

2017

LAPORANTAHUNAN
ANNUAL REPORT



PERKESO

PERTUBUHAN KESELAMATAN SOSIAL
SOCIAL SECURITY ORGANIZATION



RASIONAL KULIT COVER RATIONALE

Ilustrasi dua telapak tangan menggambarkan PERKESO yang menjadi harapan rakyat melaksanakan skim perlindungan keselamatan sosial di negara ini dengan penuh iltizam dan keikhlasan dalam menyampaikan perkhidmatan terbaik melangkaui ekspektasi pelanggan. PERKESO komited membantu Orang Berinsurans dan tanggungan mereka apabila berlaku sesuatu kejadian luar jangka melalui tindakan pantas dan segera dalam menyalurkan bantuan dan prosesan bayaran faedah.

Ilustrasi 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 untuk menjadi "Peneraju Keselamatan Sosial Yang Dinamik, Unggul dan Cemerlang".

Kilauan cahaya menggambarkan reputasi dan keupayaan PERKESO untuk menyediakan jaringan perlindungan keselamatan sosial yang lebih meluas dalam meningkatkan taraf hidup dan kesejahteraan Orang Berinsurans. PERKESO gigih dalam usaha untuk mengurangkan jurang perbezaan bagi memastikan kesaksamaan golongan pekerja dan orang tanggungan yang layak dilindungi mendapat perlindungan sewajarnya merentasi batasan sosioekonomi di negara ini.

The illustration of two palms depicts SOCSO as the people's beacon of hope in implementing social security protection schemes in the country, with the highest dedication and sincerity in delivering the best service beyond the expectations of customers. SOCSO is committed in helping Insured Persons and their dependants in the event of unexpected incidents through quick and immediate action in channelling assistance and processing benefits payments.

The SOCSO logo histogram indicates the united cooperation of stakeholders in ensuring that social security protection can be excellently implemented and managed 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 to be "The Premier, Dynamic and Outstanding Leader In Social Security".

The shining light illustrates the reputation and capability of SOCSO to provide a wider social safety net to improve the standard of living and wellbeing of Insured Persons. SOCSO is relentless in its efforts to reduce the gap to ensure equality among eligible employees and dependants so that they would receive appropriate protection beyond socio-economic boundaries in the country.

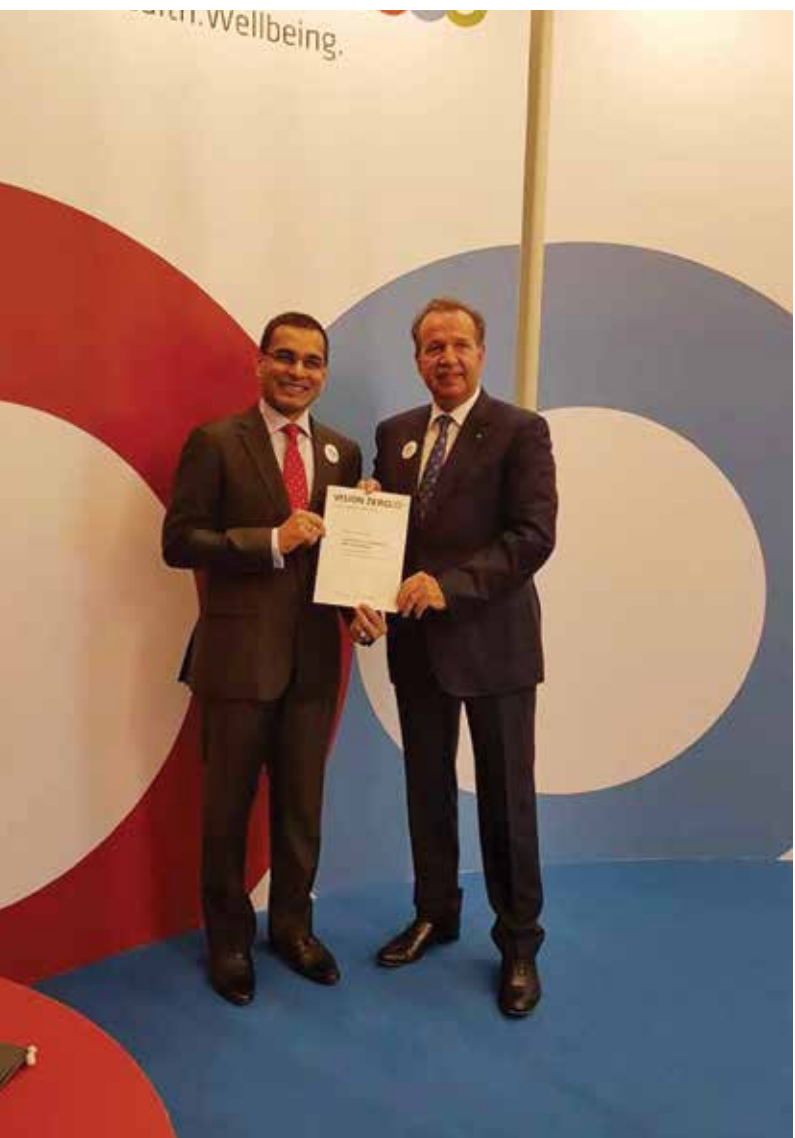
Memberikan Perkhidmatan Terbaik

Providing The Best Services

Fokus utama adalah memenuhi ekspektasi pelanggan dengan meningkatkan kualiti penyampaian perkhidmatan yang mengutamakan rakyat menerusi penjenamaan, kecemerlangan dan pembangunan modal insan selaras dengan dasar dan visi nasional PERKESO yang mengekalkan tumpuan berpaksikan rakyat untuk menjadi ekonomi berpendapatan tinggi yang inklusif serta mampan.

The main focus is to meet the clients' expectations by improving the quality of service delivery that puts the clients first, through branding, human capital excellence and development, in line with the national policy and vision of SOCSO's which maintains focus anchored on the people in order to become a high income economy that is inclusive as well as sustainable.





PERKESO PRIHATIN MELANGKAUI EKSpeKTASI, K

Perkeso Komited untuk Membentuk Masyarakat Sejahtera, In



KESEJAHTERAAN PELANGGAN KEUTAMAAN KAMI

Inklusif Serta Produktif Melalui Organisasi Kami Yang Dinamik







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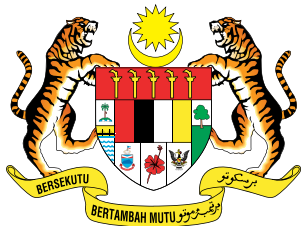
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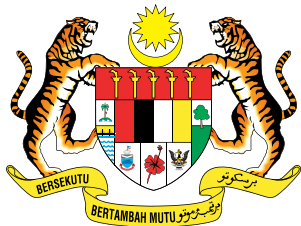
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KEMENTERIAN SUMBER MANUSIA
MINISTRY OF HUMAN RESOURCES

YB TUAN M.KULASEGARAN
Menteri Sumber Manusia
Minister of Human Resources





KEMENTERIAN SUMBER MANUSIA
MINISTRY OF HUMAN RESOURCES

YB DATO' HAJI MAHFUZ BIN OMAR

Timbalan Menteri Sumber Manusia
Deputy Minister of Human Resources



PROFIL KORPORAT

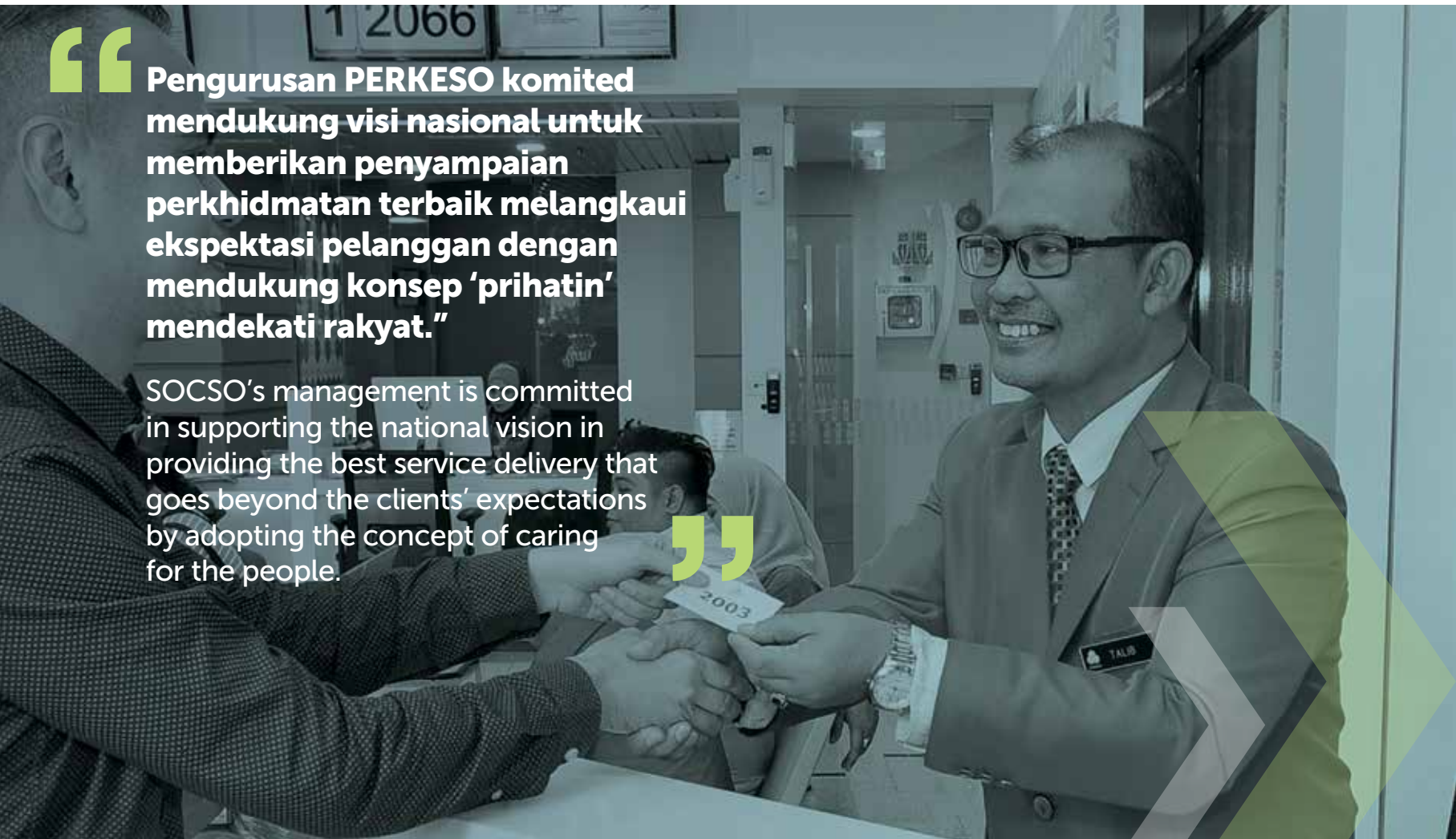
Corporate Profile

Sejajar dengan Hala tuju Rancangan Malaysia Kesebelas (2016 - 2020) pada tahun 2020, Malaysia berhasrat untuk menjadi sebuah negara maju dalam pelbagai dimensi. Hasrat ini 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. Ke arah aspirasi Malaysia yang berasaskan prinsip Perlembagaan Persekutuan, Rukun Negara dan kesejahteraan rakyat memainkan peranan penting dalam merealisasikan aspirasi ini.

In line with the direction of the Eleventh Malaysia Plan (2016 - 2020), Malaysia aspires to become a developed nation in various dimensions by the year 2020. This aspiration is not only to become a high income earning nation, but also to build a caring and inclusive society that is based on ethics and morals, as well as one that is truly close-knit and united. The Malaysian aspiration will be driven based on the principles of the Federal Constitution, the Rukun Negara and the wellbeing of the people plays an important role in the realisation of this aspiration.

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

SOCISO's management is committed in supporting the national vision in providing the best service delivery that goes beyond the clients' expectations by adopting the concept of caring for the people.



PROFIL KORPORAT
Corporate Profile



PERKESO menyokong misi Kerajaan untuk membolehkan semua rakyat Malaysia mencapai taraf kehidupan yang berkualiti dan selesa tanpa mengira di mana mereka tinggal atau pendapatan mereka. 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. Langkah ini penting memandangkan seluruh rakyat dan pihak berkepentingan mempunyai tanggungjawab bersama untuk membina kesepaduan dalam masyarakat seperti yang dihasratkan oleh pemimpin negara sebelum ini dan menjadi impian serta harapan generasi masa hadapan.



SOCSSO supports the Government's mission to enable all the people of Malaysia to achieve a quality and comfortable level of life regardless of their place of residence or income. SOCSSO will be taking more proactive measures to aid the group of people in need, to streamline the delivery system at all levels to optimise the use of resources, and to increase integrated intervention through the co-operation and participation of all interested parties encompassing the public and private sectors as well as Non-Governmental Organisations. These measures are important as all the people and interested parties are responsible in building unity in society in line with the aspirations of the previous leaders of the country, as well as the dreams and hopes of future generations.

PROFIL KORPORAT
Corporate Profile

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.

Fungsi dan Peranan

Konsep 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.

Skim Bencana Pekerjaan memberi perlindungan kepada para pekerja daripada bencana pekerjaan termasuk penyakit khidmat dan kemalangan semasa perjalanan berkaitan dengan pekerjaan. Skim Keilatan memberi perlindungan 24 jam kepada pekerja terhadap keilatan atau kematian akibat sebarang sebab yang berlaku di luar waktu kerja. Kedua-dua skim adalah untuk 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.

Background

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

Function and Role

The concept of 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.

The Employment Injury Scheme provides protection to employees from occupational injuries including occupational diseases and accidents occurring during travel in connection with work. The Invalidity Scheme provides 24-hour protection to employees against invalidity or death due to causes occurring outside working hours. Both schemes 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.

PROFIL KORPORAT
Corporate Profile

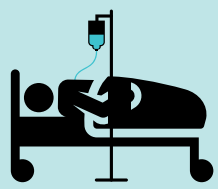

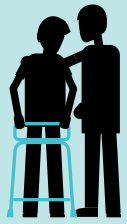
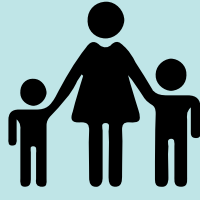





PROFIL KORPORAT
Corporate Profile

SKIM BENCANA PEKERJAAN
Employment Injury Scheme

 <p>Faedah Perubatan Medical Benefit</p>	 <p>Faedah Hilang Upaya Sementara Temporary Disablement Benefit</p>
 <p>Faedah Hilang Upaya Kekal Permanent Disablement Benefit</p>	 <p>Elaun Layanan Sentiasa Constant-attendance Allowance</p>
 <p>Kemudahan Pemulihan Jasmani/Vokasional Facilities for Physical/Vocational Rehabilitation</p>	 <p>Faedah Orang Tanggungan Dependants' Benefit</p>
 <p>Faedah Pengurusan Mayat Funeral Benefit</p>	 <p>Faedah Pendidikan Education Benefit</p>

SKIM KEILATAN
Invalidity Scheme

 <p>Pencen Ilat Invalidity Pension</p>	 <p>Bantuan Ilat Invalidity Grant</p>
 <p>Elaun Layanan Sentiasa Constant-attendance Allowance</p>	 <p>Pencen Penakat Survivors' Pension</p>
 <p>Faedah Pengurusan Mayat Funeral Benefit</p>	 <p>Kemudahan Pemulihan Jasmani/Vokasional Facilities for Physical/Vocational Rehabilitation</p>
 <p>Faedah Pendidikan Education Benefit</p>	

Akta Keselamatan Sosial Pekerjaan Sendiri 2017 (Akta 789)

Akta Keselamatan Sosial Pekerjaan Sendiri 2017 [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 4 opsyen pendapatan yang diinsuranskan seperti berikut;

Self-Employment Social Security Act 2017 (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 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, Vokasional dan Program *Return To Work*

The Self-Employment Injury Scheme provides the following benefits:

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

PROFIL KORPORAT
Corporate Profile



Sistem Insurans Pekerjaan

PERKESO melakar sejarah baharu apabila Akta Sistem Insurans Pekerjaan 2017 [Akta 800] diperkenalkan bertujuan untuk melindungi dan membantu pekerja yang kehilangan pekerjaan melalui dua (2) komponen utama iaitu Insurans Pekerjaan dan Dasar Pasaran Buruh Aktif (*Active Labour Market Policies*).

Sistem Insurans Pekerjaan (SIP) merupakan skim baharu yang akan dilaksanakan sebagai skim perlindungan 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.

Akta Sistem Insurans Pekerjaan 2017 telah mendapat perkenan Yang di-Pertuan Agong pada 27 Disember 2017 dan pewartaan tarikh kuatkuasa SIP pada 28 Disember 2017.

Employment Insurance System

SOCSSO made history when the Employment Insurance System Act 2017 (Act 800) was introduced with a view to protecting and aiding workers who have lost employment through two (2) main components, namely, the Employment Insurance and Active Labour Market Policies.

The Employment Insurance System (EIS) is a new scheme implemented as a 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.

The Employment Insurance System Act 2017 received the assent of the Yang di-Pertuan Agong on 27th December 2017 and was gazetted on 28th December 2017.

MEMBERIKAN PERKHIDMATAN TERBAIK Providing The Best Services



53 PEJABAT PERKESO DI SELURUH NEGARA
53 SOCSO Offices Nationwide



PUSAT REHABILITASI PERKESO
SOCSO Rehabilitation Centre



8 KAUNTER UTC
8 UTC Counters



Perlis

- ❖ Kangar

Kedah

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

Pulau Pinang

- ❖ Seberang Jaya
- ❖ George Town

Perak

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

Selangor

- ❖ Petaling Jaya
- ❖ Klang
- ❖ Rawang
- ❖ Kajang

Wilayah Persekutuan

- ❖ Ibu Pejabat
- ❖ Kuala Lumpur
- ❖ UTC Kuala Lumpur

Negeri Sembilan

- ❖ Seremban
- ❖ Kuala Pilah

Melaka

- ❖ Ayer Keroh
- ❖ Pusat REHAB
- ❖ UTC Melaka

Johor

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

Pahang

- ❖ Kuantan
- ❖ Temerloh
- ❖ Bentong
- ❖ UTC Kuantan

Terengganu

- ❖ Kuala Terengganu
- ❖ Kemaman
- ❖ Dungun

Kelantan

- ❖ Kota Bahru
- ❖ Kuala Krai

Sabah

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

Sarawak

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

DIREKTORI PEJABAT PERKESO

Directory of SOCSO Offices



WILAYAH PERSEKUTUAN KUALA LUMPUR

PERTUBUHAN KESELAMATAN SOSIAL

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

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



PULAU PINANG

PERTUBUHAN KESELAMATAN SOSIAL

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

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

No. 6A & 8A, Jalan Hospital
01000 Kangar, Perlis
T • 04 - 976 7100 F • 04 - 976 9877



PERAK

PERTUBUHAN KESELAMATAN SOSIAL

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

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

Wisma PERKESO
Jalan Persekutuan MITC
Ayer Keroh, Hang Tuah Jaya
75450 Melaka
T • 06 - 251 6888 F • 06 - 232 6587

JOHOR

PERTUBUHAN KESELAMATAN SOSIAL

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

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

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

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

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 Sibul, Sarawak
T • 084 - 213 066/067 F • 084 - 212 350

PERTUBUHAN KESELAMATAN SOSIAL

Wisma Ngieng Ping Toh
Tingkat Bawah & Tingkat 1
Lot 544, Peti Surat 4351
Jalan Airport, 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

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

SOCSO Beaufort Office
No. 2, Ground Floor, Block A
Beaufort Squara Avenue 2
89800 Beaufort, Sabah
T • 087 - 223 585 F • 087 - 221 585

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



Emel / Email
perkeso@perkeso.gov.my



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sila layari
For complaints / enquiries
http://perkeso.spab.gov.my



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Social websites
www.facebook.com/perkeso
www.twitter.com/perkeso
www.instagram.com/perkeso.official
youtube: **https://goo.gl/HDs95M**



Hari Bertemu Pelanggan
pada hari Khamis pertama
setiap bulan di Ibu Pejabat dan
semua Pejabat PERKESO
Meet The Clients' Day
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'



**“ Kami Sentiasa Membantu
Kerana Pelanggan
Adalah Keutamaan Kami**

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

”

PIAGAM PELANGGAN Clients' Charter

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.

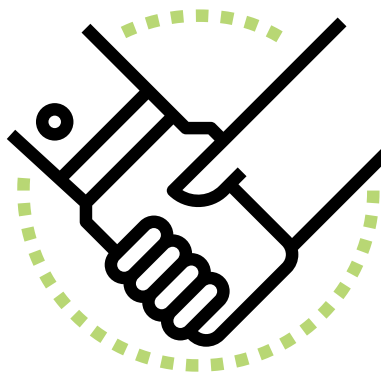
Membayar Pencen Ilat

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.

JANJI KAMI OUR PROMISE



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.

VISI, MISI, OBJEKTIF DAN NILAI KORPORAT

Vision, Mission, Objective and Corporate Values

Peneraju Keselamatan Sosial Yang Dinamik, Unggul dan Cemerlang.

VISI
VISION

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

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.

MISI
MISSION

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.

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.

OBJEKTIF
OBJECTIVE

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.

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

NILAI
VALUE

"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.

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:

01



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.

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.

02



PRIHATIN

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

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.

03



KOMPETEN

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

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.

NILAI TERAS BERSAMA
Shared Core Values

04



KETEPATAN

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

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.

05



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.

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.

06



S4P

Sentiasa menyebarkan dan mengamalkan nilai-nilai murni menerusi amalan SENYUM, SAPA, SALAM dan SANTUN (S4P). Berbudaya PRIHATIN sebagai jati diri dan identiti korporat Organisasi.

S4P

Always spread and practice good values through the practice of "SENYUM, SAPA, SALAM, dan SANTUN". CARING cultured as self-esteem and corporate identity of the Organisation.

KRONOLOGI PERISTIWA BERSEJARAH PERKESO 1969 - 2017

Chronology of Historical Events 1969 - 2017

1969 ▶

- ▶ Akta Keselamatan Sosial Pekerja, 1969 mendapat perkenan Diraja pada 2 April.
- ▶ The Employees' Social Security Act, 1969 received the Royal Assent on 2nd April.

1971 ▶

- ▶ Pertubuhan Keselamatan Sosial (PERKESO) ditubuhkan sebagai sebuah Jabatan Kerajaan di bawah Kementerian Buruh pada 1 Oktober.
- ▶ Pelaksanaan skim perlindungan PERKESO yang pertama di Johor Bahru pada 1 Oktober.
- ▶ Pekerja yang bergaji RM500 dan ke bawah layak untuk mencarum dengan PERKESO bagi majikan yang mempunyai 5 orang dan lebih pekerja.
- ▶ Syarikat Jackson & Masacorale merupakan majikan pertama berdaftar dengan PERKESO. Manakala Encik Mohd Taib bin Hassan adalah pekerja pertama yang didaftarkan oleh majikan dengan PERKESO.
- ▶ Majikan membayar caruman bulanan pekerja menggunakan setem caruman.
- ▶ The Social Security Organization (SOCSO) was established as a Government Department under the Ministry of Labour on 1st October.
- ▶ Implementation of the first SOCSO protection scheme in Johor Bahru on 1st October.
- ▶ Employees with a salary of RM500 and below became eligible for contribution with SOCSO in the case of employers having 5 or more employees.
- ▶ 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.
- ▶ Employers began paying the employees' monthly subscription using contribution stamps.

1972 ▶

- ▶ Akta Keselamatan Sosial Pekerja, 1969 dengan rasminya dilancarkan oleh YAB Tun Abdul Razak, Perdana Menteri Malaysia pada 1 Julai.
- ▶ The Employees' Social Security Act, 1969 was officially launched by YAB Tun Abdul Razak, Prime Minister of Malaysia on 1st July.

1973 ▶

- ▶ Pada 2 Julai, PERKESO dengan kerjasama Jabatan Pos Malaysia telah mengeluarkan setem pos kenangan.
- ▶ Sehingga 31 Disember, skim PERKESO diperluaskan ke 19 buah pejabat di Semenanjung Malaysia
- ▶ On 2nd July, SOCSO in collaboration with the Postal Department of Malaysia, issued its commemorative stamp.
- ▶ As of 31st December, the SOCSO scheme has been expanded to 19 offices throughout Peninsular Malaysia.

KRONOLOGI PERISTIWA BERSEJARAH PERKESO 1969 - 2017

Chronology of Historical Events 1969 - 2017

1974 ▶

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

1977 ▶

- ▶ "Perkhidmatan Pemulihan" meliputi penyediaan latihan jasmani dan vokasional kepada Orang Berinsurans yang mengalami hilang upaya dilancarkan.
- ▶ Bermulanya pembayaran caruman oleh majikan menggunakan cek.
- ▶ The Rehabilitation Service, which included physical and vocational training for disabled Insured Persons, was launched.
- ▶ Commencement of contributions payment by cheque.

1978 ▶

- ▶ PERKESO telah memperkenalkan kaedah penggunaan sistem caruman berkomputer.
- ▶ Pusat komputer PERKESO telah dirasmikan pada bulan Mei oleh YB Datuk Lee San Choon, Menteri Buruh dan Tenaga Rakyat.
- ▶ SOCSO introduced the computerised contributions system.
- ▶ The SOCSO computer centre was officially launched in May by YB Datuk Lee San Choon, Minister of Labour and Manpower.

KRONOLOGI PERISTIWA BERSEJARAH PERKESO 1969 - 2017

Chronology of Historical Events 1969 - 2017

1980 ▶

- ▶ Pada 1 Oktober 1980 skim perlindungan PERKESO berjaya dilaksanakan di seluruh Semenanjung Malaysia meliputi semua perusahaan yang mempunyai 5 orang pekerja atau lebih dan bergaji tidak melebihi RM500 sebulan.
- ▶ Bayaran Faedah Pengurusan Mayat dinaikkan kepada RM500 dan gantian bayaran pukal tidak melebihi 20% sebagai satu pilihan dibenarkan.
- ▶ On 1st October 1980 the 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.
- ▶ Payment of Funeral Benefit was increased to RM500 and a substitute lump sum payment not exceeding 20% was allowed as an option.

1983 ▶

- ▶ PERKESO memperkenalkan sistem waran bagi pembayaran berkala kepada penerima Faedah Hilang Upaya Kekal, Faedah Orang Tanggungan, Pencen Ilat dan Elaun Layanan Sentiasa.
- ▶ SOCSO introduced the warrant system for periodic payments to recipients of Permanent Disablement Benefit, Dependant's Benefit, Invalidity Pension and Constant-Attendance Allowance.

1984 ▶

- ▶ PERKESO telah mengecualikan pekerja-pekerja tertentu dalam Badan Berkanun dan Pihak Berkuasa Tempatan daripada liputan PERKESO yang telah memilih Skim Baru atau dilantik atau terikat di bawah Skim Baru.
- ▶ 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 ▶

- ▶ PERKESO menjadi sebuah Badan Berkanun mulai 1 Julai.
- ▶ Pencen Penakat mula diperkenalkan pada 1 Januari.
- ▶ Faedah Pengurusan Mayat telah ditingkatkan dari RM500 kepada 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 mulai 1 Januari.
- ▶ Kadar harian minima Faedah Hilang Upaya Sementara dan Kekal dinaikkan daripada RM2.50 kepada RM8.00.
- ▶ PERKESO melancarkan logo baru berbentuk heksagon yang melambangkan fungsi kerajaan, majikan dan pekerja dalam pembangunan negara.
- ▶ SOCSO was made a Statutory Body with effect from 1st July.
- ▶ The Survivors' Pension was first introduced on 1st January.
- ▶ The Funeral Benefit was increased from RM500 to RM1,000.
- ▶ With effect from 1st January 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.
- ▶ The minimum daily rate for Temporary and Permanent Disablement Benefits was increased from RM2.50 to RM8.00.
- ▶ SOCSO launched its new hexagon-shaped logo which symbolized the functions of the government, employers and employees in the development of the nation.

KRONOLOGI PERISTIWA BERSEJARAH PERKESO 1969 - 2017

Chronology of Historical Events 1969 - 2017

1987 ▶

- ▶ Keseluruhan negeri Sabah dan Sarawak melaksanakan skim perlindungan PERKESO mulai 1 Ogos.
 - ▶ Kadar harian minimum Faedah Hilang Upaya Sementara, Faedah Hilang Upaya Langsung yang kekal dan Faedah Orang Tanggungan ditingkatkan dari RM2.50 kepada RM8.00.
 - ▶ Pekerja diberi pilihan untuk mengambil 1/5 daripada bayaran berkala sebagai bayaran pukul bagi taksiran melebihi 20% untuk hilang upaya kekal.
 - ▶ Takrif anak diperluaskan meliputi semua kategori anak termasuk anak angkat di bawah umur 21 tahun.
 - ▶ Melonggarkan syarat kebergantungan bagi duda dan ibu bapa bagi kelayakan Pencen Penakat dan Faedah Orang Tanggungan di bawah kedua-dua skim.
 - ▶ Kelayakan automatik kepada pekerja yang layak di bawah akta tanpa memerlukan pendaftaran oleh majikan terlebih dahulu.
 - ▶ Meningkatkan kadar harian Faedah Hilang Upaya Sementara dari 70% kepada 80%.
 - ▶ Faedah Hilang Upaya Kekal dan Faedah Orang Tanggungan dinaikkan daripada 70% kepada 90% daripada gaji harian purata anggapan.
 - ▶ Kadar Pencen Ilat ditetapkan di antara 50% sehingga 65%.
 - ▶ 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.
-
- ▶ With effect from 1st August, the SOCSO protection scheme was implemented throughout Sabah and Sarawak.
 - ▶ The minimum daily rate for Temporary Disablement Benefit, Permanent Disablement Benefit and Dependants' Benefit was increased from RM2.50 to RM8.00.
 - ▶ Employees were given the option to take 1/5 of the periodic payment as a lump sum payment for estimates exceeding 20% in the case of permanent disablement.
 - ▶ The definition of "child" was expanded to include all categories including adopted children under the age of 21 years.
 - ▶ Conditions for dependence, in the case of widowers and parents, were liberalised in respect of eligibility for Survivors' Pension and Dependant's Benefits under both schemes.
 - ▶ Automatic eligibility was granted to employees who are eligible under the Act without requiring prior registration of employers.
 - ▶ The daily rate for Temporary Disablement Benefit was increased from 70% to 80%.
 - ▶ The Permanent Disablement Benefit and Dependants' Benefit were increased from 70% to 90% of the average estimated daily wage.
 - ▶ The Invalidity Pension rate was stipulated to be between 50% to 65%.
 - ▶ 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.

KRONOLOGI PERISTIWA BERSEJARAH PERKESO 1969 - 2017

Chronology of Historical Events 1969 - 2017

1992 ▶

- ▶ PERKESO telah diasingkan daripada Sistem Saraan Baru Kerajaan dan Sistem Saraan Baru PERKESO telah diperkenalkan.
- ▶ Semua pekerja bergaji RM2,000 dan ke bawah adalah layak untuk mencarum dengan PERKESO walaupun majikan mempunyai seorang pekerja. Manakala, pekerja yang mempunyai gaji melebihi RM2,000 adalah diberi pilihan untuk mencarum.
- ▶ Perlindungan kemalangan perjalanan (kemalangan perjalanan pergi dan balik kerja) telah diperkenalkan pada 1 Januari.
- ▶ Jangka masa kelayakan bagi Skim Pencen Ilat dan Bantuan Ilat adalah dikurangkan dari 36 bulan kepada 24 bulan.
- ▶ SOCSO was removed from the New Government Remuneration System and a new SOCSO Remuneration System was introduced.
- ▶ 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.
- ▶ Travel accident protection (accidents during the commute to and from work) was introduced on 1st January.
- ▶ The qualifying period for Invalidity Pension and Invalidity Grant was reduced from 36 months to 24 months.

1993 ▶

- ▶ Semua pekerja asing dikecualikan dari dilindungi oleh Akta Keselamatan Sosial Pekerja (AKSP) mulai 1 April.
- ▶ All foreign workers were excluded from coverage under the Employees' Social Security Act 1969 with effect from 1st April.

1994 ▶

- ▶ PERKESO menandatangani perjanjian pembelian Ibu Pejabat PERKESO berharga RM78 juta pada bulan Oktober.
- ▶ SOCSO signed the agreement for the purchase of its Headquarters at the price of RM78 million in October.

1995 ▶

- ▶ Pembayaran caruman terus menggunakan EDI, pita komputer dan disket diperkenalkan.
- ▶ PERKESO telah diiktiraf dan dianugerahkan Piagam Pelanggan Terbaik bagi kategori Badan Berkanun oleh Unit Pemodenan Tadbiran dan Perancangan Pengurusan Malaysia (MAMPU).
- ▶ Payment of direct contributions using EDI, computer tape and diskette was introduced.
- ▶ SOCSO was given the recognition and award for the Best Clients' Charter under the Statutory Bodies category by the Malaysian Administrative Modernisation and Management Planning Unit (MAMPU).

KRONOLOGI PERISTIWA BERSEJARAH PERKESO 1969 - 2017

Chronology of Historical Events 1969 - 2017

1996 ▶

- ▶ Kadar bulanan minimum bagi Pencen Ilat dan kadar bulanan penuh Pencen Penakat dinaikkan dari RM171.43 kepada RM192.86 mulai tahun 1996.
- ▶ Kadar harian minimum Faedah Hilang Upaya Sementara, Faedah Hilang Upaya Kekal dan Faedah Orang Tanggungan dinaikkan kepada RM9.00.
- ▶ The minimum monthly rate for Invalidity Pension and the full monthly rate for Survivors' Pension were increased from RM171.43 to RM192.86 with effect from 1996.
- ▶ The minimum daily rate for Temporary Disablement Benefit, Permanent Disablement Benefit and Dependents' Benefit was increased to RM9.00.

1997 ▶

- ▶ Faedah Pendidikan telah diperkenalkan pada 2 Mei 1997 dengan peruntukan sejumlah RM30 juta dan bermula dengan seramai 49 orang peminjam.
- ▶ The Education Benefit was introduced on 2nd May 1997 with an allocation of RM30 million. The programme began with 49 borrowers.

1998 ▶

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

1999 ▶

- ▶ Pendermaan mesin hemodialisis kepada pusat-pusat amal dan rawatan dialisis diperkenalkan sebagai satu faedah di bawah skim perlindungan PERKESO.
- ▶ Kadar bulanan minimum bagi Pencen Ilat dan kadar bulanan penuh Pencen Penakat dinaikkan kepada RM250.00.
- ▶ Kadar harian minimum Faedah Hilang Upaya Sementara, Faedah Hilang Upaya Kekal dan Faedah Orang Tanggungan dinaikkan kepada RM10.00.
- ▶ Donation of haemodialysis machines to charitable and dialysis treatment centres was introduced as one of the benefits under SOCSO protection scheme.
- ▶ The minimum monthly rate for Invalidity Pension and full monthly rate for Survivors' Pension were increased to RM250.00.
- ▶ The minimum daily rate for Temporary Disablement Benefit, Permanent Disablement Benefit and Dependents' Benefit was increased to RM10.00.

KRONOLOGI PERISTIWA BERSEJARAH PERKESO 1969 - 2017

Chronology of Historical Events 1969 - 2017

2001 ▶

- ▶ Kemudahan dialisis telah diperluaskan lagi kepada penerima Bantuan Ilat yang mana kemudahan ini hanya diberi kepada penerima Pencen Ilat sahaja pada tahun 1999.
- ▶ The provision of dialysis facilities, which was previously available only to recipients of the Invalidity Pension in 1999, was further expanded to include recipients of the Invalidity Grant.

2002 ▶

- ▶ Memperolehi persijilan MS ISO 9002:1994 dalam pemprosesan tuntutan Faedah Hilang Upaya Sementara di Ibu Pejabat PERKESO dan pejabat PERKESO Negeri, Wilayah Persekutuan Kuala Lumpur.
- ▶ The SOCSO Headquarters and the Kuala Lumpur State Office achieved MS ISO 9002:1994 certification for processing of claims for Temporary Disablement Benefit.

2004 ▶

- ▶ Memperolehi persijilan MS ISO 9001:2000 bagi pemprosesan Faedah Hilang Upaya Sementara di pejabat PERKESO Kuala Lumpur dan Faedah Hilang Upaya Kekal di pejabat PERKESO Negeri Sembilan.
- ▶ The Kuala Lumpur Office obtained MSO ISO 9001:2000 certification for processing of Temporary Disablement Benefit. The Negeri Sembilan State Office obtained the same for processing of Permanent Disablement Benefit.

2005 ▶

- ▶ Pindaan Akta Keselamatan Sosial Pekerja 1969 berkuatkuasa mulai 1 Mei 2005 berkenaan siling gaji pekerja telah dinaikkan dari RM2,000 kepada RM3,000 sebulan.
- ▶ Duda/balu yang menerima pencen, perkahwinan semula pada atau selepas 1 Mei 2005, pencen yang diterima terus dikekalkan.
- ▶ Mulai 1 Mei, duda/balu layak mendapat Pencen Penakat atau Faedah Orang Tanggungan tanpa mengira tahap kebergantungan.
- ▶ The amendment of the Employees' Social Security Act 1969 in respect of employee salary ceiling came into effect on 1st May 2005. The salary ceiling was raised from RM2,000 to RM3,000 per month.
- ▶ Widowers/widows receiving pension, who have remarried on or after 1st May 2005, continued to receive the said pension.
- ▶ With effect from 1st May, widowers/widows became eligible to receive Survivors' Pension or Dependents' Benefit regardless of the level of dependency.

KRONOLOGI PERISTIWA BERSEJARAH PERKESO 1969 - 2017

Chronology of Historical Events 1969 - 2017

2006 ▶

- ▶ YB Menteri Sumber Manusia telah meluluskan pelarasan kadar bayaran pencen di bawah Skim Insurans Bencana Pekerjaan dan Skim Pencen Ilat yang berkuatkuasa pada 1 Januari.
- ▶ Pelaksanaan tindakan pengkompaunan di bawah AKSP, 1969 dan Peraturan Keselamatan Sosial Pekerja (Pengkompaunan Kesalahan) 2006 pada 1 Mac.
- ▶ The Minister of Human Resources approved the adjustment of pension payments under the Employment Injury Insurance Scheme and the Invalidity Pension Scheme with effect from 1st January.
- ▶ Implementation of compounding of offences under the Employees' Social Security Act 1969 and the Employees' Social Security (Compounding of Offences) Regulations 2006, with effect from 1st March.

2007 ▶

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

2009 ▶

- ▶ Mulai 1 Januari 2009, caj perkhidmatan bagi pinjaman pendidikan PERKESO diturunkan dari 4% kepada 2% setahun.
- ▶ PERKESO telah beralih dan mengamalkan Persijilan MS ISO 9001:2008 mulai 15 Julai 2009.
- ▶ Majlis Pelancaran mySMS Aduan PERKESO 15888 telah dilancarkan oleh YB Datuk Seri Dr. S. Subramaniam, Menteri Sumber Manusia pada 26 Februari 2009.
- ▶ YBhg. Datuk Abu Huraira Abu Yazid telah dilantik sebagai Pengerusi Lembaga PERKESO yang baharu pada 1 Ogos 2009.
- ▶ With effect from 1st January 2009, the service charge for SOCSO education loan was reduced from 4% to 2% per annum.
- ▶ SOCSO shifted and began practising MS ISO 9001:2008 certification effective 15th July 2009.
- ▶ The mySMS Aduan PERKESO 15888 hotline was officially launched by YB Datuk Seri Dr. S. Subramaniam, Minister of Human Resources on 26th February 2009.
- ▶ YBhg. Datuk Abu Huraira Abu Yazid was appointed as SOCSO's new Chairman of the Board on 1st August 2009.

2010 ▶

- ▶ Pada 11 Februari 2010 YAB Dato' Seri Mohd Najib Tun Abd Razak telah melancarkan MyCOID di PICC Putrajaya. PERKESO adalah salah satu daripada lima agensi yang menggunakan nombor SSM sebagai nombor rujukan tunggal di pelbagai agensi.
- ▶ On 11th February 2010, YAB Dato' Seri Mohd Najib Tun Abd Razak launched MyCOID at PICC Putrajaya. SOCSO is one of the five agencies using its SSM number as the sole reference number at various agencies.

KRONOLOGI PERISTIWA BERSEJARAH PERKESO 1969 - 2017

Chronology of Historical Events 1969 - 2017

2011 ▶

- ▶ Pembukaan kaunter pada hari Sabtu di pejabat PERKESO Jalan Ampang, Pejabat PERKESO Kuala Lumpur dan Pejabat PERKESO Negeri Selangor mulai 8 Januari 2011.
- ▶ Video Keselamatan PERKESO berjudul "Dah Nak Sampai" telah memenangi tempat Kedua di Festival Filem dan Multimedia Antarabangsa 2011 bersempena dengan XIX World Congress on Safety and Health di Istanbul, Turki pada 11 - 15 September 2011.
- ▶ Counters at the SOCSO Office in Jalan Ampang, Kuala Lumpur SOCSO Office and Selangor State Office began operating on Saturdays with effect from 8th January.
- ▶ SOCSO Safety Video entitled "Dah Nak Sampai" won second place at the International Film and Multimedia Festival 2011 held in conjunction with the XIX World Congress on Safety and Health in Istanbul, Turkey on 11th - 15th September.

2012 ▶

- ▶ Majlis Pelancaraan iSPAAA oleh YB Senator Dato Maznah Mazlan, Timbalan Menteri Sumber Manusia di Menara PERKESO Kuala Lumpur pada 8 Mac.
- ▶ Majlis pengumuman Pelarasan Kadar Pencen Faedah PERKESO oleh YB Datuk Seri Dr. S. Subramaniam, Menteri Sumber Manusia di Menara PERKESO Kuala Lumpur pada 21 Mac.
- ▶ Majlis Upacara Pecah Tanah Pusat Rehabilitasi PERKESO oleh YB Datuk Seri Dr. S. Subramaniam, Menteri Sumber Manusia di Bandar Hang Tuah Jaya, Melaka pada 23 Mac 2012.
- ▶ Majlis Pelancaran Kempen Perjalanan Selamat ke Tempat Kerja 2012 oleh YB Datuk Seri Dr. S. Subramaniam, Menteri Sumber Manusia di Dewan Seri Sarjana, UNITEN, Bangi, Selangor pada 24 April.
- ▶ Penerbitan Buku Mewah (Coffee Table) sempena Sambutan Ulang Tahun ke-40 PERKESO pada 18 Jun.
- ▶ Launch of iSPAAA by YB Senator Dato' Maznah Mazlan, Deputy Minister of Human Resources at the Menara PERKESO in Kuala Lumpur on 8th March.
- ▶ Announcement of the SOCSO Pension Rate Adjustment by YB Datuk Seri Dr. S. Subramaniam, Minister of Human Resource at Menara PERKESO in Kuala Lumpur on 21st March.
- ▶ Groundbreaking of the SOCSO Rehabilitation Centre by YB Datuk Seri Dr. S. Subramaniam, Minister of Human Resources at Bandar Hang Tuah Jaya, Melaka on 23rd March.
- ▶ Launch of the Safe Commuting to Work Campaign 2012 by YB Datuk Seri Dr. S. Subramaniam, Minister of Human Resources at Dewan Seri Sarjana, UNITEN, Bangi, Selangor on 24th April.
- ▶ Publication of Coffee Table Book in conjunction with the SOCSO's 40th Anniversary Celebrations on 18th June.

2014 ▶

- ▶ Majlis Pelancaran Buku 'Guidelines on Impairment & Disability Assessment of Traumatic Injuries, Occupational Diseases & Invalidity 3rd Edition' oleh YB Dato' Sri Richard Riot Anak Jaem, Menteri Sumber Manusia di PWTC, Kuala Lumpur pada 18 Mac 2014.
- ▶ Pusat Rehabilitasi PERKESO telah mula beroperasi pada 1 Oktober 2014.
- ▶ Launch of the book entitled "Guidelines on Impairment & Disability Assessment of Traumatic Injuries, Occupational Diseases & Invalidity, 3rd Edition" by YB Dato' Sri Richard Riot Anak Jaem, Minister of Human Resources at PWTC, Kuala Lumpur on 18th March 2014.
- ▶ The SOCSO Rehabilitation Centre began its operations on 1st October 2014.

KRONOLOGI PERISTIWA BERSEJARAH PERKESO 1969 - 2017

Chronology of Historical Events 1969 - 2017

2015 ▶

- ▶ Pelancaran S4P – Senyum, Sapa, Salam, Santun dan Prihatin oleh YBhg. Dato’ Dr. Mohammed Azman Bin Dato’ Aziz Mohammed, Ketua Eksekutif PERKESO di Menara PERKESO pada 22 Mei.
- ▶ Pejabat PERKESO Mukah mula beroperasi pada 1 Julai.
- ▶ Pejabat PERKESO Limbang mula beroperasi pada 10 September.
- ▶ Launch of S4P – Senyum, Sapa, Salam, Santun dan Prihatin by YBhg. Dato’ Dr. Mohammed Azman bin Dato’ Aziz Mohammed, Chief Executive of SOCSO at Menara PERKESO on 22nd May.
- ▶ Mukah SOCSO Office began its operations on 1st July.
- ▶ Limbang SOCSO Office began its operations on 10th September.

2016 ▶

- ▶ Majlis MOU Signing Ceremony pada 1 Mac 2016 untuk kerjasama antara PERKESO dan Universiti Malaya yang diwakili oleh Social Security Research Centre (SSRC) untuk meningkatkan pelaksanaan konsep perlindungan keselamatan sosial kepada golongan pekerja yang mengalami kecederaan dan penyakit di negara ini.
- ▶ 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. Pindaan ini mula dikuatkuasakan pada 1 Jun.
- ▶ PERKESO telah berjaya menerima Penarafan 5 Bintang daripada MAMPU bagi tahun 2015 - 2016 kerana kecemerlangan organisasi dalam penyampaian perkhidmatan kepada rakyat.
- ▶ Pada 25 Oktober, PERKESO telah mengadakan Majlis Pelancaran Penjenamaan Semula (Rebranding) PERKESO di Perkarangan Lobi Utama Menara PERKESO.
- ▶ PERKESO telah menganjurkan International Forum on Disability Management (IFDM) pada 22 - 24 November di Kuala Lumpur Convention Centre (KLCC) dan telah dirasmikan oleh YAB Dato’ Seri Dr. Ahmad Zahid Hamidi, Timbalan Perdana Menteri.
- ▶ A signing ceremony was held on 1st March 2016 for the Memorandum of Understanding between SOCSO and University of Malaya, represented by its Social Security Research Centre (SSRC), to improve the implementation of social security protection concept to the group of employees experiencing injuries and diseases in the country.
- ▶ 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. The amendment came into effect on 1st June 2016.
- ▶ SOCSO received the 5-star Rating from MAMPU for the year 2015 - 2016, for its excellence in service delivery to the people.
- ▶ On 25th October, SOCSO held a ceremony to launch the Rebranding of SOCSO at the Main Lobby of Menara SOCSO.
- ▶ SOCSO organised the International Forum on Disability Management (IFDM) on 22nd - 24th November at the Kuala Lumpur Convention Centre (KLCC). The event was officially opened by YAB Dato’ Seri Dr. Ahmad Zahid Hamidi, Deputy Prime Minister of Malaysia.

KRONOLOGI PERISTIWA BERSEJARAH PERKESO 1969 - 2017

Chronology of Historical Events 1969 - 2017

2017 ▶

- ▶ Majlis Perasmian Pusat Rehabilitasi PERKESO Tun Abdul Razak telah disempurnakan oleh YAB Perdana Menteri Malaysia di Pusat Rehabilitasi PERKESO pada 21 April.
 - ▶ Pejabat PERKESO Beaufort, Sabah mula beroperasi pada 22 Mei.
 - ▶ Pejabat PERKESO Kota Marudu, Sabah mula beroperasi pada 1 Ogos.
 - ▶ Akta Keselamatan Sosial Pekerjaan Sendiri 2017 telah diluluskan oleh Parlimen Malaysia dan diwartakan sebagai Akta 789 yang berkuatkuasa mulai 1 Jun.
 - ▶ Pindaan kadar amaun Faedah Pengurusan Mayat dinaikkan daripada RM1,500 kepada RM2,000 berkuatkuasa mulai 1 Julai 2016.
 - ▶ YBhg. Tan Sri Dato' Seri Dr. Aseh Bin Che Mat telah dilantik sebagai Pengerusi Lembaga PERKESO yang baharu mulai 21 Ogos.
 - ▶ Akta Sistem Insurans Pekerjaan 2017 telah diluluskan oleh Parlimen Malaysia dan diwartakan sebagai Akta 800 yang berkuatkuasa mulai 1 Jan 2018.
-
- ▶ Tun Abdul Razak SOCSO Rehabilitation Centre was officially opened by YAB Prime Minister of Malaysia at the PERKESO Rehabilitation Centre on 21st April.
 - ▶ The Kota Marudu SOCSO Office, Sabah, commenced operations on 1st August.
 - ▶ The Beaufort SOCSO Office, Sabah, commenced operations on 22nd May.
 - ▶ The Self-Employment Social Security Act 2017 was approved by the Malaysian Parliament and was gazetted as Act 789 with effect from 1st June.
 - ▶ Amendment to the Funeral Benefit rate wherein the same was increased from RM1,500 to RM2,000 with effect 1st July 2016.
 - ▶ YBhg. Tan Sri Dato' Seri Dr. Aseh bin Che Mat was appointed as the new Chairman of SOCSO with effect from 21st August.
 - ▶ The Employment Insurance System Act 2017 was approved by the Malaysian Parliament and gazetted as Act 800 with effect from 1st January 2018.

