksekutif PERKESO, Dato' Sri Dr. Mohammed Azman bin Dato 'Aziz Mohammed dan Dato' Mohd Sahar bin Darusman, Ketua Pejabat SIP,

Selain itu, SIP juga diperkenalkan bagi meningkatkan kebolehpekerjaan *(employability)* pencarum (yang hilang pekerjaan) melalui program latihan dan latihan vokasional. Sehingga Disember 2018 seramai 6,970 orang telah berjaya dibantu dan bekerja semula menerusi program penempatan pekerjaan yang telah dijalankan.

On 1st December 2018, several EIS contributors for the first time became eligible to claim full EIS benefits. This included 471 employees of Utusan Melayu (M) Berhad who were involved in the Voluntary Separation Scheme (VSS). Senior officers of the EI Division visited the Utusan Melayu headquarters on Jalan Chan Sow Lin to inform the employees involved of their rights under EIS and to give advice on how to apply for the benefits.

To promote the launch of EIS full benefits to the public, the EIS office held a Cheque Presentation Ceremony on 19 December 2018 at Dewan Kenanga, Wisma PERKESO Kuala Lumpur. The Deputy Minister of Human Resources, YB Dato' Haji Mahfuz Bin Haji Omar, presented cheques to 25 Insured Persons who have been retrenched from Utusan Melayu as well as other companies. Also present at the ceremony were the Chief Executive Officer of SOCSO, Dato' Sri Mohammed Azman bin Dato' Aziz Mohammed and the Head of EIS Office, Dato' Mohd Sahar bin Darusman.

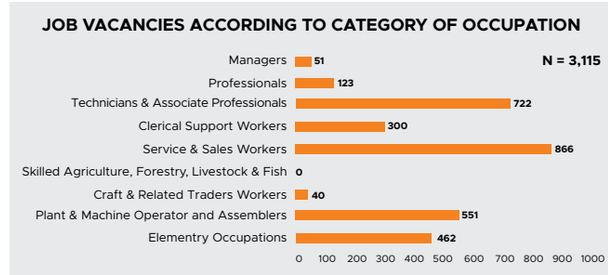
In addition, EIS was also introduced to improve the employability of contributors (who have lost their employment) through training and vocational training programmes. As at December 2018, 6,970 persons have been successfully assisted and have been re-employed through the re-employment placement programme conducted.

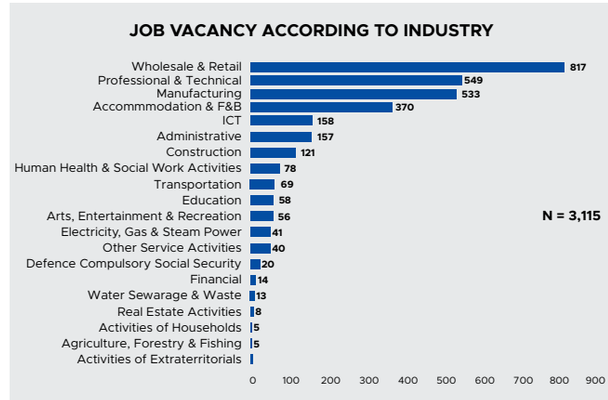
PENGUMPULAN DATA KEKOSONGAN JAWATAN

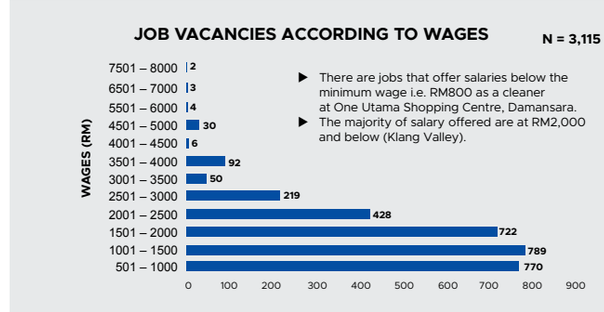
Bahagian Perkhidmatan Pekerjaan telah berjaya memperkenalkan mekanisma yang sangat proaktif dengan menjalankan aktiviti pengumpulan data kerja kosong dalam membantu pencarum-pencarum kembali semula bekerja. Aktiviti pengumpulan data kerja kosong bertujuan menyumbang kepada maklumat pasaran buruh dan mengenalpasti *supply & demand* bagi jawatan kosong di seluruh Malaysia.

Selain itu, aktiviti pengumpulan data kerja kosong ini adalah sebagai salah satu perkhidmatan yang ditawarkan oleh perkhidmatan pekerjaan kepada pihak majikan dan menjadi sumber utama Pegawai Perkhidmatan Pekerjaan untuk membantu Orang Berinsurans untuk bekerja semula. Antara lain objektif pengumpulan data kerja kosong juga adalah mengenal pasti majikan yang memerlukan perkhidmatan temuduga terbuka, mengumpul serta mengenal pasti pekerjaan yang sesuai dan majikan yang menyokong penggajian golongan kurang upaya. Beberapa mekanisma telah digunakan bagi menjayakan aktiviti mengumpul data kekosongan jawatan seperti melalui temuduga terbuka dan *job vacancy log*.

Keadah yang digunakan bagi job vacancy log adalah menerusi tiga (3) cara iaitu melalui emel jobbank@perkeso.gov.my, borang atas talian *Job Vacancy Submission by Employers / ESO* 2019 (pautan http://bit.ly/2rFvRKk) dan WhatsApp ke 019-3512051. Pencapaian aktiviti pengumpulan data kerja kosong yang dilaporkan adalah sebanyak 5,714 di mana melalui temuduga terbuka adalah sebanyak 2,599 kerja kosong dan melalui job vancancy log pula adalah sebanyak 3,115.







JOB VACANCY DATA COLLECTION

The Employment Services Division successfully introduced a very proactive mechanism that collects data on job vacancies in order to assist contributors to be re-employed. The collection of data on job vacancies is intended to contribute to information on the labour market and identify the supply and demand for vacancies throughout Malaysia.

In addition, the collection of data on job vacancies is one of the services offered by the employment services division to employers and is the main resource for Employment Services Officers in helping Insured Persons to be re-employed. Among others, the objective of such data collection is to identify employers who require open interview services, to collect data as well as identify suitable jobs and employers who support employment of the disabled. Several mechanisms have been employed to carry out the data collection on job vacancies such as through open interviews and job vacancy logs.

There are three channels for job vacancy log, namely, through email at jobbank@perkeso.gov.my" jobbank@perkeso.gov.my, the Job Vacancy Submission by Employers / ESO 2019 online form (link at http://bit.ly/2rFvRKk) and by WhatsApp at 019-3512051. The reported achievement for the job vacancy data collection is 5,714 comprising 2,599 vacancies through open interviews and 3,115 through the job vacancy log.

BIDANG KEBERHASILAN UTAMA 2018
2018 KEY RESULT AREA

Berdasarkan statistik, antara kekosongan jawatan mengikut kategori pekerjaan tertinggi adalah *technicians & associate professionals dan service & sales workers* iaitu masing-masing sebanyak 722 dan 866 kekosongan. Manakala, kekosongan jawatan mengikut gaji pula majoriti gaji yang ditawarkan adalah RM2,000 dan ke bawah iaitu di Lembah Klang. Walau bagaimanapun, terdapat pekerjaan yang menawarkan gaji di bawah paras gaji minimum iaitu *cleaner* dengan gaji RM800. Kekosongan jawatan mengikut industri pula menunjukkan pencapaian tertinggi adalah dari industri *wholesale and retail.*

Based on statistics, among the highest job vacancies according to category of occupation is technicians & associate professionals, as well as service & sales workers, at 722 and 866 vacancies respectively. Meanwhile, the statistics for vacancies according to salary saw a majority of jobs with salaries offered from RM2,000 and below in the Klang Valley. However, there are jobs being offered with salaries below the minimum wage, namely, cleaners with salaries of RM800. The vacancy according to industry showed highest numbers in the wholesale and retail industries.

GROOMING KERJAYA

Sebut sahaja tentang temuduga, sudah pasti perlu ada persediaan yang rapi untuk menghadapinya. Memahami persediaan yang perlu ada bagi setiap pencarum atau Orang Berinsurans dalam usaha mendapatkan kerjaya yang diingini, Bahagian Perkhidmatan Pekerjaan telah melakukan inisiatif dengan mengadakan Bengkel *Grooming* Kerjaya.

Bengkel bertujuan memberikan tips dan panduan kepada Orang Berinsurans sebagai persiapan menghadapi sesi temuduga. Antara kandungan modul dalam bengkel ini adalah persediaan menghadapi temuduga, kaedah menjawab dan bertanya soalan kepada penemuduga, pemakaian yang sesuai dan dokumen yang perlu dibawa ketika menghadiri temuduga.

CAREER GROOMING

As things stand, when a person is going to be interviewed, he/she must be prepared to face it. Understanding the preparations needed for each contributor or Insured Person in striving for the career that he/she desires, the Employment Services Division has taken the initiative of organising a Career Grooming Workshop.

The workshop was held with the intention of providing tips and guidance to Insured Persons as preparation in facing interview sessions. Among the contents of the workshop included preparation in facing interviews, answering and questioning techniques, proper dressing and the documents that need to be brought when attending interviews.

Turut diberi penekanan adalah dari segi penyediaan resume yang betul. Bengkel ini merupakan usaha dan inisiatif PERKESO dalam membantu Orang Berinsurans agar lebih bersedia menghadapi temuduga dan seterusnya berjaya memperoleh peluang pekerjaan melalui temuduga tersebut. Bengkel ini telah menarik minat 410 Orang Berinsurans hadir di seluruh negara pada tahun 2018. Bengkel seumpama ini akan terus diteruskan lagi pada masa akan datang dalam usaha mengembalikan Orang Berinsurans ke alam pekerjaan dengan lebih mudah dan cepat.

Emphasis was also given on the correct preparation of resume. This workshop is SOCSO's effort and initiative in helping Insured Persons to be better prepared in attending interviews and subsequently being gainfully employed as a result of such interview. The workshop was attended by 410 Insured Person nationwide throughout 2018. Such workshop will continue to be held in the future in the effort to return Insured Persons to gainful employment more easily and quickly.

PROGRAM *RETURN TO WORK*

Program *Return To Work (RTW)* merupakan program kemudahan pemulihan fizikal yang disediakan kepada Orang Berinsurans PERKESO yang mengalami hilang upaya akibat kecederaan atau penyakit bagi mengembalikan fungsi anggota badan dan seterusnya kembali semula ke alam pekerjaan lebih awal, sihat dan selamat. Program *Return To Work (RTW)* telah diperkenalkan oleh PERKESO pada 15 Januari 2007. Program ini merupakan program pemulihan fizikal yang disediakan kepada Orang Berinsurans PERKESO yang mengalami hilangupaya akibat kecederaan atau penyakit bagi mengembalikan fungsi anggota badan dan seterusnya kembali semula ke alam pekerjaan lebih awal, sihat dan selamat.

Program berteraskan konsep early intervention dan menggunapakai pendekatan biopsikososial iaitu merangkumi aspek biologi, psikologi dan sosiologi dan pendekatan pelbagai kaedah dan disiplin di mana penyediaan perkhidmatan pemulihan yang komprehensif adalah merupakan faktor penting dan utama yang menyumbang dalam proses mempercepatkan proses pemulihan Orang Berinsurans supaya dapat kembali semula dengan cepat dalam keadaan sihat dan selamat.

Pada tahun 2018, seramai 3,829 Orang Berinsurans yang menyertai program ini telah berjaya dipulihkan berbanding seramai 2,658 orang pada tahun 2017. Sejak program ini dilancarkan, seramai 21,966 peserta telah berjaya dipulihkan dan kembali semula bekerja.

RETURN TO WORK PROGRAMME

The Return To Work Programme was launched by SOCSO on the 15th of January 2007. This programme is a physical rehabilitation programme designed for Insured Persons with disabilities arising out of injuries or illnesses to restore their physical and mental capacity as well as facilitate them towards a safe and fast return to work. The Return To Work Programme is implemented through systematic case management where each case that is eligible and motivated is managed by a Case Manager who acts as a coordinator between the Insured Persons, treating doctor, employer, rehabilitation provider and other parties involved to ensure that barriers and challenges pertaining to employment is addressed in the best manner.

This programme is implemented on the concept of early intervention using a biopsychosocial approach where it comprises of the biological, psychological and social aspects using a multidisciplinary approach where comprehensive rehabilitation which is a the main factor in reducing the disability duration is emphasized in order to enable the Insured Person to return to work in a safe and fast manner.

In 2018, a total of 3,829 Insured Persons who participated in this Programme were successfully rehabilitated as compare 2,658 persons in 2007. Since the programme was launched, a total of 21,966 Insured Persons have successfully been rehabilitated and returned to work.

CERTIFIED DISABILITY MANAGEMENT PROFESSIONAL (CDMP)

Penggunaan dwi bahasa iaitu bahasa melayu dan bahasa inggeris masih digunakan dalam peperiksaan *Certified Disability Management Professional (CDMP)* pada tahun 2018. Ia merupakan tahun kedua Peperiksaan *Certified Disability Management Professional (CDMP)* dijalankan dalam dwi Bahasa. Usahasama dengan *Social Wellbeing Research Centre (SWRC)*, Universiti Malaya dalam terjemahan modul dan soalan ke dalam bahasa melayu sejak 2016 masih lagi diteruskan sehingga menarik minat ramai anggota PERKESO seluruh Malaysia untuk menduduki peperiksaan ini.

Kursus CDMP yang telah dijalankan bagi 3 siri dalam tempoh tiga bulan berturut-turut di Wisma PERKESO Kuala Lumpur telah dihadiri seramai 49 calon. Setelah menjalani kursus persediaan yang intensif, akhirnya seramai 27 calon telah lulus dengan jayanya dalam peperiksaan tersebut dan telah dipersijilkan dengan kelayakan professional.

Di Malaysia, kini terdapat 105 orang yang dipersijilkan dan majoritinya terdiri daripada anggota PERKESO. Inisiatif ini akan diteruskan lagi pada tahun ini di mana PERKESO telah membuka penyertaan kepada negara jiran. Contohnya seperti Badan Penyelenggara Jaminan Sosial (BPJS) Ketenagakerjaan dari Indonesia bakal menghantar wakil untuk menduduki peperiksaan pada tahun 2019.

CERTIFIED DISABILITY MANAGEMENT PROFESSIONAL (CDMP)

Dual language, that is, Bahasa Melayu and the English Language, is still used in the Certified Disability Management Professional (CDMP) examination in 2018. This is the second year that the examination is conducted in two languages. The collaboration with the Social Wellbeing Research Centre (SWRC), University of Malaya in translating the module and questions into Bahasa Melayu which has been done since 2016 is still continued. Having the examination in two languages has attracted more SOCSO staff nationwide to sit for this examination.

The three series of CDMP course held within a period of three consecutive months at Wisma PERKESO in Kuala Lumpur were attended by 49 candidates. After undergoing an intensive preparatory course, 27 candidates successfully passed the said examination and were awarded professional qualification.

Currently in Malaysia there are 105 certified persons, the majority of which consists of SOCSO staff. This initiative will be continued this year with SOCSO opening the programme to participants from neighbouring countries. Bodies such as the *Badan Penyelenggara Jaminan Sosial* (BPJS) *Ketenagakerjaan* of Indonesia will be sending their representatives to sit for the examination in 2019.

JALINAN KERJASAMA DENGAN MAJIKAN

Program ini bertujuan mewujudkan jalinan kerjasama dengan majikan dalam menggajikan Orang Berinsurans. Pendekatan yang digunakan adalah dengan bersemuka bersama majikan serta penyampaian taklimat. Jalinan kerjasama telah berjaya dibina bersama dengan 258 majikan yang terdiri daripada majikan langsung, agensi kerajaan, agensi pekerjaan swasta serta persatuan-persatuan industri sepanjang tahun 2018.

NETWORK OF COOPERATION WITH EMPLOYERS

This programme was carried out with the purpose of creating a network of cooperation with employers in employing Insured Persons. The approach taken was to come face-to-face with employers as well as having briefings with them. A network of cooperation was built with 258 employers comprising direct employers, government agencies, private employment agencies as well as industry associations throughout 2018.

BIDANG KEBERHASILAN UTAMA 2018
2018 KEY RESULT AREA

PROGRAM TEMUDUGA TERBUKA

Program Temuduga Terbuka adalah suatu inisiatif PERKESO membantu pihak majikan selaku pencarum untuk mendapatkan calon-calon pekerja yang bersesuaian. Program bertujuan membantu Orang Berinsurans dan juga orang awam yang sedang mencari pekerjaan untuk mendapatkan pekerjaan. Penganjuran Program Temuduga Terbuka anjuran Bahagian Perkhidmatan Pekerjaan, Pejabat SIP sebelum ini telah mendapat sambutan yang amat menggalakkan berdasarkan bilangan kehadiran pencari kerja yang ramai. Berdasarkan statistik yang diperoleh, sebanyak 82 temuduga terbuka telah diadakan di seluruh negeri di Malaysia. Manakala hasil temuduga terbuka tersebut, seramai 227 orang yang menyertainya telah kembali bekerja. Majikan-majikan memberi maklumbalas positif dan berharap PERKESO dapat meneruskan program ini di masa-masa akan datang.

OPEN INTERVIEW PROGRAMME

The Open Interview Programme is an initiative by SOCSO to help employers as contributors to find suitable candidates for employment. This programme is intended to help Insured Persons as well as the public, who are seeking employment. The programme organised by the Employment Services Division, EIS Office was previously very well-received based on the large number of candidates for employment. Based on the statistics collected, 82 open interviews were held throughout Malaysia. As a result of the programme, 227 participants have returned work. The employers involved had given positive feedback and had expressed their hopes that SOCSO continues this programme in the future.

PROGRAM *RETURN TO WORK COORDINATOR (RTWC)*

Program *Return To Work Coordinator* kepada majikan-majikan di Malaysia diadakan bertujuan memberi pendedahan kepada majikan mengenai Pengurusan Hilang Upaya. Pendedahan kepada majikan melaksanakan Program Pengurusan Hilang Upaya yang berkesan sekiranya pekerja mereka ditimpa kemalangan atau mengidap penyakit yang mendorong kepada pengambilan cuti sakit berulang dan berpanjangan.

Matlamat kursus ini adalah untuk mengurangkan kesan ketidakupayaan kepada pekerja-pekerja supaya dapat kembali bekerja dengan cepat dan selamat. Sasaran kumpulan adalah Ketua Jabatan, Pengurus dan Eksekutif di Bahagian Sumber Manusia dan juga *Safety and Health Officer*. Program *Return To Work Coordinator* telah diperkenalkan pada tahun 2016 dan setiap tahun program ini akan dilaksanakan dalam 3 siri di lokasi-lokasi yang berlainan. Sepanjang Program *Return To Work Coordinator* diperkenalkan PERKESO telah memberikan latihan intensif kepada 270 majikan yang berpotensi.

Program RTWC telah dijalankan sebanyak 3 siri iaitu di Melaka, Sabah dan Kuala Lumpur. Program RTWC di Melaka pada 6 hingga 8 Ogos 2018 di Hotel Mudzaffar telah dihadiri oleh 23 orang peserta daripada 19 majikan. Manakala di Kota Kinabalu pada 18 hingga 20 September 2018 telah dihadiri oleh 17 orang peserta daripada 10 majikan. Program pada 9 hingga 11 Oktober 2018 di Hotel Vistana, Kuala Lumpur melibatkan seramai 17 orang peserta daripada 12 majikan.

RETURN TO WORK COORDINATOR (RTWC) PROGRAMME

The Return To Work Coordinator Programme was implemented for employers in Malaysia with a view to exposing them to Disability Management. The programme is to help employers implement effective Disability Management in the event their workers are involved in an accident or contract illnesses that lead to repeated and extended medical leave.

The course is held with the intention of reducing the effects of such disability to workers so that they can return to work quickly and safely. The target groups consisted of Heads of Departments, Managers and Executives in the Human Resource Division as well as Safety and Health Officers. This programme was first introduced in 2016 and each year it is held in three series at various locations. Since its inception, SOCSO has provided intensive training to 270 employers with potential.

Three series of the RTWC programme were held Malacca, Sabah and Kuala Lumpur. The RTWC programme in Malacca which was held from 6th to 8th August 2018 at Mudzaffar Hotel was attended by 23 participants from 19 employers. The programme in Kota Kinabalu on 18th to 20th September was attended by 17 participants from 10 employers whereas the programme held from 9th to 11th October 2018 at Vistana Hotel Kuala Lumpur involved 17 participants from 12 employers.

PROGRAM BANGKIT PERKESO

Program Bangkit PERKESO mengisahkan kejayaan peserta Program *Return To Work* selepas insiden kemalangan dan penyakit. Sehingga November tahun 2018, seramai 21,858 peserta program RTW telah berjaya dipulihkan dan kembali bekerja melalui pengurusan kes yang efektif. Peserta yang dibantu itu telah membuktikan bahawa mereka masih berupaya, kompetitif dan mampu menyumbang sesuatu kepada keluarga dan masyarakat.

Program motivasi itu memaparkan cerita 13 episod di mana hos membuat lawatan ke kediaman peserta program RTW untuk bertemu keluarga peserta, menemubual majikan, Pengurus Kes dan juga Ketua Eksekutif PERKESO, Dato' Sri Dr. Mohammed Azman Bin Dato' Aziz Mohammed.

Program ini sedikit sebanyak telah memudahkan penonton memahami lebih dekat program RTW yang dijalankan. Selain itu, lakon semula kejadian kemalangan yang menimpa 13 peserta berkenaan turut dipaparkan bagi memberi lebih kefahaman atas apa yang telah menimpa mereka. Program tersebut telah ditayangkan bermula 21 Disember 2018 di saluran Astro Ria pada jam 9.00 malam.

"BANGKIT PERKESO" PROGRAMME

The *"Bangkit PERKESO"* programme tells the success stories of the Return To Work participants after accidents and illnesses. As at November 2018, a total of 21,858 RTW programme participants were successfully rehabilitated and returned to gainful employment through effective case management. The participants showed that they were still capable, competitive and able to contribute to their families and communities.

The motivational programme comprised 13 episodes where the host visited the homes of RTW programme participants to meet their families. Interviews were also conducted with employers, Case Managers as well as the Chief Executive of SOCSO, Dato' Sri Dr. Mohammed Azman Bin Dato' Aziz Mohammed.

The programme, in a way, enabled viewers to better understand the RTW programme carried out. In addition, the accidents involving the relevant 13 participants were re-enacted to give better understanding of what had befallen them. The programme was aired beginning from 21st December 2018 on Astro Ria at 9.00 p.m.

Others (UEE Activities)

Disability & Equality Training

- HQ SIP (20.07.18)
- PPN Selangor (24.07.18)
- PPN Pulau Pinang (18.09.18)
- PPN Kedah (19.09.18)
- PPN Pulau Pinang (21.09.18)

PROGRAM DISABILITY EQUALITY TRAINING (DET)

Program *'Disability Equality Training (DET)'* diadakan oleh PERKESO untuk mewujudkan kesedaran kepada majikan mengenai *'Disability Equality'* dengan objektif mewujudkan tenaga kerja yang lebih inklusif dan seragam. *DET* ialah pendidikan ketidakupayaan yang memudahkan para peserta mempelajari sebab dan mekanisme yang menyebabkan ketidakupayaan tersebut iaitu (pengecualian sosial, pembatasan penyertaan dan diskriminasi) yang juga menjadi agen perubahan untuk mewujudkan masyarakat yang inklusif dan proaktif.

Program ini menggunakan kaedah *Facilitated Participatory Learning (FPL)* yang membolehkan peserta mendalami dan memahami subjek dengan cara yang terbaik. Antara kandungan yang diliputi dalam program ini ialah Melumpuhkan Halangan, Membolehkan Penyelesaian, Perbandingan antara Model Sosial dan Model Individu serta Menganalisa Halangan Sosial.

Sepanjang bulan Julai hingga September 2018, PERKESO telah menganjurkan Bengkel *'Disability & Equality Training: Towards Inclusion and Diversity'* bertempat di Kuala Lumpur, Selangor, Pulau Pinang dan Kedah. Penganjuran bengkel untuk memberi pendedahan kepada majikan mengenai ketidakupayaan yang dialami oleh pekerja yang disebabkan oleh kecederaan atau penyakit dan bagaimana majikan dapat membantu dalam mengatasi masalah ketidakhadiran pekerja akibat kecederaan atau penyakit. Maklumbalas dan sambutan yang diberikan oleh pihak majikan daripada bengkel yang diadakan amat menggalakan.

DISABILITY EQUALITY TRAINING (DET) PROGRAMME

The Disability Equality Training (DET) programme was held by SOCSO raise awareness among employers of 'Disability Equality' with the objective of producing a workforce that is more inclusive and standardised. DET is disability education that facilitates participants in learning and cause and mechanisms causing such disability, namely, social exclusion, participation restriction and discrimination, thus becoming a change agent in creating a society that is inclusive and proactive.

This programme adopts the Facilitated Participatory Learning (FPL) method enabling participants to understand the subject in-depth, in the best manner. Among the contents covered include Disabling Obstruction, Facilitating Resolution, Comparison between Social Model and Individual Model, as well as Analysing Social Obstruction.

Throughout the months of July to September 2018, SOCSO held the 'Disability & Equality Training: Towards Inclusion and Diversity' workshops in Kuala Lumpur, Selangor, Pulau Pinang and Kedah. The workshops were organised to expose employers to the disability experienced by workers resulting from injuries or illnesses and the ways in which an employer can help overcome the problem of worker absence due to injury or illness. The feedback and response given by the employers resultin from the workshops held was very encouraging.

PUSAT REHABILITASI PERKESO TUN ABDUL RAZAK

Sejak beroperasi pada tahun 2014 sehingga 2018, seramai 3,412 orang pekerja telah menerima rawatan pemulihan di Pusat Rehabilitasi PERKESO Tun Abdul Razak dan lebih daripada 2,000 orang telah berjaya kembali bekerja.

Pekerja yang berjaya dipulihkan dan kembali bekerja ini bukan sahaja dapat menjana pendapatan untuk diri sendiri dan keluarga, malahan dapat menyumbang kembali kepada produktiviti dan ekonomi negara. Kejayaan ini merupakan satu pencapaian yang sungguh membanggakan buat PERKESO dalam memberi perlindungan terbaik kepada semua pencarum.

Reka bentuk bangunan salutogenik serta perkhidmatan rehabilitasi fizikal dan vokasional yang komprehensif di bawah satu bumbung menjadikan Pusat Rehabilitasi ini sangat unik dan mendapat pelbagai pengiktirafan antrabangsa seperti *FIABCI World Prix d'Excellence Awards 2018 - World Gold Winner (Purpose Built Category).*

Demi meningkatkan kualiti perkhidmatan rehabilitasi dan mengoptimumkan pemulihan pesakit, latihan yang berterusan bagi pasukan multidisiplin sentiasa diadakan seperti kursus *"Diploma in Modern Orthopaedic Medicine (Cyriax)"* dan *Bobath*. Peralatan berteknologi tinggi dan terkini seperti peralatan *neurorobotik Cyberdyne Hybrid Assistive Limb (HAL) Robot Suit* dari Jepun turut dibawa masuk dan disediakan bagi rawatan pesakit. Sudah pasti dengan kesemua kejayaan ini, Pusat Rehabilitasi PERKESO Tun Abdul Razak telah meletakkan penanda aras baharu dalam perkhidmatan rehabilitasi di Malaysia serta rantau Asia. Ramai delegasi dari dalam dan luar negara datang melawat Pusat ini untuk berkongsi ilmu serta kepakaran.

TUN ABDUL RAZAK SOCSO REHABILITATION CENTRE

Since Tun Abdul Razak SOCSO Rehabilitation Centre (TRRC) began its operations in 2014 until 2018, a total of 3,412 workers have received rehabilitation treatment at the centre and more than 2,000 people have successfully returned to work.

Workers who have recovered and returned to work will not only generate income for themselves and their families but also able to contribute to the country's productivity and economy. This success is a great achievement for SOCSO in providing the best protection to all contributors.

The Center has won various international recognition such as FIABCI World Prix d'Excellence Awards 2018 - World Gold Winner (Purpose Built Category) for its unique salutogenic building design and comprehensive physical and vocational rehabilitation services offered under one roof.

In order to improve the quality of rehabilitation services and optimise patient rehabilitation, continuous training for the multidisciplinary team was conducted such as the "Diploma in Modern Orthopedic Medicine (Cyriax)" and Bobath courses. High-tech and state-of-the-art equipment such as Cyberdyne Hybrid Assistive Limb (HAL) Robot Suit from Japan are also available and provided for patient treatment. Hence, with all these achievements, TRRC has placed a new benchmark in rehabilitation services for Malaysia and the Asian region. Many delegates from within and outside the country visit the Center to share knowledge and expertise in the field.

PUSAT REHABILITASI PERKESO MENERIMA PENGIKTIRAFAN

Fiabci World Prix D'excellence Awards 2018 - World Gold Winner
(Purpose Built Category)

Satu anugerah yang berprestij untuk reka bentuk bangunan salutogenik, inklusif, konsep bangunan hijau, sejagat, dan biopsikososial yang bertaraf antarabangsa dalam menawarkan perkhidmatan rehabilitasi komprehensif di bawah satu bumbung. Majlis penganugerahan ini telah diadakan di Dubai pada 1 Mei 2018.

RECOGNITION FOR SOCSO REHABILITATION CENTRE

Fiabci World Prix D'excellence Awards 2018 - World Gold Winner
(Purpose Built Category)

A prestigious award for the salutogenic, inclusive, green, universal, and biopsychosocial building designs of international standards in offering comprehensive rehabilitation services under one roof. The award ceremony was held in Dubai on 1st May 2018.

WORLD CLASS FACILITY WITH WORLD CLASS PEOPLE!

Satu lagi pencapaian bersejarah buat Pusat Rehabilitasi PERKESO Tun Abdul Razak (PRPTAR) apabila berjaya memenangi dua anugerah *AIA Vitality*, iaitu *Malaysia's Healthiest Employer (Winner) & Healthiest Workplace (Highly Commended)* pada 26 November 2018 untuk amalan budaya kerja yang positif dan sihat dalam memberikan perkhidmatan yang bertaraf antarabangsa.

WORLD CLASS FACILITY WITH WORLD CLASS PEOPLE!

Another historic achievement for Tun Abdul Razak SOCSO Rehabilitation Centre (TRRC) when it won two AIA Vitality Awards, Malaysia's Healthiest Employer (Winner) & Healthiest Workplace (Highly Commended) on 26th November 2018, for a positive and healthy work culture in providing world class services.

MELESTARIKAN KECEMERLANGAN PUSAT REHABILITASI PERKESO

Kursus *Diploma in Modern Orthopaedic Medicine (Cyriax)*

Lanjutan Kursus *"Diploma in Modern Orthopaedic Medicine (Cyriax)"* anjuran bersama antara *The European Teaching Group of Orthopaedic Medicine (ETGOM)* dengan Pusat Rehabilitasi PERKESO Tun Abdul Razak telah diadakan dari 1 - 7 Mei 2018. Peserta dapat mempelajari dengan lebih mendalam tentang teknik *Cyriax* untuk merawat pesakit yang mengalami masalah *Musculoskeletal (MSD)*.

CONTINUING THE SUCCESS OF THE SOCSO REHABILITATION CENTRE

Diploma in Modern Orthopedic Medicine (Cyriax) Course

Advanced Course "Diploma in Modern Orthopedic Medicine (Cyriax)" was held from 1st to 7th May 2018 at Tun Abdul Razak SOCSO Rehabilitation Center (TRRC). The course was jointly organised by The European Teaching Group of Orthopedic Medicine (ETGOM) and TRRC. Participants gained knowledge of the Cyriax techniques to treat patients with Musculoskeletal (MSD) problems.

KURSUS "CERTIFIED BASIC BOBATH" PERTAMA DI MALAYSIA

Kursus yang julung kali ini telah diadakan pada 2 - 20 April 2018. Perserta berpeluang mempelajari teknik *Bobath* dalam rehabiltasi neurologi untuk meningkatkan tahap rawatan kepada pesakit yang mempunyai masalah neurologi.

THE FIRST CERTIFIED BASIC BOBATH COURSE IN MALAYSIA

This first-ever course was held on 2nd to 20th April 2018. The participants had the opportunity to learn Bobath's technique to treat patients with neurological problems. With this new skill, the quality of service to SOCSO's insured persons can be improved.

PERALATAN *CYBERDYNE HYBRID ASSISTIVE LIMB (HAL) ROBOT SUIT*

Seminar Peralatan *Cyberdyne Hybrid Assistive Limb (HAL) Robot Suit* yang dihasilkan oleh Cyberdyne Inc., Jepun telah diadakan pada 19 September 2018. Tujuan seminar ini adalah untuk memperkenalkan penggunaan *HAL Robot Suit*, iaitu peralatan teknologi neurorobotik jenis cyborg yang pertama di dunia untuk membantu pesakit yang mengalami kelumpuhan atau kelemahan anggota kaki akibat kecederaan saraf atau otak agar dapat berjalan semula.

CYBERDYNE HYBRID ASSISTIVE LIMB (HAL) EQUIPMENT ROBOT SUIT

A Cyberdyne Hybrid Assistive Limb (HAL) Equipment Robot Suit Seminar was held on 19th September 2018 at TRRC by representatives from Cyberdyne Inc. Japan. The objective of the seminar is to introduce the use of HAL Robot Suit, the world's first cyborg neurorobotic technology equipment that can help patients with paralysis or weakness of limbs due to nerves or brain injuries to move again.

MEMORANDUM OF UNDERSTANDING (MOU) SIGNING CEREMONY BETWEEN SOCSO AND FUJITSU (M) SDN. BHD.

A Memorandum of Understanding (MoU) Signing Ceremony between SOCSO and Fujitsu (M) Sdn. Bhd. was held on 2nd July 2018. This MoU involved cooperation in the field of Digital Co-Creation, Artificial Intelligence (AI), the Internet of Things (IoT), and Cloud and Security to transform Tun Abdul Razak SOCSO Rehabilitation Centre (TRRC) into a modern and digitalised operating center and to improve the daily operation system and the quality of services.

MEMORANDUM PERSEFAHAMAN (MoU) ANTARA PERKESO DENGAN FUJITSU (M) SDN. BHD.

Majlis Menandatangani Memorandum Persefahaman *(MoU)* antara PERKESO dengan Fujitsu (M) Sdn. Bhd. telah diadakan di Pusat Rehabilitasi PERKESO pada 2 Julai 2018. *MoU* ini melibatkan kerjasama dalam bidang *Digital Co-Creation, Artificial Intelligence* (AI), *the Internet of Things (IoT)*, dan *Cloud and Security* untuk membangunkan Pusat Rehabilitasi PERKESO Tun Abdul Razak sebagai sebuah pusat operasi yang moden dan berdigital, menambahbaikkan sistem operasi harian dan meningkatkan kualiti perkhidmatan.

SUKAN INTEGRASI REHAB 2018

Program sukan integrasi Rehab telah diadakan sepanjang bulan November 2018 yang melibatkan penyertaan bersama antara anggota dan Orang Berinsurans. Pelbagai jenis sukan telah dipertandingkan seperti bowling, badminton, bola tampar, karom dan dart. Aktiviti sukan ini dilihat sebagai medium penyatuan antara anggota dan Orang Berinsurans di samping memupuk aktiviti kesukanan dan gaya hidup sihat.

REHAB SPORTS INTEGRATION

The Rehab Sports Integration programme was held throughout the month of November 2018 involving participation from the staff and insured persons. Various sports activities were competed such as bowling, badminton, volleyball, carom and darts. The programme was able to promote social integration between staff and the insured persons as well as cultivating sports activities and a healthy lifestyle.

PROMOSI KESIHATAN

Pada tahun 2018, sejumlah 22,276 orang pencarum PERKESO dilaporkan mengalami keilatan atau meninggal dunia disebabkan oleh penyakit tidak berjangkit / *Non Communicable Diseases (NCD)*; dengan purata 61 kes dilaporkan kepada PERKESO setiap hari. Tuntutan bagi pencen ilat dan pencen penakat yang disebabkan oleh *NCD* terus meningkat saban tahun. Dalam tempoh antara tahun 2010 hingga tahun 2018, kes yang dilaporkan untuk pencen ilat dan pencen penakat akibat *NCD* telah meningkat lebih daripada 50%.

HEALTH PROMOTION

In 2018, a total of 22,276 SOCSO contributors were reported to have experience invalidity or have passed away due to Non Communicable Diseases (NCD), with an average of 61 cases reported to SOCSO each day. Claims for invalidity pension and survivors' pension caused by NCD continued to increase each year. In the period between 2010 and 2018, the cases reported for invalidity pension and survivors' pension due to NCD increased by more than 50%.

BAUCAR PROGRAM PEMERIKSAAN KESIHATAN *(HSP)*

Seramai 541,855 orang pekerja telah menjalani pemeriksaan kesihatan sehingga 31 Disember 2018 dan daripada jumlah tersebut, 134,054 orang wanita telah menjalani pemeriksaan mamogram. Pemeriksaan kesihatan ini melibatkan perbelanjaan sejumlah RM3 juta bagi tahun 2018.

Hasil daripada program ini mendapati sebanyak 69% pencarum PERKESO tidak pernah menjalani pemeriksaan kesihatan. Angka ini menunjukkan tahap kesedaran golongan pekerja berkenaan penjagaan kesihatan masih di tahap yang rendah. Selain itu, analisa mendapati 73% daripada pencarum mempunyai masalah berat badan. 9% menghidapi kencing manis, 27% menghidapi tekanan darah tinggi dan 62% mempunyai kadar kolesterol tinggi.

Pada tahun 2018, sebanyak 390 program telah dijalankan di Pejabat PERKESO dan seramai 7,887 orang pekerja telah mengambil peluang menjalani pemeriksaan kesihatan melalui program ini. Memandangkan penggunaan baucar *HSP* yang masih rendah dan bagi menggalakkan lebih ramai pekerja untuk tampil menjalani pemeriksaan kesihatan, PERKESO telah melanjutkan tempoh sah penggunaan baucar yang diedarkan daripada tahun 2013 hingga 2018 kepada tahun 2019.

HEALTH SCREENING PROGRAMME (HSP) VOUCHER

A total of 541,855 workers have undergone health screening as at 31st December 2018 and of the total, 134,054 women underwent mammograms. This health screening programme involved an expenditure amounting to RM3 million in the year 2018.

As a result of this programme, it was found that 69% of SOCSO contributors had never undergone health screening. This number showed a low level of awareness among workers concerning healthcare. In addition, analysis found that 73% of contributors had weight problems. 9% suffer from diabetes whilst 27% suffer from high blood pressure. 62% of contributors have high cholesterol levels.

IN 2018, 390 programmes were carried out at SOCSO office and 7,887 workers took the opportunity to undergo health screening under this scheme. In view of the low level of HSP voucher utilisation and to encourage more workers to undergo health checks, SOCSO extended the validity period of the vouchers distributed from 2013 to 2018, up to 2019.

BIDANG KEBERHASILAN UTAMA 2018
2018 KEY RESULT AREA

Program WHP oleh NIOSH di City Facilities Management
WHP Programme by NIOSH at the City Facilities Management

WORKPLACE HEALTH PROMOTION PROGRAM (WHP)

PERKESO telah bekerjasama dengan pelbagai agensi bagi menjalankan program ini di premis-premis majikan. Antara agensi yang terlibat adalah Kementerian Kesihatan Malaysia melalui Program KOSPEN Plus, Institut Keselamatan dan Kesihatan Pekerjaan Negara / *National Institute of Occupational Safety and Health (NIOSH)* dan *Malaysian Society for Occupational Safety and Health (MSOSH)*. Sejak diperkenalkan, PERKESO telah berjaya menjalankan Program WHP di 50 majikan di sekitar Lembah Klang.

WORKPLACE HEALTH PROMOTION PROGRAMME (WHP)

SOCSO, with the cooperation of various agencies, conducted this programme on the premises of employers. Among the agencies involved include the Ministry of Health Malaysia, through the KOSPEN Plus Programme, National Institute of Occupational Safety and Health (NIOSH) and Malaysian Society for Occupational Safety and Health (MSOSH). Since introduction, SOCSO had successfully conducted the Workplace Health Programme (WHP) with 50 employers around the Klang Valley.

SISTEM *VOUCHERLESS HSP*

Bagi memberikan kemudahan kepada pekerja untuk menjalani pemeriksaan kesihatan, PERKESO telah menambah baik program ini dengan memperkenalkan Sistem *Voucherless HSP*. Sistem ini telah mula diperkenalkan pada bulan September 2018 dengan mengguna pakai perkhidmatan pesanan ringkas *(SMS)*. Pekerja tidak lagi perlu menggunakan baucar secara fizikal, mereka hanya perlu mendapatkan nombor baucar melalui SMS dan terus hadir ke klinik untuk menjalani pemeriksaan kesihatan.

HSP VOUCHERLESS SYSTEM

In order to facilitate workers undergoing health screenings, SOCSO has improved the programme by introducing the HSP Voucherless System. The system, using short messageing service (SMS), was first introduced in September 2018. Workers no longer need to use physical vouchers. Instead, they only need to obtain voucher numbers via SMS and present themselves at the clinic to undergo health screening.

PROGRAM SOKONGAN KESELAMATAN PERJALANAN

PERKESO telah berkerjasama dengan *MIROS (Malaysian Institute of Road Safety Research)* dalam membangunkan *Commuting Safety Support Program (CSSP)* berdasarkan garis panduan SIRIM Standard 2014 *"Good Practices in Implementing Commuting Safety Management"* untuk membantu industri melaksanakan program pencegahan kemalangan perjalanan menerusi majikan kepada semua pekerja. Program *CSSP* juga merupakan Inisiatif Transformasi KSM Tahun 2018 bagi mempromosikan kesejahteraan pekerja *(Wellbeing of the Employees)* dan juga memupuk budaya *Good commuting safety Management* kepada pihak majikan.

Program ini dilaksanakan melalui tiga fasa. Fasa pertama adalah *Train The Trainer*, kedua program intervensi dan ketiga adalah penilaian program. Program ini mensasarkan kepada golongan pekerja yang berulang alik ke tempat kerja menggunakan motosikal. Melalui Program *CSSP* ini, telah melatih seramai 1,723 fasilitor dan 2,249 pekerja menerusi 95 majikan seluruh negara.

COMMUTING SAFETY SUPPORT PROGRAMME

SOCSO collaborated with the Malaysian Institute of Road Safety Research (MIROS) in developing the Commuting Safety Support Programme (CSSP) based on the SIRIM Standard 2014 guidelines "Good Practices in Implementing Commuting Safety Management", to help the industry in implementing commuting accident prevention programmes through employers to all workers. The CSSP programme is a Transformation Initiative for the Ministry of Human Resources in 2018, to promote the wellbeing of employees as well as to enculturate good commuting Safety Management among employers.

This programme was implemented in three phases. The first phase was the Train the Trainer programme whilst the second phase was an intervention programme. The third phase was evaluation. This programme targeted workers who commute to the workplace by motorcycle. Through this CSSP programme, 1,723 facilitators and 2,249 workers through 95 employers nationwide were trained.

BIDANG KEBERHASILAN UTAMA 2018
2018 KEY RESULT AREA

KEMPEN PERJALANAN SELAMAT KE TEMPAT KERJA PERINGKAT KEBANGSAAN 2018

Pada Tahun 2018, PERKESO telah bekerjasama dengan Prasarana Malaysia Berhad yang amat komited untuk berkerjasama dengan kerajaan dalam memberikan kesedaran serta mengurangkan kadar kemalangan dalam kalangan para pekerja yang merupakan aset paling berharga kepada organisasi dan negara. Objektif kempen adalah untuk memberi penekanan kepada keperluan tindakan pencegahan sebagai asas kepada perlindungan keselamatan sosial pekerja serta memberi tumpuan khusus kepada tindakan pencegahan kemalangan perjalanan sebagai keutamaan di dalam program pencegahan. Selain daripada itu bagi menyampaikan mesej Keselamatan dan Kesihatan Pekerjaan (KKP) dan perjalanan selamat dengan lebih berkesan kepada pekerja di bawah perlindungan PERKESO.

Kempen seperti ini turut diadakan menerusi program Advokasi oleh pejabat-pejabat PERKESO seluruh negara dengan sasaran sektor perkhidmatan dan pembuatan yang telah mencatatkan peningkatan dalam trend kemalangan perjalanan. Beberapa majikan besar dalam sektor yang terpilih juga didapati telah tersenarai dalam kelompok 100 majikan yang mempunyai kemalangan perjalanan tertinggi.

Melalui program advokasi yang telah dilaksanakan oleh di Pejabat PERKESO sebanyak 430 program telah berjaya dilaksanakan dan sehingga November 2018 sebanyak 224 majikan yang mengikuti program advokasi telah mencatat penurunan kadar kemalangan melebihi 10%.

SAFETY TO WORKPLACE NATIONAL CAMPAIGN 2018

In 2018, SOCSO collaborated with Prasarana Malaysia Berhad, a company seriously committed to working with the government in raising awareness of as well as reducing the rate of accident among workers who are the most valuable asset to an organisation and the company. The objective of the campaign is to emphasise on the need for preventive action as a basis for employees' social security protection as well as giving particular focus on prevention of commuting accident as priority in such prevention programmes. The campaign is also intended to deliver the Occupational Safety and Health as well as safe commuting message more effectively to employees under the protection of SOCSO.

Such campaigns were also conducted through Advocacy programmes by SOCSO offices nationwide with SOCSO's targets based on the services and manufacturing sectors that recorded an increasing trend in commuting accidents. Several major employers in the chosen sectors were found to be listed in the group of 100 employers with the highest record of commuting accidents.

Through the advocacy programmes implemented by SOCSO offices, the year 2018 showed an increase of 430 programmes wherein as at November 2018, 224 employers that underwent the advocacy programme recorded a decrease in accidents by more than 10%.

SOROTAN AKTIVITI DAN PROGRAM MEMPROMOSI KESELAMATAN DAN KESIHATAN PEKERJAAN

Workplace Health Promotion Seminar di Hotel Seri Pacific, Kuala Lumpur

Workplace Health Promotion Seminar telah diadakan pada 1 Mac 2018 bertempat di Hotel Seri Pacific, Kuala Lumpur. Seminar bertujuan bagi memberi pendedahan kepada majikan dan pekerja mengenai status kesihatan pekerja di Malaysia yang dilihat semakin meruncing saban tahun akibat daripada gejala Penyakit Tidak Berjangkit yang disebabkan oleh amalan gaya hidup tidak sihat. Turut diadakan *Activ@Work Challenge 2018 Award Ceremony* bagi memberi penghargaan kepada pemenang-pemenang *Activ@Work Challenge* yang telah diadakan pada bulan September hingga November 2018 yang lalu.

SUMMARY OF ACTIVITIES AND PROGRAMMES PROMOTE OCCUPATIONAL SAFETY AND HEALTH

Workplace Health Promotion Seminar at Hotel Seri Pacific, Kuala Lumpur

The Workplace Health Promotion Seminar was held on 1st March 2018 at the Seri Pacific Hotel, Kuala Lumpur. The seminar was held with an intention to expose employers and employees to the health status of employees in Malaysia that had deteriorated over the years due to Non-Communicable Diseases (NCD) resulting from an unhealthy lifestyle. The Actv@Work Challenge 2018 Award Ceremony was also held to give recognition to winners of the Activ@Work Challenge which was carried out from September to November 2018.

MALAYSIA COMMUTING ACCIDENT AND ROAD SAFETY SEMINAR (MYCARSS 2018)

Malaysia Commuting Accident and Road Safety Seminar (MYCARSS 2018) dengan tema "Membina Budaya Keselamatan Perjalanan Ke Arah *Vision Zero*" di *Putrajaya International Convention Centre (PICC)*, Putrajaya yang telah dirasmikan oleh YB. M. Kulasegaran, Menteri Sumber Manusia pada bulan Jun 2018.

MALAYSIA COMMUTING ACCIDENT AND ROAD SAFETY SEMINAR (MYCARSS 2018)

Malaysia Commuting Accident and Road Safety Seminar (MYCARSS 2018) with the theme, "Fostering Commuting Safety Culture Towards Vision Zero" was held at the Putrajaya International Convention Centre (PICC), Putrajaya officiated by YB M. Kulasegaran, Minister of Human Resource in June 2018.

BIDANG KEBERHASILAN UTAMA 2018
2018 KEY RESULT AREA

PROGRAM *STEP IT UP* PERKESO

Program *Step It Up* PERKESO diadakan khas untuk anggota PERKESO dalam menggalakkan anggota menjalani kehidupan aktif walaupun berada di tempat kerja. Program ini diadakan selama dua bulan pada bulan Julai dan Ogos 2018. Program ini telah mendapat penyertaan daripada 715 orang anggota sepanjang tempoh dua bulan diadakan.

SOCSO STEP IT UP PROGRAMME

The SOCSO Step It Up programme was held especially for the SOCSO staff, encouraging them to live active daily lives even at the work place. This programme was held for a period of two months, from July to August 2018. 715 SOCSO staff participated in the two-month programme.

Activ@Work CHALLENGE

Activ@Work Challenge diadakan selama tiga bulan bermula bulan September hingga November 2018. Program ini merupakan program yang berkonsepkan cabaran dengan bergiat aktif melakukan aktiviti fizikal seperti berjalan kaki, berlari dan bersenam. Program ini dianjurkan khas kepada golongan majikan dan pekerja di seluruh Malaysia. Sebanyak 169 majikan telah menyertai program ini.

Activ@Work CHALLENGE

The Activ@Work Challenge was held over three months beginning from September to November 2018. The programme carried the concept of a challenge in doing physical activities such as walking, running and exercising. This programme was specifically organised for employers and employees throughout Malaysia. A total of 169 employers participated in the programme.

KEMPEN PERJALANAN SELAMAT KE TEMPAT KERJA PERINGKAT KEBANGSAAN PERKESO

Kerjasama PERKESO dengan Prasarana Malaysia Berhad dalam Kempen Perjalanan Selamat ke Tempat Kerja 2018.

PERKESO SAFETY TO WORKPLACE NATIONAL CAMPAIGN 2018

Collaboration between PERKESO and Prasarana Malaysia Berhad in the Safety to Workplace Campaign 2018.

KEMPEN KESEDARAN KESELAMATAN JALAN RAYA BERSAMA PDRM

Kempen dilancarkan oleh YDH. Tan Sri Dato' Sri Noor Rashid bin Ibrahim, Timbalan Ketua Polis Negara di Denso Malaysia Sdn Bhd.

ROAD SAFETY AWARENESS CAMPAIGN WITH PDRM

Launching ceremony by YDH. Tan Sri Dato' Sri Noor Rashid bin Ibrahim, Deputy Inspector-General of Police at Denso Malaysia Sdn Bhd.

PROGRAM MERAKYATKAN PERKESO

Pembukaan Pejabat Baharu

PERKESO komited mendekati rakyat menerusi inisiatif meluaskan jaringan perkhidmatan dengan pembukaan pejabat baharu di lokasi-lokasi strategik yang bertujuan untuk memudahkan akses kepada pelanggan berurusan dengan PERKESO. Pada tahun 2018, PERKESO telah membuka pejabat baharu di Tanjung Karang, Selangor dan mula beroperasi pada 1 Oktober 2018. Kini PERKESO telah mempunyai 54 pejabat di seluruh negara. Pembukaan pejabat- pejabat baharu PERKESO merentasi sempadan merupakan usaha murni mendekati rakyat untuk memberi perkhidmatan terbaik kepada rakyat.

BRINGING SOCSO CLOSER TO THE PEOPLE

Opening of New Office

SOCSO remains committed in continuing to get close to the people through initiatives in expanding its network of services by opening new offices in strategic locations with a view to enabling clients' access in dealing with the organisation. In 2018, SOCSO opened a new office in Tanjung karang, Selangor which commenced operations on 1st October 2018. To date, SOCSO has 54 offices nationwide. The opening of such new offices across borders is part of the organisation's noble efforts in getting closer to the people to provide the best services.

CONNECTING CUSTOMERS PROGRAMME

PERKESO sentiasa komited bagi menyediakan perkhidmatan terbaik untuk memenuhi kehendak dan ekspektasi pelanggan. Justeru, *Connecting Customers Programme (CCP)* telah dilaksanakan bertujuan memberi informasi kepada pihak berkepentingan seperti majikan, pekerja, persatuan dan kesatuan berkenaan kedudukan dana PERKESO, skim yang sedang dilaksanakan dan cadangan perluasan perlindungan baharu. Di samping mendapatkan maklum balas daripada wakil-wakil Kongres Kesatuan Sekerja Malaysia (MTUC), Persatuan Pekilang-Pekilang Malaysia (FMM) dan Persatuan Majikan Majikan Malaysia (MEF) dan pihak berkepentingan semasa sesi forum dan melalui borang soal selidik. Program ini telah berjaya dilaksanakan di 13 lokasi di seluruh negara mulai 19 Julai hingga 13 Disember 2019. Sebanyak 1,430 peserta telah menghadiri program yang telah dianjurkan.

Semasa sesi forum, pihak MTUC, FMM dan MEF terdiri daripada pengurusan tertinggi iaitu YBhg. Datuk Abdul Halim Mansor (MTUC), YBhg Datuk Hj. Shamsuddin Bardan (MEF), YBrs. Dr Michael Chiam Tow Hui (MEF), YBrs. Dr May Luwe (FMM) dan semua wakil telah memberikan respon yang amat positif di mana mereka sentiasa menyokong usaha yang dilaksanakan oleh Kerajaan dan PERKESO ke arah penambahbaikan perkhidmatan yang disediakan.

Daripada 1,430 peserta yang hadir ke program ini, sebanyak 95.4% telah memberi maklum balas terhadap borang soal selidik yang telah diedarkan. Analisis maklum balas menunjukkan bahawa majoriti peserta memahami objektif program ini dilaksanakan. Secara keseluruhannya, sebanyak 65.6% responden prihatin terhadap kedudukan dana PERKESO, 89.3% responden bersetuju faedah yang disediakan oleh PERKESO di bawah Sistem Insurans Pekerjaan dan sebanyak 95.7% responden bersetuju agar PERKESO memperluaskan perlindungan bagi kemalangan diluar waktu kerja.

CONNECTING CUSTOMERS PROGRAMME

SOCSO is always committed in providing services to meet the requirements and expectation of its clients. Hence, the Connecting Customers Programme (CCP) was implemented with a view to providing information to stakeholders such as employers, employees, associations and unions regarding the status of SOCSO's funds, the schemes being implemented and proposals for expansion of new protection schemes. In addition, feedback was obtained from representatives of the Malaysian Trade Union Congress (MTUC), the Federation of Malaysian Manufacturers (FMM) and the Malaysian Employers Federation (MEF) as well as other stakeholders during forums and through survey questionnaires. This programme was carried out at 13 locations nationwide from 19th July to 13th December 2019. A total of 1,430 participants attended the sessions organised.

During the forum sessions, representatives from MTUC, FMM and MEF comprising their top management, namely, YBhg. Datuk Abdul Halim Mansor (MTUC), YBhg. Datuk Hj. Shamsuddin Bardan (MEF), YBrs. Dr. Michael Chiam Tow Hui (MEF), YBrs. Dr. May Luwe (RMM) and all other representatives gave very positive response in that they always support the efforts taken by the Government and SOCSO towards improving the services provided.

Of the 1,430 participants who attended the programme, 85.4% gave feedback on the survey questionnaire distributied. An analysis of the feedback showed that a majority of the participants understood the objectives for which the programme was held. Overall, 65.6% of the respondents were conscientious of the status of SOCSO's funds, 89.3% of the respondents agreed with the benefits provided by SOCSO under the Employment Insurance System and 95.7% of the respondents agreed for SOCSO to extend protection to accidents occurring outside of working hours.

PROGRAM *SOCIAL SYNERGY*

'Sinergi Perkasa, Rakyat Sejahtera'

Isu kewangan merupakan isu sejagat. Perancangan kewangan yang lemah dan tabiat berbelanja tidak mengikut kemampuan penyumbang utama penyebab masalah keberhutangan. Antara aduan yang kerap diterima PERKESO adalah kegagalan Orang Berinsurans atau penerima faedah PERKESO menguruskan kewangan pencen mereka.

Prihatin dan peka, Pengurusan Perhubungan Pelanggan mengambil pendekatan proaktif dengan mengorak langkah pertama menerusi perjumpaannya dengan Agensi Kaunseling Dan Pengurusan Kredit (AKPK) pada 9 Mac 2018 di Wisma PERKESO Kuala Lumpur.

Hasilnya, Program *Social Synergy* direalisasikan sebagai memenuhi aspirasi semua penerima faedah PERKESO khususnya dan rakyat Malaysia amnya. Program ini merupakan platform keselamatan sosial yang pertama, komprehensif dan bersistematik. Ia menggabungkan tujuh agensi lain seperti GIATMARA, Amanah Ikhtiar Malaysia (AIM), M*alaysia Digital Economy Corporation (MDEC)*, Jabatan Tenaga Kerja Semenanjung Malaysia (JTKSM) dan Majlis Agama Islam Wilayah Persekutuan (MAWIP) selain PERKESO dan AKPK sebagai tunjang utama. Sepanjang 2018 yang lalu, tiga sesi program berjaya dilaksanakan dengan penglibatan lebih 500 prospek dari agensi rakan strategik.

SOCIAL SYNERGY PROGRAMME

'Poweful Synergy, Prosperous People'

Financial issues are universal. Weak financial planning and overspending are the main contributors to the problem of indebtedness. Among the complaints oft received by SOCSO is the failure of Insured Persons or SOCSO benefit recipients in managing their pension funds.

Being concerned and sensitive to such issues, the Customer Relationship Management has taken a proactive approach by taking initial steps through its meeting with the Credit Counselling and Management Agency (AKPK) on 9th March 2018 at Wisma PERKESO Kuala Lumpur.

The meeting resulted in the realisation of the Social Synergy programme to fulfil the aspirations of the people of Malaysia in general, and the SOCSO benefit recipients in particular. This Programme is the first comprehensive and systematic social security platform. It brings together seven other agencies such as GIATMARA, Amanah Ikhtiar Malaysia (AIM), Malaysia Digital Economy Corporation (MDEC), Department of Labour Peninsular Malaysia and the Federal Territory Islamic Council, in addition to SOCSO and AKPK at its core. Throughout 2018, three sessions of the programme were conducted involving 500 prospects from strategic partner agencies.

BIDANG KEBERHASILAN UTAMA 2018
2018 KEY RESULT AREA

PUBLISITI DAN PROMOSI KORPORAT

Program dan inisiatif publisiti diadakan bertujuan untuk memberi kefahaman dan kesedaran kepada golongan pekerja dan majikan berkaitan skim dan faedah-faedah yang disediakan oleh PERKESO. Sepanjang tahun 2018, PERKESO telah melaksanakan aktivit publisiti dan promosi melalui pelbagai saluran media cetak mahupun media elektronik. Di antaranya termasuk cetakan iklan di pelbagai akhbar arus perdana, temu bual di televisyen, penampilan radio, dan pembukaan kaunter pameran dalam acara-acara awam. Program ini juga turut dipromosikan oleh Pejabat-Pejabat PERKESO melalui penglibatan secara langsung bersama majikan dan pekerja dalam program di tempat majikan, seminar dan ceramah.

CORPORATE PUBLICITY AND PROMOTION

Publicity programmes and initiatives were carried out with a view to give employers and employees an understanding and awareness of the schemes and benefits provided by SOCSO. Throughout 2018, SOCSO conducted publicity and promotion using various print and electronic media channels. Among those included print advertisements in several mainstream newspapers, television interviews, radio apprearances and opening of exhibition booths during public events. Such initiatives were also promoted by SOCSO offices through their direct involvement with employers and employees during programmes taking place at employer premises, as well as during seminars and talks.

PERKESO DI PLATFORM DIGITAL

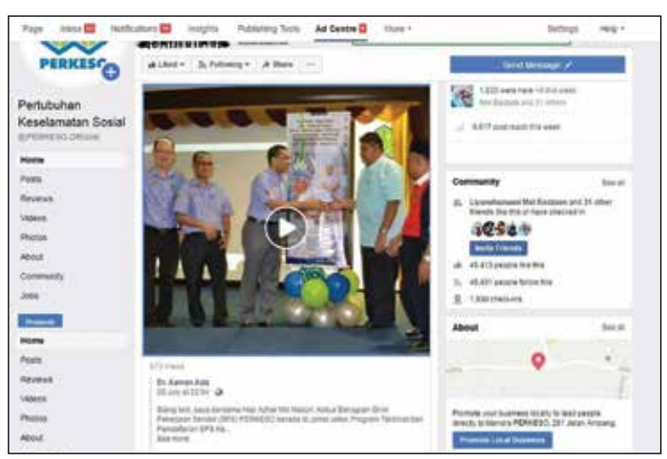
Melangkah era globalisasi, teknologi komunikasi kian maju merentas sempadan mendorong kecenderungan masyarakat ke arah komunikasi moden di media elektronik. Melalui media eletronik seperti televisyen, radio dan internet, informasi serta perkembangan terkini PERKESO lebih mudah tersebar luas dengan pantas tanpa sempadan di mana jua, sepanjang masa.