PERUTUSAN Pengerusi
Chairman's Statement



**TAN SRI DATO' SERI DR. ASEH
BIN HAJI CHE MAT**

Pengerusi PERKESO
Pertubuhan Keselamatan Sosial
Chairman of SOCSO
Social Security Organization



Assalamualaikum warahmatullahi wabarakatuh, Salam Sejahtera, Salam S4P dan Salam Sehati Sejiwa. 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 2017.

Assalamualaikum warahmatullahi wabarakatuh, Salam Sejahtera, Salam S4P and Salam Sehati Sejiwa. On behalf of the Board of the Social Security Organisation (SOCSO), I, as the Chairman of the Board, am pleased to present the Annual Report and Audited Financial Statement for the financial year ending 31st December 2017.

SENARIO PERSEKITARAN EKONOMI

Pada tahun 2017, Malaysia menunjukkan prestasi yang kukuh dengan mencatat pertumbuhan sebanyak 5.9% (2016: 4.2%). Pertumbuhan ini disokong oleh permintaan dalam negeri, mencerminkan pengembangan yang lebih pesat dalam perbelanjaan sektor swasta dan awam. Seperti ekonomi lain di rantau ini, Malaysia meraih manfaat daripada pemulihan global yang menyeluruh dengan peningkatan eksport kasar paling pesat sejak tahun 2004. Limpahan positif daripada sektor luaran juga telah memperkukuh permintaan dalam negeri. Prestasi yang lebih kukuh ini disebabkan terutamanya oleh permintaan yang lebih tinggi daripada rakan dagang utama seperti China, ASEAN, Kesatuan Eropah, AS dan Jepun, berikutan peningkatan yang pesat dalam kitaran teknologi global, pengembangan pelaburan dalam ekonomi maju dan pemulihan harga komoditi.

ECONOMIC ENVIRONMENT SCENARIO

In 2017, Malaysia showed a solid performance by recording a growth of 5.9% (2016: 4.2%) This growth, supported by domestic demands, mirrors a rapid expansion in private and public sector spending. Similar to other economies in this region, Malaysia benefitted from the comprehensive global recovery with the most rapid increase in gross exports since 2004. The positive overflow from external factors also strengthened domestic demands. This stronger performance is due to higher demands from main trade partners such as China, ASEAN, the European Union, the United States of America and Japan, following the rapid improvement in global technological cycle, investment growth in developed economies and recovery of commodity prices.

PERUTUSAN PENERUSI
Chairman's Statement

2017
ekonomi Malaysia merekodkan pertumbuhan kukuh pada kadar **5.9%** yang dipacu oleh permintaan domestik dan penggunaan swasta.

2017
the Malaysian economy recorded a solid growth at a rate of **5.9%** which was driven by domestic demands and private consumption

Pada tahun 2017, ekonomi Malaysia merekodkan pertumbuhan kukuh pada kadar 5.9% yang dipacu oleh permintaan domestik dan penggunaan swasta. Indeks FBMKLCI meningkat 9.44% pada penutup tahun 2017 iaitu pada 1,796 mata. Harga komoditi dan harga minyak mentah yang pulih dan kembali meningkat memberi kesan kepada peningkatan harga saham-saham yang berkaitan dengan minyak. Prestasi sederhana pulangan pelaburan turut didorong oleh faktor global dan sentimen domestik serta peningkatan kerugian pertukaran wang asing yang turut dirasai oleh kebanyakan agensi lain.

Persekitaran ekonomi global dan domestik turut memberi kesan langsung terhadap prestasi kewangan PERKESO. Secara keseluruhannya, jumlah pendapatan PERKESO bagi tahun 2017 meningkat sebanyak 10.71% atau RM479.30 juta kepada RM4,954.39 juta berbanding RM4,475.09 juta pada tahun 2016.

Manakala jumlah perbelanjaan turut meningkat sebanyak 5.86% atau RM213.57 juta kepada RM3,859.64 juta berbanding RM3,646.07 juta pada tahun 2016. Dengan itu, lebih pendapatan PERKESO turut meningkat sebanyak RM265.73 juta atau 32.05% kepada RM1,094.75 juta berbanding RM829.02 juta pada tahun 2016.

In 2017, the Malaysian economy recorded a solid growth at a rate of 5.9% which was driven by domestic demands and private consumption. The FBMKLCI index rose to 9.44% at the close of 2017, that is, at 1,796 points. Commodity and crude oil prices made a recovery and increased, giving rise to increase in prices of oil-related stocks. An average performance in investment returns was driven by global factors and domestic sentiments, as well as an increase in foreign exchange losses, which was also felt by most other agencies.

Global and domestic economic environment also directly affects SOCSO's financial performance. Overall, SOCSO's total revenue for 2017 increased by 10.71% or RM479.30 million to RM4,954.39 compared to RM4,475.09 million in 2016.

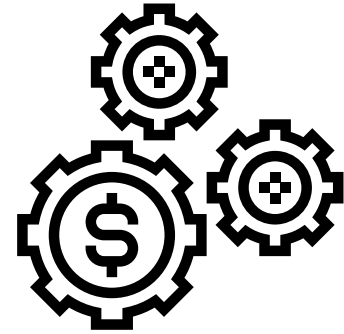
The total spending rose by 5.86% or RM213.57 million to RM3,859.64 million compared to RM3,646.07 million in 2016. Hence, SOCSO's surplus income also rose by RM265.73 million or 32.05% to RM1,094.75 million compared to RM829.02 million in 2016.

2017
Jumlah pendapatan **meningkat sebanyak 10.71%**
RM4,954.39 juta

Jumlah perbelanjaan **meningkat sebanyak 5.86%**
RM3,859.64 juta

2017
Total revenue **increased by 10.71%**
RM4,954.39 million

Total spending **rose by 5.86%**
RM3,859.64 million



PRESTASI KEWANGAN

Pendapatan caruman PERKESO meningkat sebanyak 10.74% atau RM345.44 juta kepada RM3,560.97 juta berbanding RM3,215.53 juta pada tahun 2016 terutamanya berikutan pelaksanaan kenaikan had siling caruman bagi gaji bulanan daripada RM3,000 kepada RM4,000 yang telah berkuat kuasa mulai 1 Jun 2016 selain keberkesanan aktiviti penguatkuasaan yang membawa kepada peningkatan bilangan majikan dan pekerja aktif. Selain itu, peningkatan kutipan caruman ini juga mencerminkan tahap kesedaran yang kian meningkat dalam kalangan majikan dan pekerja mengenai tanggungjawab mereka untuk mencarum kepada PERKESO berikutan keberkesanan program dan kempen kesedaran yang dilaksanakan oleh PERKESO.

Pendapatan PERKESO bagi tahun 2017 turut mengambil kira geran peruntukan Skim Bencana Kerja Pekerjaan Sendiri bagi Pemandu Teksi berjumlah RM60.00 juta yang telah diterima daripada Kementerian Sumber Manusia pada Mei 2017.

Sementara itu, belanja tanggungan meningkat sebanyak 10.62% atau RM316.06 juta kepada RM3,292.18 juta pada tahun 2017 berbanding RM2,976.12 juta pada tahun sebelumnya berikutan peningkatan dalam bilangan kes-kes tuntutan faedah, pelaksanaan bayaran penyesuaian kos sara hidup dan kenaikan kadar bayaran faedah pengurusan mayat kepada RM2,000 berbanding RM1,500 pada tahun sebelumnya.

Walau bagaimanapun belanja operasi menurun sebanyak 10.01% atau RM63.42 juta kepada RM569.89 juta berbanding RM633.31 juta pada tahun 2016 terutamanya berikutan penurunan peruntukan liabiliti aktuari bagi saguhati tamat perkhidmatan pada tahun 2017 berbanding tahun 2016.

FINANCIAL PERFORMANCE

SOCSO's contribution income increased by 10.74% or RM345.44 million to RM3,560.97 million compared to RM3,215.53 million in 2016, especially following the raising of contribution ceiling from monthly salary of RM3,000 to RM4,000 which came into effect on 1st June 2016, in addition to the effectiveness of enforcement activities leading to an increase in the number of active employers and employees. The increase in contribution collection also reflects a level of awareness that is increasing amongst employers and employees on their responsibility to contribute to SOCSO, following the effectiveness of the awareness programmes and campaigns conducted by SOCSO.

SOCSO'S income for 2017 also took into account the allocation granted for the Self-Employed Employment Injury Scheme for Taxi Drivers amounting to RM60.00 million received from the Ministry of Human Resources in May 2017.

Meanwhile, liability spending increased by 10.62% or RM316.06 million to RM3,292.18 million in 2017 compared to RM2,976.12 million in the previous year, following an increase in the number of benefit claims cases, payment of cost of living adjustment and increase in funeral benefit rate to RM2,000 compared to RM1,500 the year before.

However, operational spending went down by 10.01% or RM63.42 million to RM569.89 million compared to RM633.31 million in 2016, especially following the reduction in actuarial liability allocation for end of service gratuity for the year 2017 compared to 2016.

PERUTUSAN PENERUSI

Chairman's Statement

PRESTASI PULANGAN PELABURAN

PERKESO mengamalkan strategi pelaburan jangka panjang yang konservatif dan cermat dengan mengambil kira faktor risiko dalam menguruskan dana. Strategi ini ditunjukkan dalam wajaran yang tertumpu kepada instrumen pendapatan tetap sejajar dengan alokasi aset strategik.

DANA PELABURAN PERKESO

Dana pelaburan PERKESO pada tahun 2017 mencatat pertumbuhan sebanyak RM1,332.80 juta atau 5.32% iaitu kepada RM26,379.95 juta pada tahun 2017 berbanding RM25,047.15 juta pada tahun 2016. Pulangan pelaburan bertambah dengan peningkatan dalam caruman telah menjana peningkatan bersih dalam dana pelaburan untuk tahun 2017.

PENDAPATAN PELABURAN

Pendapatan pelaburan pada tahun 2017 berjumlah RM1,261.24 juta, meningkat sebanyak RM73.87 juta atau 6.22% berbanding RM1,187.70 juta pada tahun 2016. Pendapatan pelaburan yang dinyatakan tidak mengambil kira rosot nilai saham dan bon serta pendapatan faedah daripada pinjaman kuasi kerajaan.

KADAR PULANGAN PELABURAN

Kenaikan pulangan pelaburan tahun 2017 selari dengan peningkatan Kadar Pulangan Pelaburan (ROI) pada penutup tahun 2017 iaitu 5.15% berbanding 5.00% pada tahun 2016. Prestasi sederhana pulangan pelaburan turut didorong faktor global dan sentimen domestik serta peningkatan kerugian pertukaran wang asing yang turut dirasai oleh kebanyakan agensi lain. Peningkatan belanja operasi berikutan peningkatan dalam perbelanjaan emolument dan peningkatan dalam perbelanjaan bekalan serta perkhidmatan turut memberi kesan secara tidak langsung. Walau bagaimanapun, peningkatan perbelanjaan mengurus tidak menjejaskan usaha PERKESO untuk terus komited melakukan lonjakan menerusi langkah strategik mempelbagaikan alokasi aset pelaburan, termasuklah melantik pakar pelaburan strategik yang baru.

INVESTMENT RETURNS PERFORMANCE

SOCISO practices a conservative and prudent long-term investment strategy by taking into account risk factors in managing its funds. This strategy is shown in weightage that is focused on fixed-income instruments, in line with strategic asset allocation.

SOCISO INVESTMENT FUND

SOCISO's investment funds recorded a growth of RM1,332.80 million or 5.32% to RM26,379.95 million in 2017 compared to RM25,047.15 million in 2016. Investment returns increased with the rise in contributions generating a net increase in the investment fund for 2017.

INVESTMENT INCOME

Income from investments in 2017 amounted to RM1,261.24 million, an increase of RM73.87 million or 6.22% compared to RM1,187.70 million in 2016. The investment income stated does not take into account depreciation in values of shares and bonds, as well as interest from quasi-government loans.

RETURNS ON INVESTMENT

There has been an increase in investment returns in 2017 parallel to the increase in Returns on Investment at the close of 2017, that is, 5.15% compared to 5.00% in 2016. The average performance of investment returns was also driven by global factors and domestic sentiments as well as increase in foreign exchange losses that was also felt by most other agencies. An increase in operational expenditure due to the increase in emolument expenses and increase in supply and services spending also had an indirect effect. However, the increase in administration expenditure did not affect SOCISO's efforts to remain committed in propelling ahead through the strategic measure of diversifying investment asset allocations, including appointing a new strategic investment expert.

MERCU KEJAYAAN

MENYEBARLUAS FUNGSI DAN PERANAN PERKESO

Program dan aktiviti publisiti yang telah diadakan secara meluas telah berjaya meningkatkan kesedaran dalam kalangan majikan dan pekerja khususnya berkaitan skim dan faedah-faedah yang disediakan oleh PERKESO. Sepanjang tahun 2017, PERKESO telah melaksanakan aktiviti publisiti dan promosi melalui pelbagai saluran yang merangkumi media cetak dan media elektronik. Program ini juga turut dipromosikan oleh pejabat-pejabat PERKESO melalui penglibatan secara langsung bersama majikan dan pekerja di premis majikan menerusi seminar dan ceramah.

Keberkesanan aktiviti dan program yang dijalankan telah meningkatkan kesedaran masyarakat, pekerja dan majikan mengenai kepentingan perlindungan keselamatan sosial. Keberkesanan program yang dilaksanakan ini juga telah menyumbang kepada kenaikan jumlah pendaftaran majikan dan pekerja yang layak di bawah AKSP 1969. Pada tahun 2017, bilangan pendaftaran majikan meningkat sebanyak 4.60% kepada 1,091,125 majikan berbanding 1,043,148 pada tahun 2016. Pada tempoh yang sama, bilangan pekerja berdaftar juga turut meningkat sebanyak 2.92% kepada 16.54 juta pekerja berbanding 16.07 juta pada tahun sebelumnya. Manakala jumlah majikan aktif telah meningkat sebanyak 1.89% kepada 435,801 majikan dan pekerja aktif pula meningkat sebanyak 3.12% kepada 6.80 juta pekerja.

LANDMARK SUCCESS

EXPANDING THE FUNCTIONS AND ROLE OF SOCSO

The widespread publicity programmes and activities carried out successfully increased awareness among employers and employees, specifically on the schemes and benefits offered by SOCSO. Throughout 2017 SOCSO has implemented publicity and promotional activities through various channels including print and electronic media. The programmes were also promoted by SOCSO offices through their direct involvement with employers and employees at employer premises during seminars and talks.

The effectiveness of the activities and programmes carried out increased awareness of the community, employees and employers on the importance of social security protection. Such effectiveness also contributed to the increase in registration of employers and employees eligible pursuant to the Employees Social Security Act 1969. In 2017, the number of employer registration rose by 4.60% to 1,091,125 employers compared to 1,043,148 in 2016. Within the same period, then number of registered employees also increased by 2.92% to 16.54 million employees compared to 16.07 million in the previous year. The number of active employers rose by 1.89% to 435,801 employers whereas active employees increased by 3.12% to 6.80 million.



PERUTUSAN Pengerusi

Chairman's Statement

Selaras dengan peningkatan bilangan majikan dan pekerja aktif berdaftar, bilangan keseluruhan penerima faedah pada tahun 2017 telah meningkat sebanyak 40,127 orang penerima atau 7.59% kepada 568,204 orang berbanding 528,077 orang pada tahun 2016. Daripada jumlah perbelanjaan tanggungan sebanyak RM3,292.18 juta, RM3,271.77 juta merupakan bayaran untuk semua jenis faedah termasuk Program Saringan Kesihatan. Pembayaran faedah ini meningkat sebanyak RM323.64 juta atau 10.98% berikutan peningkatan dalam bilangan tuntutan.

In line with the increase in number of registered employers and active employees, the overall number of benefit recipients in 2017 rose by 40,127 recipients or 7.59% to 568,204 persons compared to 528,077 persons in 2016. Out of the total liability expenditure of RM3,292.18 million, RM3,271.77 million was payment for all types of benefits including the Health Screening Programme. The payment of benefits increased by RM323.64 million or 10.98% following an increase in the number of claims.

Akta Sistem Insurans Pekerjaan 2017 (Akta 800)

berkuatkuasa mulai 1 Januari 2018

Akta ini merupakan satu skim perlindungan tambahan dan bantuan sementara kepada pekerja yang kehilangan pekerjaan sebelum memperoleh pekerjaan yang baharu



Employment Insurance System Act 2017 (Act 800)

coming into effect on
1st January 2018

The Act is an additional protection scheme and provides interim assistance to workers who have lost their jobs before obtaining new jobs

PERLUASAN LIPUTAN SKIM PERLINDUNGAN KESELAMATAN SOSIAL PEKERJA

Bagi memperluaskan jaringan keselamatan sosial, PERKESO telah menguatkuasakan Akta Keselamatan Sosial Pekerja Sendiri 2017 (Akta 789) mulai 1 Jun 2017. Akta ini digubal bagi menyediakan perlindungan di bawah Skim Bencana Pekerjaan kepada pemandu teksi yang berkerja sendiri atau yang menjalankan perkhidmatan seumpamanya termasuk *E-Hailing*. Perlindungan Skim Bencana Pekerjaan Sendiri ini akan diperluaskan kepada sektor informal lain secara berperingkat pada masa akan datang.

Jaringan keselamatan sosial diperluaskan lagi dengan menguatkuasakan Akta Sistem Insurans Pekerjaan 2017 (Akta 800) berkuatkuasa mulai 1 Januari 2018. Akta ini merupakan satu skim perlindungan tambahan dan bantuan sementara kepada pekerja yang kehilangan pekerjaan sebelum memperoleh pekerjaan yang baharu. Objektif utama SIP adalah untuk menggantikan pendapatan yang hilang kepada pekerja-pekerja yang kehilangan pekerjaan, melaksanakan latihan '*reskilling*' dan '*upskilling*' kepada mereka sebagai persediaan untuk mendapatkan pekerjaan baharu serta memberi perkhidmatan carian pekerjaan bagi memperoleh pekerjaan yang sesuai dengan lebih cepat dan efisien.

EXPANSION OF COVERAGE OF EMPLOYEE SOCIAL SECURITY PROTECTION SCHEME

To expand its social security network, SOCSO began enforcement of the Self-Employment Social Security Act 2017 (Act 789) on 1st June 2017. The Act was formulated to provide protection under the Employment Injury Scheme to self-employed taxi drivers or those rendering similar services including E-Hailing. This Self-Employment Injury Protection Scheme will be extended to other informal sectors in stages in the future.

The social security network was further expanded with the coming into effect of the Employment Insurance System Act 2017 (Act 800) on 1st January 2018. The Act is an additional protection scheme and provides interim assistance to workers who have lost their jobs before obtaining new jobs. The main objective of the scheme is to replace the lost income, provide reskilling and upskilling training as preparation to obtain new jobs, as well provide job search services to facilitate suitable re-employment in a fast and efficient manner.

HALATUJU KORPORAT

Ke arah mencapai halatuju tadbir urus korporat yang berfokuskan pelanggan, kejayaan PERKESO dipacu berdasarkan pakatan strategik tiga pihak berkepentingan iaitu kerajaan, majikan dan pekerja. Peranan ini bukan sekadar dalam bentuk perkhidmatan perlindungan keselamatan sosial, tetapi mempertingkatkan kecekapan operasi secara konsisten ke tahap yang melangkaui espektasi pelanggan.

Saya percaya "Amalan tadbir urus korporat yang baik akan membantu PERKESO memupuk visi, proses dan struktur yang diperlukan bagi memastikan kelangsungan dan terus kekal relevan. PERKESO perlu bertindak sebagai warga korporat yang baik merangkumi komitmen kepada tingkah laku beretika dalam merangka strategi, pengurusan, operasi dan budaya korporat. Dalam era globalisasi tanpa sempadan, keterlibatan semua pihak dan pihak berkepentingan yang lain semakin memperakui bahawa tanggungjawab perlindungan keselamatan sosial pekerja adalah aspek penting untuk prestasi dan daya saing ekonomi negara".

PERKESO menggalas tanggungjawab dan berperanan besar untuk memastikan kesejahteraan sosial dan perlindungan Orang Berinsurans serta tanggungannya terjamin. Justeru, usaha telah dilipatgandakan bagi melakukan perubahan selaras dengan perkembangan semasa. Berhadapan landskap keselamatan sosial yang pantas berubah, penting bagi PERKESO memperkasa tadbir urus korporat, memaksimumkan produktiviti dan kualiti perkhidmatan dengan melestarikan budaya kreativiti dan inovasi serta memaksimumkan kemampunan dananya.

CORPORATE DIRECTION

Towards achieving a corporate direction that is focused on clients, SOCSO's success is driven based on the strategic alliance between three stakeholders, namely, the government, employers and employees. This role is not only in the form of social security protection services, but also in consistently improving operational efficiency to a level that exceeds clients' expectations. I believe that "A sound corporate governance practice will help SOCSO cultivate the vision, process and structure needed to ensure its continuity and relevance. SOCSO needs to act as a good corporate citizen, which includes commitment to ethical behaviour in the formulation of strategy, management, operation and corporate culture.

In the borderless globalisation era, the involvement of all parties and other stakeholders alludes to the fact that responsibility for employee social security protection is an important aspect for the country's economic performance and competitiveness."

SOCSO shoulders the responsibility and role to ensure the social wellbeing and protection of Insured Persons as well as their dependents. Hence, efforts have been multiplied to effect changes parallel to current development. Facing a rapidly changing social security landscape, it is important for SOCSO to reinforce its corporate governance, maximise productivity and quality of service by sustaining a culture of creativity and innovation as well as maximizing the sustainability of its funds.

LIMA TERAS UTAMA PELAN STRATEGIK 2016 - 2020

FIVE MAIN THRUSTS STRATEGIC PLAN 2016 - 2020

01

Memperkasa kecemerlangan dan pembangunan modal insan
Reinforcing human capital excellence and development

02

Mentransformasi perkhidmatan menerusi penjenamaan
Transforming service through rebranding

03

Memperkuh kemampunan dana dan tadbir urus
Consolidating sustainability of funds and governance

04

Meningkatkan kesejahteraan sosial pelanggan
To improve the social wellbeing of customers

05

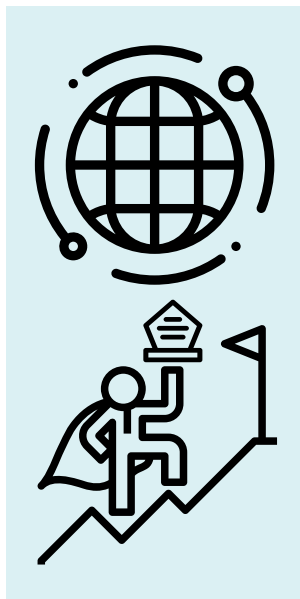
Melestarikan budaya kreativiti, inovasi dan kualiti
Sustaining a culture of creativity, innovation and quality

PERUTUSAN Pengerusi

Chairman's Statement

Memacu hala tuju berdasarkan Pelan Strategik 2016 - 2020 yang merangkumi lima teras utama iaitu 'Memperkasakan kecemerlangan dan pembangunan modal insan'; Kedua, 'Mentransformasi perkhidmatan menerusi penjenamaan'; Ketiga, 'Memperkuatkan kemampuan dana dan tadbir urus'; Keempat, 'Meningkatkan kesejahteraan sosial pelanggan'; dan Kelima, 'Melestarikan budaya kreativiti, inovasi dan kualiti' selaras dengan Visi PERKESO untuk Menjadi Peneraju Keselamatan Sosial Yang Dinamik, Unggul dan Cemerlang.

Driving the organisation's direction is the Strategic Plan 2016 - 2020 encapsulating five main thrusts: First, "Reinforcing human capital excellence and development"; Second, 'Transforming service through rebranding'; Third, 'Consolidating sustainability of funds and governance'; Fourth, 'To improve the social wellbeing of customers' and Fifth, 'Sustaining a culture of creativity, innovation and quality', in line with SOCSO's vision of becoming the Premier, Dynamic and Outstanding Leader in Social Security.



ANUGERAH DAN PENGIKTIRAFAN

Tahun 2017 terus menjadi mercu tanda dan tahun kecemerlangan di mana PERKESO telah berjaya menerima pelbagai anugerah dan pengiktirafan peringkat antarabangsa seperti "2017 Asia HRD Awards "Contribution to Organization Award", "Innovative Policy 2017 on Employment", "Work and Vocational Education and Training", "Zero Project Conference 2017, Vienna, Austria". "Asean Social Security Association (ASSA) Recognition Award 2017 for Excellence Award, Udon Thani, Thailand" dan menerima Anugerah Penarafan Lima Bintang (Indeks SSR) 2017 bagi kategori agensi barisan hadapan. Sesungguhnya dengan pencapaian yang cemerlang ini telah berjaya memertabatkan dan melonjakkan lagi imej PERKESO ke persada antarabangsa.

Bersandarkan kecemerlangan dan hala tuju yang jelas seiring dengan ekspektasi dalam konteks landskap perlindungan keselamatan sosial masa kini, Pelan Strategik 2016 - 2020 akan menjadi kerangka utama (*framework*) PERKESO untuk terus memperkasakan jaringan perlindungan keselamatan sosial pekerja di negara ini. Keutamaan adalah untuk mengurangkan jurang perbezaan (*reducing the gap*) bagi memastikan kesaksamaan golongan pekerja yang layak dilindungi mendapat perlindungan sewajarnya merentasi batasan sosioekonomi masyarakat majmuk di negara ini. Visi kecemerlangan ini akan meletakkan PERKESO sebagai peneraju keselamatan sosial pekerja yang cemerlang di rantau Asia Pasifik dan seterusnya menjadi contoh yang ideal dan rujukan kepada negara-negara lain.

AWARDS AND RECOGNITION

The year 2017 continues to become a landmark and year of excellence when SOCSO received various awards and recognition at international level such as the "2017 Asia HRD Awards "Contribution to Organization Award", "Innovative Policy 2017 on Employment", "Work and Vocational Education and Training", "Zero Project Conference 2017, Vienna, Austria". "Asean Social Security Association (ASSA) Recognition Award 2017 for Excellence Award, Udon Thani, Thailand". The organisation also received a 5-Star Rating (SSR Index) in 2017 in the front line agency category. Indeed, the excellent achievements have propelled SOCSO's image on the international stage.

Based on the excellence and clear direction parallel to the expectations in the context of current social security protection landscape, the Strategic Plan 2016-2020 will become SOCSO's framework in continuing to strengthen employee social security protection network in this country. The priority is in reducing the gap to ensure equality for employees who are eligible to receive protection, in that they receive the proper protection regardless of the socio-economic limitations existing in the multiracial society of this country. This vision of excellence will place SOCSO as the leader in employee social security in the Asia Pacific region and subsequent becoming the ideal and reference for other countries.

TRANSFORMASI PERKHIDMATAN

Pada tahun 2017, PERKESO telah berjaya melaksanakan sebanyak enam belas (16) inisiatif transformasi yang memberi fokus khusus kepada Pembangunan Sistem ICT, Pengurusan Prestasi, Pengurusan Pengetahuan dan Kemahiran serta Pemantapan Kaedah Pemantauan. Inisiatif transformasi berimpak tinggi dan pembangunan aplikasi iPERKESO telah memberi impak positif kepada kepuasan pelanggan kerana telah berjaya memudahkan majikan untuk membuat pendaftaran dan bayaran caruman bulanan secara dalam talian dan secara langsung dapat mempercepatkan tempoh pengemaskinian rekod majikan dan pekerja. Selain itu, PERKESO telah membangunkan *Automated SOCSO Integrated System (ASSIST)* secara berfasa. Melalui portal layan diri ASSIST, majikan boleh mendaftar dan mengemaskini data pekerja serta mencarum secara dalam talian.

PERKESO juga telah menyediakan kemudahan ICT Sistem Insurans Pekerjaan (SIP) di mana semua pencarum dibenarkan membuat pendaftaran, mencarum dan membuat bayaran secara dalam talian atau secara tunai dengan hadir ke Pejabat PERKESO yang berdekatan. Aplikasi *Self-Employment Social Security (SESS)* turut dibangunkan bagi memudahkan semua pencarum mendaftar dan membayar caruman secara dalam talian. SESS juga menyediakan kemudahan bayaran secara tunai bagi pencarum yang tidak mempunyai akaun perbankan internet.

Selain itu, PERKESO juga telah membangunkan Sistem Pendaftaran Program Interim Penempatan Pekerjaan Semula yang merangkumi skop pendaftaran, kelulusan dan bayaran. Sistem ini dapat menyediakan kemudahan urusan pendaftaran program secara elektronik, membuat proses semakan dan kelulusan dengan lebih cepat serta proses bayaran terus ke dalam akaun pemohon dapat dijalankan menerusi perkhidmatan dalam talian.

iPERKESO
telah memberi impak positif kepada kepuasan pelanggan kerana telah berjaya memudahkan majikan untuk membuat pendaftaran dan bayaran caruman bulanan secara dalam talian dan secara langsung dapat mempercepatkan tempoh pengemaskinian rekod majikan dan pekerja.



iPERKESO
application has given a positive impact on customer satisfaction by enabling employers to register and make monthly contributions online, which then directly shortens the period for updating of employer and employee records.

SERVICE TRANSFORMATION

In 2017, SOCSO successfully implemented sixteen (16) transformation initiatives that give specific focus on ICT System Development, Performance Management, Knowledge and Skills Management, as well as Consolidation of Monitoring Methods. High impact transformation initiatives and the development of the iPERKESO application has given a positive impact on customer satisfaction by enabling employers to register and make monthly contributions online, which then directly shortens the period for updating of employer and employee records. In addition, SOCSO has also developed the Automated SOCSO Integrated System (ASSIST). Employers can register and update their employee records and contribute online through the ASSIST self-service portal.

SOCSO has also provided the Employment Insurance System ICT facility where all contributors may register, make contributions and payments online or in cash by going to the nearest SOCSO office. The Self-Employment Social Security (SESS) application was also developed to facilitate registration and payment of contributions online. SESS also provides cash payment facilities for contributors who do not have access to internet banking.

In addition, SOCSO has also developed the Replacement Interim Programme Registration System that covers registration, approval and payment. This system provides facilities for programme registration electronically, enables speedier review and approval processes as well as direct payment into the applicant's account through online services.



MELANGKAH KE HADAPAN

PERKESO berhasrat untuk memperluaskan Akta 789 kepada sektor informal lain seperti usahawan, penggiat seni, petani dan juga nelayan. Perluasan perlindungan ini dijangka dapat dilaksanakan dalam masa terdekat. Di samping itu, kajian kebolehlaksanaan skim insurans 'No Fault Accident' sedang dilaksanakan oleh PERKESO di mana sesi libat urus bersama MEF, FMM, dan MTUC sedang dijalankan di seluruh negara untuk memberi penerangan dan mendapatkan maklum balas. Hasil kajian tersebut akan dikemukakan kepada Kementerian Sumber Manusia untuk pertimbangan dan tindakan selanjutnya.

PERKESO sentiasa mengambil pendekatan proaktif mengkaji dan menambah baik skim-skim di bawah Akta Keselamatan Sosial Pekerja 1969 sedia ada untuk mewujudkan jaringan keselamatan sosial pekerja dan tanggungannya yang inklusif dan dinamik selaras dengan prinsip dan keadilan sosial sejagat berdasarkan Konvensyen ILO C102 *Social Security (Minimum Standard) 1952* dan **R202 Social Security Protection Floor Recommendation, 2012**. Walau bagaimanapun ianya tertakluk kepada kewajaran dan kebolehlaksanaannya di negara ini di mana ia melibatkan komitmen secara *tripartite* iaitu majikan, pekerja dan Kerajaan. Selain itu, PERKESO juga sedang melihat kepada kesesuaian kebolehlaksanaan skim perlindungan bencana kerja kepada warga asing yang bekerja di negara ini.

MOVING FORWARD

SOCSSO intends to extend Act 789 to other informal sectors such as entrepreneurs, artists, farmers and also fishermen. The expansion of this protection is expected to be implemented in the near future. A viability study on the No Fault Accident insurance scheme is currently being undertaken by SOCSSO through engagement sessions with MEF, FMM and MTUC nationwide, to disseminate information and obtain feedback. Results of the study will be submitted to the Ministry of Human Resources for consideration and further action.

SOCSSO constantly takes a proactive approach by studying and making improvements to the existing schemes under the Employees Social Security Act 1969, to create an inclusive and dynamic social security network for employees and their dependents, in line with the universal principle of social justice based on ILO C102 Social Security (Minimum Standard) 1952 and R202 Social Security Protection Floor Recommendation 2012. However, this will depend on its expedience and viability in this country involving the tripartite commitment of employers, employees and the Government. SOCSSO is also looking at the viability of an employment injury protection scheme for foreign workers in the country.

PENGHARGAAN

Saya bagi pihak Lembaga PERKESO ingin mengucapkan setinggi-tinggi penghargaan kepada Ahli Lembaga dan Ahli Panel Pelaburan atas komitmen yang berterusan dan sokongan padu yang diberikan. Tidak lupa juga penghargaan kepada Pengurusan Atasan dan Warga PERKESO seluruhnya yang terus menyokong usaha menghadapi cabaran dan memperkasa perkhidmatan PERKESO demi kesejahteraan sosial pekerja.

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 atas pelantikan YB Menteri dan YB Timbalan Menteri menerajui Kementerian Sumber Manusia dan PERKESO khususnya untuk terus memacu kecemerlangan sebagai peneraju keselamatan sosial yang dinamik dan inklusif di negara ini.

APPRECIATION

On behalf of the Board of SOCSO, I would like to express the highest appreciation to Members of the Board and Investment Panel for their continued commitment and support. Our appreciation also to the Top Management and Staff of SOCSO who continue to support our efforts in facing challenges and reinforcing SOCSO's services in the interest of employees' social wellbeing.

In conclusion, on behalf of the Board and SOCSO staff, I would like to record our highest congratulations to YB Tuan M.Kulasegaran and YB Dato' Hj Mahfuz bin Hj Omar on their respective appointments as Minister and Deputy Minister of Human Resources, leading the Ministry and SOCSO, in particular, towards excellence as the nation's dynamic and inclusive leader in social security.



TAN SRI DATO' SERI DR. ASEH BIN HAJI CHE MAT

Pengerusi PERKESO
Chairman of SOCSO

AHLI LEMBAGA

Board Members

- ❖ **TAN SRI DATO' SERI DR. ASEH BIN HAJI CHE MAT** Dilantik mulai / Appointed effective from 21.08.2017
- ❖ **DATUK ABU HURAIRA BIN ABU YAZID** Tamat Perkhidmatan / Completion of service on 20.08.2017
Pengerusi PERKESO
Chairman of SOCSO

- ❖ **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** Dilantik mulai / Appointed effective from 21.08.2017
- ❖ **DATO' MOHD SAHAR BIN DARUSMAN** Tamat Perkhidmatan / Completion of service on 31.03.2017
Ahli Mewakili Kementerian Sumber Manusia
Member Representing the Ministry of Human Resources

- ❖ **DR. SIRAJUDDIN BIN HASHIM**
Ahli Mewakili Kementerian Kesihatan
Member Representing the Ministry of Health

- ❖ **ENCIK ALAN KHOO CHOOM KWONG**
- ❖ **DR. MICHAEL CHIAM TOW HUI**
- ❖ **ENCIK RAMADASS A/L ARUMUGAM**
- ❖ **ENCIK LEONG PIT WEE** Dilantik mulai / Appointed effective from 21.08.2017
- ❖ **DATUK DR. PHILIP D I TING** Tamat Perkhidmatan / Completion of service on 20.08.2017
Ahli Mewakili Majikan
Members Representing the Employers

- ❖ **TUAN HAJI MOHAMAD IBRAHIM BIN HAJI HAMID** A.B.S
- ❖ **ENCIK AWANG ALI BIN AHMAD RAJI @ AMAT**
- ❖ **DATUK AZIH BIN MUDA**
- ❖ **DATO' ABDUL HALIM BIN MANSOR** Dilantik mulai / Appointed effective from 21.08.2017
Ahli Mewakili Orang Berinsurans
Members Representing the Insured Persons

AHLI LEMBAGA
Board Members

- ❖ **ENCIK BATI JURAM**
 - ❖ **YB DATO' NORMALA BINTI ABDUL SAMAD** Dilantik mulai / Appointed effective from 21.08.2017
 - ❖ **DATIN PADUKA HAJAH SERIPAH NOLI BINTI SYED HUSSIN** Tamat perkhidmatan / Completion of service on 20.08.2017
 - ❖ **YB HAJI MOHD ISKANDAR BIN JAAFAR** Dilantik mulai / Appointed effective from 21.08.2017
 - ❖ **PROFESOR DATO' DR. SUDIN BIN HARON** Tamat perkhidmatan / Completion of service on 20.08.2017
- 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 BENO OONG @ ONG SE TENG** Wakil Majikan / Employer Representative
 - ❖ **ENCIK ALBERT TANG YEW LIONG** Wakil Majikan / Employer Representative
- 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



TAN SRI DATO' SERI DR. ASEH BIN HAJI CHE MAT

Pengerusi PERKESO
Chairman of SOCSO

Dilantik mulai / Appointed effective from 21.08.2017

YBhg. Tan Sri Dato' Seri (Dr.) Aseh bin Haji Che Mat dilantik sebagai Pengerusi Lembaga Pertubuhan Keselamatan Sosial (PERKESO) pada 21 Ogos 2017. Tan Sri Aseh memperoleh Ijazah Sarjana Muda Ekonomi (Kepujian) dari Universiti Malaya pada tahun 1974 dan memperoleh ijazah Sarjana Pentadbiran Awam dari University of Southern California, Amerika Syarikat pada tahun 1984. Pada tahun 2007, Tan Sri Aseh menerima PhD kehormatannya dalam Hubungan Antarabangsa dari Universiti Teknologi Kreatif Lim Kok Wing, Cyberjaya dan PhD Kehormat dalam Pengurusan dari Infrastruktur Universiti KL pada tahun 2015.

Selepas tamat pengajian pada tahun 1974, Tan Sri Aseh menyertai Kementerian Kewangan sebagai Penolong Setiausaha. Sebelum bersara pada bulan Oktober 2007 sebagai Ketua Setiausaha Kementerian Dalam Negeri, beliau memegang pelbagai jawatan dalam perkhidmatan awam, mulai dari Penolong Setiausaha Utama di Suruhanjaya Perkhidmatan Pendidikan telah berkhidmat di Sarawak dan Sabah selama 7 tahun bermula dari tahun 1977 hingga 1981, memegang pelbagai jawatan lain di Kementerian Dalam Negeri sebelum dilantik sebagai Timbalan Ketua Pengarah Imigresen Malaysia dan selepas itu, memegang jawatan sebagai Ketua Pengarah Imigresen Malaysia. Jawatan terakhir beliau ialah Pengerusi Pos Malaysia (GLC) dan Presiden / Datuk Bandar Putrajaya.

Tan Sri Aseh masih aktif dalam perkhidmatan komuniti dan kini memegang jawatan sebagai Pengerusi Yayasan Pesara Kerajaan, Presiden Tiara Golf & Country Club Melaka, Pengerusi Jawatankuasa Integriti FAM dan Pengasas Rumah Kasih, Ulu Inas Negeri Sembilan (Rumah Asrama). Beliau juga pada masa ini merupakan Pengerusi Bukan Eksekutif Bebas MWE Holdings Bhd, Pengarah Bebas Bukan Eksekutif Lion Diversified Holdings Berhad dan Pengerusi British American Tobacco (BAT) yang merupakan Syarikat Tersenarai Awam.

YBhg. Tan Sri Dato' Seri (Dr.) Aseh bin Haji Che Mat was appointed as Chairman of the Board of the Social Security Organisation (SOCSO) with effect from 21st August 2017. Tan Sri Aseh obtained his Bachelor of Economics (Honours) degree from the University of Malaya in 1974 and obtained his Master's degree in Public Administration from the University of Southern California, USA, in 1984. He then received an honorary PhD in International Relations from the Lim Kok Wing University of Creative Technology in Cyberjaya in 2007 and was awarded an honorary PhD in Management from the Infrastructure University KL in 2015.

Upon graduating in 1974, Tan Sri Aseh joined the Ministry of Finance as an Assistant Secretary. Prior to his retirement as the Secretary General of the Ministry of Home Affairs in October 2007, Tan Sri Aseh held various positions in the civil service ranging from Principal Assistant Secretary in the Education Services Commission, serving the states of Sarawak and Sabah for a period of 7 years from 1977 to 1981, to various other positions in the Ministry of Home Affairs before being appointed as the Deputy Director-General of Immigration Malaysia and thereafter, as the Director-General of Immigration Malaysia. His last government appointments were the Chairman of Pos Malaysia (GLC) and the President/Mayor of Putrajaya.

Tan Sri Aseh remains active in community service and is currently the Chairman of Yayasan Pesara Kerajaan, President of Tiara Golf & Country Club Melaka, Chairman of Integrity Committee FAM and Founder of Rumah Kasih, Ulu Inas, Negeri Sembilan (orphanage). He is currently the Independent Non-Executive Chairman of MWE Holdings Bhd, Independent Non-Executive Director of Lion Diversified Holdings Berhad and Chairman of British American Tobacco (BAT), all of which are public listed companies.

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

Ketua Eksekutif
Chief Executive

Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed, telah dilantik sebagai Ketua Eksekutif PERKESO pada 6 April 2015. Beliau berkelulusan Ijazah Sarjana dalam bidang Pentadbiran Perniagaan dari Oxford Business College, Oxford United Kingdom dan Ijazah Perubatan serta Ijazah Pembedahan dari Universiti Malaya, Kuala Lumpur. Beliau memulakan kerjaya sebagai doktor perubatan pada tahun 1993 dan pada tahun 2001, beliau merupakan doktor perubatan yang pertama yang berkhidmat dengan PERKESO. Beliau telah dinaikkan pangkat sebagai Pengurus Besar Kanan Operasi pada tahun 2007, seterusnya sebagai Timbalan Ketua Eksekutif (Operasi) PERKESO pada tahun 2011.

Beliau bertanggungjawab mempertingkatkan penglibatan PERKESO di bidang keselamatan dan kesihatan pekerjaan, latihan kepada doktor perubatan, program pengurusan hilang upaya dan program kembali bekerja, promosi kesihatan pekerjaan dan penubuhan Pusat Rehabilitasi PERKESO yang dilengkapi peralatan terkini. Di samping itu, beliau turut memainkan peranan penting dalam peningkatan kutipan caruman PERKESO melalui aktiviti pemeriksaan dan seterusnya peningkatan pelaburan perubatan melalui aset terpilih. Beliau telah memperkenalkan pendekatan 'PERKESO Prihatin dan amalan S4P' dalam usaha meningkatkan penyampaian perkhidmatan PERKESO bagi kesejahteraan kepuasan pelanggan.

Keupayaan dan sumbangan beliau dalam bidang keselamatan dan kesihatan pekerjaan, keselamatan sosial dan kesihatan awam diiktiraf di dalam dan luar negara. Beliau telah terlibat secara aktif dalam *Royal College of Physicians of Ireland* sejak tahun 2005 dan dianugerahkan sebagai *Fellow of The Faculty of Occupational Medicine* sejak tahun 2010 dan Ahli *International Disability Management Standards Council (IDMSC)*. Selain itu, beliau turut dilantik sebagai *International Social Security Association (ISSA) Bureau Member* dan *ISSA Nominations Committee* mulai Mei 2015.

Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed was appointed to the post of Chief Executive of SOCSO on 6th April 2015. He holds a Master of Business Administration degree from Oxford Business College, Oxford, UK as well as Bachelor of Medicine and Bachelor of Surgery degrees from the University of Malaya, Kuala Lumpur. Dato' Dr. Mohammed Azman began his career as a medical doctor in 1993 and in 2001 became the first medical doctor to be employed by SOCSO. He was promoted to Senior General Manager of Operations in 2007 and went on to become Deputy Chief Executive (Operations) in 2011.

He was responsible for SOCSO's increased involvement in the field of occupational safety and health, training of general physicians, disability management and return to work programme, employees' health promotion and recently, the state-of-the-art SOCSO Rehabilitation Centre. In addition, he has also played an important role in the improvement in contributions collection through inspection activities and increased investments in selected assets. He has introduced the "PERKESO Prihatin and S4P" concepts in order to improve SOCSO's service delivery for the wellbeing of customers.

His capability and contributions in the field of occupational safety and health, social security and public health is recognised both locally and internationally. He has been actively involved in the Royal College of Physicians of Ireland since 2005 and was made a Fellow of the Faculty of Occupational Medicine in 2010. He is also a Member of the International Disability Management Standards Council (IDMSC). In addition, he was also appointed as a member of the International Social Security Association (ISSA) Bureau and the ISSA Nominations Committee with effect from May 2015.



PROFIL AHLI LEMBAGA
Board Members' Profile



ABDULLAH SUHAIMIN MD YUNUS

Mewakili Kementerian Kewangan
Representing the Ministry of Finance

Encik Abdullah Suhaimin Md Yunus merupakan Timbalan Setiausaha Bahagian (Tadbir Urus Korporat) di Bahagian Syarikat Pelaburan Kerajaan, Kementerian Kewangan dan telah dilantik sebagai Ahli Lembaga Pengarah 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)*.

Beliau mempunyai pengalaman 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) dan 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 Md Yunus who is the Deputy Under Secretary (Corporate Governance) 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 Economics (Honours) degree from the University of Malaya (1983) as well as a Master's Degree in Development Economics from Williams College, Massachusetts, USA (1997).

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

DATO' AMIR BIN OMAR

Mewakili Kementerian Sumber Manusia
Representing the Ministry of Human Resources

Dilantik mulai / Appointed effective from 21.08.2017

Dato' Amir bin Omar merupakan Timbalan Ketua Setiausaha (Dasar dan Antarabangsa), 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). Beliau kemudian berkhidmat 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). Beliau memegang jawatan Timbalan Ketua Setiausaha (Dasar dan Antarabangsa), KSM pada 15 Mei 2017 sehingga kini.

Dato' Amir bin Omar is the Deputy Secretary General (Policy and International Affairs) of the Ministry of Human Resources and was appointed to the Board of SOCSO on 5th July 2017. He holds a Bachelor of Economics and Administration (Rural Economics) degree from the University of Malaya (1986), a Diploma in Public Administration, INTAN Kuala Lumpur (1988), Post-graduate Diploma in Economics (1995) and a Master's degree in Economics (1996) from University of Manchester, United Kingdom.

He has extensive experience in economics with an emphasis on population, labour and employment, as well as human capital development in Malaysia. He began service in the Sector Planning Division, Economic Planning Unit (EPU) Prime Minister's Department as an Assistant Director (1988 - 2005). He then served as the Principal Assistant Director, Human Resources Section and Human Capital Development Section (PMI) (2005-2006), EPU JPM. He was later made the Deputy Director of PMI Section, EPU JPM (2006-1010). He was thereafter appointed as the Director of the National Human Resources Institute, Ministry of Human Resources, now known as the Labour Market Information and Analysis Institute (ILMIA) (2010 - 2014) before moving to EPU JPM as the Director of PMI Section (2014 - 2017). He currently holds the post of Deputy Secretary General (Policy and International Affairs) Ministry of Human Resources, a position he has held since 15th May 2017.



PROFIL AHLI LEMBAGA

Board Members' Profile



DR. SIRAJUDDIN BIN HASHIM

Mewakili Kementerian Kesihatan
Representing the Ministry of Health

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 Mewakili Kementerian Kesihatan mulai 1 Ogos 2016. Beliau memiliki Ijazah Doktor Perubatan dari Universiti Kebangsaan Malaysia dan *Masters in Public Health* 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 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.

RAMADASS A/L ARUMUGAM

Mewakili Majikan

Representing the Employers

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 dalam 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 juga sebagai 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 Pengarah 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 LLB (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 training 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; and
- ❖ 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); Member of the SOCSO Board of Directors, 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.



PROFIL AHLI LEMBAGA
Board Members' Profile



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 Setiausaha Syarikat berdasarkan profesinya, beliau juga merupakan Ahli Institut Akauntan Malaysia (MIA), Ahli Malaysian Association Company Secretaries, Chartered Member Institute of Internal Auditors dan pemegang *Master of Business Administration* (MBA) dengan satu pasca siswazah berganda dalam Diploma 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 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. Kerjaya awal beliau bermula dalam sektor perladangan di Bahagian Audit Dalaman selain jawatan-jawatan lain. Ketika ini beliau adalah *President of Commercial Employers Association of Peninsular Malaysia, Council Member of MEF, Director of MEF Academy dan Human Resource Bureau Chairman of SMI Association Malaysia.*

Dr. Michael Chiam was appointed as a Board Member of SOCSO 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 Management and Human Resource Management majoring 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 was at a senior level of management, from Finance & Accounts, Entrepreneurial Management, Human Resource (HR), 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 Multi National Company (MNC) in liner shipping. His appointment in his early years included an attachment to the Internal Audit Division in the plantation sector, apart from a few other appointments. He is now the President of the Commercial Employers Association of Peninsular Malaysia and a Council Member of the MEF. He is also the Director of the MEF Academy and the Human Resource Bureau Chairman of SMI Association Malaysia.

LEONG PIT WEE

Mewakili Majikan

Representing the Employers

Dilantik mulai / Appointed effective from 21.08.2017

Encik Leong Pit Wee telah dilantik sebagai Ahli Lembaga PERKESO Mewakili Majikan berkuat kuasa mulai 21 Ogos 2018. 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 tahun 2010, Pengarah Eksekutif Taipan Partners Holding Sdn Bhd sejak tahun 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), 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) dari Sekolah Perniagaan Edinburgh, Universiti Heriot-Watt, United Kingdom (1999) dan Diploma Lulusan Ijazah Pentadbiran Perniagaan (1996), Sarjana Muda Pentadbiran Perniagaan dari Institut B.A., Dublin (1993) dan Sijil Lanjutan Pentadbiran Perniagaan (1995).