Sepanjang tahun 2018, pelbagai platform media elektronik telah digunakan bagi tujuan mempromosikan aktiviti serta menghebahkan informasi terkini kepada orang ramai. Antaranya menerusi siri televisyen bertajuk "Inspirasi Harapan" yang disiarkan melalui saluran Astro dan dihoskan oleh hos terkenal, Fara Fauzana.

SOCSO ON DIGITAL PLATFORMS

As we venture into the era of globalisation, communication technology that increasingly crosses borders pushes the tendencies of society towards modern communication through electronic media. Through electronic media such as television, radio and the internet, information regarding SOCSO as well as its latest developments can be easily and more quickly spread wide, borderless regardless of time and place.

In 2018, various electronic media platforms were utilised for the purposes of promoting activities and announcing the latest information to the public. Among those included a television series entitled *"Inspirasi Harapan"*, broadcast on Astro with well-known presenter, Fara Fauzana as its host.



"Inspirasi Harapan" memaparkan kisah-kisah Orang Berinsurans yang terbencana namun tidak patah semangat untuk kembali bekerja dan dibantu oleh PERKESO agar dapat meneruskan kelangsungan hidup. Kisah-kisah ini diharapkan dapat menjadi inspirasi kepada orang ramai supaya tidak berputus asa biarpun diuji dengan dugaan kehidupan. "Inspirasi Harapan" ini juga membawa mesej betapa pentingnya jaringan keselamatan sosial terhadap setiap individu.

Selain itu, PERKESO juga ke udara dalam rancangan Selamat Pagi Malaysia di RTM TV1 bagi memperkenalkan serta menghebahkan informasi tentang Skim Bencana Kerja Pekerjaan Sendiri yang mula dikuatkuasakan pada 1 Julai 2017. Selain turut mempromosikan aktiviti-aktiviti yang dianjurkan oleh PERKESO seperti "Labour Day Run and Ride 2018" dan Mycarss serta Kempen Perjalanan Selamat 2018. Sesi dialog oleh RTM TV1 turut menampilkan Dato' Mohd Sahar Darusman bagi menguar-uarkan kepada orang ramai mengenai Sistem Insurans Pekerjaan yang telah berkuatkuasa sejak 1 Januari 2018.

Tersentuh dengan keikhlasan dan prihatin terhadap Orang berinsurans, PERKESO tampil dalam rancangan bersiri "Bersamamu" oleh TV3 untuk turut bersama-sama menghulurkan bantuan. Platform radio memainkan peranan penting dalam hebahan informasi kepada pelbagai masyarakat pelbagai bangsa dan peringkat umur. Antaranya slot PERKESO di BFM 89.9, KL.fm, Traxx.fm, Minnal.fm dan Radio Langkawi.

Medium lain seperti Buletin Utama TV3, Berita Utama RTM, Berita Tamil TV2, Focus Malaysia, KOSMO, Berita Harian, The Sun dan berbagai-bagai saluran akhbar digital turut memaparkan informasi dan perkembangan terkini PERKESO.

Pengurusan Perhubungan Pelanggan secara terus melalui telefon di talian 1 300 22 8000 menjadi medium utama untuk pelanggan berurusan secara langsung atas talian. Selain itu, medium lain melalui media sosial seperti *Facebook, Twitter, Instagram, Linkedin* dan *Youtube*. Penggunaan media sosial ini telah memberikan impak yang positif kepada PERKESO dalam meningkatkan kualiti penyampaian perkhidmatan yang melangkaui ekspektasi pelanggan dari semasa ke semasa.

Penggunaan media sosial membolehkan pelanggan mengetahui aktiviti semasa yang dijalankan dan maklumat terkini mengenai PERKESO. Pelanggan juga boleh mengemukakan pertanyaan, komen atau kemusykilan yang dihadapi berkaitan dengan perkhidmatan atau produk PERKESO.

"Inspirasi Harapan" showcased the stories of Insured Persons who, despite their injuries, did not give up hope of returning to work, and with the assistance of SOCSO could continue earning their livelihood. It is hoped that these stories could inspire the public to not give up in the face of challenges that life presents us with. The show also carried the message of the importance of a social security network to each individual.

SOCSO also appear 'on-air' on the *Selamat Pagi* Malaysia Programme on RTM TV1 to introduce and announce information on the Self-Employment Injury Scheme which came into effect on 1st July 2017, in addition to promoting activities organised by SOCSO such as the "Labour Day Run and Ride 2018" and Mycars, as well as the Safe Commuting Campaign 2018. A dialogue on RTM TV1 also showcased Dato' Mohd Sahar Darusman who talked about the Employment Insurance system which came into effect on 1 January 2018.

Touched by the sincerity and concern towards Insured Persons, SOCSO participated in the television series, *"Bersamamu"*, produced by TV3, joining in the project to provide aid. The radio platform also played an important role in disseminating information to the various communities of various races and age groups, among others, through the SOCSO slots on BFM 89.9, KL.fm, Traxx.fm, Minnal.fm and Radio Langkawi.

Other mediums such as TV3's Buletin Utama, RTM's Berita Utama, TV2's Berita Tamil, Focus Malaysia, KOSMO, Berita Harian, The Sun and various other digital newspapers also showcased the latest information and development of SOCSO.

The Customer Relation Management, through its hotline at 1 300 22 8000, became the main medium for customers to deal with SOCSO directly online. Other platforms of communicate include social media such as Facebook, Twitter, Instagram, LinkedIn and YouTube. The use of social media had a positive impact on SOCSO in improving the quality of its service delivery that exceeds the customers' expectations from time to time.

Use of social media enables customers to be informed of activities currently being carried out, as well as the latest information on SOCSO. Customers can also submit enquiries, comments or questions that they may have regarding SOCSO services or products.

SEMINAR PERLINDUNGAN KESELAMATAN SOSIAL PERINGKAT NASIONAL

Sepanjang tahun 2018, Bengkel Perlindungan Keselamatan Sosial Peringkat Nasional 2018 telah berjaya dilaksanakan di sepuluh (10) lokasi terpilih seluruh Malaysia iaitu Kuantan, Miri, Pulau Pinang, Ipoh, Shah Alam, Melaka, Johor Bahru, Labuan, Kota Kinabalu dan Kuala Lumpur. Jumlah keseluruhan penyertaan oleh majikan bagi penganjuran bengkel ini ialah 830 peserta. Seminar Perlindungan Keselamatan Sosial Peringkat Nasional telah diberi pendekatan baharu bermula tahun ini melalui aktiviti dua hala antara peserta dengan penceramah secara aktiviti berkumpulan. Berkonsepkan bengkel, para peserta yang hadir dapat berbincang bersama mengenai isu-isu berkaitan PERKESO dalam membuat tuntutan faedah pekerja, mengemaskini rekod majikan dan pekerja, proses pembayaran caruman, Faedah Caruman Lewat Bayar dan sebagainya.

Selain itu, bengkel ini bertujuan untuk menerangkan latar belakang dan menekankan kepentingan jaringan keselamatan sosial terhadap pekerja-pekerja di Malaysia kepada para majikan di samping mempromosikan pembayaran caruman dalam talian melalui *FPX*. Memberi penerangan terkini dan lanjut mengenai Skim Bencana Pekerjaan, Skim Keilatan, Sistem Insurans Pekerjaan serta Skim Bencana Kerja Pekerjaan Sendiri.

Menariknya, penganjuran bengkel pada kali ini melibatkan usaha sama bersama RHB Bank dan *PayNet* dalam mempromosikan pembayaran caruman menerusi dalam talian. Pihak RHB Bank dan *PayNet* telah menyumbangkan hadiah-hadiah yang keseluruhannya bernilai sebanyak RM80,000.00 sebagai cabutan bertuah kepada mana-mana majikan yang membayar bayaran caruman secara *FPX* melalui portal *ASSIST*. Maklumbalas peserta menunjukkan program yang diadakan dapat meningkatkan kefahaman, meningkatkan kesedaran dan tanggungjawab majikan dan pekerja terhadap perlindungan keselamatan sosial.

NATIONAL SEMINAR ON SOCIAL SECURITY PROTECTION

Throughout 2018, the National Social Security Protection Workshop was successfully carried out at ten (10) selected locations in Malaysia, namely, Kuantan, Miri, Pulau Pinang, Ipoh, Shah Alam, Melaka, Johor Bahru, Labuan, Kota Kinabalu and Kuala Lumpur. The overall participation by employers during the workshops amounted to 830 participants. The National Seminar on Social Security Protection was given a new approach through interactive activities between participants and speakers, as well as group activities. With the concept of a workshop, the participants could engage in discussions on issues relevant to SOCSO in making employee benefit claims, updating employer and employee records, contribution payment process, interest on late payment of contribution and others.

In additions, the workshops were held with the purpose of explaining the background to and emphasising on the importance of social security network to employees in Malaysia, to the employers as well as promoting payment of contributions online using FPX. The workshop also provided the latest and further information on the Employment Injury Scheme, Invalidity Scheme, Employment Insurance System as well as the Self Employment Injury Scheme.

Interestingly, the organisation of these workshops involved collaborations with RHB Bank and PayNet in promoting online payment of contribution. RHB Bank and PayNet contributed prizes with an overall value of RM80,000.00 as lucky draw for any employer who makes payments of contribution via FPX on the ASSIST portal. Feedback from participants indicates that the programme had successfully enhanced understanding, improved awareness and responsibility of employers as well as employees towards social security protection.

PAMERAN KORPORAT

Sepanjang tahun 2018, PERKESO telah mengadakan dan menyertai beberapa program pameran yang turut disertai oleh agensi-agensi di bawah Jabatan Kementerian Sumber Manusia serta jemputan dari agensi swasta lain. Antraranya penyertaan Pameran dan Pengisisan Sempena Majlis Perjumpaan Ketua Setiausaha Negara (KSN) Bersama Graduan Cemerlang Tajaan JPA serta Mini Karnival Kerjaya di MAEPS, Serdang pada bulan Februari, Pameran *Safe@Work* KWSP 2018, Pameran *Ecobuild Southeast Asia 2018 and International Construction Week*, Pameran Karnival Kerjaya Sempena Pelancaran *MyApprenticeship* 2018 serta Persidangan dan Pameran Keselamatan dan Kesihatan Pekerjaan Kebangsaan 2018 (*COSH* 2018).

Orang ramai juga boleh mengambil kesempatan membuat semakan caruman dan turut serta dalam aktiviti-aktiviti yang diadakan semasa membuat kunjungan. Menerusi pendekatan ini, PERKESO dapat mendekati industri dan para majikan dari pelbagai sektor khusus kepada majikan-majikan yang pastinya mempunyai ramai pekerja. Menerusi aktiviti pameran yang telah diadakan, ia dapat meningkatkan lagi kesedaran dalam kalangan majikan dan pekerja tentang pentingnya untuk mencarum dengan PERKESO dan maklumat-maklumat terkini dapat disampaikan dengan lebih berkesan di samping mendekatkan hubungan di antara majikan, pekerja dan PERKESO.

CORPORATE EXHIBITION

In 2018, SOCSO held and participated in several exhibitions that also involved agencies under the Ministry of Human Resources. The organisation also accepted invitations from other private agencies. Among those included participation in the Exhibitions held in conjunction with the Chief Secretary to the Government's meeting with JPA Sponsored Graduates of Excellence, as well as the Careers Mini Carnival held at MAEPS, Serdang in February, the EPF Safe@Work Exhibition 2018, Ecobuild Southeast Asia 2018 and International Construction Week, Careers Carnival in conjunction with the launching of MyApprenticeship 2018, as well as the National Conference and Exhibition on Occupational Safety and Health 2018 (COSH 2018).

The public were given the opportunity to check on their contributions and participate in the activities held during the event. Through this approach, SOCSO can reach out to industry and employers from various sectors, especially employers who has a lot of employees. Such exhibitions further increased awareness among employers and employees of the importance of contributing to SOCSO in addition to more effectively disseminating the latest information as well as forging closer relationships between employers, employees and SOCSO.

HARI BERTEMU PELANGGAN

Program Hari Bertemu Pelanggan telah diadakan pada setiap hari Khamis pertama setiap bulan dari jam 8:30 pagi hingga 4:30 petang di semua 54 buah pejabat PERKESO di seluruh negara termasuk Ibu Pejabat PERKESO. Sebagai organisasi yang prihatin, PERKESO sentiasa mendekati dan berinteraksi dengan pelanggan khususnya Orang Berinsurans, pekerja, orang tanggungan, majikan dan pihak berkepentingan lain selaras dengan konsep *Delighting the Customer*.

Pada tahun 2018, seramai 778 pelanggan telah menghadiri Program Hari Bertemu Pelanggan di pejabat PERKESO di seluruh negara. Pelanggan berpeluang bersemuka secara langsung dengan pegawai atasan PERKESO bagi sebarang pertanyaan, semakan, khidmat nasihat atau membuat aduan. Pelanggan boleh berurusan bagi faedah-faedah yang diperuntukkan di bawah ketiga-tiga Akta yang telah dikuatkuasakan oleh PERKESO iaitu Akta Keselamatan Sosial Pekerja 1969 [Akta 4], Akta Keselamatan Sosial Pekerjaan Sendiri 2017 [Akta 789] dan Akta Sistem Insurans Pekerjaan 2017 [Akta 800].

MEET THE CLIENTS DAY

Meet The Client Days are held on the first Thursday of each month from 8.30 a.m. to 4.30 p.m. at all 54 SOCSO offices nationwide including the Headquarters. As a caring organisation, SOCSO remains close to and always interacts with its clients, particularly Insured Persons, employees, dependents, employers and other stakeholders, in line with the concept of Delighting the Customer.

In 2018, a total of 778 customers attended the Meet The Clients Day programme at SOCSO offices nationwide. Customers were given the opportunity to meet face-to-face with SOCSO's senior officers for any enquiries, review, advice or to lodge complaints. Customers were able to carry out transaction/ dealings regarding the benefits provided under all three Acts enforced by SOCSO, namely, the Employees' Social Security Act 1969 [Act 4], the Self Employment Social Security Act 2017 [Act 789] and the Employment Insurance System Act 2017 [Act 800].

SKUAD PERKESO PRIHATIN

Skuad PERKESO Prihatin merupakan satu kumpulan khas ditubuhkan supaya dapat menyalurkan bantuan segera kepada Orang Berinsurans atau waris yang ditimpa kemalangan atau musibah.

Misi utama penubuhan Skuad PERKESO Prihatin adalah untuk membantu Orang Berinsurans serta orang tanggungan mereka apabila berlaku sesuatu kejadian luar jangka melalui tindakan pantas dan segera tanpa melalui proses biasa prosesan faedah serta mendekatkan hubungan Orang Berinsurans, majikan dan PERKESO sebagai sebuah agensi kerajaan yang prihatin dan dekat di hati rakyat.

Sepanjang tahun 2018, Skuad PERKESO Prihatin telah menyelesaikan sebanyak 2,048 kes di seluruh negara berbanding 2,008 kes pada tahun 2017. Kesemua kes telah dapat diselesaikan segera manakala bakinya sebanyak 5 kes ditolak kerana kes-kes tersebut tidak memenuhi syarat-syarat kelayakan di bawah Skim Bencana Pekerjaan dan Keilatan.

PERKESO PRIHATIN SQUAD

The PERKESO Prihatin Squad is a special group established to render immediate assistance to Insured Persons or their next-of-kin who are involved in accidents or injured.

The main mission of the squad is to assist Insured Persons as well as their dependents in the event of an unexpected incident, through quick and immediate actions without undergoing the normal process of benefits claims. It is their mission to forge closer relationships between Insured Persons, employers and SOCSO, as a government agency that is caring and close to the hearts of the people.

Throughout 2018, the PERKESO Prihatin Squad has resolved 2,048 cases nationwide compared to the 2,008 cases in 2017. All the cases were immediately solved with the remaining 5 cases being rejected for not meeting the condititions for eligibility under the Employment Injury and Invalidity Scheme.

SKETSA JEJAK KEPERIHATINAN SKUAD PERKESO PRIHATIN

Balu Menerima Faedah Selepas Lapan Tahun Pemergian Mendiang

Seorang balu pemilik bengkel motosikal selalu hadir ke pejabat PERKESO Sarikei untuk membayar caruman bagi pekerjanya, namun dia tidak pernah terfikir untuk bertanya akan faedah PERKESO yang layak diterima mendiang suami yang meninggal dunia lapan tahun yang lalu. Pada permulaannya, balu beranggapan mendiang yang memiliki perniagaan tunggal di daerah Betong, Sarawak, tidak layak pencen PERKESO. Justeru, beliau tidak pernah melakukan tuntutan ke atas caruman mendiang. Namun, semasa kehadiran beliau yang lepas, terdetik di hatinya untuk bertanya dengan pegawai kaunter sama ada mendiang suami beliau layak untuk menerima pencen PERKESO.

Setelah semakan dilakukan, didapati suami beliau pernah bekerja dengan beberapa buah majikan sebelum meninggal dunia pada tahun 2010. Setelah PERKESO memproses tuntutannya, Pegawai Skuad PERKESO Prihatin Sarikei Encik Joseph Sawong, dengan sukacitanya telah menyerahkan cek Faedah Pencen Penakat kepada balu kerana dia dan anak-anaknya merupakan Orang Tanggungan mendiang.

Selama ini, balu terpaksa mengambil alih perniagaan suami dan menyara 3 orang anaknya dengan sendiri. Yang menyayat hati, anak bongsunya masih di dalam kandungan ketika pemergian suaminya. Balu yang kelihatan amat terharu, juga amat berterima kasih kepada PERKESO atas bantuan yang diterimanya kerana beliau langsung tidak menyangka dapat menerima Faedah Pencen Penakat untuk diri sendiri dan anak-anak. pencen yang diterima akan digunakan untuk pendidikan anak-anak dan juga membantu beliau mengembangkan perniagaan dimilikinya.

TRAILS OF THE SOCSO PRIHATIN SQUAD

Widow Receives Benefits Eight Years After Husband's Demise

A widow of a motorcycle workshop owner had always come to the SOCSO office in Sarikei to make contribution payments for her employers. However, it had never crossed her mind to enquire about SOCSO benefits that she qualified for upon her husband's demise eight years prior. At first the widow assumed that owning a sole proprietorship in the district of Betong, Sarawak meant that she did not qualify for SOCSO pension. Hence, she never initiated any claims on her late husband's contributions. However, on her last visit to SOCSO it came across her mind to ask the personnel at the counter on her eligibility to receive SOCSO pension by virtue of her husband's demise.

Upon checking, it was found that her husband had worked for several employers before his demise in 2010. After processing her claim, Sarikei SOCSO Prihatin Squad officer, Mr. Joseph Sawong, had the pleasure of presenting the survivor's pension check to the widow for she and her children were the Dependents of the demised.

Since her husband's death, the widow had to take over his business and support their three children on her own. Sadly, she was still pregnant with their youngest child at the time of her husband's passing. The widow seemed very touched and was very grateful to SOCSO for the aid received as she absolutely did not expect to receive the survivors' pension for herself and her children. The pension received will be utilised for the children's education as well as to help her expand the business.

KERJASAMA PEMIMPIN MASYARAKAT MEMBANTU ORANG BERINSURANS

Atas maklumat yang disalurkan oleh YB Muhammad Faiz bin Fadzil, ADUN Permatang Pasir kepada pihak PERKESO telah berjaya membantu seorang balu bernama Puan Zarina Salleh yang amat memerlukan bantuan untuk menyara keluarganya. Suaminya, Allahyarham Surkardi Mohd Isa, mengalami sesak nafas semasa keluar dari rumah pada tarikh 12 Disember 2018. Dukacitanya, beliau telah kembali ke Rahmatullah tidak lama kemudian. Beliau meninggalkan balunya dan seorang anak perempuan yang berumur 17 tahun.

PERKESO telah menyemak kelayakan arwah dan memproses permohonan faedah PERKESO dengan segera untuk meringankan beban yang dialami keluarga ini. Skuad PERKESO Prihatin Seberang Jaya telah hadir ke kediaman Allahyarham untuk menyampaikan cek Faedah Pengurusan Mayat sebanyak RM2,000 kepada Puan Zarina Salleh. Pencen Penakat arwah akan diuruskan segera dan dijangka dapat dibayar kepada balu dalam bulan Januari 2019.

YB Muhammad Faiz mengucapkan setinggi penghargaan kepada PERKESO yang telah bertindak pantas dan efisien untuk menyalurkan sumbangan yang mampu menampung beban keluarga setelah kehilangan satu-satunya pencari nafkah keluarga. YB juga merasakan integrasi baik antara pemimpin setempat terutama pejabat Adun dan agensi kerajaan seperti PERKESO penting dalam menjaga kebajikan rakyat. Kolaborasi sebegini akan menunjukkan keprihatinan kerajaan yang mementingkan perubahan tadbir urus. Perubahan bukan sahaja pada slogan, tetapi pada tindakan, sesuai dengan falsafah *'walk the talk'*. PERKESO menghargai tindakan pihak YB Muhammad Faiz yang pantas menyalurkan maklumat dan mengharapkan lebih ramai pemimpin tempatan melakukan tindakan sama supaya faedah PERKESO dapat disampaikan dengan segera untuk meringankan beban Orang Berinsurans dan orang tanggungannya apabila mereka ditimpa bencana.

COOPERATION OF COMMUNITY LEADERS IN HELPING INSURED PERSONS

Upon the information given by YB Muhammad Faiz bin Fadzil, Permatang Pasir State Legislative Council member, SOCSO managed to help a widow named Puan Zarina Salleh who was in dire need of help to support her family. Her husband, the late Surkardi Mohd Isa, experienced difficulty in breathing when he left their house on 12th December 2018. Sadly, he passed away not long thereafter. He left behind a widow and a daughter aged 17 years.

SOCSO conducted a check on the deceased's eligibility and immediately processed the application for SOCSO benefit to alleviate the burden carried by the family. The Seberang Jaya SOCSO Prihatin Squad visited the deceased's residence to present a Funeral Benefit cheque of RM2,000 to Puan Zarina Salleh. The deceased's Survivors' Pension will be immediately processed and it is expected to be paid to the widow in January 2019.

YB Muhammad Faiz expressed his appreciation to SOCSO which had acted quickly and efficiently todeliver the benefits of SOCSO which helps bear the burden of the family after having lost its sole breadwinner. He also felt that good integration between local leaders, especially the office of the State Assembly member, and government agencies such as SOCSO is very important in maintaining the welfare of the people. Such collaborations show the concerns of the government in placing importance on changes in governance. Changes are to be made not only in slogan, but also in actions, in line with the philosophy of 'walk the talk'. SOCSO very much appreciates the actions of YB Muhammad Faiz who was quick to provide information and hopes that more local leaders will follow his example so that SOCSO benefits can be channelled quickly to alleviate the burdens of Insured Persons and their dependents in the face of adversity.

BALU KEMALANGAN DALAM PERJALANAN DARI TEMPAT KERJA TERIMA FAEDAH PERKESO

"Akhirnya arwah pergi setelah hampir tiga (3) bulan bertarung nyawa, saya redha dengan ketentuan Ilahi," Antara ungkapan yang diluahkan oleh Puan Diana, 31 tahun iaitu balu kepada arwah Encik Hafeez, 34 tahun yang telah terlibat dengan kemalangan jalan raya ketika dalam perjalanan balik dari tempat kerja ke rumahnya. Kisah keluarga Puan Diana pernah dikongsikan sebelum ini, dan kemuncak ujian apabila suaminya telah dijemput Ilahi pada 8 Disember 2018 di Hospital Kuala Lumpur. Arwah meninggalkan seorang isteri dan 3 orang anak yang masih kecil.

Skuad PERKESO Prihatin (SPP) telah menerima berita pemergiaan arwah daripada Puan Diana sendiri yang telah hadir ke pejabat PERKESO Bentong untuk menyerahkan sijil kematian suaminya. Maklumat telah dilengkapkan pada 13 Disember 2018 dan pada hari yang sama cek Faedah Pengurusan Jenazah berjumlah RM2,000 telah diserahkan kepada Puan Diana.

Cek telah disampaikan oleh YB Wong Tack, ahli Parlimen Bentong diiringi YB Lee Chin Chen, ADUN Bilut. YB Wong Tuck juga telah berjanji akan menghulurkan bantuan kepada keluarga Puan Diana melalui pejabat Parlimen Bentong. Puan Diana akan menerima bayaran Faedah Orang Tanggungan secara pencen bulanan sepanjang hayatnya. Manakala tiga (3) orang anaknya juga akan menerima pencen yang sama sehingga berumur 21 tahun.

WIDOW OF COMMUTING ACCIDENT VICTIM RECEIVES SOCSO BENEFITS

“My late husband finally succumbed to his injuries after almost three (3) months fighting for his life. I accept Allah’s fate.” These were the words expreseed by Puan Diana, 31 years old, the widow of the late Encik Hafeez, 34 years old, who was involved in a road accident on his way back home from work. The story of Puan Diana’s family had been shared prior to this with the climax to the challenged that she faced occurring when her husband passed away on 8th December 2018 at Hospital Kuala Lumpur. The deceased was survived by a wife and three small children.

The PERKESO Prihatin Squad received the news of Encik Hafeez’s passing from Puan Diana herself who came to the Bentong SOCSO office to submit her husband’s certificate of death. The information was completed on 13th December 2018 and on the same day the RM2,000 Funeral Benefit was handed over to Puan Diana.

A cheque was presented by YB Wong Tack, Bentong Member of Parliament, together with YB Lee Chin Chen, State Assemblyman for Bilut. YB Wong Tuck also promised to help Puan Diana’s family through the Bentong Parliamentary Office. Puan Diana was to receive payment of Dependent’s Benefits by way of monthly pension for the rest of her life. Meanwhile, the three children will also receive the same pension up to the age of 21 years.

WARIS MANGSA MATI TERTEMBAK TERIMA FAEDAH PERKESO

Tragedi datang tanpa dijangka dan malang tidak berbau. Inilah yang berlaku kepada mendiang Rajasekeren a/l Ganthy yang meninggal dunia pada 29 November 2018 lalu ketika berburu bersama-sama seorang rakannya di kawasan hutan daerah Lumut.

Tragedi berlaku sekitar jam 11.00 pagi ketika mereka berdua bersama keluar berburu. Mangsa dikatakan telah tertembak dan dikejarkan ke Hospital Seri Manjung, mendiang dilaporkan meninggal dunia di tempat kejadian. Apabila Skuad PERKESO Prihatin Seri Manjung menerima berita ini, mereka telah menyiasat dan menyemak caruman mendiang dengan segera. Carumannya melayakkan waris mendiang untuk menerima Pencen Penakat.

Skuad PERKESO Prihatin telah pun melaksanakan majlis penyerahan Cek Pengurusan Mayat sebanyak RM2,000 kepada keluarga mangsa mendiang Rajasekeren a/l Ganthy. Disebabkan mangsa masih bujang dan belum berkahwin, kedua ibu bapa mangsa akan menerima bayaran faedah Pencen Penakat secara bulanan seumur hidup. Cek Pengurusan Mayat PERKESO telah disampaikan oleh wakil Datuk Ngeh Koo Ham iaitu Ahli Parlimen Beruas dan YB Yahaya bin Mat Nor, Adun Pasir Panjang turut hadir. PERKESO mengucapkan terima kasih atas kerjasama yang diberikan oleh pemimpin masyarakat dan menyeru semua untuk mengamalkan keprihatinan membantu masyarakat Malaysia dengan penuh ikhlas.

SHOOTING VICTIM'S NEXT-OF-KIN RECEIVES SOCSO BENEFITS

Tragedy comes unexpectedly and disasters cannot be foreseen. This was what happened to the late Rajasekeren a/l Ganthy who passed away on 29th November 2018 while on a hunting trip with his friend in the forests of Lumut.

The tragedy occurred at approximately 11.00 a.m. when the two men went out hunting. The victim was said to have been shot and was rushed to Seri Manjung Hospital. The deceased was reported to have passed away at the scene of the tragedy. Upon receiving news of the tragedy, the Seri Manjung PERKESO Prihatin Squad commenced investigation and immediately checked the deceased's contributions. His contributions rendered his family eligible to receive Survivors' Pension.

The squad presented a Funeral Benefit Cheque of RM2,000 to the family of the late Rajasekeren a/l Ganthy. As the deceased was single and unmarried, his parents were eligible for lifelong month payment of Survivors' Pension. The SOCSO Funeral Benefit cheque was presented by Datuk Ngeh Koo Ham, Member of Parliament for Beruas. Also present was YB Yahaya bin Mat Nor, Pasir Panjang State Assemblyman. SOCSO expressed its gratitude for the cooperation given by community leaders and urged everyone to practice caring in sincerely helping the Malaysian community.

PASANGAN INSAN TERPILIH TERIMA FAEDAH PERKESO

Pada 6 November 2018, Ketua Eksekutif PERKESO berbesar hati menyempurnakan Majlis Penyampaian Faedah Pengurusan Mayat (FPM) sebanyak RM2,000 kepada Orang Tanggungan Allahyarham Fouad Bin Skh Mohamed dan Allahyarhamah Rose Hasnitah Binti Ahmad. Pasangan suami isteri ini menjadi insan-insan terpilih apabila meninggal dunia di tanah suci Mekah pada 6 November yang lalu. Pasangan ini meninggalkan seorang anak perempuan yang berumur 8 tahun iaitu Nurul Eman Heleesyah. Nurul Eman kini dipelihara oleh anak tiri Orang Berinsurans iaitu Nurul Atasha sebagai Penjaga. Berikutan maklumat kematian melalui perkongsian akhbar tempatan diterima oleh Skuad PERKESO Prihatin (SPP) Melaka pada tarikh 11 November 2018, tindakan awal telah diambil oleh pegawai SPP Melaka iaitu Encik Nasarudin bin Ahmad untuk mendapatkan maklumat caruman dan waris.

Hasil semakan didapati Fouad Bin Skh Mohamed memenuhi syarat kelayakan caruman yang dikurangkan manakala isteri iaitu Rose Hasnitah Binti Ahmad tidak mempunyai caruman yang cukup bagi melayakannya mendapat faedah. Lawatan ke rumah waris telah dibuat pada 12 November 2018 untuk membantu orang tanggungan dan penjaganya melengkapkan semua dokumen yang diperlukan. Kes telah didaftar dan diproses dan bayaran Faedah Pengurusan Mayat telah diluluskan pada hari yang sama.

PERKESO meluluskan pencen bulanan berjumlah RM682.50 kepada adik Nurul Eman sehingga dia berumur 21 tahun ataupun sehingga dia mendapat ijazah pertama pengajian tinggi di masa hadapan. Pencen bulanan yang diterima dapat sedikit sebanyak membantu waris untuk meneruskan hidup dengan penuh kesabaran.

SPECIAL COUPLE RECEIVES SOCSO BENEFITS

On 6th November 2018, the Chief Executive of SOCSO presented a Funeral Benefit cheque of RM2,000 to the Dependants of the late Fouad bin Skh Mohamed and Rose Hasnitab binti Ahmad. The married couple were a few of the chosen ones who passed away in the Holy Land of Mecca on 6 Novembers. The couple was survived by an eight year old daughter, Nurul Eman Heleesyah. Nurul Eman is now in the care of the Insured Person's stepdaughter, Nurul Atasha as her Guardian. Following the news published in local newspapers on 11th November 2018, early action was initiated by the Melaka PERKESO Prihatin Squad officer, Encik Nasarudin bin Ahmad to obtain information regarding contributions as well as survivors.

It was found that Fouad bin Skh Mohamed met the reduced contribution eligibility condition whereas his wife, Rose Hasnitah binti Ahmad did not have sufficient contribution to qualify for benefit. A visit to the residence of the survivors was made on 12th November 2018 to help the dependant and her guardian to complete the necessary documents.The case was registered and processed, with payment of Funeral Benefit approved on the same day.

SOCSO approved a monthly pension in the sum of RM682.50 for Nurul Eman until she reaches the age of 21 years or completes her first degree in the future. The monthly pension will be able to help, even in a small way, the dependant of Insured Persons to live on patiently.

PENGURUSAN PERHUBUNGAN PELANGGAN *(CRM)* – PEKA DAN PRIHATIN

Perkhidmatan pelanggan yang cekap mementingkan aspek kualiti interaksi dengan pelanggan. Perkhidmatan yang cekap akan bertindak responsif terhadap kehendak dan aspirasi semasa. Bagi memastikan perkhidmatan pelanggannya kekal relevan, PERKESO telah melaksanakan pelbagai usaha penambahbaikan meliputi beberapa bidang bertujuan mengurangkan karenah dan aduan dengan mempermudah dan memperkemaskan sistem dan prosedur kerja sedia ada.

Automated SOCSO Integrated System atau *ASSIST* yang telah dilancarkan pada 1 Januari 2018 memberi banyak manfaat kepada pelanggan dan seterusnya meningkatkan lagi prestasi sistem penyampaian perkhidmatan. Penggabungan *ASSIST* dan SIP *RCC* pula merupakan satu pendekatan yang dinantikan oleh majikan kerana memudahkan mereka membuat bayaran bulanan dalam satu portal, proses yang lebih mudah, mesra pengguna di samping menjimatkan masa dan kos.

Peka dan prihatin dengan isu yang dihadapi majikan dan pelanggan, anggota *CRM* sentiasa dilengkapkan dengan maklumat terbaharu agar mereka mampu mengolah, menganalisa maklumat dan memberi tindak balas dengan lebih yakin dan tepat. Di samping mengendalikan panggilan, anggota juga sedia memberikan perkhidmatan berkaitan:

- Perkhidmatan Pertanyaan
- Perkhidmatan Permintaan *(Service Request)*
- Pengurusan Isu-isu pengoperasian
- Perkhidmatan *Outbound*
- Mengendali dan menjawab pertanyaan yang diterima menerusi e-mel rasmi perkeso@perkeso.gov.my, feedback@perkeso.gov.my dan iPERKESO (aplikasi telefon mudah alih).

CUSTOMER RELATIONS MANAGEMENT (CRM) – RESPONSIVE AND CARING

Efficient customer service places importance on the quality of interaction with customers as well as being responsive towards current needs and aspirations. In order to ensure that its customer service remains relevant, SOCSO has implemented various improvements covering several areas with a view to reducing bureaucracy and complaints by simplifying and updating the system and work procedures currently existing.

The Automated SOCSO Integrated System or ASSIST that was launched on 1st January 2018 has proven to be advantageous to customers, thus enhancing the performance of the service delivery system. The combination of ASSIST and SIP RCC has been long-awaited by employers as it enables them to make monthly payments through a single portal, with a simpler process that is customer-friendly, in addition to saving time and cost.

Sensitive and concerned of the issues faced by employers and customers, CRM staff are always equipped with the latest information so as to enable them to digest and analyse information and give feedback more confidently and accurately. In addition to handling calls, the staff are also ready to provide service related to:

- Enquiries
- Service Request
- Management of operational issues
- Outbound Services
- Handling and answering enquiries received through official email at perkeso@perkeso.gov.my, feedback@perkeso.gov.my and through iPERKESO (mobile telephone application).

BIDANG KEBERHASILAN UTAMA 2018
2018 KEY RESULT AREA

Antara lima isu utama pelanggan yang dapat diselesaikan menerusi khidmat *CRM* adalah :

i. ID Portal – Pendaftaran ID
ii. Sistem Insurans Pekerjaan (SIP)
iii. iPERKESO
iv. Pendaftaran Majikan
v. Kaedah Pembayaran Caruman

Statistik panggilan dan aduan yang diterima bagi tempoh Januari hingga Disember 2018:

Among the five main customer issues that can be resolved using CRM services are:

i. ID Portal – ID Registration
ii. Employment Insurance System (EIS)
iii. iPERKESO
iv. Employer Registration
v. Contribution Payment Method

The statistics for calls and complaints received from January to December 2018:

MEDIUM TYPES	PANGGILAN DITERIMA CALL RECEIVED	JUMLAH DISELESAIKAN AMOUNT COMPLETED
Panggilan / Calls	217,780	217,780
E-mel / Email	50,110	50,110

PERKHIDMATAN PELANGGAN

PERKESO sentiasa komited memberi perkhidmatan terbaik kepada pelanggan selaras dengan *Brand Statement* PERKESO iaitu "PERKESO Prihatin Melangkaui Ekspektasi, Kesejahteraan Pelanggan Keutamaan kami". Anggota perkhidmatan pelanggan merupakan barisan hadapan utama dalam memberi perkhidmatan kepada pelanggan yang boleh memberi tanggapan awal *(first impression)* tentang kualiti perkhidmatan PERKESO secara keseluruhannya di mata pelanggan. Anjakan paradigma sentiasa diperkasakan bagi mencapai hasil berkonsepkan *delighting the customer.*

Pengurusan PERKESO sentiasa meletakkan kepuasan pelanggan sebagai fokus utama termasuk penekanan melalui enam (6) Nilai Teras Utama yang perlu dipatuhi oleh semua anggota PERKESO terutamanya Fokus Kepada Pelanggan dan Prihatin.

PERKESO telah menyediakan pelbagai saluran khidmat pelanggan menerusi perkhidmatan kaunter, telefon, Talian Khidmat Pelanggan, *SMS*, e-mel, laman sesawang, laman sesawang sosial, aplikasi "iPERKESO", Program Hari Bertemu Pelanggan, aduan melalui Sistem pengurusan Aduan Awam (SISPAA) dan sebagainya. Pelanggan boleh menghubungi PERKESO untuk membuat pertanyaan, khidmat nasihat, aduan, penghargaan dan sebagainya. PERKESO menganggap setiap maklum balas daripada pelanggan merupakan suatu kurniaan inspirasi, peluang dan ruang penambahbaikan yang mampu mencetus perubahan kearah perkhidmatan yang lebih cemerlang kepada pelanggan. Perancangan, perlaksanaan, penilaian dan tindakan *(P.D.C.A)* diambil kira dalam memberi perkhidmatan terbaik kepada PERKESO.

CUSTOMER SERVICE

SOCSO is always committed in giving the best service to customers in line with its Brand Statement, "SOCSO Cares Beyond Expectation, Customers' Wellbeing Our Priority". Customer service personnel are our front line in providing service to customers that can give a first impression of SOCSO's overall quality of service in the eyes of customers. Paradigm shifts are constantly strengthened to achive the outcome based on the concept of delighting the customer.

SOCSO's management always places customer satisfaction as its main focus including emphasis on the six (6) Key Core Values that must be complied with by all SOCSO staff especially with regards to Focus on Customer and Caring.

SOCSO provides various channels of customer service through counter service, telephone, Customer Service Hotline, SMS, email, website, social media, the iPERKESO application, Meet the Client Day, complaints through the Public Complaints Management System (SISPAA) and others. Customers can contact SOCSO to make enquiries, obtain advisory services, lodge complaints, give appreciation and others. SOCSO takes each feedback from its customers as a burst of inspiration, opportunity and room for improvement that can lead towards even more excellent service for the customers. Planning, implementation, evaluation and action will be taken into account by SOCSO in giving the best service.

PENGURUSAN ADUAN

PERKESO memandang serius aduan-aduan yang diterima daripada pelanggan. Pada tahun 2018, PERKESO telah menerima sejumlah 2,623 kes aduan, daripada jumlah tersebut sebanyak 2,559 kes aduan atau 97.56% adalah aduan terhadap pihak ketiga iaitu melibatkan aduan terhadap majikan, Jemaah Doktor, Jemaah Doktor Rayuan atau pihak ketiga yang lain. Sehubungan itu, 64 kes aduan adalah aduan terhadap PERKESO atau 2.44% daripada jumlah keseluruhan aduan.

Aduan terhadap PERKESO pada tahun 2018 menurun sebanyak 56.46% iaitu 83 kes aduan berbanding tahun 2017 sebanyak 147 kes. Antara 3 jenis aduan tertinggi terhadap PERKESO adalah berkaitan dengan tuntutan faedah Keilatan, Faedah Hilang Upaya Sementara dan perkhidmatan PERKESO masing-masing berjumlah 10 kes atau 15.62%. Analisis terhadap penerimaan aduan telah disusuli tindakan penguatkuasaan terutamanya meningkatkan tindakan pemeriksaan, pengkompaunan dan pendakwaan terhadap majikan yang ingkar berdasarkan peruntukkan Akta Keselamatan Sosial Pekerja 1969 [Akta 4] dan Akta Sistem Insurans Pekerjaan 2017 [Akta 800]. Antara aktivitinya adalah OPS KESAN yang dijalankan serentak di seluruh negara di semua cawangan PERKESO.

Sementara itu, bagi aduan terhadap PERKESO yang melibatkan perkhidmatan anggota barisan hadapan *(frontliner)* seperti perkhidmatan kaunter dan panggilan telefon, tindakan memantapkan dan memastikan pematuhan Garis Panduan Khidmat Pelanggan *(Employee Customer Guildeline-ECG)* dan pembudayaan S4P iaitu Senyum, Sapa, Salam, Santun dan Prihatin di kalangan anggota PERKESO telah dilaksanakan melalui arahan dari semasa ke semasa. Kursus Pemantapan Barisan Hadapan yang diadakan turut memberi suntikan semangat dan teguran membina bagi penambahbaikan terhadap perkhidmatan pelanggan. *Mystery Shopping Branch Walk-in, Branch Call* dan Talian Khidmat Pelanggan PERKESO di talian 1 300 22 8000 *(CRM)* juga telah dilaksanakan oleh pembekal perkhidmatan di semua pejabat PERKESO sejak tahun 2017 sehingga kini bagi memastikan peningkatan kualiti perkhidmatan terhadap pelanggan.

COMPLAINTS MANAGEMENT

SOCSO takes the complaints received from customers very seriously. In 2018, the organisation received a total of 2,623 cases of complaints, of which 2,559 cases or 97.56% consisted of complaints against third parties, namely, complaints against employers, panel of doctors, panel of appellate doctors or other third parties. In relation thereto, 64 cases or 2.44% of the overall complaints consisted of complaints against SOCSO.

The number of complaints against SOCSO in 2018 decreased by 56.46%, that is 83 cases compared to the 147 cases in 2017. Among the top three highest types of complaints against SOCSO were related to claims for Invalidity benefits, Temporary Disablement Benefits and SOCSO services, for a total of 10 cases or 15.62%. The analysis on the complaints received was then followed-up with enforcement especially intensifying inspections, compounds and prosecution agains employers in breach of the provisions of the Employees' Social Security Act 1969 [Act 4] and the Employment Insurance System Act 2017 [Act 800]. Among the activities carried out is OPS KESAN which was conducted simultaneously at all SOCSO branches throughout the country.

Meanwhile, in the case of complaints against SOCSO involving frontliner service such as counter service and telephone calls, consolidation and ensuring compliance of the Employee Customer Guideline (ECG) and enculturation of S4P, namely, Senyum, Sapa, Salam, Santun and Prihatin among SOCSO staff were implemented through directives issued from time to time. Frontline Consolidation Courses were also held to inject spirit and constructive criticsm for the improvement of customer service. Mystery Shopping Branch Walk-in, Branch Call and SOCSO Custoer Service Hotline at 1 300 22 8000 (CRM) were also implemented by service providers at all SOCSO offices, from 2017 to date, to enxure improvement of quality of service to customers.

Mystery Shopping

Sebagai organisasi yang prihatin, PERKESO sentiasa memastikan konsistensi perkhidmatan yang cemerlang kepada pelanggan PERKESO. PERKESO telah melantik pihak ketiga bagi melaksanakan *mystery shopping* ke semua pejabat PERKESO melalui 3 jenis *mystery shopping* seperti berikut:

Mystery Shopping terhadap tiga (3) saluran perkhidmatan yang utama iaitu Kaunter Perkhidmatan *(Branch Walk-In)*, Panggilan Telefon dan juga Panggilan Ke Pusat Perhubungan Pelanggan telah dijalankan. Setiap kriteria penilaian terhadap mutu perkhidmatan diambil kira untuk memastikan kepuasan pelanggan dijadikan fokus utama. Kriteria yang dinilai bagi *Branch Walk-In* termasuk *External Façade, Branch Image, Queue Time, Staff's Friendliness, Staff's Competency* dan *Customer Service Counter*. Kriteria bagi penilaian *Branch Mystery Call* termasuk *Telephone Technique, Staff's Friendliness* dan *Staff's Competency.* Sementara itu, *CRM Mystery Call* merangkumi *Technicality, Telephone Technique, Staff's Friendliness* dan *Staff's Competency.*

Mystery Shopping

As a caring organisation, SOCSO always ensures consistency of excellent service to its customers. To that end, SOCSO has appointed a third party to conduct mystery shopping exercises at all SOCSO offices, carrying out three types of mystery shopping as follows:

Mystery Shopping was conducted on three (3) main channels of service, namely, Service Counters (Branch Walk-In), Telephone Calls and Calls to Customer Relation Centre. Each evaluation criteria of service quality was taken into account to ensure that customer satisfaction is the main focus. The criteria evaluated for Branch Walk-In included the Extdernal Façade, Branch Image, Queue Time, Staff's Friendliness, Staff's Competency and Customer Service Counter. The evaluation criteria for Branch Mystery Call included Telephone Technique, Staff's Friendliness and Staff's Comptency. Finanly, the CRM Mystery Call covered Technicality, Telephone Technique, Staff's Friendliness and Staff's Competency.

	JENIS *MYSTERY SHOPPING*	KLASIFIKASI	TARGET & KEKERAPAN
1	***Branch Walk-In***	I. *External Facade* II. *Branch Image* III. *Queue Time* IV. *Staff Friendliness* V. *Staff Competency* VI. *Customer Service Counter*	• 54 Pejabat (termasuk Kaunter Utama Ibu Pejabat PERKESO) • Setiap tahun diadakan 2 fasa *(wave)* • 2 kali lawatan bagi setiap pejabat untuk setiap fasa *(wave)*
2	***Branch Mystery Call***	I. *Telephone Techniques* II. *Staff Friendliness* III. *Staff Competency*	• 54 Pejabat (termasuk Kaunter Utama Ibu Pejabat PERKESO) • Setiap tahun diadakan 2 fasa *(wave)* • 2 kali lawatan bagi setiap pejabat untuk setiap fasa *(wave)*
3	***CRM Mystery Call*** ***CRM:*** Cawangan Perhubungan Pelanggan	I. *Technically* II. *Telephone Technique* III. *Staff Friendliness* IV. *Staff Competency*	• Setiap tahun diadakan 2 fasa *(wave)* • 100 panggilan untuk setiap fasa *(wave)* • Talian khidmat pelanggan: **1300 22 8000**

BIDANG KEBERHASILAN UTAMA 2018
2018 KEY RESULT AREA

Secara keseluruhannya pencapaian bagi ***Mystery Shopping Branch Walk-In*** mendapati prestasi kualiti perkhidmatan pelanggan telah meningkat sebanyak 5.28% iaitu daripada 83.15% semasa penilaian *Wave 3* kepada 88.43% dalam *Wave 3*.

Bagi ***Mystery Shopping Branch Mystery Call***, prestasi kualiti perkhidmatan pelanggan telah meningkat sebanyak 2.82% iaitu daripada 67.76% penilaian *Wave 3* kepada 70.58% dalam *Wave 4*.

Manakala Bagi ***Mystery Shopping CRM Mystery Call,*** prestasi kualiti perkhidmatan pelanggan telah menurun sedikit iaitu 0.10% daripada 98.28% penilaian *Wave 3* kepada 98.18% dalam *Wave 4*.

Dapatan daripada *Mystery Shopping* dianalisis untuk mengenal pasti punca kelemahan, mengambil tindakan penambahbaikan dan langkah-langkah pencegahan. Laporan lengkap telah dibentangkan kepada pihak pengurusan tertinggi PERKESO dan juga pejabat-pejabat PERKESO di seluruh negara. Anggota barisan hadapan yang mencapai keputusan yang kurang memuaskan dikehendaki menghadiri kursus peningkatan kualiti perkhidmatan lanjutan untuk memastikan pembudayaan perkhidmatan cemerlang kepada pelanggan diamalkan secara konsisten dan berterusan.

Overall, the **Mystery Shopping Branch Walk-In** found that the customer service quality has increased by 5.28%, that is, from 83.15% during Wave 3 evaluation to 88.43% in Wave 3.

For **Mystery Shopping Branch Mystery Call**, the customer service quality has improved by 2.82%, that is, from 67.76% during Wave 3 evaluation to 70.58% in Wave 4.

In the case of **Mystery Shopping CRM Mystery Call**, the customer service quality experienced a slight decline, that is, 0.10% of 98.28% in Wave 3 evaluation to 98.18% in Wave 4.

The findings of the Mystery Shopping exercise were analysed to identify the source of weakness, take action for improvement as well as preventive measures. The complete report was presented to SOCSO's top management as well as SOCSO offices nationwide. Frontliners with less satisfactory results were required to attend further quality service enhancement course to ensure that the enculturation of excellent service to customers is consistently and continuously practised.

KEPUASAN PELANGGAN SENTIASA MENJADI KEUTAMAAN

PERKESO sentiasa meletakkan kepuasan pelanggan sebagai keutamaan dalam penyampaian perkhidmatan dan sentiasa memastikan ekpektasi pelanggan dipenuhi dan ditepati. Justeru, pandangan dan maklum balas pelanggan sentiasa diambil kira dan dipantau menerusi Kajian Kepuasan Pelanggan PERKESO yang dijalankan sepanjang tahun. Menerusi kajian tersebut, persepsi dan kepuasan pelanggan dinilai untuk meningkatkan mutu dan perkhidmatan yang diberikan oleh PERKESO.

Kajian Kepuasan Pelanggan PERKESO dijalankan melibatkan dua fasa iaitu Fasa Pertama yang dijalankan pada Januari hingga Jun dan Fasa Kedua yang dijalankan pada Julai hingga Disember. Responden kajian adalah terdiri daripada pelanggan yang hadir di semua kaunter utama pejabat PERKESO dan penerima bayaran pertama bagi tuntutan faedah.

Kajian ini memberi fokus kepada lapan (8) petunjuk utama iaitu Perkhidmatan, Capaian Perkhidmatan, Persekitaran, Tindakbalas, Tuntutan Faedah, Pengendalian Aduan, Promosi / Publisiti dan Kualiti Perkhidmatan yang membentuk indeks kepuasan pelanggan untuk mengukur kualiti penyampaian perkhidmatan yang disediakan.

CUSTOMER SATISFACTION ALWAYS THE PRIORITY

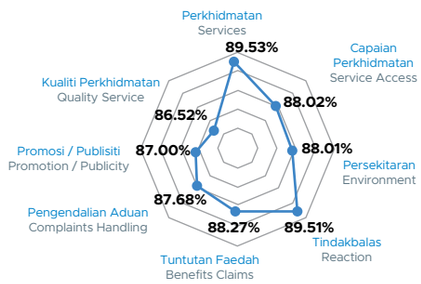
SOCSO constantly puts customer satisfaction as a priority in service delivery and always ensures that clients' expectations are fulfilled as promised. Hence, the view and feedback of customers are always taken into consideration and monitored through the SOCSO Customer Satisfaction Study conducted throughout the year. Through the study, the perception and satisfaction of customers are assessed in order to improve the quality of services rendered by SOCSO.

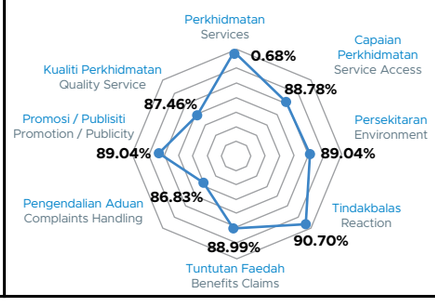
The SOCSO Customer Satisfaction Study was conducted in two phases with the First Phase being carried out from January to June whereas the Second Phase was done from July to December. The respondents in the study comprised customers present at all main counters of SOCSO offices and recipients of first payments of benefits claims.

The study focused on eight (8) key indicators, namely, Service, Service Access, Environment, Reaction, Benefits Claims, Complaints Handling, Promotion / Publicity and Service Quality, all of which form the customer satisfaction index to measure the quality of service delivery.

Indeks kepuasan pelanggan / Customer satisfaction index

FASA / PHASE 1/2018	FASA / PHASE 2/2018
88.07%	**88.94%**
Indeks Kepuasan Pelanggan Fasa 1/2018 mengikut Petunjuk Utama **Customer Satisfaction Index Phase 1/2018 in accordance with Key In Indicators**	**Indeks Kepuasan Pelanggan Fasa 2/2018 mengikut Petunjuk Utama** **Customer Satisfaction Index Phase 2/2018 in accordance with Key Indicators**





BIDANG KEBERHASILAN UTAMA 2018
2018 KEY RESULT AREA

TRANSFORMASI

Perkhidmatan awam di seluruh dunia sedang menghadapi cabaran baharu dalam bentuk permintaan dan ekspektasi yang semakin meningkat daripada pelanggan dan pihak berkepentingan. Bagi menghadapi cabaran ini, PERKESO telah membuat beberapa transformasi bagi mempertingkatkan kualiti penyampaian perkhidmatan pelanggan, mengoptimumkan tenaga sumber manusia yang berkeupayaan serta memanfaatkan kemajuan teknologi.

Pihak pengurusan buat julung kalinya mengiktiraf inisiatif-inisiatif transformasi yang berjaya dilaksanakan mengikut Pelan Transformasi PERKESO 2018. Sebanyak 6 inisiatif transformasi telah berjaya dilaksanakan dan dibentangkan di Konvensyen Transformasi PERKESO sempena sambutan Majlis Kemuncak Kualiti dan Inovasi PERKESO Kali ke-18. Inisiatif transformasi tersebut adalah:

- ***Adaptive Clothing***
  Pusat Rehabilitasi PERKESO Tun Abdul Razak Melaka
- ***MyVIP***
  Bahagian Perancangan dan Hal Ehwal Korporat dan Cawangan Penguatkuasaan
- ***Enforcement Punitive Automation System (PuAS)***
  Cawangan Penguatkuasaan
- ***Portal ASSIST* PERKESO**
  Bahagian Caruman
- **PERKESO *Medical Card***
  Bahagian Sumber Manusia
- ***Digital Document Management System***
  Bahagian Khidmat Pengurusan

TRANSFORMATION

The public sector especially in the whole world is currently facing a new challenge regarding with the demand and expectation from the customers and stakeholders. In order to confront with this obstacle, SOCSO have made a few transformations to improve the quality of the customer service delivery and to optimise the human resource capital that will not only bring benefit but also capable of bringing more technological advancement.

For the first time, the management have recognised the transformational initiatives that had been successfully executed according to SOCSO 2018 Transformational Plan. A total of 6 transformational initiatives had been implemented and had been presented at the SOCSO Transformational Convention in conjunction with the SOCSO Quality and Innovation Event Highlights for the 18th time. These are the transformational initiative:

- **Adaptive Clothing**
  Tun Abdul Razak SOCSO Rehabilitation Centre Melaka
- **MyVIP**
  Planning & Corporate Affairs Division
- **Enforcement Punitive Automation System (PuAS)**
  Enforcement Branch
- **Portal ASSIST PERKESO**
  Contribution Division
- **PERKESO Medical Card**
  Human Resources Division
- **Digital Document Management System**
  Management Services Division

BAYARAN SECARA *FPX*

Inisiatif PERKESO untuk mewujudkan satu sistem bersepadu dalam menyampaikan perkhidmatan yang efisien dan mesra pengguna dengan pengenalan kepada Portal *ASSIST* telah dilaksanakan pada 1 Januari 2018. Menerusi platform ini, majikan boleh mengemukakan data caruman dan bayaran secara dalam talian yang secara langsung membolehkan majikan mengemaskini maklumat gaji dan caruman setiap pekerja tanpa perlu lagi mengemukakan jadual caruman fizikal (Borang 8A) atau hadir ke pejabat PERKESO.

Proses bayaran caruman yang lebih efektif menerusi Portal *ASSIST* telah menunjukkan peningkatan yang ketara dalam bilangan majikan yang membuat penghantaran caruman dan bayaran melalui medium ini. Pada tahun 2018, PERKESO telah mencatatkan sebanyak 2,872,987 bilangan transaksi yang dibuat melalui *FPX* berbanding 1,152,785 transaksi bagi tahun 2017. Usaha berterusan pihak PERKESO khususnya dalam mempromosikan serta menggalakkan majikan membuat pembayaran caruman melalui *FPX* turut dilaksanakan dengan kerjasama *PayNet* dan RHB Islamic Bank melalui Memorandum Kerjasama (*MoU*) Promosi Bayaran Secara *FPX* Melalui Portal *ASSIST* pada 14 Februari 2018 di Dewan Intan, Menara PERKESO Jalan Ampang. Melalui kerjasama ini, PERKESO telah melaksanakan seminar kepada majikan-majikan di seluruh negara melalui Bengkel Pemantapan Keselamatan Sosial Kebangsaan 2018 khususnya untuk memberi penekanan terhadap penghantaran caruman dan bayaran secara dalam talian.

Pengenalan kepada Portal *ASSIST* juga telah memberikan impak yang positif kepada para pelanggan khususnya dalam pengurusan caruman serta pembayaran oleh majikan yang mana portal ini boleh diakses 24 jam melalui capaian internet. Lanjutan daripada itu juga, PERKESO sekali lagi mencatatkan kejayaan dan telah dianugerahkan sebagai *Top Merchant (Government Sector)* di *MALAYSIAN e-PAYMENTS EXCELLENCE AWARDS 2018.*

BAYARAN SECARA FPX

SOCSO initiative to create an integrated system in delivering efficient and user-friendly services with the introduction of the ASSIST Portal was implemented on 1st January 2018. ASSIST facilitate, employers to update and submit their payroll information and make payment via online without having to submit a physical contribution table (Form 8A) to SOCSO branches.

An effective process of paying contribution through ASSIST Portal has shown a significant increase in the number of employers who make contributions and payments through this medium. In 2018, SOCSO had achieved 2,872,987 transactions made through FPX as compared to 1,152,785 transactions in 2017. SOCSO has continue the efforts in promoting and encouraging employers to make contribution payments through FPX by having a collaboration with PayNet and RHB Islamic Bank through the *Memorandum Kerjasama (MoU) Promosi Bayaran Secara FPX Melalui Portal ASSIST* on 14th February 2018 at Dewan Intan, Menara PERKESO Jalan Ampang. Through this partnership, SOCSO has conducted national seminars to the employers nationwide through *Bengkel Pemantapan Keselamatan Sosial Kebangsaan 2018* to emphasise on the submission of contributions and payments via online.

Introduction of ASSIST Portal has also given a positive impact to employers especially in managing out the contributions and payments in which ASSIST is accessible 24 hours via internet access. In addition, SOCSO has also achieve and being awarded as the Top Merchant (Government Sector) at MALAYSIAN e-PAYMENTS EXCELLENCE AWARDS 2018.

BIDANG KEBERHASILAN UTAMA 2018
2018 KEY RESULT AREA

CHANGE MANAGEMENT TEAM

Pada tahun 2018, Unit Pengurusan Perubahan telah mengadakan Tayangan Perdana *ASSIST* dan majlis menandatangani Sijil Perakuan *Provisional (PAC)* bagi Pakej A yang telah diadakan di *Majestic Theatre* di Pulau Pinang sempena *QCAM (Quarterly Change Agent Meeting)*. Objektif majlis ini diadakan adalah untuk memberi penghargaan atas usaha semua anggota PERKESO yang terlibat dalam membangunkan *ASSIST* Pakej A serta kejayaan pelancaran *ASSIST* Pakej A. Majlis tersebut telah dihadiri oleh Ketua Eksekutif PERKESO, YBhg. Dato' Sri Dr. Mohammed Azman Bin Dato' Aziz Mohammed. Komitmen mereka yang terlibat seharusnya diberi penghargaan.

Pada majlis tersebut, beliau telah menyampaikan sijil penghargaan kepada semua yang terlibat dalam pembangunan *ASSIST* Pakej A sehingga *go-live*. Dengan *go-live* pakej A ini ia merupakan satu titik permulaan kepada PERKESO untuk membangunkan pakej-pakej yang seterusnya ke arah penyampaian perkhidmatan PERKESO yang lebih baik kepada pelanggan.

CHANGE MANAGEMENT TEAM

In 2018, the Change Management Unit held the premiere of ASSIST as well as a signing ceremony for the Provisional Acknowledgment Certificate (PAC) for Package A, at the Majestic Theatre in Pulau Pinang in conjunction with the Quarterly Change Agent Meeting (QCAM). The objective of this ceremony was to acknowledge the efforts of all SOCSO staff who were involved in developing Package A of ASSIST as well as its successful launch. The ceremony was graced by the Chief Executive of SOCSO, Yang Berbahagia YBhg. Dato' Sri Dr. Mohammed Azman Bin Dato' Aziz Mohammed. The commitment of those involved indeed deserves such recognition.

During the ceremony, the YBhg. Dato' Sri Dr. Mohammed Azamn presented certificates of appreciation to those involved in the development of Package A of ASSIST up to go-live. The going-live of Package A becomes the starting point for SOCSO to develop subsequent packages towards better service delivery to customers.

ANUGERAH KUALITI DAN INOVASI 2018

Majlis Penyampaian Anugerah Kualiti & Inovasi PERKESO 2018 Kali Ke-18 telah diadakan pada 26 November 2018 yang lalu di Hotel Sunway Putra, Kuala Lumpur. Majlis bertemakan 'Serlahkan Ideamu' ini telah disempurnakan oleh YB M. Kulasegaran, Menteri Sumber Manusia. Antara tetamu kehormat yang turut hadir adalah Timbalan Menteri Sumber Manusia, Ketua Setiausaha Kementerian Sumber Manusia (KSM), Pegawai-Pegawai Kanan Jabatan KSM, Ketua-ketua bahagian PERKESO serta semua pemenang yang terlibat dalam pertandingan / anugerah yang dianjurkan oleh Unit Pengurusan Kualiti Dan Inovasi.

Antara anugerah yang dipertandingkan adalah seperti berikut:

- Pertandingan Mencipta Tema Bulan Kualiti dan Inovasi Terbaik
- Pertandingan Cadangan Inovasi Terbaik
- Pertandingan Menulis Puisi Kualiti dan Inovasi Terbaik
- Pertandingan Multimedia Kreatif Terbaik
- Anugerah Pejabat PERKESO Terbaik 2017
- Anugerah Khas Projek Inovasi PERKESO
- Anugerah Khas Projek Inovasi Sosial PERKESO
- Anugerah Khas Projek Transformasi PERKESO
- Anugerah Khas Inisiatif Transformasi PERKESO 2018
- Anugerah Kumpulan Inovatif dan Kreatif (KIK) Terbaik 2018
- Anugerah Kecemerlangan Kualiti PERKESO 2018

Tahniah dan syabas diucapkan kepada semua pemenang dan anggota PERKESO yang telah menyertai pertandingan / anugerah kualiti dan inovasi 2018. Semoga budaya inovasi akan terus bersemarak menjadi pembakar semangat kepada semua anggota PERKESO untuk terus menjadi yang terbaik dan kreatif dalam melahirkan idea-idea baharu bagi mempertingkatkan lagi kualiti penyampaian perkhidmatan kepada pelanggan dan membuat penambahbaikan secara berterusan.

QUALITY AND INNOVATION AWARDS 2018

The 18th SOCSO Quality & Innovation Awards Ceremony was held on 26th November 2018 at Sunway Putra Hotel, Kuala Lumpur. The event themed 'Serlahkan Ideamu' (Accentuate Your Ideas) was officiated by YB M. Kulasegaran, the Minister of Human Resources. Among the dignitaries present were the Deputy Minister of Human Resources, Secretary General of Ministry of Human Resources, Senior Officers of Ministry of Human Resources, SOCSO Heads of Departments, as well as all winners of the competition/awards organised by the Quality and Innovation Management Unit.

Among the awards in contention are as follows:

- Best Quality and Innovation Month Theme
- Best Innovation Proposal
- Best Quality and Innovation Poetry
- Best Creative Multimedia
- Best SOCSO Office 2017
- Special Award for SOCSO Innovation Project
- Special Award for SOCSO Social Innovation Project
- Special Award for SOCSO Transformation Project
- Special Award for SOCSO Transformation Initiative 2018
- Best Innovative and Creative Group Award 2018
- SOCSO Quality Excellence Award 2018

Congratulations and syabas to all winners and SOCSO staff who participated in the 2018 quality and innovation competition /award. It is hoped that the culture of innovation will continue to become a catalyst for all SOCSO staff to continue to be the best and most creative in producing new ideas to further enhance the service delivery to customers and continuously improve.

BIDANG KEBERHASILAN UTAMA 2018
2018 KEY RESULT AREA

KEJAYAAN INOVASI DI PERINGKAT KEBANGSAAN DAN ANTARABANGSA

Tahun 2018 merupakan tahun kejayaan Pasukan Kumpulan Inovatif Dan Kreatif (KIK) PERKESO. Di peringkat Kebangsaan, tujuh (7) kumpulan telah berjaya terpilih ke Konvensyen *Team Excellence* Kebangsaan sempena *Annual Productivity & Innovation Conference And Exposition (APIC)* 2018 anjuran *Malaysia Productivity Corporation (MPC)* yang telah diadakan pada 13 - 15 November 2018 di *Sunway Pyramid Convention Centre (SPCC)*. Daripada tujuh (7) penyertaan ini, dua (2) pasukan KIK PERKESO iaitu Kumpulan Metamorphosis dan Waghih telah berjaya mendapat penganugerahan Lima Bintang dan tersenarai dalam 20 Kumpulan Terbaik Sektor Awam (Persekutuan). Manakala dua orang anggota PERKESO iaitu Encik Hairiri bin Harun dan Encik Khairul Mizan Bin Md Saad pula telah menerima pengiktirafan Anugerah Fasilitator Cemerlang 2018. Kumpulan SJ Unic daripada PPN Pulau Pinang telah terpilih mewakili Malaysia dalam *International Quality and Productivity Convention (IQPC)* di Batam, Indonesia pada 26 November hingga 1 Disember 2018. Kumpulan SJ UNIC telah berjaya membawa pulang Anugerah Emas. Pemilihan SJ Unic ke *IQPC* adalah berdasarkan pencapaian cemerlang kumpulan tersebut semasa menyertai *Annual Productivity & Innovation Conference and Exposition* pada tahun 2017 (*APIC* 2017).

Secara keseluruhannya, dalam tempoh dua 2 tahun (2017-2018) pasukan KIK ini telah berjaya membuat penjimatan projek sebanyak RM2.2 juta kepada PERKESO. Semoga kejayaan pasukan KIK ini dapat menyuntik semangat kepada KIK yang lain untuk terus berinovasi, bersaing dengan agensi luar dan mengharumkan nama PERKESO.

SUCCESSFUL OF INOVATION AT NATIONAL AND INTERNATIONAL LEVEL

The year 2018 was a successful one for the SOCSO Innovative and Creative Group. At national level, seven (7) groups were selected to the National Team Excellence Convention in conjuction with the Annual Productivity & Innovation Conference and Exposition (APIC) 2018 organised by the Malaysia Productivity Corporation (MPC) which was held from 13th to 15th November at Sunway Pyramid Convention Centre. Out of these seven (7) entries, two (2) SOCSO teams, Metamorphosis and Waghih, reveived Five Star awards and were listed in the 20 Best Groups in the Public Sector (Federal). Meanwhile, two SOCSO staff, Encik Hariri bin Harun and Encik Khairul Mizan bin Saad, were given the Excellent Facilitator Award 2018. SJ Unic from Pulau Pinang PPN was chosen to represent Malaysia at the International Quality and Productivity Convention (IQPC) in Batam, Indonesion from 26th November to 1st December 2018. The group won the Gold Award. The selection of SJ Unic to IQPC was based on the group's excellent achievement during the Annual Productivity & Innovation Conference and Exposition in 2017 (APIC 2017).

Overall, in the period of two (2) years (2017 - 2018) the Innovation and Creative Group successfully led the organisation to project savings of RM2.2 million. The success of this team becomes an inspiration to other groups to continue to innovate and compete with external agencies, thus bringing success to SOCSO.

ANUGERAH DAN PENGIKTIRAFAN
AWARDS AND RECOGNITION

Kecemerlangan PERKESO terus digarap dengan kejayaan dalam menerima pelbagai anugerah dan pengiktirafan dalam peringkat kebangsaan dan antarabangsa. Sesungguhnya pencapaian yang cemerlang ini telah berjaya melonjakkan lagi imej PERKESO ke persada antarabangsa. Penganugerahan dan pengiktirafan yang telah diterima antaranya adalah:

SOCSO's excellence continue to be written with success in the form of various awards and recognition at national and international levels. Indeed, such excellent achievements have further propelled SOCSO's image on the international stage. Among the awards and recognitio received are:

ASEAN SOCIAL SECURITY ASSOCIATION (ASSA) RECOGNITION AWARD 2018 FOR EXCELLENCE, NHA THRANG, VIETNAM

Anugerah Pengiktirafan Inovasi
& Anugerah Khidmat Pelanggan: e-Pulih

Perkhidmatan operasi 24/7 pertama PERKESO bagi permohonan implan bagi Orang Berinsurans. Portal ini merupakan kerjasama antara Kementerian Kesihatan Malaysia dengan PERKESO melalui perkongsian kepakaran dan infrastruktur dalam penyampaian kemudahan berimpak tinggi kepada orang ramai dengan kos yang rendah.

ASEAN SOCIAL SECURITY ASSOCIATION (ASSA) RECOGNITION AWARD 2018 FOR EXCELLENCE, NHA THRANG, VIETNAM

Innovation Recognition Award
& Customer Service Recognition Award: e-Pulih

The first 24/7 operational service by PERKESO for application of implants for its Insured Persons. This portal strengthens the collaboration between the Ministry of Health and PERKESO through the sharing of expertise and infrastructure in the delivery of high-impact facilities to the public at a low cost.

ANUGERAH DAN PENGIKTIRAFAN
AWARDS AND RECOGNITION

INTERNATIONAL SOSIAL SECURITY ASSOCIATE (ISSA) CERTIFICATE OF MERIT (2018) BAGI PROJEK *ENFORCEMENT INITIATIVE & COMMUTING SAFETY SUPPORT PROGRAMME*

Sijil Merit – *Commuting Safety Support Programme (CSSP)*

Diperkenalkan pada tahun 2017, program ini merupakan hasil kolaborasi dengan *Malaysian Institute of Road Safety Research (MIROS)* yang bertujuan untuk membantu majikan melaksanakan inisiatif keselamatan perjalanan di tempat kerja melalui intervensi praktikal. Melalui program ini, disasarkan penurunan kemalangan motosikal dan merupakan kerjasama dengan pelbagai pihak berkepentingan.

INTERNATIONAL SOSIAL SECURITY ASSOCIATE (ISSA) CERTIFICATE OF MERIT (2018) FOR ENFORCEMENT INITIATIVE & COMMUTING SAFETY SUPPORT PROGRAMME PROJECT

Certificate of Merit – Commuting Safety Support Programme (CSSP)

Introduced in 2017, the programme is a collaboration with the Malaysian Institute of Road Safety Research (MIROS) aiming to facilitate employers' implementation of commuting safety at the workplace through practical intervention. It aims to reduce motorcyclist accidents and was initiated through partnership with various stakeholders.

INTERNATIONAL SOSIAL SECURITY ASSOCIATE (ISSA) CERTIFICATE OF EXCELLENCE (2018) BAGI PROJEK *WORKPLACE HEALTH PROMOTION*

Sijil Kecemerlangan – *Workplace Health Promotion (WHP)*

WHP PERKESO merupakan program pertama di dunia yang berjaya memenuhi kriteria *ISSA Recognition Programme Guidelines*. Objektif program ini adalah mengenalpasti risiko dan mengurangkan ancaman penyakit tidak berjangkit di tempat kerja melalui konsep promosi kesihatan.

INTERNATIONAL SOSIAL SECURITY ASSOCIATE (ISSA) CERTIFICATE OF EXCELLENCE (2018) FOR WORKPLACE HEALTH PROMOTION PROJECTS

Certificate of Excellence – Workplace Health Promotion (WHP)

WHP PERKESO is the first in the world to successfully complete the ISSA Recognition Programme Guidelines. The programmes objective is to identify risk factors of NCD in the workplace and transform threat into opportunity by applying health promotion concepts.

PORTAL / LAMAN WEB TERBAIK

Tahniah dan syabas diucapkan kepada PERKESO kerana telah dianugerahkan sebagai antara lima portal / laman web terbaik di bawah Kementerian Sumber Manusia. Bertempat di Dewan Serbaguna KSM, anugerah ini telah disampaikan oleh YBrs. Tuan Lim Eng Hock, Timbalan Ketua Setiausaha (Operasi) / Ketua Pegawai Maklumat *(CIO)* Kementerian Sumber Manusia di Hari ICT KSM 2018 pada 25 Oktober 2018. Pemilihan ini adalah berdasarkan kriteria berikut:

a) Kriteria yang ditetapkan oleh MAMPU
b) Kriteria yang ditetapkan oleh MDeC
c) Penilaian / pemantauan bulanan
d) Komitmen kehadiran mesyuarat

BEST PORTALS / WEBSITES

Congratulations and syabas to SOCSO for being awarded one of the best five portals/websites under the Ministry of Human Resources. The award was presented by YBrs. Tuan Lim Eng Hock, Deputy Secretary General (Operations) / Chief Information Officer (CIO) Ministry of Human Resources during the Ministry of Human Resources ICT Day 2018 held at Dewan Serbaguna KSM on 25th October 2018. The selection was based on the following criteria:

a) Criteria stipulated by MAMPU;
b) Criteria stipulated by MDeC;
c) Monthly evaluation / monitoring;
d) Commitment in meeting attendance.

ANUGERAH DAN PENGIKTIRAFAN PERINGKAT KEBANGSAAN

- Buat julung kali, Malaysia menerusi PERKESO telah diberi penghargaan oleh *International Social Security Association (ISSA)* bagi menganjurkan *Regional Social Security Forum (RSSF) for Asia and the Pacific 2018.*
- Anugerah Emas untuk Kumpulan KIK SJ Unic dalam *International Quality and Productivity Convention (IQPC)* di Batam Indonesia.
- Anugerah Portal Terbaik sempena Hari ICT KSM 2018
- Anugerah inovasi di Konvensyen *Team Excellence* Peringkat Kebangsaan.
- Anugerah inovasi di Konvensyen *Team Excellence* Peringkat Wilayah.
- Penganugerahan 20 Kumpulan Terbaik Sektor Awam (Persekutuan).

NATIONAL AWARDS AND RECOGNITION

- National Awards and Recognition
- For the first time ever, Malaysia, through SOCSO, was given the honour by International Social Security Association (ISSA) of organising the Regional Social Security Forum (RSSF) for Asia and the Pacific 2018.
- Gold Award for SJ Unic Creative and Innovative Group at the International Quality and Productivity Convention (IQPC) in Batam, Indonesia.
- Best Portal Award in conjunction with KSM ICT Day 2018.
- Innovation Award at the National Team Excellence Convention.
- Innovation Award at the Regional Team Excellence Convention.
- Top 20 Best Public Sector Group Award (Federal).

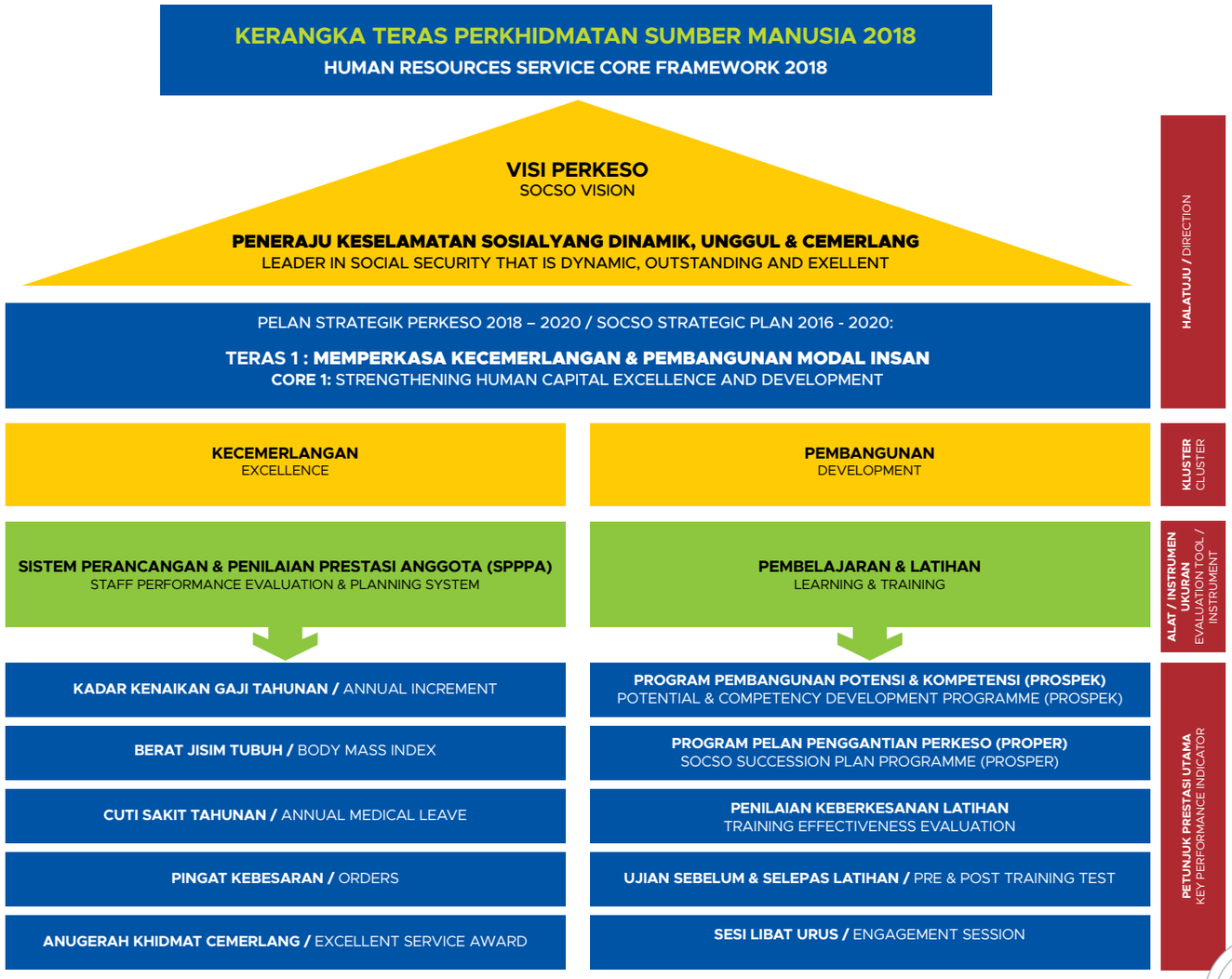
MODAL INSAN DAN PERKONGSIAN ILMU
HUMAN CAPITAL AND KNOWLDEGE SHARING

PEMBANGUNAN MODAL INSAN PERKESO

Dalam usaha merealisasikan Visi Pertubuhan Keselamatan Sosial (PERKESO) sebagai Peneraju Keselamatan Sosial Yang Dinamik, Unggul dan Cemerlang, PERKESO telah memberi keutamaan kepada kecemerlangan dan pembangunan modal insan sebagai Teras 1 di dalam dokumen Pelan Strategik PERKESO 2016 - 2020. Ketetapan ini adalah berasaskan kepercayaan bahawa kualiti penyampaian perkhidmatan kepada pelanggan adalah berkait rapat dan saling bergantung kepada strategi dan inisiatif dalam membangunkan modal insan ke tahap yang cemerlang.

SOCSO HUMAN CAPITAL DEVELOPMENT

In the effort to realise the vision of the Social Security Organisation (SOCSO) to become the Leader in Social Security that is Dynamic, Outstanding and Excellent, SOCSO gives priority to human capital excellence and development as Thrust 1 in the SOCO Strategic Plan 2016 - 2020. This stipulation is based on the belief that qualifty of service delivery to customers is closely related and interdependent on strategies and initiatives in developing human capital to an excellent level.



PERHUBUNGAN ANTARABANGSA
INTERNATIONAL RELATIONS

INTERNATIONAL SOCIAL SECURITY ASSOCIATION (ISSA) REGIONAL SOCIAL SECURITY FORUM (RSSF) FOR ASIA AND THE PACIFIC 2018

Buat julung kali, Malaysia menerusi PERKESO telah diberi penghargaan oleh *International Social Security Association (ISSA)* sebagai tuan rumah bagi menganjurkan *Regional Social Security Forum (RSSF) for Asia and the Pacific 2018* yang telah diadakan di Hotel Royale Chulan Kuala Lumpur pada 2 - 4 Oktober 2018. Forum ini merupakan platform utama kepada pengamal keselamatan sosial dari seluruh dunia untuk berkongsi maklumat serta mengadakan perbincangan bagi menganalisa trend keselamatan sosial utama serta isu-isu yang menjadi keutamaan di rantau Asia Pasifik.

Forum bertaraf antarabangsa dan berprestij ini telah rasmikan oleh YAB Dato' Seri Dr. Wan Azizah Dr. Wan Ismail, Timbalan Perdana Menteri Malaysia dan dimeriahkan dengan 5 orang tetamu kehormat dengan kehadiran 145 delegasi luar negara, 160 delegasi dalam negara serta 65 orang tetamu jemputan daripada seluruh dunia yang merupakan institusi ahli *ISSA*.

YAB Timbalan Perdana Menteri dalam ucapannya menyatakan bahawa kesejahteraan sosial rakyat Malaysia menjadi keutamaan Kerajaan agar perlindungan yang disediakan lebih holistik dan merangkumi semua lapisan masyarakat termasuklah pekerja, pekerja sendiri, suri rumah, orang tua dan kanak-kanak serta orang kurang (kelainan) upaya dengan memastikan faedah yang berkaitan dapat disalurkan kepada golongan yang memerlukan.

INTERNATIONAL SOCIAL SECURITY ASSOCIATION (ISSA) REGIONAL SOCIAL SECURITY FORUM (RSSF) FOR ASIA AND THE PACIFIC 2018

For the first time ever, Malaysia, through SOCSO, has been given the honour by the International Social Security Association (ISSA) to host the Regional Social Security Forum (RSSF) for Asia and the Pacific 2018 which was hle at the Royale Chulan Hotel, Kuala Lumpur from 2nd to 4th October 2018. The forum served as a main platform for social security practitioners worldwide to share information as well as hold discussions to analyse key social security trends and the issues that have become the priority in the Asia Pacific region.

This international and prestigious forum was officially opened by YAB Dato' Seri Dr. Wan Azizah Dr. Wan Ismail, Deputy Prime Minister of Malaysia and was graced by 5 dignitaries, as well as the presence of 145 foreign delegates, 160 local delegates and 65 invited guests from all over the world comprising ISSA members.

The Deputy Prime Minister in her speech said that the social wellbeing of the Malaysian people has been made a priority of the Government so that the protection provided can be more holistic and encompass all levels of society including employees, the self-employed, housewives, the elderly and children as well as the disabled, by ensuring that the relevant benefits can be channelled to those in need.

Delegasi RSSF for Asia and the Pacific 2018 bergambar kenangan bersama YAB Timbalan Perdana Menteri Malaysia
Photograph of RSSF for Asia and the Pacific 2018 delegates with YAB Deputy Prime Minister of Malaysia

Bersama penganjuran forum ini, pihak *ISSA* juga telah mengadakan program khas iaitu *The ISSA Good Practice Award* yang mana dalam majlis penganugerahan tersebut, PERKESO telah berjaya mendapat tiga (3) pengiktirafan menerusi dua *Certificate of Merit iaitu Commuting Safety Support Programme* (Kategori: *Prevention of Occupational Risk, Service Quality*) dan *Enforcement Transformation Initiative* (Kategori: *Contribution Collection and Compliance, Information and Communication Technology*) serta *Certificate of Excellence for the Successful Application of the ISSA Guidelines on Workplace Health Promotion*.

Penyampaian ucaptama perasmian *ISSA RSSF 2018 for Asia and the Pacific* oleh YAB Timbalan Perdana Menteri Malaysia
Keynote address by YAB Deputy Prime Minister of Malaysia at the opening of ISSA RSSF 2018 for Asia and the Pacific.

Pihak *ISSA* menerusi ucapan penutup Presiden, telah mengungkapkan TAHNIAH dan syabas kepada pihak PERKESO di atas kejayaan menganjurkan *RSSF for Asia and the Pacific 2018* yang diistilahkan sebagai melangkaui ekspektasi para delegasi dalam dan luar negara serta mengucapkan jutaan terima kasih atas kerjasama dan usaha gigih semua ahli *National Organising Committee (NOC)* yang telah merancang dan menguruskan perjalanan forum tersebut dengan lancar dan sempurna.

SYABAS dan TAHNIAH PERKESO di atas kejayaan cemerlang dalam menganjurkan satu lagi forum bertaraf antarabangsa yang pastinya memberi impak dan imej yang gemilang kepada Malaysia di persada antarabangsa.

The Deputy Prime Minister in her speech said that the social wellbeing of the Malaysian people has been made a priority of the Government so that the protection provided can be more holistic and encompass all levels of society including employees, the self-employed, housewives, the elderly and children as well as the disabled, by ensuring that the relevant benefits can be channelled to those in need.

Together with the Forum, ISSA also held a special programme, the ISSA Good Practice Award, wherein SOCSO was recognised with two Certficates of Merit, namely, Commuting Safety Support Programme (Category: Prevention of Occupational Risk, Service Quality) and Enforcement Transformation Initiative (Category: Contribution Collection and Compliance, Information and Communication Technology), as well as a Certificate of Excellence for the Successful Application of the ISSA Guidelines on Workplace Health Promotion.

The ISSA, through its President's closing remarks, congratulated SOCSO on the success of RSSF for Asia and the Pacific 2018 which was described to have exceeded the expectiations of the delegates, local and foreign. The ISSA also thanked all members of the National Organising Committee (NOC) for their cooperations and effort in planning and managing the said forum smoothly and perfectly.

SYABAS and CONGRATULATIONS, SOCSO, on the excellent success in organising another international forum that surely gives outstanding impact and image to Malaysia on the world stage.

LAWATAN DELEGASI DARI DALAM DAN LUAR NEGARA

VISIT BY DOMESTIC AND FOREIGN DELEGATION

NIOSH SRI LANKA DIDEDAHKAN DENGAN KEMPEN PERJALANAN SELAMAT

Seramai sembilan orang pegawai *National Institute of Safety and Health (NIOSH)* Sri Lanka berpeluang mendengar sendiri pendedahan mengenai aktiviti pencegahan dan promosi kesihatan PERKESO menerusi pembentangan yang disampaikan sendiri oleh Encik Harun Bakar, Pengurus Cawangan Bencana Kerja, Bahagian Pencegahan dan Promosi Kesihatan Pekerjaan. Lawatan pada 28 Februari 2018 ini turut dihadiri dua orang wakil NIOSH Malaysia. Dalam sesi yang sama, delegasi ini didedahkan tentang program pemeriksaan kesihatan, kempen pencegahan kemalangan di tempat kerja dan seminar pencegahan kemalangan yang dijalankan oleh PERKESO. Ini sebagai salah satu usaha PERKESO mengekang kadar kemalangan yang semakin meningkat terutamanya di kalangan penunggang motosikal di Malaysia. Menerusi lawatan ini dapat mengeratkan lagi hubungan baik antara kedua negara dan saling bertukar pandangan mengenai peranan dan fungsi masing-masing.

SRI LANKAN NIOSH EXPOSED TO SAFE COMMUTING CAMPAIGN

Nine officers from the National Institute of Safety and Health (NIOSH) Sri Lanka had the opportunity to see for themselves prevention and health promotion activities carried out by SOCSO, during a presentation by Encik Harun Bakar, Manager of the Employment Injury Branch, Prevention and Occupational Health Promotion Division. The visit which took place on 28th February 2018 was also joined by two representatives from NIOSH Malaysia. During the session, the delegates were briefed on the health screening programme, prevention of accident at the workplace campaign as well as the accident prevention seminar conducted by SOCSO. This is one of SOCSO's efforts to curb the rising rate of accident, especially amongst motorcyclists in Malaysia. The visit fostered closer relationship between the two countries with the delegates exchanging views on their roles and functions respectively.

KUNJUNGAN KEMENTERIAN KESIHATAN & KEBAJIKAN KELUARGA, BANGLADESH

Pencarum perlu memanfaatkan hak mereka dengan mengetahui bagaimana membuat tuntutan faedah kepada PERKESO terutamanya apabila melibatkan aspek kesihatan. Ini ditegaskan oleh Dr. Azlan Darus, Ketua Bahagian Pencegahan, Kesihatan dan Pemulihan dalam pembentangan beliau ketika sesi lawatan delegasi dari Kementerian Kesihatan & Kebajikan Keluarga, Bangladesh pada 13 Mac 2018 yang lalu. Panduan mengenai *Guidelines on Impairment and Disability Assessment of Traumatic Injuries, Occupational Diseases and Invalidity,* Program *Return To Work*, Pusat Rehabilitasi Tun Abdul Razak dan Program Saringan Kesihatan turut diterangkan kepada barisan delegasi yang hadir. Delegasi ini turut disertai oleh wakil dari Universiti Putra Malaysia (UPM).

VISIT BY THE MINISTRY OF HEALTH & FAMILY WELFARE, BANGLADESH

Contributors need to take advantage of their rights by knowing how to make benefits claims against SOCSO, especially when health is involved. This was reiterated by Dr. Azlan Darus, Head of the Prevention, Health and Rehabilitation Division in his presentation during the visit by delegates from the Ministry of Health & Family Welfare, Bangladesh on 13th March 2018. The delegates were also briefed on the Guidelines on Impairment and disability Assessment of Traumatic Injuries, Occupational Diseases and Invalidity, the Return To Work Programme, the Tun Abdul Razak Rehabilitation Centre and the Health Screening Programme. The delegation included representatives from Universiti Putra Malaysia (UPM).

TANGGUNGJAWAB SOSIAL KORPORAT
CORPORATE SOCIAL RESPONSIBILITIES (CSR)

BERKONGSI REZEKI TAHUN BARU CINA

Simbolik tahun anjing membawa erti kebaikan dan sifat pemurah. Rezeki dikongsi bersama, kegembiraan turut dirasa. Menerusi Majlis Sambutan Tahun Baru Cina PERKESO yang diadakan di Pejabat PERKESO George Town, Pulau Pinang, sumbangan dan faedah diberikan kepada penerima-penerima faedah PERKESO yang hadir.

Seramai 40 penerima faedah orang tanggungan yang terdiri daripada anak-anak yatim dan ibu-ibu tunggal menyertai majlis ini. Tidak terkecuali, 10 orang penerima faedah lain juga turut diraikan bersama. YBhg. Datin Azlaily Abd Rahman, Timbalan Ketua Eksekutif (Korporat) PERKESO menyampaikan sumbangan wang 'ang pow' dan hamper kepada anak-anak yatim dan ibu-ibu tunggal manakala cek faedah dan alat bantuan pemulihan diberikan kepada penerima faedah PERKESO.

Keseluruhan bayaran faedah tunai berjumlah RM203,509.14 termasuk pembekalan peralatan pemulihan kepada empat orang penerima faedah PERKESO di bawah pencen ilat telah disampaikan dalam majlis ini.

SHARING PROSPERITY DURING THE CHINESE NEW YEAR

The year of the dog means goodness and generosity. Prosperity is shared, as is happiness. During the SOCSO Chinese New Year celebrations held at the George Town SOCSO Office, Pulau Pinang, contributions and benefits were presented to the SOCSO benefit recipients present.

A total of 40 recipients of dependants' benefits comprising orphans and single mothers attended the event. 10 other benefit recipients were also celebrated. YBhg. Datin Azlaily Abd. Rahman, Deputy Chief Executive (Corporate) of SOCSO presented 'ang pows' and hampers to the orphans and single mothers, whereas the benefits cheques and rehabilitation aid were presented to all SOCSO benefits recipients.

Overall, a sum of RM203,509.14 was paid out in cash benefits payments, including presentation of rehabilitation equipemtn to four SOCSO benefits recipients under the invalidity pension during the ceremony.

SAMBUTAN DEEPAVALI LEBIH CERIA DAN BERMAKNA

Hiasan "kolam" yang indah di ruang pintu masuk Dewan Bandaran Ipoh menyambut kehadiran anak-anak yatim dan ibu-ibu tunggal yang dilindungi PERKESO serta penerima-penerima faedah yang meraikan perayaan Deepavali di Ipoh, Perak. Tarian Merak yang mengiringi ketibaan YAB Dato' Seri Ahmad Faizal Bin Azumu, Menteri Besar Perak, YB M. Kulasegaran, Menteri Sumber Manusia dan YBhg. Dato' Sri Dr. Mohammed Azman Bin Dato' Aziz Mohammed, Ketua Eksekutif PERKESO turut memeriahkan majis tersebut. Kegembiraan menyambut Deepavali, juga dikenali sebagai Diwali turut dikongsi bersama anak-anak yatim dan ibu-ibu tunggal yang hadir dengan pemberian saguhati duit raya dan hamper. Selain itu, cek faedah dan alat bantuan pemulihan seperti lampin pakai buang dan kerusi roda turut diserahkan kepada penerima-penerima faedah yang diraikan. Pemberian duit raya tersebut diharapkan bukan sahaja menceriakan jiwa anak-anak yatim yang teruja menyambut Deepavali tetapi juga dapat membantu ibu-ibu tunggal dalam membuat persiapan perayaan. Sumbangan yang kecil tetapi bermakna inilah menjadi simbol betapa PERKESO sangat menitikberatkan kebajikan Orang Berinsurans yang dilindungi.

Kebaikan mengatasi kejahatan, cahaya menerangi kegelapan. Begitulah juga diibaratkan bantuan yang dihulurkan oleh PERKESO terhadap Orang Berinsurans yang terbencana untuk meneruskan kehidupan mereka. YB M. Kulasegaran menegaskan keselamatan dan kesihatan pekerja yang terjamin adalah amat penting dalam usaha membangunkan sumber tenaga kerja yang mahir, berpengetahuan serta kompetitif dalam persekitaran perhubungan perusahaan yang harmoni.

A DEEPAVALI CELEBRATION WITH MORE HAPPENING AND MEANING

Beautiful *'kolam'* decorations at the lobby of the Dewan Bandaran Ipoh greeted the arrival of orphans and single mothers under the protection of SOCSO, as well as the benefits recipients celebrating Deepavali in Ipoh, Perak. The Peacock Dance that accompanied the arrival of YAB Dato' Seri Ahmad Faizal Bin Azumu, Chief Minister of Perak, YB M. Kulasegaran, Minister of Human Resources and YBhg. Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed, Chief Executive of SOCSO also enlivened the event. The joy of Deepavali, also known as Diwali, was shared with the orphans and single mothers present with the presentation of cash gifts and hampers. In addition, benefits cheques and rehabilitation equipment such as disposable diapers and wheelchairs were also presented to the benefits recipients being celebrated. It was hoped that the cash gifts would not only bring happiness to the orphans who were excited in celebrating Deepavali, but also help the single mothers in preparation for the celebration. Such small but meaningful contribution becomes a symbol of the extent to which SOCSO is concerned about the welfare of the Insured Persons it protects.

Good defeats evil, light brightens darkness. That is an apt analogy for the aid given by SOCSO to Insured Persons who are injured, so as to continue with their lives. YB M. Kulasegaran reiterated that the guaranteed safety and health of workers is very important in developing a workforce that is skilful, knowledgeable and competitive in a harmonious environment of industrial relations.

MENJELANG RAMADHAN, MEDIA DAN PENERIMA FAEDAH DIRAIKAN

Bulan kemuliaan yang dinanti-nantikan kini telah tiba. Sudah tentunya jiwa insan-insan yang telah kehilangan orang yang tersayang akan tersentuh apabila tidak dapat bersama-sama menikmati keindahan bulan Ramdhan. Bagi meraikan dan menceriakan anak-anak yatim dan ibu-ibu tunggal yang juga merupakan orang tanggungan di bawah perlindungan PERKESO serta penerima-penerima faedah yang lain, Majlis Iftar PERKESO 2018 diadakan di *Kuala Lumpur Convention Centre (KLCC)*.

PERKESO menzahirkan keprihatinan terhadap Orang Berinsurans serta rakan-rakan media yang telah banyak membantu mempromosikan dan menghebahkan perkembangan PERKESO. Wajah keterujaan anak-anak yatim menambah keriangan suasana majlis iftar yang telah diadakan. Turut bersama PERKESO buat pertama kalinya, YB M. Kulasegaran, Menteri Sumber Manusia yang tidak melepaskan peluang ini untuk menyelami jiwa orang-orang berinsurans. Dalam ucaptama perasmian, beliau berkata fokusnya adalah untuk memperkasakan PERKESO sebagai sebuah agensi yang unggul dalam menyediakan perlindungan keselamatan sosial untuk seluruh warga pekerja di Malaysia. PERKESO turut memberikan sumbangan duit raya dan hamper kepada anak-anak yatim dan ibu-ibu tunggal. Selain itu, cek faedah dan alat bantuan pemulihan juga diserahkan kepada penerima-penerima faedah PERKESO yang hadir. Semoga sumbangan dan faedah tersebut dapat membantu mereka dalam membuat persiapan menyambut Hari Raya Aidilfitri yang dinantikan.

MEDIA AND BENEFITS RECIPIENTS CELEBRATED AS RAMADHAN APPROACHES

As the holy month that is much awaited for approaches, those who have lost loved ones would surely be affected for not being able to enjoy the beauty of Ramdhan. In order to celebrate and bring joy to the orphans and single mothers who are dependants under the SOCSO protection schemes, as well as other benefits recipients, the SOCSO Iftar 2018 was held at the Kuala Lumpur Convention Centre (KLCC).

SOCSO expressed its concern for Insured Persons as well as media partners who have greatly helped in promoting and announcing the development of the organisation. The excited faces of the orphans added to the joy of the iftar ceremony held. Also present for the first time with SOCSO was YB M. Kulasegaran, Minister of Human Resources who did not miss the opportunity to get to know the Insured Persons. In his keynote address, he said that the focus is to strengthen SOCSO as a premier agency in providing social security protection to all the workforce in Malaysia. SOCSO also presented *'duit raya'* (cash gifts) and hampers to the orphans and single mothers. In addition, benefits cheques and rehabilation equipment were also presented to the SOCSO benefits recipients present. It was hoped that the contribution and benefits be of help for the recipients in preparing for the coming Hari Raya Aidilfitri celebrations.

TANGGUNGJAWAB SOSIAL KORPORAT
CORPORATE SOCIAL RESPONSIBILITIES (CSR)

KRISMAS DIRAI MERIAH, MENYATUPADUKAN KAUM

Perayaan Krismas disambut meriah di Hotel Mudzaffar Shah, Melaka dengan susun atur dekorasi yang berwarna-warni bertemakan konsep minimalis dan tradisional. Kemeriahan perayaan ini turut dirasai anak-anak yatim dan ibu-ibu tunggal yang juga merupakan orang tanggungan pekerja yang dilindungi PERKESO. Kehadiran *"Santa Claus"* menyemarakkan lagi keseronokan dan kegembiraan anak-anak yatim sekali gus menjadi tarikan utama pada majlis tersebut. Persembahan yang menghiburkan daripada Persatuan Portugis Eurasian Melaka disusuli lagu-lagu Krismas klasik dan terkenal mengembalikan nostalgia keindahan sambutan perayaan ini di samping memupuk pengukuhan silaturrahim pelbagai kaum.

Dalam majlis sambutan ini, PERKESO mengambil kesempatan untuk memberikan sumbangan duit raya dan hamper kepada anak-anak yatim dan ibu-ibu tunggal bersempena perayaan Krismas ini. Bantuan seperti cek faedah dan alat bantuan pemulihan pula diserahkan kepada penerima-penerima faedah PERKESO oleh YBrs. Tuan Lim Eng Hock, Timbalan Ketua Setiausaha (Operasi), Kementerian Sumber Manusia. Menerusi ucaptama perasmian oleh YBrs. Tuan Lim Eng Hock, beliau memaklumkan bahawa PERKESO akan memperluaskan perlindungan keselamatan sosial terhadap pekerja asing di Malaysia bermula 1 Januari 2019.

Kira-kira 1.8 juta pekerja asing di negara ini mempunyai dokumen dan permit yang sah. Ujarnya lagi, mereka akan dilindungi di bawah Skim Bencana Kerja dan perlu dicarumkan oleh majikan. Beliau yakin PERKESO dapat mengharungi pelbagai cabaran dalam usaha memperluas jaringan keselamatan sosial ini. Majlis turut dihadiri oleh ketua-ketua jabatan dan agensi di bawah Kementerian Sumber Manusia, wakil-wakil agensi luar dan wakil Badan Bukan Kerajaan (NGO).

CHRISTMAS MERRILY CELEBRATED, BRINGING RACIAL UNITY

Christmas was celebrated joyously at Mudzaffar Shah Hotel, Melaka, with colourful decorations carrying a minimalist and traditional concept. The joy of the celebrations was also felt by the orphans and single mothers who were also dependants of workers protected under SOCSO. The appearance of Santa Claus brought further fun and joy to the orphans, thus becoming the main attraction of the event. An entertaining performance by the Eurasian Portuguese Association of Melaka, followed by classic and well-loved Christmas carols brought a hint of nostalgia to the celebrations, in addition fostering ties among the various races.

During the event, SOCSO took the opportunity to present cash gifts and hampers to the orphans and single mothers. Contributions in the form of benefits cheques and rehabilitation aids were presented to SOCSO benefits recipients by YBrs. Tuan Lim Eng Hock, Deputy Secretary General (Operations), Ministry of Human Resources. In his opening address, YBrs. Tuan Lim Eng Hock informed that SOCSO will expand its social security protection to foreign workers in Malaysia with effect from 1st January 2019.

There are approximately 1.8 million foreign workers with valid documents and permits in the country. He further said that they will be protected under the Employment Injury Scheme, for which contribution shall be paid by their employers. He expressed his confidence that SOCSO would be able to face the various challenges to come in expanding this social security network. The event was attended by heads of department and agencies under the Ministry of Human Resource, representatives of external agencies as well as Non-Governmental Organisations.

DIARI KORPORAT
CORPORATE DIARY

LABOUR DAY RUN AND RIDE 2018

PERKESO telah menganjurkan *Labour Day Run and Ride 2018* pada 29 April 2018 di Dataran Putrajaya. Program bertujuan bagi mempromosikan amalan gaya hidup sihat dalam kalangan rakyat Malaysia khususnya golongan pekerja. Dengan penyertaan lebih 7,500 orang peserta dalam acara ini, PERKESO berharap agar objektif mempromosikan kesihatan pekerja dapat dicapai. Di samping itu, acara ini juga diadakan bersempena Sambutan Hari Pekerja yang disambut pada 1 Mei 2018. Acara ini melibatkan acara larian sepanjang 5KM dan 10 KM manakala acara kayuhan sepanjang 20KM dan 40KM. Acara ini telah mendapat penyertaan daripada lebih 7,000 orang peserta.

Pelepasan peserta di garis permulaan *Run & Ride* pada 28 April 2018.
Flagging off participants at Run & Ride on 28th April 2018.

LABOUR DAY RUN AND RIDE 2018

SOCSO organised the Labour Day Run and Ride 2018 on 29th April 2018 at Dataran Putrajaya. The programme was held with a view to promoting a healthy lifestyle amongst the people of Malaysia, particularly the working group. With the participation of more than 7,500 people in the event, SOCSO hopes that the objective of promoting employee helath can be achieved. In addition, the event was also held in conjunction with the Labour Day Celebrations on 1st May 2018. The event involved 5KM and 10KM runs, as well as 20KM and 40KM rides. More than 7,000 participants entered the event.

LAWATAN YB MENTERI SUMBER MANUSIA

Pada 22 Mei 2018, PERKESO menjadi agensi pilihan untuk dilawati sehari selepas YB Tuan M. Kulasegaran mengangkat sumpah sebagai Menteri Sumber Manusia. Turut serta hadir adalah YBhg. Dato' Dr. Mohd Gazali Abas, Ketua Setiausaha KSM, YBhg. Dato' Mohamed Elias Abu Bakar, Timbalan Ketua Setiausaha (Operasi) KSM, YBhg. Dato' Amir Omar, Timbalan Ketua Setiausaha KSM serta Puan Betty Hasan, Setiausaha Bahagian Dasar KSM.

VISIT BY YB MINISTER OF HUMAN RESOURCES

On 22nd May 2018, SOCSO became the agency of choice for a visit one day after the swearing-in of YB Tuan M. Kulasegaran as the Minister of Human Resources. Also present were YBhg. Dato' Dr. Mohd Gazali Abas, Secretary General of the Ministry of Human Resources, YBhg. Dato' Mohamed Elias Abu Bakar, Deputy Secretary General (Operations) of the Ministry of Human Resources, YBhg. Dato' Amir Omar, Deputy Secretary General of the Ministry of Human Resources as well as Puan Betty Hasan, Secretary of the Ministry's Policy Division.

PELANCARAN KAUNTER KHIDMAT RAKYAT KEMENTERIAN SUMBER MANUSIA

Pada 7 Julai 2018 telah diadakan Majlis Pelancaran Pembukaan Kaunter Khidmat Rakyat di Pasar Awam Kampung Tawas, Ipoh yang bertujuan untuk mendekatkan Jabatan / Agensi di bawah Kementerian Sumber Manusia seperti PERKESO, Jabatan Tenaga Kerja (JTK) serta Jabatan Keselamatan dan Kesihatan Pekerjaan (JKKP) dengan masyarakat setempat. Menurut YB Menteri, pemilihan lokasi pasar awam sebagai kaunter perkhidmatan kerana ia merupakan kawasan tumpuan masyarakat terutama golongan yang berpendapatan rendah (B40) dan ke bawah.

LAUNCH OF THE MINISTRY OF HUMAN RESOURCES' PUBLIC SERVICE COUNTER

On 7th July 2018 a ceremony to launch the Public Service Counter at Pasar Awam Kampung Tawas, Ipoh was held with the intention of bringing the departments / agencies under the Ministry of Human Resource such as SOCSO, Labour Department as well as the Occupational Safety and Health Department closer to the local communities. According to the Minister, the selection of the market as location of the service counter was due to it being a focal area for the community especially those from the lower income group (B40) and below.

MAJLIS PERASMIAN *MALAYSIA COMMUTING ACCIDENT AND ROAD SAFETY SEMINAR*

Malaysia Commuting Accident and Road Safety Seminar (Mycarss2018) telah dianjurkan oleh PERKESO pada 26 dan 27 Jun 2018 di PICC Putrajaya. Program bertemakan *"Fostering Commuting Safety Culture Towards Vision Zero"* telah dihadiri oleh 500 orang peserta yang terdiri daripada majikan, pekerja dan pengamal-pengamal keselamatan dan kesihatan pekerjaan.

OPENING CEREMONY OF THE MALAYSIA COMMUTING ACCIDENT AND ROAD SAFETY SEMINAR

The Malaysia Commuting Accident and Road Safety Seminar (Mycarss 2018) was organised by SOCSO on 26th and 27th June 2018 at PICC Putrajaya. The programme themed "Fostering Commuting Safety Culture Towards Vision Zero" was attended by 500 participants comprising employers, employees and occupational safety and health practitioners.

PROGRAM BERSAMA MEDIA DAN PEMIMPIN MASYARAKAT

Pada 16 Oktober 2018, PERKESO telah mengadakan Program Bersama Media Dan Pemimpin Masyarakat bertempat di Hotel Seri Malaysia Taiping. Seramai 30 orang peserta terdiri daripada wakil-wakil pemimpin masyarakat serta wakil-wakil media dari Sinar Harian, Berita Harian, Bernama, Malaysia Nanban dan Sin Chew Daily yang telah hadir.

PROGRAMME WITH THE MEDIA AND COMMUNITY LEADERS

On 16th October 2018, SOCSO held a Prgramme with the Media and Community Leaders at Seri Malaysia Hotel, Taiping. A total of 30 participants comprising community leaders as well as representatives from Sinar Harian, Berita Harian, Bernama, Malaysia Nanban and Sin Chew Daily were in attendance.

DIARY KORPORAT
CORPORATE DIARY

ANUGERAH KHIDMAT CEMERLANG DAN KHIDMAT SETIA

Majlis Anugerah Khidmat Cemerlang dan Khidmat Setia Tahun 2017 diadakan pada 5 Mac 2018 bertempat di Hotel InterContinental Kuala Lumpur. Majlis ini merupakan acara tahunan PERKESO bagi menghargai anggota yang cemerlang dan setia berkhidmat bagi tempoh 20 dan 25 tahun di PERKESO telah dirasmikan oleh Mantan YB Menteri Sumber Manusia YB. Dato' Sri (Dr) Richard Riot Anak Jaem, Menteri Sumber Manusia.

Seramai 129 anggota yang mendapat pencapaian cemerlang dan 25 penerima Anugerah Khidmat Setia (AKS) 20 dan 25 tahun bagi tahun 2017 telah diraikan dalam majlis ini. Encik Edmund Cheong Peck Huang telah dipilih bagi Anugerah Khas Pengerusi Lembaga (AKPL) PERKESO di atas kecemerlangan luar biasa *(outstanding achievement)* beliau yang telah mengharumkan nama PERKESO dan negara.

EXCELLLENT SERVICE AND LONG SERVICE AWARDS

The Excellent Service and Long Service Awards Ceremony 2017 was held on 5th March 2018 at InterContinental Hotel in Kuala Lumpur. This annual event was held to appreciate employees who have provided excellent and loyal service for a period of 20 and 25 years in SOCSO. The ceremony was officiated by the Former Minister of Human Resources, YB. Dato' Sri (Dr) Richard Riot Anak Jaem.

129 employees were awarded for their excellent service whereas 25 employees were given the Long Service Award for 20 and 25 years' service in 2017. Mr. Edmund Cheong Peck Huang was chosen to receive the Chairman of the Board's Special Award for his outstanding achievement in bringing glory to SOCSO as well as the country.

SAMBUTAN HARI PEKERJA 2018

Sambutan Hari Pekerja telah dilangsungkan pada 1 Mei 2018 di PWTC, Kuala Lumpur. "Pekerja Berkemahiran Peneraju Kecemerlangan Negara" telah dipilih sebagai tema Hari Pekerja pada tahun 2018.

SambutanHariPekerjadiadakanbagimengiktirafdanmenghargai sumbangan golongan pekerja kepada pembangunan negara selain mengeratkan semangat kerjasama dan permuafakatan secara "tripartisme" antara tiga pihak iaitu Kerajaan, Majikan dan Pekerja. PERKESO telah dipertanggungjawabkan untuk menilai pencalonan anugerah-anugerah yang telah dipertandingkan di peringkat kebangsaan.

LABOUR DAY CELEBRATIONS 2018

The Labour Day Celebrations held on 1st May 2018 at PWTC, Kuala Lumpur *"Pekerja Berkemahiran Peneraju Kecemerlangan Negara"* (Skilled Workers the Anchor of the Nation's Excellence) was chosen as the theme for 2018.

The celebrations were held to acknowledge and appreciate the contribution of workers to the country's development, in addition to foster the spirit of tripartism cooperation and togetherness between the three parties, namely, the Government, Employers and Employees. SOCSO was given the responsibility of evaluating the candidates for awards contested at national level.

DIARY KORPORAT
CORPORATE DIARY

SAMBUTAN BULAN BAHASA KEBANGSAAN DAN MEMBACA 2018

Sambutan Bulan Bahasa Kebangsaan adalah pada Bulan Oktober setiap tahun. PERKESO mengambil peluang untuk bersama-sama menyambut dan mengadakan program-program dalaman kepada anggota dengan objektif untuk memperkukuhkan perpaduan bangsa melalui Bahasa Kebangsaan dan Membudayakan Amalan Membaca.

Majlis Perasmian telah diadakan pada 26 September 2018 dan disempurnakan oleh YBhg. Dato' Sri Dr. Mohammad Azman Bin Dato' Aziz Mohammed Ketua Eksekutif PERKESO semasa Perhimpunan Pagi Bulanan manakala Majlis Kemuncak Bulan Bahasa Kebangsaan dan Membaca PERKESO beserta penyampaian hadiah kepada pemenang pertandingan telah diadakan pada 13 November 2018 bertempat di Dewan Intan Tingkat 8, Menara PERKESO. Majlis diserikan lagi dengan kehadiran penceramah jemputan iaitu Encik Mohd Sukur Ibrahim dengan ceramah beliau yang penuh inspirasi bertajuk "Kejayaan Yang Dicipta Secara Luar Biasa".

NATIONAL LANGUAGE AND READING MONTH 2018

The National Language Month is held in October of each year. SOCSO took the opportunity to join in the celebration and organised internal programmes with its employees with the objective of consolidating racial unity through the National Language and Enculturation of Reading Habit.

The opening ceremony was held on 26th September 20 918 and was officiated by YBhg. Dato' Sri Dr. Mohammad Azman Bin Dato' Aziz Mohammed, Chief Executive of SOCSO during the Monthly Morning Assembly whereas the SOCSO National Language and Reading Month Summit as well as prize giving ceremony were held on 13th November 2018 at Dewan Intan Tingkat 8, Menara PERKESO. The ceremony was graced by the presence of invited speaker, Encik Mohd Sukur Ibrahim who gave an inspiring speech entitled *"Kejayaan Yang Dicipta Secara Luar Biasa"*.

PENGURNIAAN DARJAH DAN PINGAT KEBESARAN

Pada tahun 2018, seramai enam (6) orang anggota telah dianugerahkan darjah dan pingat kebesaran daripada Kerajaan Persekutuan dan negeri seperti Jadual 27 berikut:

CONFERRING OF AWARDS AND MEDALS

In 2018, a total of six (6) SOCSO employees were conferred titles and awards by the Federal and State Governments as shown in Table 27 below:

JADUAL 27 ▶ SENARAI PENERIMA ANUGERAH KEBESARAN

TABLE 27 ▶ LIST OF RECIPIENTS OF AWARDS

ANUGERAH / AWARD	PENERIMA / RECIPIENT	PEJABAT / OFFICE
Darjah Seri Melaka (D.S.M.)	**Encik Borhan bin Osman**	Bahagian Perundangan Legal Division
Ahli Mahkota Perak (A.M.P.)	**Puan Noorhanita binti Mohamad**	Bahagian Faedah Benefits Division
Pingat Jasa Kebaktian (P.J.K.)	**Encik Mohd Asri bin Mohd Rasid**	Pejabat PERKESO Negeri Perlis SOCSO Perlis State Office
Bintang Kinabalu (B.K.)	**Encik Awang Jaafar bin Ampuan Tuah**	Pejabat PERKESO Beaufort SOCSO Beaufort Office
Pingat Jasa Masyarakat (P.J.M.)	**Puan Shuheria binti Haji Daud**	Pejabat PERKESO Negeri Pulau Pinang SOCSO Pulau Pinang State Office
Pingat Perkhidmatan Terpuji (P.P.T.)	**Encik Abd Rahman bin Wasli**	Pejabat PERKESO Sri Aman SOCSO Sri Aman Office

PENYATA KEWANGAN
FINANCIAL STATEMENTS

LAPORAN KETUA AUDIT NEGARA
MENGENAI PENYATA KEWANGAN
PERTUBUHAN KESELAMATAN SOSIAL
BAGI TAHUN BERAKHIR 31 DISEMBER 2018

Laporan Mengenai Penyata Kewangan

Pendapat Berteguran

Saya telah mengaudit Penyata Kewangan Pertubuhan Keselamatan Sosial yang merangkumi Penyata Kedudukan Kewangan pada 31 Disember 2018 dan Penyata Prestasi Kewangan, Penyata Perubahan Aset Bersih serta Penyata Aliran Tunai bagi tahun berakhir pada tarikh tersebut, ringkasan polisi perakaunan yang signifikan dan nota kepada penyata kewangan seperti dinyatakan pada muka surat 9 hingga 56.

Pada pendapat saya, penyata kewangan ini memberikan gambaran yang benar dan saksama mengenai kedudukan kewangan Pertubuhan Keselamatan Sosial pada 31 Disember 2018 dan prestasi kewangan serta aliran tunai bagi tahun berakhir pada tarikh tersebut selaras dengan Piawaian Perakaunan Sektor Awam Malaysia (MPSAS) dan Akta Keselamatan Sosial Pekerja 1969 (Akta 4) kecuali perkara yang dinyatakan di perenggan Asas Kepada Pendapat Berteguran.

Asas Kepada Pendapat Berteguran

a. **Liabiliti Terkurang Nyata Bagi Geran Pembangunan Sistem Insurans Pekerjaan (SIP) – RM60.21 juta**

Pertubuhan Keselamatan Sosial telah menerima geran Kerajaan berjumlah RM52.00 juta bagi Projek Dana Bantuan Kehilangan Pekerjaan pada tahun 2011 dan sejumlah RM70.00 juta diterima pada tahun 2017 bagi Program Sistem Insurans Pekerjaan (SIP) di bawah Akta 800 menjadikan jumlahnya RM122.00 juta.

Pada tahun 2018, keseluruhan geran berjumlah RM122.00 juta telah direkodkan sebagai hasil walaupun hanya sejumlah RM61.79 juta sahaja yang telah dibelanjakan dengan kebenaran. Baki geran berjumlah RM60.21 juta sepatutnya direkodkan sebagai liabiliti yang menyebabkan liabiliti bukan semasa terkurang nyata dan hasil terlebih nyata berjumlah RM60.21 juta dalam Penyata Kewangan Pertubuhan Keselamatan Sosial Tahun 2018.

b. **Penggunaan Geran Pembangunan Sistem Insurans Pekerjaan (SIP) Tidak Menepati Tujuan – RM40.35 juta**

Pertubuhan Keselamatan Sosial telah membelanjakan sejumlah RM40.35 juta bagi perbelanjaan yang tidak menepati tujuan geran yang sepatutnya. Perbelanjaan Am, Emolumen, Bekalan dan Perkhidmatan, Cukai dan Perkhidmatan serta Ubahsuai Pejabat telah digunakan daripada Geran Pembangunan Sistem Insurans Pekerjaan (SIP). Ini menyebabkan Geran Sistem Insurans Pekerjaan (SIP) telah terlebih belanja dan baki Geran Sistem Insurans Pekerjaan (SIP) berkurangan sebanyak RM40.35 juta.

Pengauditan telah dilaksanakan berdasarkan Akta Audit 1957 dan *The International Standards of Supreme Audit Institutions*. Tanggungjawab saya dihuraikan selanjutnya di perenggan Tanggungjawab Juruaudit Terhadap Pengauditan Penyata Kewangan dalam laporan ini. Saya percaya bahawa bukti audit yang diperoleh adalah mencukupi dan bersesuaian untuk dijadikan asas kepada pendapat berteguran saya.

Kebebasan dan Tanggungjawab Etika Lain

Saya adalah bebas daripada Pertubuhan Keselamatan Sosial dan telah memenuhi tanggungjawab etika lain berdasarkan *The International Standards of Supreme Audit Institutions*.

Maklumat Lain Selain Daripada Penyata Kewangan dan Laporan Juruaudit Mengenainya

Ahli Lembaga Pertubuhan Keselamatan Sosial bertanggungjawab terhadap maklumat lain dalam Laporan Tahunan. Pendapat saya terhadap Penyata Kewangan Pertubuhan Keselamatan Sosial tidak meliputi maklumat lain selain daripada Penyata Kewangan dan Laporan Juruaudit mengenainya dan saya tidak menyatakan sebarang bentuk kesimpulan jaminan mengenainya.

Tanggungjawab Ahli Lembaga Terhadap Penyata Kewangan

Ahli Lembaga bertanggungjawab terhadap penyediaan Penyata Kewangan Pertubuhan Keselamatan Sosial yang memberi gambaran benar dan saksama selaras dengan Piawaian Perakaunan Sektor Awam Malaysia (MPSAS) dan Akta Keselamatan Sosial Pekerja 1969 (Akta 4). Ahli Lembaga juga bertanggungjawab terhadap penetapan kawalan dalaman yang perlu bagi membolehkan penyediaan Penyata Kewangan Pertubuhan Keselamatan Sosial yang bebas daripada salah nyata yang ketara sama ada disebabkan fraud atau kesilapan.

Semasa penyediaan Penyata Kewangan Pertubuhan Keselamatan Sosial, Ahli Lembaga bertanggungjawab untuk menilai keupayaan Pertubuhan Keselamatan Sosial untuk beroperasi sebagai satu usaha berterusan, mendedahkannya jika berkaitan serta menggunakannya sebagai asas perakaunan untuk usaha berterusan.

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Tanggungjawab Juruaudit Terhadap Pengauditan Penyata Kewangan

Objektif saya adalah untuk memperoleh keyakinan yang munasabah sama ada Penyata Kewangan Pertubuhan Keselamatan Sosial secara keseluruhannya adalah bebas daripada salah nyata yang ketara, sama ada disebabkan fraud atau kesilapan, dan mengeluarkan Laporan Juruaudit yang merangkumi pendapat saya. Jaminan yang munasabah adalah satu tahap jaminan yang tinggi, tetapi bukan satu jaminan bahawa audit yang dijalankan mengikut *The International Standards of Supreme Audit Institutions* akan sentiasa mengesan salah nyata yang ketara apabila ia wujud. Salah nyata boleh wujud daripada fraud atau kesilapan dan dianggap ketara sama ada secara individu atau agregat sekiranya boleh dijangkakan dengan munasabah untuk mempengaruhi keputusan ekonomi yang dibuat oleh pengguna berdasarkan penyata kewangan ini.