Mr. Leong Pit Wee was appointed to the Board of SOCSO as a Member Representing Employers with effect from 21st August 2018. He has extensive experience in the corporate sector. He is also active and heads various organisations, among others, as the Executive Director of Pwe Serian (Shell Kiosk) Sdn. Bhd. since 2011, Executive Director of Weejadi Investment Holding Sdn. Bhd. since 2010, Executive Director of Taipan Partners Holding Sdn. Bhd. since 2004 as well as Executive Director of C.K.K. Property Enterprise Sdn. Bhd. and C.K.K. Mortgage & Loan Sdn. Bhd. since 1992.

He has vast experience in all fields related to accounting, corporations and organisations. He is now a member of the Malaysian Institute of Chartered Secretaries and Administrators (MAICSA), 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 degree (MBA) from Edinburgh Business School, Herriot-Watt University, United Kingdom (1999), a Postgraduate Diploma in Business Administration (1996), a Bachelor in Business Administration degree from B.A Institute, Dublin (1993) and a Postgraduate Certificate of Business Administration (1995).



PROFIL AHLI LEMBAGA

Board Members' Profile



ALAN KHOO CHOOM KWONG

Mewakili Majikan

Representing the Employers

Encik Alan Khoo Choom Kwong berpengalaman dalam bidang pengurusan sumber manusia. Beliau telah dilantik sebagai Ahli Lembaga 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 as a Member Representing Employers effective 1st April 2002. He holds a Master's degree in Business Management 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.

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

Mewakili Orang Berinsurans

Representing the Insured Persons

Tuan Haji Mohamad Ibrahim bin Haji Hamid, A.B.S., telah dilantik sebagai Ahli Lembaga 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.

Tuan Haji Mohamad Ibrahim bin Haji Hamid, A.B.S., was appointed to the Board Representing Insured Persons on 1 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.



PROFIL AHLI LEMBAGA
Board Members' Profile



DATUK AZIH BIN MUDA

Mewakili Orang Berinsurans
Representing 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 posts of President of the Congress of Union of Employees in the Public and Civil Services of Malaysia (CUEPACS) President of ANULAE, Chairman of the Koperasi Pekerja-Pekerja Pihak Berkuasa Tempatan Malaysia Berhad (OSPETA) and chairman of the Koperasi Kakitangan Majlis Bandaraya Kuala Terengganu. He also serves on the Board of Directors of 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

Representing the Insured Persons

Encik Awang Ali bin Ahmad Raji @ Amat dilantik sebagai Ahli Lembaga 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 kesatuan 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 as a Member Representing 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 Sabah Ports Company Sdn. Bhd. as the Supervisor of Operations after the full privatisation of Sabah Ports Authority on 1st September 2004. He has had extensive experience in unions since joining Government service and was directly involved in the establishment of the Union of Employees of Sabah Ports Sdn. Bhd. (SPSBEU) on 31st March 2006. He was selected to be the Assistant Secretary, then the 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 the 2010 elections. He then retained his position after winning uncontested during the 2013 - 2016 elections. In addition, he was also 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.



PROFIL AHLI LEMBAGA

Board Members' Profile



DATO' ABDUL HALIM BIN MANSOR

Mewakili Orang Berinsurans

Representing the Insured Persons

Dilantik mulai / Appointed effective from 21.08.2017

Dato' Abdul Halim bin Mansor telah dilantik sebagai Ahli Lembaga 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 as a Member Representing Insured Persons with effect from 21st August 2018. 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).

BATI JURAM

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

Encik Bati Juram telah dilantik sebagai Ahli Lembaga Yang Berpengalaman Dalam Keselamatan Sosial mulai 21 Ogos 2015. Berkelulusan Ijazah Sarjana Sains dari University Wales, United Kingdom (1985), Ijazah Sarjana Muda Sains (Sosiologi) dari Universiti Sains Malaysia, Pulau Pinang (1975) dan *Corporate Member of the Chartered Institute of Transport, UK* (1982). Berpengalaman luas dalam pelbagai bidang termasuklah Perkhidmatan Awam dan Pertubuhan Bukan Kerajaan (NGO). Beliau banyak terlibat aktif dalam Kursus Pembangunan, Kepimpinan Keselamatan dan Kesihatan Pekerjaan serta program pengendalian '*Port Administration and Operation*' di dalam dan luar negara. Pada masa ini, beliau adalah Ahli Tetap '*Council of Elders*' Persatuan Dayak Bidayuh Kebangsaan (DBNA) Negeri Sarawak.

Mr. Bati Juram was appointed to the Board as a Member with Experience in Social Security on 21st August 2015. He holds a Master of Science degree from the University of Wales, United Kingdom (1985), a Bachelor of Science (Sociology) degree from Universiti Sains Malaysia, Pulau Pinang (1975) and is a Corporate Member of the Chartered Institute of Transport, United Kingdom (1982). He has vast experience in various fields including in Public Service and Non-Governmental Organisations. He is actively involved in the Development of Employee Leadership Safety and Health Course as well as in organizing Port Administration and Operation Handling programmes, locally and abroad. At present, he is a Permanent Member of the Council of Elders in the Dayak Bidayuh National Association (DBNA) of Sarawak.



PROFIL AHLI LEMBAGA
Board Members' Profile

YB DATO' HAJAH NORMALA BINTI ABDUL SAMAD

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

Dilantik mulai / Appointed effective from 21.08.2017

YB Dato' Hajah Normala telah dilantik sebagai Ahli Lembaga Mewakili Orang Yang Berpengalaman Dalam Keselamatan Sosial mulai 21 Ogos 2017. Beliau memegang Ijazah Sarjana Pentadbiran Perniagaan dalam bidang Sumber Manusia, dari Universiti Nottingham Trent, United Kingdom dan Sarjana Pentadbiran Pengurusan dari Paramount University Teknologi, United Kingdom.

Sebelum berkecimpung ke dalam politik, Dato' Hajah Normala berpengalaman luas lebih daripada 32 tahun dalam Sumber Manusia serta Keselamatan dan Kesihatan Pekerja. Beliau memulakan kerjayanya dalam bidang Sumber Manusia pada tahun 1981 bersama Pan Century Edible Oils Sdn. Bhd., Pasir Gudang sehingga menjawat kedudukan sebagai Ketua Sumber Manusia pada tahun 1992 di Pan Century Oleochemicals Sdn. Bhd. Beliau kemudian menyertai Grand Bank Yachts Sdn. Bhd. Pada tahun 1995 sebagai Pengurus Sumber Manusia dan meletak jawatan pada tahun 2013.

YB Dato' Hajah Normala sangat aktif dalam pertubuhan bukan kerajaan dan memegang pelbagai jawatan seperti Pengerusi Mimbar Permuafakatan Ibu Bapa Malaysia ("MAPIM"), Pasir Gudang dan Ahli Majlis Tertinggi MAPIM (Peringkat Kebangsaan), Pengerusi Biro Wanita Persatuan Pencegahan Dadah Malaysia ("PEMADAM") Johor, Pengerusi Majlis Pembangunan Wanita & Keluarga untuk Pasir Gudang, Pengerusi Parlimen Perkumpulan Wanita ("PERWANI") Pasir Gudang, Pengerusi dan Pengasas Koperasi Seri Cempaka Pasir Gudang Berhad dan Pengerusi dari Lembaga Penasihat Kolej Komuniti Pasir Gudang.

Beliau adalah bekas Timbalan Pengerusi Persekutuan Pengilang Malaysia ("FMM"), Cawangan Johor sejak tahun 2000 dan juga mempengerusikan pelbagai jawatankuasa di FMM. Beliau juga bekas Timbalan Pengerusi Kumpulan Sumber Manusia bagi Kawasan Perindustrian Pasir Gudang, bekas Timbalan Pengerusi Persekutuan Majikan Malaysia Johor, Setiausaha Kehormat Persatuan Pegawai Keselamatan dan Kesihatan Malaysia, bekas Ahli Panel Jawatankuasa Kes Rayuan untuk Mahkamah Rayuan kes PERKESO dan bekas Ahli Panel Mahkamah Perusahaan Malaysia.

YB Dato' Hajah Normala was appointed to the Board as a Member with Experience in Social Security on 21st August 2017. She holds a Master of Business Administration degree specialising in Human Resources from Nottingham Trent University in the United Kingdom. She also holds a Bachelor's degree in Management Administration from Paramount University of Technology in the United Kingdom.

Before her foray into politics, Dato' Hajah Normala has accumulated over 32 years of experience in Human Resource as well as Occupational Safety and Health. She began her career in Human Resource in 1981 with Pan Century Edible Oils Sdn. Bhd. in Pasir Gudang and progressed to the position of Head of Human Resources at Pan Century Oleochemicals Sdn. Bhd. in 1992. She later joined Grand Bank Yachts Sdn. Bhd. in 1995 as its Human Resources Manager until her resignation in 2013.

YB Dato' Hajah Normala is very active in non-governmental organisations and holds various positions such as Chairman of Mimbar Permuafakatan Ibu Bapa Malaysia (MAPIM), Pasir Gudang and member of the Supreme Council of MAPIM (National Level), Chairman of the Women's Bureau of Drug Prevention Association of Malaysia (PEMADAM) Johor, Chairman of the Development Council of Women & Fertility for Pasir Gudang, Chairman of Perkumpulan Wanita Parlimen (PERWANI) Pasir Gudang, Founder and Chairman of Koperasi Seri Cempaka Pasir Gudang Berhad and Chairman of the Advisory Board of the Pasir Gudang Community College.

She was the former Deputy Chairman of the Federation of Malaysian Manufacturers (FMM) Johor Branch, a position she held from 2000, during which time she also chaired various committees in FMM. She was also the former Deputy Chairman of Human Resources Officers Group for Pasir Gudang Industrial Area, former Deputy Chairman of Malaysian Employers Federation Johor, Honorary Secretary of Malaysian Association of Safety and Health Officers, former Panel Member of Appeal Cases Committee for SOCSO's Court of Appeals cases and former Panel Member of the Industrial Court.

YB HAJI MOHD ISKANDAR BIN JAAFAR

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

Dilantik mulai / Appointed effective from 21.08.2017

YB Haji Mohd Iskandar Bin Jaafar telah dilantik sebagai Ahli Lembaga mewakili orang yang berpengalaman dalam Keselamatan Sosial pada 21 Ogos 2017. Beliau memegang Ijazah Sarjana Muda Sastera (Kepujian) Universiti Malaya, 1999. YB Haji Mohd Iskandar Bin Jaafar adalah merupakan Ahli Dewan Undangan Negeri Terengganu bagi Dewan Undangan Negeri Jabi, Terengganu semenjak tahun 2003. Beliau juga merupakan Pengerusi dan Pengarah Lembaga TDM Plantation Sdn Bhd.

YB Haji Mohd Iskandar Bin Jaafar sangat aktif dalam pertubuhan bukan kerajaan dan memegang pelbagai jawatan antaranya selaku Timbalan Pengerusi Yayasan Pembangunan Usahawan Terengganu sejak tahun 2013, Penolong Pengarah Kanan, Jabatan Penerangan, Terengganu sejak tahun 2007 - 2013 dan Pegawai Penerangan, Jabatan Maklumat, Pahang sejak tahun 2003 - 2007.

YB Haji Mohd Iskandar bin Jaafar was appointed to the Board as a Member with Experience in Social Security on 21st August 2017. He holds a Bachelor of Arts (Honours) degree from the University of Malaya in 1999. He has been a Member of the Terengganu State Legislative Assembly for the constituency of Jabi, Terengganu since 2003. He is also the Chairman and Member of the Board of Directors of TDM Plantation Sdn Bhd.

YB Haji Iskandar bin Jaafar is very active in non-governmental organisations and holds various positions such as Deputy Chairman of the Terengganu Entrepreneur Development Foundation since 2013, Senior Assistant Director of the Department of Information Terengganu from 2007 to 2013, and Information Officer at the Department of Information, Pahang from 2003 - 2007.

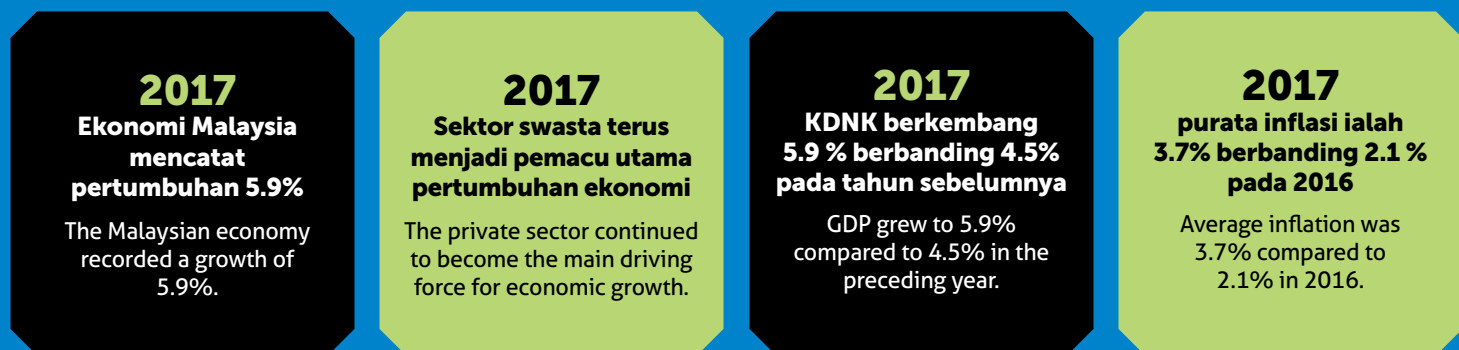
AHLI PANEL PELABURAN

Investment Panel Members

Ekonomi Malaysia mencatat pertumbuhan 5.9 peratus pada tahun 2017, melepasi unjuran yang dibuat kebanyakan penganalisis termasuk Bank Dunia. Pertumbuhan itu lebih tinggi berbanding 4.2 peratus dan lima peratus yang dicatatkan masing-masing pada tahun 2016 dan tahun 2015. Pada suku keempat tahun 2017, Keluaran Dalam Negara Kasar (KDNK) berkembang 5.9 peratus, berbanding 4.5 peratus pada tempoh sama tahun sebelumnya.

Menurut Bank Negara Malaysia (BNM), permintaan sektor swasta terus menjadi pemacu utama pertumbuhan ekonomi dengan sokongan berterusan daripada sektor luaran. Manakala dari segi penawaran, kesemua sektor ekonomi terus berkembang, kecuali sektor perlombongan. Pada asas suku tahunan terlaras secara bermusim, ekonomi negara berkembang sebanyak 0.9 peratus berbanding suku ketiga, 1.8 peratus dan inflasi keseluruhan menurun sedikit kepada 3.5 peratus pada suku keempat tahun 2017 disebabkan inflasi lebih rendah dalam kategori perumahan, air, elektrik dan gas serta pengangkutan.

Pada tahun 2017 secara keseluruhan, purata inflasi ialah 3.7 peratus berbanding 2.1 peratus pada tahun 2016 tetapi dijangka menjadi sederhana tahun ini yang mencerminkan kesan faktor kos global yang lebih kecil serta pengukuhan ringgit berbanding tahun 2017.



The Malaysian economy recorded a growth of 5.9 percent in 2017, surpassing the projection made by most analysts including the World Bank. The growth was higher compared to the 4.2 percent and 5.0 percent recorded in 2016 and 2015 respectively. In the fourth quarter of 2017, the Gross Domestic Product (GDP) grew by 5.9 percent, compared to the 4.5 percent within the same period in the preceding year.

According to Bank Negara Malaysia, the private sector demands continue to be the main driving force of the economic growth, together with continued support from external sectors. In terms of supply, all economic sectors continued to grow, with the exception of the mining sector. On a seasonally adjusted quarterly basis, the country's economy grew by 0.9 percent compared to the third quarter of 1.8 percent, with overall inflation slightly reduced to 3.5 percent in the fourth quarter of 2017 due to lower inflation in housing, water, electricity and gas as well as transportation categories.

Overall in 2017, the average inflation is 3.7 percent compared to 2.1 percent in 2016. However, the same is expected to become average this year, showing the effects of smaller global costs factors as well as the strengthening of ringgit compared to 2017.

2017

SECARA KESELURUHANNYA

jumlah hasil PERKESO bagi tahun 2017 meningkat sebanyak 10.71% berbanding pada tahun 2016

SOCOSO's overall revenue for 2017 increased by 10.71% compared to 2016

2017

DANA PELABURAN

PERKESO mencatat pertumbuhan sebanyak 5.32% berbanding pada tahun 2016

SOCOSO's investment funds recorded a growth of 5.32% compared to 2016

2017

PULANGAN PELABURAN

bertambah dengan peningkatan dalam pendapatan caruman sebanyak 10.74% berbanding pada 2016

Investment returns grew with an increase in collection income by 10.74% compared to 2016

2017

PENDAPATAN PELABURAN

meningkat sebanyak 6.22% berbanding pada 2016

Investment income increased by 6.22% compared to 2016

2017

KADAR PULANGAN PELABURAN

(ROI) pada penutup 2017 pada kadar 5.15% berbanding 5.00% pada tahun 2016

Return on Investment as at the end of 2017 was at a rate of 5.15% compared to 5.00% in 2016.

PERKESO mengamalkan strategi pelaburan jangka panjang yang konservatif dan cermat dengan mengambil kira faktor risiko dalam menguruskan dana. Strategi ini ditunjukkan dalam wajaran yang tertumpu kepada instrumen pendapatan tetap sejajar dengan alokasi aset strategik. Prestasi sederhana pulangan pelaburan turut didorong faktor global dan sentimen domestik serta peningkatan kerugian pertukaran wang asing yang turut dirasai oleh kebanyakan agensi lain.

Peningkatan belanja operasi berikutan peningkatan dalam perbelanjaan emolumen dan peningkatan dalam perbelanjaan bekalan serta perkhidmatan turut memberi kesan secara tidak langsung.

Walau bagaimanapun, penyusutan pulangan pelaburan dan peningkatan perbelanjaan mengurus tidak akan menjejaskan usaha PERKESO untuk komited melakukan lonjakan menerusi langkah strategik mempelbagaikan alokasi aset pelaburan, termasuk melantik pakar pelaburan strategik yang baharu.

SOCOSO practises a conservative and prudent long-term investment strategy by taking into account risk factors in managing its funds. This strategy is shown in the estimation which is focused towards steady income instruments in line with strategic asset allocation. The average performance of investment returns is also spurred by global factors and domestic sentiments as well as an increased loss in foreign exchange which is also experienced by most other agencies.

An increase in operational expenditure following an increase in emolument expenses and increase in supply as well as services expenditure also had an indirect effect.

However, the decrease in investment returns and increase in administration expenditure will not affect SOCOSO's efforts to remain committed in implementing leaps through strategic measures in diversifying its investment asset allocation, including appointing experts in new strategic investments.

AHLI PANEL PELABURAN

Investment Panel Members



**TAN SRI DATO' SERI DR. ASEH
BIN HAJI CHE MAT**

Pengerusi PERKESO / Chairman of SOCSO

Dilantik mulai / Appointed effective from 21.08.2017



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

Ketua Eksekutif / Chief Executive

AHLI PANEL PELABURAN
Investment Panel Members



DATUK AHMAD BADRI BIN MOHD ZAHIR

Ahli Mewakili Kementerian Kewangan
Member Representing Ministry of Finance



DATUK AZIH BIN MUDA

Ahli Mewakili Orang Berinsurans
Member Representing Insured Persons

Sehingga / Until 20.08.2017

AHLI PANEL PELABURAN

Investment Panel Members



DR. MICHAEL CHIAM TOW HUI

Ahli Mewakili Majikan
Member Representing Employers



DATO' ABDUL HALIM BIN MANSOR

Ahli Mewakili Orang Berinsurans
Member Representing Insured Persons

Dilantik mulai / Appointed effective from 21.08.2017

AHLI PANEL PELABURAN
Investment Panel Members



DATUK DR. PHILIP D I TING

Ahli Mewakili Majikan
Member Representing Employers

Sehingga / Until 20.08.2017



PROFESOR DATO' DR. SUDIN HARON

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

Sehingga / Until 20.08.2017

AHLI PANEL PELABURAN

Investment Panel Members



LEONG PIT WEE

Wakil Orang Yang Berpengalaman Dalam Perniagaan dan Kewangan
Representative of Persons Experiencing in Business and Finance

Dilantik mulai / Appointed effective from 21.08.2017



DATUK IDRIS BIN ABDULLAH

Wakil Orang Yang Berpengalaman Dalam Perniagaan dan Kewangan
Representative of Persons Experiencing in Business and Finance

Dilantik mulai / Appointed effective from 21.08.2017

AHLI JAWATAKUASA LEMBAGA DAN PANEL PELABURAN

Investment Board and Panel Committee Members

JAWATANKUASA PANEL PELABURAN 2017

Investment Panel Committee 2017

1. TAN SRI DATO' SERI DR. ASEH BIN HAJI CHE MAT
2. DATUK ABU HURAIRA BIN ABU YAZID
3. DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED
4. DR. MICHAEL CHIAM TOW HU
5. DATUK AHMAD BADRI BIN MOHD ZAHIR
6. DATUK AZIH BIN MUDA
7. PROFESOR DATO' DR. SUDIN BIN HARON
8. DATUK DR. PHILIP TING DING ING
9. DATUK IDRIS BIN ABDULLAH
10. DATO' ABDUL HALIM BIN MANSOR
11. LEONG PIT WEE

Nota / Note:

Datuk Abu Huraira Bin Abu Yazid *digantikan oleh / replaced by*
Tan Sri Dato' Seri Dr. Aseh Bin Haji Che Mat
Profesor Dato' Dr. Sudin Bin Haron *digantikan oleh / replaced by* Datuk Idris Bin Abdullah
Datuk Azih bin Muda *digantikan oleh / replaced by* Dato' Abdul Halim Bin Mansor
Datuk Dr. Philip Ting Ding Ing *digantikan oleh / replaced by* Leong Pit Wee

Dilantik mulai / Appointed effective from 21.08.2017
Dilantik mulai / Appointed effective from 21.08.2017
Dilantik mulai / Appointed effective from 21.08.2017
Dilantik mulai / Appointed effective from 21.08.2017

JAWATANKUASA AUDIT LEMBAGA 2017

Board Audit Committee 2017

1. DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED
2. ALAN KHOO CHOOM KWONG
3. RAMADASS A/L ARUMUGAM
4. HAJI MOHAMAD IBRAHIM BIN HAJI HAMID A.B.S
5. DATUK AZIH BIN MUDA
6. BATI JURAM
7. DATIN PADUKA HAJAH SERIPAH NOLI BINTI SYED HUSSIN

Nota / Note:

Datin Paduka Hajah Seripah Noli Binti Syed Hussin

Sehingga / Until 20.08.2017

AHLI JAWATANKUASA LEMBAGA DAN PANEL PELABURAN

Investment Board and Panel Committee Members

JAWATANKUASA KEWANGAN 2017

Finance Committee 2017

1. DATUK ABU HURAIRA BIN ABU YAZID
2. TAN SRI DATO' DR. ASEH BIN HAJI CHE MAT
3. DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED
4. ABDULLAH SUHAIMIN BIN MD YUNUS
5. DATO' MOHD SAHAR BIN DARUSMAN
6. DATO' AMIR BIN OMAR
7. RAMADASS A/L ARUMUGAM
8. DATO' ABDUL HALIM BIN MANSOR
9. AWANG ALI BIN AHMAD RAJI @ AMAT
10. DATUK DR. PHILIP TING DING ING

Nota / Note:

Datuk Abu Huraira Bin Abu Yazid

Tan Sri Dato' Seri Dr. Aseh Bin Haji Che Mat

Dato' Mohd Sahar B in Darusman

Dato' Amir Bin Omar

Datuk Dr. Philip Ting Ding Ing

Sehingga / Until 20.08.2017

Dilantik mulai / Appointed effective from 21.08.2017

Sehingga / Until 31.03.2017

Dilantik mulai / Appointed effective from 21.08.2017

Sehingga / Until 20.08.2017

JAWATANKUASA PERJAWATAN 2017

Personnel Committee Meeting 2017

1. DATUK ABU HURAIRA BIN ABU YAZID
2. TAN SRI DATO' SERI DR. ASEH BIN HAJI CHE MAT
3. DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED
4. DATO' MOHD SAHAR BIN DARUSMAN
5. DATO' AMIR BIN OMAR
6. ALAN KHOO CHOOM KWONG
7. RAMADASS A/L ARUMUGAM
8. DATO' ABDUL HALIM BIN MANSOR
9. HAJI MOHAMAD IBRAHIM BIN HAJI HAMID A.B.S.
10. DATUK AZIH BIN MUDA
11. BATI JURAM
12. YB DATO' HAJAH NORMALA BINTI ABDUL SYED HUSSIN

Nota / Note:

Datuk Abu Huraira Bin Abu Yazid

Tan Sri Dato' Seri Dr. Aseh Bin Haji Che Mat

Dato' Mohd Sahar Bin Darusman

Dato' Amir Bin Omar

YB Dato' Hajah Normala Binti Abdul Syed Hussin

Sehingga / Until 20.08.2017

Dilantik mulai / Appointed effective from 21.08.2017

Sehingga / Until 31.03.2017

Dilantik mulai / Appointed effective from 21.08.2017

Dilantik mulai / Appointed effective from 21.08.2017

JAWATANKUASA TATATERTIB 2017

Integrity / Discipline Committee Meeting 2017

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

AHLI JAWATANKUASA LEMBAGA DAN PANEL PELABURAN
Investment Board and Panel Committee Members

JAWATANKUASA PEROLEHAN 2017

Procurement Committee 2017

1. DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED
2. DR. SIRAJUDDIN BIN HASHIM
3. ABDULLAH SUHAIMIN BIN MD YUNUS
4. DATO' MOHD SAHAR BIN DARUSMAN
5. DATO' AMIR BIN OMAR
6. DR. MICHAEL CHIAM TOW HUI
7. DATO' ABDUL HALIM BIN MANSOR
8. DATUK AZIH BIN MUDA

Nota / Note:

Dato' Amir Bin Omar
Dato' Mohd Sahar Bin Darusman

Dilantik mulai / Appointed effective from 21.08.2017
Sehingga / Until 31.03.2017

JAWATANKUASA PUSAT REHABILITASI 2017

Rehabilitation Centre Committee 2017

1. DATUK ABU HURAIRA BIN ABU YAZID
2. TAN SRI DATO' SERI DR. ASEH BIN HAJI CHE MAT
3. DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED
4. DR. SIRAJUDDIN BIN HASHIM
5. DR. MICHAEL CHIAM TOW HUI
6. DATO' ABDUL HALIM BIN MANSOR

Nota / Note:

Datuk Abu Huraira Bin Abu Yazid
Tan Sri Dato' Seri Dr. Aseh Bin Haji Che Mat

Sehingga / Until 20.08.2017
Dilantik mulai / Appointed effective from 21.08.2017

JAWATANKUASA PENGURUSAN PRESTASI 2017

Performance Management Committee 2017

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

Nota / Note:

Datuk Abu Huraira Bin Abu Yazid
Tan Sri Dato' Seri Dr. Aseh Bin Haji Che Mat
Profesor Dato' Dr. Sudin Bin Harun
Haji Mohamad Ibrahim Bin Haji Hamid A.B.S.
YB Haji Mohd Iskandar Bin Jaafar

Sehingga / Until 20.08.2017
Dilantik mulai / Appointed effective from 21.08.2017
Sehingga / Until 20.08.2017
Sehingga / Until 20.08.2017
Dilantik mulai / Appointed effective from 21.08.2017

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, Salam Sejahtera, Salam S4P dan Salam Sehati Sejiwa. Saya berbesar hati membentangkan Laporan Tahunan PERKESO bagi tahun kewangan berakhir 31 Disember 2017.

Tahun 2017 menyaksikan PERKESO terus komited mengorak langkah berani ke hadapan seiring dengan perubahan landskap keselamatan sosial semasa dan pembangunan negara dalam memenuhi tuntutan untuk memberi perlindungan keselamatan sosial menerusi dua skim perlindungan iaitu Skim Insurans Bencana Pekerjaan dan Skim Pencen Ilat. Meskipun berhadapan 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 2017, PERKESO terus beriltizam untuk menjadi peneraju dalam perlindungan keselamatan sosial yang dinamik dan inklusif di negara ini.

Assalamualaikum warahmatullahi wabarakatuh, Salam Sejahtera, Salam S4P and Salam Sehati Sejiwa. I am pleased to present the SOCSO Annual Report for financial year ending 31st December 2017.

The year 2017 saw SOCSO continuing to remain committed in taking brave steps to move forward, in line with the changes in current social security landscape and development of the country, in meeting the demands for social security protection through two protection schemes, namely, the Employment Injury Insurance Scheme and the Invalidity Pension Scheme. Despite facing a challenging environment, increasing uncertainties in the global economic landscape, political arena and main economic internal policies that give rise to apprehension towards the future of the world economy, SOCSO remains focused on becoming the country's leader in social security protection that is dynamic and inclusive.

PERUTUSAN KETUA EKSEKUTIF

Statement By The Chief Executive

MEREALISASIKAN VISI DAN MISI

Sejajar dengan aspirasi Kerajaan untuk membolehkan semua rakyat Malaysia mencapai taraf kehidupan yang berkualiti merentasi kepelbagaian masyarakat majmuk berbilang kaum tanpa mengira di mana mereka tinggal, PERKESO terus komited mengambil langkah yang lebih bersasar untuk membantu kumpulan yang memerlukan dengan memperkemas sistem penyampaian di semua peringkat untuk mengoptimumkan penggunaan sumber dan pengoperasian, mempergiat intervensi yang bersepadu melalui kerjasama dan penyertaan semua pihak berkepentingan melibatkan komitmen secara *tripartite* iaitu majikan, pekerja dan Kerajaan.

Dengan mendukung visi nasional untuk memberikan penyampaian perkhidmatan terbaik melangkaui ekspektasi pelanggan dan konsep 'prihatin' mendekati rakyat, PERKESO terus membina asas yang kukuh untuk mencapai kecemerlangan operasi dan kesejahteraan kepada pelanggan khususnya majikan, Orang Berinsurans dan Orang Tanggungan.

REALISING THE VISION AND MISSION

In line with the Government's aspiration to enable all Malaysian citizens to achieve a quality standard of living crossing the borders of diverse racial communities regardless of their place of residence, SOCSO maintains its commitment in taking more targeted steps to help those in need by consolidating its service delivery at all levels, to optimize the use of resources and operations, to intensify integrated intervention through cooperation and participation of all stakeholders involving the tripartite commitment of employers, employees and the Government.

By supporting the national vision to give the best delivery of service that goes beyond the clients' expectations and the concept of reaching out to the people, SOCSO continues to build a strong foundation for achieving operational excellence and wellbeing for its clients, specifically the employers, Insured Persons and Dependants.



Fokus utama adalah untuk memenuhi ekspektasi pelanggan dengan meningkatkan kualiti penyampaian perkhidmatan yang mengutamakan rakyat menerusi penjenamaan, kecemerlangan dan pembangunan modal insan yang mengekalkan tumpuan berpaksikan rakyat untuk menjadi ekonomi berpendapatan tinggi yang inklusif serta mampan.

The main focus is to meet the clients' expectations by improving the quality of service delivery that puts people first, through rebranding, human capital excellence and development that maintains focus on the people, to become a high-income economy that is inclusive and sustainable.



TRANSFORMASI PENYAMPAIAN PERKHIDMATAN MENERUSI PENJENAMAAN KORPORAT

Inisiatif mentransformasi penyampaian perkhidmatan bagi memenuhi keperluan pelanggan adalah seiring dengan perubahan lanskap persekitaran global serta cabaran semasa supaya PERKESO terus relevan dan kompetitif. Agenda mentransformasikan perkhidmatan berorientasikan kehendak pelanggan dilaksanakan berdasarkan inisiatif berikut:

- Menambahbaik kualiti pengurusan tuntutan faedah
- Meningkatkan perkhidmatan kaunter
- Membudaya dan mengamalkan *Employee Customer Guideline* (ECG)
- Perkhidmatan medium elektronik menerusi *e-Payment & e-Services*
- Meningkatkan Indeks Kepuasan Pelanggan
- Mewujudkan Skwad PERKESO Prihatin
- Melaksanakan *Mystery Shopping*
- Melaksanakan Pelan Induk BCM (*Business Continuity Management*)
- Memperkasa kecemerlangan dan pembangunan modal insan PERKESO

TRANSFORMATION OF SERVICE DELIVERY THROUGH CORPORATE REBRANDING

The initiative is to transform service delivery to meet the needs of clients is in line with the changes in the global landscape as well as current challenges, so that SOCSO continues to be relevant and competitive. The agenda of transforming client demand-oriented service is implemented based on the following initiatives:

- Improving the quality of benefit claims management
- Enhancing counter service
- Enculturating and practising *Employee Customer Guideline* (ECG)
- Provision of services through electronic medium using *e-Payment & e-Services*
- Improving the Customer Satisfaction Index
- Establishing the PERKESO Prihatin Squad
- Implementation of *Mystery Shopping*
- Implementaton of the *Business Continuity Management Master Plan*
- Reinforcing SOCSO's excellence and human capital development

PERUTUSAN KETUA EKSEKUTIF

Statement By The Chief Executive

MERCU KEJAYAAN

MERAPATKAN JURANG LIPUTAN PERLINDUNGAN KESELAMATAN SOSIAL PEKERJA

PERKESO sentiasa mengambil pendekatan proaktif mengkaji dan menambahbaik skim-skim di bawah Akta Keselamatan Sosial Pekerja 1969 sedia ada untuk mewujudkan jaringan keselamatan sosial pekerja dan tanggungannya yang inklusif dan dinamik selaras dengan prinsip dan keadilan sosial sejagat berdasarkan Konvensyen *ILO C102 Social Security (Minimum Standard) 1952*, dan *R202 Social Security Protection Floor Recommendation, 2012*. Tahun 2017 merupakan tahun yang bersejarah buat PERKESO kerana ia adalah tahun pertama PERKESO mula menguruskan dua skim perlindungan baharu, iaitu Skim Bencana Kerja Pekerjaan Sendiri dan Sistem Insurans Pekerjaan.

SKIM BENCANA KERJA PEKERJAAN SENDIRI

PERKESO telah memperluaskan Skim Perlindungan Keselamatan Sosial kepada mereka yang bekerja sendiri. Akta Keselamatan Sosial Pekerjaan Sendiri 2017 (Akta 789) berkuatkuasa mulai 1 Jun 2017. Sebagai permulaan, akta ini akan 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*. Sehingga 31 Disember 2017, bilangan Pemandu Teksi berdaftar ialah 3,048 dan pencarum aktif seramai 2,767 dengan jumlah kutipan caruman sebanyak RM466,460.40.

Sebagai tanda kesungguhan Kerajaan dalam menjayakan pelaksanaan skim perlindungan ini, peruntukan berjumlah RM60 juta sebagai geran pelaksanaan telah diluluskan kepada Kementerian Sumber Manusia sebagaimana diumumkan dalam pembentangan bajet 2017 bagi membolehkan PERKESO sebagai agensi yang diberi tanggungjawab untuk melaksanakannya. Menjelang tahun 2020, Akta Keselamatan Sosial Pekerjaan Sendiri ini akan diperluaskan kepada sektor tidak formal yang lain seperti nelayan, petani, penjaja, penggiat seni dan sebagainya secara berperingkat-peringkat.

LANDMARK SUCCESS

CLOSING THE GAP IN EMPLOYEE SOCIAL SECURITY PROTECTION COVERAGE

SOCSO constantly takes a proactive approach in studying and improving schemes currently in existence under the Employee Social Protection Act 1969 to create an inclusive and dynamic employee social security network in line with the universal principles of social justice based on the *ILO C102 Social Security (Minimum Standard) Convention 1952* and *R202 of the Social Security Protection Floor Recommendation 2012*. The year 2017 had proven to be historic for SOCSO as it became the first year that SOCSO starts to manage two new protection systems, namely the Self-Employed Employment Injury Scheme and the Employment Insurance System.

SELF-EMPLOYED EMPLOYMENT INJURY SCHEME

SOCSO expanded its Social Security Protection Scheme to cover self-employed persons. The Self-Employment Social Security Act 2017 (Act 789) came into effect on 1st June 2017. As a start, the 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. As at 31st December 2017, the number of registered Taxi Driver stood at 3,048, 2,767 of whom are active contributors with a total contribution collection of RM466,460.40.

As a gesture of earnestness on the part of the Government in making a success of this protection scheme, an allocation of RM60 million has been approved as implementation grant to the Ministry of Human Resources as announced in the tabling of the 2017 Budget, to enable SOCSO, as the responsible agency, to implement such schemes. By the year 2020, the Self-Employment Social Security Act will be extended in stages to other informal sectors such as fishermen, farmers, hawkers, artists and others.

SISTEM INSURANS PEKERJAAN

Selain itu, dalam usaha memperkasa Jaringan Keselamatan Sosial Pekerja, PERKESO melakar sejarah baharu apabila Akta Sistem Insurans Pekerja 2017 (Akta 800) diperkenalkan untuk membantu pekerja yang kehilangan pekerjaan mendapat bantuan kewangan dan mencari pekerjaan baharu melalui program perkhidmatan pekerjaan.

Akta 800 yang akan berkuatkuasa mulai 1 Januari 2018 bertujuan untuk melindungi dan membantu pekerja yang kehilangan pekerjaan melalui dua (2) komponen utama iaitu Insurans Pekerja dan Dasar Pasaran Buruh Aktif (*Active Labour Market Policies*).

Sistem Insurans Pekerja (SIP) merupakan skim baharu yang akan dilaksanakan sebagai 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 dapat pekerjaan yang sesuai dengan lebih cepat.

Akta ini juga merupakan satu lagi inisiatif Kerajaan melalui NBOS di antara Kementerian Sumber Manusia dan PERKESO serta agensi berkaitan dalam memastikan 6.8 juta pekerja yang diliputi di bawah Akta Keselamatan Sosial Pekerja 1969 (AKSP) terbela dan dilindungi.



SISTEM INSURANS PEKERJAAN (SIP) merupakan skim baharu yang akan dilaksanakan sebagai perlindungan tambahan kepada pekerja-pekerja yang kehilangan pekerjaan.

Ini juga merupakan satu lagi inisiatif Kerajaan serta agensi berkaitan dalam **memastikan 6.8 juta pekerja terbela dan dilindungi**

EMPLOYMENT INSURANCE SYSTEM is a new scheme that will be implemented as additional protection for employees who have lost their employment

This Act is another initiative by the Government as well as the relevant agencies **in ensuring that the 6.8 million employees covered**

EMPLOYMENT INSURANCE SYSTEM

In addition, in the effort to reinforce the Employment Social Security Network, SOCSO created new history when the Employment Insurance System Act 2017 (Act 800) was introduced to help employees who have lost their employment to receive financial aid and acquire new jobs through employment services programmes.

Act 800 which will come into force on 1st January 2018 is intended to protect and assist employees who have lost their employment through two (2) key components, namely, the Employment Insurance and the Active Labour Market Policies.

The Employment Insurance System is a new scheme that will be implemented as additional protection for employees who have lost their employment by replacing the lost income, providing reskilling and upskilling training to gain new employment as well as providing job search services so that they can be suitably re-employed expediently.

This Act is another initiative by the Government through NBOS between the Ministry of Human Resources and SOCSO, as well as the relevant agencies in ensuring that the 6.8 million employees covered under the Employee Social Security Act 1969 are safeguarded and protected.

PERUTUSAN KETUA EKSEKUTIF

Statement By The Chief Executive

2017

Seramai 2,658 Orang Berinsurans yang menyertai program ini telah berjaya dipulihkan



2017

A total of 2,658 Insured Persons participating in the programme have been successfully rehabilitated

PROGRAM RETURN TO WORK

Program *Return To Work* (RTW) telah diperkenalkan oleh PERKESO pada 15 Januari 2007. Ia merupakan program 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. Bagi tempoh Januari hingga Disember 2017, seramai 2,658 Orang Berinsurans yang menyertai program ini telah berjaya dipulihkan berbanding sasaran seramai 2,498 orang pada tahun sebelumnya. Sejak program ini dilancarkan sehingga 31 Disember 2017, seramai 18,137 peserta telah berjaya dipulihkan dan kembali semula bekerja.

RETURN TO WORK PROGRAMME

The Return To Work (RTW) Programme was first introduced by SOCSO on 15th January 2007. It is a physical rehabilitation programme available to SOCSO Insured Persons who experience disability caused by injuries or diseases, to restore their bodily functions and subsequently return them to the working world faster, healthy and safe. For the period of January to December 2017, a total of 2,658 Insured Persons participating in the programme have been successfully rehabilitated compared to the target of 2,498 persons in the previous year. Since its launch up until 31st December 2017, a total of 18,137 participants have been successfully rehabilitated and returned to work.

PUSAT REHABILITASI PERKESO TUN ABDUL RAZAK

Pusat Rehabilitasi PERKESO telah dibina di Bandar Hijau, Hang Tuah Jaya Melaka, telah mula beroperasi pada 1 Oktober 2014. Antara objektif utama penubuhan Pusat Rehabilitasi ini adalah untuk menyediakan perkhidmatan pemulihan yang berkualiti dan komprehensif di samping membantu Orang Berinsurans PERKESO atau pekerja untuk dipulihkan secara fizikal dan vokasional dan akhirnya kembali ke alam pekerjaan. Penubuhan Pusat Rehabilitasi PERKESO juga merupakan medium utama dalam merealisasikan Program *Return To Work*. Sehingga Disember 2017, seramai 988 pesakit telah berjaya menjalani rawatan pemulihan berbanding 824 pesakit pada tahun 2016.

TUN ABDUL RAZAK SOCSO REHABILITATION CENTRE

The Tun Abdul Razak SOCSO Rehabilitation Centre was constructed in Bandar Hijau, Hang Tuah Jaya, Melaka and began operations on 1st October 2014. Among the main objectives of its establishment is to provide quality and comprehensive rehabilitation services in addition to helping SOCSO Insured Persons or employees to be physically and vocationally rehabilitated and ultimately return to the working world. The establishment of the rehabilitation centre is also a key medium in realising the Return To Work Programme. As at December 2017, at total of 988 patients have successfully undergone rehabilitation treatment compared to the 824 patients in 2016.

PUSAT REHABILITASI PERKESO

objektif utama menyediakan perkhidmatan pemulihan yang berkualiti dan komprehensif untuk membantu Orang Berinsurans PERKESO atau pekerja untuk dipulihkan secara fizikal dan vokasional dan akhirnya kembali ke alam pekerjaan.



SOCSO REHABILITATION CENTRE

main objectives of its establishment is to provide quality and comprehensive rehabilitation services in addition to helping SOCSO Insured Persons or employees to be physically and vocationally rehabilitated and ultimately return to the working world

PROGRAM SARINGAN KESIHATAN (HSP)

Pada tahun 2017 sebanyak 233,491 baucar telah diedarkan kepada pekerja yang layak dan menjadikan jumlah seramai 2.8 juta pencarum layak menjalani saringan kesihatan di bawah program ini. Sejak diperkenalkan pada tahun 2013 hingga 31 Disember 2017 seramai 512,697 pencarum PERKESO telah menjalani pemeriksaan kesihatan dan daripada jumlah tersebut seramai 126,820 orang pencarum wanita turut menjalani pemeriksaan mamogram. Program ini melibatkan perbelanjaan keseluruhan berjumlah RM3.14 juta pada tahun 2017.

HEALTH SCREENING PROGRAMME (HSP)

In 2017, a total of 233,491 vouchers were distributed to eligible employees, bringing the total of contributors eligible for health screenings under this program to 2.8 million. Since its introduction in 2013 up until 31st December 2017, a total of 512,697 SOCSO contributors have undergone health examinations and of the said number, a total of 126,820 female contributors also underwent mammogram examinations. This programme involved an overall expenditure totalling RM3.14 million in 2017.

PROGRAM KESELAMATAN DAN KESIHATAN PEKERJAAN

Dalam usaha menurunkan kadar kemalangan pekerjaan dan juga meningkatkan kesedaran keselamatan dan kesihatan pekerjaan kepada pencarum, PERKESO telah melaksanakan berbagai aktiviti termasuklah program "OSH Compliance Support" kepada industri kecil dan sederhana, "Program Sokongan Keselamatan Perjalanan" bersama Institut Penyelidikan Keselamatan Jalan Raya Malaysia (MIROS) serta Kempen Kesedaran Keselamatan Jalan Raya Pemutih Black Spot iaitu inisiatif bersama Polis Diraja Malaysia (PDRM). PERKESO telah berjaya melaksanakan 245 program Keselamatan dan Kesihatan Pekerjaan, 107 program kesedaran kemalangan perjalanan serta 47 program "OSH Compliance Support for SME" di samping melaksanakan Program Sokongan Keselamatan Perjalanan kepada 20 majikan yang terpilih. Program ini bertujuan untuk menerapkan dan menjalankan intervensi berhubung keselamatan perjalanan pergi dan balik kerja khususnya kepada pekerja yang menaiki motosikal ke tempat kerja. Bagi tempoh sehingga Disember 2017, sebanyak 170 majikan telah menjalani program ini dan telah mencatatkan penurunan kadar kemalangan melebihi 10%. Ini menunjukkan strategi program advokasi yang disasarkan kepada majikan terpilih ini dapat menurunkan kadar kemalangan.

OCCUPATIONAL SAFETY AND HEALTH PROGRAMME

In the effort to reduce work accident rates and to increase awareness on occupational safety and health among contributors, SOCSO has implemented various activities including the OSH Compliance Support Programme to small and medium industries, the Commuting Safety Support Programme with the Malaysian Institute of Road Safety Research (MIROS), as well as the Black Spot Whitening Road Safety Awareness Campaign, a joint initiative with the Royal Malaysian Police (PDRM). SOCSO successfully conducted 245 Occupational Safety and Health programmes, 107 commuting safety awareness programmes, as well as 47 OSH Compliance Support for SME programmes, in addition to the implementation of Commuting Safety Support Programmes to 20 selected employers. The aim of this programme is to instill and carry out intervention related to commuting safety, especially to employers who commute by motorcycle. In the period up to December 2017, a total of 170 employers have participated in the programme and have recorded over 10% reduction in the rate of accident. This show that the advocacy programme targeted towards selected employers is able to reduce accident rates.



2017

233,491 baucar

telah diedarkan kepada pekerja yang layak dan menjadikan jumlah seramai

2.8 juta pencarum

layak menjalani saringan kesihatan di bawah program ini.

2017

233,491 vouchers

were distributed to eligible employees, bringing the

total of contributors

eligible for health screenings under this program to

2.8 million

2017

245 program

Keselamatan & Kesihatan Pekerjaan

107 program

kesedaran kemalangan perjalanan

47 program

OSH Compliance Support untuk industri kecil & sederhana

170 majikan telah menjalani program ini dan telah mencatatkan penurunan kadar kemalangan melebihi 10%

2017

245 programmes

Occupational Safety and Health

107 programmes

Commuting safety awareness

47 programmes

OSH Compliance Support for SME

170 employers have participated in the programme and have recorded over 10% reduction in the rate of accident

PERUTUSAN KETUA EKSEKUTIF

Statement By The Chief Executive

TRANSFORMASI PERKHIDMATAN

Selaras dengan keperluan Transformasi Perkhidmatan Awam (TPA), PERKESO komited melaksanakan transformasi melalui pembangunan Pelan Transformasi PERKESO 2017. Sebanyak enam belas (16) inisiatif transformasi telah berjaya dilaksanakan pada tahun 2017 melalui Program Transformasi yang memberi fokus khusus kepada Pengurusan Prestasi dan Pengurusan Pengetahuan & Kemahiran, Pembangunan Sistem ICT dan Pemantapan Kaedah Pemantauan. Secara keseluruhannya, peratus pencapaian pelaksanaan transformasi untuk tahun 2017 adalah sebanyak 93.69%. Beberapa projek dan Inisiatif transformasi berimpak tinggi telah berjaya dihasilkan antaranya:

AUTOMATED SOCSO INTEGRATED SYSTEM (ASSIST)

Automated SOCSO Integrated System (ASSIST) telah dibangunkan secara berfasa merangkumi pembangunan modul berkaitan pendaftaran dan pembayaran caruman, pemprosesan faedah serta penguatkuasaan. Melalui portal layan diri *ASSIST*, majikan boleh mendaftar dan mengemaskini data pekerja serta mencarum dalam talian. Secara umumnya pembangunan Sistem *ASSIST* telah dapat meningkatkan perkhidmatan PERKESO kerana urusan pendaftaran dan pengemaskinian maklumat pekerja, pembayaran caruman oleh majikan dan proses pungutan caruman oleh anggota PERKESO dapat dijalankan dengan lebih cepat dan mudah.

iPERKESO

iPERKESO merupakan projek inovatif yang membenarkan pekerja menyemak status caruman mereka dan membenarkan majikan membuat caruman dan pembayaran dalam talian. iPERKESO telah memberi impak positif kepada kepuasan pelanggan kerana ia berjaya memudahkan pengurusan caruman bagi pihak majikan yang membuat pembayaran caruman bulanan secara dalam talian dan pihak PERKESO juga telah dapat mempercepatkan tempoh mengemaskini rekod caruman.

SERVICE TRANSFORMATION

In line with the requirements of the Public Service Transformation (TPA), SOCSO is committed to effecting transformation through the development of its Transformation Plan 2017. A total of sixteen (16) transformation initiatives were successfully implemented in 2017 through the Transformation Programme that focuses specifically on Performance Management and Management of Knowledge & Skills, ICT System Development and Reinforcement of Monitoring Methods. Overall, the percentage achievement of transformation implementation for the year 2017 stood at 93.69%. Several high-impact transformation projects and initiatives were successfully carried out, among others:

AUTOMATED SOCSO INTEGRATED SYSTEM (ASSIST)

The Automated SOCSO Integrated System (ASSIST) was developed in phases, covering development of modules pertaining to registration and payment of contribution, benefit processing as well as enforcement. Employers can register and update their employee statistics through the ASSIST self-service portal and they can also make contribution payments online. In general, the development of the ASSIST system was able to improve SOCSO's service as registration and employee information updates, payment of contributions by employers and collection of contributions by SOCSO staff can be done more expediently and simply.

iPERKESO

iPERKESO is an innovative project that allows employees to check the status of their contributions and allows employers to make contributions and payments online. It has had a positive impact on customer satisfaction as it has successfully facilitated contributions transactions on the part of employers who make monthly contribution payments online, and shortened the period of updating contribution records on the part of SOCSO.