Sebagai sebahagian daripada pengauditan mengikut *The International Standards of Supreme Audit Institutions*, saya menggunakan pertimbangan profesional dan mengekalkan keraguan profesional sepanjang pengauditan. Saya juga:

a. Mengenal pasti dan menilai risiko salah nyata ketara dalam Penyata Kewangan Pertubuhan Keselamatan Sosial, sama ada disebabkan fraud atau kesilapan, merangka dan melaksanakan prosedur audit yang responsif terhadap risiko berkenaan serta mendapatkan bukti audit yang mencukupi dan bersesuaian untuk memberikan asas kepada pendapat saya. Risiko untuk tidak mengesan salah nyata ketara akibat daripada fraud adalah lebih tinggi daripada kesilapan kerana fraud mungkin melibatkan pakatan, pemalsuan, ketinggalan yang disengajakan, representasi yang salah, atau mengatasi kawalan dalaman.

b. Memahami kawalan dalaman yang relevan untuk merangka prosedur audit yang bersesuaian tetapi bukan untuk menyatakan pendapat mengenai keberkesanan kawalan dalaman Pertubuhan Keselamatan Sosial.

c. Menilai kesesuaian dasar perakaunan yang diguna pakai dan kemunasabahan anggaran perakaunan dan pendedahan yang berkaitan oleh Ahli Lembaga.

d. Membuat kesimpulan terhadap kesesuaian penggunaan asas perakaunan untuk usaha berterusan oleh Ahli Lembaga dan berdasarkan bukti audit yang diperoleh, sama ada wujudnya ketidakpastian ketara yang berkaitan dengan peristiwa atau keadaan yang mungkin menimbulkan keraguan yang signifikan terhadap keupayaan Pertubuhan Keselamatan Sosial sebagai satu usaha berterusan. Jika saya membuat kesimpulan bahawa ketidakpastian ketara wujud, saya perlu melaporkan dalam Laporan Juruaudit terhadap pendedahan yang berkaitan dalam Penyata Kewangan Pertubuhan Keselamatan Sosial atau, jika pendedahan tersebut tidak mencukupi, pendapat saya akan diubah. Kesimpulan saya dibuat berdasarkan bukti audit yang diperoleh sehingga tarikh Laporan Juruaudit.

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e. Menilai sama ada keseluruhan persembahan termasuk pendedahan Penyata Kewangan Pertubuhan Keselamatan Sosial memberi gambaran yang saksama.

Laporan Mengenai Keperluan Perundangan dan Peraturan Lain

Berdasarkan keperluan Akta Keselamatan Sosial Pekerja 1969 (Akta 4) dan Akta Sistem Insurans Pekerjaan 2017 (Akta 800), saya juga melaporkan bahawa pada pendapat saya, rekod perakaunan dan rekod lain yang dikehendaki Akta untuk disimpan oleh Pertubuhan Keselamatan Sosial kecuali perkara yang dinyatakan di perenggan Asas Kepada Pendapat Berteguran.

Hal-hal Lain

a. Akta Keselamatan Sosial Pekerja 1969 (Akta 4) dan Akta Sistem Insurans Pekerjaan 2017 (Akta 800) menghendaki semua pekerja dalam perusahaan yang tertakluk pada Akta ini diinsuranskan mengikut cara yang diperuntukkan oleh Akta ini. Pengauditan penyata kewangan yang dilaksanakan menunjukkan wujud perbezaan rekod caruman di antara Buku Tunai dan Automated SOCSO Integrated System (ASSIST) bagi Akta 4 berjumlah RM4.70 juta dan bagi Akta 800 berjumlah RM17.93 juta pada 31 Disember 2018. Pertubuhan Keselamatan Sosial hendaklah memastikan rekod caruman dan rekod lain sentiasa bersesuaian dan kemas kini dengan rekod kewangan dalam penyediaan penyata kewangan yang tepat dan betul. Pertubuhan Keselamatan Sosial perlu memastikan penyediaan penyata kewangan adalah teratur dan mematuhi piawaian perakaunan yang diguna pakai.

b. Laporan ini dibuat untuk Ahli Lembaga dan bukan untuk tujuan lain. Saya tidak bertanggungjawab terhadap pihak lain bagi kandungan laporan ini.

(DATO' NIK AZMAN NIK ABDUL MAJID)
KETUA AUDIT NEGARA
MALAYSIA

PUTRAJAYA
22 OGOS 2019

4 / 4

PENYATA PENGERUSI DAN SEORANG AHLI LEMBAGA PERTUBUHAN KESELAMATAN SOSIAL

STATEMENT BY THE CHAIRMAN AND A MEMBER OF THE BOARD SOCIAL SECURITY ORGANIZATION

Kami, TUAN ZAKRI BIN MOHD KHIR dan DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED yang merupakan Pengerusi dan salah seorang Ahli Lembaga PERTUBUHAN KESELAMATAN SOSIAL dengan ini menyatakan bahawa, pada pendapat Lembaga, Penyata Kewangan yang mengandungi Penyata Kedudukan Kewangan, Penyata Prestasi Kewangan, Penyata Perubahan Aset Bersih dan Penyata Aliran Tunai yang berikut ini berserta dengan nota-nota kepada Penyata Kewangan di dalamnya, adalah disediakan untuk menunjukkan pandangan yang benar dan saksama berkenaan kedudukan kewangan PERTUBUHAN KESELAMATAN SOSIAL pada 31 Disember 2018 dan hasil operasinya serta perubahan kedudukan kewangannya bagi tahun berakhir pada tarikh itu.

We, TUAN ZAKRI BIN MOHD KHIR and DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED being the Chairman and a Member of the Board of the SOCIAL SECURITY ORGANIZATION do hereby state that, in the opinion of the Board, the accompanying Financial Statements which include the Statement of Financial Position, Statement of Financial Performance, Statement of Changes in Net Assets and Cash Flow Statement together with the notes to the Financial Statements are drawn up so as to give a true and fair view of the financial position of the SOCIAL SECURITY ORGANIZATION as at 31 December 2018 and of the results of its operations and changes in the in the financial position for the year ended on that date.

Bagi pihak Lembaga,
On behalf of the Board,

Nama / Name : TUAN ZAKRI BIN MOHD KHIR

Gelaran / Title : Pengerusi, Lembaga PERKESO
Chairman, Board of SOCSO

Tarikh / Date : 12 JUL 2019

Tempat / Place : KUALA LUMPUR

Bagi pihak Lembaga,
On behalf of the Board,

Nama / Name : DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED

Gelaran / Title : Ketua Eksekutif, PERKESO
Chief Executive, SOCSO

Tarikh / Date : 12 JUL 2019

Tempat / Place : KUALA LUMPUR

PENGAKUAN OLEH PEGAWAI UTAMA YANG BERTANGGUNGJAWAB KE ATAS PENGURUSAN KEWANGAN PERTUBUHAN KESELAMATAN SOSIAL

DECLARATION BY THE OFFICER PRIMARILY RESPONSIBLE FOR THE FINANCIAL MANAGEMENT OF THE SOCIAL SECURITY ORGANIZATION

Saya, ROSMAWATI BINTI ZAINUDDIN, pegawai utama yang bertanggungjawab ke atas pengurusan kewangan dan rekod-rekod perakaunan PERTUBUHAN KESELAMATAN SOSIAL, dengan ikhlasnya mengakui bahawa Penyata Kedudukan Kewangan, Penyata Prestasi Kewangan, Penyata Perubahan Aset Bersih dan Penyata Aliran Tunai yang berikut ini berserta dengan nota-nota kepada Penyata Kewangan di dalamnya, mengikut sebaik-baik pengetahuan dan kepercayaan saya, adalah betul dan saya membuat ikrar ini dengan sebenarnya mempercayai bahawa ia adalah benar dan atas kehendak-kehendak Akta Akuan Berkanun, 1960.

I, ROSMAWATI BINTI ZAINUDDIN, being the officer primarily responsible for the financial management and accounting records of the SOCIAL SECURITY ORGANIZATION, do solemnly and sincerely declare that the Statement of Financial Position, Statement of Financial Performance, Statement of Changes in Net Assets and Cash Flow Statement and the accompanying notes to the Financial Statements there in, to the best of my knowledge and belief, are correct and I make this solemn declaration conscientiously believing it to be true and by virture of the provision of the Statutory Declarations Act, 1960.

Sebenarnya dan sesungguhnya diakui oleh penama di atas di KUALA LUMPUR pada

Subscribed and solemnly declared by the abovenamed in KUALA LUMPUR on 12 JUL 2019

ROSMAWATI BINTI ZAINUDDIN
Ketua Bahagian
Bahagian Kewangan
Pertubuhan Keselamatan Sosial
Head Of Division
Finance Division
Social Security Organization

Di hadapan saya,
Before me,

PESURUHJAYA SUMPAH
MOHD SOCIAL BIN OSMAN
TEMPOH LANTIKAN
01-01-2019-31-12-2021
KUALA LUMPUR

No. 5-2, Jalan AU 1A/4
Taman Keramat Permai
54200 Kuala Lumpur, Malaysia

PESURUHJAYA SUMPAH
COMMISSIONER FOR OATHS

PENYATA KEDUDUKAN KEWANGAN SEPERTI PADA 31 DISEMBER 2018
STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2018

	Nota Note	31 Disember 31 December 2018	31 Disember 31 December 2017
		(RM'000)	(RM'000)
ASET / ASSETS			
Aset Semasa **Current Assets**			
Urus Niaga Pertukaran Pinjaman Loans From Exchange Transactions	8	114,346	109,649
Pelaburan Kewangan Sedia Untuk Dijual Financial Investments Available-For-Sale	9	1,032,594	1,122,512
Urus Niaga Pertukaran Belum Terima Receivables From Exchange Transactions	12	202,438	242,463
Urus Niaga Bukan Pertukaran Boleh Pulih Recoverables From Non-Exchange Transactions	13	316,940	262,069
Deposit Dengan Institusi Kewangan Berlesen Deposit With Licensed Financial Institutions	14	3,901,700	3,131,900
Tunai Dan Kesetaraan Tunai Cash And Cash Equivalents	15	1,569,653	3,190,613
Jumlah Aset Semasa / Total Current Assets		**7,137,671**	**8,059,206**
Aset Bukan Semasa **Non-Current Assets**			
Hartanah Dan Peralatan Property And Equipment	5	804,898	756,671
Perisian Komputer Computer Softwares	6	118,692	170,154
Hartanah Pelaburan Investment Properties	7	1,328,000	591,949
Urus Niaga Pertukaran Pinjaman Loans From Exchange Transactions	8	429,062	540,616
Pelaburan Kewangan Sedia Untuk Dijual Financial Investments Available-For-Sale	9	19,207,514	17,881,202

Polisi-polisi perakaunan dan nota-nota penerangan yang disertakan merupakan sebahagian asasi penyata kewangan ini.
The accompanying accounting policies and explanatory notes form an integral part of the financial statements.

PENYATA KEDUDUKAN KEWANGAN SEPERTI PADA 31 DISEMBER 2018 (samb)
STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2018 (cont'd)

	Nota Note	31 Disember 31 December 2018	31 Disember 31 December 2017
		(RM'000)	(RM'000)
Aset Kewangan Dinyatakan Pada Nilai Saksama Melalui Lebihan Atau Kurangan Financial Assets Designated At Fair Value Through Surplus Or Deficit	10	61,361	63,237
Aset Kewangan Derivatif Derivative Financial Assets	11	125	134
Jumlah Aset Bukan Semasa / Total Non-Current Assets		**21,949,652**	**20,003,963**
Jumlah Aset / Total Assets		**29,087,323**	**28,063,169**
LIABILITI / LIABILITIES			
Liabiliti Semasa **Current Liabilities**			
Urus Niaga Pertukaran Belum Bayar Lain Other Payables From Exchange Transactions	16	290,347	188,652
Peruntukan Bagi Manfaat Anggota Provision For Staff Benefits	17	11,955	11,000
Jumlah Liabiliti Semasa / Total Current Liabilities		**302,302**	**199,652**

Polisi-polisi perakaunan dan nota-nota penerangan yang disertakan merupakan sebahagian asasi penyata kewangan ini.
The accompanying accounting policies and explanatory notes form an integral part of the financial statements.

PENYATA KEDUDUKAN KEWANGAN SEPERTI PADA 31 DISEMBER 2018 (samb)
STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2018 (cont'd)

	Nota Note	31 Disember 31 December 2018	31 Disember 31 December 2017
		(RM'000)	(RM'000)
Liabiliti Bukan Semasa **Non-Current Liabilities**			
Peruntukan Bagi Manfaat Anggota Provision For Staff Benefits	17	712,183	662,014
Geran Kerajaan Government Grant	18	–	136,952
Jumlah Liabiliti Bukan Semasa / Total Non-Current Liabilities		**712,183**	**798,966**
Jumlah Liabiliti / Total Liabilities		**1,014,485**	**998,618**
Aset Bersih / Net Assets		**28,072,838**	**27,064,551**
Aset Bersih / Net Assets			
Lebihan Terkumpul Accumulated Surplus		–	–
Rizab Keselamatan Sosial Social Security Reserves		27,166,536	25,808,789
Rizab Sedia Untuk Dijual Available-For-Sale ("AFS") Reserves		906,302	1,255,762
Jumlah Aset Bersih / Total Net Assets		**28,072,838**	**27,064,551**

Polisi-polisi perakaunan dan nota-nota penerangan yang disertakan merupakan sebahagian asasi penyata kewangan ini.
The accompanying accounting policies and explanatory notes form an integral part of the financial statements.

PENYATA PRESTASI KEWANGAN BAGI TAHUN BERAKHIR 31 DISEMBER 2018
STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 31 DECEMBER 2018

	Nota Note	2018 (RM'000)	2017 (RM'000)
Hasil Daripada Urus Niaga Bukan Pertukaran **Revenue From Non-Exchange Transactions**			
Pendapatan Caruman Contributions Income		4,301,693	3,560,970
Geran Kerajaan Government Grant		122,000	60,000
Hasil Daripada Urus Niaga Pertukaran **Revenue From Exchange Transactions**			
Pendapatan Kasar Pelaburan Gross Investment Income	19	1,570,576	1,261,236
Dividen Dividend		134,166	139,446
Keuntungan Daripada Penjualan Gains From Divestment		406,936	262,990
Pendapatan Faedah Interest Income		980,734	888,377
Keuntungan / (Kerugian) Belum Realis Daripada Penilaian Semula Aset Kewangan Unrealised Gains / (Losses) From Revaluation Of Financial Assets		(2,628)	15,257
Lain-lain Pendapatan Pelaburan Other Investment Income		51,368	(44,834)
Lain-lain Pendapatan Bukan Pelaburan Other Non-Investment Income	19	62,940	72,185
		1,633,516	1,333,421
Jumlah Hasil / Total Revenue		**6,057,209**	**4,954,391**

Polisi-polisi perakaunan dan nota-nota penerangan yang disertakan merupakan sebahagian asasi penyata kewangan ini.
The accompanying accounting policies and explanatory notes form an integral part of the financial statements.

PENYATA PRESTASI KEWANGAN BAGI TAHUN BERAKHIR 31 DISEMBER 2018 (samb)

STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 31 DECEMBER 2018 (cont'd)

	Nota Note	2018 (RM'000)	2017 (RM'000)
Belanja / Expenses			
Tuntutan Dan Faedah Bersih Net Claims And Benefits	20	(3,698,149)	(3,264,867)
Belanja Berkaitan Faedah Benefits Related Expenses	21	(48,935)	(27,313)
Belanja Operasi Operating Expenses	22	(683,619)	(569,888)
(Kerugian Penjejasan) / Catatan Semula Aset Kewangan (Impairment Losses) / Writeback For Financial Assets	23	(268,759)	2,427
Jumlah Belanja / Total Expenses		**(4,699,462)**	**(3,859,641)**
Lebihan Bagi Tahun / Surplus For The Year		**1,357,747**	**1,094,750**

Polisi-polisi perakaunan dan nota-nota penerangan yang disertakan merupakan sebahagian asasi penyata kewangan ini.
The accompanying accounting policies and explanatory notes form an integral part of the financial statements.

PENYATA PERUBAHAN ASET BERSIH BAGI TAHUN BERAKHIR 31 DISEMBER 2018

STATEMENT OF CHANGES IN NET ASSETS FOR THE YEAR ENDED 31 DECEMBER 2018

	Rizab Sedia Untuk Dijual Available-For-Sale Reserves	Rizab Keselamatan Sosial Social Security Reserves			Lebihan Terkumpul Accumulated Surplus	Jumlah Aset Bersih Total Net Assets
		Skim Bencana Kerja Dan Keilatan Employment Injury And Invalidity Scheme	Skim Bencana Kerja Pekerjaan Sendiri Self-Employed Employment Injury Scheme	Skim Insurans Pekerjaan Employment Insurance System Scheme		
	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)
Baki Pada 1 Januari 2018 Balance At 1 January 2018	1,255,762	25,749,654	59,135	–	–	27,064,551
Lebihan Bagi Tahun Surplus For The Year	–	–	–	–	1,357,747	1,357,747
Penilaian Semula Pelaburan Kewangan Sedia Untuk Dijual Revaluation Of Financial Investments Available-For-Sale	(349,460)	–	–	–	–	(349,460)
Pindahan Transfer	–	701,348	(1,757)	658,156	(1,357,747)	–
Baki Seperti Pada 31 Disember 2018 Balance As At 31 December 2018	**906,302**	**26,451,002**	**57,378**	**658,156**	**–**	**28,072,838**

PENYATA KEWANGAN
FINANCIAL STATEMENTS

PENYATA PERUBAHAN ASET BERSIH BAGI TAHUN BERAKHIR 31 DISEMBER 2017 (samb)
STATEMENT OF CHANGES IN NET ASSETS FOR THE YEAR ENDED 31 DECEMBER 2017 (cont'd)

	Rizab Sedia Untuk Dijual Available-For-Sale Reserves	Rizab Keselamatan Sosial Social Security Reserves			Lebihan Terkumpul Accumulated Surplus	Jumlah Aset Bersih Total Net Assets
		Skim Bencana Kerja Dan Keilatan Employment Injury And Invalidity Scheme	Skim Bencana Kerja Pekerjaan Sendiri Self-Employed Employment Injury Scheme	Skim Insurans Pekerjaan Employment Insurance System Scheme		
	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)
Baki Pada 1 Januari 2017 Balance At 1 January 2017	861,045	24,714,039	–	–	–	25,575,084
Lebihan Bagi Tahun Surplus For The Year	–	–	–	–	1,094,750	1,094,750
Penilaian Semula Pelaburan Kewangan Sedia Untuk Dijual Revaluation Of Financial Investments Available-For-Sale	394,717	–	–	–	–	394,717
Pindahan Transfer	–	1,035,615	59,135	–	(1,094,750)	–
Baki Seperti Pada 31 Disember 2017 Balance As At 31 December 2017	**1,255,762**	**25,749,654**	**59,135**	**–**	**–**	**27,064,551**

Nota : Rizab Keselamatan Sosial adalah rizab yang diketepikan daripada lebihan terkumpul bagi tujuan memenuhi komitmen bayaran jangka panjang kepada penerima faedah yang telah memenuhi syarat obligasi.

Note : Social Security Reserves are the reserves set aside from accumulated surplus for the purpose of meeting the long term payment commitment to beneficiaries that have met the obligation condition.

Polisi-polisi perakaunan dan nota-nota penerangan yang disertakan merupakan sebahagian asasi penyata kewangan ini.
The accompanying accounting policies and explanatory notes form an integral part of the financial statements.

PENYATA ALIRAN TUNAI BAGI TAHUN BERAKHIR 31 DISEMBER 2018
CASH FLOW STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2018

	2018 (RM'000)	2017 (RM'000)
ALIRAN TUNAI DARIPADA AKTIVITI OPERASI **CASH FLOW FROM OPERATING ACTIVITIES**		
Lebihan Bagi Tahun Surplus For The Year	**1,357,747**	**1,094,750**
Pelarasan Bagi: **Adjustments For:**		
Pendapatan Dividen Dividends Income	(134,166)	(139,446)
Pendapatan Faedah Interest Income	(1,002,665)	(918,871)
Keuntungan Yang Terbit Daripada Jualan / Penebusan Pelaburan Kewangan Sedia Untuk Dijual Gains Arising From Sale / Redemption Of Financial Investments Available-For-Sale	(406,936)	(262,990)
(Keuntungan) / Kerugian Realis Atas Pertukaran Asing Realised (Gains) / Losses On Foreign Exchange	(17)	615
Pendapatan Sewa Daripada Hartanah Pelaburan Rental Income From Investment Property	(34,919)	(34,549)
Kerugian / (Keuntungan) Daripada Pelupusan Hartanah Dan Peralatan Losses / (Gains) From Disposal Of Property And Equipment	599	(63)
Kerugian Daripada Pelupusan Perisian Komputer Losses From Disposal Of Computer Software	8,746	–
Susut Nilai Hartanah Dan Peralatan Depreciation Of Property And Equipment	37,724	32,995
Pelarasan Nilai Saksama Atas Pelaburan Hartanah Fair Value Adjustment On Investment Properties	6,089	–
Pelunasan Perisian Komputer Amortisation Of Computer Softwares	39,500	38,110
Manfaat Anggota Staff Benefits	62,671	54,008

PENYATA ALIRAN TUNAI BAGI TAHUN BERAKHIR 31 DISEMBER 2018 (samb)

CASH FLOW STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2018 (cont'd)

	2018 (RM'000)	2017 (RM'000)
Hutang Ragu Pinjaman Anggota Dan Pendidikan Doubtful Debts On Staff And Education Loan	17	497
Hutang Ragu Perbelanjaan Faedah Doubtful Debts On Benefits Expenditure	505	165
Hapus Kira Penghutang Pinjaman Pendidikan Education Loan Debtors Written Off	827	803
Hapus Kira Penghutang Pinjaman Anggota Staff Loan Debtors Written Off	24	–
Hapus Kira Pelbagai Penghutang Sundry Debtors Written Off	77	94
Pinjaman Pendidikan Ditukar Kepada Biasiswa / Kematian Education Loan Converted To Scholarship / Death	100	105
Kerugian / (Keuntungan) Belum Realis Daripada Aset Kewangan Yang Dinyatakan Pada Nilai Saksama Melalui Lebihan atau Kurangan Unrealised Losses / (Gains) From Financial Assets Designated At Fair Value Through Surplus Or Deficit	2,642	(15,123)
Keuntungan Belum Realis Daripada Penilaian Semula Aset Kewangan Derivatif Unrealised Gains From Revaluation Of Derivative Financial Assets	(14)	(134)
Kerugian / (Catatan Semula) Penjejasan Atas Pelaburan Kewangan Sedia Untuk Dijual Impairment Losses / (Writeback) On Financial Investments Available-For-Sale	269,366	(1,729)
(Keuntungan)/Kerugian Belum Realis Atas Pertukaran Asing Unrealised (Gains) / Losses On Foreign Exchange	(22,521)	78,768
Tunai Daripada Operasi Sebelum Perubahan Dalam Modal Kerja **Cash From Operations Before Changes In Working Capital**	**185,396**	**(71,995)**

Polisi-polisi perakaunan dan nota-nota penerangan yang disertakan merupakan sebahagian asasi penyata kewangan ini.
The accompanying accounting policies and explanatory notes form an integral part of the financial statements.

PENYATA ALIRAN TUNAI BAGI TAHUN BERAKHIR 31 DISEMBER 2018 (samb)
CASH FLOW STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2018 (cont'd)

	2018 (RM'000)	2017 (RM'000)
Perubahan Dalam Modal Kerja: **Changes In Working Capital:**		
Tambahan / (Kurangan) Dalam Modal Kerja: Increase / (Decrease) In Working Capital:		
Pelbagai Penghutang Dan Deposit Sundry Debtors And Deposits	(9,517)	(26,807)
Faedah Dan Tuntutan Belum Bayar Benefits And Claims Payables	102,416	(62,149)
Tunai Daripada Operasi Selepas Perubahan Dalam Modal Kerja Cash From Operations After Changes In Working Capital		
Pinjaman Anggota Dan Pendidikan Staff And Education Loans	(3,366)	(864)
Geran Kerajaan Government Grant	(136,952)	72,755
Peruntukan Manfaat Anggota Provision For Staff Benefits	(11,547)	(8,011)
Tunai Bersih Dijana / (Digunakan) Daripada Aktiviti Operasi **Net Cash Generated / (Used In) From Operating Activities**	**126,430**	**(97,071)**
Aliran Tunai Daripada Aktiviti Pelaburan **Cash Flows From Investment Activities**		
(Perolehan) / Pelupusan Bagi : (Acquisition) / Disposal For:		
Hartanah Dan Peralatan Property And Equipment	(86,641)	49,483
Perisian Komputer Computer Software	3,215	(205,148)
Hartanah Pelaburan Investment Properties	(742,140)	–
Pelaburan Kewangan Sedia Untuk Dijual Financial Investments Available-For-Sale	(1,426,490)	(2,576,340)

Polisi-polisi perakaunan dan nota-nota penerangan yang disertakan merupakan sebahagian asasi penyata kewangan ini.
The accompanying accounting policies and explanatory notes form an integral part of the financial statements.

PENYATA ALIRAN TUNAI BAGI TAHUN BERAKHIR 31 DISEMBER 2018 (samb)

CASH FLOW STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2018 (cont'd)

	2018 (RM'000)	2017 (RM'000)
Deposit Dengan Institusi Kewangan Berlesen Deposit With Licensed Financial Institutions	(769,800)	2,883,600
Dividen Diterima Dividend Received	130,629	141,244
Faedah Diterima Interest Received	999,572	931,835
Pendapatan Sewa Diterima Daripada Hartanah Pelaburan Rental Income Received From Investment Properties	34,919	34,549
Hasil Daripada / Pelupusan Bagi: Proceeds From / Disposal Of:		
Hartanah Dan Peralatan Property And Equipment	91	125
Pinjaman Jaminan Kerajaan Government Guaranteed Loan	109,255	104,807
Tunai Bersih (Digunakan Dalam) / Dijana Daripada Aktiviti Pelaburan Net Cash (Used In) / Generated From Investing Activities	**(1,747,390)**	**1,364,155)**
(Kurangan) / Tambahan Bersih Dalam Tunai Dan Kesetaraan Tunai Net (Decrease) / Increase In Cash And Cash Equivalents	(1,620,960)	1,267,084
Tunai Dan Kesetaraan Tunai Seperti Pada 1 Januari Cash And Cash Equivalents As At 1 January	3,190,613	1,923,529
Tunai Dan Kesetaraan Tunai Seperti Pada 31 Disember Cash And Cash Equivalents As At 31 December	**1,569,653**	**3,190,613**

Polisi-polisi perakaunan dan nota-nota penerangan yang disertakan merupakan sebahagian asasi penyata kewangan ini.
The accompanying accounting policies and explanatory notes form an integral part of the financial statements.

NOTA-NOTA KEPADA PENYATA KEWANGAN BAGI TAHUN BERAKHIR 31 DISEMBER 2018
NOTES TO THE FINANCIAL STATEMENTS FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2018

1. Maklumat Korporat Dan Aktiviti Utama

Pertubuhan Keselamatan Sosial (PERKESO) telah ditubuhkan sebagai Jabatan Kerajaan pada 1 Januari 1971 bagi menguatkuasakan Akta Keselamatan Sosial Pekerja 1969. Mulai 1 Julai 1985, PERKESO telah menjadi sebuah Badan Berkanun Persekutuan. PERKESO bertanggungjawab dalam memberi perlindungan keselamatan sosial kepada orang berinsurans dan tanggungan mereka yang layak menerusi pembayaran faedah di bawah Skim-Skim Keselamatan Sosial di samping meningkatkan kesedaran mengenai keselamatan dan kesihatan pekerja di Malaysia.

PERKESO mentadbir dua jenis skim keselamatan sosial iaitu skim bencana pekerjaan dan skim pencen ilat. Skim-skim ini memberi perlindungan kepada para pekerja dan tanggungan yang layak apabila berlakunya kejadian luar jangka yang menimpa pekerja berkenaan seperti bencana pekerjaan, keilatan dan kematian. Skim ini turut menyediakan kemudahan pemulihan terhadap pekerja yang ditimpa bencana bagi membolehkannya kembali aktif dalam kehidupan harian dan kembali bekerja dengan secepat mungkin.

PERKESO juga menguatkuasakan Akta Keselamatan Sosial Pekerjaan Sendiri 2017 dan mentadbir skim bencana pekerjaan sendiri untuk pemandu teksi atau individu yang menjalankan perkhidmatan serupa berkuat kuasa pada 13 Jun 2017. Skim ini memberikan perlindungan kepada orang berinsurans yang bekerja sendiri daripada bencana pekerjaan termasuk penyakit khidmat dan kemalangan semasa menjalankan aktiviti pekerjaan dan juga memberi faedah tunai kepada pemandu teksi dan tanggungan mereka di samping faedah perubatan, pemulihan fizikal dan latihan vokasional.

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1. Corporate Information And Principal Activities

Social Security Organization (SOCSO) was established as a Government Department on 1st January 1971 to enforce the Employees Social Security Act 1969. It became a Federal Statutory Body on 1st July 1985. SOCSO is responsible in providing social security protection to insured persons and their eligible dependants through payment of benefits under Social Security Schemes besides increasing the awareness on employee's safety and health in Malaysia.

SOCSO administers two types of social security schemes, namely employment injury scheme and invalidity pension scheme. These schemes provide protection to employees and their eligible dependants in the occurrence of unforeseen events to the employee such as employment injury, invalidity and death. These schemes also provide rehabilitation facilities for injured employees, allowing them to regain their active daily life and return to work as soon as permitted.

SOCSO also enforces Self Employment Social Security Act 2017 and administer self-employed employment injury scheme for taxi driver or individuals carrying out similar services took effect on 13th June 2017. This scheme provides protection to self-employed insured persons from employment injuries including occupational diseases and accidents during work-related activities and also provides cash benefits to taxi drivers and their dependants besides providing medical care, physical rehabilitation and vocational training.

PERKESO juga telah menguatkuasakan Akta Sistem Insurans Pekerjaan 2017 pada 1 Januari 2018 yang merupakan satu jaringan keselamatan sosial bagi membantu golongan pekerja yang kehilangan pekerjaan. Akta ini mengandungi 2 komponen utama iaitu Insurans Pekerjaan yang memberi faedah melalui bantuan kewangan dan Dasar Pasaran Buruh Aktif sebagai komponen kedua yang menyediakan program latihan, insentif pekerjaan serta bantuan mencari pekerjaan. Faedah-faedah yang disediakan di bawah kedua-kedua komponen ini ialah Elaun Mencari Pekerjaan, Elaun Bekerja Semula Awal, Elaun Pendapatan Berkurangan, Elaun Latihan, Yuran Latihan dan Perkhidmatan Pekerjaan. Akta ini dilaksanakan mulai 1 Januari 2018 dengan memberikan bayaran faedah interim sebanyak RM600 kepada pekerja yang kehilangan pekerjaan sebagai pelaksanaan awalnya. Manakala pelaksanaan penuh faedah-faedah di bawah Akta ini dijalankan mulai 1 Januari 2019.

Ibu Pejabat PERKESO terletak di Menara PERKESO, 281 Jalan Ampang, 50538 Kuala Lumpur. PERKESO mempunyai 14 buah Pejabat Negeri, 39 buah Pejabat PERKESO di seluruh negara dan sebuah Pusat Rehabilitasi PERKESO di Melaka.

Penyata kewangan bagi tahun kewangan berakhir 31 Disember 2018 ini telah diluluskan untuk diterbitkan oleh Lembaga PERKESO pada 12 Julai 2019.

2. Objektif Dan Polisi Pengurusan Risiko Kewangan

PERKESO terdedah kepada pelbagai risiko kewangan termasuk risiko pasaran, risiko kredit, risiko kecairan dan risiko operasi. Secara umumnya, objektif dan polisi pengurusan risiko kewangan adalah bertujuan meminimumkan risiko dalam pada mengoptimumkan pulangan kepada PERKESO.

SOCSO has also enforced the Employment Insurance System Act 2017 on 1st January 2018 which is a social security network to help workers who are losing their jobs. This Act contains two main components of Employment Insurance which benefits through financial assistance and the Active Labor Market Policy as the second component providing training programs, job incentives and job search assistance. Benefits provided under these two components are Employment Allowance, Early Retirement Allowance, Reduced Income Allowance, Training Allowance, Training Fee and Job Services. This Act was implemented from 1st January 2018 by providing interim benefits of RM600 to employees who lost their jobs as an initial exercise. Whereas the full implementation of the benefits under this Act is effective from 1 January 2019.

SOCSO's Headquarters is located at Menara PERKESO, 281 Jalan Ampang, 50538 Kuala Lumpur. It has 14 State Offices, 39 SOCSO offices nationwide and 1 SOCSO Rehabilitation Centre in Melaka.

The financial statements for the financial year ended 31 December 2018 were authorised for issue by the Board of SOCSO on 12th July 2019.

2. Financial Risk Management Objectives And Policies

SOCSO is exposed to various financial risks including market risks, credit risk, liquidity risk and operational risk. Generally, the objectives and policies of financial risk management are aimed at minimising risks in optimising returns to SOCSO.

2. Objektif Dan Polisi Pengurusan Risiko Kewangan (samb)

Risiko Kewangan

Risiko kewangan adalah berkaitan dengan pelbagai perubahan dalam aspek ekonomi yang memberi impak kepada kestabilan kewangan PERKESO. Terdapat tiga (3) jenis risiko kewangan yang dihadapi oleh PERKESO seperti berikut:

i. Risiko pasaran (yang terdiri daripada risiko kadar faedah dan risiko harga ekuiti);
ii. Risiko kredit; dan
iii. Risiko kecairan.

Polisi lengkap berkaitan setiap jenis risiko kewangan yang disenaraikan di atas adalah seperti yang didedahkan dalam Nota 27.

3. Dasar Perakaunan Yang Penting

3.1 Penyata Pematuhan Dan Asas Penyediaan

PERKESO telah menerima pakai asas akruan daripada Piawaian Perakaunan Sektor Awam Malaysia (MPSAS) pada 1 Januari 2016. MPSAS 33 membenarkan penerima pakai kali pertama satu tempoh sehingga tiga tahun untuk mengiktiraf dan / atau mengukur aset dan / atau liabiliti tertentu. Semasa peralihan kepada asas akruan MPSAS pada 1 Januari 2016, PERKESO telah memanfaatkan kelebihan daripada pengecualian peralihan ini untuk pengiktirafan peruntukan bagi faedah dan tuntutan yang telah memenuhi peristiwa yang menjadi tanggungannya. Penyata kewangan ini dibentangkan dalam Ringgit Malaysia (RM), yang merupakan mata wang fungsian dan pelaporan PERKESO. Dasar-dasar perakaunan telah diguna pakai secara konsisten sepanjang tempoh ini.

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2. Financial Risk Management Objectives And Policies (cont'd)

Financial Risk

Financial risks are associated with various changes in economic aspects which give impact to the SOCSO financial stability. There are three (3) types of financial risks faced by the SOCSO as follows:

i. Market risk (which comprises of interest rate risk and equity price risk);
ii. Credit risk: and
iii. Liquidity risk.

Detailed policies pertaining to each type of financial risks as listed above are disclosed in Note 27.

3. Significant Accounting Policies

3.1 Statement Of Compliance And Basis Of Preparation

SOCSO adopted the accrual basis of Malaysian Public Sector Accounting Standards (MPSASs) on 1st January 2016. MPSAS 33 allows a first-time adopter a period of up to three years to recognize and/or measure certain assets and/or liabilities. In its transition to accrual basis MPSASs on 1st January 2016 and for the current financial year, SOCSO has taken advantage of this transitional exemption for the recognition of provisions for benefits and claims that has met the obligating event. The financial statements are presented in Ringgit Malaysia (RM), which is the functional and reporting currency of SOCSO and all values are rounded to the nearest thousand (RM'000). The accounting policies have been consistently applied throughout the period.

3. Dasar Perakaunan Yang Penting (samb)

3.1 Penyata Pematuhan Dan Asas Penyediaan (samb)

Penyata kewangan ini telah disediakan atas asas kos sejarah, kecuali dinyatakan sebaliknya. Penyata aliran tunai disediakan menggunakan kaedah tidak langsung. Penyata kewangan telah disediakan mengikut asas akruan.

3.2 Ringkasan Dasar Perakaunan Yang Penting

a) Pengiktirafan Pendapatan

Hasil Daripada Urus Niaga Bukan Pertukaran

Pendapatan Caruman

Pendapatan caruman daripada majikan dan pekerja diiktiraf apabila PERKESO mempunyai hak yang boleh dikuatkuasakan untuk menerimanya.

Geran Kerajaan

Hasil daripada urus niaga bukan pertukaran dengan Kerajaan Persekutuan adalah diukur pada nilai saksama dan diiktiraf apabila memperolehi kawalan ke atas sesuatu aset (tunai) yang bebas daripada syarat-syarat dan terdapat kemungkinan bahawa manfaat ekonomi atau potensi perkhidmatan berkaitan dengan aset tersebut akan mengalir kepada PERKESO dan boleh diukur dengan pasti.

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3. Significant Accounting Policies (cont'd)

3.1 Statement Of Compliance And Basis Of Preparation (cont'd)

The financial statements have been prepared on the basis of historical cost, unless stated otherwise. The cash flows statement is prepared using the indirect method. The financial statements are prepared on an accrual basis.

3.2 Summary Of Significant Accounting Policies

a) Revenue Recognition

Revenue From Non-Exchange Transactions

Contribution Income

Contribution income from employers and employees is recognised when SOCSO has an enforceable right to receive it.

Hasil daripada urus niaga bukan pertukaran dengan Kerajaan Persekutuan adalah diukur pada nilai saksama dan diiktiraf apabila memperolehi kawalan ke atas sesuatu aset (tunai) yang bebas daripada syarat-syarat dan terdapat kemungkinan bahawa manfaat ekonomi atau potensi perkhidmatan berkaitan dengan aset tersebut akan mengalir kepada PERKESO dan boleh diukur dengan pasti.

Government Grant

Revenues from non-exchange transactions with Federal Government are measured at fair value and recognized on obtaining control of the asset (cash) that is free from conditions and it is probable that the economic benefits or service potential related to the asset will flow to SOCSO and can be measured reliably.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

a) Pengiktirafan Pendapatan (samb)

Hasil Daripada Urus Niaga Pertukaran

Pendapatan Faedah

Pendapatan faedah diakrukan dengan menggunakan kaedah hasil efektif. Hasil efektif ini mendiskaunkan anggaran terimaan tunai masa hadapan di sepanjang jangkaan usia aset kewangan sehingga amaun yang dibawa bersih aset terbabit. Kaedah ini diaplikasikan kepada baki prinsipal untuk menentukan pendapatan faedah bagi setiap tempoh.

Dividen

Dividen atau agihan yang setara dengannya hendaklah diiktiraf apabila hak pemegang saham atau PERKESO untuk menerima bayaran tersebut ditentukan.

Pendapatan Sewa

Pendapatan sewa hasil daripada pajakan operasi atas pelaburan hartanah dikira pada asas garis lurus di sepanjang tempoh pajakan dan diambil kira sebagai hasil.

Faedah Caruman Lewat Bayar Dan Kompaun

Faedah caruman lewat bayar dan kompaun diiktiraf atas asas tunai.

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3. Signif icant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

a) Revenue Recognition (cont'd)

Revenue From Exchange Transactions

Interest Income

Interest income is accrued using the effective yield method. The effective yield discounts estimated future cash receipts through the expected life of the financial asset to that asset's net carrying amount. The method applies this yield to the principal outstanding to determine interest income each period

Dividend

Dividend or similar distributions must be recognised when the shareholder's or SOCSO's right to receive payments is established.

Rental Income

Rental income arising from operating leases on properties is accounted for on a straight-line basis over the lease terms and included in revenue.

Interest On Late Contribution And Compound

Interest on late contribution and compound are recognised on a cash basis.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

b) Pelaburan Hartanah

Hartanah pelaburan pada awalnya diukur pada kos yang mana termasuk kos urus niaga yang berkaitan. Amaun yang dibawa adalah termasuk kos penggantian komponen bagi hartanah pelaburan sedia ada pada masa kos tersebut dikenakan sekiranya kriteria pengiktirafan telah dipenuhi dan tidak termasuk kos penyelenggaraan harian bagi hartanah pelaburan.

Selepas pengiktirafan awal, hartanah pelaburan dinyatakan pada nilai saksama. Nilai saksama bagi hartanah pelaburan adalah berdasarkan penilaian oleh penilai bebas dan / atau penilai dalaman berdaftar dan mempunyai kelayakan profesional diiktiraf yang bersesuaian dan pengalaman terkini berkaitan lokasi dan kategori hartanah yang dinilai. Keuntungan atau kerugian yang terbit daripada perubahan dalam nilai saksama hartanah pelaburan akan diiktiraf dalam lebihan atau kurangan dalam tahun kewangan di mana ianya berlaku.

Jika PERKESO menetapkan bahawa nilai saksama hartanah pelaburan dalam pembinaan tidak boleh ditentukan dengan pasti tetapi menjangka nilai saksama hartanah boleh ditentukan dengan pasti apabila pembinaan siap, PERKESO hendaklah mengukur hartanah pelaburan dalam pembinaan pada kos sehingga sama ada nilai saksamanya boleh ditentukan dengan pasti atau pembinaan siap sepenuhnya (yang mana terdahulu). Apabila PERKESO boleh mengukur dengan pasti nilai saksama hartanah pelaburan dalam pembinaan yang mana sebelumnya telah diukur pada nilai kos, PERKESO hendaklah mengukur hartanah itu pada nilai saksamanya.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

b) Investment Property

Investment properties are initially measured at cost, which includes related transaction costs. The carrying amount includes the replacement cost of components of an existing investment property at the time that cost is incurred if the recognition criteria are met and excludes the costs of day-to-day maintenance of an investment property.

After initial recognition, investment properties are stated at fair value. Fair values of investment properties are based on valuations by registered independent and/or in-house valuers and with appropriate recognised professional qualifications and recent experience in the location and category of the properties being valued. Gains or losses arising from changes in the fair values of investment properties are recognised in surplus or deficit in the financial year in which they arise.

If SOCSO determines that the fair value of an investment property under construction is not reliably determinable but expects the fair value of the property to be reliably determinable when construction is completed, SOCSO shall measure that investment property under construction at cost until either its fair value becomes reliably determinable or construction is completed (whichever is earlier). Once SOCSO is able to measure reliably the fair value of an investment property under construction that has previously been measured at cost, SOCSO shall measure that property at its fair value.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

b) Pelaburan Hartanah (samb)

Perbelanjaan berikutnya adalah dipermodalkan kepada amaun yang dibawa oleh aset berkenaan hanya apabila terdapat kemungkinan bahawa manfaat ekonomi masa hadapan berkaitan dengan perbelanjaan tersebut akan mengalir kepada PERKESO dan kos bagi item berkenaan boleh diukur dengan pasti. Semua kos pembaikan dan penyelenggaraan lain adalah dibelanjakan apabila ianya berlaku. Apabila sebahagian daripada hartanah pelaburan diganti, amaun yang dibawa bagi bahagian yang diganti akan dinyahiktirafkan.

Hartanah pelaburan adalah dinyahiktirafkan sama ada apabila ia telah dilupuskan atau apabila hartanah pelaburan itu tidak digunakan secara kekal dan tiada manfaat ekonomi masa hadapan yang dijangkakan daripada pelupusannya. Keuntungan atau kerugian yang terbit daripada penamatan atau pelupusan hartanah pelaburan ditentukan daripada perbezaan di antara hasil pelupusan bersih, jika ada, dengan amaun yang dibawa oleh aset itu dan diiktiraf sebagai lebihan atau kurangan dalam tempoh penamatan atau pelupusan itu.

Hartanah pelaburan akan dikelaskan semula sebagai hartanah dan peralatan apabila kegunaan hartanah berubah daripada hartanah pelaburan kepada yang diduduki oleh pemilik. Nilai saksamanya pada tarikh pengelasan semula itu akan menjadi kos untuk tujuan perakaunan berikutnya.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

b) Investment Property (cont'd)

Subsequent expenditure is capitalised to the asset's carrying amount only when it is probable that future economic benefits associated with the expenditure will flow to SOCSO and the cost of the item can be measured reliably. All other repairs and maintenance costs are expensed when incurred. When part of an investment property is replaced, the carrying amount of the replaced part is derecognised.

Investment properties are derecognised when either they have been disposed of or when the investment property is permanently withdrawn from use and no future economic benefit is expected from its disposal. The gain or loss arising from the retirement or disposal of an investment property is determined as the difference between the net disposal proceeds, if any, and the carrying amount of the asset and is recognised in surplus or deficit in the period of the retirement or disposal.

When the use of a property changes from investment property to owner-occupied, the property is reclassified as property and equipment. Its fair value at the date of reclassification becomes its cost for subsequent accounting purposes.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

c) Hartanah Dan Peralatan

Semua hartanah dan peralatan adalah dinyatakan pada kos ditolak susut nilai terkumpul dan kerugian penjejasan. Kos termasuk perbelanjaan yang berkaitan secara langsung dengan perolehan item tersebut. Apabila bahagian signifikan hartanah dan peralatan perlu diganti pada masa tertentu, PERKESO mengiktiraf bahagian-bahagian tersebut sebagai aset-aset individu dengan usia guna tertentu dan menyusutnilaikannya dengan sewajarnya. Begitu juga, apabila pemeriksaan menyeluruh dilakukan, kosnya diiktiraf dalam amaun yang dibawa oleh hartanah dan peralatan terbabit sebagai suatu penggantian jika kriteria pengiktirafan tersebut dipenuhi. Semua kos pembaikan dan penyelenggaraan lain diiktiraf dalam lebihan atau kurangan apabila ianya berlaku. Jika suatu aset diperolehi dalam suatu urus niaga bukan pertukaran di mana balasannya adalah tiada atau pada nilai nominal, aset tersebut pada awalnya akan diukur pada nilai saksama.

Kerja dalam kemajuan terdiri daripada kerja-kerja yang melibatkan hartanah dan peralatan yang belum disempurnakan sehingga akhir tahun kewangan semasa. Kerja dalam kemajuan dinyatakan pada nilai kos dan tidak disusutnilaikan sehingga aset berkenaan sedia untuk digunakan.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

c) Property And Equipment

All property and equipment are stated at cost less accumulated depreciation and impairment losses. Cost includes expenditure that is directly attributable to the acquisition of the items. When significant parts of property and equipment are required to be replaced at intervals, SOCSO recognises such parts as individual assets with specific useful life and depreciates them accordingly. Likewise, when a major inspection is performed, its cost is recognised in the carrying amount of the property and equipment as a replacement if the recognition criteria are satisfied. All other repair and maintenance costs are recognised in surplus or deficit as incurred. Where an asset is acquired in a non-exchange transaction for nil or nominal consideration, the asset is initially measured at its fair value.

Work in progress consists of works involving property and equipment that have not been completed until the end of the current financial year. Work in progress is stated at cost and is not depreciated until the asset is ready for use.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

c) Hartanah Dan Peralatan (samb)

Tanah pegangan bebas tidak disusut nilai kerana ianya mempunyai usia yang tidak terhad. Hartanah dan peralatan lain disusut nilai mengikut kaedah garis lurus untuk memperuntukkan kos kepada nilai sisanya di sepanjang anggaran usia guna yang diringkaskan seperti berikut:

Tanah pajakan	Baki tempoh pajakan
Bangunan pejabat	50 tahun
Ubah suai pejabat	3 tahun
Kenderaan bermotor	5 tahun
Peralatan pejabat	5 tahun
Peralatan vokasional	5 tahun
Peralatan perubatan	5 tahun
Perkakasan komputer	3 - 5 tahun

Nilai sisa dan usia guna aset adalah dikaji semula dan diselaraskan secara prospektif, jika bersesuaian, pada akhir setiap tempoh pelaporan.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

c) Property And Equipment (cont'd)

Freehold land is not depreciated as it has an infinite life. Other property and equipment are depreciated on the straight-line method to allocate the cost to their residual values over their estimated useful life summarised as follows:

Leasehold land	Remaining lease period
Office buildings	50 years
Office renovations	3 years
Motor vehicles	5 years
Office equipment	5 years
Vocational equipment	5 years
Medical equipment	5 years
Computer hardware	3 - 5 years

The assets' residual values and useful life are reviewed, and adjusted prospectively, if appropriate, at the end of each reporting period.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

c) Hartanah Dan Peralatan (samb)

Amaun yang dibawa oleh suatu aset dikurangkan dengan serta-merta kepada amaun boleh pulih, atau amaun perkhidmatan boleh pulih, jika amaun yang dibawa oleh aset adalah lebih besar daripada anggaran amaun boleh pulih atau amaun perkhidmatan boleh pulih.

PERKESO menyahiktirafkan item hartanah dan peralatan dan/atau mana-mana bahagian signifikan suatu aset sekiranya berlaku pelupusan atau apabila tiada manfaat ekonomi atau potensi perkhidmatan masa hadapan yang dijangka akan diperolehi daripada penggunaannya yang berterusan. Sebarang keuntungan atau kerugian yang terbit daripada penyahiktirafan aset itu (dikira berdasarkan perbezaan di antara hasil pelupusan bersih dan amaun yang dibawa oleh aset tersebut) adalah dimasukkan dalam lebihan atau kurangan apabila aset tersebut dinyahiktirafkan.

d) Pajakan

Pajakan kewangan adalah pajakan yang memindahkan sebahagian besar daripada risiko dan manfaat berkaitan dengan pemilikan item yang dipajak kepada PERKESO. Aset yang dipegang di bawah pajakan kewangan dipermodalkan pada permulaan pajakan pada nilai saksama hartanah yang dipajak atau, jika lebih rendah, pada nilai kini bayaran pajakan minimum masa hadapan. PERKESO juga mengiktiraf liabiliti pajakan berkaitan pada permulaan pajakan. Liabiliti yang diiktiraf itu diukur sebagai nilai kini bayaran pajakan minimum masa hadapan pada awal pengiktirafan.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

c) Property And Equipment (cont'd)

An asset's carrying amount is written down immediately to its recoverable amount, or recoverable service amount, if the asset's carrying amount is greater than its estimated recoverable amount or recoverable service amount.

SOCSO derecognises items of property and equipment and / or any significant part of an asset upon disposal or when no future economic benefits or service potential is expected from its continuing use. Any gain or loss arising on derecognition of the asset (calculated as the difference between the net disposal proceeds and the carrying amount of the asset) is included in the surplus or deficit when the asset is derecognised.

d) Leases

Finance leases are leases that transfer substantially all of the risks and benefits incidental to ownership of the leased item to SOCSO. Assets held under a finance lease are capitalised at the commencement of the lease at the fair value of the leased property or, if lower, at the present value of the future minimum lease payments. SOCSO also recognises the associated lease liability at the inception of the lease. The liability recognised is measured as the present value of the future minimum lease payments at initial recognition.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

d) Pajakan (samb)

Selepas pengiktirafan awal, bayaran pajakan diagihkan di antara caj kewangan dan pengurangan liabiliti pajakan untuk mencapai suatu kadar faedah yang tetap ke atas baki liabiliti yang tinggal. Caj kewangan diiktiraf sebagai kos kewangan di dalam lebihan atau kurangan.

Aset yang dipegang di bawah pajakan kewangan disusut nilai sepanjang usia guna aset itu. Walau bagaimanapun, jika tiada kepastian yang munasabah bahawa PERKESO akan mendapat hak milik terhadap aset itu pada akhir tempoh pajakan, aset itu akan disusut nilai mengikut yang mana lebih singkat antara anggaran usia guna aset itu dan tempoh pajakan.

Pajakan operasi adalah pajakan yang tidak memindahkan sebahagian besar risiko dan manfaat berkaitan dengan pemilikan item yang dipajak kepada PERKESO. Pembayaran pajakan operasi diiktiraf sebagai perbelanjaan operasi dalam lebihan atau kurangan pada asas garis lurus di sepanjang tempoh pajakan.

e) Perisian Komputer

Aset tidak ketara yang diperolehi secara berasingan pada awalnya diiktiraf pada nilai kos. Kos aset tidak ketara yang diperolehi dalam suatu urus niaga bukan pertukaran adalah nilai saksamanya pada tarikh pertukaran. Selepas pengiktirafan awal, aset tidak ketara dibawa pada kos ditolak sebarang pelunasan terkumpul dan kerugian penjejasan terkumpul. Aset tidak ketara yang dijana secara dalaman, tidak termasuk kos pembangunan yang dipermodalkan, tidak dipermodalkan dan perbelanjaan ditunjukkan di dalam lebihan atau kurangan dalam tempoh di mana perbelanjaan tersebut berlaku.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

d) Leases (cont'd)

Subsequent to initial recognition, lease payments are apportioned between finance charges and reduction of the lease liability so as to achieve a constant rate of interest on the remaining balance of the liability. Finance charges are recognised as finance costs in surplus or deficit.

An asset held under a finance lease is depreciated over the useful life of the asset. However, if there is no reasonable certainty that SOCSO will obtain ownership of the asset by the end of the lease term, the asset is depreciated over the shorter of the estimated useful life of the asset and the lease term.

Operating leases are leases that do not transfer substantially all the risks and benefits incidental to ownership of the leased item to SOCSO. Operating lease payments are recognised as an operating expense in surplus or deficit on a straight-line basis over the lease term.

e) Computer Software

Intangible assets acquired separately are initially recognised at cost. The cost of intangible assets acquired in a non-exchange transaction is their fair value at the date of the exchange. Following initial recognition, intangible assets are carried at cost less any accumulated amortisation and accumulated impairment losses. Internally generated intangible assets, excluding capitalised development costs, are not capitalised and expenditure is reflected in surplus or deficit in the period in which the expenditure is incurred.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

e) Perisian Komputer (samb)

Kerja dalam kemajuan terdiri daripada kerja-kerja yang melibatkan perisian komputer yang belum disempurnakan sehingga akhir tahun kewangan semasa. Kerja dalam kemajuan dinyatakan pada nilai kos dan tidak disusutnilaikan sehingga aset berkenaan sedia untuk digunakan. Usia guna aset tidak ketara dinilai sama ada mempunyai tempoh terhad atau tidak terhad.

Aset tidak ketara dengan usia terhad adalah dilunaskan sepanjang usia gunanya:

- Perisian komputer 5 tahun

Aset tidak ketara dengan usia guna terhad adalah dinilai untuk penjejasan apabila wujud tanda-tanda bahawa aset itu mungkin telah terjejas.

Tempoh pelunasan dan kaedah pelunasan bagi aset tidak ketara dengan usia guna terhad adalah dikaji semula pada akhir setiap tempoh pelaporan. Perubahan dalam jangkaan usia guna atau pola jangkaan penggunaan manfaat ekonomi masa hadapan dalam aset adalah dianggap mengubah tempoh atau kaedah pelunasan, yang mana bersesuaian, dan dianggap sebagai perubahan dalam anggaran perakaunan. Perbelanjaan pelunasan ke atas aset tidak ketara dengan usia guna terhad diiktiraf dalam lebihan atau kurangan sebagai kategori belanja yang konsisten dengan sifat aset tidak ketara tersebut.

Untung atau rugi yang terbit daripada penyahiktirafan aset tidak ketara diukur daripada perbezaan di antara hasil pelupusan bersih dan amaun yang dibawa oleh aset itu dan diiktiraf dalam lebihan atau kurangan apabila aset itu dinyahiktirafkan.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

e) Computer Software (cont'd)

Work in progress consists of works involving computer software that have not been completed until the end of the current financial year. Work in progress is stated at cost and is not depreciated until the asset is ready for use. The useful life of the intangible assets is assessed as either finite or indefinite.

Intangible assets with a finite life is amortised over its useful life:

- Computer software 5 years

Intangible assets with a finite useful life are assessed for impairment whenever there is an indication that the asset may be impaired.

The amortisation period and the amortisation method, for an intangible asset with a finite useful life, are reviewed at the end of each reporting period. Changes in the expected useful life or the expected pattern of consumption of future economic benefits embodied in the asset are considered to modify the amortisation period or method, as appropriate, and are treated as changes in accounting estimates. The amortisation expense on an intangible asset with a finite life is recognised in surplus or deficit as the expense category that is consistent with the nature of the intangible asset.

Gains or losses arising from derecognition of an intangible asset are measured as the difference between the net disposal proceeds and the carrying amount of the asset and are recognised in the surplus or deficit when the asset is derecognised.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

f) Penjejasan Bagi Aset Bukan Penjanaan Tunai

PERKESO menilai pada setiap tarikh pelaporan sama ada terdapat petunjuk bahawa suatu aset bukan penjanaan tunai berkemungkinan terjejas. Jika wujud sebarang petunjuk, atau apabila ujian penjejasan tahunan bagi suatu aset diperlukan, PERKESO menganggarkan amaun perkhidmatan boleh pulih aset itu. Amaun perkhidmatan boleh pulih aset tersebut adalah dinilai pada amaun yang lebih tinggi bagi nilai saksama aset menjana bukan tunai tersebut ditolak kos untuk jualan dan nilai gunanya.

Apabila amaun yang dibawa oleh suatu aset melebihi amaun perkhidmatan boleh pulih, maka aset tersebut dianggap terjejas dan nilainya dikurangkan kepada amaun perkhidmatan boleh pulihnya. Dalam menentukan nilai guna aset, PERKESO akan menggunakan sama ada pendekatan kos penggantian susut nilai atau nilai saksama ditolak kos untuk jualan.

Di bawah pendekatan kos penggantian susut nilai, nilai kini bagi baki potensi perkhidmatan suatu aset ditentukan sebagai kos penggantian yang telah disusut nilai bagi aset tersebut. Kos penggantian yang disusut nilai diukur sebagai kos penghasilan semula atau penggantian aset itu, yang mana lebih rendah, ditolak susut nilai terkumpul yang dikira pada asas kos berkenaan, untuk menunjukkan potensi perkhidmatan yang telah digunakan atau telah luput bagi aset itu.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

f) Impairment Of Non-Cash-Generating Asset

SOCSO assesses at each reporting date whether there is an indication that a non-cash-generating asset may be impaired. If any indication exists, or when annual impairment testing for an asset is required, SOCSO estimates the asset's recoverable service amount. An asset's recoverable service amount is the higher of the non-cash generating asset's fair value less costs to sell and its value in use.

Where the carrying amount of an asset exceeds its recoverable service amount, the asset is considered impaired and is written down to its recoverable service amount. In assessing value in use, SOCSO will use either the depreciation replacement cost approach or fair value less costs to sell.

Under the depreciation replacement cost approach, the present value of the remaining service potential of an asset is determined as the depreciated replacement cost of the asset. The depreciated replacement cost is measured as the reproduction or replacement cost of the asset, whichever is lower, less accumulated depreciation calculated on the basis of such cost, to reflect the already consumed or expired service potential of the asset.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

f) Penjejasan Bagi Aset Bukan Penjanaan Tunai (samb)

Dalam menentukan nilai saksama ditolak kos untuk jualan, harga aset dalam suatu ikatan perjanjian bagi suatu urus niaga yang tulus, diselaraskan untuk kos tambahan yang dapat dikaitkan secara langsung dengan pelupusan aset itu adalah digunakan. Sekiranya tiada ikatan perjanjian, tetapi aset itu diniagakan di pasaran aktif, maka nilai saksama ditolak kos untuk jualan adalah nilai harga pasaran aset itu ditolak kos pelupusan. Sekiranya tiada ikatan perjanjian jualan atau pasaran aktif untuk aset itu, PERKESO menentukan nilai saksama ditolak kos untuk jualan aset berdasarkan maklumat terbaik yang ada.

Bagi setiap aset, penilaian dibuat pada setiap tarikh pelaporan sama ada terdapat sebarang petunjuk bahawa kerugian penjejasan yang diiktiraf sebelum ini mungkin tidak lagi wujud atau mungkin telah berkurangan. Jika petunjuk sedemikian wujud, PERKESO menganggarkan amaun perkhidmatan boleh pulih aset itu. Kerugian penjejasan yang diiktiraf sebelumnya dibalikkan hanya jika terdapat perubahan dalam andaian yang digunakan untuk menentukan amaun perkhidmatan boleh pulih aset itu sejak kerugian penjejasan yang terakhir diiktiraf. Pembalikan adalah dihadkan agar amaun yang dibawa oleh aset itu tidak melebihi amaun perkhidmatan boleh pulihnya, juga tidak melebihi nilai amaun dibawa yang telah ditentukan, nilai bersih setelah ditolak susut nilai, sekiranya tiada kerugian penjejasan bagi aset itu diiktiraf dalam tahun-tahun sebelumnya. Pembalikan tersebut diiktiraf dalam lebihan atau kurangan.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

f) Impairment Of Non-Cash-Generating Asset

In determining fair value less costs to sell, the price of the assets in a binding agreement in an arm's length transaction, adjusted for incremental costs that would be directly attributed to the disposal of the asset is used. If there is no binding agreement, but the asset is traded on an active market, fair value less cost to sell is the asset's market price less cost of disposal. If there is no binding sale agreement or active market for an asset, SOCSO determines fair value less cost to sell based on the best available information.

For each asset, an assessment is made at each reporting date as to whether there is any indication that previously recognised impairment losses may no longer exist or may have decreased. If such indication exists, SOCSO estimates the asset's recoverable service amount. A previously recognised impairment loss is reversed only if there has been a change in the assumptions used to determine the asset’s recoverable service amount since the last impairment loss was recognised. The reversal is limited so that the carrying amount of the asset does not exceed its recoverable service amount, nor exceed the carrying amount that would have been determined, net of depreciation, had no impairment loss been recognised for the asset in prior years. Such reversal is recognised in surplus or deficit.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

g) Instrumen Kewangan

Aset Kewangan

Pengiktirafan Dan Pengukuran Awal

Aset kewangan dalam skop MPSAS 29 Instrumen Kewangan: Pengiktirafan dan Pengukuran adalah diklasifikasikan sebagai aset kewangan pada nilai saksama melalui lebihan atau kurangan, pinjaman dan penghutang, pelaburan dipegang hingga matang atau aset kewangan sedia untuk dijual, yang mana sesuai. PERKESO menentukan klasifikasi aset kewangannya pada pengiktirafan awal.