SISTEM INTEGRATED PROSTHETIC & ORTHOTIC, INVENTORY AND REHABILITATION (INSPIRE)

Bagi memastikan pengurusan pembekalan peralatan prostetik dan ortotik berjalan dengan lancar, PERKESO telah membangunkan *Integrated System for Prosthetic & Orthotic, Inventory and Rehabilitation (INSPIRE)* yang merangkumi skop inventori, pengurusan pembekal dan pengurusan kes. Pihak PERKESO dapat memastikan permohonan pembekalan Orang Berinsurans dapat diuruskan dengan lebih sistematik, teratur dan cekap apabila menggunakan sistem tersebut.

SISTEM INSURANS PEKERJAAN (SIP) ICT

PERKESO telah membangunkan Sistem Pendaftaran Program Interim Penempatan Pekerjaan Semula yang merangkumi skop pendaftaran, kelulusan dan bayaran. Sistem ini dapat menyediakan kemudahan urusan pendaftaran program interim penempatan pekerjaan semula (Tuntutan Interim Pertama, Kedua dan Ketiga) secara elektronik, membuat proses semakan dan kelulusan dengan cepat serta dapat meningkatkan produktiviti kerja dengan melaksanakan proses bayaran terus ke dalam akaun pemohon. Hal ini bukan sahaja akan meningkatkan tahap kepuasan pelanggan, malah pengurusan kerja juga dapat diautomasikan dan diintegrasikan menerusi perkhidmatan dalam talian.

SELF-EMPLOYMENT SOCIAL SECURITY (SESS)

Sejajar dengan pelaksanaan Skim Bencana Kerja Pekerjaan Sendiri yang mula dikuatkuasa pada 1 Jun 2017, PERKESO telah menyediakan kemudahan ICT di mana semua pencarum dibenarkan membuat pendaftaran, membuat bayaran secara dalam talian atau secara tunai dengan hadir ke Pejabat PERKESO yang berdekatan. SESS juga menyediakan kemudahan bayaran secara tunai bagi pencarum yang tidak mempunyai akaun perbankan internet dan proses tersebut memerlukan pengguna hadir sendiri ke Pejabat PERKESO yang berdekatan.

INTEGRATED PROSTHETIC & ORTHOTIC INVENTORY AND REHABILITATION SYSTEM (INSPIRE)

In order to ensure the smooth running of prosthetic and orthotic equipment supply management, SOCSO has developed an Integrated System for Prosthetic & Orthotic Inventory and Rehabilitation (INSPIRE) which covers inventory, supplier management as well as case management. SOCSO has been able to ensure that applications for supply to Insured Persons could be more systematically and efficiently managed using the said system.

ICT EMPLOYMENT INSURANCE SYSTEM

SOCSO has developed a Replacement Interim Programme Registration System which encompasses registration, approval and payment. This system provides facility for registration of replacement interim programmes (First, Second and Third Interim Claims) electronically, expedient checking and approval process, and can increase productivity by implementation of direct payment onto the applicant's accounts. This not only increase customer satisfaction levels, but also enables automation and integration of work management using online services.

SELF-EMPLOYMENT SOCIAL SECURITY (SESS)

In line with the implementation of the Self-Employed Employment Injury Scheme which came into force on 1st June 2017, SOCSO has provided ICT facilities where all contributors are allowed to register, make payments online or in cash by going to the nearest SOCSO office. SESS also provides facilities for cash payment for contributors who do not have access to internet banking, and such process requires the user to be present at the nearest SOCSO Office.

PERUTUSAN KETUA EKSEKUTIF

Statement By The Chief Executive



PROGRAM MERAKYATKAN PERKESO

PEMBUKAAN PEJABAT BAHARU

PERKESO terus mendekati rakyat menerusi inisiatif meluaskan jaringan perkhidmatan dengan pembukaan pejabat baharu di lokasi-lokasi strategik yang bertujuan memudahkan akses kepada pelanggan untuk berurusan dengan PERKESO. Pada tahun 2017, dua pejabat baharu di Sabah iaitu Kota Marudu dan Beaufort telah dibuka. Sehingga kini, PERKESO mempunyai 53 buah pejabat di seluruh negara.

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 53 buah pejabat PERKESO seluruh negara termasuk Ibu Pejabat. 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 2017, seramai 1,024 pelanggan telah hadir ke program tersebut.

SOCSCO OUTREACH PROGRAMME

OPENING OF NEW OFFICE

SOCSCO continues to reach out to the people through its initiative to expand services network with the opening of new offices in strategic locations, with a view to facilitating access to customers dealing with SOCSCO. In 2017 two new offices in Sabah, namely in Kota Marudu and Beaufort were opened. To date, SOCSCO has 53 offices nationwide.

MEET THE CLIENTS DAY PROGRAMME

The SOCSCO Meet The Clients Day programme is held on the first Thursday of each month, from 8.30 a.m to 4.30 p.m. at all 53 SOCSCO offices throughout the country including the Headquarters. This initiative is a client-friendly step to solve any client problems that could not be resolved at counter level whereby the client gets the chance to meet SOCSCO's senior officers face-to-face. In 2017, a total of 1,024 clients attended the programme.

PERKESO juga menyediakan medium perhubungan yang lebih mudah iaitu pengurusan perhubungan pelanggan secara terus di talian 1 300 22 8000. Selain itu, perkhidmatan melalui media sosial seperti *Facebook, Twitter, Instagram, LinkedIn* dan *YouTube* turut disediakan. Penggunaan media sosial ini telah memberikan impak yang positif kepada PERKESO dalam meningkatkan kualiti penyampaian perkhidmatan melangkaui ekspektasi pelanggan.

SOCSCO also provides a simpler communication medium, that is, direct customer communication via telephone at 1 300 22 8000. In addition, services through social media such as Facebook, Twitter, Instagram, LinkedIn and Youtube are also made available. The use of social media has had a positive impact on SOCSCO in the improvement of its service delivery that exceeds customer expectations.

PUBLISITI DAN PROMOSI KORPORAT

Sepanjang tahun 2017, PERKESO telah melaksanakan aktiviti publisiti serta promosi melalui saluran media cetak dan media elektronik utama. Manakala publisiti melalui media cetak telah diterbitkan dalam akhbar-akhbar utama tempatan selain hebahkan melalui radio dan media elektronik lain. Publisiti meluas yang telah dijalankan memainkan peranan penting dalam memastikan semua informasi mengenai PERKESO dapat tersebar luas kepada orang ramai serta dapat memberi impak yang signifikan dalam meningkatkan kesedaran awam berkenaan fungsi dan peranan PERKESO. Orang ramai mula sedar akan faedah-faedah yang disediakan oleh PERKESO di samping turut mengamalkan gaya hidup sihat serta menjaga keselamatan di mana sahaja mereka berada.

Selain itu, setiap tahun juga PERKESO melancarkan program "*soft approach*" iaitu program pemutihan yang bertujuan memberi kesedaran tentang perlindungan keselamatan sosial kepada majikan dan pekerja di mana majikan yang gagal mendaftar dan mencarum berpeluang untuk mendaftar kepada PERKESO tanpa dikenakan sebarang tindakan dalam tempoh bulan pemutihan tersebut. Aktiviti penguatkuasaan seperti OPS Kesan akan dijalankan selepas bulan pemutihan bagi memastikan semua majikan yang gagal mendaftar dan mencarum dikenakan tindakan sebagaimana dalam peruntukan Akta Keselamatan Sosial Pekerja 1969.

CORPORATE PUBLICITY AND PROMOTION

Throughout 2017, SOCSCO has carried out publicity as well as promotional activities through mainstream print and electronic media. Publicity in the print media came in the form of publication in major local newspapers, in addition to announcements on radio and other electronic media. The widespread publicity carried out plays an important role in ensuring that all information on SOCSCO could be widely disseminated to the public, thus giving a significant impact in raising public awareness on the functions and roles of SOCSCO. People are beginning to become aware of the benefits offered by SOCSCO, in addition to practising a healthy lifestyle as well as being safe wherever they may be.

Each year, SOCSCO launches the soft approach programme which is a amnesty programme intended to give awareness on social security protection to employers and employees. Using this approach, employer who fail to register and contribute get the opportunity to register with SOCSCO without any action being taken against them within such amnesty period. Enforcement activities such as OPOS kesan will be carried out after the amnesty month to ensure that action is taken against all employers who fail to register and contribute, as provided under the Employee Social Security Act, 1969.

PERUTUSAN KETUA EKSEKUTIF

Statement By The Chief Executive



2017

Skuad Prihatin PERKESO

telah menerima sebanyak 2,008 kes di seluruh negara dan daripada jumlah tersebut, sebanyak 2,003 kes dapat diselesaikan

2017

PERKESO Prihatin Squad

received a total of 2,008 cases nationwide and of that amount, 2,003 cases were immediately resolved.

2017

Secara keseluruhannya

mendapat skor 4.55 dengan peratusan pencapaian sebanyak 95.5% .

Pencapaian ini adalah melebihi tahap sasaran 85% yang ditetapkan oleh Pengurusan Tertinggi PERKESO.

2017

Overall

the score is 4.55 with an achievement of 95.5%.

This achievement exceeded the 85% target set by SOCSO's top management.

SKUAD PERKESO PRIHATIN

Skuad PERKESO Prihatin ditubuhkan untuk membantu Orang Berinsurans serta orang tanggungan mereka apabila berlaku sesuatu kejadian luar jangka melalui tindakan pantas dan segera PERKESO dalam menyalurkan bantuan dan pemprosesan faedah. Selain itu, ianya dapat mendekatkan hubungan di antara Orang Berinsurans, majikan dan PERKESO sebagai sebuah agensi kerajaan yang prihatin dan dekat di hati rakyat. Sepanjang tahun 2017, Skuad Prihatin PERKESO telah menerima sebanyak 2,008 kes di seluruh negara dan daripada jumlah tersebut, sebanyak 2,003 kes 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 was established to aid Insured Persons as well as their dependents in the event of unexpected incidents, through SOCSO's quick and immediate response in distributing aid and processing benefits. The programme also brings Insured Persons, employers and SOCSO, as a government agency that cares and is close to the hearts of the people, closer together. Throughout 2017, the PERKESO Prihatin Squad received a total of 2,008 cases nationwide and of that amount, 2,003 cases were immediately resolved. The balance 5 cases were rejected as the cases did not meet the eligibility conditions of the Employment Injury and Invalidity Schemes.

KECEMERLANGAN OPERASI

Menerusi pendekatan sistem *Balanced Scorecard* (BSC) sejumlah empat puluh lima (45) KPI PERKESO telah dibangunkan berasaskan empat perspektif utama BSC iaitu Pelanggan, Kewangan, Proses Dalaman dan Pembelajaran / Perkembangan. Pihak Pengurusan telah membuat perancangan, pelaksanaan serta pemantauan yang rapi sepanjang tahun 2017 supaya KPI PERKESO dapat dicapai pada tahap yang terbaik dan cemerlang. Secara keseluruhannya, prestasi bagi tempoh Januari hingga Disember 2017 telah mencapai tahap Amat Baik iaitu Skor 4.55 berbanding 4.27 pada tahun 2016 dengan peratusan pencapaian sebanyak 95.5% berbanding 92.75% pada tahun 2016. Pencapaian ini adalah melebihi tahap sasaran 85% yang ditetapkan oleh Pengurusan Tertinggi PERKESO.

OPERATIONAL EXCELLENCE

Using the Balanced Scorecard approach (BSC) a total of 45 SOCSO KPI were developed based on the four main perspectives of BSC, namely, Customers, Finance, Internal Process and Learning/ Growth. The management made plans and carried out detailed implementation and monitoring in 2017 so that SOCSO's KPI are at the best and excellent levels. Overall, the performance for the period January to December 2017 was at a Very Good level with a score of 4.55 compared to 4.27 in 2016, with an achievement of 95.5% compared to 92.75% in 2016. This achievement exceeded the 85% target set by SOCSO's Top Management.

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.

i. Piagam Pelanggan Berdasarkan Purata Hari

Pada tahun 2017, PERKESO telah berjaya mencapai prestasi piagam pelanggan yang lebih baik dengan memendekkan tempoh pemprosesan (purata hari) daripada 2.25 hari pada tahun 2016 kepada 2.18 hari secara purata bagi kesemua jenis tuntutan faedah.

ii. Piagam Pelanggan Berdasarkan Peratusan

PERKESO juga telah berjaya mempertingkatkan prestasi piagam pelanggan dalam tempoh pemprosesan (peratusan) pada tahun 2017 iaitu daripada 99.09% pada tahun 2016 kepada 99.24% secara purata bagi kesemua jenis tuntutan faedah.

iii. Standard Q

Pencapaian Prestasi Standard Q berdasarkan (Peratusan) juga telah berjaya ditingkatkan daripada 88.93% kepada 93.72% pada tahun 2017 secara purata bagi kesemua jenis tuntutan faedah. Manakala bagi Prestasi Standard Q berdasarkan (Purata Hari) telah berjaya dipendekkan daripada 55.07 hari kepada 47.96 hari pada tahun 2017 secara purata bagi kesemua jenis tuntutan faedah berbanding tahun sebelumnya.

BENEFIT CLAIMS MANAGEMENT

Management of benefit claims is carried out in accordance with the Clients' Charter and Q Standards that take into account measurement based on achievement percentage and average number of days.

i. Clients' Charter Based on Average Number of Days

In 2017, SOCSO achieved a clients' charter performance that was better by shortening the processing period (average number of days) from 2.25 days in 2016 to 2.18 days for all types of benefit claims.

ii. Clients' Charter Based on Percentage

SOCSO has also managed to improve its clients' charter performance for processing period (percentage) in 2017 from 99.09% in 2016 to 99.24% for all types of benefit claims.

iii. Q Standards

Q Standards performance achievement based on percentage was also improved from 88.93% to 93.72% in 2017 for all types of benefit claims. The Q Standard performance based on Average Number of Days was shortened from 55.07 days to 47.96 days in 2017 for all types of benefit claims compared to the previous year.

PERUTUSAN KETUA EKSEKUTIF

Statement By The Chief Executive

2017
indeks tahap kepuasan pelanggan
terhadap perkhidmatan PERKESO secara
keseluruhannya berada pada
tahap 4 (amat baik)



2017
client satisfaction level index
on SOCSO's services is at
level 4 (Very Good)

MEMENUHI EKSPEKTASI PELANGGAN

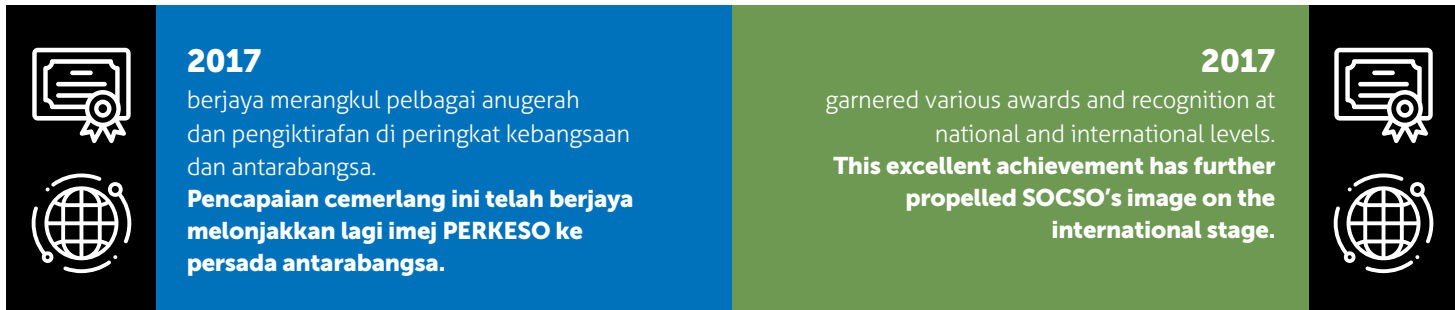
Kecemerlangan PERKESO pada tahun 2017 merupakan ilustrasi komitmen semua pihak dan warga kerja daripada semua peringkat. Fokus ke arah menjadikan PERKESO sebagai sebuah organisasi yang dinamik ini diterjemahkan melalui pelbagai program yang diatur serta dilaksanakan secara objektif.

Menyedari bahawa ekspektasi dan harapan pelanggan serta *stakeholder* perlu dipenuhi dengan pendekatan yang pragmatik, warga PERKESO telah berani berubah menyesuaikan diri dengan cabaran-cabaran yang dihadapi. Kajian kepuasan pelanggan PERKESO yang dijalankan pada tahun 2017 mendapati indeks tahap kepuasan pelanggan terhadap perkhidmatan PERKESO secara keseluruhannya berada pada tahap 4 (amat baik) mengikut Skala Balanced Scorecard (BSC) iaitu 88.83% berbanding 88.08% dalam tahun 2016.

MEETING CLIENTS' EXPECTATIONS

SOCSO's excellence in 2017 is an illustration of the commitment of all parties and workforce at all levels. Focus towards turning SOCSO into a dynamic organisation is translated through the various programmes organised and implemented objectively.

Realising that clients' as well as stakeholders' expectations and hopes need to be fulfilled using a pragmatic approach, SOCSO's workforce bravely adapted themselves to the challenges that they faced. A study on SOCSO's clients' satisfaction conducted in 2017 found that the overall client satisfaction level index on SOCSO's services is at level 4 (Very Good) in accordance with the Balanced Scorecard (BSC), that is, at 88.83% compared to 88.08% in 2016.



ANUGERAH DAN PENGIKTIRAFAN

Tahun 2017 terus menjadi tahun kecemerlangan dan menjadi mercu tanda kejayaan di mana PERKESO telah berjaya merangkul pelbagai anugerah dan pengiktirafan di peringkat kebangsaan dan antarabangsa. Pencapaian cemerlang ini telah berjaya melonjakkan lagi imej PERKESO ke persada antarabangsa. Penganugerahan dan pengiktirafan yang telah diterima antaranya adalah:

- ▶ 2017 Asia HRD Awards "Contribution to Organization Award".
- ▶ Innovative Policy 2017 on Employment, Work and Vocational Education and Training, Zero Project Conference 2017, Vienna, Austria.
- ▶ Asean Social Security Association (ASSA) Recognition Award 2017 For Excellence Award, Udon Thani, Thailand.
 - Inovasi - SOCSO's e-Efisyen, SOCSO's Contribution Payment Portal: iPerkeso, SOCSO's Job Placement and Employment Support Services (JESS), SOCSO's Procurement Manual (SPM) dan SOCSO's NForce Refuge.
 - Perkhidmatan Pelanggan - 'PERKESO Prihatin' Squad
 - Perlindungan Insurans - The Extension of Social Security Coverage Scheme to all private employees and increasing the limitation of the monthly contribution of insured salary from RM3,000.00 to RM 4,000.00.
 - Komunikasi Strategik - SOCSO's Sketso
- ▶ Pusat Rehabilitasi PERKESO Tun Abdul Razak telah dianugerahkan
 - Malaysia Property Awards 2017 – Purpose-Built Category
 - Malaysia Property Awards 2017 – Public Sector Category
- ▶ Anugerah Penarafan Lima Bintang (Indeks SSR) 2017 Agensi Barisan Hadapan
- ▶ Juara Keseluruhan Anugerah Khas Menteri Sumber Manusia
- ▶ Juara Anugerah KIK Terbaik KSM 2017 - 5 Bintang
- ▶ Anugerah Pengurusan Pejabat Terbaik / EKSA - 5 Bintang
- ▶ Anugerah Inovasi KSM 2017 - 5 Bintang
- ▶ Anugerah Pengurusan ICT KSM 2017 - 4 Bintang
- ▶ Anugerah Inovasi Pengurusan Kewangan - 4 Bintang

AWARDS AND RECOGNITION

The year 2017 continues to be a year of excellence and has become a landmark success for SOCSO where the organisation garnered various awards and recognition at national and international levels. Indeed, this excellent achievement has further propelled SOCSO's image on the international stage. The awards and recognition received are as follows:

- ▶ 2017 Asia HRD Awards "Contribution to Organization Award".
- ▶ Innovative Policy 2017 on Employment, Work and Vocational Education and Training, Zero Project Conference 2017, Vienna, Austria.
- ▶ Asean Social Security Association (ASSA) Recognition Award 2017 For Excellence Award, Udon Thani, Thailand.
 - Innovation - SOCSO's e-Efisyen, SOCSO's Contribution Payment Portal: iPerkeso, SOCSO's Job Placement and Employment Support Services (JESS), SOCSO's Procurement Manual (SPM) dan SOCSO's NForce Refuge.
 - Customer Service - 'PERKESO Prihatin' Squad
 - Insurance Protection - The Extension of Social Security Coverage Scheme to all private employees and increasing the limitation of the monthly contribution of insured salary from RM3,000.00 to RM 4,000.00.
 - Strategic Communication - SOCSO's Sketso
- ▶ The Tun Abdul Razak SOCSO Rehabilitation Centre received the following awards:
 - Malaysia Property Awards 2017 – Purpose-Built Category
 - Malaysia Property Awards 2017 – Public Sector Category
- ▶ Five Star Rating Award (SSR Index) 2017 Front-line Agencies
- ▶ Overall Champions of the Ministry of Human Resources Special Award
- ▶ Best KIK Award 2017 – 5 Stars
- ▶ Best Office Management Award / EKSA – 5 Stars
- ▶ KSM Innovation Award 2017 – 5 Stars
- ▶ KSM ICT Management Award 2017 – 4 Stars
- ▶ Financial Management Innovation Award – 4 Stars

PERUTUSAN KETUA EKSEKUTIF
Statement By The Chief Executive



MELANGKAH KE HADAPAN

Seiring dengan ekspektasi pelanggan, setiap anggota PERKESO perlu bersedia menghadapi cabaran dalam konteks landskap perlindungan keselamatan sosial masa kini yang pantas berubah. Pelan Strategik PERKESO 2016 - 2020 akan menjadi kerangka utama (*framework*) PERKESO untuk terus memperkasa jaringan keselamatan sosial pekerja di negara ini. Keutamaan adalah untuk mengurangkan jurang perbezaan (*reducing the gap*) bagi memastikan golongan pekerja yang layak dilindungi mendapat perlindungan keselamatan sosial merentasi batasan sosioekonomi masyarakat majmuk di negara ini.

Pada masa ini, kajian kebolehlaksanaan skim insurans 'No Fault Accident' sedang dijalankan oleh PERKESO di mana sesi libat urus bersama MEF, FMM, dan MTUC sedang dilaksanakan di seluruh negara untuk memberi penerangan dan juga mendapatkan maklumbalas. Walau bagaimanapun ianya tertakluk kepada kewajaran dan kebolehlaksanaannya di negara ini yang mana ia melibatkan komitmen bersama secara tripartite iaitu majikan, pekerja dan Kerajaan.

Selain itu, Program Transformasi Pembangunan Modal Insan PERKESO akan terus memberi tumpuan untuk melahirkan modal insan yang berdaya saing, kreatif dan berintegriti. Budaya kreativiti dan inovasi dilestarikan dalam kalangan anggota dengan mewujudkan persekitaran dan prasarana yang inklusif serta insentif untuk merangsang lebih banyak cetusan idea dan inovasi pada masa hadapan.

MOVING FORWARD

In line with customers' expectations, each SOCSO staff need to be ready to face challenges in the context of current social security protection landscape that is rapidly changing. The SOCSO Strategic Plan 2016-2020 will become the framework for SOCSO to continue reinforcing the social security network in this country. The priority is in reducing the gap to ensure that employees who are eligible for protection actually receive social security protection, beyond the socio-economic limitations of a multiracial society in the country.

At present, a viability study on the No Fault Accident insurance scheme is being conducted by SOCSO where engagement sessions with MEF, FMM and MTUC are held across the country to disseminate information and obtain feedback. However, it is subject to expedience and viability in this country involving the tripartite commitment of employers, employees and the Government.

The SOCSO Human Capital Development Transformation Programme will continue to focus on producing human capital that is competitive, creative and with integrity. The culture of creativity and innovation will be sustained amongst the staff by creating an environment and infrastructure that is inclusive, as well as incentives to stimulate more bursts of ideas and innovation in the future.


PERUTUSAN KETUA EKSEKUTIF
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PENGHARGAAN

Saya bagi pihak pengurusan ingin merakamkan setinggi-tinggi penghargaan yang tidak terhingga kepada seluruh warga PERKESO atas usaha gigih dan kesetiaan mereka selama ini untuk terus mengorak langkah ke hadapan. Saya juga ingin menyampaikan ucapan terima kasih yang tulus ikhlas kepada semua ahli Lembaga PERKESO serta Panel Pelaburan di atas dedikasi mereka menjadikan organisasi ini terus berdaya saing. PERKESO komited untuk membantu masyarakat sejahtera, inklusif serta produktif melalui organisasi yang dinamik.

APPRECIATION

On behalf of the management, I would like to record the highest appreciation to all SOCSO staff on their persistent and loyal efforts in continuing to move forward. I would also like to express my sincerest thanks to all Members of the Board and Investment Panel for the dedication in maintaining an organisation that is competitive. SOCSO is committed to establishing a prosperous, inclusive and productive society through an organisation that is dynamic.

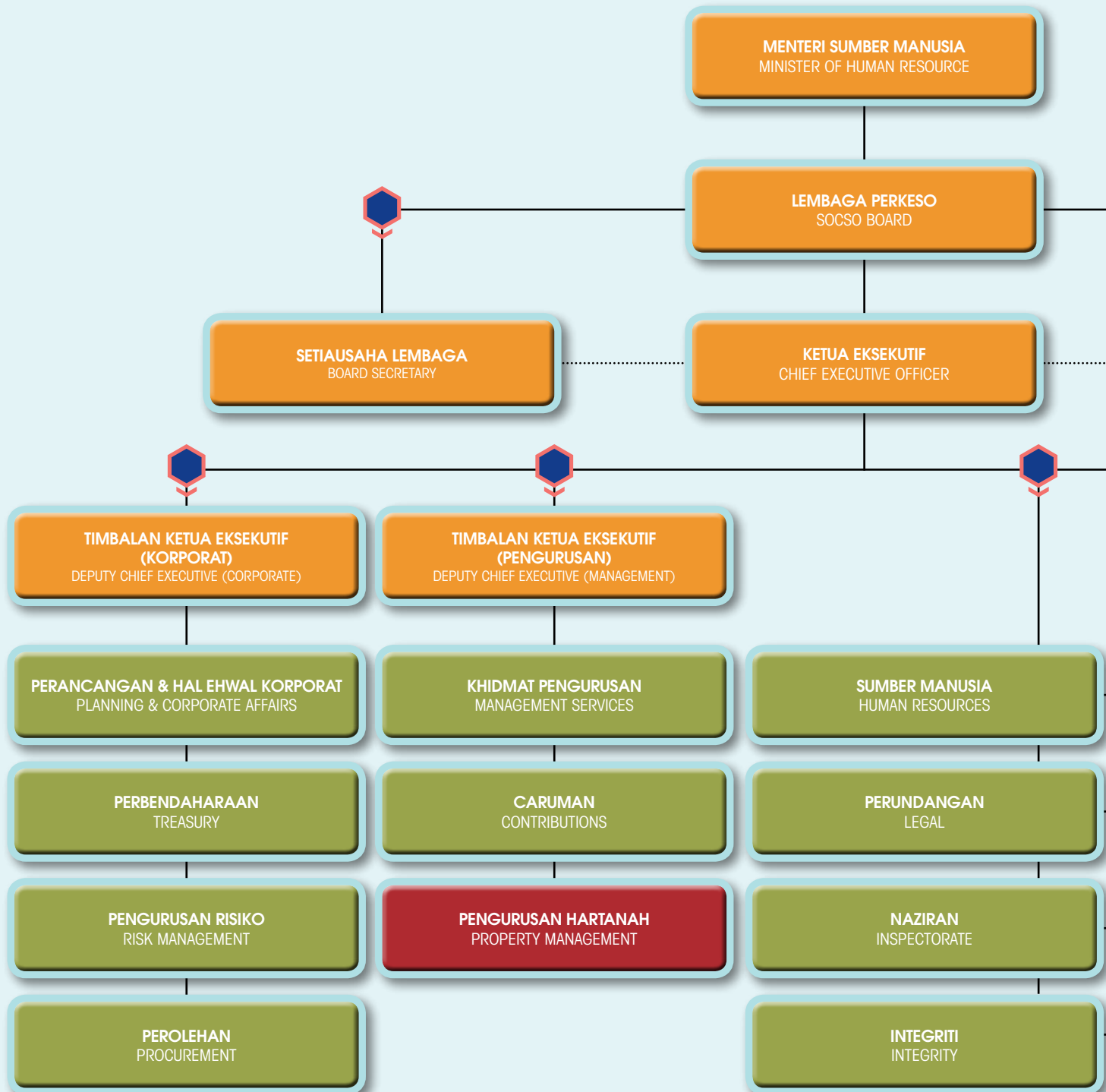


DATO' SRI DR. MOHAMMED AZMAN BIN DATO' AZIZ MOHAMMED

Ketua Eksekutif
Pertubuhan Keselamatan Sosial
Chief Executive
Social Security Organization

STRUKTUR ORGANISASI PERKESO

SOCISO's Organization Structure



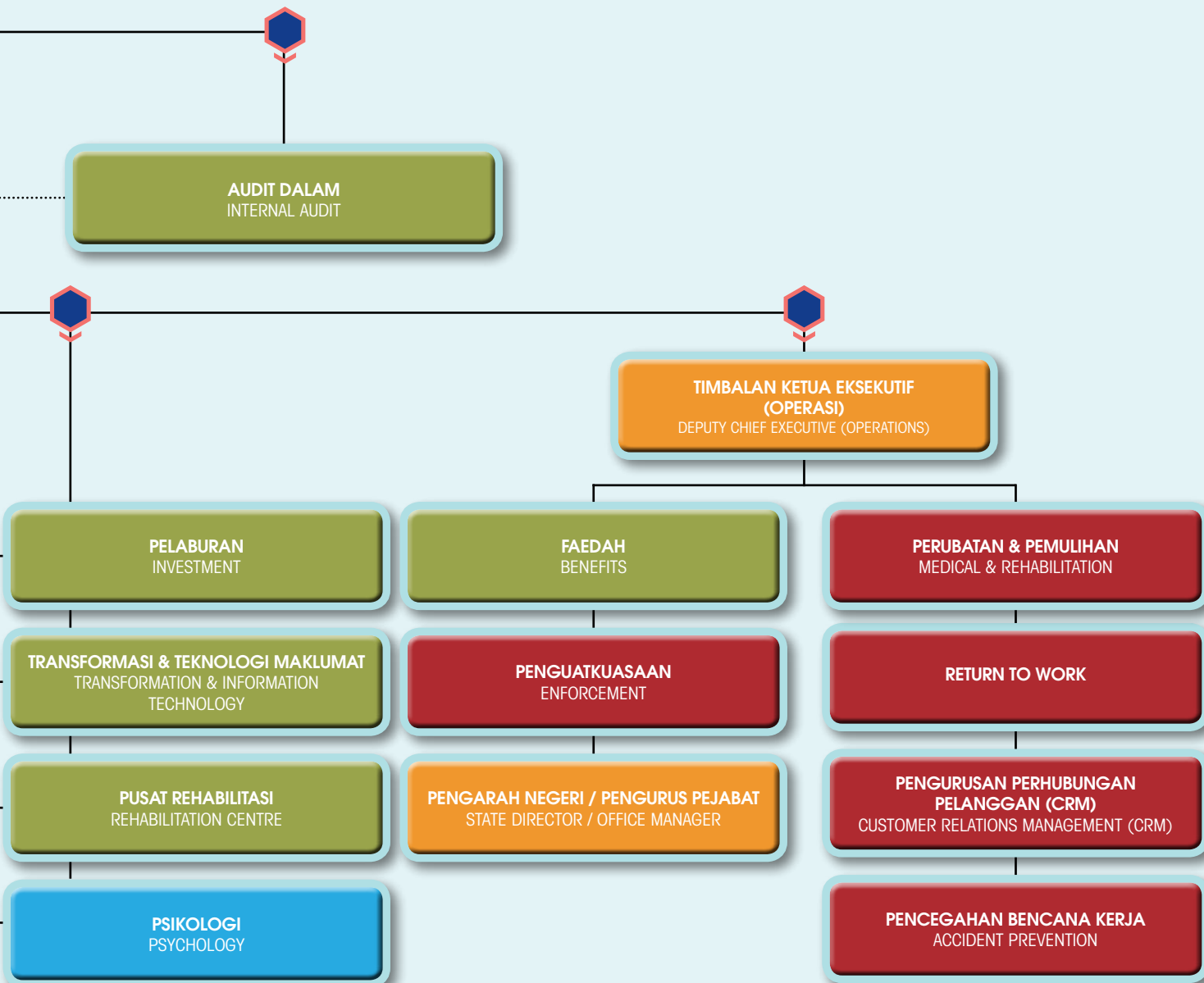
PEJABAT
Office

BAHAGIAN
Division

CAWANGAN
Branch

UNIT

STRUKTUR ORGANISASI
Organization Structure



Kuatkuasa mulai 19.9.2016 / Effective from 19.09.2016

TIMBALAN KETUA EKSEKUTIF

Deputy Chief Executive



DATIN AZLAILY BINTI ABD RAHMAN

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

Kelayakan Akademik

- › Ijazah Sarjana Muda Undang-Undang, Universiti Malaya
- › Certificate of Accreditation Prosci's Change Management Methodology by Being Human Pty Ltd
- › Women Directors' Programme Certification by NAM Institute for the Empowerment of Women (NIEW)
- › A Member of Association of Change Management Professionals (USA)

Academic Qualifications

- › Bachelor of Laws, University of Malaya
- › Certificate of Accreditation in Prosci's Change Management Methodology by Being Human Pty Ltd
- › Women Directors Programme Certification from NAM Institute for the Empowerment of Women (NIEW)
- › A Member of the Association of Change Management Professionals (USA)



MOHD ROSDI BIN MAT YASIN

Timbalan Ketua Eksekutif (Pengurusan)
Deputy Chief Executive (Management)

Kelayakan Akademik

- › Ijazah Sarjana Muda Ekonomi Gunaan, Universiti Malaya

Academic Qualifications

- › Bachelor of Applied Economics, University of Malaya

TIMBALAN KETUA EKSEKUTIF
Deputy Chief Executive



JOHN RIBA ANAK MARIN

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

Kelayakan Akademik

- › Ijazah Sarjana Pentadbiran Perniagaan
Universiti Teknologi MARA
- › Ijazah Sarjana Muda Perakaunan, Universiti Utara Malaysia
- › Diploma Pentadbiran Awam, Universiti Teknologi MARA

Academic Qualifications

- › Master of Business Administration
MARA University of Technology
- › Bachelor of Accounting, Universiti Utara Malaysia
- › Diploma in Public Administration, MARA University of Technology

KUMPULAN PENGURUSAN KANAN

Senior Management Team



DATO' MOHD SAHAR BIN DARUSMAN

Ketua Sistem Insurans Pekerjaan
Chief of Employment Insurance System

Kelayakan Akademik

- › Ijazah Sarjana Pentadbiran Perniagaan, Memphis State University, USA
- › Ijazah Sarjana Muda Pentadbiran Perniagaan, Memphis State University, USA

Academic Qualifications

- › Master of Business Administration, Memphis State University, USA
- › Bachelor of Business Administration, Memphis State University, USA



DR. SUZANA IDAYU WATI BINTI OSMAN

Ketua Bahagian Pelaburan
Chief of Investment Division

Kelayakan Akademik

- › Ijazah Doktor Falsafah (PhD) Dalam Kewangan Universiti Putra Malaysia
- › *Advanced Management Program (AMP)* Harvard Business School, USA
- › Ijazah Sarjana Dalam Kewangan, Universiti Putra Malaysia
- › Ijazah Sarjana Muda (Kepujian) Penggajian Perniagaan University of Huddersfield, UK

Academic Qualifications

- › PhD in Finance, Universiti Putra Malaysia
- › *Advanced Management Program (AMP)* Harvard Business School, USA
- › Master in Finance, Universiti Putra Malaysia
- › BA(Hons) Business Studies, University of Huddersfield, UK

KUMPULAN PENGURUSAN KANAN
Senior Management Team



MOHD ROSDEEN BIN HASSAN

Ketua Bahagian Transformasi dan Teknologi Maklumat
Chief of Transformation and Information Technology Division

Kelayakan Akademik

- › Ijazah Sarjana Pentadbiran Perniagaan
Memphis State University, USA
- › Ijazah Sarjana Muda Pentadbiran Perniagaan
Memphis State University, USA

Academic Qualifications

- › Master of Business Administration,
Memphis State University, USA
- › Bachelor of Business Administration,
Memphis State University, USA



HAJAH ROSMAWATI BINTI ZAINUDDIN

Ketua Bahagian Perbendaharaan
Chief of Treasury Division

Kelayakan Akademik

- › Ijazah Sarjana Pentadbiran Perniagaan (Kewangan)
Universiti Putra Malaysia
- › Ijazah Sarjana Muda Kewangan dan Sistem Perakaunan
University of New South Wales, Australia
- › Ahli Institut Akauntant Malaysia
(Chartered Accountants) – No. Ahli 5834
- › *Fellow Certified Public Accountants Australia*

Academic Qualifications

- › Master of Business Administration (Finance)
Universiti Putra Malaysia
- › Bachelor of Accounting Finance and Systems
University of New South Wales, Australia
- › Member of the Malaysian Institute of Accountants
(Chartered Accountants) – Membership No. 5834
- › Fellow of the Certified Public Accountants of Australia

KUMPULAN PENGURUSAN KANAN
Senior Management Team



CHE HAMID BIN CHE AHMAD

Ketua Bahagian Sumber Manusia
Chief of Human Resources Division

Kelayakan Akademik

- › Ijazah Sarjana Muda Pentadbiran Perniagaan
Universiti Kebangsaan Malaysia

Academic Qualifications

- › Bachelor of Business Administration
Universiti Kebangsaan Malaysia



MOHAMAD FAUZI BIN HAJI JA'AFAR

Ketua Bahagian Faedah
Chief of Benefits Division

Kelayakan Akademik

- › Ijazah Sarjana Muda Ekonomi, Universiti Kebangsaan Malaysia

Academic Qualifications

- › Bachelor of Economics, National University of Malaysia

KUMPULAN PENGURUSAN KANAN
Senior Management Team



BORHAN BIN OSMAN

Ketua Bahagian Perundangan
Chief of Legal Division

Kelayakan Akademik

- › Ijazah Sarjana Muda Undang-Undang, Universiti Malaya

Academic Qualifications

- › Bachelor of Laws, University of Malaya



MOHAMAD ASRI BIN NGOSMAN

Ketua Bahagian Perancangan & Hal Ehwal Korporat
Chief of Planning & Corporate Affairs Division

Kelayakan Akademik

- › Ijazah Sarjana Pentadbiran Perniagaan, Universiti Putra Malaysia
- › Diploma Sebaran Am (Perhubungan Awam)
(setaraf Ijazah Sarjana Muda Am), Institut Teknologi MARA
- › *Certificate of Accreditation in Prosci's Change Management Methodology by Being Human Pty Ltd*

Academic Qualifications

- › Master of Business Administration, Universiti Putra Malaysia
- › Diploma in Mass Communication (Public Relations)
(equivalent to General Degree) MARA Institute of Technology
- › *Certificate of Accreditation in Prosci's Change Management Methodology by Being Human Pty Ltd*

KUMPULAN PENGURUSAN KANAN
Senior Management Team



JEEVA A/L NARAYANASAMY

Ketua Bahagian Audit Dalam
Chief of Internal Audit Division

Kelayakan Akademik

- › Ijazah Sarjana Muda Sastera, Universiti Malaya

Academic Qualifications

- › Bachelor of Literature, University of Malaya



AZLEEN BINTI ISMAIL

Ketua Bahagian Pengurusan Risiko
Chief of Risk Management Division

Dilantik mulai / Appointed effective from 03.04.2017

Kelayakan Akademik

- › Ijazah Sarjana Muda Perakaunan, University of Portsmouth
- › *International Certificate in Enterprise Risk Management*
The Institute of Risk Management, UK
- › *Member of The Malaysian Insurance Institute -*
Membership No. O2013-5034

Academic Qualifications

- › Bachelor of Accountancy, University of Portsmouth
- › *International Certificate in Enterprise Risk Management*
The Institute of Risk Management, UK
- › *Member of The Malaysian Insurance Institute -*
Membership No. O2013-5034

KUMPULAN PENGURUSAN KANAN
Senior Management Team



HAJAH SARIMA BINTI HAJI YASIN

Ketua Bahagian Perolehan
Chief of Procurement Division

Kelayakan Akademik

- › Ijazah Sarjana Muda Analisa Ekonomi, Universiti Kebangsaan Malaysia

Academic Qualifications

- › Bachelor of Economic Analysis, National University of Malaysia



HAJI MUSTAFA BIN DRAMAN

Ketua Bahagian Caruman
Chief of Contribution Division

Dilantik mulai / Appointed effective from 01.03.2017

Kelayakan Akademik

- › Ijazah Sarjana Pentadbiran Perniagaan, Universiti Kebangsaan Malaysia
- › Ijazah Sarjana Muda Ekonomi (Kepujian), Universiti Kebangsaan Malaysia

Academic Qualifications

- › Master of Business Administration, National University of Malaysia
- › Bachelor of Economics (Hons), National University of Malaysia

KUMPULAN PENGURUSAN KANAN

Senior Management Team



DR. AZLAN BIN DARUS

Ketua Bahagian Pencegahan, Perubatan dan Pemulihan
Chief of Prevention and Promotion of Employee Health Division

Dilantik mulai / Appointed effective from 03.11.2017

Kelayakan Akademik

- › Ijazah Sarjana Muda Perubatan, Universiti Otago New Zealand
- › Ijazah Sarjana Kesihatan Awam, Universiti Malaya
- › Ijazah Sarjana Kesihatan Pekerjaan, Universiti Malaya
- › Member of Faculty of Occupational Medicine, Royal College of Physicians, Ireland
- › Certified of Independent Medical Examiner, ABIME USA
- › Certified of Disability Management Professional, Canada

Academic Qualifications

- › Bachelor of Medicine and Bachelor of Surgery, University of Otago, New Zealand
 - › Master of Public Health, Universiti of Malaya
 - › Master of Public Health (Occupational Health), Universiti of Malaya
 - › Member of Faculty of Occupational Medicine, Royal College of Physicians, Ireland
 - › Certified of Independent Medical Examiner, ABIME USA
 - › Certified of Disability Management Professional, Canada
-



DR. EDRIN NAZRI BIN ABDUL RASIB

Ketua Cawangan Pencegahan & Promosi Kesihatan Pencegahan, Perubatan & Pemulihan
Head Prevention and Promotion of Employee Health Division

Dilantik mulai / Appointed effective from 03.11.2017

Kelayakan Akademik

- › Ijazah Sarjana Muda Perubatan, Universiti Otago, New Zealand
- › Ijazah Sarjana Kesihatan Awam, Universiti Malaya
- › Ijazah Sarjana Kesihatan Pekerjaan, Universiti Malaya

Academic Qualifications

- › Bachelor of Medicine and Bachelor of Surgery, University of Otago, New Zealand
- › Master of Public Health, Universiti of Malaya
- › Master of Public Health (Occupational Health), Universiti of Malaya

KUMPULAN PENGURUSAN KANAN
Senior Management Team



MOHD KHALID BIN SALLEH

Ketua Bahagian Khidmat Pengurusan
Chief of Management Services Division

Kelayakan Akademik

- › Ijazah Sarjana Muda Sastera, Universiti Kebangsaan Malaysia

Academic Qualifications

- › Bachelor of Literature, National University of Malaysia



MOHD SHAHAR BIN ISMAIL

Ketua Bahagian Skim Bencana Kerja Pekerjaan Sendiri
Chief of Self Employment Injury Scheme

Kelayakan Akademik

- › Diploma (Setaraf Ijazah Am) Undang-Undang, Universiti Teknologi MARA

Academic Qualifications

- › Diploma of Laws (Equivalent to a General Degree), MARA University of Technology

KUMPULAN PENGURUSAN KANAN

Senior Management Team



DR. PONNIAH A/L RAMAN

Ketua Bahagian Insurans Pekerjaan
Chief of Employment Insurance Division

Kelayakan Akademik

- › Ijazah Doktor Falsafah (PhD) Pengurusan, Universiti Putra Malaysia
- › Ijazah Sarjana Teknologi Maklumat, Universiti Kebangsaan Malaysia
- › Ijazah Sarjana Muda Sains (Matematik), Universiti Kebangsaan Malaysia

Academic Qualifications

- › PhD in Management, Universiti Putra Malaysia
- › Master of Information Technology, National University of Malaysia
- › Bachelor of Mathematics, National University of Malaysia



ROSHAIMI BIN MAT ROSELY

Ketua Bahagian Perkhidmatan Pekerjaan
Chief of Employment Services Division

Kelayakan Akademik

- › Ijazah Sarjana Muda Komunikasi, Universiti Sains Malaysia

Academic Qualifications

- › Bachelor of Mass Communication, Universiti Sains Malaysia

KUMPULAN PENGURUSAN KANAN
Senior Management Team



HAJI OTHMAN BIN MOHD NORDIN

Ketua Bahagian Integriti
Chief of Integrity Division

Kelayakan Akademik

- › Ijazah Sarjana Muda Ekonomi, Universiti Kebangsaan Malaysia

Academic Qualifications

- › Bachelor of Economics, National University of Malaysia



MOHAMAD HARON BIN OTHMAN

Ketua Bahagian Naziran
Chief of Inspectorate Division

Kelayakan Akademik

- › Ijazah Sarjana Muda Pentadbiran Korporat (Setiausaha Syarikat),
Universiti Teknologi MARA

Academic Qualifications

- › Bachelor of Corporate Administration (Company Secretary),
MARA University of Technology

KUMPULAN PENGURUSAN KANAN
Senior Management Team



HAIRIRI BIN HARUN

Ketua Cawangan Penguatkuasaan Ibu Pejabat PERKESO
Head Enforcement Section of SOCSO Headquarters

Kelayakan Akademik

- › Diploma Pentadbiran Awam, Institut Teknologi MARA - 1988
- › Ijazah Sarjana Muda Pentadbiran Perniagaan (Dengan Kepujian) Universiti Kebangsaan Malaysia - 2000

Academic Qualifications

- › Diploma in Public Administration, MARA University of Technology - 1988
- › Bachelor In Business Administration (With Honours), Malaysia National University - 2000



ROSMASITA BINTI MOHAMED

Ketua Cawangan Pengurusan Perhubungan Pelanggan
Head Customer Relationship Management Department

Kelayakan Akademik

- › Ijazah Sarjana Muda Pembangunan Manusia, Universiti Putra Malaysia
- › Ijazah Sarjana Pembangunan Manusia (Major Sosial), Universiti Putra Malaysia
- › *Certified of Disability Management Professional, Canada*

Academic Qualifications

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

KUMPULAN PENGURUSAN KANAN
Senior Management Team



IR. MOHD NOOR BIN HASHIM

Ketua Cawangan Pengurusan Hartanah
Head Branch 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, University of Technology Mara
 - › Professional Engineer (Mechanical) With Practising Certificate
 - › Member of Board of Engineer, Malaysia
-

PUSAT REHABILITASI PERKESO

Socso's Rehabilitation Centre



DR. HAFEZ BIN HUSSAIN

Pengarah
Director

Kelayakan Akademik

- › Ijazah Sarjana Muda Perubatan, 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*

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
Deputy Director

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), National University of 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

- **ZAINOL BIN ABU**
SELANGOR

- **HAJI SALIJAN BIN SAIGON**
WILAYAH PERSEKUTUAN KUALA LUMPUR

- **MUHAMAD ALIF HAIKAL CHEONG BIN ABDULLAH**
JOHOR

- **ANTHONY ARUL DASS A/L ARULAPPEN**
PULAU PINANG

- **NOORHANITA BINTI MOHAMAD**
PERAK

- **NALLUSAMY A/L MUTHUSAMY**
NEGERI SEMBILAN

- **PHILLIP SANGKAN**
SARAWAK

- **MAMSOR BIN ABDUL MANAF**
KEDAH

- **HAJAH ZAINI BINTI AB LLATIFF**
KELANTAN

- **HAJAH NORA BINTI YAACOB**
TERENGGANU

- **HAJI ABU HURAIRAH @ AL MASRI BIN AHMAD**
PAHANG

- **HAJAH FADHILAH BINTI HAMIL**
MELAKA

- **MOHD ALI BIN HINDIA**
SABAH

- **HAJI MOHD ASRI BIN MOHD RASID**
PERLIS

TADBIR URUS KORPORAT

Corporate Governance



Lembaga pengarah secara kolektif bertanggungjawab ke atas kejayaan jangka panjang sesebuah organisasi dan penyampaian nilai yang mampan kepada pihak berkepentingan organisasi tersebut. Dalam melaksanakan tugas fidusiari dan fungsi kepimpinannya, adalah penting bagi lembaga pengarah untuk mentadbir dan menetapkan hala tuju strategik organisasi dan pada masa yang sama, menjalankan pengawasan terhadap pengurusan. Lembaga pengarah memainkan peranan penting dalam menetapkan nada dari pihak atasan yang sesuai, memberikan kepimpinan berwibawa dan menerajui tadbir urus yang baik dan amalan beretika di seluruh syarikat.