Pembelian atau penjualan aset kewangan yang memerlukan penyerahan aset dalam tempoh masa yang ditetapkan oleh peraturan atau konvensyen di dalam pasaran (urus niaga cara biasa) adalah diiktiraf pada tarikh urus niaga, iaitu tarikh PERKESO memberi komitmen untuk membeli atau menjual aset itu.

Aset kewangan PERKESO termasuk: tunai dan deposit jangka pendek; pinjaman dan belum terima lain; instrumen kewangan tersiar dan tidak tersiar dan instrumen kewangan derivatif.

Pengukuran Berikutnya

Pengukuran berikutnya bagi aset kewangan adalah bergantung kepada klasifikasinya.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

g) Financial Instruments

Financial Assets

Initial Recognition And Measurement

Financial assets within the scope of MPSAS 29 Financial Instruments: Recognition and Measurement are classified as financial assets at fair value through surplus or deficit, loans and receivables, held-to-maturity investments or available-for-sale financial assets, as appropriate. SOCSO determines the classification of its financial assets at initial recognition.

Purchases or sales of financial assets that require delivery of assets within a time frame established by regulation or convention in the marketplace (regular way trades) are recognised on the trade date, i.e., the date that SOCSO commits to purchase or sell the asset.

SOCSO's financial assets include cash and short-term deposits, loans and other receivables, quoted and unquoted financial instruments and derivative financial instruments.

Subsequent Measurement

The subsequent measurement of financial assets depends on their classification.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

g) Instrumen Kewangan (samb)

Aset Kewangan (samb)

Aset Kewangan Pada Nilai Saksama Melalui Lebihan Atau Kurangan

Aset kewangan pada nilai saksama melalui lebihan atau kurangan termasuk aset kewangan yang dipegang untuk diniagakan dan aset kewangan pada pengiktirafan awal yang dinyatakan pada nilai saksama melalui lebihan dan kurangan. Aset kewangan adalah diklasifikasikan sebagai dipegang untuk diniagakan sekiranya ia diperoleh bagi tujuan jualan atau pembelian semula dalam tempoh terdekat. Derivatif termasuk derivatif digabungkan yang diasingkan juga diklasifikasikan sebagai dipegang untuk diniagakan melainkan ia dinyatakan sebagai instrumen lindung nilai yang berkesan. Aset kewangan pada nilai saksama melalui lebihan atau kurangan adalah dibawa dalam penyata kedudukan kewangan pada nilai saksama dengan perubahan dalam nilai saksama diiktiraf sebagai lebihan atau kurangan.

Pinjaman Dan Belum Terima

Pinjaman dan belum terima adalah aset kewangan bukan derivatif dengan bayaran yang tetap atau boleh ditentukan yang mana tidak tersiar dalam pasaran aktif. Selepas pengukuran awal, aset kewangan berkenaan kemudiannya diukur pada kos yang dilunaskan menggunakan kaedah faedah efektif ditolak penjejasan. Kos yang boleh dilunaskan adalah dikira dengan mengambil kira apa-apa diskaun atau premium atas perolehan dan fi atau kos-kos yang merupakan bahagian yang penting bagi kadar faedah efektif itu. Kerugian yang terbit daripada penjejasan adalah diiktiraf sebagai lebihan atau kurangan.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

g) Financial Instruments (cont'd)

Financial Assets (cont'd)

Financial Assets At Fair Value Through Surplus Or Deficit

Financial assets at fair value through surplus or deficit include financial assets held for trading and financial assets designated upon initial recognition at fair value through surplus and deficit. Financial assets are classified as held for trading if they are acquired for the purpose of selling or repurchasing in the near term. Derivatives, including separated embedded derivatives are also classified as held for trading unless they are designated as effective hedging instruments. Financial assets at fair value through surplus or deficit are carried in the statement of financial position at fair value with changes in fair value recognised in surplus or deficit.

Loans And Receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. After initial measurement, such financial assets are subsequently measured at amortised cost using the effective interest method, less impairment. Amortised cost is calculated by taking into account any discount or premium on acquisition and fees or costs that are an integral part of the effective interest rate. Losses arising from impairment are recognised in the surplus or deficit.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

g) Instrumen Kewangan (samb)

Aset Kewangan (samb)

Aset Kewangan Sedia Untuk Dijual

PERKESO mengklasifikasikan aset kewangan sedia untuk dijual sebagai aset kewangan bukan derivatif yang ditetapkan sebagai sedia untuk dijual atau tidak diklasifikasikan sebagai pinjaman dan belum terima yang dipegang hingga matang atau aset kewangan pada nilai saksama melalui lebihan atau kurangan.

Selepas pengukuran awal, pelaburan kewangan sedia untuk dijual kemudiannya diukur pada nilai saksama dengan keuntungan atau kerugian tersebut diiktiraf terus ke dalam aset bersih melalui penyata perubahan aset bersih sehingga aset kewangan itu dinyahiktirafkan di mana keuntungan atau kerugian terkumpul itu akan diiktiraf dalam lebihan atau kurangan.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

g) Financial Instruments (cont'd)

Financial Assets (cont'd)

Available-For-Sale Financial Assets

SOCSO classifies available-for-sale financial assets as non-derivative financial assets that are designated as available for sale or are not classified as loans and receivables, held-to-maturity or financial assets at fair value through surplus or deficit.

After initial measurement, available-for-sale financial investments are subsequently measured at fair value with gains or losses recognised directly in net assets through the statement of changes in net assets until the financial asset is derecognised, at which time the cumulative gain or loss is recognised in surplus or deficit.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

g) Instrumen Kewangan (samb)

Aset Kewangan (samb)

Penyahiktirafan

PERKESO menyahiktirafkan suatu aset kewangan atau, jika berkenaan, sebahagian daripada suatu aset kewangan atau sebahagian daripada suatu kumpulan aset kewangan yang sama apabila:

- Hak-hak untuk menerima aliran tunai daripada aset itu telah luput atau diketepikan.
- PERKESO telah memindahkan haknya untuk menerima aliran tunai daripada aset itu atau telah menganggap suatu obligasi untuk membayar aliran tunai yang diterima dengan sepenuhnya tanpa kelewatan yang material kepada pihak ketiga; dan sama ada: (a) PERKESO telah memindahkan sebahagian besar daripada semua risiko dan ganjaran daripada aset itu; atau (b) PERKESO tidak memindahkan mahu pun mengekalkan sebahagian besar daripada semua risiko dan ganjaran aset itu, tetapi telah memindahkan kawalan ke atas aset itu.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

g) Financial Instruments (cont'd)

Financial Assets (cont'd)

Derecognition

SOCSO derecognises a financial asset or, where applicable, a part of a financial asset or part of a group of similar financial assets when:

- The rights to receive cash flows from the asset have expired or is waived.
- SOCSO has transferred its rights to receive cash flows from the asset or has assumed an obligation to pay the received cash flows in full without material delay to a third party; and either: (a) SOCSO has transferred substantially all the risks and rewards of the asset; or (b) SOCSO has neither transferred nor retained substantially all the risks and rewards of the asset, but has transferred control of the asset.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

g) Instrumen Kewangan (samb)

Aset Kewangan (samb)

Penjejasan Bagi Aset Kewangan

PERKESO menilai pada setiap tarikh pelaporan sama ada terdapat bukti objektif bahawa suatu aset kewangan atau suatu kumpulan daripada aset kewangan telah terjejas. Suatu aset kewangan atau suatu kumpulan daripada aset kewangan dianggap terjejas jika, dan hanya jika, terdapat bukti objektif mengenai penjejasan disebabkan oleh satu atau lebih peristiwa yang telah berlaku selepas pengiktirafan awal aset tersebut (akibat suatu 'peristiwa kerugian') dan peristiwa kerugian berkenaan mempunyai suatu kesan ke atas aliran tunai masa hadapan yang dianggarkan bagi aset kewangan itu atau kumpulan daripada aset kewangan itu yang boleh dianggarkan dengan pasti. Bukti bagi penjejasan aset boleh termasuk petunjuk-petunjuk berikut:

- Penghutang atau suatu kumpulan penghutang mengalami kesukaran kewangan yang signifikan.
- Keingkaran atau kelalaian dalam pembayaran faedah atau prinsipal.
- Kebarangkalian bahawa penghutang mengalami muflis atau penyusunan semula kewangan lain.
- Data yang boleh ditinjau menunjukkan suatu pengurangan yang boleh diukur dalam anggaran aliran tunai masa hadapan (contoh: perubahan dalam tunggakan atau keadaan ekonomi yang menyumbang kepada keingkaran).

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

g) Financial Instruments (cont'd)

Financial Assets (cont'd)

Impairment Of Financial Assets

SOCSO assesses at each reporting date whether there is objective evidence that a financial asset or a group of financial assets is impaired. A financial asset or a group of financial assets is deemed to be impaired if, and only if, there is objective evidence of impairment as a result of one or more events that has occurred after the initial recognition of the asset (an incurred 'loss event') and that loss event has an impact on the estimated future cash flows of the financial asset or the group of financial assets that can be reliably estimated. Evidence of impairment may include the following indicators:

- The debtors or a group of debtors are experiencing significant financial difficulty.
- Default or delinquency in interest or principal payments.
- The probability that debtors will enter bankruptcy or other financial reorganisation.
- Observable data indicates a measurable decrease in estimated future cash flows (e.g. changes in arrears or economic conditions that correlate with defaults).

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

g) Instrumen Kewangan (samb)

Aset Kewangan (samb)

Aset Kewangan Dibawa Pada Kos Yang Dilunaskan

Bagi aset kewangan yang dibawa pada kos yang dilunaskan, PERKESO pada peringkat awalnya akan menilai sama ada bukti objektif penjejasan wujud secara individu bagi aset kewangan yang secara individunya signifikan atau secara kolektifnya bagi aset kewangan yang tidak signifikan secara individu. Jika PERKESO menentukan bahawa tiada bukti objektif penjejasan wujud bagi suatu aset kewangan yang dinilai secara individu, sama ada signifikan atau tidak, ia termasuk aset dalam suatu kumpulan aset kewangan dengan ciri-ciri risiko kredit yang sama dan secara kolektif menilainya bagi tujuan penjejasan. Aset yang dinilai secara individu untuk penjejasan dan di mana suatu kerugian penjejasan adalah, secara berterusan, diiktiraf adalah tidak termasuk dalam penilaian kolektif bagi penjejasan.

Jika terdapat bukti objektif bahawa kerugian penjejasan telah berlaku, amaun kerugian tersebut adalah diukur sebagai perbezaan di antara amaun yang dibawa oleh aset itu dan nilai kini anggaran aliran tunai masa hadapan (tidak termasuk kerugian kredit yang dijangka pada masa hadapan yang belum berlaku). Nilai kini bagi anggaran aliran tunai masa hadapan adalah didiskaunkan pada kadar faedah efektif asal aset kewangan itu. Jika suatu pinjaman mempunyai suatu kadar faedah yang berubah-ubah, kadar diskaun untuk mengukur sebarang kerugian penjejasan adalah kadar faedah efektif semasa.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

g) Financial Instruments (cont'd)

Financial Assets (cont'd)

Financial Assets Carried At Amortised Cost

For financial assets carried at amortised cost, SOCSO first assesses whether objective evidence of impairment exists individually for financial assets that are individually significant, or collectively for financial assets that are not individually significant. If SOCSO determines that no objective evidence of impairment exists for an individually assessed financial asset, whether significant or not, it includes the asset in a group of financial assets with similar credit risk characteristics and collectively assesses them for impairment. Assets that are individually assessed for impairment and for which an impairment loss is, or continuous to be, recognised are not included in a collective assessment of impairment.

If there is objective evidence that an impairment loss has been incurred, the amount of the loss is measured as the difference between the assets carrying amount and the present value of estimated future cash flows (excluding future expected credit losses that have not yet been incurred). The present value of the estimated future cash flows is discounted at the financial asset's original effective interest rate. If a loan has a variable interest rate, the discount rate for measuring any impairment loss is the current effective interest rate.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

g) Instrumen Kewangan (samb)

Aset Kewangan (samb)

Aset Kewangan Dibawa Pada Kos Yang Dilunaskan (samb)

Amaun dibawa bagi aset itu adalah dikurangkan melalui penggunaan suatu akaun peruntukan dan amaun kerugian itu diiktiraf dalam lebihan atau kurangan. Pinjaman bersama dengan peruntukan berkaitan adalah dihapus kira apabila tiada prospek realistik bagi pemulihan masa hadapan dan semua cagaran telah direalisasikan atau dipindahkan kepada PERKESO. Jika, pada tahun berikutnya, amaun bagi anggaran kerugian penjejasan meningkat atau menurun disebabkan oleh suatu peristiwa yang berlaku selepas penjejasan diiktiraf, kerugian penjejasan yang diiktiraf sebelum ini adalah ditambah atau dikurangkan dengan menyelaraskan akaun peruntukan tersebut. Jika hapus kira kemudiannya pulih pada masa hadapan, pemulihan itu dikreditkan kepada kos kewangan dalam lebihan atau kurangan.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

g) Financial Instruments (cont'd)

Financial Assets (cont'd)

Financial Assets Carried At Amortised Cost

The carrying amount of the asset is reduced through the use of an allowance account and the amount of the loss is recognised in surplus or deficit. Loans together with the associated allowance are written off when there is no realistic prospect of future recovery and all collateral has been realised or transferred to SOCSO. If, in a subsequent year, the amount of the estimated impairment loss increases or decreases because of an event occurring after the impairment was recognised, the previously recognised impairment loss is increased or reduced by adjusting the allowance account. If a future write-off is later recovered, the recovery is credited to finance costs in surplus or deficit.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

g) Instrumen Kewangan (samb)

Aset Kewangan (samb)

Aset Kewangan Sedia Untuk Dijual

Bagi aset kewangan sedia untuk dijual, PERKESO menilai pada setiap tarikh pelaporan sama ada terdapat bukti objektif bahawa suatu pelaburan atau suatu kumpulan pelaburan adalah terjejas.

Bagi aset kewangan yang diklasifikasikan sebagai sedia untuk dijual, bukti objektif termasuk suatu penurunan yang signifikan atau berpanjangan dalam nilai saksama pelaburan yang berkurangan daripada kosnya. 'Signifikan' dinilai terhadap kos asal pelaburan itu dan 'berpanjangan' terhadap tempoh di mana nilai saksama adalah berkurangan daripada kos asalnya. Di mana terdapat bukti penjejasan, kerugian terkumpul - diukur sebagai perbezaan di antara kos pemerolehan dan nilai saksama semasa, ditolak sebarang kerugian penjejasan ke atas pelaburan berkenaan yang sebelum ini diiktiraf dalam lebihan atau kurangan - dikeluarkan daripada rizab dalam aset bersih dan diiktiraf dalam lebihan atau kurangan. Kerugian penjejasan yang diiktiraf dalam lebihan atau kurangan bagi pelaburan ekuiti yang diklasifikasikan sebagai sedia untuk dijual tidak dibalikkan melalui lebihan atau kurangan dalam tempoh berikutnya.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

g) Financial Instruments (cont'd)

Financial Assets (cont'd)

Available-For-Sale Financial Assets

For available-for-sale financial assets, SOCSO assesses at each reporting date whether there is objective evidence that an investment or a group of investments is impaired.

In the case of equity investments classified as available-for-sale, objective evidence would include a significant or prolonged decline in the fair value of the investment below its cost. ‘Significant’ is evaluated against the original cost of the investment and ‘prolonged’ against the period in which the fair value was below its original cost. Where there is evidence of impairment, the cumulative loss – measured as the difference between the acquisition cost and the current fair value, less any impairment loss on that investment previously recognised in the surplus or deficit – is removed from the reserve in net assets and recognised in surplus or deficit. Impairment losses recognised in surplus or deficit on equity investment classified as available-for-sale are not reversed through surplus or deficit in subsequent periods.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

g) Instrumen Kewangan (samb)

Aset Kewangan (samb)

Aset Kewangan Sedia Untuk Dijual (samb)

Dalam kes instrumen hutang yang diklasifikasikan sebagai sedia untuk dijual, penjejasan adalah dinilai berdasarkan kriteria yang sama seperti aset kewangan yang dibawa pada kos yang dilunaskan. Walau bagaimanapun, amaun yang direkodkan bagi penjejasan adalah kerugian terkumpul diukur sebagai perbezaan di antara kos dilunaskan dan nilai saksama semasa, ditolak sebarang kerugian penjejasan ke atas pelaburan berkenaan yang sebelumnya diiktiraf dalam lebihan atau kurangan. Jika dalam tempoh berikutnya, nilai saksama bagi instrumen hutang yang diklasifikasikan sebagai sedia untuk dijual meningkat dan peningkatan itu boleh secara objektifnya dikaitkan kepada suatu peristiwa yang berlaku selepas kerugian penjejasan diiktiraf dalam lebihan atau kurangan, kerugian penjejasan itu akan dibalikkan melalui lebihan atau kurangan.

Liabiliti Kewangan

Liabiliti kewangan diiktiraf dalam penyata kedudukan kewangan apabila PERKESO menjadi pihak kepada peruntukan kontrak instrumen.

Pada pengiktirafan awal, liabiliti kewangan diukur pada nilai saksama, termasuk kos urus niaga untuk liabiliti kewangan yang tidak diukur pada nilai saksama melalui lebihan atau kurangan, yang terlibat secara langsung di dalam mengiktiraf liabiliti kewangan.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

g) Financial Instruments (cont'd)

Financial Assets (cont'd)

Available-For-Sale Financial Assets (cont'd)

In the case of debt instruments classified as available-for-sale, impairment is assessed based on the same criteria as financial assets carried at amortised cost. However, the amount recorded for impairment is the cumulative loss measured as the difference between the amortised cost and the current fair value, less any impairment loss on that investment previously recognised in surplus or deficit. If in subsequent period, the fair value of a debt instrument classified as available-for-sale increase and the increase can be objectively relates to an event occuring after the impairment loss was recognised in surplus or deficit, the impairment loss is reversed through surplus and deficit.

Financial Liabilities

Financial liabilities are recognised in the statement of financial position when PERKESO becomes a party to the contractual provisions of the instrument.

At initial recognition, financial liabilities are measured at fair value, including transaction costs for financial liabilities not measured at fair value through surplus or deficit, directly attributable to the recognition of financial liabilities.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

g) Instrumen Kewangan (samb)

Aset Kewangan (samb)

Liabiliti Kewangan (samb)

Selepas pengiktirafan awal, liabiliti kewangan diklasifikasikan kepada salah satu daripada dua kategori liabiliti kewangan iaitu liabiliti kewangan diukur pada nilai saksama melalui lebihan atau kurangan dan liabiliti kewangan pada kos terlunas.

Liabiliti kewangan dinyahiktiraf apabila obligasi yang dinyatakan dalam kontrak telah dilepaskan, dibatalkan atau tamat hayat. Sebarang perbezaan di antara nilai yang dibawa bagi liabiliti kewangan yang dinyahiktiraf dan pertimbangan yang dibayar adalah diiktiraf di dalam penyata prestasi kewangan dalam tempoh penyahiktirafan.

h) Mengofset Instrumen Kewangan

Aset dan liabiliti kewangan adalah diofset dan amaun bersih ditunjukkan dalam penyata kedudukan kewangan apabila terdapat hak yang boleh dikuatkuasakan menurut undang-undang untuk mengofset amaun yang diiktiraf dan terdapat suatu niat untuk menyelesaikannya pada suatu asas yang bersih, atau merealisasikan aset dan menyelesaikan liabiliti secara serentak. Hak yang boleh dikuatkuasakan menurut undang-undang hendaklah tidak berlaku secara kebetulan pada peristiwa masa hadapan dan hendaklah dikuatkuasakan dalam perjalanan biasa perniagaan dan dalam peristiwa keingkaran, insolvensi atau kemuflisan.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

g) Financial Instruments (cont'd)

Financial Assets (cont'd)

Financial Liabilities (cont'd)

After initial recognition, financial liabilities are classified into one of the two categories of financial liabilities, i.e. financial liabilities are measured at fair value through surplus or deficit and financial liabilities at amortised cost.

Financial liabilities are derecognised when the obligations specified in the contract have been discharged, cancelled or expired. Any difference between the carrying amount of the derecognised financial liability and the consideration paid is recognised in the statement of financial performance during the period of the derecognition.

h) Offsetting Financial Instruments

Financial assets and liabilities are offset and the net amount presented in the statement of financial position when there is a legally enforceable right to offset the recognised amounts and there is an intention to settle on a net basis, or realise the asset and settle the liability simultaneously. The legally enforceable right must not be contingent on future events and must be enforceable in the normal course of business and in the event of default, insolvency or bankruptcy.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

i) Tunai Dan Kesetaraan Tunai

Tunai dan kesetaraan tunai terdiri daripada tunai di tangan dan tunai di bank, deposit atas panggilan dan pelaburan berkecairan tinggi dengan suatu tempoh matang asal tiga bulan atau kurang, yang sedia ditukar kepada amaun tunai yang diketahui dan tertakluk kepada risiko perubahan nilai yang tidak ketara. Bagi tujuan penyata aliran tunai yang disatukan, tunai dan kesetaraan tunai terdiri daripada tunai dan deposit jangka pendek seperti yang ditakrifkan di atas, setelah mengambil kira overdraf bank belum jelas.

j) Peruntukan

Peruntukan adalah diiktiraf apabila PERKESO mempunyai obligasi semasa (undang-undang atau konstruktif) akibat daripada peristiwa lalu, ia berkemungkinan bahawa suatu aliran keluar sumber yang merangkumi manfaat ekonomi atau potensi perkhidmatan akan diperlukan untuk menyelesaikan obligasi itu dan suatu anggaran yang boleh dipercayai yang boleh dibuat daripada amaun obligasi itu.

Di mana PERKESO menjangkakan sebahagian atau semua peruntukan akan dibayar balik, sebagai contoh, di bawah kontrak insurans, pembayaran balik itu adalah diiktiraf sebagai suatu aset yang berasingan hanya apabila pembayaran semula tersebut adalah secara mutlaknya adalah pasti.

Perbelanjaan yang berkait dengan mana-mana peruntukan adalah ditunjukkan dalam penyata prestasi kewangan setelah mengambil kira apa-apa pembayaran balik yang dilakukan.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

i) Cash And Cash Equivalents

Cash and cash equivalents comprise cash on hand and cash at bank, deposits on call and highly liquid investments with an original maturity of three months or less, which are readily convertible to known amounts of cash and are subject to insignificant risk of changes in value. For the purpose of the statement of cash flows, cash and cash equivalents consist of cash and short-term deposits as defined above, net of outstanding bank overdrafts.

j) Provision

Provisions are recognised when SOCSO has a present obligation (legal or constructive) as a result of a past event, it is probable that an outflow of resources embodying economic benefits or service potential will be required to settle the obligation and a reliable estimate can be made of the amount of the obligation.

Where SOCSO expects some or all of a provision to be reimbursed, for example, under an insurance contract, the reimbursement is recognised as a separate asset only when the reimbursement is virtually certain.

The expense relating to any provision is presented in the statement of financial performance net of any reimbursement.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

k) Aset Dan Liabiliti Luar Jangka

PERKESO tidak mengiktiraf aset dan liabiliti luar jangka selain daripada yang terbit daripada penggabungan perniagaan, tetapi mendedahkan kewujudannya dalam penyata kewangan. Liabiliti luar jangka adalah suatu obligasi yang boleh berlaku disebabkan peristiwa lalu yang mana kewujudannya akan disahkan oleh berlakunya atau tidak berlakunya satu atau lebih peristiwa masa hadapan di luar kawalan PERKESO atau suatu obligasi semasa yang tidak diiktiraf kerana tiada kemungkinan bahawa aliran keluar sumber akan diperlukan untuk menyelesaikan obligasi itu. Liabiliti luar jangka juga terbit dalam kes yang jarang berlaku di mana terdapat suatu liabiliti yang tidak boleh diiktiraf kerana ia tidak boleh diukur dengan pasti. Walau bagaimanapun, liabiliti luar jangka tidak termasuk kontrak jaminan kewangan. Aset luar jangka adalah aset yang mungkin terbit daripada peristiwa lalu yang mana kewujudannya akan disahkan oleh berlakunya atau tidak berlakunya satu atau lebih peristiwa masa hadapan di luar kawalan PERKESO. PERKESO tidak mengiktiraf aset luar jangka tetapi mendedahkan kewujudannya di mana aliran masuk manfaat ekonomi adalah berkemungkinan di mana kepastiannya tidak dapat ditentukan.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

k) Contingent Assets And Liabilities

SOCSO does not recognise contingent assets and liabilities other than those arising from business combinations, but discloses its existence in the financial statements. A contingent liability is a possible obligation that arises from past events whose existence will be confirmed by the occurrence or non-occurrence of one or more uncertain future events beyond the control of SOCSO or a present obligation that is not recognised because it is not probable that an outflow of resources will be required to settle the obligation. A contingent liability also arises in the extremely rare case where there is a liability that cannot be recognised because it cannot be measured reliably. However, contingent liabilities do not include financial guarantee contracts. A contingent asset is a possible asset that arises from past events whose existence will be confirmed by the occurrence or non-occurrence of one or more uncertain future events beyond the control of SOCSO. SOCSO does not recognise contingent assets but discloses its existence where inflows of economic benefits are probable, but not virtually certain.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

l) Mata Wang Asing

Urus Niaga Dan Baki

Urus niaga mata wang asing diterjemahkan ke dalam mata wang fungsian dengan menggunakan kadar pertukaran yang berlaku pada tarikh urus niaga atau penilaian di mana item diukur semula. Keuntungan dan kerugian pertukaran asing yang terhasil daripada penyelesaian urus niaga tersebut dan daripada terjemahan pada kadar pertukaran akhir tahun bagi aset dan liabiliti monetari dalam mata wang asing diiktiraf dalam lebihan atau kurangan. Walau bagaimanapun, perbezaan pertukaran ditunda dalam rizab apabila ia timbul daripada aliran tunai yang layak atau lindung nilai pelaburan bersih atau disebabkan oleh perkara yang merupakan sebahagian daripada pelaburan bersih dalam operasi asing.

Perubahan dalam nilai saksama sekuriti monetari dalam mata wang asing yang diklasifikasikan sebagai sedia untuk dijual adalah dianalisa antara perbezaan terjemahan yang disebabkan oleh perubahan dalam kos yang dilunaskan bagi sekuriti berkenaan dan perubahan lain dalam amaun yang dibawa bagi sekuriti berkenaan. Perbezaan terjemahan yang berkaitan dengan perubahan dalam kos terlunas diiktiraf dalam lebihan atau kurangan, dan perubahan lain dalam amaun yang dibawa diiktiraf dalam rizab.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

l) Foreign Currencies

Transactions And Balances

Foreign currency transactions are translated into the functional currency using the exchange rates prevailing at the dates of the transactions or valuation where items are remeasured. Foreign exchange gains and losses resulting from the settlement of such transactions and from the translation at year-end exchange rates of monetary assets and liabilities denominated in foreign currencies are recognised in surplus or deficit. However, exchange differences are deferred in reserve when they arose from qualifying cash flow or net investment hedges or are attributable to items that form part of the net investment in a foreign operation.

Non-monetary items that are measured at fair value in a foreign currency are translated using the exchange rates at the date when the fair value was determined. Translation differences on assets and liabilities carried at fair value are reported as part of the fair value gain or loss. Translation differences on non-monetary financial assets and liabilities such as equities held at fair value through surplus or deficit are recognised in surplus or deficit as part of the fair value gain or loss. Translation differences on non-monetary financial assets, such as equities classified as available for sale, are included in reserve.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

l) Mata Wang Asing (samb)

Urus Niaga Dan Baki (samb)

Butiran bukan monetari yang diukur pada nilai saksama dalam mata wang asing diterjemahkan menggunakan kadar pertukaran pada tarikh nilai saksama ditentukan. Perbezaan terjemahan aset dan liabiliti yang dibawa pada nilai saksama dilaporkan sebagai sebahagian daripada keuntungan atau kerugian nilai saksama. Perbezaan terjemahan bagi aset dan liabiliti kewangan bukan monetari seperti ekuiti yang dipegang pada nilai saksama melalui lebihan atau kurangan diiktiraf dalam lebihan atau kurangan sebagai sebahagian daripada keuntungan atau kerugian nilai saksama. Perbezaan terjemahan bagi aset kewangan bukan monetari, seperti ekuiti yang diklasifikasikan sebagai sedia untuk dijual, dimasukkan di dalam rizab.

m) Faedah Dan Tuntutan

Belanja faedah dan tuntutan adalah diiktiraf apabila dibayar dengan akruan tempoh berakhir dilaksanakan bagi amaun terhutang kepada benefisiari sedia ada yang mana telah diluluskan untuk pembayaran.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

l) Foreign Currencies (cont'd)

Transactions And Balances (cont'd)

Changes in the fair value of monetary securities denominated in foreign currency classified as available for sale are analysed between translation differences resulting from changes in the amortised cost of the security and other changes in the carrying amount of the security. Translation differences related to changes in amortised cost are recognised in surplus or deficit, and other changes in carrying amount are recognised in reserve.

m) Benefits And Claims

Benefits and claim expenses are recognised when paid with period-end accrual made for amount owing to the existing beneficiaries that have been approved for payment.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

n) Manfaat Pekerja

(a) Manfaat Pekerja Jangka Pendek

Upah, gaji, cuti tahunan berbayar dan cuti sakit, bonus dan manfaat bukan kewangan yang dijangka akan diselesaikan sepenuhnya dalam tempoh 12 bulan selepas akhir tempoh di mana pekerja memberi perkhidmatan yang berkaitan adalah diiktiraf berkenaan dengan perkhidmatan pekerja sehingga akhir tempoh pelaporan dan diukur pada amaun yang dijangka akan dibayar apabila liabiliti berkenaan diselesaikan.

(b) Pelan Caruman Ditentukan

Pelan caruman ditentukan adalah pelan pencen di mana PERKESO membayar caruman tetap kepada Skim Pencen Negara, Kumpulan Wang Simpanan Pekerja (KWSP) dan PERKESO tidak mempunyai obligasi undang-undang atau konstruktif untuk membayar caruman selanjutnya jika dana itu tidak mempunyai aset yang mencukupi untuk membayar semua manfaat pekerja berkaitan dengan perkhidmatan pekerja dalam tempoh semasa dan sebelumnya.

Caruman PERKESO kepada pelan caruman ditentukan adalah dicaj kepada lebihan atau kurangan dalam tempoh yang berkaitan. Caruman prabayar adalah diiktiraf sebagai aset setakat mana bayaran balik tunai atau pengurangan dalam pembayaran masa hadapan itu wujud.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

n) Employee Benefits

(a) Short Term Employee Benefits

Wages, salaries, paid annual leave and sick leave, bonuses, and non-monetary benefits that are expected to be settled wholly within 12 months after the end of the period in which the employees render the related service are recognised in respect of employees' services up to the end of the reporting period and are measured at the amounts expected to be paid when the liabilities are settled.

(b) Defined Contribution Plan

A defined contribution plan is a pension plan under which SOCSO pays fixed contributions to the National Pension Scheme, the Employees' Provident Fund (EPF) and SOCSO has no legal or constructive obligations to pay further contributions if the fund does not hold sufficient assets to pay all employees benefits relating to employee service in the current and prior periods.

SOCSO's contributions to defined contribution plans are charged to surplus or deficit in the period to which they relate. Prepaid contributions are recognised as an asset to the extent that a cash refund or a reduction in the future payments is available.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

n) Manfaat Pekerja (samb)

(c) Obligasi Selepas Pekerjaan Lain

Obligasi selepas pekerjaan lain PERKESO termasuk manfaat kesihatan selepas persaraan kepada pesara dan tanggungan yang berkelayakan dan pembayaran saguhati tamat perkhidmatan kepada anggota PERKESO.

Kelayakan untuk manfaat ini biasanya bersyarat ke atas pekerja yang masih dalam perkhidmatan sehingga umur persaraan dan memenuhi tempoh perkhidmatan minimum. Anggaran kos bagi manfaat ini diakrukan sepanjang tempoh pekerjaan menggunakan kaedah perakaunan yang sama seperti yang digunakan untuk pelan manfaat persaraan ditentukan. Keuntungan dan kerugian aktuari yang terbit daripada pelarasan pengalaman dan perubahan dalam andaian aktuari adalah diiktiraf dalam aset bersih / ekuiti dalam tempoh di mana ia terbit. Obligasi ini adalah dinilai secara tahunan oleh aktuari bebas yang bertauliah.

Pengiraan kos faedah perubatan dilaksanakan oleh aktuari yang bertauliah pada setiap tempoh tiga (3) tahun. Andaian utama yang digunakan dalam pengiraan kaedah aktuari ini adalah:

i. Kadar inflasi kos perubatan sebanyak 5.0% setahun; dan
ii. Kadar diskaun sebanyak 5.6% setahun.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

n) Employee Benefits (cont'd)

(c) Other Post-Employment Obligations

SOCSO's other post employment obligations include post-retirement healthcare benefits to their retirees and qualified dependents and SOCSO Staff end of service ex-gratia payments.

The entitlement to these benefits is usually conditional on the employee remaining in service up to retirement age and the completion of a minimum service period. The expected costs of these benefits are accrued over the period of employment using the same accounting methodology as used for defined benefit pension plans. Actuarial gains and losses arising from experience adjustments and changes in actuarial assumptions are recognised in net assets / equity in the period in which they arise. These obligations are valued annually by independent qualified actuaries.

The computation of medical interest cost is undertaken by the certified actuary every three (3) years. The principal assumptions used in the computation of this actuarial method are:

i. A medical cost inflation rate of 5.0% per annum; and
ii. A discount rate of 5.6% per annum.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

n) Manfaat Pekerja (samb)

(c) Obligasi Selepas Pekerjaan Lain (samb)

Manakala nilai manfaat anggota berkaitan dengan pembayaran saguhati tamat perkhidmatan adalah dikira berdasarkan kelayakan manfaat kepada anggota tetap sahaja sepertimana yang diluluskan dalam mesyuarat Lembaga PERKESO Bil. 6 Tahun 2017 dengan formula seperti berikut:

7.5% x Tempoh Bulan Perkhidmatan x Gaji Akhir

(d) Manfaat Penamatan

Manfaat penamatan adalah dibayar apabila pekerjaan ditamatkan oleh PERKESO sebelum tarikh persaraan biasa, atau apabila seorang pekerja menerima pemberhentian sukarela sebagai pertukaran untuk manfaat ini. PERKESO mengiktiraf manfaat penamatan pada tarikh yang mana lebih awal antara berikut: (a) apabila PERKESO tidak boleh lagi menarik balik tawaran manfaat itu; dan (b) apabila PERKESO mengiktiraf kos penyusunan semula yang termasuk dalam skop MPSAS 25 dan melibatkan pembayaran manfaat penamatan. Dalam kes suatu tawaran yang dibuat untuk menggalakkan pemberhentian sukarela, manfaat penamatan itu diukur berdasarkan bilangan anggota yang dijangka menerima tawaran itu. Manfaat yang kena dibayar lebih daripada 12 bulan selepas akhir tempoh pelaporan adalah didiskaunkan kepada nilai kininya.

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3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

n) Employee Benefits (cont'd)

(c) Other Post-Employment Obligations (cont'd)

Whereas the value of the staff benefit in relation to the end of service ex-gratia payment is calculated based on the eligibility of the benefit to the permanent staff only as approved in the Board of SOCSO Meeting No. 6 Year 2016 with the formula as follows:

7.5% x Duration of Months of Service x Last Salary

(d) Termination Benefits

Termination benefits are payable when employment is terminated by SOCSO before the normal retirement date, or whenever an employee accepts voluntary redundancy in exchange for these benefits. SOCSO recognises termination benefits at the earlier of the following dates: (a) when SOCSO can no longer withdraw the offer of those benefits; and (b) when SOCSO recognises costs for a restructuring that is within the scope of MPSAS 25 and involves the payment of termination benefits. In the case of an offer made to encourage voluntary redundancy, the termination benefits are measured based on the number of employees expected to accept the offer. Benefits falling due more than 12 months after the end of the reporting period are discounted to their present value.

4. Pertimbangan, Anggaran Dan Andaian Perakaunan Yang Penting

Penyediaan penyata kewangan PERKESO berpandukan MPSAS memerlukan pihak pengurusan membuat pertimbangan, anggaran dan andaian yang memberi kesan terhadap amaun yang dilaporkan pada hasil, belanja, aset dan liabiliti, dan pendedahan yang berkaitan, dan pendedahan liabiliti luar jangka. Ketidakpastian mengenai andaian dan anggaran ini boleh menghasilkan keputusan yang memerlukan suatu pelarasan material kepada amaun yang dibawa oleh aset atau liabiliti yang terlibat dalam tempoh-tempoh di masa hadapan.

(a) Penjejasan Aset Kewangan Sedia Untuk Dijual

Dalam melaksanakan semakan semula penjejasan, pertimbangan berikut adalah diperlukan. Penentuan sama ada pelaburan terjejas adalah berdasarkan petunjuk tertentu termasuk, antara lain, penurunan yang berpanjangan atau signifikan dalam nilai saksama di bawah kos, masalah kewangan yang signifikan oleh penerbit atau penanggung obligasi, kehilangan pasaran perdagangan yang aktif dan penjejasan penarafan kredit penerbit atau penanggung obligasi.

Penentuan mengenai apa yang dianggap 'signifikan' atau 'berpanjangan' memerlukan pertimbangan. Dalam membuat pertimbangan ini, PERKESO menilai faktor-faktor seperti pergerakan nilai saksama sejarah dan tempoh serta sejauh mana nilai saksama suatu pelaburan lebih rendah daripada kosnya.

Penjejasan Nilai Sekuriti Hutang

Bagi sekuriti hutang, penjejasan dikenal pasti berdasarkan analisis aliran tunai yang diunjurkan. Amaun kerugian yang dianggarkan adalah perbezaan di antara amaun yang dibawa oleh aset dan nilai kini anggaran aliran tunai masa hadapan yang didiskaunkan pada kadar faedah efektif asal.

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4. Significant Accounting Judgements, Estimates And Assumptions

The preparation of SOCSO's financial statements in accordance with MPSASs requires the management to make judgements, estimates and assumptions that affect the reported amounts on revenues, expenses, assets and liabilities, and the accompanying disclosures, and the disclosure of contingent liabilities. Uncertainty about these assumptions and estimates could result in outcomes that require a material adjustment to the carrying amount of the asset or liability affected in future periods.

(a) Impairment Of Financial Assets Available-For-Sale

In carrying out the impairment review, the following judgements are required. Determination of whether the investments are impaired is based on certain indicators including, amongst others, prolonged or significant decline in fair value below cost, signifcant financial difficulties of the issuers or obligors, the disappearance of an active trading market and deterioration of the credit rating of the issuers or obligors.

The determination of what is deemed 'significant' or 'prolonged' requires judgement. In making this judgement, SOCSO evaluates factors such as historical fair value movements and the period and extent in which the fair value of an investment is below its cost.

Impairment Of Debt Securities

For debt securities, impairment is identified based on analysis of projected cash flows. The amount of loss is estimated as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the original effective interest rate.

4. Pertimbangan, Anggaran Dan Andaian Perakaunan Yang Penting

(a) Penjejasan Aset Kewangan Sedia Untuk Dijual (samb)

Penjejasan Nilai Sekuriti Ekuiti

Bagi sekuriti ekuiti, penjejasan dikenal pasti berdasarkan kewujudan penurunan 'signifikan' atau 'berpanjangan' dalam nilai saksama bagi suatu pelaburan yang lebih rendah daripada kosnya. PERKESO mengandaikan penurunan dalam nilai saksama yang lebih rendah daripada kos sebanyak 20% untuk menjadi 'signifikan' dan tempoh lebih daripada 12 bulan adalah dianggap 'berpanjangan'.

(b) Penjejasan Pinjaman Dan Penghutang

PERKESO mempertimbangkan faktor-faktor termasuk kualiti kredit dan rekod masa lalu dalam menentukan sama ada suatu kerugian penjejasan patut diiktiraf.

PERKESO membuat andaian mengenai masa depan dan faktor-faktor utama yang lain berkenaan dengan anggaran jumlah dan masa aliran tunai dalam menilai penjejasan nilai bagi pinjaman dan penghutang. Antara faktor yang dipertimbangkan adalah pendedahan agregat PERKESO kepada peminjam, nilai boleh realis bersih cagaran yang disandarkan, daya maju model perniagaan peminjam, keupayaan untuk menjana aliran tunai yang mencukupi untuk membiayai obligasi hutang. Anggaran ini adalah berdasarkan andaian dan keputusan sebenar mungkin berbeza daripada ini, justeru, akan menyumbang kepada perubahan dalam kerugian penjejasan yang diiktiraf.

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4. Significant Accounting Judgements, Estimates And Assumptions

(a) Impairment Of Financial Assets Available-For-Sale (cont'd)

Impairment Of Equity Securities

For equity securities, impairment is identified based on establishment of 'significant' or 'prolonged' decline in the fair value of an investment below its cost. SOCSO assumed decline in fair value below the cost by more than 20% to be 'significant' and a period of more than 12 months is deemed 'prolonged'.

(b) Impairment Of Loans And Receivables

SOCSO considers factors including credit quality and past due records in determining whether an impairment loss should be recognised.

SOCSO makes assumptions on the future and other key factors in respect of the estimation of the amount and timing of the cash flows in assessing the impairment for loans and receivables. Among the factors considered are SOCSO's aggregate exposure to the borrowers, the net realisable value of the collateral pledged, the viability of the borrower's business model, the capacity to generate sufficient cash flows to service debt obligations. These estimations are based on assumptions and the actual results may differ from these, hence resulting in changes to impairment losses recognised.

4. Pertimbangan, Anggaran Dan Andaian Perakaunan Yang Penting (samb)

(c) Obligasi Bagi Manfaat Perubatan Pasca Persaraan

Manfaat perubatan pasca persaraan kepada pesara dan tanggungan yang berkelayakan bergantung kepada beberapa faktor yang ditentukan pada asas aktuari dengan menggunakan beberapa andaian. Andaian adalah digunakan untuk menentukan kos bersih perubatan pasca persaraan termasuk kadar diskaun dan kadar kos perubatan yang dijangkakan. Sebarang perubahan dalam andaian ini akan memberi kesan kepada amaun yang dibawa bagi obligasi pasca persaraan manfaat perubatan.

PERKESO menentukan kadar diskaun yang sesuai pada setiap tempoh tiga (3) tahun apabila penilaian aktuari dilaksanakan. Penilaian aktuari terkini telah dilaksanakan pada tahun 2016. Kadar diskaun ini telah digunakan untuk menentukan nilai kini anggaran aliran keluar tunai masa hadapan yang diperlukan untuk menyelesaikan obligasi manfaat perubatan pasca persaraan.

Dalam menentukan kadar diskaun yang bersesuaian, PERKESO mengambil kira kadar faedah bon korporat berkualiti tinggi yang didenominasikan dalam mata wang di mana manfaat tersebut akan dibayar dan mempunyai tempoh matang yang hampir bersamaan dengan tempoh liabiliti yang berkaitan.

Kadar kos perubatan adalah berdasarkan purata kos sejarah yang ditanggung oleh PERKESO.

Andaian utama yang digunakan dan analisa sensitiviti bagi andaian utama adalah berdasarkan kepada perubahan dalam satu andaian spesifik sementara semua andaian lain adalah tidak berubah seperti yang didedahkan dalam Nota 17 kepada penyata kewangan.

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4. Significant Accounting Judgements, Estimates And Assumptions (cont'd)

(c) Post-Retirement Medical Benefits Obligations

The post-retirement medical benefits to retirees and qualified dependents depend on a number of factors that are determined on actuarial basis using a number of assumptions. The assumptions used in determining the net cost of post-retirement medical include the discount rate and the expected medical cost rate. Any changes in these assumptions will impact the carrying amount of post-retirement medical benefits obligations.

SOCSO determines appropriate discount rate at every three (3) years when the actuarial valuation is performed. The recent actuarial valuation was done in year 2016. This discount rate was used to determine the present value of the estimated expected future cash outflows required to settle the post-retirement medical benefits obligations.

In determining the appropriate discount rate, SOCSO considers the interest rate of high quality corporate bonds that are denominated in the currency in which the benefits will be paid, and have term to maturity approximating the terms of the related liability.

The medical cost rate is based on the average historical cost incurred by SOCSO.

The key assumption used and the sensitivity analysis of the key assumptions based on the change in one specific assumption while holding all other assumptions constant are as disclosed in Note 17 to the financial statement.

4. Pertimbangan, Anggaran Dan Andaian Perakaunan Yang Penting (samb)

(d) Obligasi Bagi Manfaat Ganjaran Pasca Persaraan

Manfaat ganjaran pasca persaraan kepada pesara bergantung kepada beberapa faktor yang ditentukan pada asas aktuari dengan menggunakan beberapa andaian. Andaian yang digunakan dalam menentukan kos bersih ganjaran pasca persaraan termasuk kadar diskaun, jangkaan kenaikan gaji tahunan dan kadar semakan gaji. Sebarang perubahan dalam andaian ini akan memberi kesan kepada amaun yang dibawa bagi obligasi manfaat ganjaran pasca persaraan.

PERKESO menentukan kadar diskaun yang bersesuaian pada setiap tempoh tiga (3) tahun apabila penilaian aktuari dilaksanakan. Penilaian aktuari terkini telah dilaksanakan pada tahun 2016. Kadar diskaun ini telah digunakan untuk menentukan nilai kini bagi jangkaan aliran keluar tunai masa hadapan yang diperlukan untuk menyelesaikan obligasi manfaat ganjaran pasca persaraan.

Bagi menentukan kadar diskaun yang bersesuaian, PERKESO mengambil kira kadar faedah bon korporat yang berkualiti tinggi yang didenominasikan dalam mata wang di mana manfaat tersebut akan dibayar dan mempunyai tempoh matang yang hampir bersamaan dengan tempoh liabiliti yang berkaitan.

Kadar kenaikan gaji tahunan adalah berdasarkan kepada purata kenaikan gaji tahun sebelumnya yang ditanggung oleh PERKESO.

Andaian utama yang digunakan dan analisa sensitiviti bagi andaian utama adalah berdasarkan perubahan dalam satu andaian spesifik sementara semua andaian lain adalah tidak berubah seperti yang didedahkan dalam Nota 17 kepada penyata kewangan.

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4. Significant Accounting Judgements, Estimates And Assumptions (cont'd)

(d) Post-Retirement Gratuity Benefits Obligations

The post-retirement gratuity benefits to retirees depend on a number of factors that are determined on actuarial basis using a number of assumptions. The assumptions used in determining the net cost of post-retirement gratuity include the discount rate, expected annual salary increment and salary revision rate. Any changes in these assumptions will impact the carrying amount of post-retirement gratuity benefit obligations.

SOCSO determines appropriate discount rate at every three (3) years when the actuarial valuation is performed. The recent actuarial valuation was done in year 2016. This discount rate was used to determine the present value of the estimated expected future cash outflows required to settle the post-retirement gratuity benefits obligations.

In determining the appropriate discount rate, SOCSO considers the interest rate of high quality corporate bonds that are denominated in the currency in which the benefits will be paid, and that have term to maturity approximating the terms of the related liability.

Annual salary increment rate is based on the average previous year salary increment incurred by SOCSO.

The key assumption used and the sensitivity analysis of the key assumptions based on the change in one specific assumption while holding all other assumptions constant are as disclosed in Note 17 to the financial statement.

4. Pertimbangan, Anggaran Dan Andaian Perakaunan Yang Penting (samb)

(e) Peruntukan

PERKESO menggunakan anggaran terbaik sebagai asas untuk mengukur sesuatu peruntukan. Anggaran dibuat berdasarkan kepada pengalaman lalu, lain-lain petunjuk atau andaian, perkembangan terkini dan peristiwa masa hadapan yang munasabah dalam menentukan sesuatu peruntukan.

(f) Susut Nilai Hartanah Dan Peralatan

Kos hartanah dan peralatan disusut nilai mengikut kaedah garis lurus. Anggaran akan digunakan dalam pemilihan kaedah susut nilai, hayat berguna dan nilai sisa. Penggunaan sebenar manfaat ekonomi sesuatu hartanah dan peralatan mungkin berbeza daripada anggaran yang digunakan dan ini boleh memberi kesan kepada keuntungan atau kerugian apabila aset-aset dijual atau dilupuskan.

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4. Significant Accounting Judgements, Estimates And Assumptions (cont'd)

(e) Provision

PERKESO used the best estimate as the basis for measuring the provision. The estimate is based on past experience, other indications or assumptions, recent developments and reasonable future events in determining such provision.

(f) Depreciation Of Property And Equipment

Property and equipment cost is depreciated on a straight-line basis. Estimates will be used in the selection of depreciation methods, useful life and residual values. The actual use of the economic benefits of a property and equipment may differ from the estimates used and this may affect the profit or loss when the assets are sold or disposed.

5. Hartanah Dan Peralatan
Property And Equipment

	Tanah Pegangan Bebas Freehold Land	Tanah Pajakan Leasehold Land: 50 Tahun Atau Lebih 50 Years Or More	Tanah Pajakan Leasehold Land: Kurang Daripada 50 Tahun Less Than 50 Years	Bangunan Pejabat Office Buildings	Ubah Suai Pejabat Office Renovations	Kenderaan Bermotor Motor Vehicles	Peralatan Pejabat Office Equipments	Peralatan Vokasional Vocational Equipments	Peralatan Perubatan Medical Equipments	Kerja Dalam Kemajuan Work In Progress	Perkakasan Komputer Computer Hardware	Jumlah Total
	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)
2018												
Kos / Cost												
Pada 1 Januari As At 1 January	69,429	46,291	1,060	690,154	34,901	12,822	14,262	6,054	27,685	75,584	65,197	1,043,439
Tambahan Additions	–	–	–	–	633	8,521	1,055	283	1,648	24,152	4,642	40,934
Pelupusan / Hapus Kira Disposals / Write Off	–	–	–	–	–	(521)	(226)	–	–	–	(10,004)	(10,751)
Pindahan Dari Kerja Dalam Kemajuan Transfer From Work In Progress	–	–	–	8,165	8,797	–	172	–	–	(17,134)	–	–
Pengelasan Semula Reclassification	–	–	–	–	–	–	–	–	–	–	48,756	48,756
Pada 31 Disember As At 31 December	**69,429**	**46,291**	**1,060**	**698,319**	**44,331**	**20,822**	**15,263**	**6,337**	**29,333**	**82,602**	**108,591**	**1,122,378**
Susut Nilai Terkumpul Accumulated Depreciation												
Pada 1 Januari As At 1 January	–	6,574	383	149,398	23,766	9,604	10,905	3,906	18,260	–	63,972	286,768
Susut Nilai Bagi Tahun Depreciation For The Year	–	527	1	13,942	5,324	1,310	1,003	1,213	5,605	–	8,799	37,724
Pelupusan / Hapus Kira Disposals / Write Off	–	–	–	–	–	(521)	(160)	–	–	–	(6,331)	(7,012)
Pada 31 Disember As At 31 December	**–**	**7,101**	**384**	**163,340**	**29,090**	**10,393**	**11,748**	**5,119**	**23,865**	**–**	**66,440**	**317,480**
Amaun Dibawa Pada 31 Disember Carrying Amount As At 31 December	**69,429**	**39,190**	**676**	**534,979**	**15,241**	**10,429**	**3,515**	**1,218**	**5,468**	**82,602**	**42,151**	**804,898**

5. Hartanah Dan Peralatan (samb)
Property And Equipment (cont'd)

	Tanah Pajakan Leasehold Land											
	Tanah Pegangan Bebas Freehold Land	50 Tahun Atau Lebih 50 Years Or More	Kurang Daripada 50 Tahun Less Than 50 Years	Bangunan Pejabat Office Buildings	Ubah Suai Pejabat Office Renovations	Kenderaan Bermotor Motor Vehicles	Peralatan Pejabat Office Equipments	Peralatan Vokasional Vocational Equipments	Peralatan Perubatan Medical Equipments	Kerja Dalam Kemajuan Work In Progress	Perkakasan Komputer Computer Hardware	Jumlah Total
	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)
2017												
Kos / Cost												
Pada 1 Januari As At 1 January	69,429	41,993	1,060	689,587	24,664	12,571	12,516	5,658	26,778	130,336	110,121	1,124,713
Tambahan Additions	–	4,298	–	–	3,076	836	1,373	396	907	143,754	813	155,453
Pelupusan / Hapus Kira Disposals / Write Off	–	–	–	–	–	(585)	(101)	–	–	–	(8,820)	(9,506)
Pindahan Dari Kerja Dalam Kemajuan Transfer From Work In Progress	–	–	–	567	7,161	–	474	–	–	(9,386)	1,184	–
Pengelasan Semula Reclassification	–	–	–	–	–	–	–	–	–	(189,120)	(38,101)	(227,221)
Pada 31 Disember As At 31 December	**69,429**	**46,291**	**1,060**	**690,154**	**34,901**	**12,822**	**14,262**	**6,054**	**27,685**	**75,584**	**65,197**	**1,043,439**
Susut Nilai Terkumpul Accumulated Depreciation												
Pada 1 Januari As At 1 January	–	5,320	365	135,532	21,115	9,130	9,979	2,727	12,806	–	88,527	285,501
Susut Nilai Bagi Tahun Depreciation For The Year	–	1,254	18	13,866	2,651	1,008	1,026	1,179	5,454	–	6,539	32,995
Pelupusan / Hapus Kira Disposals / Write Off	–	–	–	–	–	(534)	(100)	–	–	–	(8,810)	(9,444)
Pengelasan Semula Reclassification	–	–	–	–	–	–	–	–	–	–	(22,284)	(22,284)
Pada 31 Disember As At 31 December	**-**	**6,574**	**383**	**149,398**	**23,766**	**9,604**	**10,905**	**3,906**	**18,260**	**–**	**63,972**	**286,768**
Amaun Dibawa Pada 31 Disember Carrying Amount As At 31 December	**69,429**	**39,717**	**677**	**540,756**	**11,135**	**3,218**	**3,357**	**2,148**	**9,425**	**75,584**	**1,225**	**756,671**

6. Perisian Komputer
Computer Softwares

	Perisian Komputer Computer Software	Kerja Dalam Kemajuan Work In Progress	Jumlah Total
	(RM'000)	(RM'000)	(RM'000)
2018			
Kos / Cost			
Pada 1 Januari As At 1 January	161,710	133,765	295,475
Tambahan Additions	3,678	35,099	38,777
Pelupusan / Hapus Kira Disposal / Write Off	(42,092)	–	(42,092)
Pindahan Dari Kerja Dalam Kemajuan Transfer From Work In Progress	74,824	(74,824)	–
Pengelasan Semula Reclassification	–	(48,756)	(48,756)
	198,120	**45,284**	**243,404**
Pelunasan Terkumpul Accumulated Amortisation			
Pada 1 Januari As At 1 January	125,321	–	125,321
Kenaan Bagi Tahun Kewangan Charge For The Financial Year	39,500	–	39,500
Pelupusan / Hapus Kira Disposal / Write Off	(40,109)	–	(40,109)
Pada 31 Disember / As At 31 December	**124,712**	**–**	**124,712**
Amaun Dibawa Pada 31 Disember Carrying Amount As At 31 December	**73,408**	**45,284**	**118,692**

6. Perisian Komputer
Computer Softwares

	Perisian Komputer Computer Software	Kerja Dalam Kemajuan Work In Progress	Jumlah Total
	(RM'000)	(RM'000)	(RM'000)
2017			
Kos / Cost			
Pada 1 Januari As At 1 January	68,042	12	68,054
Tambahan Additions	212	–	212
Pelupusan / Hapus Kira Disposal / Write Off	(12)	–	(12)
Pindahan Dari Kerja Dalam Kemajuan Transfer From Work In Progress	55,367	(55,367)	–
Pengelasan Semula Reclassification	38,101	189,120	227,221
	161,710	**133,765**	**295,475**
Pelunasan Terkumpul Accumulated Amortisation			
Pada 1 Januari As At 1 January	64,939	–	64,939
Kenaan Bagi Tahun Kewangan Charge For The Financial Year	38,110	–	38,110
Pelupusan / Hapus Kira Disposal / Write Off	(12)	–	(12)
Penjelasan Semula Reclassification	22,284	–	22,284
Pada 31 Disember / As At 31 December	**125,321**	**–**	**125,321**
Amaun Dibawa Pada 31 Disember Carrying Amount As At 31 December	**36,389**	**133,765**	**170,154**

Perisian komputer adalah berkaitan dengan bayaran lesen, lain-lain kos yang boleh dikaitkan secara langsung bagi menyediakan aset untuk kegunaan yang dimaksudkan dan yuran profesional yang terbit secara langsung untuk membawa aset itu kepada keadaan berfungsinya.

Computer software relates to the licence fee, other directly attributable cost of preparing the asset for its intended use and professional fees arising directly from bringing the asset to its working condition.

7. Hartanah Pelaburan
Investment Properties

	Tanah Pajakan Dan Bangunan Leasehold Land And Buildings
	(RM'000)
2018	
Kos / Cost	
Pada 1 Januari As At 1 January	591,949
Tambahan Additions	742,140
Pelarasan Nilai Saksama Atas Pelaburan Hartanah Fair Value Adjustment On Investment Properties	(6,089)
Pada 31 Disember / As At 31 December	**1,328,000**
2017	
Kos / Cost	
Pada 1 Januari As At 1 January	591,949
Tambahan Additions	–
Pada 31 Disember / As At 31 December	**591,949**

PERKESO tidak mempunyai sekatan ke atas keupayaan merealisasi hartanah pelaburan dan tidak mempunyai obligasi kontrak sama ada untuk membeli, membina atau membangunkan hartanah pelaburan atau untuk membaiki, menyelenggara dan menaik taraf hartanah tersebut.

Nilai saksama hartanah pelaburan di atas telah dianggarkan berdasarkan penilaian oleh penilai bebas yang berdaftar, yang mana berdasarkan kepada bukti pasaran bagi harga urus niaga hartanah yang serupa untuk hartanah tertentu di mana nilai-nilai tersebut akan diselaraskan bagi perbezaan terhadap ciri-ciri utama seperti saiz hartanah dan kualiti kelengkapan dalaman menurut kaedah perbandingan (pendekatan pasaran).

SOCSO has no restriction on the realisability of its investment properties and has no contractual obligations to either purchase, construct or develop investment properties or for repairs, maintenance and enhancements.

The fair values of the above investment properties were estimated based on valuations by an independent registered valuer, which were based on market evidence of transaction prices for similar properties for certain properties in which the values are adjusted for differences in key attributes such as property size and quality of interior fittings under the comparison method (market approach).