The board of directors is collectively responsible for the long-term success of an organisation and the delivery of sustainable values to the organisation's stakeholders. In performing its fiduciary duties and leadership functions, it is important for the board of directors to administer and determine the strategic direction of the organisation while at the same time implementing controls over the management. The board plays an important role in setting the appropriate tone from the top echelons, giving competent leadership and spearheading good governance and ethical practices in the company as a whole.



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.



Pada hari ini landskap tadbir urus korporat (*corporate governance*) nasional dan global telah melalui satu proses perubahan yang pesat. Tadbir urus korporat kini tidak hanya tertumpu kepada isu-isu pematuhan undang-undang korporat yang konvensional, peraturan-peraturan dan dasar yang ada dan difahami pada masa itu sahaja. Takrifan amalan tadbir urus korporat kini telah berkembang luas dengan merangkumi aspek pengurusan risiko (*risk management*), sistem kawalan dalaman (*internal control*), pelaporan kewangan yang telus (*transparent financial reporting*), halatuju strategik (*strategic planning*) perniagaan yang jelas, tanggungjawab sosial korporat (*corporate social responsibility*) dan amalan perniagaan yang berhemah serta berintegriti. Dalam erti kata lain, *corporate governance* kini diberi dimensi baru atau *the new global language for business*.

Ahli Lembaga Pengarah mempunyai tanggungjawab untuk menetapkan hala tuju strategik sesebuah organisasi dan pada waktu yang sama juga berfungsi sebagai badan pengawasan dalam memastikan antara lainnya organisasi mempunyai sistem pengurusan risiko dan sistem kawalan dalaman yang berkesan bagi mendorong amalan tadbir urus korporat berkualiti.

Today, the national and global corporate governance landscape has undergone a process of rapid change. Now, corporate governance is no longer solely concentrated on issues regarding compliance of conventional corporate laws, regulations and policies that are in existence and understood at the relevant time. The definition of corporate governance practice has now extended to encompass the aspects of risk management, internal control, transparent financial reporting, clear business strategic planning, corporate social responsibility as well as prudent and integrity-based business practices. In other words, corporate governance has now been given a new dimension or is now the new global language for business.

The Board of Directors shoulder the responsibility in determining the strategic direction of an organisation whilst at the same time functioning as a controlling body in ensuring, among others, that the organisation possesses a risk management system and an internal control system that are effective in order to support quality corporate governance practices.

TADBIR URUS KORPORAT
Corporate Governance



Pengarah merupakan agen penting kepada keupayaan sesuatu perniagaan itu untuk terus kekal relevan dan mampu bertahan untuk satu jangka masa yang lama (*business sustainability*); dan ini hanya boleh dicapai dengan mengamalkan budaya tadbir urus korporat yang mantap dan bernilai tinggi. Di samping itu juga, amalan tadbir urus korporat yang baik juga melibatkan aspek perhubungan organisasi dengan pemegang-pemegang saham dan *stakeholders*. Dengan pelbagai kepentingan yang terlibat dalam sesebuah organisasi, adalah menjadi satu keperluan kini bagi sesebuah organisasi untuk mempunyai struktur yang berkesan dan kukuh serta sistem dan budaya amalan dan pematuhan kepada tadbir urus korporat yang baik yang membolehkan setiap pihak mendapat manfaat darinya. Jika tidak, organisasi akan gagal untuk berfungsi dengan berkesan dalam senario perubahan global yang amat mencabar dan kompetitif pada masa ini.

Kefahaman berkaitan pentingnya amalan tadbir urus korporat yang baik amat kritikal dalam menentukan kejayaan sesebuah organisasi. Adalah diharapkan komitmen jitu untuk mengamalkan tadbir urus korporat terbaik dapat membawa satu anjakan paradigma kepada pengarah-pengarah syarikat agar komited dalam memastikan bahawa segala aktiviti korporat dan perniagaan dijalankan mengikut norma-norma yang mantap mengenai pentadbiran organisasi yang baik.

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 2017.

A director is an important agent for the capability of a business to remain relevant and be sustainable for a long period (*business sustainability*), and this can only be achieved by practising solid and high value corporate governance culture. In addition, good corporate governance also involve the organisation's communication with its shareholders and stakeholders. With various interested parties involved in an organisation, it is now necessary for an organisation to have an effective and strong structure, as well as a system and culture of compliance to good corporate governance which enable each party to benefit from the same. If not, an organisation will fail to function effectively in the global change scenario that is very challenging and competitive in this era.

Understanding of the importance of good corporate governance practices is very critical in ensuring the success of an organisation. It is hoped that solid commitment towards practising the best corporate governance can bring a paradigm shift for the directors of the company to be committed in ensuring that all corporate and business activities implemented follow the solid norms of good organisational administration.

SOCISO remains committed in ensuring that the best corporate governance can be practised in the implementation of its roles and functions. Hence, Members of the Board of Directors and Board Committees who are appointed have all played significant role and responsibility through their commitment which is reflected in their attendance at meetings of the Board and Board Committees held throughout 2017.

JADUAL 1
Table 1 **KEHADIRAN MESYUARAT LEMBAGA TAHUN 2017**
Attendance of Board Meeting 2017

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
1.	Datuk Abu Huraira bin Abu Yazid	4 / 4
2.	Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	2 / 2
3.	Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed	6 / 6
4.	Datin Paduka Hajah Seripah Noli binti Syed Hussin	2 / 4
5.	YB Dato' Hajah Normala binti Abdul Samad	2 / 2
6.	Dato' Mohd Sahar bin Darusman	1 / 2
7.	Encik Abdullah Suhaimin bin Md Yunus	6 / 6
8.	Dr. Michael Chiam Tow Hui	6 / 6
9.	Encik Ramadass a/l Arumugam	6 / 6
10.	Datuk Dr. Philip Ting Ding Ing	4 / 4
11.	Encik Alan Khoo Choom Kwong	6 / 6
12.	Tuan Haji Mohamad Ibrahim bin Haji Hamid A.B.S.	6 / 6
13.	Dato' Amir bin Omar	3 / 3
14.	Encik Awang Ali bin Ahmad Raji @ Amat	6 / 6
15.	Profesor Dato' Dr. Sudin Haron	4 / 4
16.	Datuk Azih bin Muda	6 / 6
17.	Encik Bati Juram	6 / 6
18.	Dr. Sirajuddin bin Hashim	5 / 6
19.	Dato' Abdul Halim bin Mansor	5 / 6
20.	Encik Leong Pit Wee	2 / 2
21.	YB Haji Mohd Iskandar bin Jaafar	1 / 2

Nota / Note:

Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat
Datuk Abu Huraira bin Abu Yazid
Profesor Dato' Dr. Sudin bin Haron
Datuk Idris bin Abdullah
Dato' Abdul Halim bin Mansor
Datuk Dr. Philip Ting Ding Ing
Encik Leong Pit Wee
Dato' Mohd Sahar bin Darusman
Dato' Amir bin Omar
Datin Paduka Hajah Seripah Noli binti Syed Hussin
YB Dato' Hajah Normala binti Abdul Samad
YB Haji Mohd Iskandar bin Jaafar

Dilantik mulai / Appointed effective from 21.08.2017
Sehingga / Until 20.08.2017
Sehingga / Until 20.08.2017
Dilantik mulai / Appointed effective from 21.08.2017
Dilantik mulai / Appointed effective from 21.08.2017
Sehingga / Until 20.08.2017
Dilantik mulai / Appointed effective from 21.08.2017
Sehingga / Until 31.03.2017
Dilantik mulai / Appointed effective from 21.08.2017
Sehingga / Until 20.08.2017
Dilantik mulai / Appointed effective from 21.08.2017
Dilantik mulai / Appointed effective from 21.08.2017

TADBIR URUS KORPORAT
Corporate Governance

JADUAL 2 KEHADIRAN MESYUARAT KHAS LEMBAGA 2017
Table 2 Attendance of Special Board Meeting 2017

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
1.	Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	3 / 3
2.	Datuk Abu Huraira bin Abu Yazid	2 / 2
3.	Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed	5 / 5
4.	Dr. Sirajuddin bin Hashim	5 / 5
5.	Encik Abdullah Suhaimin bin Md Yunus	5 / 5
6.	Dato' Mohd Sahar bin Darusman	1 / 1
7.	Dato' Amir bin Omar	2 / 3
8.	Dr. Michael Chiam Tow Hui	5 / 5
9.	Encik Alan Khoo Choom Kwong	5 / 5
10.	Encik Ramadass a/l Arumugam	4 / 5
11.	Profesor Dato' Dr. Sudin Haron	2 / 2
12.	Dato' Abdul Halim bin Mansor	5 / 5
13.	Tuan Haji Mohamad Ibrahim bin Haji Hamid A.B.S	5 / 5
14.	Datuk Azih bin Muda	5 / 5
15.	Encik Awang Ali bin Ahmad Raji @ Amat	5 / 5
16.	Encik Bati Juram	3 / 3
17.	Datin Paduka Hajah Seripah Noli binti Syed Hussin	2 / 2
18.	YB Dato' Hajah Normala binti Abdul Samad	2 / 3
19.	Datuk Phillip Ting Ding Ing	2 / 2
20.	Encik Leong Pit Wee	3 / 3
21.	YB Haji Iskandar bin Jaafar	2 / 3

Nota / Note:

Datuk Abu Huraira bin Abu Yazid
Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat
Datin Paduka Hajah Seripah Noli binti Syed Hussin
YB Dato' Hajah Normala binti Abdul Samad
Dato' Mohd Sahar bin Darusman
Datuk Dr. Philip Ting Ding Ing
Profesor Dato' Dr. Sudin Haron
Encik Leong Pit Wee
YB Haji Mohd Iskandar bin Jaafar

Sehingga / Until 20.08.2017
Dilantik mulai / Appointed effective from 21.08.2017
Sehingga / Until 20.08.2017
Dilantik mulai / Appointed effective from 21.08.2017
Sehingga / Until 31.03.2017
Sehingga / Until 20.08.2017
Sehingga / Until 20.08.2017
Dilantik mulai / Appointed effective from 21.08.2017
Dilantik mulai / Appointed effective from 21.08.2017

JADUAL 3 KEHADIRAN MESYUARAT JAWATANKUASA PANEL PELABURAN 2017
Table 3 Attendance of Investment Panel Committee Meeting 2017

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
1.	Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	3 / 3
2.	Datuk Abu Huraira bin Abu Yazid	7 / 7
3.	Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed	10 / 10
4.	Dr. Michael Chiam Tow Hui	10 / 10
5.	Datuk Ahmad Badri bin Mohd Zahir	5 / 10
6.	Datuk Azih bin Muda	4 / 7
7.	Dato' Professor Dr. Sudin bin Haron	6 / 7
8.	Datuk Dr. Philip Ting Ding Ing	6 / 7
9.	Datuk Idris bin Abdullah	2 / 3
10.	Dato' Abdul Halim bin Mansor	3 / 3
11.	Encik Leong Pit Wee	3 / 3

Nota / Note:

Datuk Abu Huraira bin Abu Yazid
Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat
Datuk Dr. Philip Ting Ding Ing
Encik Leong Pit Wee
Datuk Idris bin Abdullah
Dato' Abdul Halim bin Mansor

Sehingga / Until 20.08.2017
Dilantik mulai / Appointed effective from 21.08.2017
Sehingga / Until 20.08.2017
Dilantik mulai / Appointed effective from 21.08.2017
Dilantik mulai / Appointed effective from 21.08.2017
Dilantik mulai / Appointed effective from 21.08.2017

TADBIR URUS KORPORAT
Corporate Governance

JADUAL 4 KEHADIRAN MESYUARAT JAWATANKUASA AUDIT LEMBAGA 2017
Table 4 Attendance of Board Audit Committee Meeting 2017

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
1.	Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed	3 / 4
2.	Encik Bati Juram	4 / 4
3.	Datin Paduka Seripah Noli binti Syed Hussin	2 / 2
4.	Encik Alan Khoo Choom Kwong	2 / 2
5.	Haji Mohamad Ibrahim bin Haji Hamid A.B.S.	4 / 4
6.	Datuk Azih bin Muda	2 / 2
7.	Encik Ramadass a/l Arumugam	2 / 2

JADUAL 5 KEHADIRAN MESYUARAT JAWATANKUASA KEWANGAN 2017
Table 5 Attendance of Finance Committee Meeting 2017

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
1.	Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	1 / 1
2.	Datuk Abu Huraira bin Abu Yazid	4 / 4
3.	Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed	5 / 5
4.	Dato' Mohd Sahar bin Darusman	2 / 2
5.	Dato' Amir bin Omar	0 / 1
6.	Encik Ramadass a/l Arumugam	4 / 5
7.	Dato' Abdul Halim bin Mansor	3 / 4
8.	Encik Awang Ali bin Ahmad Raji @ Amat	5 / 5
9.	Datuk Dr. Philip Ting Ding Ing	2 / 4
10.	Encik Abdullah Suhaimin bin Md Yunus	3 / 5

Nota / Note:

Datuk Abu Huraira bin Abu Yazid
Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat
Dato' Mohd Sahar bin Darusman
Dato' Amir bin Omar
Datuk Dr. Philip Ting Ding Ing

Sehingga / Until 20.08.2017
Dilantik mulai / Appointed effective from 21.08.2017
Sehingga / Until 31.03.2017
Dilantik mulai / Appointed effective from 21.08.2017
Sehingga / Until 20.08.2017

JADUAL 6 KEHADIRAN MESYUARAT JAWATANKUASA PEROLEHAN 2017
Table 6 Attendance of Procurement Committee Meeting 2017

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
1.	Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed	11 / 11
2.	Dr. Sirajuddin bin Hashim	11 / 11
3.	Dato' Mohd Sahar bin Darusman	0 / 2
4.	Dato' Amir bin Omar	5 / 6
5.	Dr. Michael Chiam Tow Hui	8 / 11
6.	Dato' Abdul Halim bin Mansor	4 / 6
7.	Datuk Azih bin Muda	3 / 5
8.	Encik Abdullah Suhaimin bin Md Yunus	3 / 3

Nota / Note:

Dato' Mohd Sahar bin Darusman
Dato' Amir bin Omar

Sehingga / Until 31.03.2017

Dilantik mulai / Appointed effective from 21.08.2017

JADUAL 7 KEHADIRAN MESYUARAT JAWATANKUASA PENGURUSAN PRESTASI 2017
Table 7 Attendance of Performance Management Committee Meeting 2017

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

Nota / Note:

Profesor Dato' Dr. Sudin Haron
YB Haji Mohd Iskandar bin Jaafar

Sehingga / Until 20.08.2017

Dilantik mulai / Appointed effective from 21.08.2017

TADBIR URUS KORPORAT
Corporate Governance

JADUAL 8 KEHADIRAN MESYUARAT PUSAT REHABILITASI 2017
Table 8 Attendance of Rehabilitation Center Meeting 2017

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
.1.	Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	1 / 1
2.	Datuk Abu Huraira bin Abu Yazid	2 / 2
3.	Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed	3 / 3
4	Dr. Sirajuddin bin Hashim	2 / 3
5.	Dr. Michael Chiam Tow Hui	2 / 3
6.	Dato' Abdul Halim bin Mansor	3 / 3
7.	Dato' Dr. Vasan Sinnadurai	1 / 3

Nota / Note:

Datuk Abu Huraira bin Abu Yazid
Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat

Sehingga / Until 20.08.2017
Dilantik mulai / Appointed effective from 21.08.2017

JADUAL 9 KEHADIRAN MESYUARAT LEMBAGA RAYUAN TATATERTIB 2017
Table 9 Attendance of Disciplinary Appeal Board Meeting 2017

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
1.	Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	1 / 1
2.	Datuk Abu Huraira bin Abu Yazid	2 / 2
3.	Encik Abdullah Suhaimin bin Md Yunus	3 / 3
4.	Dato' Mohd Sahar bin Darusman	1 / 1
5.	Dato' Amir bin Omar	2 / 2
6.	Encik Alan Khoo Choom Kwong	2 / 3
7.	Dr. Michael Chiam Tow Hui	2 / 3
8.	Dato' Abdul Halim bin Mansor	3 / 3
9.	Haji Mohamad Ibrahim bin Haji Hamid A.B.S.	3 / 3
10.	Datuk Azih bin Muda	2 / 3
11.	Encik Bati Juram	3 / 3
12.	YB Dato' Hajah Normala binti Abdul Samad	1 / 1
13.	Prof. Dato' Dr. Sudin bin Haron	1 / 2
14.	Encik Awang Ali bin Ahmad Raji @ Amat	3 / 3
15.	Datin Paduka Hajah Seripah Noli bin Syed Hussin	0 / 2
16.	Datuk Philip Ting Ding Ing	1 / 2
17.	Encik Leong Pit Wee	1 / 1
18.	YB Haji Mohd Iskandar bin Jaafar	1 / 1

TADBIR URUS KORPORAT
Corporate Governance

JADUAL 10 KEHADIRAN MESYUARAT JAWATANKUASA TATATERTIB 2017
Table 10 Attendance of Disciplinary Committee Meeting 2017

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
1.	Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed	4 / 4
2.	Dr. Sirajuddin bin Hashim	4 / 4
3.	Encik Ramadass a/l Arumugam	4 / 4

JADUAL 11 KEHADIRAN MESYUARAT JAWATANKUASA PERJAWATAN 2017
Table 11 Attendance of the Establishment Committee Meeting 2017

BIL / NO	NAMA / NAME	KEHADIRAN / ATTENDANCE
1.	Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat	2 / 2
2.	Datuk Abu Huraira bin Abu Yazid	4 / 4
3.	Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed	6 / 6
4.	Dato' Mohd Sahar bin Darusman	2 / 2
5.	Dato' Amir bin Omar	2 / 3
6.	Encik Alan Khoo Choom Kwong	2 / 2
7.	Encik Ramadass a/l Arumugam	4 / 4
8.	Dato' Abdul Halim bin Mansor	1 / 2
9.	Haji Mohamad Ibrahim bin Haji Hamid A.B.S.	4 / 4
10.	Datuk Azih bin Muda	4 / 4
11.	Encik Bati Juram	4 / 4
12.	YB Dato' Hajah Normala binti Abdul Samad	2 / 2

Nota / Note:

Tan Sri Dato' Seri Dr. Aseh bin Haji Che Mat
Datuk Abu Huraira bin Abu Yazid
Dato' Mohd Sahar bin Darusman
Dato' Amir bin Omar
YB Dato' Hajah Normala binti Abdul Samad
Dato' Abdul Halim bin Mansor

Dilantik mulai / Appointed effective from 21.08.2017
Sehingga / Until 20.08.2017
Sehingga / Until 31.03.2017
Dilantik mulai / Appointed effective from 21.08.2017
Dilantik mulai / Appointed effective from 21.08.2017
Dilantik mulai / Appointed effective from 21.08.2017

ULASAN PENGURUSAN RISIKO KORPORAT

Governance and Corporate Risk Management Reviews

Gambaran Umum

Kewujudan faktor-faktor risiko yang baru serta tekanan bagi memastikan operasi sentiasa lancar, pulangan pelaburan yang baik dan juga penjimatan kos, menjadikan pengurusan risiko semakin mencabar. Salah satu daripada cabaran tersebut adalah untuk menguruskan risiko yang memberi kesan negatif kepada organisasi yang berkemungkinan menjejaskan kestabilan kewangan dan kemampuan dana.

Menyedari akibat ini, PERKESO mendukung pengurusan risiko sebagai komponen penting dalam proses membuat keputusan, kegiatan pengoperasian dan pelaburan. Bagi memastikan pengurusan risiko yang berkesan, PERKESO terus menggalakkan dan menanam budaya pengurusan risiko yang baik 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 dengan efektif, di samping memastikan risiko diuruskan secara proaktif bagi setiap aktiviti yang berisiko. Di samping itu, usaha dan inisiatif yang berterusan juga dijalankan bagi memastikan keberkesanan pengurusan risiko seperti pelaksanaan polisi risiko yang komprehensif, penambahbaikan metodologi dan sistem pengurusan risiko, 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.

Realizing 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.

ULASAN PENGURUSAN RISIKO KORPORAT
Governance and Corporate Risk Management Reviews

Tadbir Urus Risiko

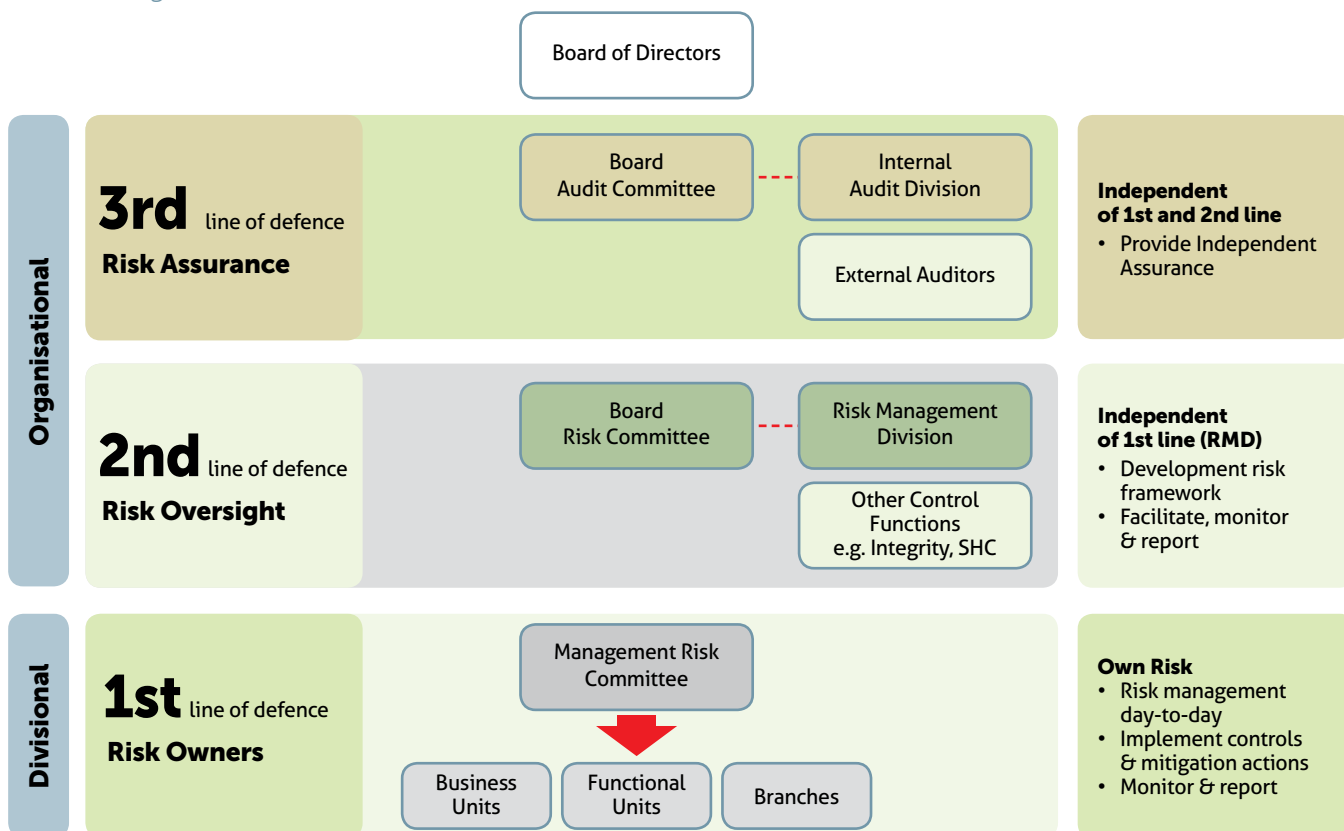
Struktur tadbir urus risiko PERKESO telah dijelaskan di dalam Rangka Kerja Tadbir Urus Risiko. Rangka Kerja ini menerangkan mengenai tanggungjawab dan pemilikan risiko di dalam organisasi di samping memastikan pengurusan risiko yang berkesan melalui penyeliaan bebas.

Melalui struktur tadbir urus ini, Lembaga mengekalkan tanggungjawab keseluruhan bagi pengawasan dan tadbir urus risiko. Lembaga, 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.



ULASAN PENGURUSAN RISIKO KORPORAT
Governance and Corporate Risk Management Reviews

PERKESO menggunakan 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 Dalaman 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.

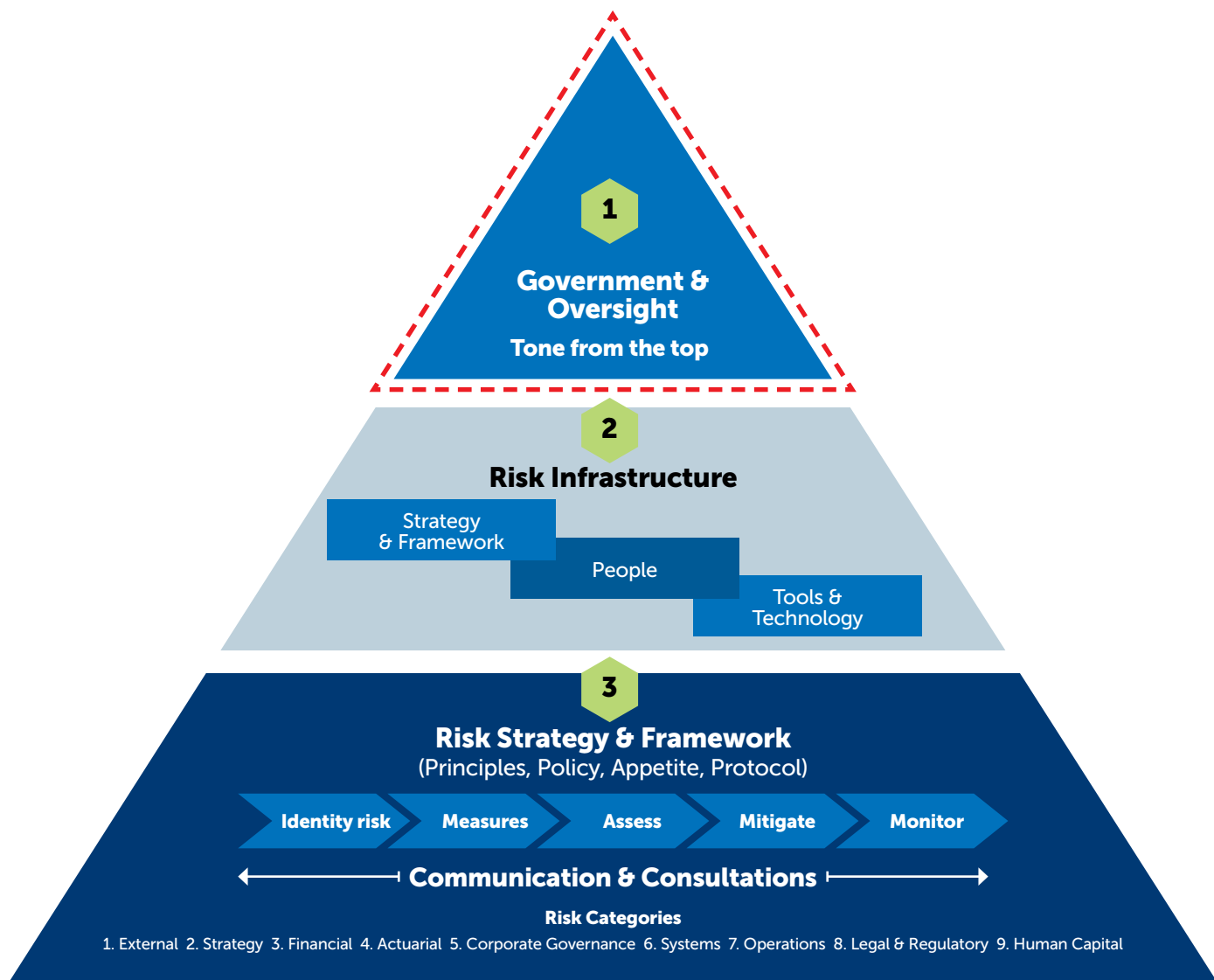
ULASAN PENGURUSAN RISIKO KORPORAT
Governance and Corporate Risk Management Reviews

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:

Enterprise Risk Management

SOCSCO 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 SOCSCO is shown in the following diagram:



Risk Architecture

ULASAN PENGURUSAN RISIKO KORPORAT
Governance and Corporate Risk Management Reviews

- 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 pengenaltastian, 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.

-
- 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 tools and resources required in ensuring effective implementation of risk management. These include documented risk policies and framework, the right talent and skills in ensuring a well-functioning risk management, and the appropriate technology to assist in monitoring and reporting of risks.
 - The risk framework outlines the principles and methodologies to enable effective management of risk encompassing the identification, evaluation, monitoring and reporting of risks.

Pengurusan Kesenambungan Perniagaan

PERKESO komited dalam melaksanakan Pengurusan Kesenambungan 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..

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.

ULASAN PENGURUSAN RISIKO KORPORAT

Governance and Corporate Risk Management Reviews

Pada tahun 2017, 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 2017 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 Kesenambungan Perniagaan dan meningkatkan keupayaan dalaman iaitu kesediaan pelan, sumber manusia dan infrastruktur BCM.

In 2017, 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 2017 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 Taktikal (TAA)"* PERKESO. Disebabkan perubahan pasaran, TAA digunakan sebagai strategi pelaburan dinamik yang menyelaraskan 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 relative to the expected return on any investment. SOCSO's investment risk management is further divided into two main categories, namely, market risk and credit risk management.

ULASAN PENGURUSAN RISIKO KORPORAT
Governance and Corporate Risk Management Reviews**› 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 bonds 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.

ULASAN PENGURUSAN RISIKO KORPORAT

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› Inisiatif Utama Pengurusan Risiko Tahun 2017

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

Penambahbaikan Tadbir Urus Risiko

- › Membangunkan Rangka Kerja Tadbir Urus Risiko yang memberi tumpuan kepada tadbir urus risiko berdasarkan seni bina risiko serta peranan dan tanggungjawab dalam menguruskan risiko PERKESO secara keseluruhan.
- › Menubuhkan Jawatankuasa Risiko Lembaga untuk membantu Lembaga dalam memastikan rangka kerja pengurusan risiko beroperasi dengan berkesan serta mengawasi semua aktiviti berkaitan pengurusan risiko di PERKESO.
- › Penubuhan Jawatankuasa Pengurusan Risiko yang bertanggungjawab dalam pembangunan dan pelaksanaan pengurusan risiko yang berterusan di PERKESO. Ini termasuk kajian semula rangka kerja pengurusan risiko dan menguruskan risiko-risiko utama selaras dengan tanggungjawab dalam menilai dan membuat keputusan strategik dan operasi.
- › Memperluaskan lagi jaringan risiko dengan melantik *Risk Champion* untuk setiap bahagian / cawangan di PERKESO bagi membolehkan operasi dan pelaksanaan proses dan aktiviti pengurusan risiko yang lebih baik, dan pada masa yang sama membantu sebagai pemudah cara di antara bahagian dan Bahagian Pengurusan Risiko.

Memupuk Budaya Risiko

- › Bagi memupuk pengetahuan mengenai risiko di 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 libat urus dan fasilitasi risiko bersama pemilik risiko dan anggota PERKESO diambil kira bagi menambahbaik proses pengurusan risiko.
- › Perkongsian maklumat dan pengajaran mengenai pengurusan risiko melalui artikel kepada semua anggota diedarkan secara dalam talian (*e-risk articles*) setiap dua bulan.

› Key Risk Management Initiatives Implemented In 2017

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

Enhancement of risk governance

- › Development of Risk Governance Framework focussing on risk government based on risk architecture as well as the roles and responsibilities in managing SOCISO's overall risks.
- › Establishment of Board Risk Committee to assist the Board in ensuring the risk management framework operates effectively and to oversee all risk management activities of SOCISO.
- › Establishment of a Management Risk Committee that is responsible for the continuous development and implementation of risk management in SOCISO. This includes review of risk frameworks and management of all material risks as part of the responsibility in evaluating as well as making strategic and operational decisions.
- › Expansion of risk networking via the appointment of Risk Champions for each division within SOCISO to enable better implementation of risk management processes and activities, and simultaneously contributing as facilitators between divisions and the Risk Management Division.

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 provides for an in-depth engagement with the risk owners on risk management that serve as a feedback loop for enhancement of risk process.
- › Bimonthly 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



PERKESO komited dalam mentadbir Skim Keselamatan Sosial dengan penuh berhemah, berintegriti, telus dan bebas daripada sebarang unsur-unsur fraud dan penyelewengan. Pelaksanaan Polisi *Anti-Fraud* merupakan aspirasi Pengurusan Tertinggi PERKESO dalam menangani isu-isu berkaitan *fraud*.

Semua anggota PERKESO termasuk Ahli Lembaga, Pengurusan Tertinggi dan juga mana-mana pihak ketiga yang berurusan dengan PERKESO adalah tertakluk kepada Polisi *Anti-Fraud* PERKESO.

PERKESO amat serius dalam mendepani *fraud* sekali gus mengamalkan toleransi sifar (*Zero Tolerance*) dan tidak akan berkompromi dengan sebarang perbuatan *fraud*. Semua perkara yang melibatkan *fraud* akan dilaporkan kepada pihak berkuasa supaya tindakan undang-undang diambil ke atas mana-mana pihak (termasuk anggota PERKESO) yang melakukan *fraud* terhadap PERKESO.



Audit Dalam yang 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 dalam kalangan kakitangan.

Peranan penting Audit Dalam adalah:

- Mencapai matlamat PERKESO melalui pendekatan yang sistematik dan berdisiplin dengan menilai keberkesanan sistem kawalan dalaman ke arah proses tadbir urus yang baik.
- 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.



SOCSCO is committed in administering the Social Security Scheme with prudence, integrity, transparency and free from any elements of fraud and abuse. The implementation of the Anti-Fraud Policy is the aspiration of the organisation's Top Management in handling issues concerning fraud.

All staff of SOCSCO including its Board Members, Top Management and any third party dealing with the organisation are subject to SOCSCO's Anti-Fraud Policy.

SOCSCO is very serious in facing fraud as well as practising zero-tolerance towards the same. The organisation will not compromise on any fraudulent acts. All matters involving fraud will be reported to the authorities so that legal action will be taken against any party (including SOCSCO's staff) committing fraud against SOCSCO.



Internal Audit, the third line of defence, plays the role of an independent function that gives objective certainty to increase the level of effectiveness of operations, consolidates accountability, organisational governance and integrity among staff.

The important roles of Internal Audit are:

- To achieve the goals of SOCSCO through systematic and disciplined approach by evaluating the effectiveness of the internal control system towards sound governance.
- To provide professional consultation and advisory services to the organisation on the sufficiency, reliability as well as effectiveness of the internal control system to ensure that the appropriate regulations and procedures are adequate and complied with.



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Sepanjang tahun 2017, aktiviti-aktiviti pengauditan dalaman merangkumi pengurusan aset, hartanah, pelaburan, pengurusan aplikasi dan sistem di PERKESO, pengoperasian pejabat-pejabat PERKESO di seluruh Malaysia dan penyiasatan kes-kes penyelewengan.

Naziran berfungsi bagi memastikan setiap pejabat PERKESO mematuhi Akta Keselamatan Sosial Pekerja 1969, Peraturan-Peraturan Am Keselamatan Sosial Pekerja 1971, Arahan-Arahan AKSP, Arahan Kewangan dan Pekeliling-Pekeliling berkaitan Penguatkuasaan dan Caruman. Pada tahun 2017, Naziran telah berjaya melaksanakan lawatan ke atas 52 pejabat PPN/PPP dan termasuk 6 pejabat kategori sangat besar dibuat dua kali lawatan bagi memastikan 14 skop aktiviti telah dilaksanakan dengan teratur, sempurna, selesai dan kemaskini. Laporan hasil penemuan dibentangkan kepada pengurusan tertinggi.



Throughout 2017, internal audit activities encompassed management of asset, real estate, investment, SOCSO's system and application management, operation SOCSO offices nationwide as well as investigations into misappropriation cases.

Inspection ensures that each SOCSO office complies with the Employees Social Security Act 1969, Employees Social Security General Regulations 1971, Orders under the Employees Social Security Act, Financial Instructions and Circulars concerning Enforcement and Contribution. In 2017, the Inspectorate successfully conducted visits to 52 PPN/PPP offices, with 6 large

offices being visited twice, to ensure the 14 activity scopes have been implemented in an organised manner, properly, completely and up-to-date. A report on the findings of such visits was presented to the top management.

Kursus *Retreat* dan Perlantikan Baru Duta Integriti PERKESO

PERKESO dengan Kerjasama Suruhanjaya Pencegahan Rasuah Malaysia (SPRM) melalui Bahagian Pendidikan Masyarakat (PENMAS) telah mengendalikan Kursus *Retreat* dan Perlantikan Duta Integriti siri 1/2017 dan 2/2017. Kursus *Retreat* siri 1/2017 telah diadakan di Hotel Silka, Kuala Lumpur yang berlangsung dari 20 - 23 Februari 2017 melibatkan penyertaan seramai 37 peserta terdiri daripada anggota yang mempunyai rekod peribadi yang bersih serta berdisiplin. Kursus *Retreat* dan Perlantikan Duta Integriti siri 2 telah diadakan di Hotel Quality, Kuala Lumpur bermula pada 13 - 16 Mac 2017 melibatkan seramai 37 anggota daripada Pejabat PERKESO seluruh Malaysia. Secara keseluruhan seramai 74 Duta Integriti telah ditauliahkan sepanjang tahun 2017. Diantara tujuan kursus ini diadakan adalah untuk memberikan pendedahan kepada anggota berhubung kemerosotan aspek integriti dalam kalangan Penjawat Awam, Integriti dari perspektif Islam, rasuah dan konflik kepentingan dan lain-lain.

Retreat and Appointment of New SOCSO Integrity Ambassador

SOCSO, in collaboration with the Malaysian Anti-Corruption Commission (MACC) through its Community Education Division (PENMAS), organised series 1/2017 and 2/2017 of the Retreat and Appointment of Integrity Ambassador. The first retreat, 1/2017 was held at Hotel Silka In Kuala Lumpur from 20th to 23rd February 2017, with the involvement of 37 participants comprising staff with clean and disciplined personal records. The second series of Retreat and Appointment of Integrity Ambassador was held at Hotel Quality, Kuala Lumpur from 13th to 16th March. The retreat involved 37 staff from SOCSO's offices nationwide. Overall, 74 Integrity Ambassadors were accredited throughout 2017. Among the objectives of this course is to give exposure to staff on diminishing integrity amongst public servants, integrity from the Islamic perspective, corruption as well as conflict of interest.

Bengkel Pengurusan Risiko Rasuah

PERKESO telah menganjurkan Bengkel Pengurusan Risiko Rasuah (CRM) pada 27 - 29 Mac 2017 di *Cheringin Hills Convention & Spa Resort*, Janda Baik, Pahang. Bengkel yang dikendalikan sepenuhnya oleh Suruhanjaya Pencegahan Rasuah Malaysia (SPRM) telah dihadiri oleh seramai 41 orang peserta yang mewakili setiap Bahagian di Ibu Pejabat. CRM merupakan satu proses pengurusan untuk membantu mengenal pasti kelemahan struktur yang mungkin membuka peluang kepada berlakunya rasuah, menyediakan rangka kerja untuk mengenal pasti faktor risiko dan penyelesaiannya yang melibatkan semua anggota serta menerapkan elemen pencegahan rasuah dalam rangka tadbir urus yang mantap. Rasuah boleh wujud dalam semua peringkat pengurusan, fungsi dan aktiviti, begitu juga boleh melibatkan pihak berkepentingan dalaman dan luaran organisasi. CRM berperanan penting dalam inisiatif pencegahan rasuah. Oleh yang demikian, CRM merupakan sebahagian daripada tadbir urus korporat yang baik untuk organisasi. Ia dilaksanakan dengan mengambil kira rasuah sebagai risiko asas dalam sesebuah pengurusan dengan menggunakan pendekatan Penilaian dan Pengurusan Risiko. Seterusnya satu bentuk sistem pengurusan yang baik dan berintegriti dapat dilahirkan melalui Pelan Pengurusan Risiko Rasuah.

Corruption Risk Management Workshop

SOCSO organised the Corruption Risk Management (CRM) Workshop on 27th to 29th March 2017 at the Cheringin Hills Convention & Spa Resort in Janda Baik, Pahang. The workshop which was fully-run by the Malaysian Anti-Corruption Commission (MACC) was attended by 41 participants representing each Division of the Headquarters. CRM is a management process to help identify structural weaknesses that may open opportunities for commission of corruption, preparation of framework to identify risk factors and solutions that involve all staff, as well as inculcation of solid corruption prevention elements within the governance framework. Corruption can exist at all levels of management, function and activities, and can also involve interested parties within and outside of the organisation. CRM plays an important role in the corruption prevention initiative. Hence, it is part of good corporate governance for the organisation. It is implemented by taking into account corruption as a basic risk in management, using the Risk Evaluation and Management approach. Subsequently a good management system with integrity can be produced through the Corruption Risk Management Plan.

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Ikrar Bebas Rasuah

Pada 19 Julai 2017 PERKESO telah dengan jayanya melaksanakan Ikrar Bebas Rasuah (IBR). YBhg. Dato' Sri Dr. Mohamed Azman bin Dato' Aziz Mohamed selaku Ketua Eksekutif telah mengetuai lafaz bacaan ikrar dan seterusnya menandatangani IBR dengan disaksikan oleh YBhg Dato' Junipah Binti Wandu, Pengarah Bahagian Pengurusan Integriti SPRM dan YBhg. Dato' Sri Adenan Bin Ab Rahman, Ketua Setiausaha Kementerian Sumber Manusia. Bertitik tolak daripada majlis ini, IBR telah dipanjangkan kepada semua anggota di pejabat PERKESO seluruh negara. Pada tarikh tersebut seramai 172 anggota PERKESO terdiri daripada semua PPN/PPP/Ketua Bahagian di Ibu pejabat / Duta Integriti dan anggota lain dari pelbagai peringkat telah hadir.

Corruption-Free Pledge

On 19th July 2017, SOCSO successfully conducted its Corruption-Free Pledge. YBhg. Dato' Sri Dr. Mohamed Azman bin Dato' Aziz Mohamed led the reading of the oath as SOCSO's Chief Executive. He also signed the Corruption-Free Pledge, witnessed by YBhg. Dato' Junipah binti Wandu, the Director of MACC Integrity Management Division and YBhg. Dato' Sri Adenan bin Ab Rahman, Secretary General of the Ministry of Human Resources. With this ceremony being the jumping-off point, the Corruption-Free Pledge was extended to all staff of SOCSO offices nationwide. On the said day, 172 SOCSO staff comprising PPN/PPP/Head of Division at Headquarters/Integrity Ambassadors as well as others from various levels were present.



Kod Etika Pembekal

Pada tahun 2017, PERKESO telah melancarkan Kod Etika Pembekal yang dikhususkan kepada semua pihak termasuk pihak-pihak berkepentingan dan pembekal yang berurusan dengan PERKESO. YBhg Dato' Sri Ketua Eksekutif melalui kata-kata aluannya berharap agar semua pembekal sama ada individu atau entiti yang berurusan dan membuat urusan niaga dengan PERKESO atau bercadang untuk mengadakan atau sedang dalam kontrak dengan PERKESO agar dapat bersama-sama mengamalkan budaya memupuk nilai-nilai murni untuk mempertingkatkan tahap integriti dan tadbir urus terbaik yang diamalkan oleh PERKESO selaras dengan intipati penting yang terkandung dalam Kod Etika Pembekal.

Objektif kod etika ini digubal, diwujudkan dan dilaksanakan adalah seperti berikut:

- i. Menggariskan amalan-amalan serta perilaku murni yang diterima sebagai amalan piawai di kalangan pembekal yang mampu mendorong dan meningkatkan tahap profesionalisma, integriti dan *akauntabiliti* yang tinggi.
- ii. Membudayakan kaedah pengawalseliaan sendiri (*Self-regulator*) dalam kalangan pembekal bagi meningkatkan tahap keyakinan masyarakat umum terhadap perkhidmatan yang disediakan.
- iii. Membantu mencapai agenda dan hasrat Kerajaan bagi meningkatkan integriti dalam kalangan semua pihak berdasarkan Pelan Integriti Nasional (PIN).

PERKESO adalah komited terhadap proses perolehan yang memupuk saingan yang adil dan terbuka serta dilaksanakan di bawah piawaian etika yang tinggi dan diyakini oleh masyarakat. Dengan kewujudan Kod Etika Pembekal PERKESO ini adalah merupakan satu langkah positif dalam pengukuhan nilai-nilai murni ke arah meningkatkan imej dan memperkukuhkan tahap integriti yang kini merupakan salah satu agenda nasional.

Suppliers' Code of Ethics

In 2017, SOCSO launched the Suppliers' Code of Ethics specific to all parties including stakeholders and suppliers dealing with SOCSO. The Chief Executive, in his welcoming speech, expressed his hopes that all suppliers, whether individuals or entities, dealing and conducting business with SOCSO or planning to establish or are currently in contract with SOCSO can jointly practise the culture of inculcating noble values to increase the level of integrity and best governance adopted by SOCSO.

The objectives of formulating, establishing and implementing this code of ethics are as follows:

- i. To outline the noble practices and behaviour that is accepted as standard practice among suppliers which can promote and enhance professionalism, integrity and high accountability.
- ii. To enculturate self-regulation among suppliers to increase the public's level of confidence in the services provided.
- iii. To help achieve the government's agenda and goals to enhance integrity among all parties based on the National Integrity Plan.

SOCSO is committed towards procurement processes that encourage fair and open competition, as well as those implemented based on high ethical standards in which the community is confident. The establishment of SOCSO's Suppliers' Code of Ethics is a positive step in consolidating noble values towards enhancing the image and level of integrity, which has currently become a national agenda.

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Konvensyen Integriti PERKESO 2017

Bertempat di Hotel Pearl International, Kuala Lumpur pada 17 - 19 Julai 2017 PERKESO telah mengadakan Konvensyen Integriti dengan Kerjasama Suruhanjaya Pencegahan Rasuah Malaysia (SPRM), Polis Diraja Malaysia (PDRM) dan Lembaga Hasil Dalam Negeri (LHDN). Seramai 152 anggota yang terdiri daripada Ahli Jawatankuasa Integriti dan Tadbir Urus (JITU) dan Duta-duta Integriti telah hadir dalam konvensyen yang telah diadakan. Penganjuran Konvensyen Integriti PERKESO 2017 adalah bertitik tolak daripada pengisytiharan Hari Integriti Kebangsaan yang disambut pada 5 November pada setiap tahun, PERKESO meletakkan sambutan ini sebagai salah satu agenda dalam kalender tahunan.

Tujuan utama konvensyen ini di adakan adalah:

- i. Memupuk kesedaran dalam kalangan anggota mengenai keperluan dan kepentingan membina nilai-nilai murni dan berintegriti;
- ii. Penglibatan dan sokongan Ketua Jabatan dan pengurusan atasan melalui program Hari Integriti ini mampu memberi tanggapan yang baik dan membina imej organisasi ke arah mempertingkatkan sistem tadbir urus yang baik dan telus;
- iii. Memberi penjelasan mengenai isu-isu berkaitan kesalahan tata tertib dan mewujudkan kesedaran tentang norma dan tatakelakuan yang baik kepada anggota;
- iv. Memberi peluang dan ruang kepada anggota untuk memperolehi dan meyalurkan maklumat berkaitan isu-isu integriti dengan mudah dan tepat;
- v. Platform untuk membina hubungan baik dengan agensi-agensi penguatkuasaan.

SOCSO Integrity Convention 2017

SOCSO, in collaboration with the Malaysian Anti-Corruption Commission (MACC), the Royal Malaysian Police (PDRM) and the Inland Revenue (LHDN), held its Integrity Convention at the Pearl International Hotel in Kuala Lumpur. The convention was held from 17th to 19th July 2017 with a total of 152 participants comprising members of the Integrity and Governance Committee (JITU) as well as the Integrity Ambassadors. The organisation of this convention was born out of the declaration of the National Integrity Day celebrated on 5th November each year, marked as one of the agenda in SOCSO's annual calendar.

The key objectives of this convention:

- i. To foster awareness among staff on the need and importance of building noble and integrity values;
- ii. The involvement and support of Heads of Departments and top management in the Integrity Day programme is capable of giving a good impression and building the image of the organisation towards enhancing a governance system that is sound and transparent;
- iii. To elaborate on issues related to disciplinary violations and to create awareness of good norms and behaviour among staff;
- iv. To provide opportunity and space for staff to acquire and channel information concerning integrity issues expediently and accurately;
- v. Provision of a platform to build good relationships with enforcement agencies.

MENINGKATKAN TADBIR URUS DAN INTEGRITI KORPORAT
Enhancing Corporate Governance and Integrity**Inovasi Sistem Perolehan PERKESO (SPP)**

Sistem Perolehan PERKESO (SPP) telah dibangunkan dan mula dilaksanakan pada akhir Oktober 2017. Melalui SPP, proses perolehan secara elektronik ini akan meningkatkan tahap keberkesanan dan produktiviti perkhidmatan kerana permohonan dan proses perolehan dilaksanakan dengan lebih cepat, berintegriti dan telus. SPP dibangunkan merangkumi modul perolehan bagi Pembelian Terus, Sebutharga, Tender, *e-Bidding* dan Pengurusan Kontrak. Sistem ini digunakan oleh PERKESO dan pembekal terlibat dalam urusan perolehan. Secara tidak langsung, SPP telah berjaya mempercepatkan urusan perolehan dan mengurangkan kos pengoperasian dokumen dan fail.

SOCISO Procurement System Innovation

SOCISO's Procurement System was developed and implemented at the end of October 2017. The electronic procurement process will enhance service effectiveness and productivity as the procurement request and process are carried out more expediently, with integrity and transparently. The system was developed to encompass procurement models for Direct Purchase, Quotation, Tender, e-Bidding and Contract Management. This system is utilised by SOCISO and suppliers involved in the procurement transaction. The system has indirectly managed to expedite the procurement process and reduce documentation and filing operational costs.



ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN

Key Financial Performance Indicators Review

DATIN AZLAILY BINTI ABD RAHMAN

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



“Kemampuan dana melalui pengurusan kewangan strategik berpandukan kepada amalan urus tadbir yang baik terus mengekalkan prestasi perkhidmatan PERKESO di tahap yang membanggakan. Prestasi pelaburan pada tahun 2017 menunjukkan peningkatan memberangsangkan iaitu sebanyak 6.22% di mana ianya merekodkan pendapatan sebanyak RM1,261.57 juta berbanding RM1,187.70 juta pada tahun sebelumnya. Jumlah hasil juga turut meningkat kepada 10.71% di mana RM4,475.09 juta yang dicatat pada tahun 2016 telah bertambah kepada RM4,954.39 juta pada tahun ini.

Sustainability of funds through strategic financial management that is guided by sound governance practices maintains the performance of SOCSO's service at a level that we can be proud of. The investment performance in 2017 showed an encouraging increase of 6.22%, translated into an income of RM1,261.57 million compared to RM1,187.70 million in the previous year. The total revenue also increased by 10.71% where the RM4,475.09 million recorded in 2016 rose to RM4,954.39 million this year.

”

ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN
Key Financial Performance Indicators Review**Ulasan Prestasi Kewangan**

Secara keseluruhannya, jumlah hasil PERKESO bagi tahun 2017 meningkat sebanyak RM479.30 juta atau 10.71% kepada RM4,954.39 juta berbanding RM4,475.09 juta pada tahun 2016. Jumlah belanja PERKESO juga meningkat sebanyak RM213.57 juta atau 5.86% kepada RM3,859.64 juta berbanding RM3,646.07 juta pada tahun 2016. Dengan itu, lebihan PERKESO meningkat sebanyak RM265.73 juta atau 32.05% kepada RM1,094.75 juta berbanding RM829.02 juta pada tahun 2016.

Pendapatan caruman meningkat sebanyak RM345.44 juta atau 10.74% kepada RM3,560.97 juta berbanding RM3,215.53 juta pada 2016 terutamanya berikutan pelaksanaan kenaikan had siling caruman bagi gaji bulanan daripada RM3,000 kepada RM4,000 yang telah berkuat kuasa mulai 1 Jun 2016 selain keberkesanan aktiviti penguatkuasaan yang membawa kepada peningkatan bilangan majikan dan pekerja aktif. Selain itu, peningkatan kutipan caruman ini juga mencerminkan tahap kesedaran yang kian meningkat dalam kalangan majikan dan pekerja mengenai tanggungjawab mereka untuk mencarum kepada PERKESO berikutan keberkesanan program dan kempen kesedaran yang dilaksanakan oleh PERKESO.

Hasil PERKESO bagi tahun 2017 turut mengambil kira geran peruntukan Skim Bencana Kerja Pekerjaan Sendiri bagi Pemandu Teksi berjumlah RM60.00 juta yang telah diterima daripada Kementerian Sumber Manusia pada Mei 2017. Pendapatan pelaburan kasar pula meningkat sebanyak RM73.54 juta atau 6.19% kepada RM1,261.24 juta berbanding RM1,187.70 juta pada tahun 2016 berikutan peningkatan dalam dividen, keuntungan daripada penjualan, pendapatan faedah dan keuntungan belum realis daripada penilaian semula aset kewangan.

Sementara itu, belanja tanggungan meningkat sebanyak RM316.06 juta atau 10.62% kepada RM3,292.18 juta pada tahun 2017 berbanding RM2,976.12 juta pada tahun sebelumnya berikutan peningkatan dalam bilangan kes-kes tuntutan faedah, pelaksanaan bayaran penyesuaian kos sara hidup dan kenaikan kadar bayaran Faedah Pengurusan Mayat kepada RM2,000 berbanding RM1,500 pada tahun sebelumnya.

Financial Performance Review

Overall, SOCSO's total income for 2017 increased by RM479.30 million or 10.71% to RM4,954.39 million in comparison to RM4,475.09 million in 2016. Similarly, SOCSO's total expenses also rose by RM213.57 million or 5.86% to RM3,859.64 million in comparison to RM3,646.07 million in 2016. As a result, surplus for 2017 increased by RM265.73 million or 32.05% to RM1,094.75 million in comparison to RM829.02 million in 2016.

Contributions income increased by RM345.44 million or 10.74% to RM3,560.97 million compared to RM3,215.53 million in 2016 mainly due to the implementation of the increase in the ceiling of contributions for a monthly salary of RM3,000 to RM4,000 which was effective from 1 June 2016 in addition to the effectiveness of the enforcement activities which led to an increase in the number of active employers and employees. On the other hand, the increase in collection of contributions also reflects the growing awareness among employers and employees about their responsibilities to contribute to SOCSO due to the effectiveness of programmes and awareness campaigns conducted by SOCSO.

SOCSO's revenue for 2017 also took into account allocation for the Self-Employed Employment Injury Scheme for Taxi Drivers amounting to RM60.00 million received from the Ministry of Human Resources in May 2017. Gross investment income increased by RM73.54 million or 6.19% to RM1,261.24 million in comparison to RM1,187.70 million in 2016 due to the increase in dividend, gains from divestment, interest income and unrealised gains from revaluation of financial assets.

Meanwhile, benefits expenses increased by RM316.06 million or 10.62% to RM3,292.18 million in 2017 in comparison to RM2,976.12 million in the previous year due to the increase in the number of benefits claim cases, the implementation of payment for adjustment of cost of living and an increase in the funeral benefit payment rate to RM2,000 compared to RM1,500 in the previous year.

ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN

Key Financial Performance Indicators Review

Manakala belanja operasi menurun sebanyak RM63.42 juta atau 10.01% kepada RM569.89 juta berbanding RM633.31 juta pada tahun 2016 terutamanya berikutan penurunan peruntukan liabiliti aktuari bagi saguhati tamat perkhidmatan pada tahun 2017 berbanding tahun 2016. Prestasi kewangan PERKESO adalah seperti di Jadual 12, Carta 1 dan 2.

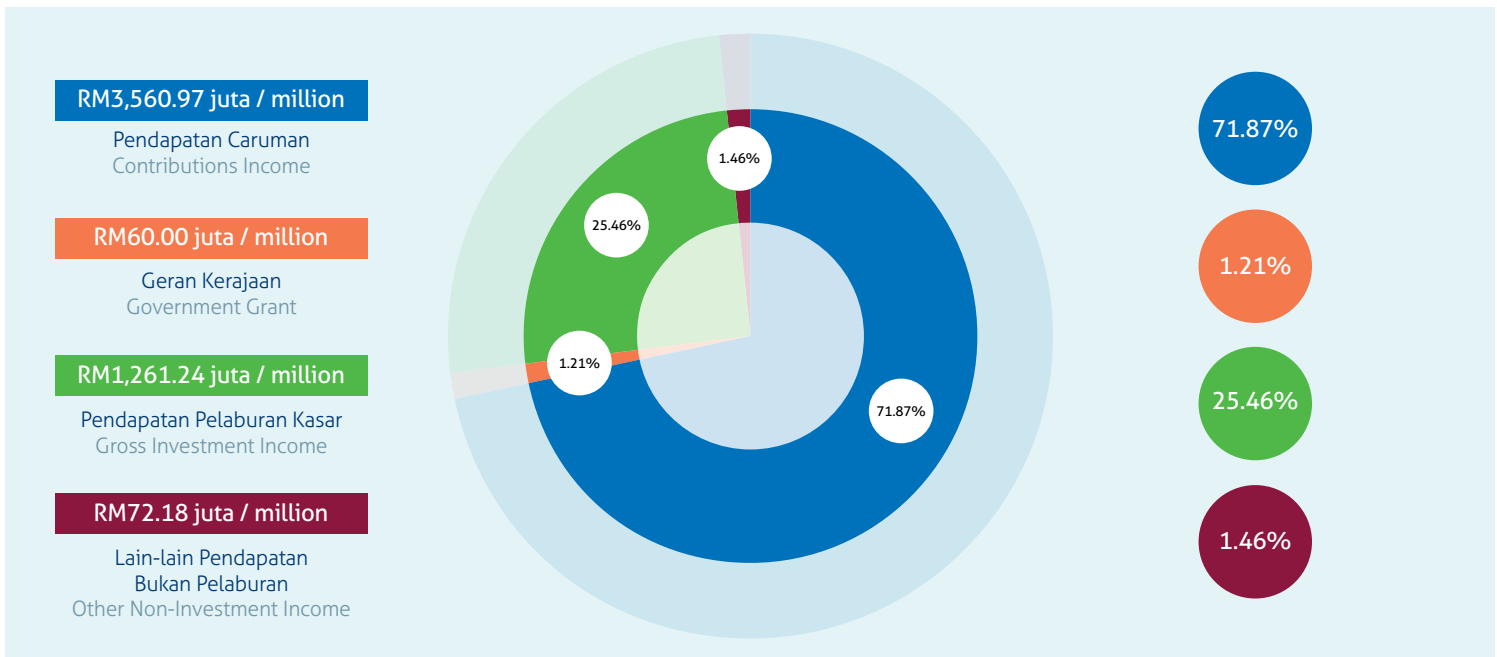
However, operating expenses declined by RM63.42 million or 10.01% to RM569.89 million compared to RM633.31 million in 2016, mainly due to a decline in the actuarial liability provision for the end of service gratuity in 2017 as compared to 2016. SOCSO's financial performance is shown in Table 12, Charts 1 and 2.

JADUAL 12 RINGKASAN STATISTIK KEWANGAN 2016 – 2017
Table 12 Financial Statistics Summary 2016 – 2017

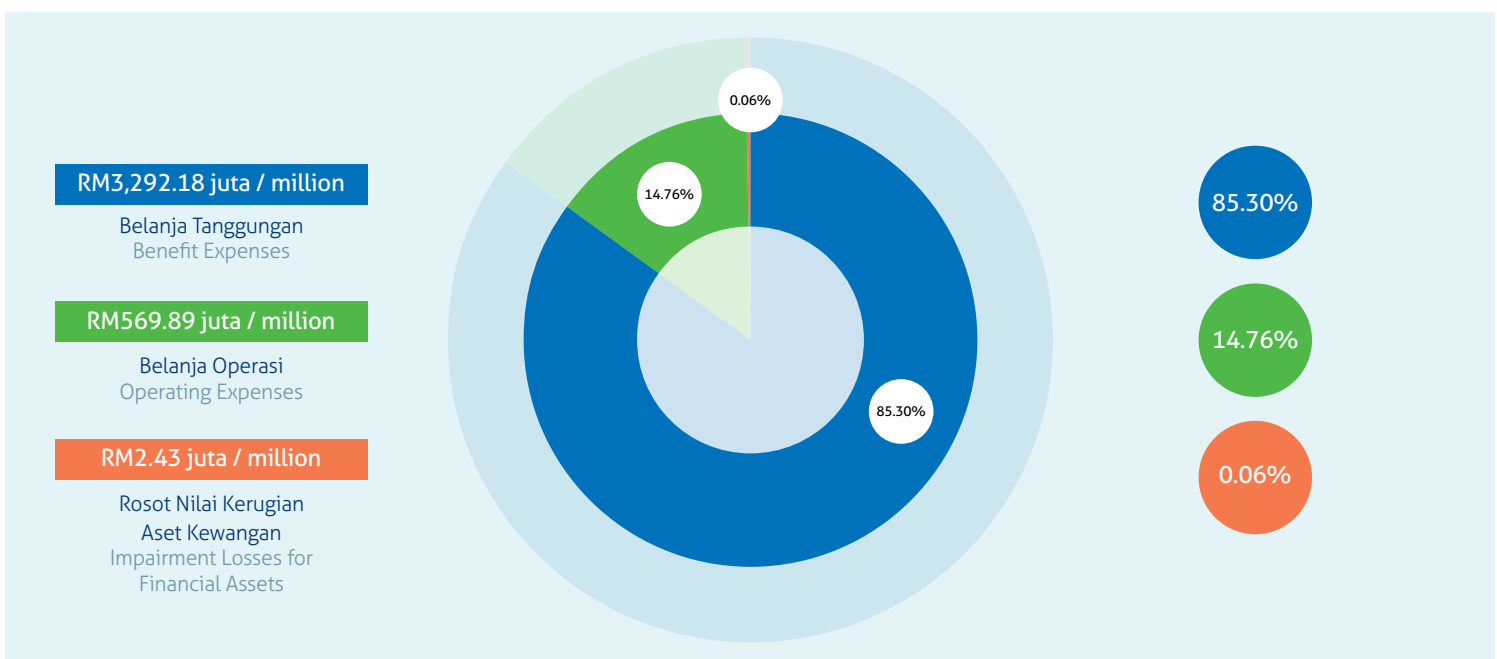
PERKARA / TAHUN ITEM / YEAR	2016 RM Juta / Million	2017 RM Juta / Million
Pendapatan Caruman Contributions Income	3,215.53	3,560.97
Geran Kerajaan Government Grant	–	60.00
Pendapatan Pelaburan Kasar Gross Investment Income	1,187.70	1,261.24
Lain-lain Pendapatan Bukan Pelaburan Other Non-Investment Income	71.86	72.18
Jumlah Hasil Total Revenue	4,475.09	4,954.39
Belanja Tanggungan Benefits Expenses	2,976.12	3,292.18
Belanja Operasi Operating Expenses	633.31	569.89
Kerugian Penjejasan / (Catatan Semula) Aset Kewangan Impairment Losses / (Writeback) For Financial Assets	36.64	(2.43)
Jumlah Belanja Total Expenses	3,646.07	3,859.64
Lebihan Bagi Tahun Surplus For The Year	829.02	1,094.75
Rizab Keselamatan Sosial Social Security Reserve	25,575.08	27,064.55

ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN
Key Financial Performance Indicators Review

CARTA 1 KOMPONEN HASIL PERKESO 2017
Chart 1 SOCSO Revenue Components 2017

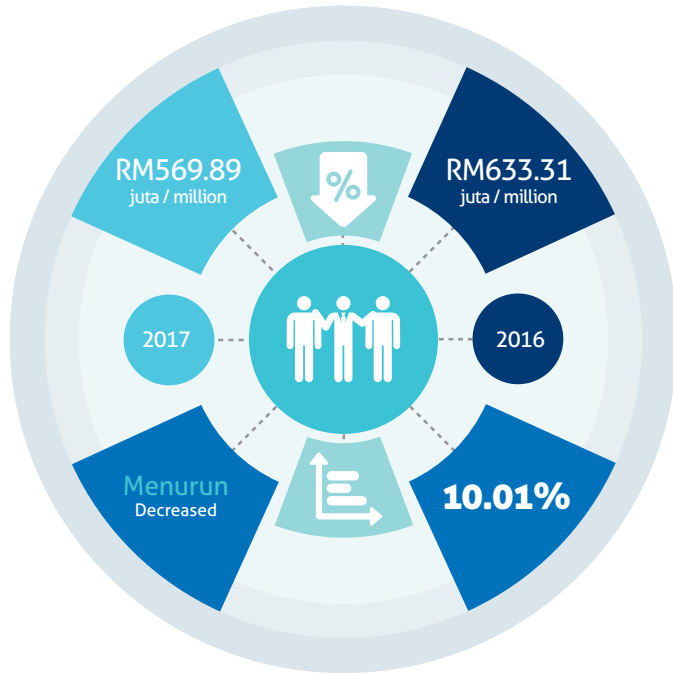


CARTA 2 KOMPONEN PERBELANJAAN PERKESO 2017
Chart 2 SOCSO Expenditure Components 2017



ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN

Key Financial Performance Indicators Review



Belanja Operasi

2017: RM569.89 juta (2016 : RM633.31 juta)
Menurun 10.01%

Operating Expenses

2017: RM569.89 million (2016 : RM633.31 million)
A decrease of 10.01%

Belanja Operasi adalah seperti ditunjukkan di Jadual 13 dan Carta 3.

Operating Expenses is shown in Table 13 and Chart 3.

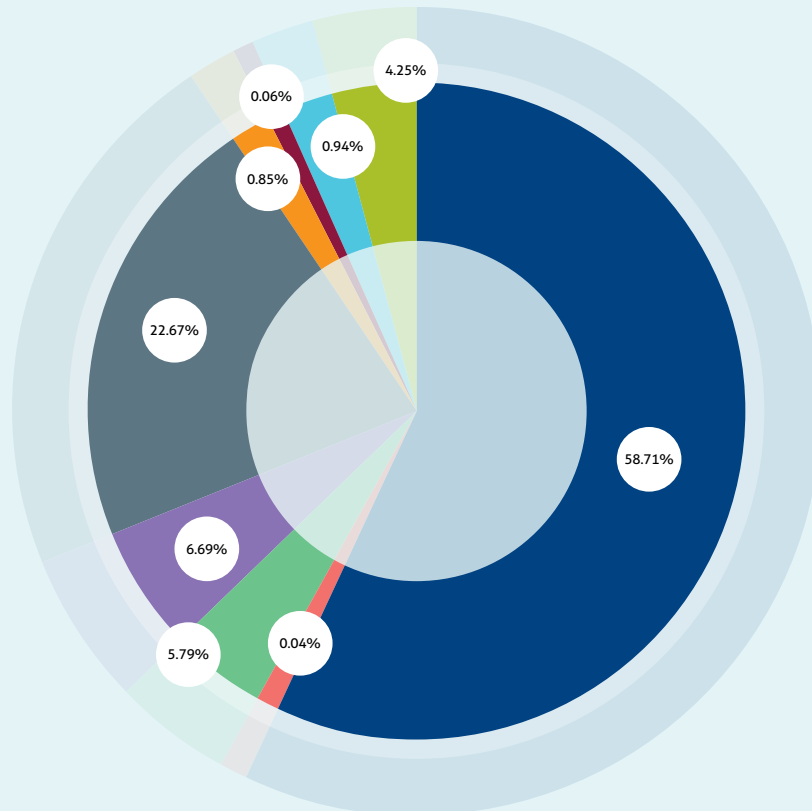
JADUAL 13 KOMPONEN PERBELANJAAN MENGRURUS 2016 – 2017
Table 13 Administrative Expenditure Components 2016 – 2017

KOMPONEN COMPONENTS	2016 RM Juta / Million	2017 RM Juta / Million	Perubahan Changes (%)
Kos Anggota Staff Costs	443.51	334.60	(24.56)
Bayaran Audit Audit Fees	0.26	0.24	(7.69)
Susut Nilai Hartanah dan Peralatan Depreciation of Property and Equipment	35.22	33.00	(6.30)
Pelunasan Perisian Komputer Amortisation of Computer Software	2.02	38.11	1,786.63
Perkhidmatan dan Bekalan Services and Supplies	111.87	129.20	15.49
Harta Perbekalan Supplies Items	1.67	4.84	189.82
Pemberian dan Bayaran Tetap Grants and Fixed Payments	0.33	0.37	12.12
Perbelanjaan Pelaburan Investment Expenditure	21.24	5.33	(74.91)
Lain-lain Perbelanjaan Operasi Other Operating Expenditure	17.19	24.20	40.78
Jumlah Total	633.31	569.89	(10.01)

ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN
Key Financial Performance Indicators Review

CARTA 3 KOMPONEN BELANJA OPERASI 2017
Chart 3 Operating Expenses Components 2017

RM334.60 juta / million Kos Anggota Staff Costs	RM0.24 juta / million Bayaran Audit Audit Fees	RM33.00 juta / million Susut Nilai Hartanah dan Peralatan Depreciation of Property and Equipment
RM38.11 juta / million Peluasan Perisian Komputer Amortisation of Computer Software	RM129.20 juta / million Perkhidmatan dan Bekalan Services and Supplies	RM4.84 juta / million Harta Perbekalan Supplies Items
RM0.37 juta / million Pemberian dan Bayaran Tetap Grants and Fixed Payments	RM5.33 juta / million Perbelanjaan Pelaburan Investment Expenditure	RM24.20 juta / million Lain-lain Perbelanjaan Operasi Other Operating Expenditure



ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN

Key Financial Performance Indicators Review

RINGKASAN PETUNJUK PRESTASI KEWANGAN DARI TAHUN 2013 – 2017

Financial Performance Indicators Summary 2013 – 2017

Pada keseluruhannya, petunjuk prestasi kewangan bagi tempoh 2013 - 2017 adalah seperti di Graf 1 - 5.

Overall, SOCSO's financial performance indicators for 2013 – 2017 are shown in Graphs 1 - 5.

GRAF 1
Graph 1

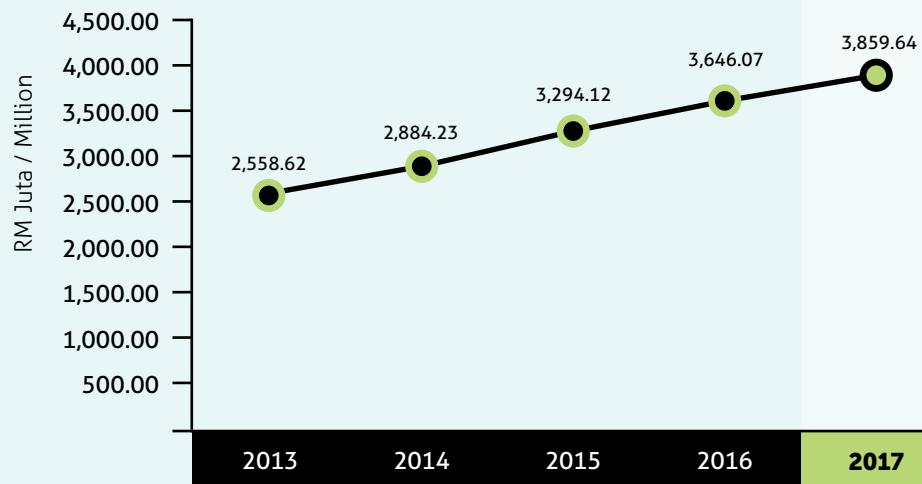
JUMLAH PENDAPATAN 2013 – 2017
Total Revenue 2013 – 2017



ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN
Key Financial Performance Indicators Review

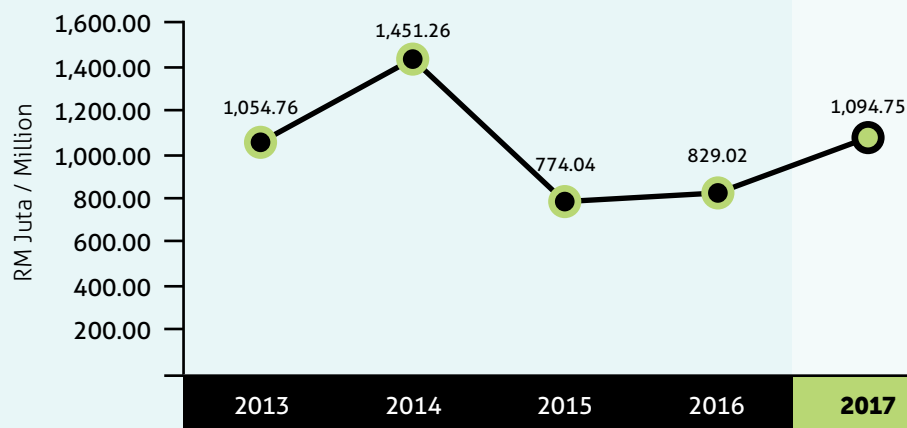
GRAF 2
Graph 2

JUMLAH BELANJA 2013 – 2017
Total Expenses 2013 – 2017



GRAF 3
Graph 3

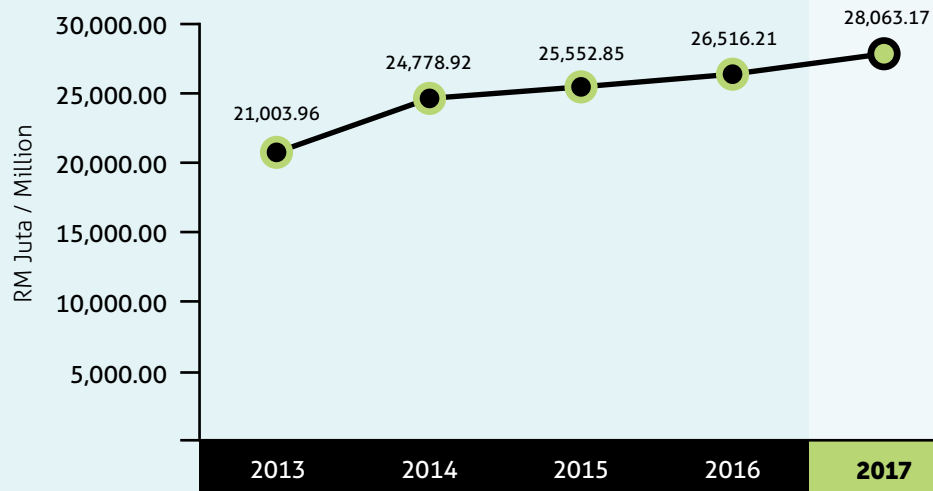
LEBIHAN 2013 – 2017
Surplus 2013 – 2017



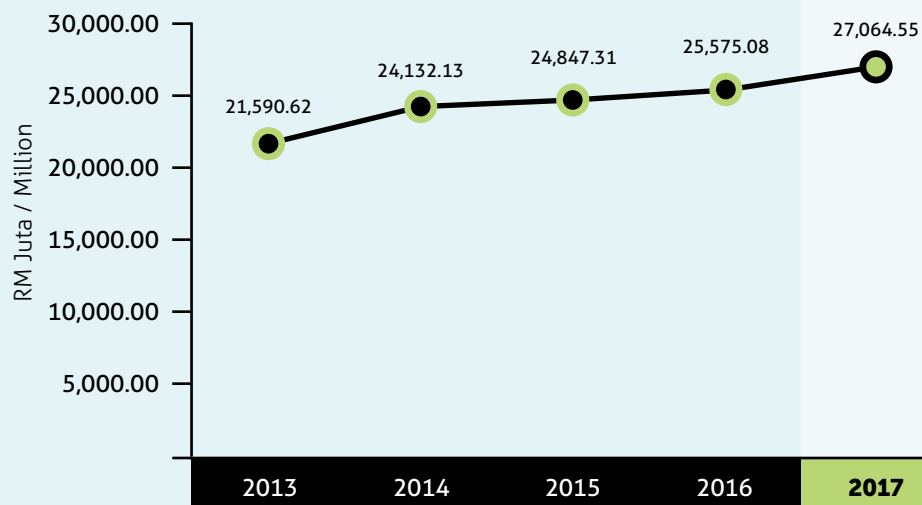
ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN

Key Financial Performance Indicators Review

GRAF 4 JUMLAH ASET 2013 – 2017
Graph 4 Total Assets 2013 – 2017

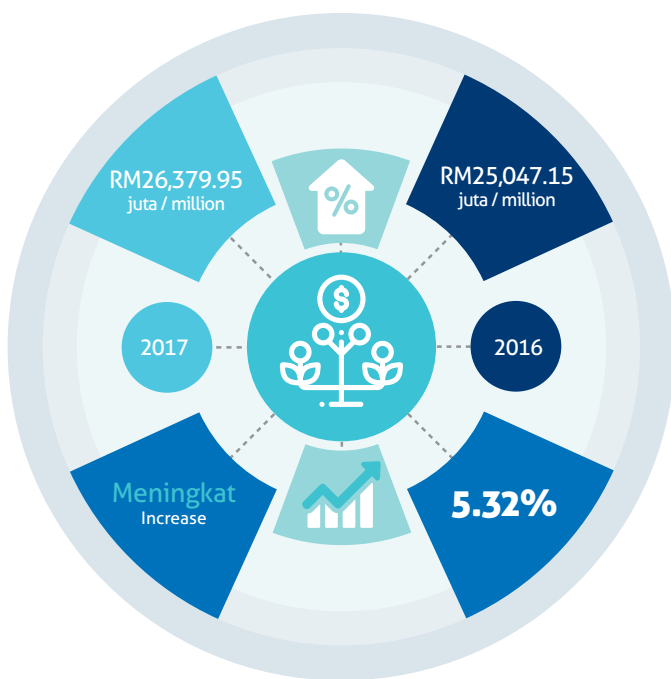


GRAF 5 RIZAB KESELAMATAN SOSIAL 2013 – 2017
Graph 5 Social Security Reserve 2013 – 2017



ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN
Key Financial Performance Indicators Review

ULASAN PRESTASI PELABURAN
Investment Performance Review



Dana Pelaburan PERKESO

2017: RM26,379.95 juta (2016 : RM25,047.15 juta)
Meningkat 5.32%

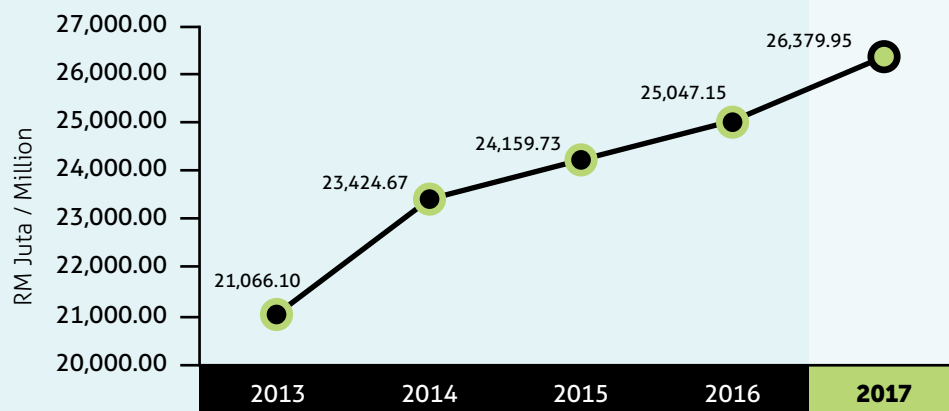
SOCSO Investment Fund

2017: RM26,379.95 million (2016 : RM25,047.15 million)
An increase of 5.32%

Dana pelaburan PERKESO pada tahun 2017 mencatat pertumbuhan sebanyak RM1,332.80 juta atau 5.32% iaitu kepada RM26,379.95 juta pada tahun 2017 berbanding RM25,047.15 juta pada tahun 2016. Pulangan pelaburan bertambah dengan peningkatan dalam caruman mengakibatkan peningkatan bersih dalam dana pelaburan untuk tahun 2017. Jumlah dana pelaburan PERKESO dari tahun 2013 hingga 2017 ditunjukkan di Graf 6.

SOCSO's investment fund registered a growth of RM1,332.80 million or 5.32% to RM26,379.95 million in 2017 as compared to RM25,047.15 million in 2016. Investment returns coupled with an increase in contributions resulted in a net increase in the investment fund for 2017. SOCSO's investment fund from 2013 to 2017 is shown in Graph 6.

GRAF 6
Graph 6
DANA PELABURAN 2013 – 2017
Investment Fund 2013 – 2017



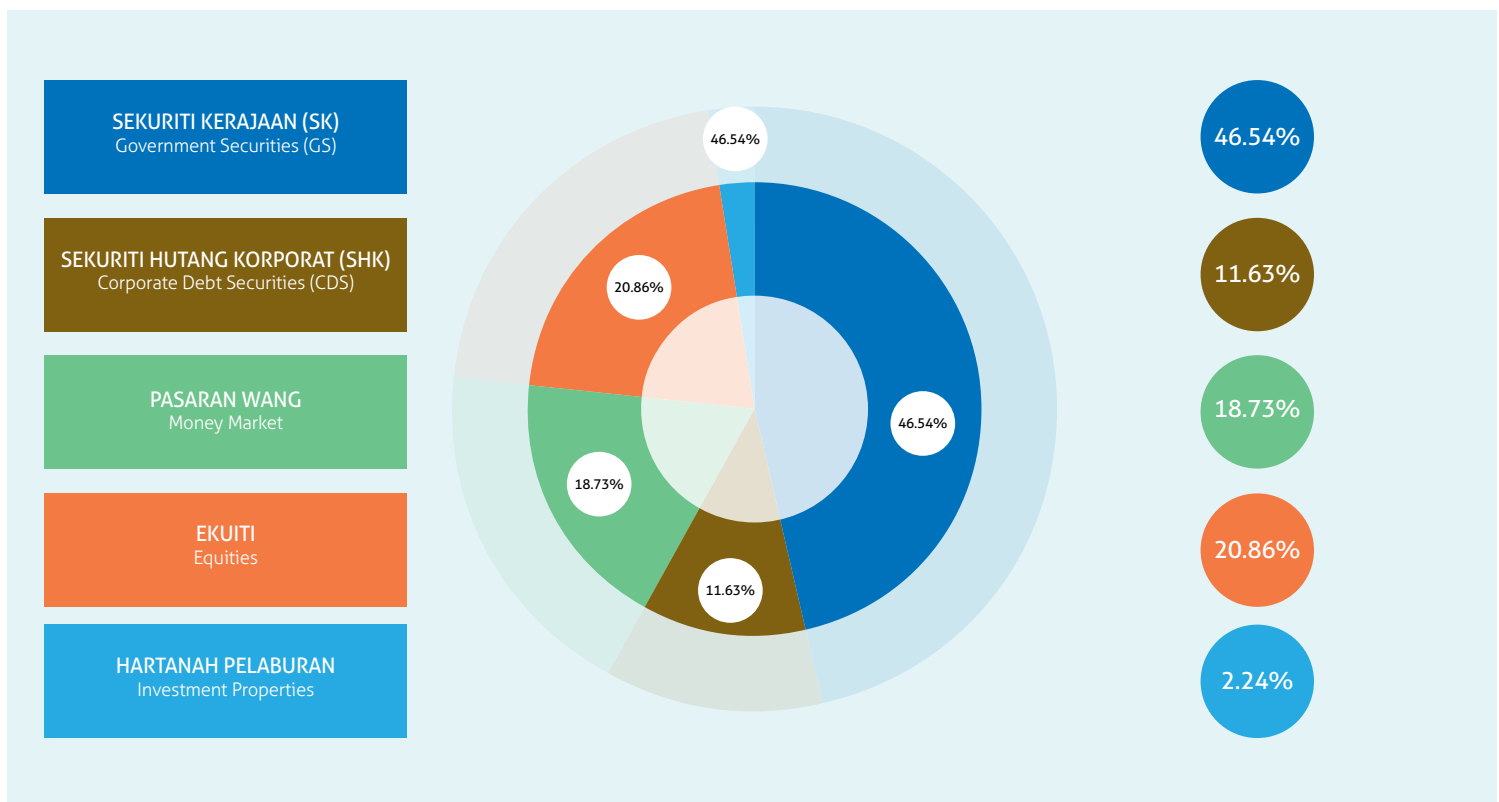
ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN

Key Financial Performance Indicators Review

Alokasi dana pelaburan mengikut jenis instrumen pada penghujung 2017 adalah seperti ditunjukkan di Carta 4.

Investment Fund allocation according to type of instrument at the end of 2017 is shown in Chart 4.

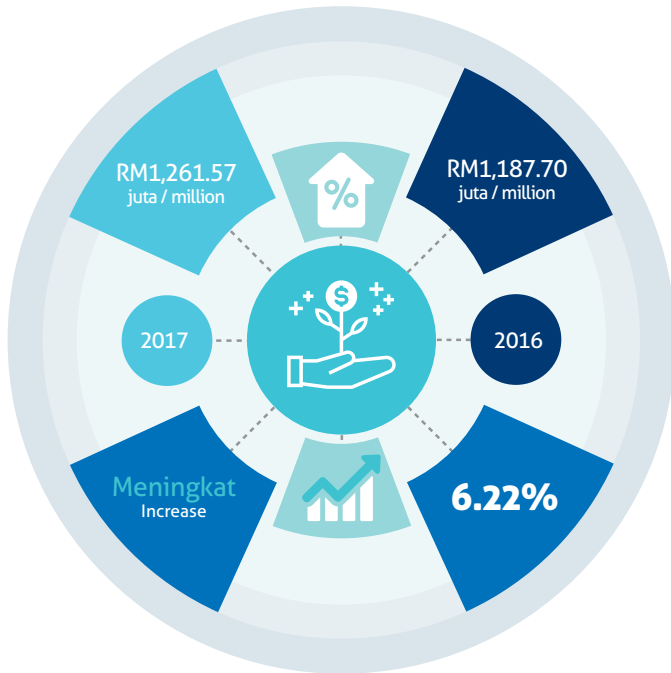
CARTA 4 ALOKASI DANA PELABURAN 2017
Chart 4 Investment Fund Allocation 2017



PERKESO mengamalkan strategi pelaburan jangka panjang yang konservatif dan cermat dengan mengambilkira faktor risiko dalam menguruskan dana. Strategi ini ditunjukkan dalam wajaran yang tertumpu kepada instrumen pendapatan tetap sejajar dengan alokasi aset strategik.

SOCSSO adopts a conservative and prudent long-term investment strategy by taking into account risk factors in managing the funds. This strategy is reflected in weightage that gravitates towards fixed income instruments in line with strategic asset allocation.

ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN
Key Financial Performance Indicators Review



Prestasi Pulangan Pelaburan

2017: RM1,261.57 juta (2016: RM1,187.70 juta)

Meningkat 6.22%

Investment Returns Performance

2017: RM1,261.57 million (2016: RM1,187.70 million)

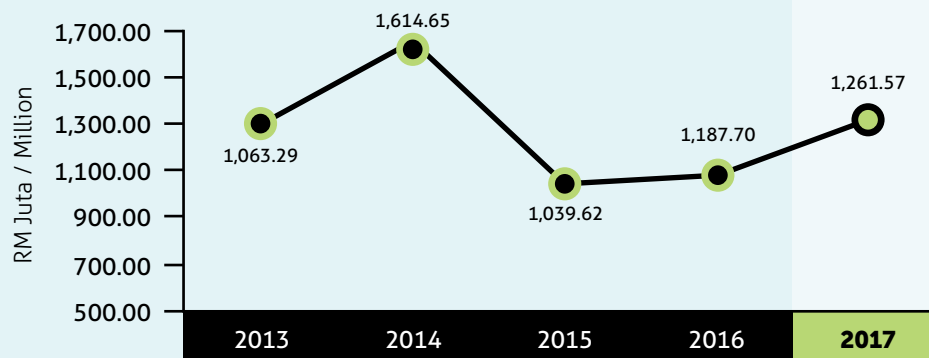
An increase of 6.22%

Pendapatan pelaburan pada tahun 2017 berjumlah RM1,261.57 juta, meningkat sebanyak RM73.87 juta atau 6.22% berbanding RM1,187.70 juta pada 2016. Pendapatan pelaburan yang dinyatakan tidak mengambilkira rosot nilai saham dan bon serta pendapatan faedah daripada pinjaman kuasi kerajaan. Pencapaian pulangan pelaburan dari 2013 hingga 2017 adalah seperti ditunjukkan di Graf 7 dan Carta 5.

Investment income in 2017 was RM1,261.57 million, an increase of RM73.87 million or 6.22% compared to RM1,187.70 million in 2016. The investment income stated excludes impairment for shares and bonds as well as interest from quasi-government loans. The performance of investment returns from 2013 – 2017 is shown in Graph 7 and Chart 5.

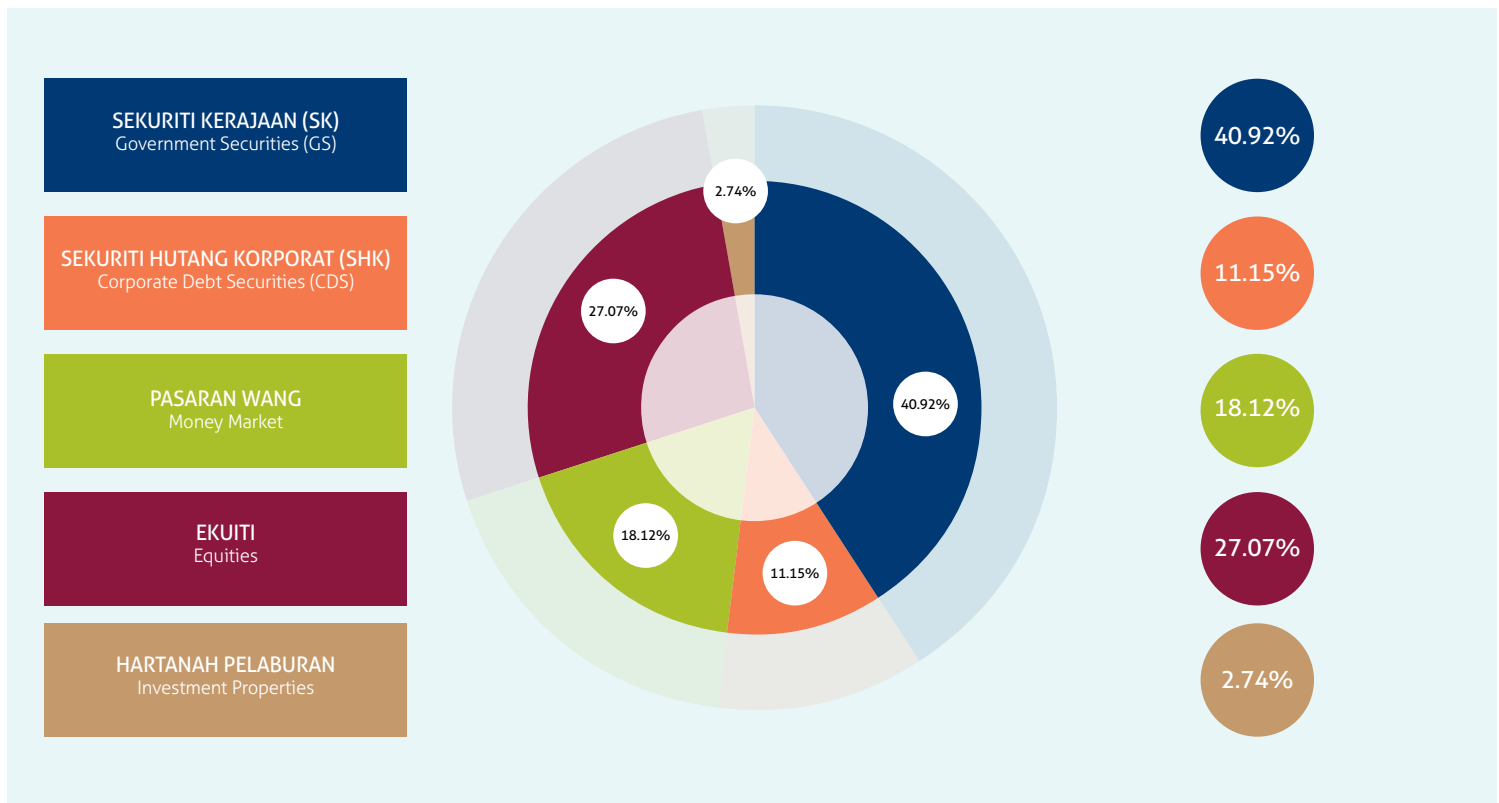
GRAF 7
Graph 7

PULANGAN PELABURAN 2013 – 2017
Investment Returns 2013 – 2017



ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN
Key Financial Performance Indicators Review

CARTA 5 PULANGAN PELABURAN MENGIKUT ALOKASI ASET 2017
Chart 5 Investment Returns by Asset Allocation 2017



AKTIVITI-AKTIVITI PELABURAN DALAMAN

In-House Investment Activities

Senario Ekonomi

Pada tahun 2017, ekonomi Malaysia merekodkan pertumbuhan kukuh pada kadar 5.9% yang dipacu oleh permintaan domestik dan penggunaan swasta. Untuk tahun 2017, indeks FBMKLCI meningkat 9.44% pada penutup iaitu pada 1,796 mata. Harga komoditi dan harga minyak mentah yang pulih dan kembali meningkat memberi kesan kepada peningkatan harga saham-saham yang berkaitan dengan minyak.

Ekuiti

Dalam menguruskan pelaburan ekuiti dalaman, PERKESO mengamalkan pengurusan secara *market driven* di mana portfolio ekuiti dibina dalam tempoh masa yang panjang bagi mengimbangi keuntungan modal serta pendapatan dividen. Syarikat-syarikat dengan aliran tunai yang kukuh, polisi pembayaran dividen yang tinggi, tadbir urus yang telus dengan model perniagaan yang baik serta mampu dipertahankan dalam apa jua keadaan ekonomi adalah diutamakan.

Pelaburan PERKESO di dalam ekuiti pada penghujung tahun 2017 adalah 20.86% daripada dana pelaburan PERKESO. Dana pelaburan di dalam ekuiti adalah berjumlah RM5,501.64 juta, meningkat sebanyak RM1,100.64 juta atau 25.01% berbanding RM4,400.99 juta pada tahun 2016. Dari segi alokasi sektor bagi pelaburan di dalam ekuiti, 34.8% dilaburkan dalam sektor perbankan dan kewangan diikuti perkhidmatan (18.4%), perladangan (11.0%), industri (9.7%), hartanah (8.1%), telekomunikasi (7.7%), produk pengguna (5.3%), pembinaan (4.9%), lain-lain (0.1%) membentuk pegangan teras portfolio ekuiti PERKESO. Portfolio teras ekuiti PERKESO menjana pulangan pendapatan dividen sebanyak RM62.47 juta manakala bakinya sebanyak RM94.48 juta adalah keuntungan modal daripada jualan saham.

PERKESO dari semasa ke semasa mengadakan perjumpaan dengan pengurusan tertinggi syarikat yang dilaburkan bagi mendapatkan gambaran mengenai strategi pengurusan dan halatuju syarikat bagi membolehkan PERKESO membuat keputusan berkaitan dengan pelaburannya.

Economic Scenario

In 2017, the Malaysian economy recorded a strong growth of 5.9% which was driven by domestic demand and private consumption. For 2017, the FBMKLCI increased by 9.44%, closing the year at 1,796 points. Commodity and crude oil prices recovered and rose, resulting in increase in prices of oil-related stocks.

Equities

In managing its internal equity investment, SOCSO adopts a market driven investment strategy where the equity portfolio is constructed over a long period to balance capital gains as well as dividend income. Companies with a healthy cash flow, a high dividend pay-out policy and transparent corporate governance with a good business model which is defensible in any economic scenario are prioritised.

SOCSO's investment in equity at the end of 2017 stood at 20.86% of investment fund. Investment fund in the form of equity stood at RM5,501.64 million, an increase of RM1,100.64 million or 25.01% compared to RM4,400.99 million in 2016. As for sector allocation, 34.8% is invested in the banking and financial sector, followed by services (18.4%), plantation (11.0%), industrial (9.7%), properties (8.1%), telecommunications (7.7%), consumer products (5.3%), construction (4.9%), and others (0.1%) forming the core holdings of SOCSO's equity portfolio. This portfolio generated a dividend income of RM62.47 million whereas the balance RM94.48 million was generated from capital gains in sale of shares.

SOCSO regularly meets with investee companies' top management to get an insight into their management strategies and company direction to enable SOCSO to make informed decisions regarding its investments.

ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN

Key Financial Performance Indicators Review

Sekuriti Kerajaan (Konvensional dan Islamik), Sekuriti Hutang Korporat dan Pinjaman Jaminan Kerajaan

Sejumlah 58.17% daripada dana pelaburan PERKESO adalah dilaburkan dalam instrumen pendapatan tetap yang terdiri daripada Sekuriti Kerajaan (SK: Konvensional dan Islamik), Sekuriti Hutang Korporat (SHK) dan Pinjaman Jaminan Kerajaan. Pelaburan ini telah memberikan pulangan sejumlah RM656.93 juta atau 40.92% daripada jumlah pendapatan pelaburan yang diterima terutamanya dalam bentuk kupon dan keuntungan modal.

SK merupakan komponen terbesar kelas aset ini mewakili 46.54% dengan nilai semasa sebanyak RM12,277.38 juta menjana pendapatan sebanyak RM516.28 juta dalam bentuk bayaran kupon. Dalam tahun 2017, pelaburan dalam SK meningkat sebanyak RM2,120.72 juta atau 20.88% berbanding RM10,156.66 juta pada tahun 2016.

Portfolio SHK (nilai semasa) meningkat 10.96% atau RM303.13 juta kepada RM3,068.19 juta berbanding RM2,765.05 juta pada tahun 2016. Pelaburan di dalam SHK mewakili 11.63% daripada jumlah dana pelaburan. Pulangan pelaburan daripada SHK pada tahun 2017 menurun sebanyak 0.69% atau RM0.98 juta kepada RM140.65 juta berbanding dengan RM141.63 juta pada tahun 2016.

Komposisi penarafan instrumen ini kebanyakannya dalam kertas 'AAA' dan 'AA' seperti yang ditetapkan oleh Kementerian Kewangan. Wajaran sektor SHK sebahagian besarnya dalam kewangan dan perbankan 43.9%, infrastruktur 20.8%, sekuriti kerajaan 18.5%, pengangkutan 6.8%, tenaga 4.7%, tol 2.4%, telekomunikasi 1.6%, insuran 0.5%, hartanah 0.4%, dan lain-lain 0.4%.

Dengan peratusan pelaburan dana yang tinggi, PERKESO akan meneruskan membida kertas hutang korporat berkualiti yang diterbitkan oleh perbadanan yang mantap yang mengamalkan tadbir urus korporat yang baik, model perniagaan yang mampan dan mempunyai aliran tunai yang stabil.

Government Securities (Conventional and Islamic), Corporate Debt Securities and Loan Guaranteed by Government

A total of 58.17% of SOCSO's investment fund is invested in fixed income instruments comprising Government Securities (GS: Conventional and Islamic), Corporate Debt Securities (CDS) and Government Guaranteed Loans. These realised returns amounting to RM656.93 million, or 40.92% of total investment income received largely through coupon payment and capital gain.

GS is the largest component of this asset class representing 46.54% with current value of RM12,277.38 million generating an income of RM516.28 million in coupon payment. In 2017, investment in GS increased by RM2,120.72 million or 20.88% in comparison to RM10,156.66 million in 2016.

The CDS portfolio (current value) increased by 10.96% or RM303.13 million to RM3,068.19 million compared to RM2,765.05 million in 2016. Investment in CDS represents 11.63% of the total investment fund. Investment returns from CDS in 2017 decreased by 0.69% or RM0.98 million to RM140.65 million, compared to RM141.63 million in 2016.