8. Urus Niaga Pertukaran Pinjaman
Loans From Exchange Transactions

	Nota Note	31 Disember 31 December 2018	31 Disember 31 December 2017
		(RM'000)	(RM'000)
Bukan Semasa **Non-Current**			
Pinjaman Anggota Staff Loans		37,619	32,922
Tabung Pinjaman Pendidikan Education Loan Funds		21,464	23,801
Institusi Korporat Corporate Institutions		371,507	485,398
		430,590	**542,121**
Tolak / Less:			
Elaun Penjejasan Ke Atas Pinjaman Allowance For Impairment On Loans	(a)	(1,528)	(1,505)
		429,062	**540,616**
Semasa **Current**			
Pinjaman Anggota Staff Loans		211	121
Tabung Pinjaman Pendidikan Education Loan Funds		244	273
Institusi Korporat Corporate Institutions		113,891	109,255
		114,346	**109,649**
Jumlah Pinjaman Bersih / Total Net Loans		**543,408**	**650,265**

8. Urus Niaga Pertukaran Pinjaman (samb)
Loans From Exchange Transactions (cont'd)

(a) Pergerakan dalam elaun penjejasan atas urus niaga pertukaran pinjaman adalah seperti berikut:
Movement in allowance for impairment on loans from exchange transactions is as follows:

	31 Disember 31 December 2018	31 Disember 31 December 2017
	(RM'000)	(RM'000)
Pada 1 Januari As At 1 January	1,505	1,037
Kenaan Dalam Tahun Kewangan Charge During The Financial Year	23	497
Hapus Kira Dalam Tahun Kewangan Written Off During The Financial Year	–	(29)
Pada 31 Disember / As At 31 December	**1,528**	**1,505**

9. Pelaburan Kewangan Sedia Untuk Dijual
Financial Investments Available-For-Sale

	31 Disember 31 December 2018	31 Disember 31 December 2017
	(RM'000)	(RM'000)
Bukan Semasa / Non-Current		
Instrumen Pasaran Wang **Money Market Instruments**		
Sekuriti Kerajaan Malaysia Malaysian Government Securities	1,145,859	1,160,256
Terbitan Pelaburan Kerajaan Malaysia Malaysian Government Investment Issues	1,135,546	519,966
Sekuriti Tersiar Harga / Quoted Securities		
Saham Dalam Malaysia Shares In Malaysia	3,577,005	4,333,807
Saham Luar Malaysia Shares Outside Malaysia	754,761	905
Bon Dalam Malaysia Bonds In Malaysia	12,589,792	11,866,268
	16,921,558	16,200,980
Sekuriti Tidak Tersiar Harga / Unquoted Securities		
Saham Dalam Malaysia Shares In Malaysia	4,551	–
	19,207,514	**17,881,202**
Semasa / Current		
Instrumen Pasaran Wang **Money Market Instruments**		
Sekuriti Kerajaan Malaysia Malaysian Government Securities	–	813,165
Terbitan Pelaburan Kerajaan Malaysia Malaysian Government Investment Issues	–	50,481
Sekuriti Tersiar Harga / Quoted Securities		
Bon Dalam Malaysia Bonds In Malaysia	1,032,594	258,866
	1,032,594	**1,122,512**
	20,240,108	**19,003,714**

10. Aset Kewangan Yang Dinyatakan Pada Nilai Saksama Melalui Lebihan Atau Kurangan
Financial Assets Designated At Fair Value Through Surplus Or Deficit

	31 Disember 31 December 2018	31 Disember 31 December 2017
	(RM'000)	(RM'000)
Sekuriti Tersiar Harga / Quoted Securities		
Saham Keutamaan Boleh Tukar Boleh Tebus Redeemable Convertible Preference Shares	2,088	2,066
Stok Pinjaman Tidak Bercagar Boleh Tukar Tidak Boleh Tebus Irredeemable Convertible Unsecured Loan Stocks	894	60,282
Saham Keutamaan Boleh Tukar Tidak Boleh Tebus Irredeemable Convertible Preference Shares	58,379	889
	61,361	**63,237**

11 . Aset Kewangan Derivatif
Derivative Financial Assets

	31 Disember 31 December 2018	31 Disember 31 December 2017
	(RM'000)	(RM'000)
Sekuriti Tersiar Harga / Quoted Securities		
Terbitan Hak Dan Waran Bagi Saham Dalam Malaysia Right Issue And Warrants For Shares In Malaysia	**125**	**134**

12. Urus Niaga Pertukaran Belum Terima
Receivables From Exchange Transactions

		31 Disember 31 December 2018	31 Disember 31 December 2017
		(RM'000)	(RM'000)
Faedah Dan Dividen Terakru Accrued Interest And Dividend		167,960	161,330
Prabayar Dan Deposit Prepayments And Deposits		1,811	1,625
Deposit - Hartanah Pelaburan Deposits - Investment Property		–	37,070
Lain-lain Penghutang Dan Pendahuluan Other Debtors And Advances		35,091	44,638
		204,862	**244,663**
Tolak / Less:			
Elaun Penjejasan Ke Atas Penghutang Allowance For Impairment On Debtors	(a)	(2,424)	(2,200)
		202,438	**242,463**

(a) Pergerakan dalam elaun penjejasan atas penghutang adalah seperti berikut:
Movement in allowance for impairment on debtors is as follows:

Pada 1 Januari As At 1 January	2,200	2,358
Kenaan Dalam Tahun Kewangan Charge During The Financial Year	505	165
Hapus Kira Dalam Tahun Kewangan Written Off During The Financial Year	(281)	(323)
Pada 31 Disember / As At 31 December	**2,424**	**2,200**

13. Urus Niaga Bukan Pertukaran Boleh Pulih
Recoverables From Non-Exchange Transactions

	31 Disember 31 December 2018	31 Disember 31 December 2017
	(RM'000)	(RM'000)
Penghutang - Caruman Debtors - Contribution	316,940	262,069

14 . Deposit Dengan Institusi Kewangan Berlesen
Deposit With Licensed Financial Institutions

	31 Disember 31 December 2018	31 Disember 31 December 2017
	(RM'000)	(RM'000)
Bank Berlesen Licensed Bank	3,886,400	3,131,900
Institusi Kewangan Yang Lain Other Financial Institutions	15,300	–
	3,901,700	3,131,900

15 . Tunai Dan Kesetaraan Tunai
Cash And Cash Equivalents

	31 Disember 31 December 2018	31 Disember 31 December 2017
	(RM'000)	(RM'000)
Tunai Di Tangan Dan Di Bank Cash In Hand And At Bank	200,898	995,833
Deposit Jangka Pendek Short Term Deposits	1,368,755	2,194,780
	1,569,653	**3,190,613**

Tunai di bank menghasilkan faedah pada kadar terapung berdasarkan kadar deposit harian bank. Deposit jangka pendek ditempatkan untuk tempoh yang berbeza-beza antara satu bulan hingga tiga bulan, bergantung kepada keperluan tunai segera PERKESO dan menerima faedah pada kadar deposit jangka pendek masing-masing.

Cash at bank earns interest at floating rates based on daily bank deposit rates. Short term deposits are made for varying periods of between one month to three months, depending on the immediate cash requirements of SOCSO, and earn interest at the respective short term deposit rates.

16 . Urus Niaga Pertukaran Belum Bayar Lain
Other Payables From Exchange Transactions

	31 Disember 31 December 2018	31 Disember 31 December 2017
	(RM'000)	(RM'000)
Pemiutang Creditors	177,724	83,674
Cek Batal / Tamat Tempoh Cancelled / Expired Cheques	14,267	16,946
Wang Tak Dituntut Unclaimed Monies	–	70
Lain-lain Bayaran Dan Akruan Other Payables And Accruals	98,356	87,962
	290,347	**188,652**

17. Peruntukan Bagi Manfaat Anggota
Provision For Staff Benefits

	31 Disember 31 December 2018	31 Disember 31 December 2017
	(RM'000)	(RM'000)
Peruntukan Bagi Manfaat Perubatan Pesara Provision For Retiree Medical Benefit	584,398	542,779
Matang Dalam 12 Bulan Maturing Within 12 Months	5,844	5,317
Matang Selepas 12 Bulan Maturing After 12 Months	578,554	537,462
Peruntukan Bagi Bayaran Saguhati Tamat Perkhidmatan Provision For End Of Service Gratuity Payment	132,029	124,079
Matang Dalam 12 Bulan Maturing Within 12 Month	6,000	5,594
Matang Selepas 12 Bulan Maturing After 12 Months	126,029	118,485
Peruntukan Bagi Gantian Cuti Rehat Provision For Replacement Of Leave	7,711	6,156
Matang Dalam 12 Bulan Maturing Within 12 Months	111	89
Matang Selepas 12 Bulan Maturing After 12 Months	7,600	6,067
	724,138	**673,014**
Peruntukan Bagi Manfaat Anggota Provision For Staff Benefits	724,138	673,014
Matang Dalam 12 Bulan Maturing Within 12 Months	**11,955**	**11,000**
Matang Selepas 12 Bulan Maturing After 12 Months	**712,183**	**662,014**

17. Peruntukan Bagi Manfaat Anggota (samb)
Provision For Staff Benefits (cont'd)

Peruntukan Bagi Manfaat Perubatan Pesara

(a) Pergerakan dalam peruntukan bagi manfaat perubatan pesara PERKESO adalah seperti berikut:

Provision For Retiree Medical Benefit

(a) Movement in provision for retiree medical benefit of SOCSO as follows:

	31 Disember 31 December 2018	31 Disember 31 December 2017
	(RM'000)	(RM'000)
Pada 1 Januari As At 1 January	542,779	501,960
Diiktiraf Dalam Lebihan Atau Kurangan Recognised In Surplus Or Deficit		
Kos Perkhidmatan Semasa Current Service Cost	16,690	17,626
Kos Faedah Interest Cost	30,247	27,976
Kerugian Aktuari Actuarial Loss	1,051	820
Bayaran Dibuat Dalam Tahun Payment Made During The Year	(6,369)	(5,603)
	584,398	**542,779**

(b) Andaian Aktuari
Actuarial Assumptions

Andaian aktuari utama yang digunakan pada tarikh pelaporan adalah seperti berikut:
The principal actuarial assumptions used at the reporting date are as follows:

	31 Disember 31 December 2018	31 Disember 31 December 2017
	(%)	(%)
Kadar Diskaun Discount Rate	5.6	5.6
Kadar Inflasi Kos Perubatan Medical Cost Inflation Rate	5.0	5.0

17. Peruntukan Bagi Manfaat Anggota (samb)
Provision For Staff Benefits (cont'd)

Peruntukan Bagi Manfaat Perubatan Pesara (samb)
Provision For Retiree Medical Benefit (cont'd)

(c) Analisis Sensitiviti
Sensitivity Analysis

Kesan perubahan dalam andaian aktuari utama ke atas nilai kini obligasi manfaat anggota:
The effect of changes in the principal actuarial assumptions on the present value of staff benefits obligations:

	+ 1%	- 1%
	(RM'000)	(RM'000)
31 Disember 2018 / 31 December 2018		
Kadar Diskaun Discount Rate	(119,808)	168,609
Kadar Inflasi Kos Perubatan Medical Cost Inflation Rate	190,815	(135,707)
31 Disember 2017 / 31 December 2017		
Kadar Diskaun Discount Rate	(114,583)	160,007
Kadar Inflasi Kos Perubatan Medical Cost Inflation Rate	173,233	(124,772)

17. Peruntukan Bagi Manfaat Anggota (samb)
Provision For Staff Benefits (cont'd)

Peruntukan Bagi Bayaran Saguhati Tamat Perkhidmatan

Pergerakan dalam peruntukan bagi bayaran saguhati tamat perkhidmatan PERKESO adalah seperti berikut:

Provision For End Of Service Gratuity Payment

Movement in provision for end of service gratuity payment of SOCSO as follows:

	31 Disember 31 December 2018	31 Disember 31 December 2017
	(RM'000)	(RM'000)
Pada 1 Januari As At 1 January	124,079	120,234
Diiktiraf Dalam Lebihan Atau Kurangan Recognised In Surplus Or Deficit	12,991	5,917
Bayaran Dibuat Dalam Tahun Payment Made During The Year	(5,041)	(2,072)
Pada 31 Disember / As At 31 December	**132,029**	**124,079**

Peruntukan Bagi Gantian Cuti Rehat

Pergerakan dalam peruntukan bagi gantian cuti rehat PERKESO adalah seperti berikut:

Provision For Replacement Of Leave

Movement in provision for replacement of leave of SOCSO as follows:

	31 Disember 31 December 2018	31 Disember 31 December 2017
	(RM'000)	(RM'000)
Pada 1 Januari As At 1 January	6,156	4,824
Diiktiraf Dalam Lebihan Atau Kurangan Recognised In Surplus Or Deficit	1,691	1,668
Bayaran Dibuat Dalam Tahun Payment Made During The Year	(136)	(336)
Pada 31 Disember / As At 31 December	**7,711**	**6,156**

17. Peruntukan Bagi Manfaat Anggota (samb)
Provision For Staff Benefits (cont'd)

Andaian Aktuari

Andaian aktuari utama yang digunakan untuk kedua-dua peruntukan bagi bayaran saguhati tamat perkhidmatan dan gantian cuti rehat pada tarikh pelaporan adalah seperti berikut:

Actuarial Assumptions

The principal actuarial assumptions used for both provision for end of service gratuity payment and replacement of leave at the reporting date are as follows:

	31 Disember 31 December 2018	31 Disember 31 December 2017
	(%)	(%)
Kadar Diskaun Discount Rate	5.5	5.5
Kadar Kenaikan Gaji Rate Of Salary Increases	6.0	6.0

18. Geran Kerajaan
Government Grant

Geran kerajaan merupakan geran yang diberikan oleh Kementerian Sumber Manusia pada tahun 2011 dan 2017 berjumlah RM52.00 juta dan RM70.00 juta masing-masing dalam bentuk "Tabung Bantuan Kehilangan Pekerjaan" untuk membayar faedah pemberhentian kepada pekerja yang telah diberhentikan kerja dan majikan mereka tidak dapat membayar faedah pemberhentian kerja seperti yang dinyatakan dalam Akta Pekerjaan 1955. PERKESO bertindak sebagai ejen pembayar untuk Kementerian Sumber Manusia. Bagi tahun kewangan berakhir 31 Disember 2018, geran berkenaan telah dikelaskan sebagai hasil berjumlah RM122.00 juta.

Government grant represents grant provided by the Ministry of Human Resources in 2011 and 2017 amounting to RM52.00 million and RM70.00 million respectively in the form of "Relief Fund" to pay retrenchment benefits to employees who were retrenched and their employers were unable to pay the retrenchment benefits as stated in the Employment Act 1955. SOCSO is acting as a paying agent for the Ministry of Human Resources. For the financial year ended 31st December 2018, the grant has been classified as income amounting to RM122.00 million.

19. Hasil Daripada Urus Niaga Pertukaran
Revenue From Exchange Transactions

Hasil daripada urus niaga pertukaran PERKESO adalah terdiri daripada berikut:
Revenue from exchange transactions of SOCSO consists of the following:

	31 Disember 31 December 2018	31 Disember 31 December 2017
	(RM'000)	(RM'000)
Pendapatan Kasar Pelaburan **Gross Investment Income**		
Pendapatan Faedah Interest Income		
Pelaburan Kewangan Sedia Untuk Dijual Financial Investments Available-For-Sale	733,345	652,778
Deposit Dengan Institusi Kewangan Berlesen Deposits With Licensed Financial Institutions	168,658	157,364
Tunai Dan Kesetaraan Tunai Cash And Cash Equivalents	78,731	78,235
Pendapatan Dividen Kasar Daripada Pelaburan Kewangan Sedia Untuk Dijual Gross Dividend Income From Financial Investments Available-For-Sale	134,166	139,446
Keuntungan Yang Terbit Daripada Jualan / Penebusan Pelaburan Kewangan Sedia Untuk Dijual Gains Arising From Sale / Redemption Of Financial Investments Available-For-Sale	406,936	262,990
Perubahan Dalam Nilai Saksama Changes In Fair Value		
(Kerugian) / Keuntungan Belum Realis Daripada Aset Kewangan Yang Dinyatakan Pada Nilai Saksama Unrealised Gains / (Losses) From Financial Assets Designated At Fair Value Through Surplus Or Deficit	(2,642)	15,123
Keuntungan Belum Realis Daripada Penilaian Semula Aset Kewangan Derivatif Unrealised Gains From Revaluation Of Derivatives Financial Assets	14	134

19. Hasil Daripada Urus Niaga Pertukaran (samb)
Revenue From Exchange Transactions (cont'd)

	31 Disember 31 December 2018	31 Disember 31 December 2017
	(RM'000)	(RM'000)
Pendapatan Lain Other Income		
Keuntungan / (Kerugian) Realis Atas Pertukaran Asing Realised Gains / (Losses) On Foreign Exchange	17	(615)
Keuntungan / (Kerugian) Belum Realis Atas Pertukaran Asing Unrealised Gains / (Losses) On Foreign Exchange	22,521	(78,768)
Pendapatan Sewa Daripada Hartanah Pelaburan Rental Income From Investment Properties	34,919	34,549
Pelarasan Nilai Saksama Atas Pelaburan Hartanah Fair Value Adjustment On Investment Properties	(6,089)	–
	1,570,576	**1,261,236**
Pendapatan Bukan Pelaburan Lain **Other Non-Investment Income**		
Pendapatan Faedah Interest Income		
Pinjaman Dan Belum Terima Loans From Exchange Transactions	23,606	31,930
Tunai Dan Kesetaraan Tunai Cash And Cash Equivalents	3,418	2,969
Pendapatan Sewa Daripada Hartanah Bukan Pelaburan Rental Income From Non-Investment Properties	15,756	15,397
Pendapatan Lain Other Income	20,160	21,889
	62,940	**72,185**

20. Tuntutan Dan Faedah Bersih
Net Claims And Benefits

	31 Disember 31 December 2018	31 Disember 31 December 2017
	(RM'000)	(RM'000)
Faedah Dan Tuntutan Dibayar **Benefits And Claims Paid**		
Faedah Hilang Upaya Sementara Temporary Disablement Benefit	241,387	206,860
Faedah Hilang Upaya Kekal Permanent Disablement Benefit	566,475	536,354
Faedah Orang Tanggungan Dependants' Benefit	321,913	292,941
Pencen Dan Bantuan Ilat Invalidity Pension And Grant	790,525	693,805
Pencen Penakat Survivors' Pension	1,347,816	1,185,999
Faedah Pengurusan Mayat Funeral Benefit	34,059	33,823
Elaun Layanan Sentiasa Constant Attendance Allowance	46,204	43,871
Kemudahan Pemulihan Jasmani Dan Vokasional Physical And Vocational Rehabilitation Facilities	71,701	55,409
Dialisis Dialysis	278,069	215,805
	3,698,149	3,264,867

21. Belanja Berkaitan Faedah
Benefits Related Expenses

	Nota Note	31 Disember 31 December 2018	31 Disember 31 December 2017
		(RM'000)	(RM'000)
Aktiviti Memupuk Kesihatan Dan Keselamatan Pekerjaan Activities To Promote Occupational Safety And Health		13,535	5,909
Mesin Dialisis Dialysis Machine	(a)	7,600	76
Program Saringan Kesihatan Health Screening Programme		2,919	3,138
Elaun Lembaga Board Allowance	(b)	4,688	1,367
Elaun Jemaah Doktor Medical Board Allowance		7,142	6,644
Faedah Perubatan Medical Benefit		5,201	3,762
Elaun Jemaah Doktor Rayuan Appellate Medical Board Allowance		3,475	2,368
Elaun Jemaah Rayuan Keselamatan Sosial Social Security Appellate Board Allowance		825	568
Perbelanjaan Am General Expenses		3,023	2,928
Lain-lain Others		527	553
		48,935	**27,313**

(a) Sumbangan mesin hemodialisis kepada pusat-pusat dialisis panel Organisasi Bukan Kerajaan (NGO) untuk menyediakan rawatan dialisis kepada orang berinsurans yang mengalami kegagalan buah pinggang peringkat akhir.
Donation of haemodialysis machines to Non-Governmental Organizations (NGOs) panel dialysis centres for providing dialysis treatment to SOCSO's insured persons who suffer from end stage renal failure.

(b) Elaun Lembaga Terdiri Daripada:
Board Allowance Consists Of:

Lembaga PERKESO Board of SOCSO	3,452	1,219
Jawatankuasa Sistem Insurans Pekerjaan Employment Insurance System Committee	995	–
Panel Pelaburan Investment Panel	19	32
Lain-lain Others	222	116
	4,688	**1,367**

22. Belanja Operasi
Operating Expenses

	Nota Note	31 Disember 31 December 2018	31 Disember 31 December 2017
		(RM'000)	(RM'000)
Kos Anggota Staff Costs	(a)	395,461	334,597
Bayaran Audit Audit Fees		267	242
Belanja Susut Nilai Hartanah Dan Peralatan Depreciation Of Property And Equipment		37,724	32,995
Pelunasan Perisian Komputer Amortisation Of Computer Software		39,500	38,110
Bekalan Dan Perkhidmatan Services And Supplies		173,878	129,202
Harta Perbekalan Supply Items		2,854	4,836
Pemberian Dan Bayaran Tetap Grants And Fixed Payment		334	372
Perbelanjaan Pelaburan Investment Expenditure		6,218	5,330
Perbelanjaan Operasi Lain Other Operating Expenditure		27,383	24,204
		683,619	**569,888**

(a) Kos Anggota Terdiri Daripada: Staff Costs Consist Of:		
Gaji, Bonus Dan Elaun Salaries, Bonus And Allowances	259,970	207,954
Caruman KWSP Dan PERKESO EPF And SOCSO Contribution	47,105	35,395
Manfaat Ditentukan Defined Benefit	71,329	69,739
Lain-lain Others	17,057	21,509
	395,461	**334,597**

23. Kerugian Penjejasan / (Catatan Semula) Aset Kewangan
Allowance / (Writeback) For Impairment Losses For Financial Assets

	31 Disember 31 December 2018	31 Disember 31 December 2017
	(RM'000)	(RM'000)
Urus Niaga Pertukaran Pinjaman **Loans From Exchange Transactions**		
Elaun Diperuntukkan Dalam Tahun Allowance Made During The Year	17	497
Hutang Lapuk Pulih Dalam Tahun Bad Debts Recovered During The Year	(2,057)	(2,256)
Hutang Lapuk Dihapus Kira Dalam Tahun Bad Debts Written Off During The Year	851	803
	(1,189)	**(956)**
Urus Niaga Pertukaran Belum Terima **Receivables From Exchange Transactions**		
Elaun Diperuntukkan Dalam Tahun Allowance Made During The Year	505	165
Hutang Lapuk Pulih Dalam Tahun Bad Debts Recovered During The Year	–	(1)
Hutang Lapuk Dihapus Kira Dalam Tahun Bad Debts Written Off During The Year	77	94
	582	**258**
Aset Kewangan Sedia Untuk Dijual **Financial Investments Available-For-Sale**		
Elaun Diperuntukan / (Catatan Semula) Dalam Tahun Allowance / (Writeback) Made During The Year	269,366	(1,729)
Jumlah Elaun / (Catatan Semula) Bagi Kerugian Penjejasan **Total Allowance / (Writeback) For Impairment Losses**	**268,759**	**(2,427)**

24. Baki Dan Urus Niaga Pihak Berkaitan Yang Signifikan
Significant Related Party Transactions And Balances

Pihak-pihak berkaitan dan hubungan mereka dengan PERKESO adalah seperti berikut:
The related parties and their relationship with SOCSO are as follows:

Pihak-pihak Berkaitan / Related Parties	Hubungan / Relationship
Personel Pengurusan Utama Key Management Personnel	– Personel pengurusan utama terdiri daripada ahli pasukan pengurusan kanan. – Key management personnel consist of members of the senior management team.
Pihak-pihak Berkaitan Bagi Personel Pengurusan Utama -	– Ahli keluarga terdekat bagi personel pengurusan utama. – Entiti yang dikawal, dikawal bersama atau yang mana kuasa mengundi signifikan dalam entiti tersebut, secara langsung atau tidak langsung berada pada personel pengurusan utama atau ahli keluarga terdekatnya.
Related Parties Of Key Management Personnel	– Close members of the family of key management personnel. – Entities that are controlled, jointly controlled or for which significant voting power in such entity resides with, directly or indirectly by key management personnel or its close members of the family.

Saraan Personel Pengurusan Utama
Kos saraan bagi personel pengurusan utama PERKESO dalam tahun adalah seperti berikut:

Key Management Personnel Remuneration
The remuneration of key management personnel of SOCSO during the year are as follows:

	31 Disember 31 December 2018	31 Disember 31 December 2017
	(RM'000)	(RM'000)
Gaji, Bonus Dan Elaun Salaries, Bonus And Allowances	2,984	2,414
Caruman KWSP Dan PERKESO EPF And SOCSO Contribution	741	449
	3,725	**2,863**

25. Komitmen Modal
Capital Commitment

	31 Disember 31 December 2018	31 Disember 31 December 2017
	(RM'000)	(RM'000)
Diluluskan Dan Dikontrak Bagi Hartanah Dan Peralatan Authorised And Contracted For Property And Equipment	83,846	120,214
Hartanah Pelaburan Investment Properties	–	333,633
	83,846	**453,847**
Diluluskan Tetapi Tidak Dikontrakkan Bagi Hartanah Dan Peralatan Authorised But Not Contracted For Property And Equipment	–	92,400
	83,846	**546,247**

26. Kontingensi
Contingencies

(a) Aset Luar Jangka
Contingent Assets

PERKESO mempunyai beberapa aset luar jangka yang mewakili tuntutan PERKESO terhadap majikan seperti berikut:
SOCSO has several contingent assets which represent SOCSO's claims against employers as follows:

	31 Disember 31 December 2018
	(RM'000)
Tuntutan Terhadap Majikan Yang Gagal Menyelesaikan Tunggakan Caruman Claims Against Employers Who Fail To Settle Contribution In Arrears	519
Tuntutan Terhadap Majikan Yang Gagal Menyelesaikan Faedah Caruman Lewat Bayar Claims Against Employers Who Fail To Settle Interest On Late Contributions	1,476

Di samping itu, PERKESO melalui pihak-pihak yang mewakili pemegang suatu bon korporat telah memfailkan Penyata Tuntutan sebagai plaintif terhadap 6 defendan di Mahkamah Tinggi Kuala Lumpur pada 5 November 2012. Tindakan ini diambil berikutan berlakunya Peristiwa Keingkaran terhadap bon korporat yang dinyatakan. Pada 24 Julai 2017, Mahkamah Tinggi Kuala Lumpur telah memutuskan sejumlah RM222.00 juta diberi kepada pemegang bon. Walau bagaimanapun, defendan telah memfailkan rayuan terhadap keputusan itu. Jumlah ganti rugi telah didepositkan ke dalam akaun amanah pada 6 Disember 2017, yang diuruskan oleh peguam yang mewakili pemegang bon dan pelbagai defendan dalam kes tersebut, dan disimpan di dalam akaun amanah sehingga keputusan rayuan dimuktamadkan.

(b) Liabiliti Luar Jangka

Prosiding masih berjalan di Mahkamah Tinggi dan Mahkamah Rayuan bagi kes rayuan yang dikemukakan oleh Orang Berinsurans dan PERKESO yang tidak berpuas hati dengan keputusan Jemaah Rayuan Keselamatan Sosial membabitkan pembayaran faedah berjumlah RM1,504,027 (2017: RM1,056,302).

In addition, SOCSO through parties representing the holders of a corporate bond has filed a Statement of Claim as plaintiffs against 6 defendants in the Kuala Lumpur High Court on 5th November 2012. This action was taken following the occurrence of the Event of Default upon the said corporate bond. On 24th July 2017, the bondholders were awarded a total of RM222.00 million by Kuala Lumpur High Court. Nevertheless, the defendants have filed appeal against the decision. The damage sum was deposited into a trust account on 6th December 2017, managed by lawyers representing the bondholders and the various defendants in the case, and kept in the trust account pending the final outcome of the appeal.

(b) Contingent Liabilities

Proceedings are still ongoing at the High Court and Court of Appeal in appeal cases lodged by Insured Persons and SOCSO over discontentment with Social Security Appellate Board's decisions involving benefit payments amounting to RM1,504,027 (2017: RM1,056,302).

27. Polisi Dan Objektif Pengurusan Risiko Kewangan
Financial Risk Management Objectives And Policies

MPSAS 30 memperkenalkan pendedahan yang berkaitan dengan instrumen kewangan dan tidak mempunyai sebarang kesan ke atas klasifikasi dan penilaian instrumen kewangan PERKESO.

PERKESO adalah terdedah kepada risiko kewangan yang terbit daripada operasinya dan penggunaan instrumen kewangan. Risiko kewangan utama termasuk risiko kadar faedah, harga ekuiti dan risiko kredit dan kecairan.

PERKESO mempunyai polisi dan garis panduan yang diluluskan serta kawalan dalaman yang menetapkan strategi perniagaan keseluruhannya untuk menguruskan risiko-risiko tersebut. Objektif keseluruhan pengurusan risiko kewangan PERKESO adalah untuk meningkatkan nilai pihak-pihak yang berkepentingan menerusi pengurusan risiko PERKESO yang berkesan.

Lembaga PERKESO mengkaji dan bersetuju dengan polisi dan prosedur pengurusan risiko ini. Seksyen berikutnya memberi butiran mengenai pendedahan PERKESO kepada risiko kewangan yang dinyatakan di atas dan objektif, polisi dan proses untuk pengurusan risiko-risiko tersebut.

MPSAS 30 introduces disclosures relating to the financial instruments and does not have any impact on the classification and valuation of SOCSO's financial instruments.

SOCSO is exposed to financial risks arising from its operations and the use of financial instruments. The key financial risks include interest rate, equity price and credit and liquidity risks.

SOCSO has an approved set of guidelines and policies as well as internal controls which set out its overall business strategies to manage these risks. SOCSO's overall financial risk management objective is to enhance stakeholders' value through effective management of SOCSO's risks.

The Board of SOCSO reviews and agrees policies and procedures for the management of these risks. The following sections provide details regarding SOCSO's exposure to the abovementioned financial risks and the objectives, policies and processes for the management of these risks.

27. Polisi Dan Objektif Pengurusan Risiko Kewangan (samb)
Financial Risk Management Objectives And Policies (cont'd)

(a) Risiko Pasaran

Risiko pasaran adalah risiko potensi kerugian akibat perubahan dalam nilai portfolio pelaburan atau instrumen kewangan lain yang ditunjukkan oleh perubahan dalam pembolehubah pasaran seperti kadar faedah semasa, kesan kadar pertukaran mata wang dan perubahan dalam harga saham yang disenaraikan di Bursa Saham Malaysia. Pelaburan PERKESO diuruskan oleh Pengurus Portfolio dan Pengurusan PERKESO sendiri. Risiko pasaran diuruskan dan diseimbangkan dengan mempelbagaikan pendedahan pelaburan PERKESO dalam instrumen kewangan berkualiti dan berkecairan tinggi untuk memelihara modal dan mengoptimumkan pulangan atas pelaburan kepada PERKESO.

(i) Risiko Kadar Faedah

Risiko kadar faedah adalah risiko perubahan dalam nilai instrumen kewangan disebabkan sensitivitinya terhadap perubahan dalam kadar faedah semasa. Walau bagaimanapun, risiko ini terhad kepada pelaburan jangka pendek dengan institusi kewangan berlesen dan pelaburan dalam sekuriti bon yang diuruskan oleh Pengurus Portfolio dan Pengurusan PERKESO. Pelaburan PERKESO dalam sekuriti bon adalah pelaburan jangka panjang dalam sekuriti yang bergred kualiti tinggi yang dipegang untuk mengoptimumkan pulangan pelaburan.

Jadual berikut menunjukkan aset kewangan dan liabiliti kewangan PERKESO dan amaun yang dibawa, dianalisa berdasarkan penetapan semula nilai faedah atau tarikh matang yang mana lebih awal:

(a) Market Risk

Market risk is the risk of potential losses due to changes in value of investment portfolio or other financial instruments reflected by changes in market variables such as current interest rates, the impact of currency exchange rates and changes in share prices listed on the stock exchange. SOCSO's investments are managed by Portfolio Managers and the SOCSO's Management themselves. The market risk is managed and balanced by diversifying the exposure of SOCSO's investments into quality and high liquidity financial instruments so as to preserve the capital as and to optimise returns on investment to SOCSO.

(i) Interest Rate Risk

Interest rate risk is the risk of changes in financial instruments' value due to their sensitivity to changes in current interest rates. Nevertheless, the risk is restricted to short-term investments with licensed financial institutions and investments in bond securities managed by Portfolio Managers and SOCSO's Management. SOCSO's investment in bond securities are long-term investments in a high quality graded securities which are held to optimise investment returns.

The following table indicates SOCSO's financial assets and financial liabilities and carrying amount, analysed by the interest repricing or maturity date whichever is the earlier:

27. Polisi Dan Objektif Pengurusan Risiko Kewangan (samb)
Financial Risk Management Objectives And Policies (cont'd)

(a) Risiko Pasaran (samb)
Market risk (cont'd)

(i) Risiko Kadar Faedah (samb)
Interest Rate Risk (cont'd)

2018	Sehingga 1 Bulan Up To 1 Month	> 1 - 3 Bulan > 1 - 3 Months	> 3 - 12 Bulan > 3 - 12 Months	> 1 - 5 Tahun > 1 - 5 Years	> 5 Tahun > 5 Years	Bukan Faedah Sensitif Non-Interest Sensitive	Jumlah Total
	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)
ASET BUKAN SEMASA NON-CURRENT ASSETS							
Urus Niaga Pertukaran Pinjaman Loans From Exchange Transactions	–	–	–	382,297	46,765	–	429,062
Pelaburan Kewangan Sedia Untuk Dijual Financial Investments Available-For-Sale	–	–	–	1,800,639	13,070,558	4,336,317	19,207,514
Aset Kewangan Dinyatakan Pada Nilai Saksama Melalui Lebihan Atau Kurangan Financial Assets Designated At Fair Value Through Surplus Or Deficit	–	–	–	–	–	61,361	61,361
Aset Kewangan Derivatif Derivative Financial Assets	–	–	–	–	–	125	125
JUMLAH ASET BUKAN SEMASA TOTAL NON-CURRENT ASSETS	**–**	**–**	**–**	**2,182,936**	**13,117,323**	**4,397,803**	**19,698,062**

27. Polisi Dan Objektif Pengurusan Risiko Kewangan (samb)
Financial Risk Management Objectives And Policies (cont'd)

(a) Risiko Pasaran (samb)
Market risk (cont'd)

(i) Risiko Kadar Faedah (samb)
Interest Rate Risk (cont'd)

2018	Sehingga 1 Bulan Up To 1 Month	> 1 - 3 Bulan > 1 - 3 Months	> 3 - 12 Bulan > 3 - 12 Months	> 1 - 5 Tahun > 1 - 5 Years	> 5 Tahun > 5 Years	Bukan Faedah Sensitif Non-Interest Sensitive	Jumlah Total
	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)
ASET SEMASA							
CURRENT ASSETS							
Urus Niaga Pertukaran Pinjaman							
Loans From Exchange Transactions	147	5	114,194	–	–	–	114,346
Pelaburan Kewangan Sedia Untuk Dijual							
Financial Investments Available-For-Sale	–	803,973	228,621	–	–	–	1,032,594
Urus Niaga Pertukaran Belum Terima							
Receivables From Exchange Transactions	–	–	–	–	–	202,438	202,438
Urus Niaga Bukan Pertukaran Boleh Pulih							
Recoverables From Non-Exchange Transactions	–	–	–	–	–	316,940	316,940
Deposit Dengan Institusi Kewangan Berlesen							
Deposit With Licensed Financial Institutions	–	–	3,901,700	–	–	–	3,901,700
Tunai Dan Kesetaraan Tunai							
Cash And Cash Equivalent	598,533	938,800	–	–	–	32,320	1,569,653

27. Polisi Dan Objektif Pengurusan Risiko Kewangan (samb)
Financial Risk Management Objectives And Policies (cont'd)

(a) Risiko Pasaran (samb)
Market risk (cont'd)

(i) Risiko Kadar Faedah (samb)
Interest Rate Risk (cont'd)

2018	Sehingga 1 Bulan Up To 1 Month	> 1 - 3 Bulan > 1 - 3 Months	> 3 - 12 Bulan > 3 - 12 Months	> 1 - 5 Tahun > 1 - 5 Years	> 5 Tahun > 5 Years	Bukan Faedah Sensitif Non-Interest Sensitive	Jumlah Total
	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)
LIABILITI SEMASA **CURRENT LIABILITIES**							
Urus Niaga Pertukaran Belum Bayar Other Payables From Exchange Transactions	–	–	–	–	–	290,347	290,347
Peruntukan Bagi Manfaat Anggota Provision For Staff Benefits	–	–	–	–	–	11,955	11,955
ASET SEMASA BERSIH **NET CURRENT ASSETS**	**598,680**	**1,742,778**	**4,244,515**	**–**	**–**	**249,396**	**6,835,369**
LIABILITI BUKAN SEMASA **NON-CURRENT LIABILITIES**							
Peruntukan Bagi Manfaat Anggota Provision For Staff Benefits	–	–	–	–	–	712,183	712,183
JUMLAH LIABILITI BUKAN SEMASA **TOTAL NON-CURRENT LIABILITIES**	**–**	**–**	**–**	**–**	**–**	**712,183**	**712,183**

27. Polisi Dan Objektif Pengurusan Risiko Kewangan (samb)
Financial Risk Management Objectives And Policies (cont'd)

(a) Risiko Pasaran (samb)
Market risk (cont'd)

(i) Risiko Kadar Faedah (samb)
Interest Rate Risk (cont'd)

2017	Sehingga 1 Bulan Up To 1 Month	> 1 - 3 Bulan > 1 - 3 Months	> 3 - 12 Bulan > 3 - 12 Months	> 1 - 5 Tahun > 1 - 5 Years	> 5 Tahun > 5 Years	Bukan Faedah Sensitif Non-Interest Sensitive	Jumlah Total
	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)
ASET BUKAN SEMASA NON-CURRENT ASSETS							
Urus Niaga Pertukaran Pinjaman Loans From Exchange Transactions	–	–	–	491,044	49,572	–	540,616
Pelaburan Kewangan Sedia Untuk Dijual Financial Investments Available-For-Sale	–	–	–	1,585,158	11,961,332	4,334,712	17,881,202
Aset Kewangan Dinyatakan Pada Nilai Saksama Melalui Lebihan Atau Kurangan Financial Assets Designated At Fair Value Through Surplus Or Deficit	–	–	–	–	–	63,237	63,237
Aset Kewangan Derivatif Derivative Financial Assets	–	–	–	–	–	134	134
JUMLAH ASET BUKAN SEMASA TOTAL NON-CURRENT ASSETS	**–**	**–**	**–**	**2,076,202**	**12,010,904**	**4,398,083**	**18,485,189**

27. Polisi Dan Objektif Pengurusan Risiko Kewangan (samb)
Financial Risk Management Objectives And Policies (cont'd)

(a) Risiko Pasaran (samb)
Market risk (cont'd)

(i) Risiko Kadar Faedah (samb)
Interest Rate Risk (cont'd)

2017	Sehingga 1 Bulan Up To 1 Month	> 1 - 3 Bulan > 1 - 3 Months	> 3 - 12 Bulan > 3 - 12 Months	> 1 - 5 Tahun > 1 - 5 Years	> 5 Tahun > 5 Years	Bukan Faedah Sensitif Non-Interest Sensitive	Jumlah Total
	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)
ASET SEMASA **CURRENT ASSETS**							
Urus Niaga Pertukaran Pinjaman Loans From Exchange Transactions	111	47	109,491	–	–	–	109,649
Pelaburan Kewangan Sedia Untuk Dijual Financial Investments Available-For-Sale	25,002	813,165	284,345	–	–	–	1,122,512
Urus Niaga Pertukaran Belum Terima Receivables From Exchange Transactions	–	–	–	–	–	242,463	242,463
Urus Niaga Bukan Pertukaran Boleh Pulih Recoverables From Non-Exchange Transactions	–	–	–	–	–	262,069	262,069
Deposit Dengan Institusi Kewangan Berlesen Deposit With Licensed Financial Institutions	559,900	1,614,600	957,400	–	–	–	3,131,900
Tunai Dan Kesetaraan Tunai Cash And Cash Equivalent	2,788,699	373,723	–	–	–	28,191	3,190,613

27. Polisi Dan Objektif Pengurusan Risiko Kewangan (samb)
Financial Risk Management Objectives And Policies (cont'd)

(a) Risiko Pasaran (samb)
Market risk (cont'd)

(i) Risiko Kadar Faedah (samb)
Interest Rate Risk (cont'd)

2017	Sehingga 1 Bulan Up To 1 Month	> 1 - 3 Bulan > 1 - 3 Months	> 3 - 12 Bulan > 3 - 12 Months	> 1 - 5 Tahun > 1 - 5 Years	> 5 Tahun > 5 Years	Bukan Faedah Sensitif Non-Interest Sensitive	Jumlah Total
	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)
LIABILITI SEMASA **CURRENT LIABILITIES**							
Urus Niaga Pertukaran Belum Bayar Other Payables From Exchange Transactions	–	–	–	–	–	188,652	188,652
Peruntukan Bagi Manfaat Anggota Provision For Staff Benefits	–	–	–	–	–	11,000	11,000
ASET SEMASA BERSIH **NET CURRENT ASSETS**	**3,373,712**	**2,801,535**	**1,351,236**	**–**	**–**	**333,071**	**7,859,554**
LIABILITI BUKAN SEMASA **NON-CURRENT LIABILITIES**							
Geran Kerajaan Government Grant	–	136,952	–	–	–	–	136,952
Peruntukan Bagi Manfaat Anggota Provision For Staff Benefits	–	–	–	–	–	662,014	662,014
JUMLAH LIABILITI BUKAN SEMASA **TOTAL NON-CURRENT LIABILITIES**	**–**	**136,952**	**–**	**–**	**–**	**662,014**	**798,966**

27. Polisi Dan Objektif Pengurusan Risiko Kewangan (samb)
Financial Risk Management Objectives And Policies (cont'd)

(a) Risiko Pasaran (samb)
Market risk (cont'd)

(i) Risiko Kadar Faedah (samb)

Sensitiviti Kadar Faedah

Jadual berikut menunjukkan sensitiviti terhadap perubahan yang mungkin berlaku dalam kadar faedah terhadap pinjaman tersebut. Dengan semua pembolehubah lain yang tetap, jadual di bawah meringkaskan pendedahan PERKESO kepada risiko kadar faedah terhadap pinjaman berkadar terapung. Ianya tidak memberi kesan ke atas ekuiti PERKESO.

(i) Interest Rate Risk (cont'd)

Interest Rate Sensitivity

The following table demonstrates the sensitivity to a reasonably possible change in interest rates on that portion of borrowings. With all other variables held constant, the table below summarises SOCSO's exposure to interest rate risk on floating rate borrowings. There is no impact on SOCSO's equity.

	Kesan Kepada Rizab Impact To Reserves (RM'000)
2018	
Kenaikan Dalam 100 Mata Asas (+100 bps) Increase In 100 Basis Points (+100 bps)	(30,436)
Penurunan Dalam 100 Mata Asas (-100 bps) Decrease In 100 Basis Points (-100 bps)	30,436
2017	
Kenaikan Dalam 100 Mata Asas (+100 bps) Increase In 100 Basis Points (+100 bps)	(1,172)
Penurunan Dalam 100 Mata Asas (-100 bps) Decrease In 100 Basis Points (-100 bps)	1,462

Pergerakan yang diandaikan dalam mata asas bagi analisa sensitiviti kadar faedah adalah berdasarkan persekitaran pasaran semasa yang boleh ditinjau.

The assumed movement in basis points for interest rate sensitivity analysis is based on the currently observable market environment.

27. Polisi Dan Objektif Pengurusan Risiko Kewangan (samb)
Financial Risk Management Objectives And Policies (cont'd)

(a) Risiko Pasaran (samb)
Market risk (cont'd)

(i) Risiko Kadar Faedah (samb)

Kadar Faedah Purata Wajaran Dan Purata Kematangan

Aset Kewangan
Kadar faedah purata wajaran setahun dan purata kematangan deposit seperti pada 31 Disember adalah seperti berikut:

(i) Interest Rate Risk (cont'd)

Weighted Average Interest Rate And Average Maturity

Financial Assets
The weighted average interest rates per annum and the average maturity of deposits as at 31 December were as follows:

	Kadar Faedah Purata Wajaran Weighted Average Interest Rates	Purata Kematangan Average Maturity
	(%)	(Hari / Days)
2018		
Bank Berlesen Licensed Banks	4.03	72
Institusi Kewangan Lain Other Financial Institutions	4.04	32
2017		
Bank Berlesen Licensed Banks	3.98	55
Institusi Kewangan Lain Other Financial Institutions	3.97	10

(ii) Risiko Harga Ekuiti

Sekuriti ekuiti tersiar harga PERKESO adalah mudah dipengaruhi oleh risiko harga pasaran yang terbit daripada ketidakpastian terhadap nilai masa hadapan sekuriti pelaburan tersebut. PERKESO menguruskan risiko harga ekuiti menerusi kepelbagaian pelaburan dan meletakkan had ke atas instrumen ekuiti sama ada secara individu mahupun keseluruhan. Laporan mengenai portfolio ekuiti adalah dikemukakan kepada pengurusan kanan PERKESO secara berkala. Lembaga PERKESO mengkaji dan meluluskan semua keputusan bagi pelaburan ekuiti.

(ii) Equity Price Risk

SOCSO's quoted equity securities are susceptible to market price risk arising from uncertainties about future values of the investment securities. SOCSO manages the equity price risk through diversification and placing limits on individual and total equity instruments. Reports on the equity portfolio are submitted to SOCSO's senior management on a regular basis. The Board of SOCSO reviews and approves all equity investment decisions

27. Polisi Dan Objektif Pengurusan Risiko Kewangan (samb)
Financial Risk Management Objectives And Policies (cont'd)

(a) Risiko Pasaran (samb)

Sensitiviti Harga Ekuiti

Jadual berikut menunjukkan sensitiviti terhadap kemungkinan perubahan yang munasabah dalam harga ekuiti, dengan semua pembolehubah lain yang tetap, bagi ekuiti PERKESO (berikutan perubahan dalam nilai saksama pelaburan ekuiti sedia untuk dijual).

(a) Market Risk (cont'd)

Equity Price Sensitivity

The following table demonstrates the sensitivity to a reasonably possible change in the equity price, with all other variables held constant, of SOCSO's equity (due to changes in the fair value of available-for-sale equity investments).

	Kesan Kepada Lebihan Atau Kurangan Impact To Surplus Or Deficit	Kesan Kepada Rizab Impact To Reserve
	(RM'000)	(RM'000)
2018		
Peningkatan 10% Dalam Harga Ekuiti Increase Of 10% In Equity Price	6,106	408,190
Penurunan 10% Dalam Harga Ekuiti Decrease Of 10% In Equity Price	(6,106)	(408,190)
2017		
Peningkatan 10% Dalam Harga Ekuiti Increase Of 10% In Equity Price	6,337	438,745
Penurunan 10% Dalam Harga Ekuiti Decrease Of 10% In Equity Price	(6,337)	(438,745)

(b) Risiko Kredit

Risiko kredit adalah risiko yang berlaku akibat daripada ketidakmampuan pihak-pihak yang terlibat dalam urus niaga perniagaan untuk memenuhi tanggungjawab bagi membayar faedah atau pulangan pelaburan seperti yang dipersetujui apabila kontrak terbabit berkuat kuasa. Pendedahan PERKESO terhadap risiko kredit adalah melalui aktiviti pemberian pinjaman, urus niaga perniagaan umum, penempatan tunai, pelaburan dengan institusi kewangan berlesen dan pelaburan dalam bon korporat. PERKESO menguruskan risiko kreditnya dengan terus memantau kedudukan kewangan dan kelayakan kredit pihak-pihak yang berkaitan untuk menjaga kepentingannya dalam urus niaga yang terlibat.

(b) Credit Risk

Credit risk is the risk that occurs due to the inability of the parties involved in business transactions to meet the responsibility to pay the interest or investment returns as agreed when the contract is enforceable. SOCSO's exposure to credit risk is via lending activities, general business transactions, cash placements, investments with licensed financial institutions and investment in corporate bonds. SOCSO manages its credit risk by continuously monitoring the financial standing and credit worthiness of relevant parties to preserve its interest in the transaction involved.

27. Polisi Dan Objektif Pengurusan Risiko Kewangan (samb)
Financial Risk Management Objectives And Policies (cont'd)

Analisa Pendedahan Maksimum Kepada Risiko Kredit Dan Jaminan Dan Penambahan Kredit Lain

Pada tarikh pelaporan, pendedahan maksimum PERKESO kepada risiko kredit mengikut kelas aset kewangan adalah ditunjukkan dalam jadual berikut:

Analysis Of Maximum Exposure To Credit Risk And Collateral And Other Credit Enhancements

At the reporting date, SOCSO's maximum exposure to credit risk by class of financial assets are shown in the following table:

	Pendedahan Maksimum Kepada Risiko Kredit Maximum Exposure To Credit Risk		
Aset Kewangan **Financial Assets**	**Aset Kewangan Berdaulat** **Sovereign Financial Asset**	**Aset Kewangan Tidak Berdaulat** **Non-Sovereign Financial Asset**	**Jumlah** **Total**
2018	**(RM'000)**	**(RM'000)**	**(RM'000)**
Urus Niaga Pertukaran Pinjaman Loans From Exchange Transactions	485,398	58,010	543,408
Pelaburan Kewangan Sedia Untuk Dijual Financial Investments Available-For-Sale	12,412,650	3,491,141	15,903,791
Urus Niaga Pertukaran Belum Terima Receivables From Exchange Transactions	–	202,438	202,438
Urus Niaga Bukan Pertukaran Boleh Pulih Recoverables From Non-Exchange Transactions	–	316,940	316,940
Deposit Dengan Institusi Kewangan Berlesen Deposit With Licensed Financial Institutions	–	3,901,700	3,901,700
Tunai Dan Kesetaraan Tunai Cash And Cash Equivalents	–	1,368,648	1,368,648
	12,898,048	**9,338,877**	**22,236,925**

27. Polisi Dan Objektif Pengurusan Risiko Kewangan (samb)
Financial Risk Management Objectives And Policies (cont'd)

Aset Kewangan Financial Assets	Pendedahan Maksimum Kepada Risiko Kredit Maximum Exposure To Credit Risk Aset Kewangan Berdaulat Sovereign Financial Asset	Aset Kewangan Tidak Berdaulat Non-Sovereign Financial Asset	Jumlah Total
2017	**(RM'000)**	**(RM'000)**	**(RM'000)**
Pinjaman Dan Belum Terima Loans From Exchange Transactions	594,653	55,612	650,265
Pelaburan Kewangan Sedia Untuk Dijual Financial Investments Available-For-Sale	11,750,767	2,918,235	14,669,002
Urus Niaga Pertukaran Belum Terima Receivables From Exchange Transactions	–	242,463	242,463
Urus Niaga Bukan Pertukaran Boleh Pulih Recoverables From Non-Exchange Transactions	–	262,069	262,069
Deposit Dengan Institusi Kewangan Berlesen Deposit With Licensed Financial Institutions	–	3,131,900	3,131,900
Tunai Dan Kesetaraan Tunai Cash And Cash Equivalents	–	2,194,684	2,194,684
	12,345,420	**8,804,963**	**21,150,383**

27. Polisi Dan Objektif Pengurusan Risiko Kewangan (samb)
Financial Risk Management Objectives And Policies (cont'd)

Aset Kewangan Berdaulat terdiri daripada Sekuriti Kerajaan Malaysia, Terbitan Pelaburan Kerajaan, bon yang dijamin oleh Kerajaan Malaysia yang tidak bercagar, selamat dan dijamin sepenuhnya ke atas pembayaran balik prinsipal dan faedah.

Sovereign Financial Asset comprise of Malaysian Government Securities, Government Investment Issues, bonds guaranteed by Government of Malaysia which is uncollateralised, secured and fully guaranteed on repayment of principal and interest.

Analisa Pengumuman Aset Kewangan Sama Ada Tertunggak Atau Terjejas

Aging Analysis For Either Past Due of Impaired Financial Assets

Aset Kewangan Financial Assets	Bukan Tertunggak Dan Bukan Terjejas Neither Past Due Nor Impaired	Tertunggak Sehingga 3 Bulan Past Due Up To 3 Months	Tertunggak 3 Hingga 12 Bulan Past Due 3 To 12 Months	Terjejas Impaired	Jumlah Total
2018	**(RM'000)**	**(RM'000)**	**(RM'000)**	**(RM'000)**	**(RM'000)**
Urus Niaga Pertukaran Pinjaman Loans From Exchange Transactions	538,576	–	–	4,832	543,408
Pelaburan Kewangan Sedia Untuk Dijual Financial Investments Available-For-Sale	15,903,791	–	–	–	15,903,791
Urus Niaga Pertukaran Belum Terima Receivables From Exchange Transactions	202,438	–	–	–	202,438
Urus Niaga Bukan Pertukaran Boleh Pulih Recoverables From Non-Exchange Transactions	316,940	–	–	–	316,940
Deposit Dengan Institusi Kewangan Berlesen Deposit With Licensed Financial Institutions	3,901,700	–	–	–	3,901,700
Tunai Dan Kesetaraan Tunai Cash And Cash Equivalents	1,368,648	–	–	–	1,368,648
	22,232,093	**–**	**–**	**4,832**	**22,236,925**

27. Polisi Dan Objektif Pengurusan Risiko Kewangan (samb)
Financial Risk Management Objectives And Policies (cont'd)

Aset Kewangan Financial Assets	Bukan Tertunggak Dan Bukan Terjejas Neither Past Due Nor Impaired	Tertunggak Sehingga 3 Bulan Past Due Up To 3 Months	Tertunggak 3 Hingga 12 Bulan Past Due 3 To 12 Months	Terjejas Impaired	Jumlah Total
2017	**(RM'000)**	**(RM'000)**	**(RM'000)**	**(RM'000)**	**(RM'000)**
Urus Niaga Pertukaran Pinjaman Loans From Exchange Transactions	644,885	–	–	5,380	650,265
Pelaburan Kewangan Sedia Untuk Dijual Financial Investments Available-For-Sale	14,669,002	–	–	–	14,669,002
Urus Niaga Pertukaran Belum Terima Receivables From Exchange Transactions	242,463	–	–	–	242,463
Urus Niaga Bukan Pertukaran Boleh Pulih Recoverables From Non-Exchange Transactions	262,069	–	–	–	262,069
Deposit Dengan Institusi Kewangan Berlesen Deposit With Licensed Financial Institutions	3,131,900	–	–	–	3,131,900
Tunai Dan Kesetaraan Tunai Cash And Cash Equivalents	2,194,684	–	–	–	2,194,684
	21,145,003	**–**	**–**	**5,380**	**21,150,383**

27. Polisi Dan Objektif Pengurusan Risiko Kewangan (samb)
Financial Risk Management Objectives And Policies (cont'd)

Analisa PERKSO terhadap aset kewangan dinilai secara individu yang mengalami penjejasan adalah seperti berikut:
An analysis of the financial assets individually assessed to be impaired by SOCSO is as follows:

	31 Disember 31 December 2018	31 Disember 31 December 2017
	(RM'000)	(RM'000)
Aset Kewangan Kasar **Gross Impaired Financial Assets**	8,808	9,085
Urus Niaga Pertukaran Pinjaman Loans From Exchange Transactions	6,384	6,885
Urus Niaga Pertukaran Belum Terima Receivables From Exchange Transactions	2,424	2,200
Aset Kewangan Terjejas Kasar Dinilai Secara Individu **Gross Individually Assessed Impaired Financial Assets**	8,808	9,085
Urus Niaga Pertukaran Pinjaman Loans From Exchange Transactions	6,384	6,885
Urus Niaga Pertukaran Belum Terima Receivables From Exchange Transactions	2,424	2,200
Tolak: Elaun Penjejasan **Less: Allowance For Impairment**	(3,976)	(3,705)
Urus Niaga Pertukaran Pinjaman Loans From Exchange Transactions	(1,552)	(1,505)
Urus Niaga Pertukaran Belum Terima Receivables From Exchange Transactions	(2,424)	(2,200)
Aset Kewangan Terjejas Bersih Dinilai Secara Individu **Net Individually Assessed Impaired Financial Assets**	4,832	5,380
Urus Niaga Pertukaran Pinjaman Loans From Exchange Transactions	4,832	5,380
Urus Niaga Pertukaran Belum Terima Receivables From Exchange Transactions	–	–

27. Polisi Dan Objektif Pengurusan Risiko Kewangan (samb)
Financial Risk Management Objectives And Policies (cont'd)

Kualiti Kredit

Pengelasan aset kewangan kasar mengikut kualiti kredit seperti pada 31 Disember adalah seperti berikut:

Credit Quality

Distribution of gross financial assets by credit quality as at 31 December are as follows:

Aset Kewangan Financial Assets	Berdaulat Sovereign	Tinggi Strong	Sederhana Moderate	Lemah Sub-Standard	Tidak Berkadar Non Rated	Terjejas Impaired	Jumlah Total
2018	**(RM'000)**	**(RM'000)**	**(RM'000)**	**(RM'000)**	**(RM'000)**	**(RM'000)**	**(RM'000)**
Urus Niaga Pertukaran Pinjaman Loans From Exchange Transactions	485,398	–	–	–	56,458	1,552	543,408
Pelaburan Kewangan Sedia Untuk Dijual Financial Investment Available-For-Sale	12,412,650	3,491,141	–	–	–	–	15,903,791
Urus Niaga Pertukaran Belum Terima Receivables From Exchange Transactions	–	–	–	–	200,014	2,424	202,438
Urus Niaga Bukan Pertukaran Boleh Pulih Recoverables From Non-Exchange Transactions	–	–	–	–	316,940	–	316,940
Deposit Dengan Institusi Kewangan Berlesen Deposit With Licensed Financial Institutions	–	–	–	–	3,901,700	–	3,901,700
Tunai Dan Kesetaraan Tunai Cash And Cash Equivalents	–	–	–	–	1,368,648	–	1,368,648
Jumlah / Total	**12,898,048**	**3,491,141**	**–**	**–**	**5,843,760**	**3,976**	**22,236,925**

27. Polisi Dan Objektif Pengurusan Risiko Kewangan (samb)
Financial Risk Management Objectives And Policies (cont'd)

Aset Kewangan Financial Assets	Berdaulat Sovereign	Tinggi Strong	Sederhana Moderate	Lemah Sub-Standard	Tidak Berkadar Non Rated	Terjejas Impaired	Jumlah Total
2017	**(RM'000)**	**(RM'000)**	**(RM'000)**	**(RM'000)**	**(RM'000)**	**(RM'000)**	**(RM'000)**
Urus Niaga Pertukaran Pinjaman Loans From Exchange Transactions	594,653	–	–	–	54,107	1,505	650,265
Pelaburan Kewangan Sedia Untuk Dijual Financial Investment Available-For-Sale	11,750,767	2,907,259	6,434	4,542	–	–	14,669,002
Urus Niaga Pertukaran Belum Terima Receivables From Exchange Transactions	–	–	–	–	240,263	2,200	242,463
Urus Niaga Bukan Pertukaran Boleh Pulih Recoverables From Non-Exchange Transactions	–	–	–	–	262,069	–	262,069
Deposit Dengan Institusi Kewangan Berlesen Deposit With Licensed Financial Institutions	–	–	–	–	3,131,900	–	3,131,900
Tunai Dan Kesetaraan Tunai Cash And Cash Equivalents	–	–	–	–	2,194,684	–	2,194,684
Jumlah / Total	**12,345,420**	**2,907,259**	**6,434**	**4,542**	**5,883,023**	**3,705**	**21,150,383**

27. Polisi Dan Objektif Pengurusan Risiko Kewangan (samb)
Financial Risk Management Objectives And Policies (cont'd)

Kualiti Kredit (samb)

Aset kewangan dikelaskan mengikut skala penarafan kredit dalaman yang konsisten dengan agensi penarafan kredit luaran. Klasifikasi kualiti kredit adalah seperti berikut:

(i) Penarafan jangka panjang untuk pembayaran obligasi jangka panjang.

Credit Quality (cont'd)

Financial assets are classify into an internal rating scale which is consistent with external rating agencies. The credit quality classification is as follows:

(i) Long term rating for payment of long term obligations

Klasifikasi kualiti kredit Credit quality classification	Penarafan kredit domestik Domestic credit rating	Definisi klasifikasi kualiti kredit Definition of credit quality classification
Berdaulat Sovereign	Berdaulat Sovereign	Dikeluarkan atau dijamin oleh kerajaan Issued or guaranteed by the government
Tinggi Strong	AA Dan Ke Atas AA And Above	Keupayaan yang kukuh untuk memenuhi kewajipan kewangan Superior or strong ability to meet financial obligations
Sederhana Moderate	A A	Kebolehan untuk memenuhi obligasi kewangan Adequate ability to meet financial obligations
Lemah Sub-standard	BBB BBB	Keupayaan rendah / lemah untuk memenuhi obligasi kewangan Low/weak ability to meet financial obligations

(ii) Aset Kewangan Tidak Dinilai
Ini termasuk aset kewangan tanpa penarafan kredit luaran.

(iii) Terjejas
Ini termasuk aset kewangan yang dinilai sebagai terjejas berdasarkan dasar perakaunan PERKESO.

(ii) Non-rated financial assets
This includes financial assets without external credit rating.

(iii) Short term rating for payment of short term financial obligations
This includes financial assets which are assessed as impaired based on SOCSO's accounting policies.

27. Polisi Dan Objektif Pengurusan Risiko Kewangan (samb)
Financial Risk Management Objectives And Policies (cont'd)

(c) Risiko Kecairan

Risiko kecairan dan aliran tunai berlaku apabila dana yang diperlukan tidak mencukupi untuk memenuhi komitmen kewangan apabila tiba masanya. PERKESO memantau aliran keluar dan aliran masuk tunai yang diunjurkan pada setiap masa bagi memastikan kedudukan kewangannya kekal teguh dengan kecairan yang mencukupi. Di samping itu, PERKESO juga memastikan tahap kecairan asetnya adalah mencukupi dan sentiasa ada apabila diperlukan menerusi penempatan sejumlah wang tunai dan deposit boleh cair di institusi kewangan berlesen berdasarkan anggaran komitmen kewangan yang akan dibayar untuk penyelesaian.

Jadual di bawah meringkaskan profil kematangan liabiliti kewangan PERKESO berdasarkan obligasi pembayaran balik kontrak yang tidak didiskaunkan:

(c) Liquidity Risk

Liquidity and cash flow risk occurs when funds needed are inadequate to meet financial commitments as and when they fall due. SOCSO monitors the projected cash outflows and inflows at all times to ensure that its financial position remain steadfast with ample liquidity. In addition, SOCSO also ensure its assets liquidity level is sufficient and readily available upon needed by placement of a certain sum of cash and liquidable deposits at licensed financial institutions based on the estimated financial commitments that will due for settlement.