The rating composition of this instrument was largely skewed to 'AAA' and 'AA' papers as mandated by the Ministry of Finance. Sector weighting on CDS was largely on finance and banking 43.9%, infrastructure 20.8%, government securities 18.5%, transportation 6.8%, power 4.7%, toll road 2.4%, telecommunications 1.6%, insurance 0.5%, property 0.4% and others 0.4%.

With the higher percentage of investible funds, SOCSO will continue to bid for quality corporate debt securities issued by the established corporations which practise good corporate governance, embrace sustainable business model and have stable cash flow.

ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN
Key Financial Performance Indicators Review**Pasaran Wang**

Pelaburan di dalam Pasaran Wang adalah dalam Deposit Jangka Pendek dan Simpanan Tetap di institusi-institusi kewangan yang diluluskan bagi tempoh tempoh matang di antara semalaman hingga 12 bulan. Pelaburan PERKESO di dalam instrumen ini telah menurun sebanyak RM2,191.70 juta atau 30.73% kepada RM4,940.80 juta berbanding RM7,132.50 juta pada tahun 2016.

Pegangan di dalam kelas aset ini adalah mewakili 20.86% daripada jumlah aset pelaburan pada tahun 2017. Pelaburan di dalam Pasaran Wang memberi pulangan sebanyak RM228.61 juta atau 18.12% daripada keseluruhan pendapatan pelaburan pada tahun 2017, menurun sebanyak RM49.69 juta atau 17.86% berbanding RM278.31 juta pada tahun 2016.

Mandat Pelaburan Luaran

Dalam usaha untuk mempelbagaikan aktiviti-aktiviti pelaburan, PERKESO memperuntukkan 12.87% daripada dananya untuk ditadbir oleh Pengurus Dana Luar bagi pelaburan domestik dan luar negara. Sehingga 31 Disember 2017, sejumlah RM2,249.48 juta (nilai semasa) telah diperuntukkan kepada Pengurus Dana Luar (Domestik) manakala USD238.43 juta atau RM965.04 juta ditadbir oleh Pengurus Dana Luar Negara.

Sepanjang tahun 2017, semua Pengurus Dana Luar (bon dan ekuiti) menjana pendapatan sebanyak RM229.41 juta atau 17.75% daripada jumlah keseluruhan pendapatan pelaburan. Sebagai sebahagian daripada proses pemantauan, mesyuarat penilaian prestasi akan diadakan setiap suku tahun dengan kesemua Pengurus Dana Luar (Domestik dan Luar Negara) diberi taklimat mengenai hala tuju ekonomi dan pasaran modal.

Money Market

Investments in money market instruments are in short-term and fixed deposits approved by financial institutions with tenure ranging from overnight to 12 months. SOCSO's investments in these instruments decreased by RM2,191.70 million or 30.73% to RM4,940.80 million in comparison to RM7,132.50 million in 2016.

The holdings in this asset class represent 20.86% of the total investment asset in 2017. Investment in the Money Markets realised returns of RM228.61 million or 18.12% of the overall investment income in 2017, a decrease of RM49.69 million or 17.86% in comparison to RM278.31 million in 2016.

External Investment Mandate

In an effort to diversify its investment activities, SOCSO has allocated 12.87% of its fund to be managed by Domestic and Foreign External Fund Managers (EFM). As at 31 December 2017, a total of RM2,249.48 million (current value) has been allocated to EFMs (Domestic) while USD238.43 million or RM965.04 million were managed by Foreign EFM.

Throughout 2017, EFMs (bonds and equities) generated an income of RM229.41 million or 17.75% of the total return on investment income. As part of the monitoring process, quarterly performance evaluation meetings were held with all EFMs (Domestic and Foreign) wherein SOCSO was briefed on the general economic and capital market direction.

ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN

Key Financial Performance Indicators Review

JADUAL 13
Table 13

SENARAI PENGURUS DANA LUAR DOMESTIK DAN LUAR NEGARA
List of Domestic and Foreign External Fun Managers

**PENGURUS DANA
LUAR DOMESTIK (EKUITI)**

Domestic External Fund
Managers (Equities)

- › CIMB Principal Asset Management Bhd.
- › Affin Hwang Asset Management Bhd.
- › Nomura Asset Management Malaysia Sdn. Bhd.
- › UOB Asset Management (Malaysia) Bhd.

**PENGURUS DANA
LUAR DOMESTIK (BON)**

Domestic External Fund
Managers (Bonds)

- › AmFunds Management Bhd.
- › CIMB Principal Asset Management Bhd.
- › Affin Hwang Asset Management Bhd.
- › Opus Asset Management Sdn. Bhd.

**TRANSISI PENGURUS
DANA LUAR NEGARA (EKUITI)**

Transition Foreign External Fund
Managers (Equity)

- › Black Rock(Singapore)Limited

ULASAN PETUNJUK UTAMA PRESTASI KEWANGAN
Key Financial Performance Indicators Review**Hartanah**

PERKESO telah melabur sebanyak RM591.95 juta (RM1,150 sekaki persegi) dalam Pelaburan Hartanah melibatkan pembelian Menara NU2 di Jalan Tun Sambanthan, Kuala Lumpur Sentral. Bangunan NU2 terdiri daripada bangunan 36 tingkat dengan keluasan 499,751 kaki persegi. PERKESO juga membuat bayaran sebanyak RM37.07 juta bagi 10% deposit untuk pembelian bangunan di Putrajaya yang masih dalam pembinaan dan dijangka siap pada bulan April 2018.

Aktiviti Pemegang Saham

Demi kepentingan para pencarum, PERKESO memastikan syarikat-syarikat yang dilaburkan bukan sahaja berterusan tetapi juga menekankan tadbir urus korporat yang baik dan menerapkan nilai etika dalam model perniagaannya. PERKESO seringkali mengadakan lawatan secara berjadual atau apabila diperlukan sebelum membuat keputusan untuk melabur.

PERKESO juga menghadiri Mesyuarat Agung Tahunan / Mesyuarat Agung Luar Biasa syarikat-syarikat berkenaan dan melaksanakan hak mengundi dengan sewajarnya. Secara ringkas, lawatan dan kehadiran ini telah mewujudkan proses pemantauan terhadap syarikat-syarikat yang dilabur.

Selain itu, PERKESO juga bekerjasama secara aktif dengan pemegang saham minoriti yang lain bagi memelihara kepentingan bersama. PERKESO merupakan salah satu ahli pengasas Badan Pengawas Pemegang Saham Minoriti (BPPSM) yang menyatukan suara pemegang saham minoriti supaya kepentingan mereka tidak diketepikan dan Majlis Pelabur Institusi Malaysia (IIC). PERKESO mengambil bahagian dalam mesyuarat, seminar dan bengkel yang dianjurkan oleh MSWG dari masa ke semasa. Forum sebegini membolehkan PERKESO untuk mendapatkan maklumat tidak formal dan bertukar pandangan mengenai pelaburan dan iklim ekonomi negara.

Properties

SOCSO has invested RM591.95 million (RM1,150 per square foot) in Real Estate with the acquisition of Menara NU2 in Jalan Tun Sambanthan, Kuala Lumpur Sentral. The building consists of 36 floors with a total area of 499,751 square feet. SOCSO also paid RM37.07 million amounting to 10% deposit for the purchase of a building in Putrajaya which is still being developed with an expected completion date in April 2018.

Shareholder Activities

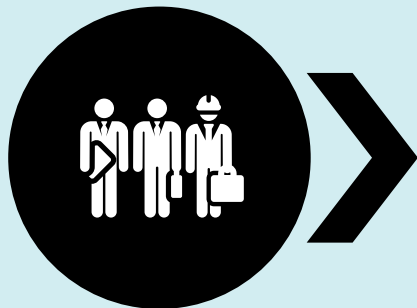
In the interest of its contributors, SOCSO ensures that investee companies not only generate steady returns but also emphasise on good corporate governance and incorporate ethical values in their business models. SOCSO conducts regular scheduled visits or whenever needed before making a decision to invest.

SOCSO also attends the Annual General Meeting or Extra Ordinary Meetings of the companies concerned and exercises its voting rights accordingly. In short, these visits and presence enable monitoring of investee companies.

SOCSO is one of the founding members of the Minority Shareholders Watchdog Group (MSWG) that unites minority shareholders' voices so that their interests are not marginalised, and the Malaysian Institutional Investor Council (IIC). SOCSO participates in meetings, seminars and workshops organised by the MSWG and IIC from time to time. These forums enable SOCSO to gather information informally and exchange ideas investments as well as the economic climate of the country.

RINGKASAN PENCAPAIAN PRESTASI OPERASI 2017

2017 Operations Performance Achievements Summary



1.90%

435,801

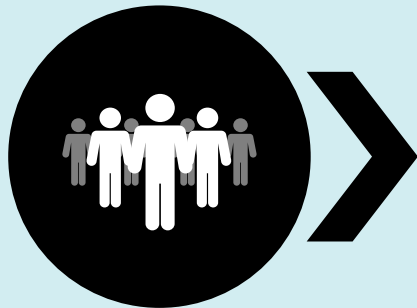
MAJIKAN
Employers

MAJIKAN AKTIF

meningkat sebanyak 1.90% kepada 435,801 majikan berbanding 427,690 majikan pada tahun 2016

ACTIVE EMPLOYERS

increased by 1.90% to 435,801 employers compared to 427,690 employers in 2016



3.12%

6.80

JUTA PEKERJA
Million Employees

PEKERJA AKTIF

meningkat sebanyak 3.12% kepada 6.80 juta pekerja berbanding 6.59 juta pada tahun sebelumnya

ACTIVE EMPLOYEES

increased by 3.12% to 6.80 million employees compared to 6.59 million the previous year



10.74%

RM3,560.97

juta / million

PENDAPATAN CARUMAN

meningkat sebanyak RM345.44 juta atau 10.74% kepada RM3,560.97 juta berbanding RM3,215.53 juta pada tahun 2016

CONTRIBUTIONS REVENUE

increased by RM345.44 million or 10.74% to RM3,560.97 million compared to RM3,215.53 million in 2016



7.59%

568,204

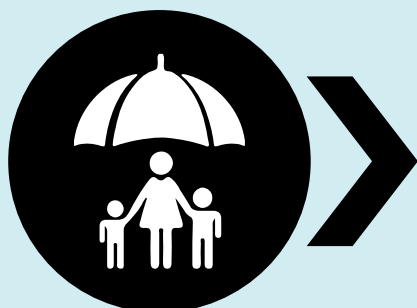
PENERIMA
Recipients

PENERIMA FAEDAH

Bilangan penerima semua jenis faedah telah meningkat sebanyak 40,127 penerima atau 7.59% kepada 568,204 penerima berbanding 528,077 penerima pada 2016

RECIPIENTS OF BENEFITS

The number of recipients of all the various benefits increased by 40,127 recipients or 7.59% to 568,204 recipients in comparison to 528,077 recipients in 2016



10.98%

RM3,271.77

juta / million

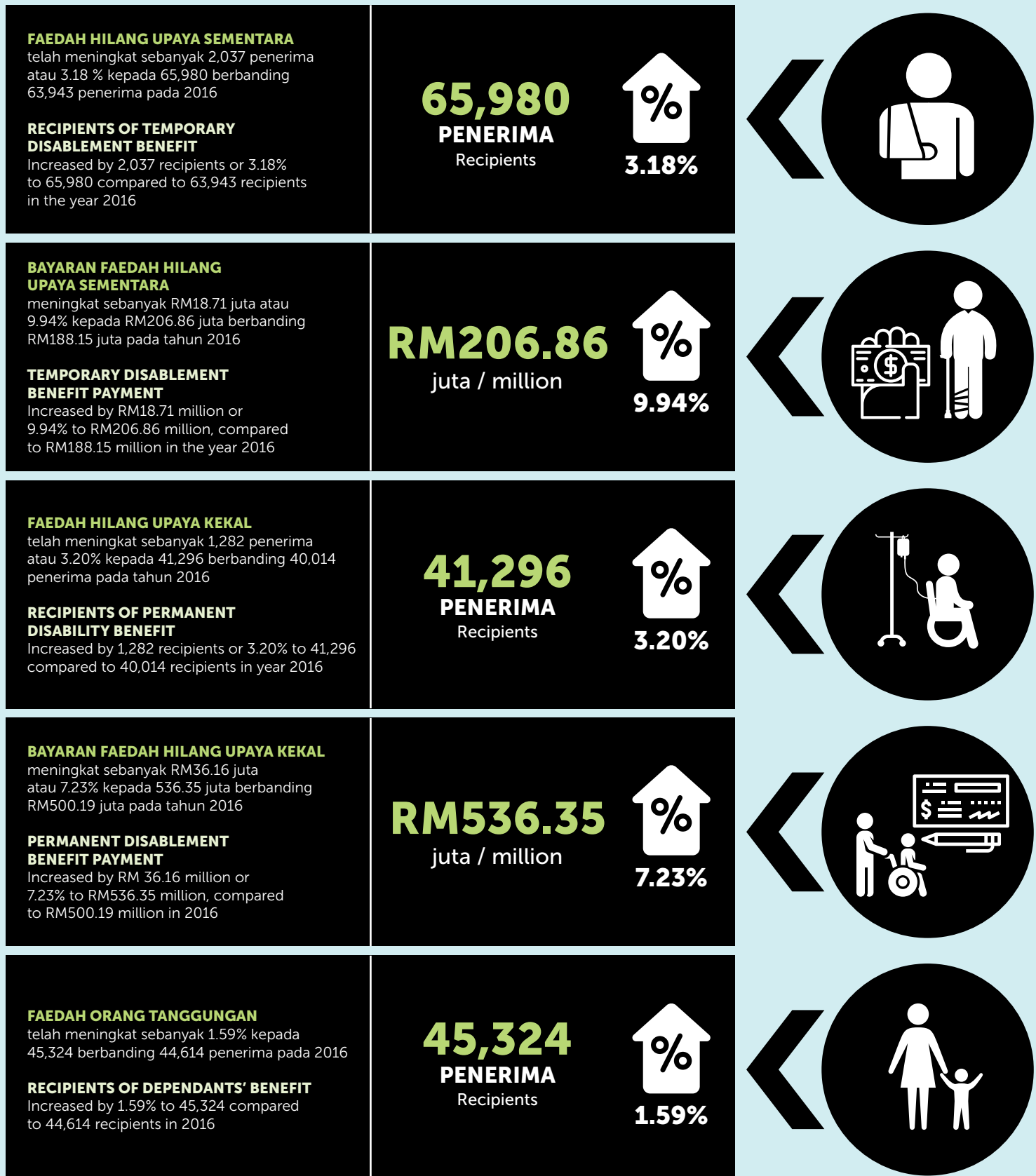
BAYARAN FAEDAH

meningkat sebanyak RM323.64 juta atau 10.98% kepada RM3,271.77 juta berbanding RM2,948.13 juta pada 2016

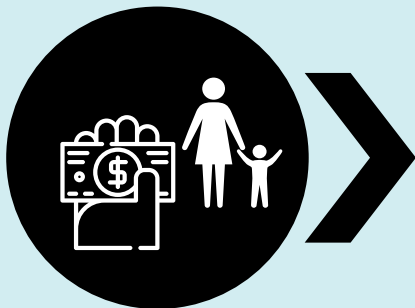
BENEFIT PAYMENTS

Increased by RM323.64 million or 10.98% to RM3,271.77 million compared to RM2,948.13 million in 2016

RINGKASAN PENCAPAIAN PRESTASI OPERASI 2017
2017 Operations Performance Achievements Summary



RINGKASAN PENCAPAIAN PRESTASI OPERASI 2017
2017 Operations Performance Achievements Summary



6.16%

RM292.94
juta / million

BAYARAN FAEDAH ORANG TANGGUNGAN

meningkat sebanyak RM 17.01 juta atau 6.16% kepada RM292.94 juta berbanding RM275.93 juta pada 2016

DEPENDANTS' BENEFIT PAYMENT

Increased by RM17.01 million or 6.16% to RM292.94 million in comparison to RM275.93 million in 2016



9.22%

63,822
PENERIMA
Recipients

PENCEN ILAT DAN BANTUAN ILAT

telah meningkat sebanyak 9.22% atau 5,386 penerima kepada 63,822 berbanding 58,436 penerima pada tahun 2016

RECIPIENTS OF INVALIDITY PENSION AND GRANT

Increased by 9.22% or 5,386 recipients to 63,822 compared to 58,436 recipients in 2016



13.46%

RM693.81
juta / million

BAYARAN PENCEN ILAT DAN BANTUAN ILAT

meningkat sebanyak 13.46% atau RM82.33 juta kepada RM 693.81 juta berbanding RM611.48 juta pada 2016

INVALIDITY IN GRANT PAYMENTS

Increased by 13.46% or RM82.33 million to RM693.81 million, compared to RM611.48 million in 2016



7.79%

268,404
PENERIMA
Recipients

PENCEN PENAKAT

telah meningkat sebanyak 7.79% atau 19,386 penerima kepada 268,404 berbanding 249,018 penerima pada 2016.

RECIPIENTS OF SURVIVORS' PENSION

Increased by 7.79% or 19,386 recipients to 268,404, compared to 249,018 in 2016



12.70%

RM1,186.00
juta / million






BAYARAN PENCEN PENAKAT

meningkat sebanyak RM 133.66 juta atau 12.70% kepada RM1,186.00 juta berbanding RM1,052.34 juta pada 2016

SURVIVORS' PENSION PAYMENTS

Increased by RM133.66 million or 12.70% to RM1,186.00 million, compared to RM1,052.34 million in 2016

RINGKASAN PENCAPAIAN PRESTASI OPERASI 2017
2017 Operations Performance Achievements Summary

<p>ELAUN LAYANAN SENTIASA telah meningkat sebanyak 6.27% atau 431 penerima kepada 7,309 berbanding 6,878 penerima pada 2016</p> <p>RECIPIENTS OF CONSTANT – ATTENDANCE ALLOWANCE Increased by 6.27% or 431 recipients to 7,309 in comparison to 6,878 recipients in 2016</p>	<p>7,309 PENERIMA Recipients</p> <p>6.27%</p>	
<p>BAYARAN ELAUN LAYANAN SENTIASA meningkat sebanyak 4.85% atau RM2.03 juta kepada RM43.87 juta berbanding RM41.84 juta pada 2016</p> <p>CONSTANT ATTENDANCE ALLOWANCE PAYMENT Increased by 4.85% or RM2.03 million to RM43.87 million compared to RM41.84 million in 2016</p>	<p>RM43.87 juta / million</p> <p>4.85%</p>	
<p>FAEDAH PENGURUSAN MAYAT telah meningkat sebanyak 5.24% atau 874 penerima kepada 17,556 berbanding 16,682 penerima pada 2016</p> <p>RECIPIENTS OF FUNERAL BENEFIT Increased by 5.24% or 874 recipients to 17,556 compared to 16,682 recipient in 2016</p>	<p>17,556 PENERIMA Recipients</p> <p>5.24%</p>	
<p>BAYARAN FAEDAH PENGURUSAN MAYAT meningkat sebanyak 46.31 % atau RM10.71 juta kepada RM33.82 juta berbanding RM23.12 juta pada 2016</p> <p>FUNERAL BENEFIT PAYMENT Increased by 46.31 % or RM10.71 million to RM33.82 million, compared to RM23.12 million in 2016.</p>	<p>RM33.82 juta / million</p> <p>46.31%</p>	
<p>FAEDAH PERUBATAN telah meningkat sebanyak 6.46% atau 177 penerima kepada 2,919 berbanding 2,742 penerima pada 2016</p> <p>RECIPIENTS OF MEDICAL BENEFIT Increased by 6.46% or 177 recipient to 2,919 compared to 2,742 in 2016</p>	<p>2,919 PENERIMA Recipients</p> <p>6.46%</p>	

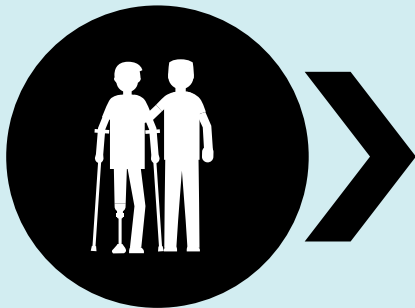
RINGKASAN PENCAPAIAN PRESTASI OPERASI 2017
2017 Operations Performance Achievements Summary



RM3,76
juta / million

BAYARAN FAEDAH PERUBATAN
telah menurun sebanyak 10.89% kepada RM3.76 juta berbanding RM4.22 juta pada tahun 2016

MEDICAL BENEFIT PAYMENTS
Decreased by 10.89% to RM3.76 million compared to RM4.22 million in 2016



7,076
PENERIMA
Recipients

KEMUDAHAN PEMULIHAN JASMANI ATAU VOKASIONAL
telah meningkat sebanyak 0.53% atau 37 penerima kepada 7,076 berbanding 7,039 penerima pada 2016

RECIPIENTS OF PHYSICAL OR VOCATIONAL REHABILITATION
Increased by 0.53% or 37 recipients to 7,076 compared to 7,039 recipients in 2016



RM55.41
juta / million

BAYARAN PEMULIHAN JASMANI ATAU VOKASIONAL
meningkat sebanyak 12.12% atau RM6.00 juta kepada RM 55.41 juta berbanding RM49.42 juta pada 2016

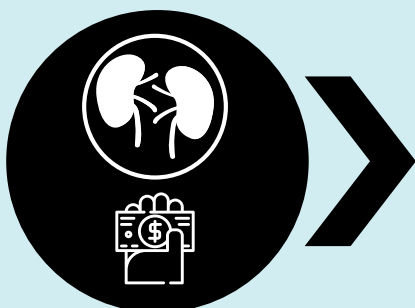
PHYSICAL OR VOCATIONAL REHABILITATION PAYMENT
Increased by 12.12% or RM6.00 million to RM55.41 million, compared to RM49.42 million in 2016



16,321
PENERIMA
Recipients

KEMUDAHAN RAWATAN DIALISIS
telah meningkat sebanyak 16.39 % atau 2,298 penerima kepada 16,321 berbanding 14,023 penerima pada 2016

RECIPIENTS OF DIALYSIS TREATMENT
Increased by 16.39% or 2,298 recipients to 16,321 in comparison 14,023 in 2016



RM215.81
juta / million

BAYARAN KEMUDAHAN RAWATAN DIALISIS
meningkat sebanyak 9.14% atau RM18.07 juta kepada RM215.81 juta berbanding RM197.74 juta pada 2016

DIALYSIS TREATMENT PAYMENT
Increased by 9.14% or RM18.07 million to RM215.81 million, compared to RM197.74 million in 2016

RINGKASAN PENCAPAIAN PRESTASI OPERASI 2017
2017 Operations Performance Achievements Summary



ULASAN PETUNJUK UTAMA PRESTASI OPERASI 2017

Operations Key Performance Indicator Review 2017

JOHN RIBA ANAK MARIN

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



“ Kecemerlangan PERKESO pada tahun 2017 adalah komitmen semua pihak dan warga kerja daripada semua peringkat. Fokus ke arah menjadikan PERKESO sebagai sebuah organisasi yang dinamik dan diterjemahkan melalui pelbagai program yang diatur serta dilaksanakan secara objektif dan bersasar.

SOCSO's excellence in 2017 is the commitment of all parties and workforce from all levels. The focus was towards establishing SOCSO as a dynamic organisation, wherein it was translated through the various programmes organised and implemented objectively and with targets.

”

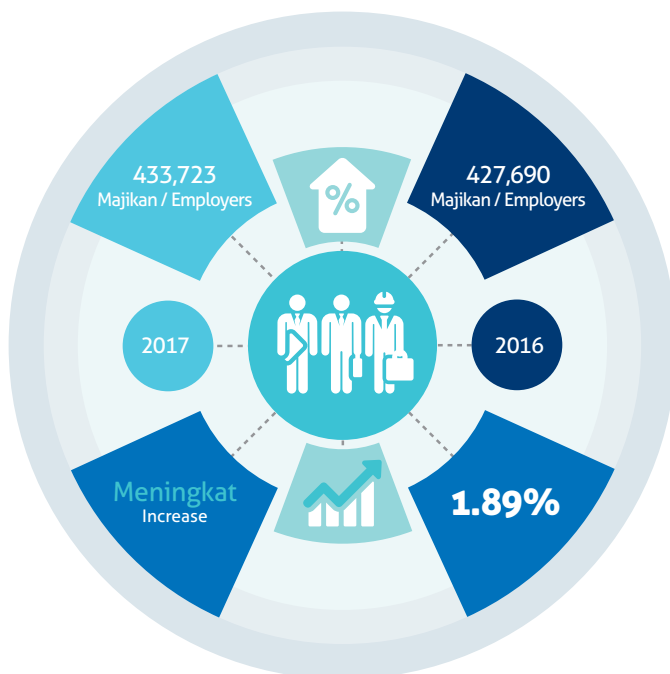
ULASAN PETUNJUK UTAMA PRESTASI OPERASI 2017
Operations Key Performance Indicator Review 2017

Bilangan Majikan dan Pekerja

Sepanjang 2016, jumlah pendaftaran majikan dan pekerja yang layak di bawah AKSP 1969 telah meningkat. Peningkatan bilangan pendaftaran majikan adalah sebanyak 4.60% kepada 1,091,125 majikan berbanding 1,043,148 pada tahun 2016. Pada tempoh yang sama, bilangan pekerja berdaftar juga turut meningkat sebanyak 2.92% kepada 16.54 juta pekerja berbanding 16.07 juta pada tahun 2016.

Number of Employers and Employees

Throughout 2016, there was a steady increase in the number of registered employers and employees who were eligible under the Employees' Social Security Act 1969. The number of registered employers increased by 4.60% to 1,091,125 employers in comparison to 1,043,148 in 2016. Correspondingly, the number of registered employees also increased by 2.92% to 16.54 million employees in comparison to 16.07 million in 2016.



Majikan Aktif

433,723 (2016 : 427,690) Meningkatkan 1.41%

Active Employers

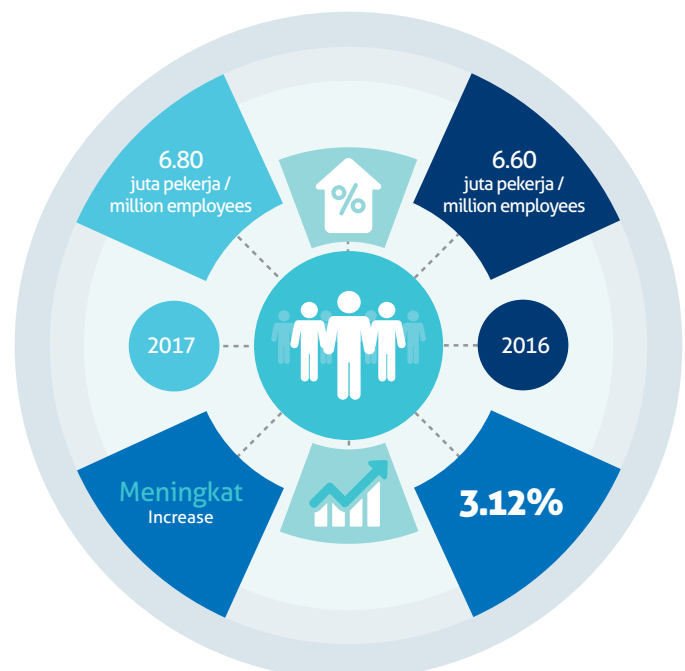
433,723 (2016 : 427,690) An Increase of 1.41%

Pekerja Aktif

6.80 juta (2016: 6.60 juta) Meningkatkan 3.12%

Active Employees

6.80 million (2016: 6.60 million) An Increase of 3.12%



ULASAN PETUNJUK UTAMA PRESTASI OPERASI 2017

Operations Key Performance Indicator Review 2017

Bilangan majikan dan pekerja aktif pada 2017 mencatatkan pertambahan berbanding tahun 2016. Jumlah majikan aktif telah meningkat sebanyak 1.41% kepada 433,723 majikan sementara pekerja aktif pula meningkat sebanyak 3.12% kepada 6.80 juta pekerja. Bilangan majikan dan pekerja aktif pada tahun 2016 - 2017 ditunjukkan seperti di Jadual 14, Carta 6 dan 7.

The number of active employers and employees in 2017 was higher than in 2016. The number of active employers increased by 1.41% to 433,723 employers while the number of active employees in 2017 increased by 3.12% to 6.80 million employees. The number of active employers and employees for the period of 2016 - 2017 is shown in Table 14, Chart 6 and Chart 7.

JADUAL 14 BILANGAN MAJIKAN DAN PEKERJA 2016 – 2017
Table 14 Number of Employers and Employees 2016 – 2017

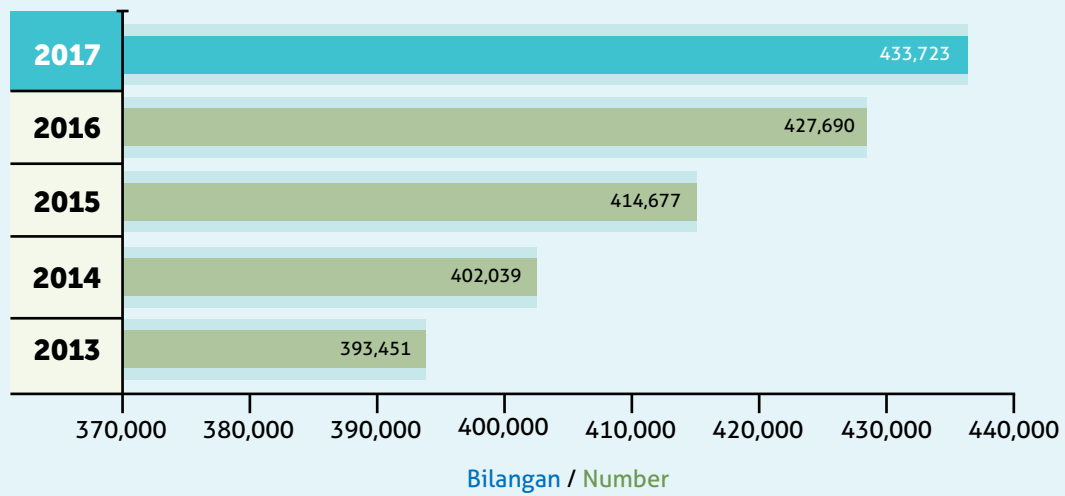
Tahun Year	Majikan / Employers		Pekerja / Employees	
	Berdaftar Registered	Aktif Active	Berdaftar Registered	Aktif Active
2017	1,091,125	433,723	16,540,062	6,803,948
2016	1,043,148	427,690	16,071,372	6,597,948

Nota / Note:

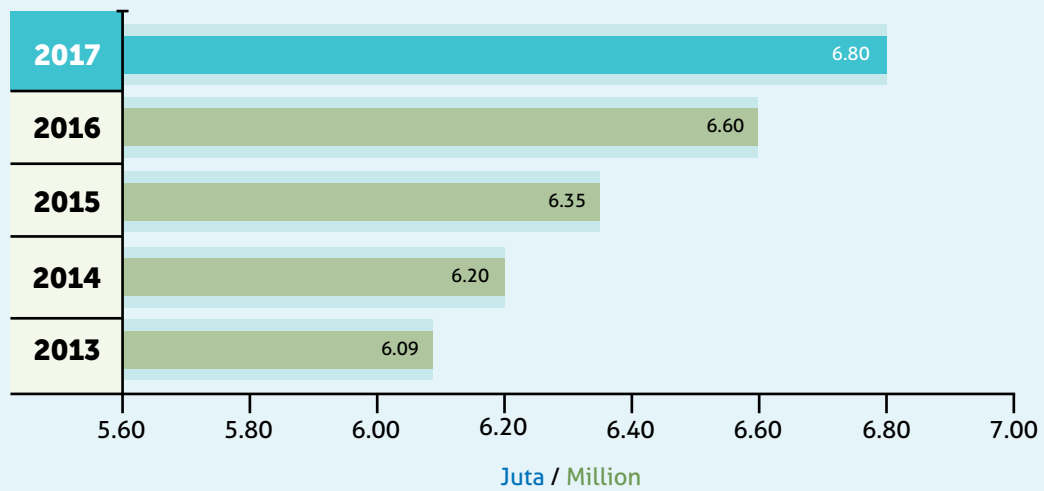
Angka telah dinyatakan semula untuk disuaikan dengan pengemaskinian data yang telah dilakukan pada tahun semasa.
Figures have been restated accordingly with updated data for the current year.

ULASAN PETUNJUK UTAMA PRESTASI OPERASI 2017
Operations Key Performance Indicator Review 2017

CARTA 6 BILANGAN MAJIKAN AKTIF 2013 – 2017
Chart 6 Number of Active Employers 2013 – 2017

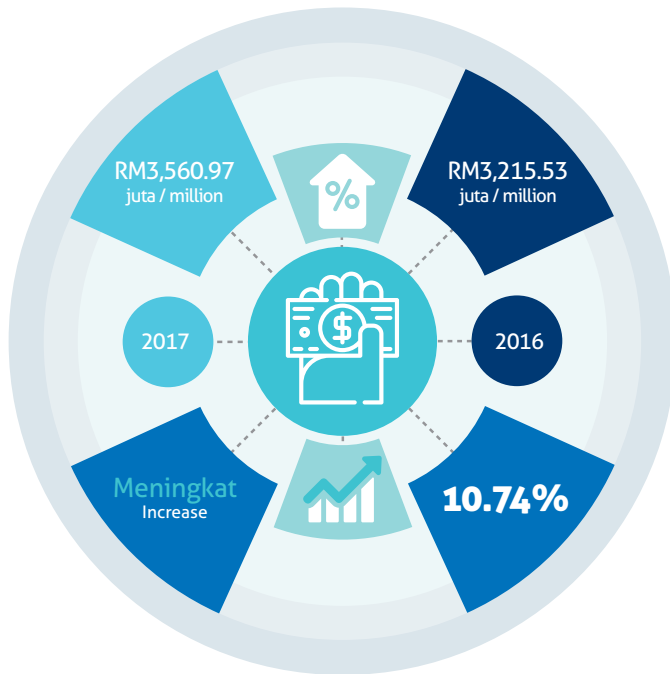


CARTA 7 BILANGAN PEKERJA AKTIF TAHUN 2013 – 2017
Chart 7 Number of Active Employees 2013 – 2017



ULASAN PETUNJUK UTAMA PRESTASI OPERASI 2017

Operations Key Performance Indicator Review 2017



Kutipan Caruman

RM3,560.97 juta (2016: RM3,215.53 juta)
Meningkat 10.74%

Collection Of Contributions

RM3,560.97 million (2016: RM3,215.53 million)
An Increase of 10.74%

Selaras dengan peningkatan dalam jumlah pendaftaran majikan dan pekerja, kutipan caruman pada tahun 2017 telah meningkat sebanyak 10.74% atau RM345.44 juta berbanding tahun sebelumnya. Peningkatan ini telah menjadikan keseluruhan kutipan caruman kepada RM3,560.97 juta berbanding RM3,215.53 juta pada tahun 2016. Pendapatan daripada caruman telah menyumbang sebanyak 71.87% daripada keseluruhan pendapatan bagi 2017.

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 15 dan Carta 8.

In line with the increase in the number of registered employers and employees, the total collection of contributions in 2017 increased by RM345.44 million or 10.74% compared to the previous year. This increase has resulted in the overall collection of contributions rising to RM3,560.97 million in 2017 in comparison to RM3, 215.53 million in 2016. The income from contributions accounted for 71.87% of the total income for the year 2017.

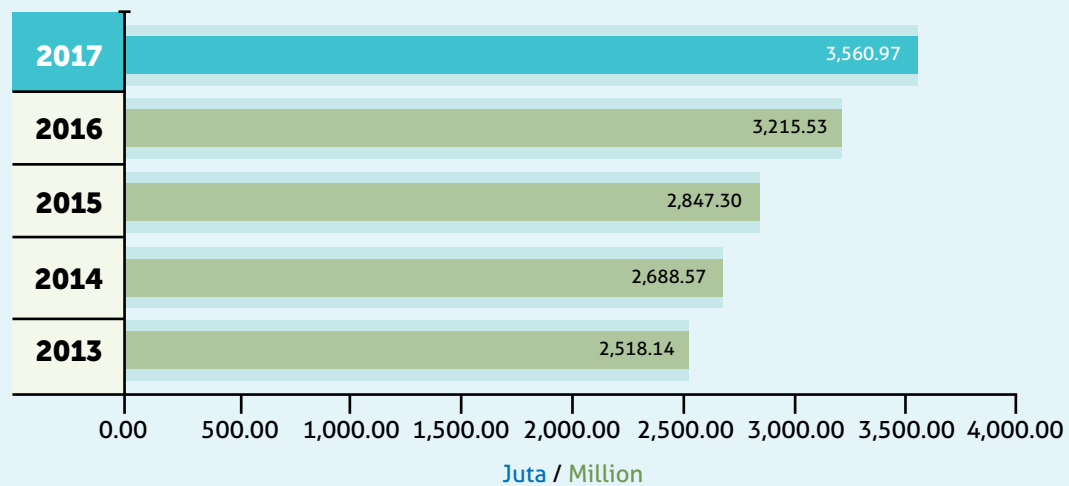
The effectiveness of the activities and programmes which were carried out raised the awareness of the employers, employees and society in general concerning the importance of social security. This in turn became the main contributing factor in the increase in the collection of contributions. The total amount of contributions collected is shown in Table 15 and Chart 8.

ULASAN PETUNJUK UTAMA PRESTASI OPERASI 2017
Operations Key Performance Indicator Review 2017

JADUAL 15 JUMLAH KUTIPAN CARUMAN 2016 – 2017
Table 15 Total Contribution Collection 2016 – 2017

Caruman (RM) Juta / Contribution (RM) Million	2016	2017
Jumlah Kutipan / Total Collection	3,215.53	3,560.97

CARTA 8 KUTIPAN CARUMAN 2013 – 2017
Chart 8 Contribution Collections 2013 – 2017



ULASAN PETUNJUK UTAMA PRESTASI OPERASI 2017

Operations Key Performance Indicator Review 2017



Penerima Faedah

568,578 (2016 : 528,077) Meningkatkan 7.67%

Benefits Recipients

568,578 (2016: 528,077) Increased by 7.67%

Bilangan penerima semua jenis faedah telah meningkat sebanyak 40,501 penerima atau 7.67% pada 2017. Peningkatan ini telah menjadikan jumlah keseluruhan penerima faedah kepada 568,578 orang berbanding 528,077 pada 2016 seperti di Jadual 16 dan Carta 9.

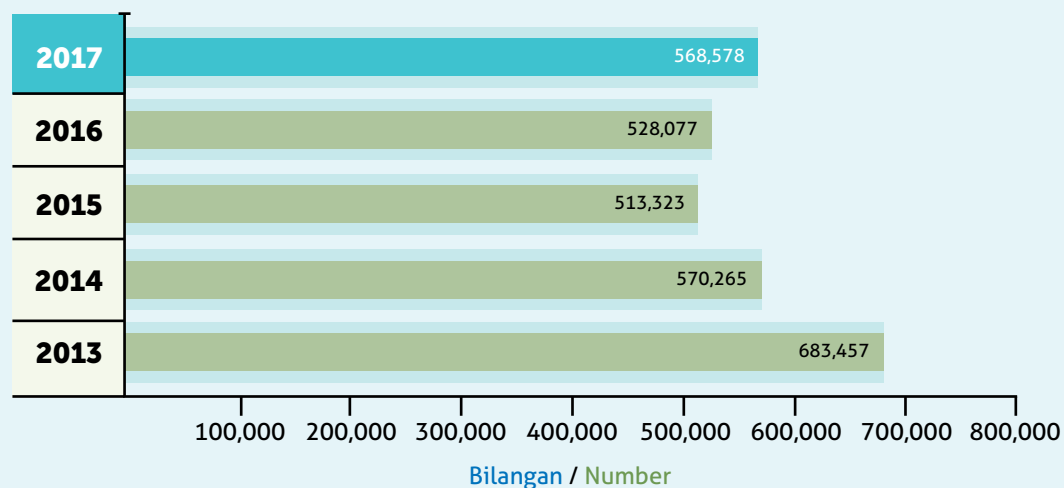
The number of recipients for all types of benefits increased by 7.67% or 40,501 recipients in 2017. This increase resulted in the overall number of benefit recipients increasing to 568,578 persons compared to 528,07 persons in 2016, as shown in Table 16 and Chart 9.

ULASAN PETUNJUK UTAMA PRESTASI OPERASI 2017
Operations Key Performance Indicator Review 2017

JADUAL 16 BILANGAN PENERIMA FAEDAH 2016 – 2017
Table 16 Number of Benefit Recipients 2016 – 2017

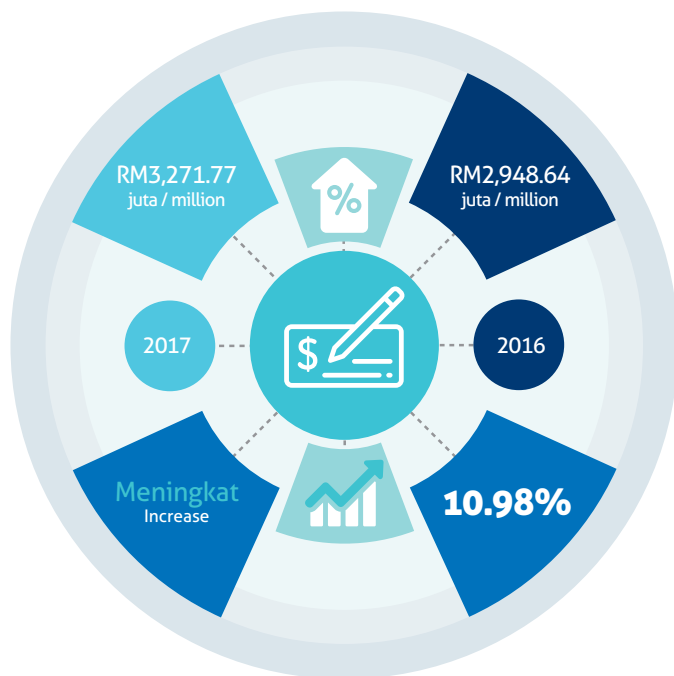
PENERIMA FAEDAH / BENEFIT RECIPIENTS	2016	2017
Faedah Hilang Upaya Sementara / Temporary Disablement Benefit	63,943	65,477
Faedah Hilang Upaya Kekal / Permanent Disablement Benefit	40,014	41,710
Faedah Orang Tanggungan / Dependants' Benefit	44,614	45,509
Pencen Ilat dan Bantuan Ilat / Invalidity Pension and Grant	58,436	63,947
Pencen Penakat / Survivors' Pension	249,018	268,540
Elaun Layanan Sentiasa / Constant – attendance Allowance	6,878	7,326
Faedah Pengurusan Mayat / Funeral Benefit	16,682	17,556
Faedah Perubatan / Medical Benefit	2,742	2,919
Kemudahan Pemulihan Jasmani atau Vokasional / Physical or Vocational Rehabilitation Facility	7,039	7,076
Rawatan Dialisis / Dialysis Treatment	14,023	16,321
Program Saringan Kesihatan / Health Screening Programme	24,688	32,197
Jumlah / Total	528,077	568,578

CARTA 9 BILANGAN PENERIMA FAEDAH 2013 – 2017
Chart 9 Number of Benefit Recipients 2013 – 2017



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Bayaran Faedah

RM3,271.77 juta (2016: RM2,948.13 juta)
Meningkat 10.98%

Benefits Payment

RM3,271.77 million (2016: RM2,948.13 million)
An Increase of 10.98%

Pada tahun 2017, jumlah perbelanjaan tanggungan meningkat sebanyak 10.98% atau RM323.64 juta kepada RM3,271.77 juta berbanding RM2,948.13 juta pada tahun 2016. Berikut peningkatan dalam bilangan tuntutan faedah seperti di Jadual 17 dan Carta 10.

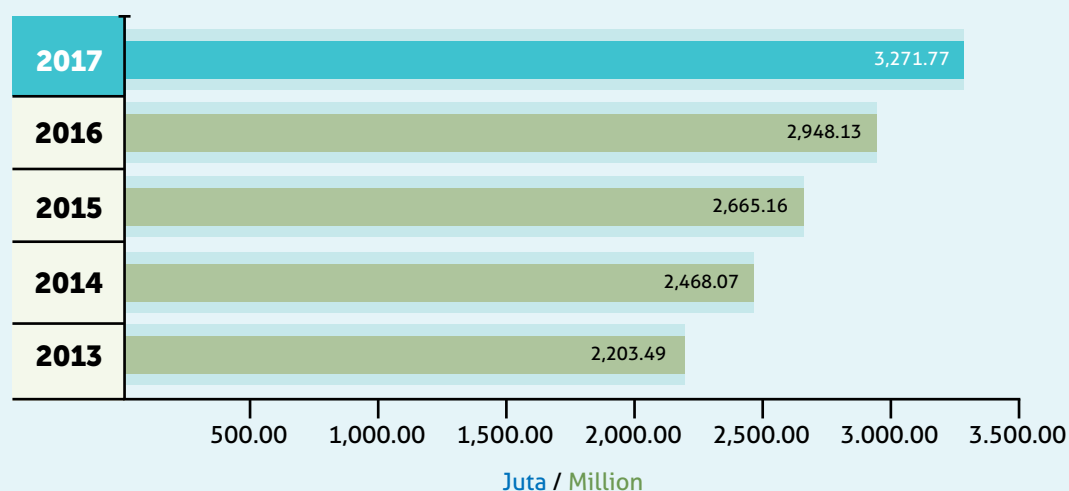
In 2017, the total payment for benefits expenditure increased by 10.98% or RM323.64 million to RM3,271.77 million compared to RM2,948.13 million in 2016. Following the increase in benefit claims as shown in Table 17 and Chart 10.

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JADUAL 17 JUMLAH BAYARAN FAEDAH 2016 – 2017
Table 17 Total Benefit Payment 2016 – 2017

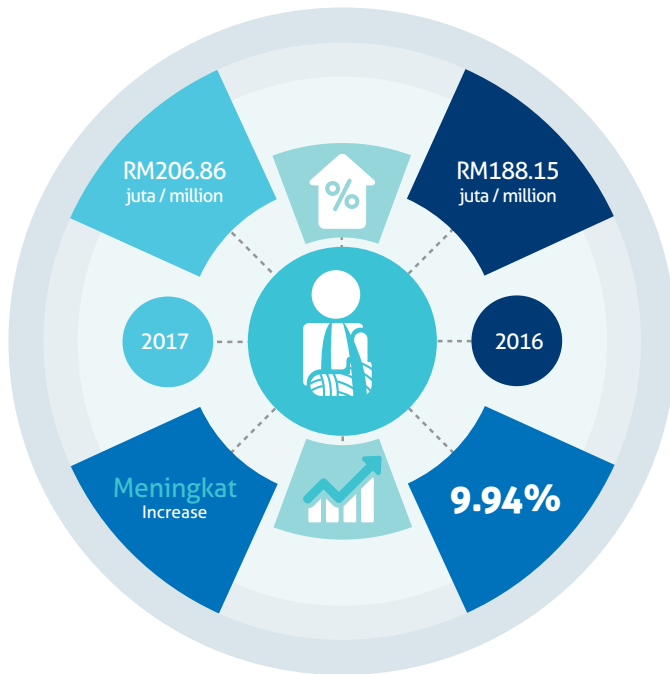
Komponen / Components	2016 Juta / Million RM	2017 Juta / Million RM	Perubahan / Changes %
Faedah Hilang Upaya Sementara / Temporary Disablement Benefit	188.15	206.86	9.94
Faedah Hilang Upaya Kekal / Permanent Disablement Benefit	500.19	536.35	7.22
Faedah Orang Tanggungan / Dependants' Benefit	275.93	292.94	6.16
Pencen dan Bantuan Ilat / Invalidity Pension and Grant	611.48	693.81	13.46
Pencen Penakat / Survivors' Pension	1,052.34	1,186	12.70
Faedah Pengurusan Mayat / Funeral Benefit	23.12	33.82	46.28
Elaun Layanan Sentiasa / Constant-attendance Allowance	41.84	43.87	4.85
Faedah Perubatan / Medical Benefit	4.22	3.76	(10.90)
Pemulihan Jasmani dan Vokasional / Physical or Vocational Rehabilitation	49.42	55.41	12.12
Rawatan Dialisis / Dialysis Treatment	197.74	215.81	9.14
Program Saringan Kesihatan / Health Screening Programme	3.70	3.14	(15.17)
Jumlah / Total	2,948.13	3,271.77	10.96

CARTA 10 JUMLAH BAYARAN FAEDAH 2013 – 2017
Chart 10 Total Benefits Payment 2013 – 2017



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Faedah Hilang Upaya Sementara

RM206.86 juta (2016: RM188.15 juta)
Meningkat 9.94%

Temporary Disablement Benefit

RM206.86 million (2016: RM188.15 million)
An Increase of 9.94%

Pada 2017, jumlah bayaran Faedah Hilang Upaya Sementara telah meningkat sebanyak RM18.71 juta atau 9.94% kepada RM206.86 juta berbanding RM188.15 juta pada 2016. Bilangan penerima faedah meningkat sebanyak 3.19% atau 2,037 orang kepada 65,980 orang berbanding 63,943 orang pada tahun sebelumnya.