The table below summarise the maturity profile of SOCSO's financial liabilities based on contractual undiscounted repayment obligations:

Liabiliti Kewangan Financial Liabilities	Kurang Daripada 12 Bulan Less Than 12 Months	Lebih Daripada 12 Bulan More Than 12 Months	Jumlah Total
2018	**(RM'000)**	**(RM'000)**	**(RM'000)**
Urus Niaga Pertukaran Belum Bayar Other Payables From Exchange Transactions	290,347	–	290,347
Peruntukan Bagi Manfaat Anggota Provision For Staff Benefits	11,955	712,183	724,138
Jumlah Liabiliti Kewangan Pada Nilai Saksama Melalui Lebihan Atau Kurangan **Total Financial Liabilities At Fair Value Through Surplus Or Deficit**	**302,302**	**712,183**	**1,014,485**

27. Polisi Dan Objektif Pengurusan Risiko Kewangan (samb)
Financial Risk Management Objectives And Policies (cont'd)

Liabiliti Kewangan Financial Liabilities	Kurang Daripada 12 Bulan Less Than 12 Months	Lebih Daripada 12 Bulan More Than 12 Months	Jumlah Total
2017	**(RM'000)**	**(RM'000)**	**(RM'000)**
Urus Niaga Pertukaran Belum Bayar Other Payables From Exchange Transactions	188,652	–	188,652
Peruntukan Bagi Manfaat Anggota Provision For Staff Benefits	11,000	662,014	673,014
Geran Kerajaan Government Grant	–	136,952	136,952
Jumlah Liabiliti Kewangan Pada Nilai Saksama Melalui Lebihan Atau Kurangan **Total Financial Liabilities At Fair Value Through Surplus Or Deficit**	**199,652**	**798,966**	**998,618**

(d) Risiko Operasi

Risiko operasi adalah risiko kerugian yang wujud akibat kegagalan proses kawalan dalaman organisasi. Oleh itu, pendekatan pengurusan risiko operasi adalah dirancang dan diterima pakai oleh PERKESO untuk menyelaras strategi, polisi, proses, teknologi dan meningkatkan pengetahuan dalam kalangan anggotanya untuk mewujudkan nilai tambah dan penambahbaikan berterusan dalam proses kerja di samping mengamalkan tadbir urus korporat yang baik untuk memastikan pelaksanaan kawalan dalaman yang komprehensif.

(d) Operational Risk

Operational risk is the risk of losses that exists due to the failure of organisation's internal control processes. Therefore, operational risk management approach is planned and consistantly adopted by SOCSO to align its strategies, policies, processes, technologies and enhancing knowledge among its staff to create value add and continuous improvement of work processes in addition to practicing good corporate governance to ensure the implementation of comprehensive internal control.

28. Nilai Saksama
Fair Value

(a) Penentuan Nilai Saksama Dan Hierarki Nilai Saksama

PERKESO menggunakan hierarki berikut untuk menentukan dan mendedahkan nilai saksama instrumen kewangan menerusi teknik penilaian:

Tahap 1: Tersiar (tidak diselaraskan) harga dalam pasaran aktif untuk aset atau liabiliti yang sama.

Tahap 2: Input selain daripada tersiar harga termasuk dalam Tahap 1 yang boleh ditinjau untuk aset atau liabiliti, sama ada secara langsung atau tidak langsung.

Tahap 3: Input untuk aset atau liabiliti yang tidak berdasarkan data pasaran yang boleh ditinjau (input yang tidak boleh ditinjau).

(i) Instrumen Kewangan Di Tahap 1

Nilai saksama bagi instrumen kewangan yang diurusniagakan di pasaran aktif adalah berdasarkan harga pasaran tersiar pada tarikh lembaran imbangan. Suatu pasaran dianggap sebagai aktif jika harga tersiar adalah tersedia dan biasanya boleh didapati daripada suatu pertukaran dan harga tersebut mewakili urus niaga pasaran yang sebenar dan biasa berlaku di atas suatu asas urus niaga tulus. Ini termasuk ekuiti tersenarai dan sekuriti hutang korporat yang diurusniagakan secara aktif.

(ii) Instrumen Kewangan Di Tahap 2

Apabila nilai saksama ditentukan menggunakan harga tersiar dalam pasaran kurang aktif atau harga tersiar bagi aset dan liabiliti yang bersamaan, instrumen tersebut biasanya diklasifikasikan sebagai Tahap 2. Dalam keadaan di mana harga tersiar secara umumnya tidak boleh didapati, PERKESO kemudiannya menentukan nilai saksama berdasarkan teknik-teknik penilaian yang menggunakan input parameter pasaran yang mana termasuk tetapi tidak terhad kepada keluk hasil, turun naik dan kadar pertukaran asing. Majoriti teknik-teknik penilaian hanya menggunakan data pasaran yang boleh ditinjau, dengan itu kebolehpercayaan terhadap pengukuran nilai saksama itu adalah tinggi. Ini termasuk sekuriti kerajaan dan bon korporat.

(a) Determination Of Fair Value And Fair Value Hierarchy

SOCSO uses the following hierarchy for determining and disclosing the fair value of financial instruments by valuation technique:

Level 1: Quoted (unadjusted) prices in active markets for identical assets or liabilities.

Level 2: Inputs other than quoted prices included within Level 1 that are observable for the asset or liabilities, either directly or indirectly.

Level 3: Inputs for the asset or liability that are not based on observable market data (unobservable inputs).

(i) Financial Instruments In Level 1

The fair value of financial instruments traded in active markets is based on quoted market prices at the balance sheet date. A market is regarded as active if quoted prices are readily and regularly available from an exchange and those prices represent actual and regularly occurring market transactions on an arm's length basis. This includes listed equities and corporate debt securities which are actively traded.

(ii) Financial Instruments In Level 2

Where fair value is determined using quoted prices in less active markets or quoted prices for similar assets and liabilities, such instruments are generally classified as Level 2. In cases where quoted prices are generally not available, SOCSO then determine fair value based upon valuation techniques that use as inputs, market parameters including but not limited to yield curves, volatilities and foreign exchange rates. The majority of valuation techniques employ only observable market data and so reliability of the fair value measurement is high. These would include government securities and corporate bonds.

28. Nilai Saksama (samb)
Fair Value (cont'd)

(a) Penentuan Nilai Saksama Dan Hierarki Nilai Saksama (samb)

(iii) Instrumen Kewangan Di Tahap 3

PERKESO mengklasifikasikan instrumen kewangan sebagai Tahap 3 apabila terdapat pergantungan ke atas input-input yang tidak boleh ditinjau pada model penilaian yang memberi suatu sumbangan signifikan kepada nilai instrumen. Rizab penilaian atau pelarasan harga yang mana bersesuaian akan digunakan untuk digabungkan menjadi nilai saksama.

Teknik-teknik dan input-input penilaian yang digunakan secara umumnya bergantung kepada terma kontrak dan risiko yang terdapat dalam instrumen itu serta ketersediaan maklumat harga di pasaran. Teknik-teknik utama yang digunakan termasuk aset ketara bersih, aliran tunai didiskaunkan dan lain-lain model penilaian yang bersesuaian. Ini termasuk pelaburan ekuiti persendirian.

(a) Determination Of Fair Value And Fair Value Hierarchy (cont'd)

(iii) Financial Instuments In Level 3

SOCSO classifies financial instruments as Level 3 when there is reliance on unobservable inputs to the valuation model attributing to a significant contribution to the instrument value. Valuation reserves or pricing adjustments where applicable will be used to converge to fair value.

The valuation techniques and inputs used generally depend on the contractual terms and the risks inherent in the instrument as well as the availability of pricing information in the market. Principal techniques used include net tangible assets, discounted cash flows and other appropriate valuation models. These includes private equity investments.

28. Nilai Saksama (samb)
Fair Value (cont'd)

(b) Instrumen Kewangan Diukur Pada Nilai Saksama Dan Hierarki Nilai Saksama

Nilai saksama instrumen kewangan dan teknik serta input penilaian yang digunakan untuk menentukan nilai saksama adalah seperti berikut:

(b) Financial Instruments Measured At Fair Value And The Fair Value Hierarchy

The fair value of the financial instruments and valuation technique and inputs used to determine the fair value are as follows:

2018	Jumlah Total	Tahap 1 Level 1	Tahap 2 Level 2	Tahap 3 Level 3
	(RM'000)	(RM'000)	(RM'000)	(RM'000)
Aset Kewangan **Financial Assets**				
Pelaburan Sedia Untuk Dijual Financial Investments Available-For-Sale				
– Saham Tersiar Harga – Quoted Shares	4,331,766	4,331,766	–	–
– Sekuriti Kerajaan Malaysia – Malaysian Government Securities	1,145,859	–	1,145,859	–
– Terbitan Pelaburan Kerajaan Malaysia – Malaysian Government Investment Issues	1,135,546	–	1,135,546	–
– Bon Tersiar Harga – Quoted Bonds	13,622,386	–	13,622,386	–
– Saham Tidak Tersiar Harga – Unquoted Shares	4,551	–	–	4,551
Aset Kewangan Dinyatakan Pada Nilai Saksama Melalui Lebihan Atau Kurangan Financial Assets Designated At Fair Value Through Surplus Or Deficit	61,361	61,361	–	–
Aset Kewangan Derivatif Derivative Financial Assets	125	125	–	–
	20,301,594	**4,393,252**	**15,903,791**	**4,551**

28. Nilai Saksama (samb)
Fair Value (cont'd)

(b) Instrumen Kewangan Diukur Pada Nilai Saksama Dan Hierarki Nilai Saksama

Nilai saksama instrumen kewangan dan teknik serta input penilaian yang digunakan untuk menentukan nilai saksama adalah seperti berikut:

(b) Financial Instruments Measured At Fair Value And The Fair Value Hierarchy

The fair value of the financial instruments and valuation technique and inputs used to determine the fair value are as follows:

2017	Jumlah Total	Tahap 1 Level 1	Tahap 2 Level 2	Tahap 3 Level 3
	(RM'000)	(RM'000)	(RM'000)	(RM'000)
Aset Kewangan **Financial Assets**				
Pelaburan Sedia Untuk Dijual Financial Investments Available-For-Sale				
– Saham Tersiar Harga – Quoted Shares	4,334,712	4,334,712	–	–
– Sekuriti Kerajaan Malaysia – Malaysian Government Securities	1,973,421	–	1,973,421	–
– Terbitan Pelaburan Kerajaan Malaysia – Malaysian Government Investment Issues	570,447	–	570,447	–
– Bon Tersiar Harga – Quoted Bonds	12,125,134	–	12,125,134	–
Aset Kewangan Dinyatakan Pada Nilai Saksama Melalui Lebihan Atau Kurangan Financial Assets Designated At Fair Value Through Surplus Or Deficit	63,237	63,237	–	–
Aset Kewangan Derivatif Derivative Financial Assets	134	134	–	–
	19,067,085	**4,398,083**	**14,669,002**	**–**

28. Nilai Saksama (samb)
Fair Value (cont'd)

(c) Nilai Saksama Bagi Instrumen Kewangan Tidak Dibawa Pada Nilai Saksama

(i) Tunai Dan Kesetaraan Tunai, Belum Terima Dan Belum Bayar

Amaun yang dibawa bagi aset dan liabiliti kewangan ini adalah anggaran yang munasabah bagi nilai saksama disebabkan sama ada ianya bersifat jangka masa pendek atau boleh dibayar balik mengikut permintaan.

(ii) Urus Niaga Pertukaran Pinjaman

Amaun yang dibawa bagi urus niaga pertukaran pinjaman adalah hampir dengan nilai saksama. Nilai saksama bagi pinjaman belum terima adalah dianggarkan dengan mendiskaunkan anggaran aliran tunai masa hadapan menggunakan kadar faedah semasa bagi aset kewangan dengan profil risiko yang sama.

(d) Penyesuaian terhadap Penilaian Saksama Tahap 3 Bagi Pelaburan Kewangan Sedia untuk Dijual

Penyesuaian terhadap penilaian saksama Tahap 3 pelaburan kewangan sedia untuk dijual adalah seperti jadual berikut

(c) Fair Value Of Financial Instruments Not Carried At Fair Value

(i) Cash And Cash Equivalents, Deposits With Licensed Financial Institutions, Receivables And Payables

The carrying amount of these financial assets and liabilities are reasonable approximation of fair value due either to their short term nature or are repayable on demand.

(ii) Loans From Exchange Transactions

The carrying amount of loans from exchange transactions approximate the fair value. The fair value of loans receivable are estimated by discounting the estimated future cash flows using current interest rates for financial assets with similar risk profile.

(d) Reconciliation of Level 3 Fair Valuation of Financial Investments Available-For-Sale

The following table provides a reconciliation of Level 3 fair valuation for financial investments available-for-sale:

	2018	2017
	(RM'000)	(RM'000)
Pada 1 January At 1 January	–	–
Tambahan Purchase	6,353	–
Kerugian Diiktiraf Dalam Aset Bersih / Rizab Losses Recognised In Net Asset / Reserve	(1,802)	–
Pada 31 Disember As at 31 December	**4,551**	**–**

28. Nilai Saksama (samb)
Fair Value (cont'd)

(e) Risiko Harga Ekuiti Tidak Tersiar Harga

Sekuriti ekuiti tidak tersiar harga PERKESO adalah mudah terdedah kepada risiko pasaran dan kecairan.

Jadual berikut menunjukkan sensitiviti terhadap kemungkinan perubahan yang munasabah dalam nilai saksama ekuiti, dengan semua pembolehubah lain tidak berubah, bagi ekuiti tidak tersiar harga PERKESO. Ia tidak memberi kesan ke atas lebihan atau kurangan PERKESO.

(e) Unquoted Equity Price Risk

SOCSO's unquoted equity securities are susceptible to market and liquidity risk.

The following table demonstrates the sensitivity to a reasonably possible change in equity fair value with all other variables held constant, of SOCSO's unquoted equity. There is no impact on SOCSO's surplus or deficit.

	Kesan Kepada Rizab Impact To Reserve
	(RM'000)
Peningkatan 10% Dalam Nilai Saksama Saham Tidak Tersiar Harga Increase of 10% in Unquoted Shares	455
Penurunan 10% Dalam Nilai Saksama Saham Tidak Tersiar Harga Decrease of 10% in Unquoted Shares	(455)

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JADUAL 1 BILANGAN MAJIKAN DAN PEKERJA AKTIF, 2017 – 2018
TABLE 1 NUMBER OF ACTIVE EMPLOYERS AND EMPLOYEES, 2017 – 2018

	Majikan Aktif / Active Employers			Pekerja Aktif / Active Employees		
NEGERI / STATE	2017	2018	Δ'18/'17	2017	2018	Δ'18/'17
JOHOR	58,394	59,507	1.91%	734,183	764,537	4.13%
KEDAH	17,738	17,569	-0.95%	245,251	258,044	5.22%
KELANTAN	7,984	7,965	-0.24%	89,572	94,072	5.02%
MELAKA	13,213	13,243	0.23%	199,199	189,285	-4.98%
NEGERI SEMBILAN	13,250	13,427	1.34%	164,629	174,982	6.29%
PAHANG	16,157	15,906	-1.55%	174,017	180,127	3.51%
PERAK	32,245	31,993	-0.78%	338,379	343,523	1.52%
PERLIS	1,962	1,931	-1.58%	20,222	21,578	6.71%
PULAU PINANG	31,254	31,430	0.56%	517,853	534,425	3.20%
SABAH	30,114	29,600	-1.71%	348,265	361,803	3.89%
SARAWAK	37,278	37,359	0.22%	484,114	494,825	2.21%
SELANGOR	98,060	100,867	2.86%	1,763,733	1,921,908	8.97%
TERENGGANU	8,441	8,360	-0.96%	115,148	127,881	11.06%
W.P. KUALA LUMPUR	67,633	67,903	0.40%	1,609,383	1,610,441	0.07%
JUMLAH KESELURUHAN / GRAND TOTAL	**433,723**	**437,060**	**0.77%**	**6,803,948**	**7,077,431**	**4.02%**

Nota / Notes:
[1] Merujuk kepada satu atau lebih caruman pada tahun semasa / Refers to one or more contributions for a current year.
[2] Merujuk kepada PPN/PPP pada tahun semasa majikan dan pekerja berurusan / Refers to PPN/PPP for a current year which employers and employees deal for.

JADUAL 2 BILANGAN MAJIKAN DAN PEKERJA AKTIF MENGIKUT LINGKUNGAN PEKERJA, 2017 - 2018

TABLE 2 NUMBER OF ACTIVE EMPLOYERS AND EMPLOYEES BY EMPLOYEES RANGE, 2017 – 2018

	Majikan Aktif Active Employers		Pekerja Aktif Active Employees	
	2017	2018	2017	2018
Lingkungan Pekerja / Employees Range				
Bawah / Below 100	424,997	427,771	3,491,553	3,597,441
100 – 199	4,853	5,093	688,016	702,226
200 – 299	1,498	1,662	371,739	403,406
300 – 399	734	802	252,700	276,519
400 – 499	427	464	190,192	206,790
500 – 599	270	290	153,411	157,924
600 – 699	181	181	116,482	117,080
700 – 799	135	127	105,811	95,290
800 – 899	88	79	74,216	66,806
900 – 999	75	74	70,987	69,947
1,000 dan lebih / and over	465	517	1,288,841	1,384,002
JUMLAH / TOTAL	**433,723**	**437,060**	**6,803,948**	**7,077,431**

JADUAL 3 KEKERAPAN RELATIF KEMALANGAN DILAPORKAN, 2014 – 2018

TABLE 3 RELATIVE FREQUENCY OF ACCIDENTS REPORTED, 2014 - 2018

Item	2014	2015	2016	2017	2018
Bilangan kemalangan dilaporkan Number of accidents reported	63,331	62,837	66,618	69,980	72,631
Bilangan kemalangan semasa perjalanan[1] dilaporkan Number of commuting1 accidents reported	28,037	28,579	31,314	33,319	35,195
Bilangan kemalangan perusahaan[2] dilaporkan Number of industrial2 accidents reported	35,294	34,258	35,304	36,661	37,436
Kadar kemalangan (per 10,000 pekerja) Accident rate (per 10,000 employees)	102	99	101	103	103
Kadar kemalangan perjalanan (per 10,000 pekerja) Commuting accident rate (per 10,000 employees)	45	45	47	49	50
Kadar kemalangan perusahaan (per 10,000 pekerja) Industrial accident rate (per 10,000 employees)	57	54	54	54	53

Nota / Notes:
[1] Merujuk kepada kemalangan perjalanan termasuk pergi dan balik dari / ke tempat kerja, waktu rehat yang dibenarkan serta lain-lain kemalangan yang berkaitan pekerjaan / Refers to commuting accidents including from / to place of work, any authorised recess and other work related accidents.
[2] Merujuk kepada kemalangan di tempat pekerjaan termasuk kes penyakit khidmat / Refers to accidents occurred at the workplace including occupational diseases.

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JADUAL 4 BILANGAN KEMALANGAN DAN FAEDAH DIBAYAR MENGIKUT PERUSAHAAN SERTA JANTINA, 2018
TABLE 4 NUMBER OF ACCIDENTS AND BENEFIT PAID ACCORDING TO INDUSTRY AND GENDER, 2018

	Kemalangan dilaporkan Accident reported			HUS dibayar TD paid			HUK dibayar PD paid			FOT dibayar DB paid		
	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total
Perusahaan / Industry												
PERTANIAN, PERHUTANAN DAN PERIKANAN AGRICULTURE, FORESTRY AND FISHING	1,693	413	2,106	1,528	423	1,951	379	105	484	31	1	32
PERLOMBONGAN DAN PENGKUARIAN MINING AND QUARRYING	347	22	369	330	23	353	124	12	136	5	–	5
PEMBUATAN MANUFACTURING	12,970	3,651	16,621	11,944	3,334	15,278	3,784	932	4,716	156	24	180
PERKHIDMATAN ELEKTRIK, GAS, AIR DAN KEBERSIHAN ELECTRICITY, GAS, WATER AND SANITARY SERVICES	662	114	776	600	91	691	257	31	288	8	–	8
PEMBINAAN CONSTRUCTION	7,364	1,477	8,841	6,881	1,406	8,287	1,895	316	2,211	191	10	201
PERDAGANGAN TRADING												
i. Perdagangan Borong / Wholesale Trade	4,026	713	4,739	3,733	650	4,383	1,056	159	1,215	54	9	63
ii. Perdagangan Runcit / Retail Trade	3,244	1,124	4,368	3,033	959	3,992	777	209	986	49	10	59
JUMLAH / TOTAL	**7,270**	**1,837**	**9,107**	**6,766**	**1,609**	**8,375**	**1,833**	**368**	**2,201**	**103**	**19**	**122**
PENGINAPAN DAN AKTIVITI PERKHIDMATAN MAKANAN DAN MINUMAN ACCOMMODATION AND FOOD SERVICES ACTIVITIES	1,271	465	1,736	1,165	423	1,588	300	103	403	18	4	22
PENGANGKUTAN DAN PENYIMPANAN TRANSPORTATION AND STORAGE	3,325	373	3,698	3,006	323	3,329	1,012	88	1,100	83	3	86
AKTIVITI KEWANGAN DAN INSURANS / TAKAFUL FINANCIAL AND INSURANCE/TAKAFUL ACTIVITIES	1,111	810	1,921	828	534	1,362	379	199	578	3	2	5
AKTIVITI HARTANAH, PENYEWAAN DAN PERNIAGAAN REAL ESTATE, LEASING AND BUSINESS	4,337	995	5,332	4,036	841	4,877	1,338	236	1,574	87	7	94

JADUAL 4 (samb)
TABLE 4 (cont'd)

	Kemalangan dilaporkan Accident reported			HUS dibayar TD paid			HUK dibayar PD paid			FOT dibayar DB paid		
	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total
Perusahaan / Industry												
PENTADBIRAN AWAM DAN PERTAHANAN / AKTIVITI KESELAMATAN WAJIB PUBLIC ADMINISTRATION AND DEFENCE COMPULSORY SOCIAL SECURITY												
i. Pentadbiran dan Pertahanan Awam / Keselamatan Sosial Wajib Public Administration and Defence / Compulsory Social Security	9,690	2,446	12,136	9,115	2,185	11,300	2,888	578	3,466	219	21	240
ii. Pendidikan Education	211	163	374	200	124	324	66	33	99	–	–	–
iii. Kesihatan dan Kerja Sosial Health and Social Work	875	674	1,549	802	563	1,365	308	155	463	18	2	20
iv. Aktiviti Perkhidmatan Komuniti, Sosial dan Persendirian Lain Other Community, Social and Personal Services Activities	246	82	328	219	81	300	52	28	80	2	–	2
v. Isi Rumah Persendirian dengan Pekerja Bergaji Private Household with Employed Person	5,889	1,462	7,351	5,582	1,250	6,832	1,693	345	2,038	79	9	88
vi. Aktiviti Badan dan Pertubuhan Luar Wilayah Activities of Extraterritorial Organisations and Bodies	345	41	386	314	34	348	137	15	152	5	–	5
JUMLAH / TOTAL	**17,256**	**4,868**	**22,124**	**16,232**	**4,237**	**20,469**	**5,144**	**1,154**	**6,298**	**323**	**32**	**355**
JUMLAH KESELURUHAN / GRAND TOTAL	**57,606**	**15,025**	**72,631**	**53,316**	**13,244**	**66,560**	**16,445**	**3,544**	**19,989**	**1,008**	**102**	**1,110**

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JADUAL 5 BILANGAN KEMALANGAN DAN FAEDAH DIBAYAR MENGIKUT SEBAB KEMALANGAN SERTA JANTINA, 2018
TABLE 5 NUMBER OF ACCIDENTS AND BENEFIT PAID ACCORDING TO CAUSE OF ACCIDENT AND GENDER, 2018

	Kemalangan dilaporkan Accident reported			HUS dibayar TD paid			HUK dibayar PD paid			FOT dibayar DB paid		
	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total
Sebab Kemalangan / Cause of Accident												
Orang terjatuh dari tempat tinggi dan terjunam ke dalam jurang / lubang Person falling from heights into pits / holes	9,611	2,458	12,069	9,506	2,393	11,899	2,908	535	3,443	221	16	237
Orang terjatuh pada aras yang sama Person fallling from the same level	8,821	3,042	11,863	8,761	2,951	11,712	2,456	725	3,181	140	17	157
JUMLAH / TOTAL	**18,432**	**5,500**	**23,932**	**18,267**	**5,344**	**23,611**	**5,364**	**1,260**	**6,624**	**361**	**33**	**394**
TERHEMPAP OLEH BENDA-BENDA YANG JATUH **STRUCK BY FALLING OBJECT**												
Tertimbus oleh tanah / batu / pasir Slides and cave-in under earth / sand	24	9	33	34	11	45	31	3	34	2	–	2
Ditimpa bangunan runtuh, dinding atau tangga Collapsing of building wall or staircase	241	115	356	171	44	215	59	30	89	4	–	4
Dihempap oleh benda-benda yang jatuh semasa penyelenggaraan Struck by falling objects during handling	919	122	1,041	934	122	1,056	256	31	287	8	–	8
Dihempap oleh benda-benda yang jatuh, tidak dispesifikasikan Struck by falling objects, unspecified	2,093	687	2,780	1,827	441	2,268	532	126	658	6	1	7
JUMLAH / TOTAL	**3,277**	**933**	**4,210**	**2,966**	**618**	**3,584**	**878**	**190**	**1,068**	**20**	**1**	**21**
TERPIJAK DI ATAS / TERKENA / TERHEMPAP OLEH BENDA-BENDA (TIDAK TERMASUK BENDA JATUH) **STEPPING ON, STRIKING AGAINST OR STRUCK BY OBJECT (EXCLUDING FALLING OBJECT)**												
Terpijak sesuatu objek Stepping on objects	4,510	1,167	5,677	4,252	1,092	5,344	1,358	298	1,656	80	10	90
Terkena objek yang pegun Striking against stationary objects	3,615	688	4,303	3,537	663	4,200	888	135	1,023	26	1	27
Terkena objek yang bergerak Striking against moving objects	9,532	2,469	12,001	9,156	2,190	11,346	2,809	691	3,500	281	31	312
Terhempap oleh benda yang melayang atau beterbangan Struck by flying objects	928	142	1,070	901	145	1,046	349	62	411	10	1	11
JUMLAH / TOTAL	**18,585**	**4,466**	**23,051**	**17,846**	**4,090**	**21,936**	**5,404**	**1,186**	**6,590**	**397**	**43**	**440**

JADUAL 5 (samb)
TABLE 5 (cont'd)

	Kemalangan dilaporkan Accident reported			HUS dibayar TD paid			HUK dibayar PD paid			FOT dibayar DB paid		
	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total
Sebab Kemalangan / Cause of Accident												
TERSEPIT DI DALAM / DI ANTARA BENDA-BENDA **CAUGHT IN BETWEEN OBJECTS**												
Tersepit di dalam objek Caught in an object	1,146	252	1,398	1,114	207	1,321	322	61	383	5	–	5
Tersepit di antara objek pegun dan bergerak Caught between a stationary and moving objects	1,622	421	2,043	1,485	382	1,867	332	68	400	9	4	13
Tersepit antara objek yang bergerak Caught between moving objects	119	22	141	129	27	156	64	10	74	2	–	2
JUMLAH / TOTAL	**2,887**	**695**	**3,582**	**2,728**	**616**	**3,344**	**718**	**139**	**857**	**16**	**4**	**20**
PERGERAKAN YANG BERAT **OVER-EXERTION OR STRENUOUS MOVEMENT**												
Terseliuh apabila mengangkat objek Over-exertion in lifting objects	657	126	783	405	61	466	190	33	223	–	–	–
Terseliuh apabila menolak / menarik objek Over-exertion in pushing or pulling objects	270	49	319	196	39	235	71	9	80	–	–	–
Terseliuh semasa mengurus / melontar objek Over-exertion in handling or throwing objects	3,781	611	4,392	3,284	443	3,727	758	96	854	14	1	15
Pergerakan yang berat Strenuous movements	1,319	422	1,741	1,112	326	1,438	444	123	567	19	3	22
JUMLAH / TOTAL	**6,027**	**1,208**	**7,235**	**4,997**	**869**	**5,866**	**1,463**	**261**	**1,724**	**33**	**4**	**37**
TERDEDAH / TERSENTUH SUHU YANG PANAS **EXPOSED TO / CONTACT WITH EXTREME TEMPERATURE**												
Terdedah kepada haba yang panas Exposure to heat	100	13	113	74	10	84	11	1	12	–	–	–
Terdedah kepada hawa dingin beku Exposure to cold	4	1	5	2	–	2	1	–	1	–	–	–
Tersentuh kepada objek / bahan yang panas Contact with objects / hot substances	341	44	385	190	31	221	126	5	131	3	–	3
Tersentuh objek / bahan yang sejuk Contact with objects / cold substances	6	–	6	4	–	4	1	–	1	–	–	–
JUMLAH / TOTAL	**451**	**58**	**509**	**270**	**41**	**311**	**139**	**6**	**145**	**3**	**–**	**33**

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JADUAL 5 (samb)
TABLE 5 (cont'd)

	Kemalangan dilaporkan Accident reported			HUS dibayar TD paid			HUK dibayar PD paid			FOT dibayar DB paid		
	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total
Sebab Kemalangan / Cause of Accident												
TERDEDAH / TERSENTUH ELEKTRIK EXPOSED TO / CONTACT WITH ELECTRIC CURRENT												
Terdedah / tersentuh arus elektrik Exposure to / contact with electric current	21	4	25	15	1	16	12	–	12	2	–	2
JUMLAH / TOTAL	**21**	**4**	**25**	**15**	**1**	**16**	**12**	**–**	**12**	**2**	**–**	**2**
TERDEDAH / TERSENTUH BAHAN MERBAHAYA EXPOSED TO / CONTACT WITH HARMFUL SUBTANCE												
Terhidu / terserap bahan merbahaya Contact by inhalation or absorption to harmful substance	50	20	70	17	2	19	5	3	8	2	–	2
Terdedah kepada sinaran radiasi ion Exposure to ionising	21	4	25	5	–	5	4	–	4	–	–	–
Terdedah kepada radiasi selain daripada radiasi ion Exposure to radiations other than ionising radiations	86	9	95	16	3	19	28	4	32	–	–	–
JUMLAH / TOTAL	**157**	**33**	**190**	**38**	**5**	**43**	**37**	**7**	**44**	**2**	**–**	**2**
LAIN-LAIN KEMALANGAN OTHER TYPE OF ACCIDENTS												
Lain-lain kemalangan yang tidak diklasifikasikan Other types of accident, not classified	6,577	1,831	8,408	5,327	1,439	6,766	2,169	451	2,620	133	13	146
Kemalangan tidak diklasifikasikan kerana kekurangan data Accidents not classified due to insufficient data	1,192	297	1,489	862	221	1,083	261	44	305	41	4	45
JUMLAH / TOTAL	**7,769**	**2,128**	**9,897**	**6,189**	**1,660**	**7,849**	**2,430**	**495**	**2,925**	**174**	**17**	**191**
JUMLAH KESELURUHAN / GRAND TOTAL	**57,606**	**15,025**	**72,631**	**53,316**	**13,244**	**66,560**	**16,445**	**3,544**	**19,989**	**1,008**	**102**	**1,110**

JADUAL 6 BILANGAN KEMALANGAN DAN FAEDAH DIBAYAR MENGIKUT LOKASI KECEDERAAN SERTA JANTINA, 2018

TABLE 6 NUMBER OF ACCIDENTS AND BENEFIT PAID ACCORDING TO LOCATION OF INJURY AND GENDER, 2018

	Kemalangan dilaporkan Accident reported			HUS dibayar TD paid			HUK dibayar PD paid			FOT dibayar DB paid		
	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total
Lokasi Kecederaan / Location of injury												
KEPALA / HEAD												
Sekitar tempurung kepala / otak Cranium region	373	82	455	226	57	283	51	12	63	55	6	61
Mata / Eye	948	152	1,100	761	94	855	153	16	169	2	2	4
Telinga / Ear	665	61	726	81	9	90	411	16	427	–	–	–
Mulut / Mouth	145	73	218	119	57	176	32	7	39	–	–	–
Hidung / Nose	102	28	130	89	17	106	31	1	32	2	-	2
Muka, lokasi tidak dinyatakan Face, unspecified location	487	145	632	460	123	583	93	19	112	–	–	–
Kepala, lokasi berganda Head, multiple locations	1,021	266	1,287	714	187	901	193	50	243	119	13	132
Kepala, lokasi tidak dinyatakan Head, unspecified location	242	51	293	164	34	198	19	4	23	35	4	39
JUMLAH / TOTAL	**3,983**	**858**	**4,841**	**2,614**	**578**	**3,192**	**983**	**125**	**1,108**	**213**	**25**	**238**
LEHER / NECK												
Leher (termasuk kerongkong dan tulang belakang) Neck (including throat and cervical vertebrae)	191	78	269	159	48	207	61	22	83	5	–	5
JUMLAH / TOTAL	**191**	**78**	**269**	**159**	**48**	**207**	**61**	**22**	**83**	**5**	**–**	**5**
TUBUH / TRUNK												
Belakang / Back	1,434	388	1,822	1,075	236	1,311	612	105	717	3	1	4
Dada / Chest	671	140	811	554	114	668	169	27	196	25	–	25
Abdomen / Abdomen	158	33	191	102	19	121	22	1	23	5	2	7
Tulang punggung / Pelvis	124	48	172	123	45	168	54	13	67	1	–	1
Tubuh, lokasi berganda Trunk, multiple locations	5,835	1,345	7,180	5,446	1,238	6,684	1,485	282	1,767	142	7	149
Tubuh, lokasi tidak dinyatakan Trunk, unspecified location	679	144	823	469	106	575	131	19	150	68	5	73
JUMLAH / TOTAL	**8,901**	**2,098**	**10,999**	**7,769**	**1,758**	**9,527**	**2,473**	**447**	**2,920**	**244**	**15**	**259**

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JADUAL 6 (samb)
TABLE 6 (cont'd)

	Kemalangan dilaporkan Accident reported			HUS dibayar TD paid			HUK dibayar PD paid			FOT dibayar DB paid		
	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total
Lokasi Kecederaan / Location of injury												
ANGGOTA ATAS / UPPER LIMB												
Bahu / Shoulder	2,495	454	2,949	2,530	412	2,942	915	143	1,058	1	1	2
Lengan atas / Upper arm	137	38	175	136	36	172	39	13	52	–	–	–
Siku / Elbow	260	89	349	244	88	332	62	29	91	–	–	–
Siku ke pergelangan tangan / Forearm	193	47	240	186	46	232	61	20	81	–	–	–
Pergelangan tangan / Wrist	1,071	469	1,540	900	364	1,264	320	138	458	–	1	–
Tangan (kecuali jari) Hand (except fingers alone)	5,578	1,510	7,088	5,542	1,359	6,901	1,419	419	1,838	3	2	5
Jari / Fingers	6,644	1,216	7,860	6,584	1,142	7,726	1,965	357	2,322		–	–
Anggota atas, lokasi berganda Upper limb, multiple locations	210	45	255	219	48	267	59	11	70	1	–	1
Anggota atas, lokasi tidak dinyatakan Upper limb, unspecified location	86	18	104	85	21	106	12	5	17	1	–	1
JUMLAH / TOTAL	**16,674**	**3,886**	**20,560**	**16,426**	**3,516**	**19,942**	**4,852**	**1,135**	**5,987**	**6**	**4**	**9**
ANGGOTA BAWAH / LOWER LIMB												
Pinggul / pangkal peha / Hip	601	146	747	499	115	614	224	40	264	1	–	1
Peha / Thigh	390	105	495	438	118	556	166	37	203	2	–	2
Lutut / Knee	2,254	767	3,021	2,167	709	2,876	720	182	902	2	–	2
Kaki / Leg (lower leg)	4,420	1,477	5,897	4,748	1,456	6,204	1,498	377	1,875	5	–	5
Pergelangan / Ankle	591	305	896	592	297	889	167	58	225	–	–	–
Kaki / Feet (except toes alone)	2,395	909	3,304	2,492	842	3,334	874	243	1,117	3	2	5
Jari kaki / Toes	807	303	1,110	789	290	1,079	195	56	251	–	–	–
Anggota bawah, lokasi berganda Lower limb, multiple locations	77	27	104	97	19	116	30	4	34	2	–	2
Anggota bawah, lokasi tidak dinyatakan Lower limb, unspecified location	142	33	175	159	38	197	31	7	38	3	–	3
JUMLAH / TOTAL	**11,677**	**4,072**	**15,749**	**11,981**	**3,884**	**15,865**	**3,905**	**1,004**	**4,909**	**18**	**2**	**20**

JADUAL 6 (samb)
TABLE 6 (cont'd)

	Kemalangan dilaporkan Accident reported			HUS dibayar TD paid			HUK dibayar PD paid			FOT dibayar DB paid		
	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total
Lokasi Kecederaan / Location of injury												
LOKASI BERGANDA / MULTIPLE LOCATION												
Kepala dan tubuh, kepala dan satu atau lebih anggota Head and trunk, head and one or more limbs	220	67	287	196	67	263	42	10	52	12	4	16
Tubuh dan satu atau lebih anggota Trunk and one or more limbs	138	38	176	173	42	215	69	11	80	5	1	6
Satu anggota atas, satu anggota bawah atau lebih One upper limb, one lower limb or more than two	667	225	892	643	194	837	162	36	198	9	2	11
Lokasi berganda lain Other multiple locations	5,644	1,227	6,871	5,498	1,156	6,654	1,534	260	1,794	104	9	113
Lokasi berganda lain, tidak dinyatakan Multiple locations, unspecified locations	2,424	650	3,074	2,217	628	2,845	576	169	745	70	8	78
JUMLAH / TOTAL	**9,093**	**2,207**	**11,300**	**8,727**	**2,087**	**10,814**	**2,383**	**486**	**2,869**	**200**	**24**	**224**
KECEDERAAN AM / GENERAL INJURIES												
Sistem perjalanan darah Circulatory system in general	9	–	9	3	–	3	1	–	1	–	–	–
Sistem pernafasan Respiratory system in general	18	5	23	2	1	3	3	1	4	–	–	–
Sistem penghadaman Digestive system in general	7	–	7	1	–	1	–	–	–	–	–	–
Sistem saraf Nervous system in general	13	6	19	6	3	9	1	–	1	1	–	1
Kecederaan am lain Other general injuries	1,871	499	2,370	1,758	470	2,228	422	84	506	38	3	41
Kecederaan am, lokasi tidak dinyatakan General injuries, unspecified locations	935	365	1,300	552	145	697	225	35	260	37	4	41
JUMLAH / TOTAL	**2,853**	**875**	**3,728**	**2,322**	**619**	**2,941**	**652**	**120**	**772**	**76**	**7**	**83**
LOKASI TIDAK DINYATAKAN / UNSPESIFIED LOCATION OF INJURY												
Lokasi tidak dinyatakan Unspecified location of injury	4,234	951	5,185	3,318	754	4,072	1,136	205	1,341	246	25	271
JUMLAH / TOTAL	**4,234**	**951**	**5,185**	**3,318**	**754**	**4,072**	**1,136**	**205**	**1,341**	**246**	**25**	**271**
JUMLAH KESELURUHAN / GRAND TOTAL	**57,606**	**15,025**	**72,631**	**53,316**	**13,244**	**66,560**	**16,445**	**3,544**	**19,989**	**1,008**	**102**	**1,110**

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JADUAL 7 BILANGAN KEMALANGAN DAN FAEDAH DIBAYAR MENGIKUT JENIS KECEDERAAN SERTA JANTINA, 2018
TABLE 7 NUMBER OF ACCIDENTS AND BENEFIT PAID ACCORDING TO TYPES OF INJURY AND GENDER, 2018

	Kemalangan dilaporkan Accident reported			HUS dibayar TD paid			HUK dibayar PD paid			FOT dibayar DB paid		
	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total
Jenis Kecederaan / Types of Injury												
Keretakan Fractures	13,733	3,754	17,487	14,962	3,997	18,959	5,840	1,412	7,252	83	14	97
Dislokasi Dislocations	983	623	1,606	470	253	723	303	212	515	–	–	–
Tergeliat dan terseliuh Sprains and strains	6,879	1,970	8,849	6,301	1,718	8,019	1,848	394	2,242	72	5	77
Hentaman kuat dan cedera dalaman Concussions and other internal injuries	2,923	897	3,820	2,362	717	3,079	792	202	994	126	8	134
Amputasi dan enukelasi Amputations and enucleations	216	23	239	221	23	244	116	12	128	1	–	1
Kecederaan lain Other wounds	16,770	3,821	20,591	16,171	3,554	19,725	3,680	637	4,317	136	14	150
Luka luaran Superficial injuries	1,841	390	2,231	1,710	366	2,076	321	55	376	12	–	12
Kontusi dan kehancuran Contusions and crushings	283	73	356	212	46	258	58	14	72	19	3	22
Terbakar Burns	454	92	546	419	78	497	65	7	72	12	–	12
Terdedah kepada racun Acute poisonings	17	7	24	8	3	11	5	1	6	–	–	–
Kesan cuaca Effects of weather, exposure and related conditions	417	59	476	77	28	105	193	14	207	34	3	37
Mati lemas Asphyxia	52	18	70	7	8	15	6	3	9	12	1	13
Kesan elektrik Effects of electric currents	31	5	36	12	3	15	7	1	8	3	–	3
Kesan radiasi Effects of radiation	28	6	34	9	–	9	8	–	8	–	–	–
Kecederaan berganda Multiple injuries of different nature	3,606	868	4,474	3,133	749	3,882	847	167	1,014	175	24	199
Kecederaan lain dan tidak dinyatakan Other and unspecified injuries	9,373	2,419	11,792	7,242	1,701	8,943	2,356	413	2,769	323	30	353
JUMLAH / TOTAL	**57,606**	**15,025**	**72,631**	**53,316**	**13,244**	**66,560**	**16,445**	**3,544**	**19,989**	**1,008**	**102**	**1,110**

JADUAL 8 BILANGAN KES ILAT DAN PENAKAT DILAPORKAN, 2018

TABLE 8 NUMBER OF INVALIDITY AND SURVIVORS' CASES REPORTED, 2018

	Ilat Invalidity			Penakat Survivors'		
	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total
Penyakit / Disease						
Intestinal Infectious Diseases (eg. cholera)	7	4	11	4	1	5
Tuberculosis (eg. pulmonary tuberculosis)	64	15	79	47	12	59
Other bacterial diseases (eg. plague, leprosy)	12	9	21	209	97	306
Viral Diseases (eg. smallpox, dengue, viral hep.)	170	126	296	85	37	122
Rickettsioses & other Arthropodborne disease	8	3	11	2	1	3
Venereal Diseases	258	148	406	25	9	34
Other infectious, parasitic diseases & late effects of infectious and parasit diseases	6	2	8	28	9	37
Malignant neoplasm of lip, cavity and pharynx	27	27	54	6	2	8
Malignant neoplasm of digestive organs and peritoneum	60	32	92	37	15	52
Malignant neoplasm of respiratory and intrathoracic organs	41	24	65	70	24	94
Malignant neoplasm of bone, connective, skin and breast	161	325	486	14	64	78
Malignant neoplasm if genitourinary organs	665	376	1,041	114	56	170
Malignant neoplasm of other and unspecified sites	67	55	122	10	6	16
Malignant neoplasm of lymphatic & haemopoietic tissue	34	23	57	34	11	45
Benign Neoplasm	301	255	556	237	82	319
Carcinoma in situ	1,056	1,144	2,200	723	554	1,277
Other and unspecified neoplasm	347	154	501	504	174	678
Endocrine & metabolic diseases	88	50	138	18	14	32
Nutritional Deficiencies	10	13	23	4	1	5
Immunity Disorders	13	4	17	40	20	60
Diseases of Blood & Blood Forming Organs	355	198	553	154	67	221
Mental disorders	282	171	453	3	–	3
Diseases of the nervous system (eg epilepsy)	244	140	384	47	25	72
Disease of other paralytic syndromes	265	123	388	64	21	85

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JADUAL 8 (samb)
TABLE 8 (cont'd)

	Ilat Invalidity			Penakat Survivors'		
	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total
Penyakit / Disease						
Disorders of the eye and adnexa	390	189	579	2	–	2
Disorders of the ear and mastoid process	70	41	111	2	–	2
Rheumatic fever and rheumatic heart disease	531	147	678	460	81	541
Hypertensive disease	884	462	1,346	223	52	275
Ischaemic heart disease	1,147	306	1,453	1,740	384	2,124
Diseases of pulmonary circulation and others	366	105	471	702	149	851
Cerebro-vascular disease	231	74	305	83	25	108
Other diseases of the circulatory system	1,056	648	1,704	294	98	392
Diseases of the upper respiratory tract	44	33	77	43	13	56
Other diseases of the respiratory system	65	72	137	208	69	277
Diseases of the other parts of the digestive	109	65	174	122	33	155
Diseases of the musculoskeletal system and connective tissue (eg arthritis)	1,379	720	2,099	106	31	137
Fractures	599	196	795	12	–	12
Intracranial and internal injuries including nerves	523	312	835	94	22	116
Open wounds and injury to blood vessels	160	132	292	11	1	12
Poisoning and toxic effects	–	–	–	14	2	16
Transport accidents	1,054	312	1,366	475	75	550
Suicide and self-inflicted injury	13	8	21	40	13	53
Homicide and injury purposely inflicted by other persons	1	–	1	16	3	19
Old age	1	2	3	28	18	46
Other voilence	8,699	4,864	13,563	6,312	2,018	8,330
JUMLAH / TOTAL	**21,863**	**12,109**	**33,972**	**13,466**	**4,389**	**17,855**

JADUAL 9 BILANGAN KEMALANGAN PERUSAHAAN DAN FAEDAH DIBAYAR MENGIKUT AGEN PENYEBAB SERTA JANTINA, 2018

TABLE 9 NUMBER OF INDUSTRIAL ACCIDENTS AND BENEFIT PAID ACCORDING TO AGENT CAUSES AND GENDER, 2018

	Kemalangan dilaporkan Accident reported			HUS dibayar TD paid			HUK dibayar PD paid					
	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total
Agen Penyebab / Agent Causes												
MACHINE												
i. Prime-movers, except electrical motors	7	1	8	7	1	8	–	–	–	–	–	–
ii. Transmission machinery	48	4	52	44	4	48	6	–	6	–	–	–
iii. Metalworking machices	509	66	575	519	77	596	155	28	183	2	–	2
iv. Wood and assimilated machines	186	28	214	175	29	204	57	6	63	–	–	–
v. Agricultural machines	1,208	230	1,438	1,148	208	1,356	262	32	294	2	–	2
vi. Mining machinery	17	3	20	20	3	23	11	1	12	–	–	–
vii. Other machines not elsewhere classified	669	128	797	702	126	828	221	33	254	–	–	–
JUMLAH / TOTAL	**2,644**	**460**	**3,104**	**2,615**	**448**	**3,063**	**712**	**100**	**812**	**4**	**–**	**4**
MEANS OF TRANSPORT AND LIFTING EQUIPMENT												
i. Lifting machines and appliances	165	23	188	167	21	188	53	6	59	2	–	2
ii. Means of rail transport	15	1	16	15	–	15	1	–	1	–	–	–
iii. Other wheeled means of transport, excluding rail transport	3,009	319	3,328	3,011	303	3,314	914	84	998	109	5	114
iv. Means of air transport	4	–	4	1	–	1	1	–	1	–	–	–
v. Means of water transport	2	–	2	2	–	2	4	–	4	–	–	–
vi. Other means of transport	11	1	12	9	1	10	4	–	4	1	–	1
JUMLAH / TOTAL	**3,206**	**344**		**3,205**	**325**	**3,530**	**977**	**90**	**1,067**	**112**	**5**	**117**

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JADUAL 9 (samb)
TABLE 9 (cont'd)

	Kemalangan dilaporkan Accident reported			HUS dibayar TD paid			HUK dibayar PD paid					
	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total
Agen Penyebab / Agent Causes												
OTHER EQUIPMENT												
i. Pressure vessels	28	3	31	29	5	34	13	4	17	–	–	–
ii. Furnaces, ovens, kilns	8	2	10	8	2	10	3	1	4	–	–	–
iii. Refrigerating plants	1	–	1	1	–	1	–	–	0	–	–	–
iv. Electrical installations, including electric motors but excluding electric hand tools	11	3	14	17	3	20	3	2	5	–	–	–
v. Electric hand tools	36	7	43	35	7	42	13	2	15	1	–	1
vi. Tools, implements and appliances, except electric hand tools	393	40	433	388	36	424	87	7	94	–	–	–
vii. Ladders, mobile ramps	75	14	89	74	15	89	11	3	14	–	–	–
viii. Scaffolding	18	2	20	19	4	23	12	1	13	–	–	–
ix. Other equipment, not elsewhere classified	256	31	287	248	34	282	46	1	47	1	–	1
JUMLAH / TOTAL	**826**	**102**	**928**	**819**	**106**	**925**	**188**	**21**	**209**	**2**	**–**	**2**
MATERIALS, SUBSTANCES AND RADIATIONS												
i. Explosives	41	7	48	10	–	10	1	–	1	–	–	–
ii. Dust, gases, liquids and chemicals, excluding explosives	182	48	230	169	41	210	18	7	25	–	–	–
iii. Flying fragments	48	1	49	40	1	41	7	–	7	–	–	–
iv. Radiation	1	–	1	1	–	1	–	–	–	–	–	–
v. Other materials and substances not classified	951	136	1,087	1,027	149	1,176	244	29	273	10	–	10
JUMLAH / TOTAL	**1,223**	**192**	**1,415**	**1,247**	**191**	**1,438**	**270**	**36**	**306**	**10**	**–**	**10**

JADUAL 9 (samb)
TABLE 9 (cont'd)

	Kemalangan dilaporkan Accident reported			HUS dibayar TD paid			HUK dibayar PD paid					
	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total
Agen Penyebab / Agent Causes												
WORKING ENVIRONMENT												
i. Outdoor	3,195	965	4,160	2,988	871	3,859	803	216	1,019	37	–	37
ii. Indoor	12,573	2,942	15,515	12,280	2,831	15,111	3,391	669	4,060	58	1	59
iii. Underground	43	9	52	47	9	56	20	2	22	3	–	3
JUMLAH / TOTAL	**15,811**	**3,916**	**19,727**	**15,315**	**3,711**	**19,026**	**4,214**	**887**	**5,101**	**98**	**1**	**99**
OTHER AGENCIES, NOT ELSEWHERE CLASSIFIED	3,191	685	3,876	2,982	606	3,588	623	103	726	34	–	34
JUMLAH KESELURUHAN / GRAND TOTAL	**26,901**	**5,699**	**29,050**	**26,183**	**5,387**	**31,570**	**6,984**	**1,237**	**8,221**	**260**	**6**	**266**

Nota / Notes:
[1] Tidak termasuk kes penyakit khidmat dilaporkan / Exclude occupational disease cases reported.

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JADUAL 10 BILANGAN KES PENYAKIT KHIDMAT DAN FAEDAH DIBAYAR MENGIKUT AGEN PENYEBAB SERTA JANTINA, 2018

TABLE 10 NUMBER OF OCCUPATIONAL DISEASE CASES AND BENEFIT PAID ACCORDING TO AGENT CAUSES AND GENDER, 2018

	Kemalangan dilaporkan Accident reported			HUS dibayar TD paid			HUK dibayar PD paid			FOT dibayar DB paid		
	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total
Agen Penyebab / Agent Causes												
DISEASES CAUSED BY AGENTS												
i. Chemical Agents	93	34	127	12	2	14	21	4	25	–	–	–
ii. Physical Agents	1,229	533	1,762	201	154	355	590	193	783	1	–	1
iii. Biological Agents	22	3	25	2	1	3	3	–	3	–	–	–
JUMLAH / TOTAL	**1,344**	**570**	**1,914**	**215**	**157**	**372**	**614**	**197**	**811**	**1**	**–**	**1**
DISEASES BY TARGET ORGAN SYSTEM												
i. Occupational Respiratory Diseases	335	137	472	44	11	55	90	8	98	–	–	–
ii. Occupational Skin Diseases	263	107	370	91	25	116	82	22	104	–	–	–
iii. Occupational Musculo-Skeletal Disorders	752	399	1,151	228	100	328	241	70	311	–	–	–
JUMLAH / TOTAL	**1,350**	**643**	**1,993**	**363**	**136**	**499**	**413**	**100**	**513**	**–**	**–**	**–**
OCCUPATIONAL CANCER	8	–	8	1	–	1	1	–	1	–	–	–
OTHERS	580	341	921	134	63	197	174	38	212	–	–	–
JUMLAH KESELURUHAN / GRAND TOTAL	**3,282**	**1,554**	**4,836**	**713**	**356**	**1,069**	**1,202**	**335**	**1,537**	**1**	**–**	**1**

JADUAL 11 BILANGAN KEMALANGAN PERJALANAN DAN FAEDAH DIBAYAR MENGIKUT AGEN PENYEBAB SERTA JANTINA, 2018

TABLE 11 NUMBER OF COMMUTING ACCIDENTS AND BENEFIT PAID ACCORDING TO AGENT CAUSES AND GENDER, 2018

	Kemalangan dilaporkan Accident reported			HUS dibayar TD paid			HUK dibayar PD paid			FOT dibayar DB paid		
	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total
Agen Penyebab / Agent Causes												
MACHINE												
i. Prime-movers, except electrical motors	–	–	–	–	–	–	–	–	–	–	–	–
ii. Transmission machinery	1	–	1	–	–	–	–	–	–	–	–	–
iii. Metalworking machices	5	1	6	10	1	11	4	1	5	–	–	–
iv. Wood and assimilated machines	2	1	3	1	1	2	1	–	1	–	–	–
v. Agricultural machines	41	1	42	39	1	40	7	–	7	1	–	1
vi. Mining machinery	13	3	16	10	2	12	4	1	5	–	–	–
vii. Other machines not elsewhere classified	20	5	25	14	5	19	4	2	6	–	–	–
JUMLAH / TOTAL	**82**	**11**	**93**	**74**	**10**	**84**	**20**	**4**	**24**	**1**	**–**	**1**
MEANS OF TRANSPORT AND LIFTING EQUIPMENT												
i. Lifting machines and appliances	12	1	13	9	1	10	3	–	3	–	–	–
ii. Means of rail transport	2	1	3	3	1	4	1	–	1	–	–	–
iii. Other wheeled means of transport, excluding rail transport	23,069	6,197	29,266	22,487	6,035	28,522	7,005	1,593	8,598	640	81	721
iv. Means of air transport	9	1	10	10	1	11	5	1	6	–	–	–
v. Means of water transport	–	1	1	–	–	–	–	–	–	–	–	–
vi. Other means of transport	2	–	2	–	–	–	1	–	1	1	–	1
JUMLAH / TOTAL	**23,094**	**6,201**	**29,295**	**22,509**	**6,038**	**28,547**	**7,015**	**1,594**	**8,609**	**641**	**81**	**722**

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JADUAL 11 (samb)
TABLE 11 (cont'd)

	Kemalangan dilaporkan Accident reported			HUS dibayar TD paid			HUK dibayar PD paid			FOT dibayar DB paid		
	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total
Agen Penyebab / Agent Causes												
OTHER EQUIPMENT												
i. Pressure vessels	–	–	–	–	–	–	–	–	–	–	–	–
ii. Furnaces, ovens, kilns	7	5	12	5	3	8	1	1	2	1	–	1
iii. Refrigerating plants	–	–	–	–	–	–	–	–	–	–	–	–
iv. Electrical installations, including electric motors but excluding electric hand tools	–	–	–	–	–	–	1	–	1	–	–	–
v. Electric hand tools	2	–	2	–	–	–	–	–	–	–	–	–
vi. Tools, implements and appliances, except electric hand tools	7	–	7	6	–	6	2	–	2	–	–	–
vii. Ladders, mobile ramps	1	1	2	1	1	2	–	–	–	–	–	–
viii. Scaffolding	55	49	104	61	50	111	50	24	74	–	–	–
ix. Other equipment, not elsewhere classified	8	2	10	5	2	7	2	–	2	–	–	–
JUMLAH / TOTAL	**80**	**57**	**137**	**78**	**56**	**134**	**56**	**25**	**81**	**1**	**–**	**1**
MATERIALS, SUBSTANCES AND RADIATIONS												
i. Explosives	–	–	–	–	–	–	1	–	1	–	–	–
ii. Dust, gases, liquids and chemicals, excluding explosives	11	4	15	4	3	7	–	–	–	–	–	–
iii. Flying fragments	4	–	4	–	–	–	–	–	–	–	–	–
iv. Radiation	–	–	–	–	–	–	–	–	–	–	–	–
v. Other materials and substances not classified	112	42	154	94	38	132	23	6	29	5	3	8
JUMLAH / TOTAL	**127**	**46**	**173**	**98**	**41**	**139**	**24**	**6**	**30**	**5**	**3**	**8**

JADUAL 11 (samb)
TABLE 11 (cont'd)

	Kemalangan dilaporkan Accident reported			HUS dibayar TD paid			HUK dibayar PD paid			FOT dibayar DB paid		
	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total
Agen Penyebab / Agent Causes												
WORKING ENVIRONMENT												
i. Outdoor	2,372	753	3,125	2,227	725	2,952	624	183	807	70	8	78
ii. Indoor	782	423	1,205	726	380	1,106	274	100	374	16	2	18
iii. Underground	4	4	8	1	3	4	–	–	–	1	–	1
JUMLAH / TOTAL	**3,158**	**1,180**	**4,338**	**2,954**	**1,108**	**4,062**	**898**	**283**	**1,181**	**87**	**10**	**97**
OTHER AGENCIES, NOT ELSEWHERE CLASSIFIED	882	277	1,159	707	248	955	246	60	306	12	2	14
JUMLAH KESELURUHAN / GRAND TOTAL	**27,423**	**7,772**	**35,195**	**26,420**	**7,501**	**33,921**	**8,259**	**1,972**	**10,231**	**747**	**96**	**843**

Nota / Notes :
[1] Merujuk kepada kemalangan termasuk pergi dan balik dari/ke tempat kerja, waktu rehat yang dibenarkan serta lain-lain kemalangan yang berkaitan pekerjaan.
Refers to accidents including from/to place of work, any authorised recess and other work related accidents.

JADUAL 12 BILANGAN PENERIMA HUS MENGIKUT KUMPULAN UMUR DAN JANTINA, 2018

TABLE 12 NUMBER OF TD RECIPIENTS ACCORDING TO AGE GROUP AND GENDER, 2018

Kumpulan umur Age group	Lelaki Male	Perempuan Female	Jumlah Total
Bawah / Below 20	2,254	457	2,711
20 – 24	8,151	1,915	10,066
25 – 29	8,556	1,999	10,555
30 – 34	7,837	1,666	9,503
35 – 39	6,548	1,527	8,075
40 – 44	5,684	1,520	7,204
45 – 49	5,007	1,349	6,356
50 – 54	4,246	1,435	5,681
55 – 59	2,950	914	3,864
60 – 64	1,277	321	1,598
65 dan lebih / and over	806	141	947
JUMLAH / TOTAL	**53,316**	**13,244**	**66,560**

JADUAL 13 BILANGAN PENERIMA HUS MENGIKUT JULAT BAYARAN, 2017 – 2018

TABLE 13 NUMBER OF TD RECIPIENTS ACCORDING TO THE RANGE OF PAYMENT, 2017 – 2018

Julat bayaran Payment range	Bilangan penerima Number of recipients	
(RM)	2017	2018
Bawah / Below 1,000	24,877	24,307
1,000 – 1,999	12,105	11,324
2,000 – 2,999	7,434	7,589
3,000 – 3,999	4,992	5,350
4,000 – 4,999	3,726	4,020
5,000 – 5,999	2,686	2,975
6,000 – 6,999	2,153	2,392
7,000 – 7,999	1,524	1,711
8,000 – 8,999	1,190	1,301
9,000 – 9,999	939	1,027
10,000 dan ke atas / and above	3,851	4,564
JUMLAH / TOTAL	**65,477**	**66,560**

JADUAL 14 BILANGAN PENERIMA HUK MENGIKUT KUMPULAN UMUR DAN JANTINA, 2018

TABLE 14 NUMBER OF PD RECIPIENTS ACCORDING TO AGE GROUP AND GENDER, 2018

Kumpulan umur Age group	Lelaki Male	Perempuan Female	Jumlah Total
Bawah / Below 20	388	75	463
20 – 24	1,810	342	2,152
25 – 29	2,372	464	2,836
30 – 34	2,452	420	2,872
35 – 39	2,316	462	2,778
40 – 44	2,094	510	2,604
45 – 49	1,832	415	2,247
50 – 54	1,487	454	1,941
55 – 59	1,071	280	1,351
60 – 64	375	85	460
65 dan lebih / and over	248	37	285
JUMLAH / TOTAL	**16,445**	**3,544**	**19,989**

JADUAL 15 BILANGAN PENERIMA HUK MENGIKUT PERATUS HILANG UPAYA, 2018

TABLE 15 NUMBER OF PD RECIPIENTS ACCORDING TO THE PERCENTAGE OF DISABLEMENT, 2018

Peratusan Percentage (%)	Pukal Lump-sum	Berkala Periodical	Pukal & Berkala Lump-sum & Periodical	Jumlah Total
Bawah / Below 10	16,944	133	4	17,081
10 – 19	1,945	91	10	2,046
20 – 29	100	19	274	393
30 – 39	–	1	160	161
40 – 49	–	1	70	71
50 – 59	–	2	72	74
60 – 69	–	–	53	53
70 – 79	–	2	40	42
80 – 89	–	1	22	23
90 – 99	–	3	14	17
100	–	1	27	28
JUMLAH / TOTAL	**18,989**	**254**	**746**	**19,989**

JADUAL 16 BILANGAN PENERIMA HUK (PUKAL) MENGIKUT JULAT BAYARAN, 2017 – 2018

TABLE 16 NUMBER OF PD RECIPIENTS (LUMP-SUM) ACCORDING TO THE RANGE OF PAYMENT, 2017 – 2018

Julat bayaran pukal Lump-sum payment range (RM)	Bilangan penerima Number of recipients 2017	2018
1,000 dan ke bawah / and below	15	17
1,001 – 10,000	7,664	7,595
10,001 – 20,000	4,625	4,568
20,001 – 30,000	2,607	2,584
30,001 – 40,000	1,615	1,626
40,001 – 50,000	975	973
50,001 – 60,000	523	614
60,001 – 70,000	309	301
70,001 – 80,000	232	227
80,001 – 90,000	138	156
90,001 dan ke atas / and above	231	328
JUMLAH / TOTAL	**18,934**	**18,989**

JADUAL 17 BILANGAN PENERIMA HUK (BERKALA) MENGIKUT JULAT BAYARAN, 2017 – 2018

TABLE 17 NUMBER OF PD RECIPIENTS (PERIODICAL) ACCORDING TO THE RANGE OF PAYMENT, 2017 – 2018

Julat bayaran bulanan Periodical payment range (RM)	Bilangan penerima Number of recipients 2017	2018
300 dan ke bawah / and below	183	183
301 – 600	51	46
601 – 900	10	20
1,901 – 1,200	1	1
1,201 – 1,500	3	1
1,501 – 1,800	2	–
1,801 dan ke atas / and above	5	3
JUMLAH / TOTAL	**255**	**254**

JADUAL 18 BILANGAN PENERIMA HUK (PUKAL & BERKALA) MENGIKUT JULAT BAYARAN, 2017 – 2018

TABLE 18 NUMBER OF PD RECIPIENTS (LUMP-SUM & PERIODICAL) ACCORDING TO THE RANGE OF PAYMENT, 2017 – 2018

Julat bayaran pukal Lump-sum payment range (RM)	Bilangan penerima Number of recipients 2017	2018
3,000 dan ke bawah / and below	–	–
3,001 – 6,000	16	12
6,001 – 9,000	38	31
9,001 – 12,000	58	55
12,001 – 15,000	70	65
15,001 – 18,000	58	61
18,001 dan ke atas / and above	537	522
JUMLAH / TOTAL	**777**	**746**

Julat bayaran bulanan Periodical payment range (RM)	Bilangan penerima Number of recipients 2017	2018
300 dan ke bawah / and below	178	176
301 – 600	297	270
601 – 900	163	163
1,901 – 1,200	65	57
1,201 – 1,500	30	31
1,501 – 1,800	24	19
1,801 dan ke atas / and above	20	30
JUMLAH / TOTAL	**777**	**746**

JADUAL 19 BILANGAN KES FOT DIBAYAR MENGIKUT KUMPULAN UMUR DAN JANTINA, 2018

TABLE 19 NUMBER OF DB PAID CASES ACCORDING TO AGE GROUP AND GENDER, 2018

Kumpulan umur Age group	L/M	P/F	Jumlah Total
Bawah / Below 20	63	7	70
20 – 24	172	23	195
25 – 29	161	20	181
30 – 34	126	14	140
35 – 39	97	9	106
40 – 44	82	8	90
45 – 49	89	10	99
50 – 54	58	6	64
55 – 59	75	4	79
60 – 64	41	1	42
65 dan lebih / and over	44	–	44
JUMLAH / TOTAL	**1,008**	**102**	**1,110**

JADUAL 20 BILANGAN KES FOT DIBAYAR MENGIKUT JULAT BAYARAN, 2017 – 2018

TABLE 20 NUMBER OF DB PAID CASES ACCORDING TO THE RANGE OF PAYMENT, 2017 – 2018

Julat bayaran bulanan Monthly payment range	Bilangan kes Number of cases	
(RM)	2017	2018
801 – 1,000	220	184
1,001 – 1,200	116	98
1,201 – 1,400	134	122
1,401 – 1,600	81	104
1,601 – 1,800	98	69
1,801 – 2,000	82	89
2,001 – 2,200	65	55
2,201 dan ke atas / and above	380	389
JUMLAH / TOTAL	**1,176**	**1,110**

JADUAL 21 BILANGAN PENERIMA PENCEN DAN BANTUAN ILAT MENGIKUT KUMPULAN UMUR DAN JANTINA, 2018

TABLE 21 NUMBER OF INVALIDITY PENSION AND GRANT RECIPIENTS ACCORDING TO AGE GROUP AND GENDER, 2018

Kumpulan umur Age group	L/M	P/F	Jumlah Total
Bawah / Below 20	–	1	1
20 – 24	37	21	58
25 – 29	131	81	212
30 – 34	251	177	428
35 – 39	432	282	714
40 – 44	769	455	1,224
45 – 49	1,098	657	1,755
50 – 54	1,619	854	2,473
55 – 59	2,005	921	2,926
60 – 64	291	147	438
65 dan lebih / and over	24	9	33
JUMLAH / TOTAL	**6,657**	**3,605**	**10,262**

JADUAL 22 BILANGAN PENERIMA PENCEN DAN BANTUAN ILAT MENGIKUT JULAT BAYARAN, 2017 – 2018

TABLE 22 NUMBER OF INVALIDITY PENSION AND GRANT RECIPIENTS ACCORDING TO THE RANGE OF PAYMENT, 2017 – 2018

Julat bayaran bulanan Monthly payment range	Bilangan penerima Number of recipients	
(RM)	2017	2018
200 dan ke bawah / and below	219	234
201 – 400	371	384
401 – 600	2,352	2,324
601 – 800	1,334	1,301
801 – 1,000	1,175	1,180
1,001 – 1,200	873	850
1,201 – 1,400	761	746
1,401 – 1,600	813	669
1,601 – 1,800	547	493
1,801 – 2,000	973	672
2,001 dan ke atas / and above	806	1,409
JUMLAH / TOTAL	**10,224**	**10,262**

JADUAL 23 BILANGAN KES PENCEN PENAKAT DIBAYAR MENGIKUT KUMPULAN UMUR DAN JANTINA, 2018

TABLE 23 NUMBER OF SURVIVORS' PENSION PAID CASES ACCORDING TO AGE GROUP AND GENDER, 2018

Kumpulan umur Age group	L/M	P/F	Jumlah Total
Bawah / Below 20	10	–	10
20 – 24	260	56	316
25 – 29	491	186	677
30 – 34	731	289	1,020
35 – 39	955	411	1,366
40 – 44	1,341	485	1,826
45 – 49	1,839	545	2,384
50 – 54	2,365	669	3,034
55 – 59	2,522	555	3,077
60 – 64	516	94	610
65 dan lebih / and over	310	44	354
JUMLAH / TOTAL	**11,340**	**3,334**	**14,674**

JADUAL 24 BILANGAN KES PENCEN PENAKAT DIBAYAR MENGIKUT JULAT BAYARAN, 2017 – 2018

TABLE 24 NUMBER OF SURVIVORS' PENSION PAID CASES ACCORDING TO THE RANGE OF PAYMENT, 2017 – 2018

Julat bayaran bulanan Monthly payment range	Bilangan kes Number of cases	
(RM)	2017	2018
401 – 600	3,990	3,903
601 – 800	2,006	1,992
801 – 1,000	1,705	1,706
1,001 – 1,200	1,247	1,323
1,201 – 1,400	1,046	1,088
1,401 – 1,600	1,076	1,098
1,601 – 1,800	796	695
1,801 – 2,000	1,177	952
2,001 dan ke atas / and above	1,077	1,917
JUMLAH / TOTAL	**14,120**	**14,674**

JADUAL 25 BILANGAN KES ELS DIBAYAR MENGIKUT KUMPULAN UMUR DAN JANTINA, 2018

TABLE 25 NUMBER OF CAA PAID CASES ACCORDING TO AGE GROUP AND GENDER, 2018

Kumpulan umur Age group	L/M	P/F	Jumlah Total
Bawah / Below 20	1	–	1
20 – 24	16	2	18
25 – 29	18	8	26
30 – 34	30	18	48
35 – 39	39	24	63
40 – 44	73	27	100
45 – 49	84	41	125
50 – 54	107	50	157
55 – 59	129	42	171
60 – 64	14	5	19
65 dan lebih / and over	6	1	7
JUMLAH / TOTAL	**517**	**218**	**735**

JADUAL 26 BILANGAN KES FPM DIBAYAR MENGIKUT KUMPULAN UMUR DAN JANTINA, 2018

TABLE 26 NUMBER OF FB PAID CASES ACCORDING TO AGE GROUP AND GENDER, 2018

Kumpulan umur Age group	L/M	P/F	Jumlah Total
Bawah / Below 20	51	4	55
20 – 24	370	67	437
25 – 29	608	175	783
30 – 34	837	263	1,100
35 – 39	1,026	420	1,446
40 – 44	1,436	529	1,965
45 – 49	1,966	629	2,595
50 – 54	2,529	788	3,317
55 – 59	2,759	812	3,571
60 – 64	1,048	295	1,343
65 dan lebih / and over	567	214	781
JUMLAH / TOTAL	**13,197**	**4,196**	**17,393**

JADUAL 27 BILANGAN PENERIMA PROGRAM SARINGAN KESIHATAN MENGIKUT KUMPULAN UMUR DAN JANTINA, 2018

TABLE 27 NUMBER OF HEALTH SCREENING PROGRAMME RECIPIENTS ACCORDING TO AGE GROUP AND GENDER, 2018

Kumpulan umur Age group	L/M	P/F	Jumlah Total
40 – 44	9,052	9,297	18,349
45 – 49	2,183	1,717	3,900
50 – 54	1,925	1,321	3,246
55 – 59	1,418	791	2,209
60 – 64	590	315	905
65 dan lebih / and over	523	197	720
JUMLAH / TOTAL	**15,691**	**13,638**	**29,329**

JADUAL 28 BILANGAN HARI KERJA YANG HILANG AKIBAT KEMALANGAN (HUS) MENGIKUT KUMPULAN UMUR DAN JANTINA, 2018

TABLE 28 NUMBER OF MAN-DAYS LOST DUE TO ACCIDENTS (TD) ACCORDING TO AGE GROUP AND GENDER, 2018

Kumpulan umur Age group	L/M	P/F	Jumlah Total
Bawah / Below 20	116,321	20,227	136,548
20 – 24	411,228	85,497	496,725
25 – 29	438,053	92,963	531,016
30 – 34	438,238	83,506	521,744
35 – 39	382,570	83,117	465,687
40 – 44	338,476	88,403	426,879
45 – 49	296,595	76,229	372,824
50 – 54	258,258	85,603	343,861
55 – 59	177,328	53,370	230,698
60 – 64	76,090	19,114	95,204
65 dan lebih / and over	45,411	7,622	53,033
JUMLAH / TOTAL	**2,978,568**	**695,651**	**3,674,219**

JADUAL 29 BILANGAN KES TUNTUTAN DIBAYAR, 2018

TABLE 29 NUMBER OF CLAIM PAID CASES, 2018

PPN / PPP	HUS TD	HUK / PD				Maut Death	PI & BI IP & IG	PP SB	FPM FB	FP MB	ELS CAA
		Pukal Lump-sum	Berkala Periodical	Pukal & Berkala Lump-sum Periodical	Jumlah Total						
Kuala Lumpur	7,658	2,585	37	56	2,678	46	1,011	1,187	1,396	267	65
Petaling Jaya / Shah Alam	7,148	1,825	26	54	1,905	89	697	874	953	204	97
Rawang	1,462	377	2	28	407	34	330	483	554	75	22
Klang	4,757	1,523	14	28	1,565	56	662	1,002	1,191	114	40
Kajang	2,496	975	16	30	1,021	30	514	556	636	69	16
Tanjung Karang	–	–	–	–	–	–	–	–	–	–	–
George Town	2,643	717	11	24	752	18	381	449	550	76	20
Seberang Jaya	4,581	1,247	30	55	1,332	60	365	655	737	202	19
Ipoh	2,980	928	16	18	962	32	460	567	675	165	22
Taiping	1,284	514	4	5	523	17	289	310	365	46	11
Tapah / Cameron Highlands	388	123	2	7	132	11	77	87	121	8	6
Teluk Intan	702	187	2	12	201	13	132	215	265	24	9
Kuala Kangsar	400	158	2	11	171	15	81	135	157	11	12
Seri Manjung	540	100	1	4	105	14	102	109	145	46	3
Alor Setar	1,392	477	11	20	508	36	223	366	434	71	12
Sungai Petani	1,571	543	7	35	585	34	236	336	556	41	6
Kulim	963	350	5	14	369	21	230	283	362	27	35
Kangar	298	87	3	7	97	16	84	111	142	26	8
Langkawi	368	117	0	2	119	5	63	42	58	13	7
Johor Bahru	5,216	1,357	14	52	1,423	88	710	1,161	1,294	175	46
Kluang	1,174	225	3	15	243	29	147	249	311	46	4
Muar	1,544	342	4	9	355	24	127	211	255	58	5
Segamat	756	122	0	7	129	16	48	163	191	37	2
Batu Pahat	1,483	349	4	18	371	29	147	296	363	32	8
Seremban	2,460	753	12	25	790	40	356	610	721	75	22

LAPORAN STATISTIK
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JADUAL 29 (samb)
TABLE 29 (cont'd)

PPN / PPP	HUS TD	HUK / PD				Maut Death	PI & BI IP & IG	PP SB	FPM FB	FP MB	ELS CAA
		Pukal Lump-sum	Berkala Periodical	Pukal & Berkala Lump-sum Periodical	Jumlah Total						
Kuala Pilah	353	91	3	4	98	14	89	132	168	12	9
Melaka	2,784	851	11	26	888	47	449	632	726	108	23
Kota Marudu	–	–	–	–	–	–	–	–	–	2	–
Bentong / Raub	554	161	1	8	170	17	62	99	133	23	8
Temerloh	738	189	–	10	199	20	123	244	277	48	5
Kuantan	1,219	253	5	24	282	29	280	328	386	98	8
Labuan	83	27	–	1	28	3	16	26	40	6	2
Limbang	41	2	–	1	3	–	12	21	25	6	3
Serian	–	–	–	–	–	–	6	–	–	6	–
Kemaman	321	103	–	3	106	8	56	112	138	16	5
Dungun	206	66	3	7	76	5	28	89	103	25	1
Kuala Terengganu	623	193	2	16	211	22	157	239	268	74	15
Miri	384	52	–	8	60	8	120	214	235	58	8
Bintulu	489	77	1	13	91	13	46	130	159	66	5
Sri Aman	48	–	–	1	1	6	6	42	52	2	2
Kuching	1,062	237	1	16	254	36	269	382	415	137	15
Sibu	855	118	3	8	129	12	96	203	247	53	4
Kapit	90	45	–	3	48	2	22	37	41	10	–
Sarikei	123	25	-	1	26	10	19	49	71	12	7
Mukah	16	–	–	–	–	2	7	5	12	1	–

JADUAL 29 (samb)
TABLE 29 (cont'd)

PPN / PPP	HUS TD	HUK / PD				Maut Death	PI & BI IP & IG	PP SB	FPM FB	FP MB	ELS CAA
		Pukal Lump-sum	Berkala Periodical	Pukal & Berkala Lump-sum Periodical	Jumlah Total						
Kota Bahru	719	173	1	16	190	27	289	409	489	17	17
Kuala Krai	248	54	1	9	64	6	71	80	117	5	-
Tawau	289	66	1	5	72	12	45	124	158	42	13
Keningau	72	21	1	4	26	5	49	75	77	8	3
Lahad Datu	128	25	–	1	26	1	38	46	57	14	4
Kota Kinabalu / Kudat	629	139	3	11	153	26	384	370	417	91	72
Sandakan	222	40	–	5	45	6	51	129	150	34	9
Beaufort	–	–	–	–	–	–	–	–	–	–	–
JUMLAH / TOTAL	**66,560**	**18,989**	**263**	**737**	**19,989**	**1,110**	**10,262**	**14,674**	**17,393**	**2,882**	**735**

JADUAL 30 BILANGAN PENERIMA BARU FAEDAH, 2018

TABLE 30 NUMBER OF NEW BENEFIT RECIPIENTS, 2018

PPN / PPP	SKIM BENCANA PEKERJAAN EMPLOYMENT INJURY SCHEME							SKIM KEILATAN INVALIDITY SCHEME					Jumlah Keseluruhan Grand Total
	HUS TD	HUK PD	FOT DB	ELS CAA	FPM FB	FP MB	Jumlah Total	PI&BI IP&IG	PP SB	ELS CAA	FPM FB	Jumlah Total	
Kuala Lumpur	7,658	2,678	112	1	43	267	10,759	1,011	2,582	64	1,427	5,084	15,84
Petaling Jaya / Shah Alam	7,148	1,905	250	2	57	204	9,566	697	2,020	95	944	3,756	13,322
Rawang	1,462	407	91	1	28	75	2,064	330	1,104	21	569	2,024	4,088
Klang	4,757	1,565	156	–	85	114	6,677	662	2,347	40	1,175	4,224	10,901
Kajang	2,496	1,021	78	–	39	69	3,703	514	1,330	16	636	2,496	6,199
Tanjung Karang	–	–	–	–	–	–	–	–	–	–	–	–	–
Georgetown	2,643	752	42	–	19	76	3,532	381	810	20	577	1,788	5,320
Seberang Jaya	4,581	1,332	148	2	54	202	6,319	365	1,550	17	730	2,662	8,981
Ipoh	2,980	962	88	–	36	165	4,231	460	1,117	22	696	2,295	6,526
Taiping	1,284	523	59	–	14	46	1,926	289	630	11	388	1,318	3,244
Tapah / Cameron Highlands	388	132	38	1	17	8	584	77	180	5	117	379	963
Teluk Intan	702	201	37	2	19	24	985	132	464	7	267	870	1,855
Kuala Kangsar	400	171	51	2	17	11	652	81	331	10	156	578	1,230
Seri Manjung	540	105	31	–	21	46	743	102	252	3	141	498	1,241
Alor Setar	1,392	508	87	–	38	71	2,096	223	910	12	432	1,577	3,673
Sungai Petani	1,571	585	91	1	31	41	2,320	236	783	5	556	1,580	3,900
Kulim	963	369	53	3	22	27	1,437	230	705	32	348	1,315	2,752
Kangar	298	97	40	–	19	26	480	84	251	8	137	480	960
Langkawi	368	119	17	–	4	13	521	63	106	7	55	231	752
Johor Bahru	5,216	1,423	235	2	112	175	7,163	710	2,813	44	1,272	4,839	12,002
Kluang	1,174	243	66	–	40	46	1,569	147	563	4	296	1,010	2,579
Muar	1,544	355	49	2	23	58	2,031	127	473	3	259	862	2,893
Segamat	756	129	42	1	14	37	979	48	356	1	195	600	1,579
Batu Pahat	1,483	371	89	–	33	32	2,008	147	732	8	358	1,245	3,253
Seremban	2,460	790	122	3	46	75	3,496	356	1,351	19	729	2,455	5,951
Kuala Pilah	353	98	35	1	13	12	512	89	304	8	169	570	1,082
Melaka	2,784	888	105	–	41	108	3,926	449	1,435	23	745	2,652	6,578
Kota Marudu	–	–	–	–	–	2	2	–	–	–	–	–	2

JADUAL 30 (samb)
TABLE 30 (cont'd)

PPN / PPP	SKIM BENCANA PEKERJAAN EMPLOYMENT INJURY SCHEME							SKIM KEILATAN INVALIDITY SCHEME					Jumlah Keseluruhan Grand Total
	HUS TD	HUK PD	FOT DB	ELS CAA	FPM FB	FP MB	Jumlah Total	PI&BI IP&IG	PP SB	ELS CAA	FPM FB	Jumlah Total	
Bentong / Raub	554	170	39	–	21	23	807	62	205	8	122	397	1,204
Temerloh	738	199	59	–	22	48	1,066	123	577	5	277	982	2,048
Kuantan	1,219	282	82	–	37	98	1,718	280	872	8	382	1,542	3,260
Labuan	83	28	7	–	4	6	128	16	53	2	41	112	240
Limbang	41	3	–	–	–	6	50	12	54	3	26	95	145
Serian	–	–	–	–	–	6	6	6	–	–	–	6	12
Kemaman	321	106	20	–	10	16	473	56	316	5	138	515	988
Dungun	206	76	13	–	6	25	326	28	273	1	105	407	733
Kuala Terengganu	623	211	67	–	17	74	992	157	695	15	255	1,122	2,114
Miri	384	60	21	–	11	58	534	120	507	8	246	881	1,415
Bintulu	489	91	36	–	20	66	702	46	304	5	157	512	1,214
Sri Aman	48	1	14	–	9	2	74	6	92	2	51	151	225
Kuching	1,062	254	76	–	39	137	1,568	269	892	15	412	1,588	3,156
Sibu	855	129	28	1	18	53	1,084	96	486	3	250	835	1,919
Kapit	90	48	4	–	4	10	156	22	100	–	40	162	318
Sarikei	123	26	20	–	14	12	195	19	114	7	70	210	405
Mukah	16	–	8	–	3	1	28	7	14	–	11	32	60
Kota Bahru	719	190	58	–	31	17	1,015	289	1,132	17	498	1,936	2,951
Kuala Krai	248	64	23	–	10	5	350	71	213	-	114	398	748
Tawau	289	72	37	–	14	42	454	45	327	13	151	536	990
Keningau	72	26	16	–	5	8	127	49	198	3	72	322	449
Lahad Datu	128	26	3	–	1	14	172	38	135	4	62	239	411
Kota Kinabalu / Kudat	629	153	82	1	19	91	975	384	972	71	444	1,871	2,846
Sandakan	222	45	13	–	4	34	318	51	342	9	154	556	874
Beaufort	–	–	–	–	–	–	–	–	–	–	–	–	–
JUMLAH / TOTAL	**66,560**	**19,989**	**2,938**	**26**	**1,204**	**2,882**	**93,599**	**10,262**	**34,372**	**709**	**17,452**	**62,795**	**156,394**
JUMLAH KESELURUHAN / GRAND TOTAL[1]													**217,738**

Nota / Notes :
[1] Termasuk penerima Rawatan Dialisis (18,516), Pemulihan Jasmani dan Vokasional (13,499) dan Program Saringan Kesihatan (29,329)
Includes Dialysis Treatment (18,516), Physical and Vocational Rehabilitation (13,499) and Health Screening Program recipients (29,329)

LAPORAN STATISTIK
STATISTICAL REPORTS

JADUAL 31 BILANGAN TERKUMPUL PENERIMA FAEDAH SEHINGGA 31 DISEMBER 2018
TABLE 31 CUMULATIVE NUMBER OF BENEFIT RECIPIENTS AS AT 31 DECEMBER 2018

PPN / PPP	SKIM BENCANA PEKERJAAN EMPLOYMENT INJURY SCHEME							SKIM KEILATAN INVALIDITY SCHEME					Jumlah Keseluruhan Grand Total
	HUS TD	HUK PD	FOT DB	ELS CAA	FPM FB	FP MB	Jumlah Total	PI&BI IP&IG	PP SB	ELS CAA	FPM FB	Jumlah Total	
Kuala Lumpur	7,658	4,751	3,198	75	43	267	15,992	6,472	25,835	668	1,427	34,402	50,394
Petaling Jaya / Shah Alam	7,148	4,591	4,408	70	57	204	16,478	6,410	24,339	747	944	32,440	48,918
Rawang	1,462	841	918	16	28	75	3,340	1,773	6,403	176	569	8,921	12,261
Klang	4,757	2,763	2,131	34	85	114	9,884	3,948	16,946	479	1,175	22,548	32,432
Kajang	2,496	1,244	608	3	39	69	4,459	1,560	5,599	129	636	7,924	12,383
Tanjung Karang	-	-	-	-	-	-	-	-	-	-	-	-	-
Georgetown	2,643	1,304	786	40	19	76	4,868	2,550	7,590	215	577	10,932	15,800
Seberang Jaya	4,581	2,655	2,590	61	54	202	10,143	3,561	13,589	267	730	18,147	28,290
Ipoh	2,980	2,342	2,230	27	36	165	7,780	5,490	12,555	359	696	19,100	26,880
Taiping	1,284	940	748	13	14	46	3,045	1,630	5,675	137	388	7,830	10,875
Tapah / Cameron Highlands	388	276	393	7	17	8	1,089	947	1,954	66	117	3,084	4,173
Teluk Intan	702	474	549	8	19	24	1,776	1,809	4,059	156	267	6,291	8,067
Kuala Kangsar	400	501	597	10	17	11	1,536	1,494	3,824	73	156	5,547	7,083
Seri Manjung	540	105	43	–	21	46	755	125	363	4	141	633	1,388
Alor Setar	1,392	1,151	1,315	15	38	71	3,982	1,940	8,688	125	432	11,185	15,167
Sungai Petani	1,571	1,330	1,010	22	31	41	4,005	2,990	7,912	84	556	11,542	15,547
Kulim	963	668	493	14	22	27	2,187	1,757	5,484	268	348	7,857	10,044
Kangar	298	230	293	6	19	26	872	442	1,905	59	137	2,543	3,415
Langkawi	368	168	109	3	4	13	665	192	886	19	55	1,152	1,817
Johor Bahru	5,216	3,117	3,891	49	112	175	12,560	3,396	23,066	323	1,272	28,057	40,617
Kluang	1,174	562	700	7	40	46	2,529	863	4,569	90	296	5,818	8,347
Muar	1,544	764	612	11	23	58	3,012	789	3,612	76	259	4,736	7,748
Segamat	756	336	453	9	14	37	1,605	469	3,043	71	195	3,778	5,383
Batu Pahat	1,483	736	938	6	33	32	3,228	698	4,566	87	358	5,709	8,937
Seremban	2,460	1,611	1,953	31	46	75	6,176	2,457	11,776	278	729	15,240	21,416
Kuala Pilah	353	280	286	7	13	12	951	528	2,690	67	169	3,454	4,405
Melaka	2,784	1,641	1,648	35	41	108	6,257	2,523	10,874	356	745	14,498	20,755
Kota Marudu	–	–	–	–	–	2	2	–	–	–	–	–	2

JADUAL 31 (samb)
TABLE 31 (cont'd)

PPN / PPP	SKIM BENCANA PEKERJAAN EMPLOYMENT INJURY SCHEME							SKIM KEILATAN INVALIDITY SCHEME					Jumlah Keseluruhan Grand Total
	HUS TD	HUK PD	FOT DB	ELS CAA	FPM FB	FP MB	Jumlah Total	PI&BI IP&IG	PP SB	ELS CAA	FPM FB	Jumlah Total	
Bentong / Raub	554	369	313	4	21	23	1,284	769	1,995	60	122	2,946	4,230
Temerloh	738	457	541	8	22	48	1,814	822	3,874	81	277	5,054	6,868
Kuantan	1,219	751	1,395	10	37	98	3,510	1,329	7,396	62	382	9,169	12,679
Labuan	83	51	84	–	4	6	228	77	514	25	41	657	885
Limbang	41	3	1	–	–	6	51	12	54	3	26	95	146
Serian	–	–	–	–	–	6	6	6	–	–	–	6	12
Kemaman	321	201	258	3	10	16	809	261	1,965	34	138	2,398	3,207
Dungun	206	161	188	3	6	25	589	166	1,653	9	105	1,933	2,522
Kuala Terengganu	623	559	1,031	13	17	74	2,317	698	5,839	109	255	6,901	9,218
Miri	384	308	752	14	11	58	1,527	509	3,195	64	246	4,014	5,541
Bintulu	489	365	605	10	20	66	1,555	224	1,909	41	157	2,331	3,886
Sri Aman	48	46	104	3	9	2	212	50	601	11	51	713	925
Kuching	1,062	1,063	1,962	39	39	137	4,302	1,492	8,264	194	412	10,362	14,664
Sibu	855	551	1,214	26	18	53	2,717	564	3,582	92	250	4,488	7,205
Kapit	90	119	297	5	4	10	525	102	719	12	40	873	1,398
Sarikei	123	93	189	5	14	12	436	72	750	29	70	921	1,357
Mukah	16	–	8	–	3	1	28	7	14	–	11	32	60
Kota Bahru	719	575	1184	14	31	17	2,540	1,356	8,705	102	498	10,661	13,201
Kuala Krai	248	172	274	3	10	5	712	382	1,821	34	114	2,351	3,063
Tawau	289	287	485	7	14	42	1,124	276	2,504	82	151	3,013	4,137
Keningau	72	110	172	4	5	8	371	139	1,061	22	72	1,294	1,665
Lahad Datu	128	87	167	2	1	14	399	139	1,049	30	62	1,280	1,679
Kota Kinabalu / Kudat	629	566	1,309	23	19	91	2,637	1,424	7,411	331	444	9,610	12,247
Sandakan	222	187	359	3	4	34	809	213	2,204	50	154	2,621	3,430
Beaufort	–	4	6	–	–	–	10	–	4	–	–	4	14
JUMLAH / TOTAL	**66,560**	**42,466**	**45,798**	**778**	**1,204**	**2,882**	**159,688**	**67,902**	**284,885**	**6,856**	**17,452**	**377,095**	**536,783**
JUMLAH KESELURUHAN / GRAND TOTAL[1]													**598,127**

Nota / Notes :
[1] Termasuk penerima Rawatan Dialisis (18,516), Pemulihan Jasmani dan Vokasional (13,499) dan Program Saringan Kesihatan (29,329)
Includes Dialysis Treatment (18,516), Physical and Vocational Rehabilitation (13,499) and Health Screening Program recipients (29,329).

Liputan PERKESO di Akhbar Arus Perdana 2018

SOCSO Coverage in Mainstream Newspapers 2018

PERLINDUNGAN percuma membabitkan empat jenis penyakit kritikal utama

INSURANS PERCUMA

■ Golongan B40 terima perlindungan sehingga

MUKA SEPULUH

DARI KACA MATA
Datuk Seri Dr Mohammed Azman Aziz Mohammed

"Kita harus ingat apabila pekerja kehilangan pekerjaan, mereka juga kehilangan sumber pendapatan"

"SIP untuk dimanfaatkan oleh 6.8 juta pekerja yang membolehkan mereka menerima faedah"

"Pencarum juga akan dibantu menerusi program perkhidmatan pekerjaan semula untuk mendapatkan carian kerja"

SIP lindungi pencarum hilang kerja

PERKESO pastikan Sistem Insurans Pekerjaan berkesan

Datuk Seri Dr Mohammed Azman Aziz Mohammed

Kuala Lumpur

Perkeso agih 233, 491 baucar HSP

Sejumlah 233,491 baucar Program Saringan Kesihatan (HSP) diagihkan Pertubuhan Keselamatan Sosial (Perkeso) kepada pencarum yang layak pada tahun ini.

Agihan kemudahan itu menyaksikan jumlah keseluruhan penerima manfaat HSP meningkat kepada 2.8 juta pencarum bagi 2018.

Ketua Eksekutifnya, Datuk Seri Dr Mohammed Azman Aziz Mohammed berkata, baucar itu diberikan kepada pencarum yang mencapai usia 40 tahun.

"Pencarum yang menca-

"Kami mahu pekerja dan pencarum lebih

走進民間

KAKI D.I.Y

'Rugi tak boleh guna'

■ Pemandu lori kadang terkilan kaki palsu baharu tidak sesuai untuk bekerja

PERKESO tambah baik faedah pekerja

● Perluas skim perlindungan keselamatan sosial kepada golongan berisiko, termasuk suri rumah, balu

Oleh Hidayah Mohammad
hid_mohd@bh.com.my

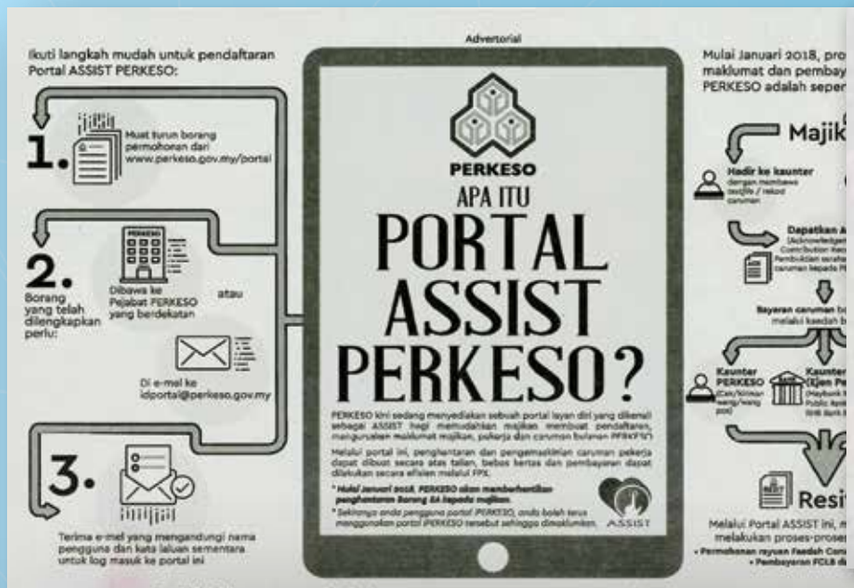
Kuala Lumpur

"PERKESO bersedia memberi tumpuan kepada pekerja dalam sektor ekonomi baharu, membabitkan aktiviti berkaitan Revolusi Industri Keempat Industri (4.0), berasaskan ekonomi digital supaya mereka dilindungi di bawah akta sama"

Mohammed Azman Aziz Mohammed, Ketua Eksekutif PERKESO

13.7 juta pekerja tiada polisi keselamatan sosial

Keratan akhbar BH 3 Oktober lalu.



தீ விபத்தில் உயிரிழந்தவர்களின் குடும்பத்திற்கு சொக்சோ உதவி

PERKESO

(ப.சந்திரசேகர்)

ஈப்போ, டிச. 17-

ஜெலப்பாங் மாஜு தொழிற்பேட்டை பகுதியில் உள்ள இரண்டு மாடி கட்டடத்தில் நிகழ்ந்த வாணவெடி தீ விபத்தில் உயிரிழந்தவர்கள் ஆறு போர்களின் குடும்பங்களுக்கு சமூக நல பாதுகாப்பு நிறுவனமான சொக்சோ நிதி உதவி வழங்கியது.

இங்குள்ள கம்போங் அமான் பகுதிக்கு நேரில் வருகை தந்த மனிதவள அமைச்சர் எம்.குலசேகரன் பாதிக்கப்பட்ட குடும்ப உறுப்பினர்களை நேரில் சந்தித்து ஆழ்ந்த அனுதாபத்தை தெரிவித்துக் கொண்ட கோடி உயிரிழந்த ஆறு [illegible] தலா [illegible] ஆயிரம் சொக்சோ நிதி உதவியை வழங்கினார்.

உயிரிழந்தவர்களின் நல்லடக்க செலவுக்காக இந்த உதவித் தொகை வழங்கப்பட்டதாக கூறினார்.

இந்த வாணவெடி தீ விபத்தில் நிறுவன உரிமையாளர் தியாக ராஜன் (வயது 40) உட்பட

Pegawai pelbagai kaum di Kaunter Khidmat Rakyat

[FOTO ABDULLAH YUSOF/BH]

Kulasegaran

Ipoh: Pegawai pelbagai kaum di Kaunter Khidmat Rakyat antara penambahbaikan Kementerian Sumber Manusia dalam memberikan perkhidmatan terbaik kepada masyarakat.

Menterinya, M Kulasegaran, berkata langkah itu penting kerana ramai yang tidak dapat bertutur dan memahami bahasa Melayu atau bahasa Inggeris dengan baik.

"Saya sudah mohon kepada kementerian untuk membawa lebih ramai pegawai berbilang bangsa bagi membantu melancarkan program ini.

Permudah interaksi

"Seperti di Bercham hari ini, kita ada pegawai Cina kerana kita tahu jumlah penduduk berbangsa Cina adalah yang terumai di Perak dan pegawai ini penting untuk mereka berinteraksi dengan lebih mudah," katanya pada sidang media selepas melawat Kaunter Khidmat Rakyat di Pasar Awam Bercham di sini, semalam.

Menurutnya, kelak akan ada pegawai dari latar belakang yang berbeza bagi membantu dan memudahkan komunikasi dalam menyampaikan pelbagai maklumat serta bantuan kepada rakyat.

Kaunter Khidmat Rakyat dimulakan pada 7 Julai lalu di Pasar Awam Kampung Tawas, di sini, di ikuti dengan beberapa pasar awam lain sekitar bandar raya ini termasuk di Pasar Besar Ipoh, semalam.

Kaunter berkenaan akan diperluaskan di setiap kawasan Parlimen selain turut akan diwujudkan di pasar malam.

Good news as EIS will be implemented in January

KUANTAN: The Employment Insurance System (EIS) will be fully implemented in January to provide a safety net for employees who lose their jobs.

The initiative, carried out by the Social Security Organisation (Socso), includes job placement, skills enhancement and compensation.

Under EIS, Socso will also provide

அவர்களுக்கு தேசிய முன்னாள் வேட்பாளர் ஜோன் சொக்சோ நிதி வழங்குகிறார். அருகில் சொக்சோ நிர்வாகி முகமட் சபி, அதிகாரி கேசவன் ஆகியோர்.

போர் மாநில பாதுகாப்பு அமைச்சின் ஏற்பாட்டில் சிறந்த சேவையாளருக்கான விருது வழங்கும் நிகழ்ச்சியின் ஒத்திசைக்கு ஈப்போ மேரு ஜெயாவுக்குச் சென்ற வேளையில் விரைவுப் பேருந்துடன் நேர்ந்த விபத்தில் வாகனம் எரிந்து தன் இருக்கையிலே மரணமுற்றார்.

இத்துயரச் சம்பவத்தின் அடிப்படையில் மஞ்சோங் சொக்சோ நிறுவனத்தின் ஏற்பாட்டில் மரணமுற்ற கணபதியின் மனைவிக்கு 2 ஆயிர ரிங்கிட் சவ அடக்கச் செலவாக வழங்கப்பட்டது. மேலும் 1,700 ரிங்கிட் மாத நிதி பெற ஏற்பாடுகள் செய்யப்பட்டு

வாகனம் எரிந்து மரணமுற்ற கணபதியின் மனைவிக்கு

2 ஆயிர ரிங்கிட் வழங்கியது

சொக்சோ அலுவலகம்

212 டாக்சி ஓட்டுநர்கள் இழப்பீடு பெற்றனர்

[illegible]

PERKESO

Drebar teksi cedera terima pampasan cuti sakit Perkeso

Semenyih: "Sudah tiga bulan saya tidak boleh bawa teksi kerana kecederaan di kepala dan anggota badan lain akibat kemalangan Oktober lalu.

"Namun, dengan hanya mencarum RM232.80 setahun menerusi Pertubuhan Keselamatan Sosial (Perkeso), saya dapat pampasan untuk cuti sakit selama 75 hari," kata pemandu teksi, Premraj Singh Sidhu Mindar Singh, 36.

Menurut Premraj, dia mula mencarum pada Jun tahun lalu selepas kerajaan menerusi Perkeso memperkenalkan Skim Bencana Kerja Pekerjaan Sendiri bertujuan memberi perlindungan kepada individu yang menjalankan pekerjaan sendiri.

"Skim ini memang memberi manfaat kepada diri saya dan pampasan yang diterima ini sudah cukup untuk membantu menampung perbelanjaan harian keluarga.

"Saya ada tiga anak dan ada yang bersekolah. Pengenalan skim ini memang sangat berfaedah dan saya merayu supaya rakan pemandu teksi segera mengambil caruman ini untuk perlindungan diri sendiri sekiranya ada apa-apa berlaku tanpa diduga," katanya ketika ditemui pada majlis serahan cek hilang upaya sementara di kediamannya di sini, semalam.

JOHAN (dua dari kiri) menyampaikan cek kepada Premraj sambil diperhatikan Ismail (kiri), semalam.

Penyerahan cek berjumlah RM3,099.75 dilakukan Ahli Dewan Undangan Negeri (ADUN) Semenyih, Datuk Johan Abdul Aziz.

Sementara itu, Pengurus Besar Bahagian Skim Pekerjaan Sendiri Perkeso, Ismail Abi Hashim berkata, terdapat empat pilihan caruman setahun bermula RM157.20 hingga RM592.80 disediakan kepada pemandu teksi dan perkhidmatan sejumlahnya termasuk Uber dan Grab mengikut peruntukan Akta Keselamatan Sosial Pekerjaan Sendiri 2017.

Mohd Khaizal was among some ployees of a steel production here who suddenly found elves jobless in October last fter the factory closed down. said they were still involved in l dispute with their former yer, which has yet to compenem.

ese days, there are many com- going out of business ...

rkers have financial obligand debts and I think this sysan help cover their finances they look for new jobs," said Khaizal, who had since found job.

MANFUZ (kanan) bertanya sesuatu kepada Rosni selepas menyerahkan sumbangan PERKESO di Kampung Alor Setol, Langgar.

Noorazura Abdul Rahman
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JAGA ANAK BAIK-BAIK

■ *Pesanan terakhir tukang masak sebelum meninggal*

Alor Setar

"Jangan serahkan anak kepada orang lain dan jaga baik-baik apabila saya sudah tiada."

Itu pesanan bekas tukang masak, Mohd Zaher Zakaria, 43, kepada isterinya, Rosni Ismail, 28, sebelum meninggal dunia Isnin lalu akibat kanser otak.

Rosni berkata, dia akan memegang pesanan arwah suaminya dan perlu menguatkan semangat untuk membesarkan empat anak berusia antara lima hingga 13 tahun bersendirian.

"Sudah hampir setahun arwah sakit, pelbagai dugaan saya lalui termasuk hilang sumber pendapatan apabila kami masing-masing tidak dapat bekerja dan saya hanya bergantung kepada tempahan membuat kek bagi menampung perbelanjaan.

"Melihat keadaan saya yang bersusah payah, arwah sempat berpesan agar tidak menyerahkan anak kami kepada orang lain walaupun susah selepas ini," katanya ketika ditemui di rumah mentuanya di Kampung Alor Setol, Langgar, kelmarin.

Harian Metro sebelum ini ada melaporkan nasib Mohd Zaher yang juga bekas tukang masak hotel di Kuala Lumpur yang terlantar akibat kanser otak tahap empat sehingga mengubah hidup keluarganya.

马夫兹（右）巡视社险机构的服务柜台。

社險機構就業保險 發639萬援助金

一古拉（左二）分享他上任后将多方面是通过会议任律师对劳资工会官司的案件，左一为阿都末；右一起阿末尔及莫哈末阿迪夏。

古拉：下月開跑3.4萬人受惠

僱主配偶可投保社險

（吉隆坡7日讯）人力资源部长 与其他员工相同为1.25%，以及雇主缴纳

人力资源
指出，截
机构就业
发出639万
实失业和
的人。
已经接获
申请，一共
接领援助
的74.7%。
份申请被

水2000令吉和以下的受薪人士，这一组别共有4826人（46.3%），而同时也有401名失业人士，所获每月薪水是在1万令吉以上。

他指出，其中一些失业个案中，最高薪人士是每月5万5000令吉（石油天然气领域）、第2和第3高都是每月5万令吉（银行业和法律专业）。

他说，在职业组别方面，文职和支援人员领域占了1969

CABINET DECISION

SOCSO FOR FOREIGN WORKERS

They will get social security protection from Jan 1

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Employers can go to any Socso's 54 offices... to register their foreign workers.

M. KULASEGARAN
Human resources minister

THE cabinet has decided to provide social security protection for foreign workers under the Social Security Organisation (Socso) effective Jan 1.

Human Resources Minister M. Kulasegaran said this was in line with the Equality of Treatment (Accident Compensation) Convention 1925 (No. 19) and Conference Committee on the Application of Standards of the International Labour Organisation (ILO), which Malaysia had ratified.

"Employers who hire foreign workers with valid documents, including expatriates, must register their employees with Socso and contribute to the Employment Injury Scheme under the Employees' Social Security Act 1969 (Act 4).

"Employers can go to any Socso's 54 offices throughout the country, including Sabah and Sarawak, to register their foreign workers.

"The ministry, together with Socso, will conduct engagements with stakeholders soon," he said.

Malaysia was reported to be home to 2.2 million foreign workers last year, with most of them hired in the agriculture and construction sectors.

"The State of Households 2016: Different Realities" report published by Khazanah Research Institute noted that last year, the two sectors employed 40.5 per cent of foreign workers, although a sizeable number of them — 35.9 per cent — were employed in the manufacturing sector.

medical benefit, temporary disablement benefit, permanent disablement benefit, constant attendance allowance, dependants' benefit and rehabilitation, as well as RM6,500 repatriation cost, including funeral," he said in a statement.

However, he said foreign workers would not be covered by the

Zainol (dua, kiri) beramah mesra bersama tetamu pada Majlis Rumah Terbuka Perkeso.

Perkeso ucap takziah

PETALING JAYA - Pertubuhan Keselamatan Sosial Malaysia (Perkeso) Selangor mengucapkan takziah kepada keluarga Allahyarham Shuhaimi Shafiei yang me-

Abu berkata, pe-
ndis itu pastinya
ng mengenali
Allahyarham le-
Syawal.
a warga Perkeso
epada keluarga
nggal dunia se-
emui pada Majlis
Selangor.
ang juga pernah
olitik kepada be-
Seri Mohamed
a pada jam 11.10

pagi semalam di Pusat Perubatan Subang Jaya akibat penyakit barah limfoma.

Sementara itu, kira-kira 300 orang termasuk kakitangan Perkeso dan tetamu jemputan hadir ke majlis berkenaan selain majlis penyampaian faedah kepada enam penerima.

"Sambutan hari raya ini adalah majlis tahunan yang kita adakan setiap tahun untuk meraikan semua anggota dan juga rakan-rakan dari jabatan lain yang mempunyai hubungan dengan Perkeso termasukkah pelanggan yang berurusan dengan kita.

"Selain itu, hari ini juga kita buat majlis penyampaian faedah melibatkan enam orang penerima faedah, dua penerima pencen ilat dan empat penerima faedah bagi kategori hilang daya kekal," katanya.

Aseh (berdiri) meluangkan masa melihat proses permohonan SIP di Wisma Perkeso, di Kuala Lumpur, semalam.

SIP bantu ringan beban pekerja hilang kerja

KUALA LUMPUR - Sistem Insurans Pekerjaan (SIP) diperkenalkan Lembaga Pertubuhan Keselamatan Sosial (Perkeso) awal tahun ini, dijangka menerima kutipan keseluruhan RM479.5 juta bagi 2018.

Pengerusinya, Tan Sri Che Aseh Che Mat berkata, seramai 430,000 majikan berdaftar bagi perlindungan insurans pekerjaan.

"SIP ini melibatkan caruman daripada 6.6 juta pekerja swasta tanpa mengira had gaji dan mereka perlu berumur 18 hingga 60 tahun.

"Kadar caruman SIP ini 0.2 peratus bagi pekerja dan majikan," katanya dalam sesi temu bual bersama media, semalam.

Menurutnya, SIP juga terdiri daripada dua komponen utama iaitu insurans pekerja dan Dasar Pasaran Buruh Aktif atau ALMP.

"Pekerja yang hilang pekerjaan diberi bantuan kewangan sementara tiga hingga enam bulan.

"Kedua, untuk terus menerima bantuan kewangan, penerima faedah SIP wajib ikuti ALMP iaitu carian pekerjaan dan latihan bagi tujuan meningkatkan motivasi dan insentif mencari pekerjaan," katanya.

Jelasnya, sementara menunggu dana SIP matang pada Januari 2019, kerajaan memperuntukkan RM136 juta bagi bantuan interim.

"Selain bantuan kewangan, kerajaan akan bantu mencari kerja dan latihan atau apa-apa program berkaitan sekiranya perlu," katanya.

Mengulas lanjut, beliau menyatakan antara syarat kelayakan bagi menuntut faedah SIP adalah pemberhentian biasa, skim pemberhentian sukarela (VSS) atau skim pelepasan sepakat (MSS).

Perkeso lancar Ops Kesan

Buru majikan gagal daftar, carum pekerja bermula Ogos

NURUL MAZWANA HAMDAN

TAIPING

Kulasegaran menyerahkan cek faedah pengurusan mayat kepada Rozaini, semalam.

Kementerian Tenaga Manusia menggesa agar semua majikan dapat mendaftarkan perusahaan dan pekerja mereka dengan pihak Pertubuhan Keselamatan Sosial (Perkeso) segera bagi memastikan hak

yang tidak pernah berdaftar atau tidak pernah mencarum untuk pekerja mereka.

"Kita mahukan keterlibatan semua majikan dan mempuan kepada semua sektor perusahaan khususnya perladangan, perkilangan, pembinaan, perkhidmatan dan

keso untuk mengesan mereka

depan bakal memberi tum-

gan pertubuhan ini," katanya.

Perkeso bayar faedah RM16.8j

Faedah hilang upaya kekal catat jumlah pembayaran tertinggi

KHAIRUNI YUSOF

KUANTAN - Sejumlah RM16.8 juta pembayaran faedah Pertubuhan Keselamatan Sosial (Perkeso) Pahang diberikan kepada pencarum bagi tempoh Januari hingga November tahun lalu.

Pengarah Perkeso negeri, Abu Hurairah Ahmad berkata berdasarkan statistik, jumlah tertinggi pembayaran adalah faedah hilang upaya kekal iaitu RM10.03 juta, diikuti hilang upaya sementara (RM4.4 juta) dan pencen pemakai (RM1.099 juta).

Menyamarkan, selain itu, faedah pengu RM761,000 dan faedah (RM10,09

"Jumer

ja dimiliki pekerja tertentu mulikan masing-masing untuk memasukkan caruman dikeluarkan, whole gos memudahkan segala urusan aktiviti pencarum terbabit dalam kemalangan ketika bekerja.

"Kita minta semua pekerja memasukkan slip gaji yang mereka terima itu semata caruman Perkeso dan jika tiada, mereka boleh memaklumkan kepada Perkeso," katanya selepas menyampaikan cek faedah Perkeso di Wisma Perkeso Pahang, di sini, kelmarin.

Pada majlis itu, seramai 10 pencarum menerima faedah kesekurangan berjumlah RM390,000 dalam

info

• 10 pencarum terima faedah berjumlah RM390,000 dalam satu majlis kelmarin

tuk memperoleh pembayaran faedah kepada pekerja dan tanggungannya apabila berlaku kejadian luar jangka kepada pekerja itu.

"Perkhidmatan rawatan perubatan, pemulihan jaminan dan kesinambungan yang mengandungi langkah mencegah kecelaan bermotorkan dan mencegah

Berhan Aman Shah (second from right) and Socso Benefits Division head Mohamad Fauzi Ja'afar (right) presenting an envelope with the pension benefits to Suraya Musa and her children.

Socso safety net comes in handy for taxi driver

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TAXI driver Mohamad Helmi Hashim is grateful that he has been making contributions to the Social Security Organisation's (Socso) Self Employment Social Security scheme.

The 46-year-old father of four said if he had failed to make the contributions, it would have been difficult for him to take care of his family after he was involved in an accident on Dec 9 last year.

Mohamad Helmi, who has been on medical leave for the past 31 days, said he was glad when he received the first payment for RM1,289 from Socso last week.

"I have been driving a taxi for the past 28 years, and when the scheme was enforced on June 1 last year, I started to make contributions.

"I do not know how I would cope if not for the money from Socso, as I am still in pain and unable to go back to work just yet," he said a visit by state executive councillor Datuk Dr Mah Hang Soon at his house in Cheras to hand over the first payment on behalf of Socso.

Recalling the event, Mohamad Helmi said he was returning to Amanjaya Taxi Terminal after sending a passenger to Taman.

"I hit a road divider near the Jelapang toll exit around 2.30am, and my taxi was totally wrecked in the accident.

"Thankfully I survived and was rushed to the Raja Permaisuri Bainun Hospital after firemen got me out of the vehicle.

"I broke three ribs on the left side, besides sustaining injuries to other parts of my body, and was warded for six days," said Mohamad Helmi, who is also Amanjaya Taxi Association secretary.

Socso's Self Employment Social Security Division general manager Ismail Abi Hashim, who accompanied Dr Mah, urged registered taxi and e-hailing drivers to make contributions to the scheme.

Ismail Abi said the first cheque was presented to Mohamad Helmi for being on medical leave from Dec 9 until Jan 8.

"Besides the payments made for his medical fees, he will be receiving other benefits soon," he added.

He said only 2,400 out of about 100,000 taxi and e-hailing drivers nationwide are registered with Socso under the scheme.

"I hope more will come forward to make the contributions, as taking legal action will be our last resort.

"We never know what can happen on the road and making contributions to Socso could help in difficult times," he added.

Dr Mah (left) presenting a disability cheque from Socso to Mohamad Helmi. With them is Ismail Abi (right). — Bernama

Socso aid for late videographer's family

By NOEL FOO
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THE Social Security Organisation (Socso) and the Selangor state government came to the aid of a widow of a news videographer with the payment of his pension

"At first I was worried how I would continue to support the family. I am very grateful for the support from Socso," said Suraya at her home in Taman Lestari Permai, Seri Kembangan.

Socso Benefits Division head Mohamad Fauzi Ja'afar said the

IDRIS HARON diiringi Fadhilah Hamil (dua dari kanan) menyampaikan cek bantuan interim SIP kepada pencarum Perkeso di Seri Bendahara, Ayer Keroh, Melaka, baru-baru ini. – UTUSAN/NURSURAYA ZULKIFLI

43 pencarum Perkeso Melaka terima interim SIP

MELAKA 18 Mac – Pertubuhan Keselamatan Sosial (Perkeso) negeri menerima sebanyak 151 kes permohonan melibatkan pencarum di bawah agensi berkenaan yang memohon interim Sistem Insurans Pekerjaan (SIP) sejak diperkenalkan 1 Januari lalu.

Pengarahnya, Fadhilah Hamil berkata, setakat ini Perkeso Melaka telah menggahkan elaun tunai berjumlah RM600 kepada 43 orang pencarum yang keseluruhannya berjumlah RM25,800.

Beliau berkata, bantuan SIP itu diberikan kepada pencarum yang kehilangan pekerjaan akibat pemberhentian kerja bagi mereka yang layak mendapat bantuan interim SIP untuk tempoh maksimum tiga bulan.

"Inisiatif kerajaan ini merupakan satu bentuk perlindungan keselamatan sosial juga dikenali sebagai insurans sosial terdiri daripada dua komponen utama iaitu Insurans Pekerjaan dan Program Penempatan Pekerjaan Semula.

"SIP membantu pencarum yang kehilangan pekerjaan dengan menyediakan bantuan kewangan segera (faedah) dalam tempoh pencarian pekerjaan baharu selain bantuan pencarian pekerjaan melalui kerjasama Job Malaysia Melaka untuk mendapatkan padanan pekerjaan," katanya.

Beliau berkata demikian ketika ditemui selepas program penyampaian bantuan skim berkenaan kepada 12 penerima di Seri Bendahara, Ayer Keroh di sini.

Majlis penyampaian disempurnakan Ketua Menteri, Datuk Seri Idris Haron.

Fadhilah berkata, skim itu juga menawarkan khidmat kaunseling kerjaya dan program latihan bagi membantu pencarum mendapat pekerjaan baharu.

"Langkah ini dilaksanakan untuk memperkasakan program perlindungan keselamatan sosial serta pekerja yang kehilangan kerja.

"Bagaimanapun sebanyak 12 kes ditolak daripada jumlah permohonan yang diterima disebabkan beberapa faktor antaranya tempoh pemberhentian kerja berlaku pada tahun 2017," katanya.

2,400 pemandu teksi dilindungi

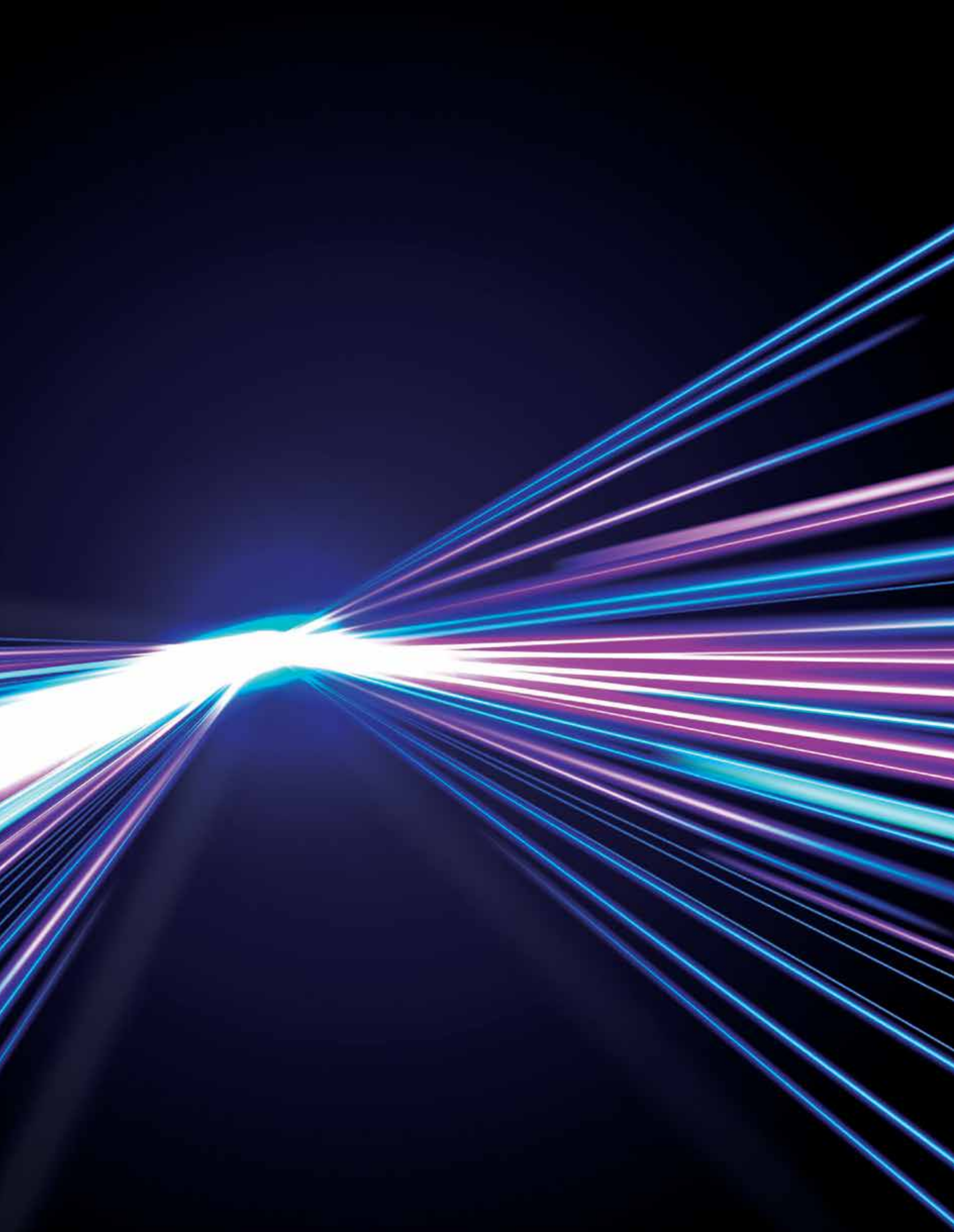
IPOH 10 Jan. – Hanya 2,400 daripada 100,000 pemandu teksi dan pengendali perkhidmatan e-hailing seperti *Uber* dan *GrabCar* di negara ini berdaftar dan dilindungi di bawah Skim Keselamatan Sosial Pekerjaan Sendiri.

Pengurus Besar Bahagian Skim Pekerjaan Sendiri Pertubuhan Keselamatan Sosial (Perkeso), Ismail Abi Hashim berkata, jumlah berkenaan direkodkan dari mula skim berkenaan dikuat kuasa dan diwajibkan iaitu pada 1 Jun sehingga Disember tahun lalu.

Ismail berkata, jumlah berkenaan dilihat masih rendah dan jauh daripada yang disasarkan Perkeso dan pihaknya sentiasa berusaha bagi memastikan lebih ramai pemandu teksi dapat berbuat demikian.

Tambah beliau, sehingga kini terdapat kira-kira 40,000 pemandu teksi berdaftar dengan Suruhanjaya Pengangkutan Awam Darat (SPAD) di seluruh negara dan daripada jumlah itu, sebanyak 1,900 pemandu dari negeri ini.

Beliau berkata demikian dalam sidang akhbar selepas majlis penyerahan Cek Faedah Hilang Upaya Sementara daripada Perkeso kepada pemandu teksi, Mohamad Helmi Hashim, 46, yang terlibat dalam kemalangan jalan raya pada 9 Disember tahun lalu.



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