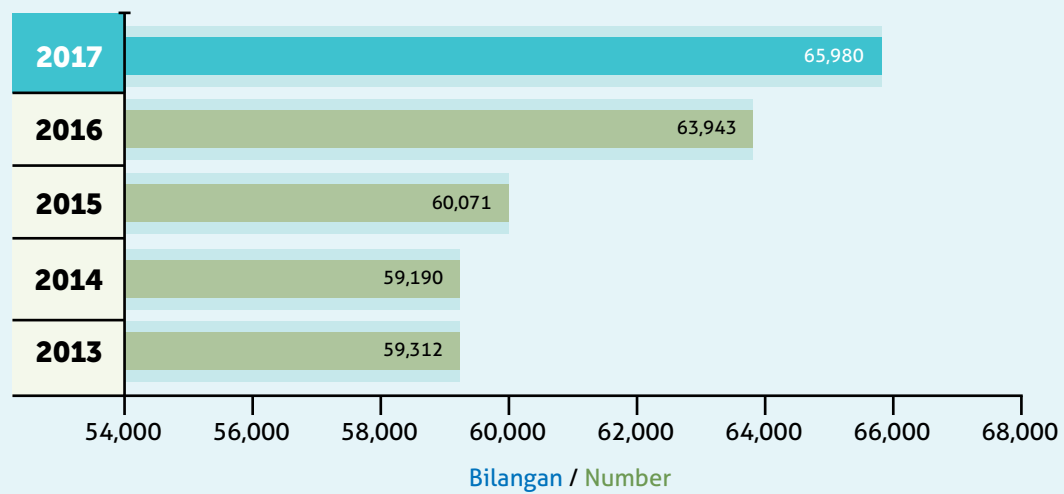
Peningkatan jumlah bayaran faedah berikutan kenaikan Kadar Bayaran Faedah Minima dari RM10 ke RM30. Jumlah penerima dan bayaran seperti di Carta 11 dan Carta 12 berikut;

In 2017, the total payment for Temporary Disablement Benefit increased by RM18.71 million or 9.94% to RM206.86 million compared to RM188.15 million in 2016. However, the number of recipients increased by 3.19% or 2,037 persons to 65,980 persons compared to 63,943 persons the previous year.

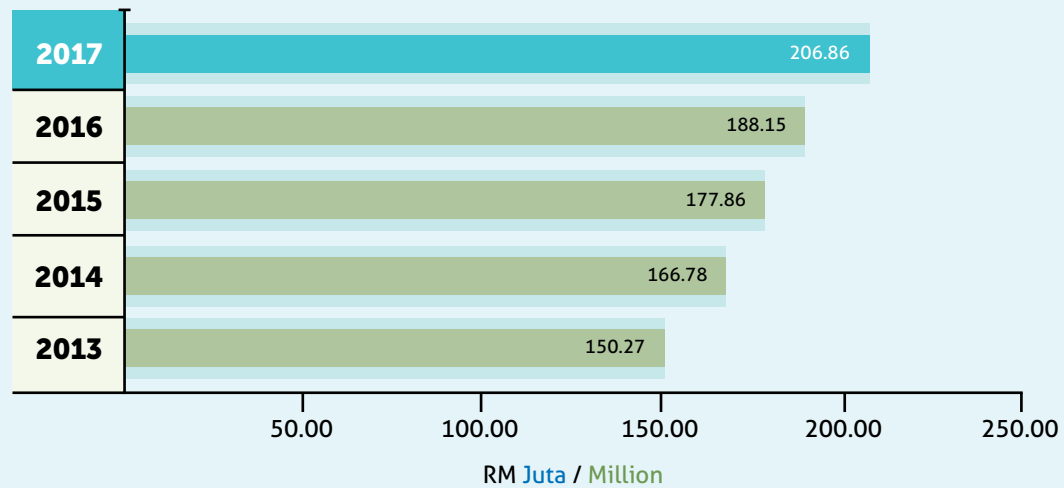
The increase in the total benefit payment follows an increase in the Minimum Benefit Payment Rate from RM 10 to RM 30. The total number of recipients and payment is shown in Chart 11 and Chart 12 below:

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CARTA 11 **BILANGAN PENERIMA FAEDAH HILANG UPAYA SEMENTARA 2013 – 2017**
Chart 11 Number of Temporary Disablement Benefit Recipients 2013 – 2017

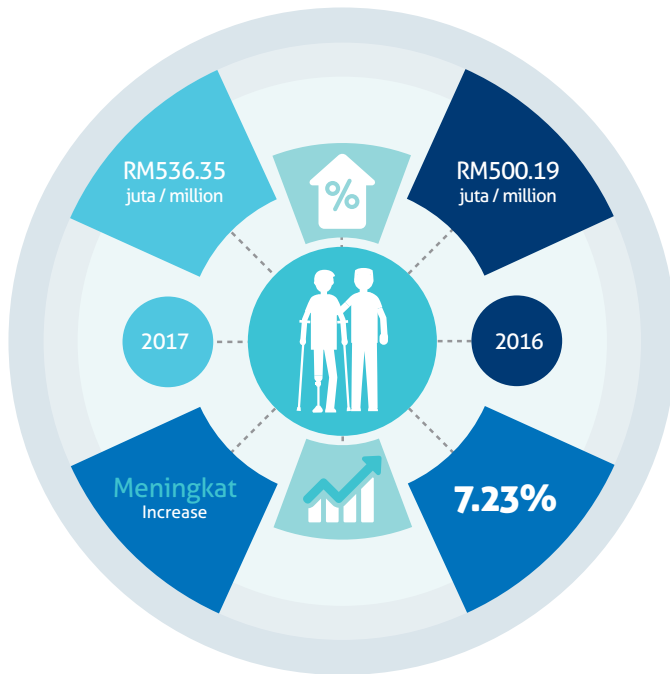


CARTA 12 **JUMLAH BAYARAN FAEDAH HILANG UPAYA SEMENTARA 2013 – 2017**
Chart 12 Total Payment for Temporary Disablement Benefit 2013 – 2017



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Faedah Hilang Upaya Kekal

RM536.35 juta (2016: RM500.19 juta)
Meningkat 7.23%

Permanent Disablement Benefit

RM536.135 million (2016: RM500.19 million)
An Increase of 7.23%

Perbelanjaan bagi membiayai Faedah Hilang Upaya Kekal yang dibayar secara pukal, pukal dan berkala serta berkala sahaja telah meningkat sebanyak RM36.16 juta atau 7.23% kepada RM536.35 juta pada 2017 berbanding RM500.19 juta pada 2016. Bilangan terkumpul penerima Faedah Hilang Upaya Kekal juga telah bertambah kepada 41,710 orang berbanding 40,014 orang pada tahun sebelumnya. Carta 13 dan Carta 14 menunjukkan jumlah pembayaran dan penerima Faedah Hilang Upaya Kekal.

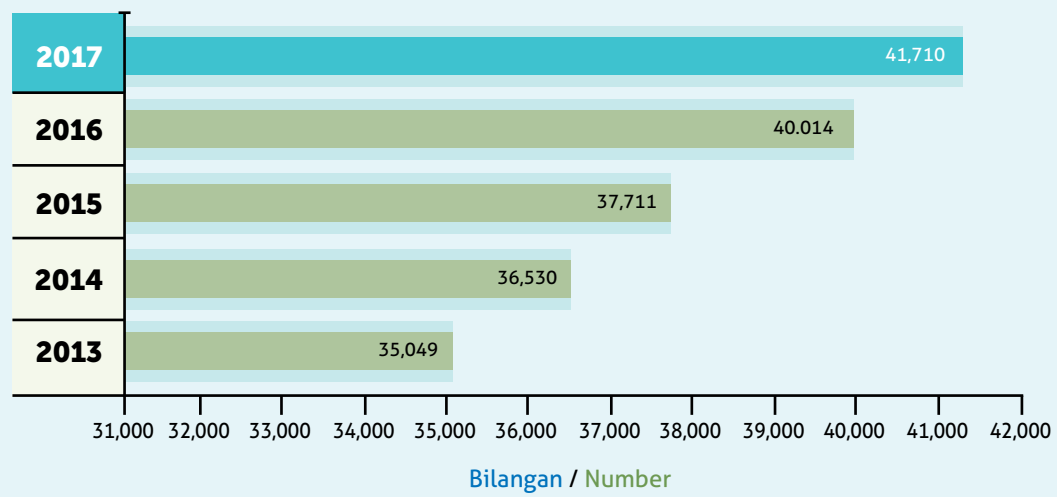
Bilangan penerima Faedah Hilang Upaya Kekal yang menerima bayaran secara pukal meningkat sebanyak 843 orang kepada 18,934 orang pada tahun 2017 berbanding 18,091 orang pada 2016. Seramai 777 orang penerima telah memilih bayaran faedah secara pukal (1/5) dan berkala, manakala sejumlah 255 penerima telah menerima Faedah Hilang Upaya Kekal secara berkala pada 2017. (Jadual 16 – 18: Laporan Statistik)

The expenditure for Permanent Disablement Benefit which was paid in lump sum, lump sum and periodical, and periodical payment increased by RM36.16 million or 7.23% to RM536.35 million in 2017 as compared to RM500.19 million in 2016. At the same time, the cumulative number of Permanent Disablement Benefit recipients also increased to 41,710 persons in 2017 as compared to 40,014 persons the previous year. Chart 13 and Chart 14 reflect the total payment and recipients for Permanent Disablement Benefit.

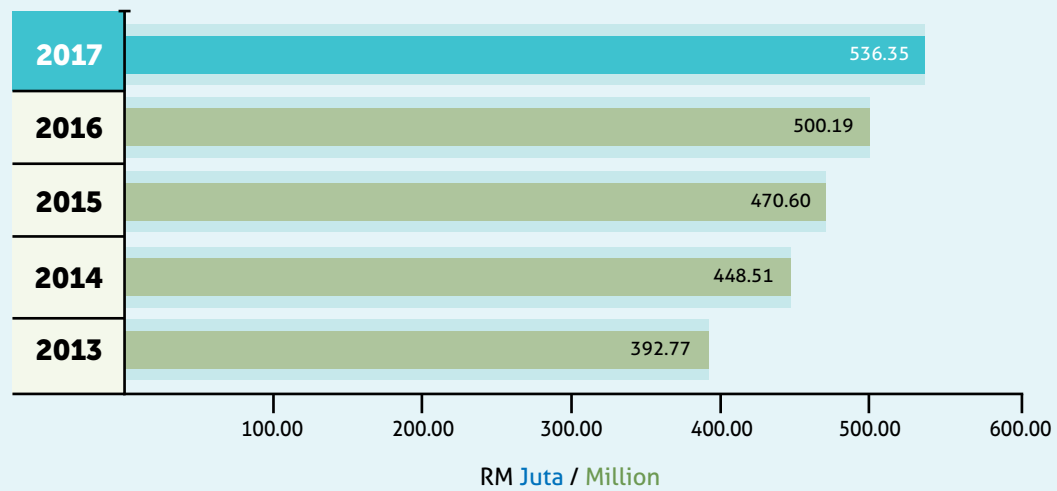
The number of Permanent Disablement Benefit recipients receiving lump sum payments in 2017 rose by 843 persons to 18,934 persons compared to 18,091 persons in 2016. A total of 777 recipients opted for lump sum (1/5) and periodical payments, while another 255 recipients received their Permanent Disablement Benefit in periodical payments in 2017. (Table 16 – 18: Statistics Report)

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CARTA 13 **BILANGAN PENERIMA FAEDAH HILANG UPAYA KEKAL 2013 – 2017**
Chart 13 Number of Permanent Disablement Benefit Recipients 2013 – 2017

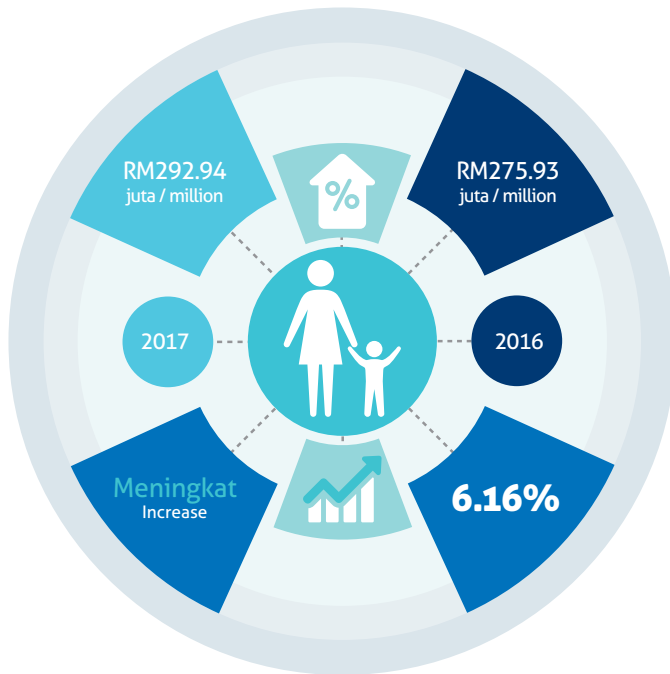


CARTA 14 **JUMLAH BAYARAN FAEDAH HILANG UPAYA KEKAL 2013 – 2017**
Chart 14 Total Payment for Permanent Disablement Benefit 2013 – 2017



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Faedah Orang Tanggungan

RM292.94 juta (2016: RM275.93 juta)
Meningkat 6.16%

Dependants' Benefit

RM292.94 million (2016: RM275.93 million)
An Increase of 6.16%

Bilangan terkumpul penerima Faedah Orang Tanggungan telah meningkat kepada 45,509 orang berbanding 44,614 orang pada tahun sebelumnya. Bagi 2017, jumlah pembayaran Faedah Orang Tanggungan adalah sebanyak RM292.94 juta, iaitu meningkat sebanyak 6.16% atau RM17.01 juta berbanding RM275.93 juta pada tahun sebelumnya seperti di Carta 15 dan Carta 16.

Pada 2017, tuntutan Faedah Orang Tanggungan yang telah disah dan diluluskan sebagai kes baru adalah berjumlah 1,176 kes. Jumlah ini merupakan peningkatan sebanyak 2.73% berbanding 1,209 kes pada tahun sebelumnya.

Daripada keseluruhan bilangan kes 2017, sebanyak 220 kes atau 18.71% menerima bayaran pencen bulanan berjumlah RM1,000 dan ke bawah. Manakala 81.29% atau 956 kes menerima jumlah bayaran pencen bulanan melebihi RM1,000 sebulan. (Jadual 19 dan 20: Laporan Statistik).

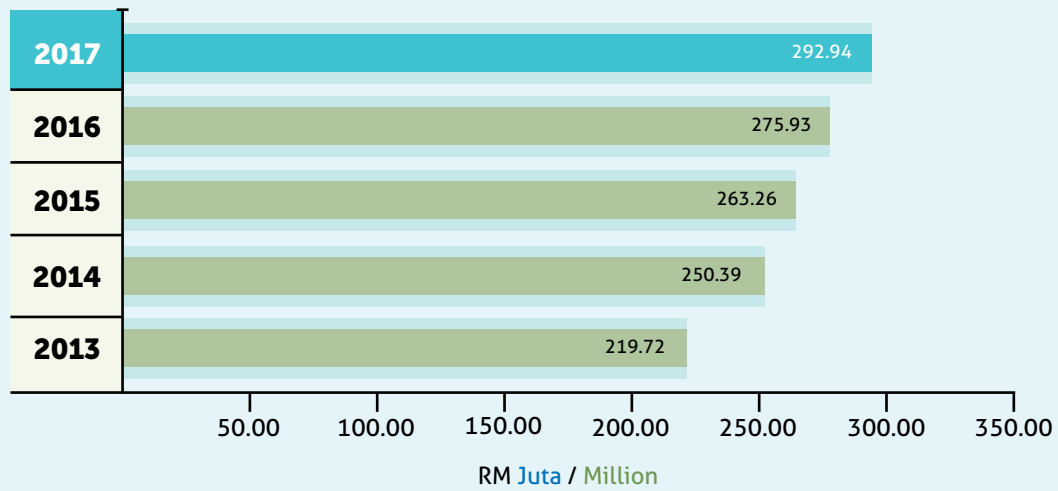
The cumulative number of Dependants' Benefit recipients increased to 45,509 persons compared to 44,614 persons in the previous year. In 2017, a total of RM292.94 million was paid out in Dependants' Benefits reflecting an increase of 6.16% or RM17.01 million, compared to RM275.93 million in the previous year as shown in Charts 15 and 16.

In 2017, a total of 1,176 claims were verified and approved as new cases. This marks a decrease of 2.73% from 1,209 cases the previous year.

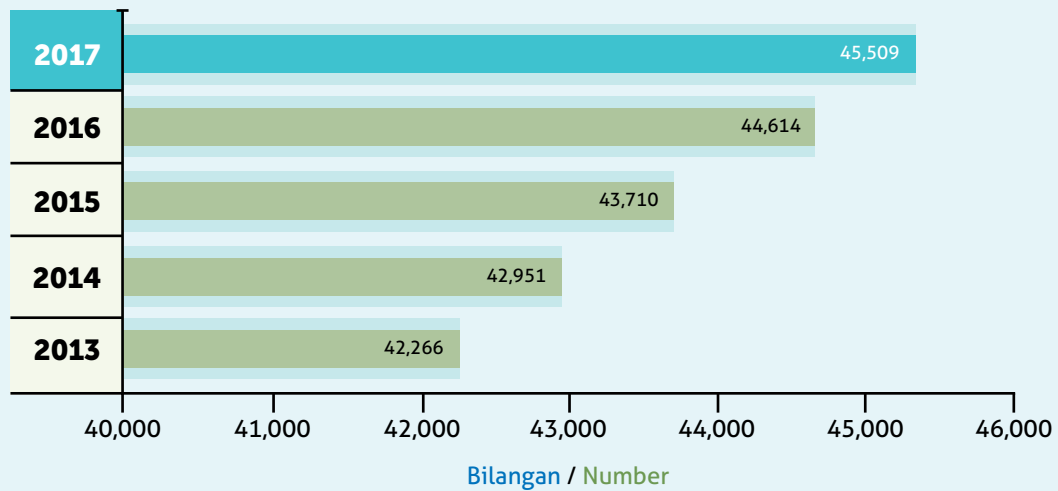
From the total number of cases in 2017, 220 cases or 18.71% received a monthly pension of RM 1,000 and below, while 81.29% or 956 cases received a monthly pension of more than RM1,000. (Table 19 and 20: Statistics Report)

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CARTA 15 JUMLAH BAYARAN FAEDAH ORANG TANGGUNGAN 2013 – 2017
Chart 15 Total Payment for Dependants' Benefit 2013 – 2017

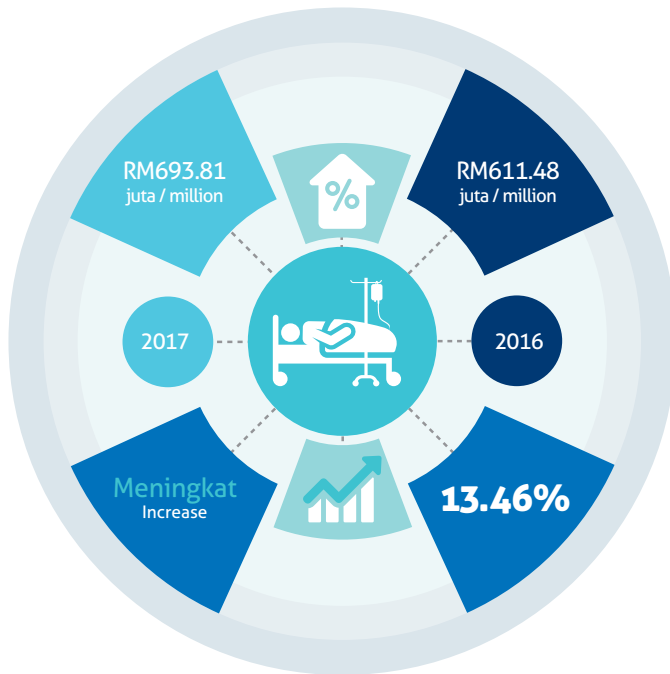


CARTA 16 BILANGAN PENERIMA FAEDAH ORANG TANGGUNGAN 2013 – 2017
Chart 16 Number of Dependants' Benefit Recipients 2013 – 2017



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Pencen Ilat dan Bantuan Ilat

RM693.81 juta (2016: RM611.48 juta)
Meningkat 13.46%

Invalidity Pension and Grant

RM693.81 million (2016: RM 611.48 million)
An Increase of 13.46%

Sehingga 2017, jumlah terkumpul bilangan penerima Pencen Ilat dan Bantuan Ilat adalah seramai 63,822 penerima. Jumlah ini menunjukkan peningkatan sebanyak 9.22% atau 5,386 penerima berbanding 58,436 orang pada tahun sebelumnya. Selaras dengan peningkatan bilangan penerima, jumlah bayaran Pencen Ilat dan Bantuan Ilat yang dibayar juga telah meningkat sebanyak 13.46% atau RM82.33 juta kepada RM693.81 juta berbanding RM611.48 juta pada tahun 2016 seperti di Carta 17 dan Carta 18.

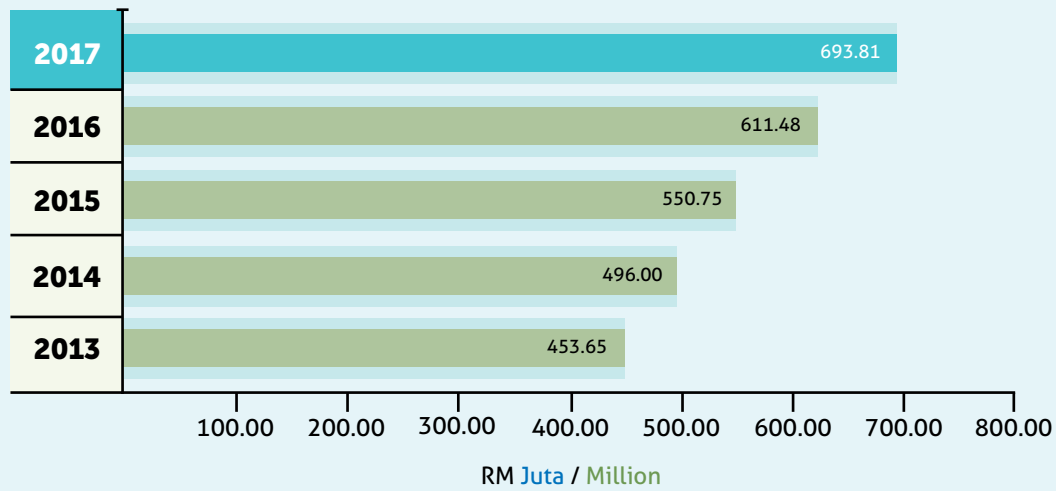
Pada 2017, terdapat sebanyak 10,224 penerima baru berbanding 8,714 penerima pada 2016. Daripada bilangan penerima baru tersebut, sebanyak 5,451 atau 53.32% mendapat bayaran Pencen dan Bantuan Ilat berjumlah RM1,000 dan ke bawah sebulan, manakala selebihnya 4,773 penerima atau 46.68% mendapat bayaran melebihi RM1,000 sebulan (Jadual 21 dan Jadual 22: Laporan Statistik).

As at the end of 2017, the cumulative number of Invalidity Pension and Grant recipients was 63,822 recipients, indicating an increase of 9.22% or 5,386 recipients compared to 58,436 recipients the previous year. In line with the increase in the number of recipients, the total sum of payments for Invalidity Pension and Grant increased by 13.46% or RM82.33 million from RM 611.48 million in 2016 to RM693.81 million as reflected in Chart 17 and Chart 18.

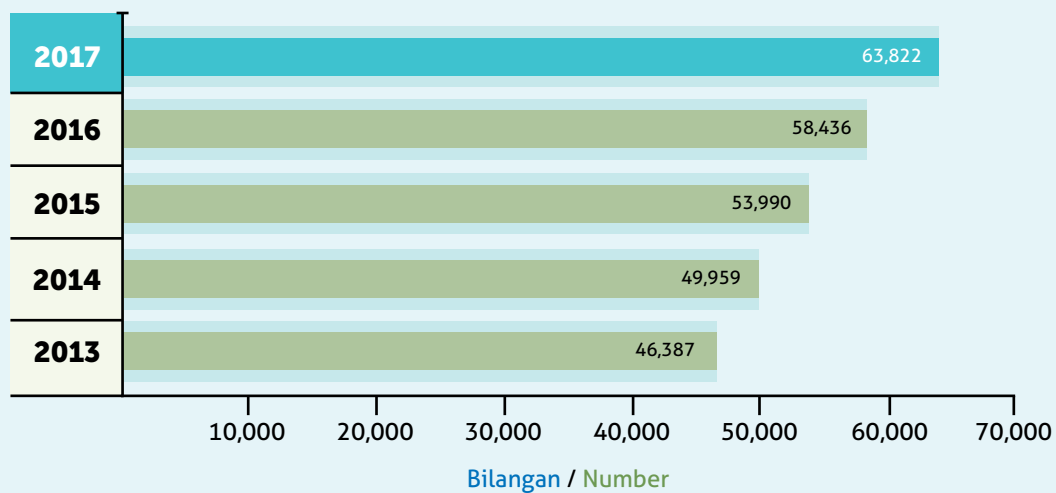
In 2017, there were 10,224 new recipients in comparison to 8,714 in 2016. Of these new recipients, 5,451 or 53.32% received a monthly Invalidity Pension and Grant of RM 1,000 and below, while the balance of 4,773 recipients or 46.68% received a monthly pension of more than RM1,000. (Table 21 and Table 22: Statistics Report)

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CARTA 17 JUMLAH BAYARAN FAEDAH PENCEN ILAT DAN BANTUAN ILAT 2013 – 2017
Chart 17 Total Payment for Invalidity Pension and Grant 2013 – 2017

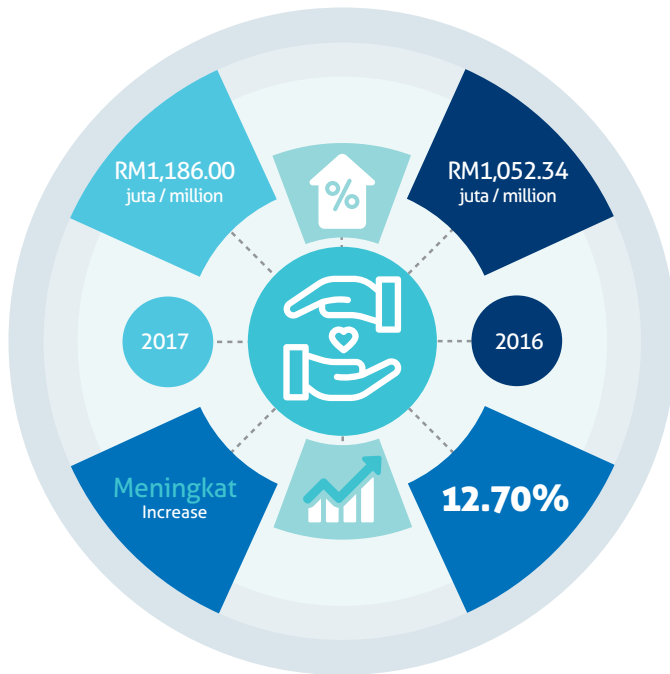


CARTA 18 BILANGAN PENERIMA FAEDAH PENCEN ILAT DAN BANTUAN ILAT 2013 – 2017
Chart 18 Number of Invalidity Pension and Grant Recipients 2013 – 2017



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Pencen Penakat

RM1,186.00 juta (2016: RM1,052.34 juta)
Meningkat 12.70%

Survivors' Pension

RM1,186.00 million (2016: RM1,052.34 million)
An Increase of 12.70%

Bilangan terkumpul penerima Pencen Penakat sehingga akhir tahun 2017 adalah seramai 268,540 penerima berbanding 249,018 penerima pada 2016. Pembayaran Pencen Penakat tahun 2017 telah meningkat kepada RM1,185.99 juta berbanding RM1,052.34 juta pada tahun sebelumnya iaitu kenaikan sebanyak RM133.65 juta atau 12.70%.

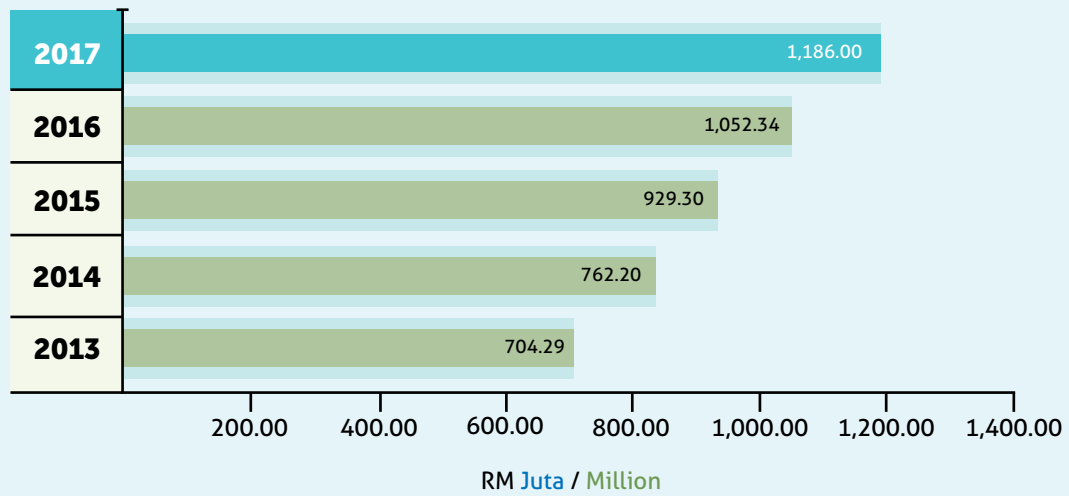
Pada 2017, terdapat sebanyak 14,120 kes baru, meningkat sebanyak 6.45% berbanding 13,264 kes pada 2016. Daripada bilangan kes baru tersebut, sebanyak 7,701 atau 54.54% mendapat bayaran Pencen Penakat berjumlah RM1,000 dan ke bawah sebulan, manakala 6,419 kes atau 45.46% mendapat bayaran melebihi RM1,000 sebulan (Jadual 23 dan Jadual 24: Laporan Statistik). Carta 19 dan Carta 20 menunjukkan jumlah pembayaran dan penerima terkumpul Pencen Penakat.

By the end of 2017, the cumulative number of Survivors' Pension recipients stood at 268,540 recipients, compared to 249,018 recipients in 2016. The total payment for Survivors' Pension in 2017 increased to RM1,185.99 million in comparison to RM1,052.34 million the previous year, reflecting an increase of RM133.65 million or 12.70%.

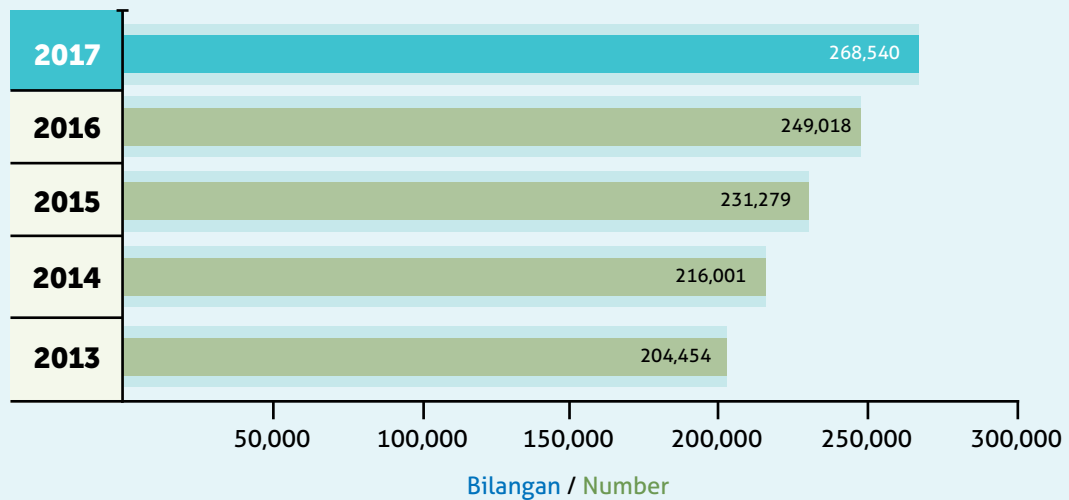
In 2017, there were 14,120 new cases, an increase of 6.45%, compared to 13,264 cases in 2016. Of these new cases, a total of 7,701 or 54.54% received a monthly Survivors' Pension of RM1,000 and below, while 6,419 cases or 45.46% received a monthly pension of more than RM1,000. (Table 23 and Table 24: Statistics Report). Chart 19 and Chart 20 show the total payment and cumulative recipients of Survivors' Pension.

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CARTA 19 JUMLAH BAYARAN PENCEN PENAKAT 2013 – 2017
Chart 19 Total Payment for Survivors' Pension 2013 – 2017

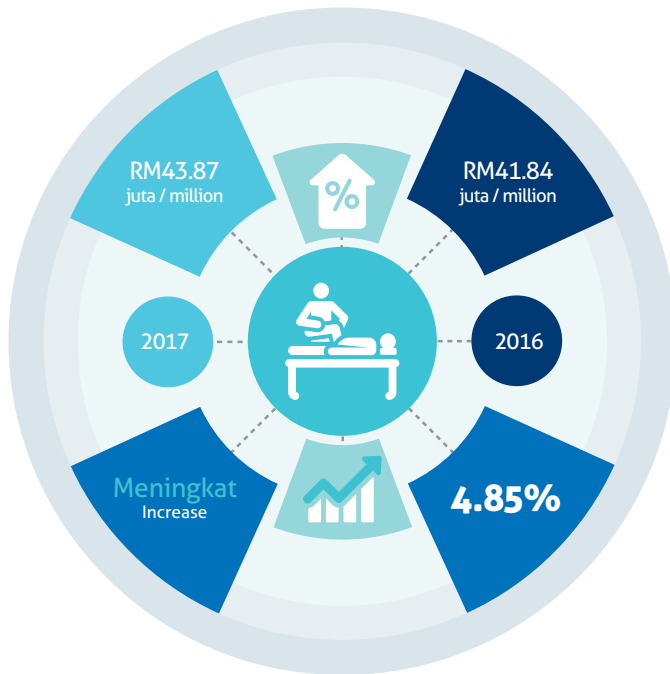


CARTA 20 BILANGAN PENERIMA TERKUMPUL PENCEN PENAKAT 2013 – 2017
Chart 20 Number of Survivors' Pension Recipients 2013 – 2017



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Elaun Layanan Sentiasa

RM43.87 juta (2016: RM41.84 juta)
Meningkat 4.85%

Constant – Attendance Allowance

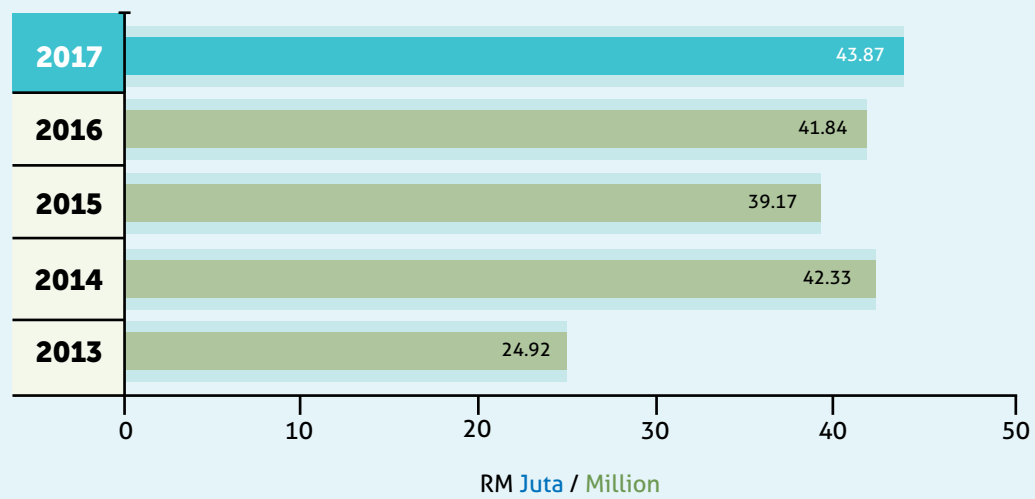
RM43.87 million (2016: RM 41.84 million)
An Increase of 4.85%

Jumlah terkumpul penerima Elaun Layanan Sentiasa sehingga akhir tahun 2016 adalah seramai 7,326 orang berbanding 6,878 orang pada 2016. Jumlah pembayaran Elaun Layanan Sentiasa meningkat sebanyak 4.85% atau RM2.03 juta kepada RM43.87 juta pada tahun 2017 berbanding RM41.84 juta pada tahun sebelumnya. Manakala bilangan penerima baru tahun 2017 seramai 791 orang berbanding 691 penerima pada 2016 (Jadual 25: Laporan Statistik). Carta 21 dan Carta 22 menunjukkan jumlah penerima dan pembayaran Elaun Layanan Sentiasa.

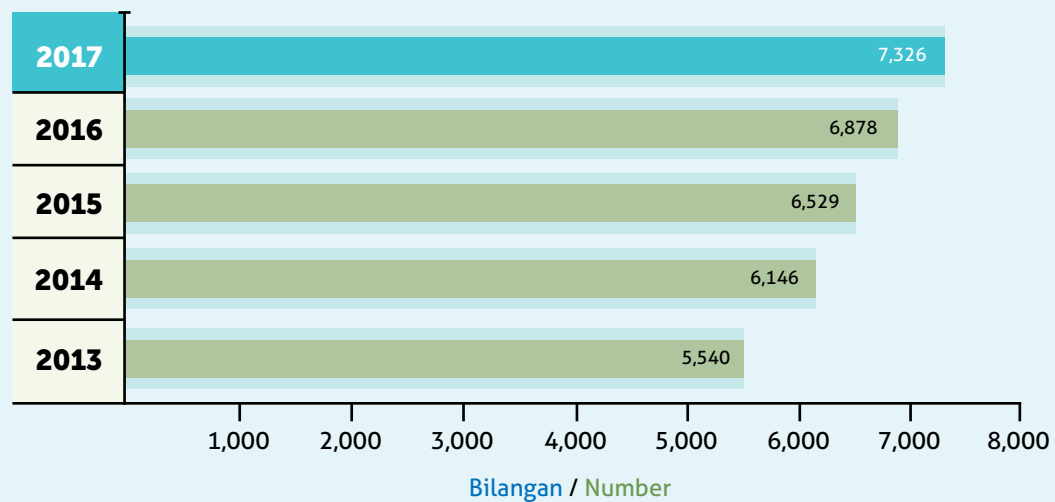
By the end of 2017, the cumulative number of recipients for Constant-attendance Allowance was 7,326 persons compared to 6,878 persons in 2016. The total payment for Constant-attendance Allowance increased by 4.85% or RM2.03 million to RM43.87 million in 2017 compared with RM 41.84 million the previous year. The number of new recipients in 2017 was 791 persons compared with 691 recipients in 2016 (Table 25: Statics Report). Chart 21 and Chart 22 show the number of recipients and the payment for Constant-attendance Allowance.

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CARTA 21 JUMLAH BAYARAN ELAUN LAYANAN SENTIASA 2013 – 2017
Chart 21 Total payment for Constant-attendance Allowance 2013 – 2017

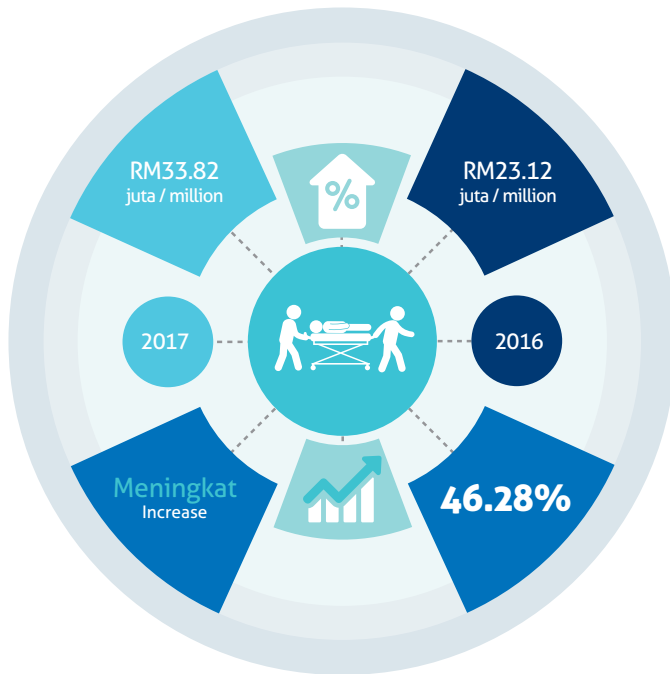


CARTA 22 BILANGAN PENERIMA ELAUN LAYANAN SENTIASA 2013 – 2017
Chart 22 Number of Constant-attendance Allowance Recipients 2013 – 2017



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Faedah Pengurusan Mayat

RM33.82 juta (2016: RM23.12 juta)
Meningkat 46.28%

Funeral Benefit Recipients

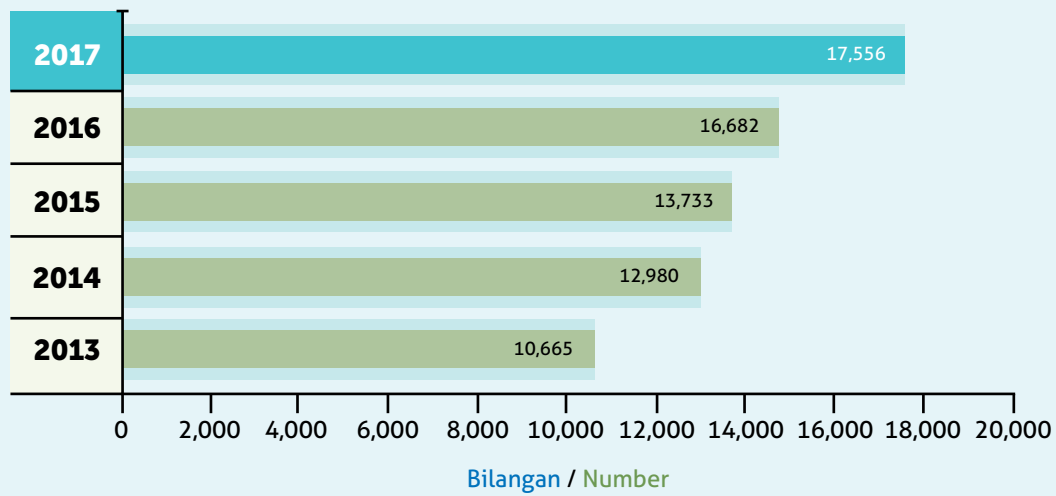
RM33.82 million (2016: RM23.12 million)
An Increase of 46.28%

Bagi tahun 2017, seramai 17,556 penerima telah menerima Faedah Pengurusan Mayat berjumlah RM33.82 juta. Amaun ini menunjukkan peningkatan sebanyak RM10.70 juta iaitu 46.28% berbanding RM23.12 juta atau 16,682 penerima pada tahun sebelumnya seperti ditunjukkan di Carta 23 dan Carta 24.

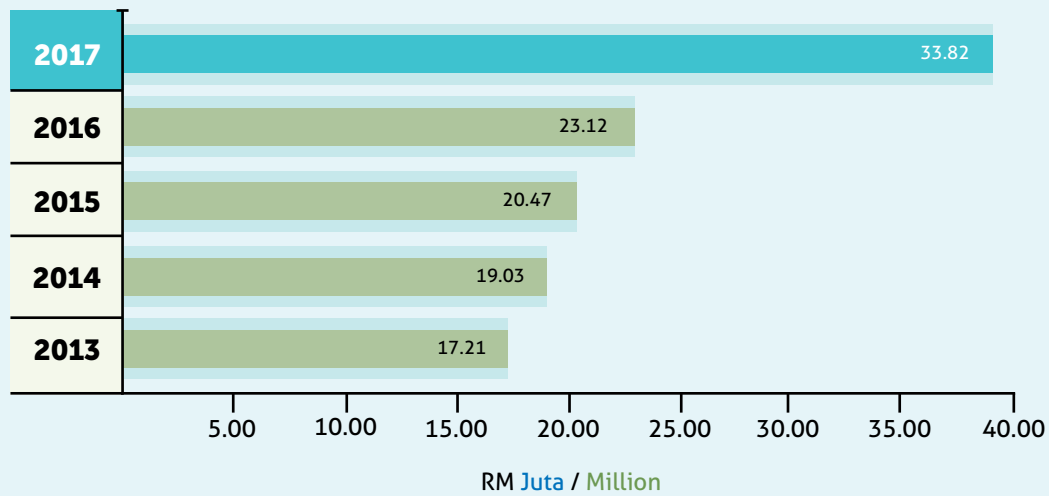
In 2017, a total of 17,556 recipients received Funeral Benefit amounting to RM33.82 million. This amount reflected an increase of RM10.70 million, or 46.28%, compared with 23.12 million or 16,682 recipients the previous year, as reflected in Chart 23 and Chart 24.

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CARTA 23 **BILANGAN PENERIMA FAEDAH PENGURUSAN MAYAT 2013 – 2017**
Chart 23 Number of Funeral Benefit Recipients 2013- 2017

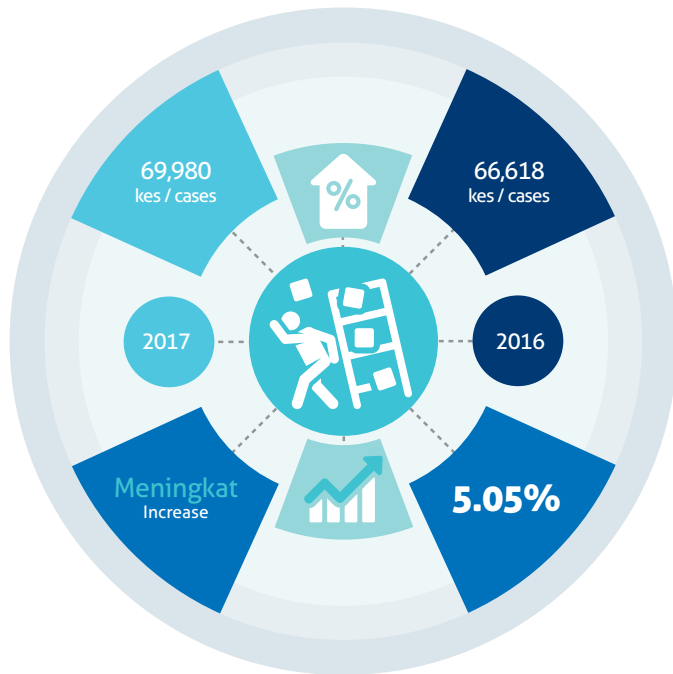


CARTA 24 **JUMLAH BAYARAN FAEDAH PENGURUSAN MAYAT 2013 – 2017**
Chart 24 Total Payment for Funeral Benefit 2013 – 2017



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Bilangan Kemalangan Dilapor

69,980 Kes (2016 : 66,618)
Peningkatan 5.05%

Number of Accidents Reported

69,980 Cases (2016: 66,618 Cases)
An Increment of 5.05%

Sebanyak 69,980 kes kemalangan telah dilaporkan sepanjang 2017 iaitu peningkatan sebanyak 3,362 kes atau 5.05% berbanding 66,618 kes pada 2016 (Jadual 18 dan Carta 25). Jumlah ini meliputi 52.39% kemalangan perusahaan dan 47.61% 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 2016. Kemalangan perusahaan telah meningkat sebanyak 3.84% iaitu dari 35,304 kes pada 2016 kepada 36,661 kes pada 2017. Manakala, bagi kemalangan semasa dalam perjalanan yang berkaitan pekerjaan, ianya meningkat sebanyak 6.40% iaitu dari 31,314 kes pada 2016 kepada 33,319 kes pada 2017 seperti Carta 26 dan Carta 27.

A total of 69,980 accident cases were reported in 2017, reflecting an increment of 3,362 cases or 5.05% in comparison to 66,618 cases in 2016 (Table 18 and Chart 25). Of these, 52.39% were industrial accidents while the remaining 47.61% were work-related commuting accidents.

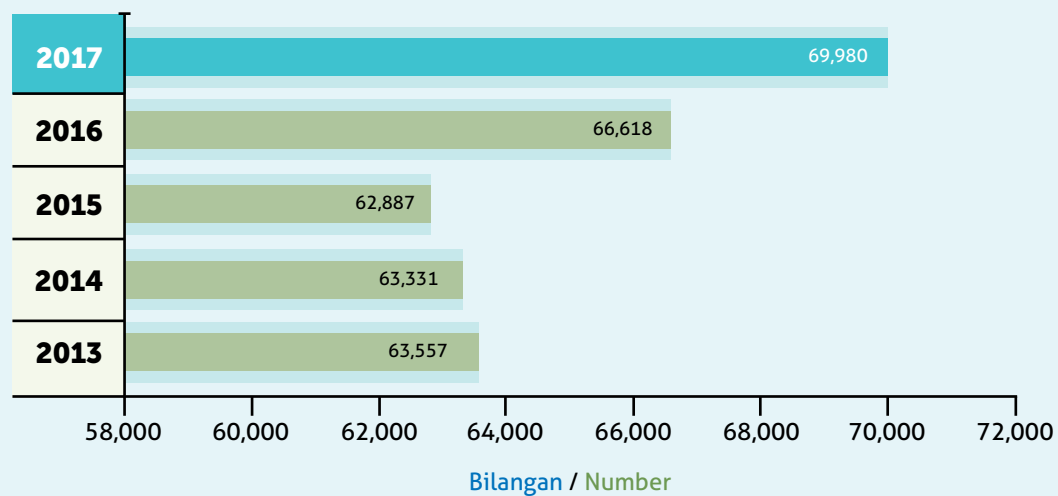
From the total number of accidents reported, it was found that industrial accidents and work related commuting accidents showed an increase in comparison to 2016. Industrial accidents increased by 3.84%, from a total of 35,304 cases in 2017 to 36,661 cases in 2016. Commuting accidents showed an increase of 6.40% from 31,314 cases in 2016 to 33,319 cases in 2017, as reflected in Charts 26 and 27.

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JADUAL 18 BILANGAN KEMALANGAN DILAPORKAN 2016 – 2017
Table 18 Number of Accidents Reported 2016 – 2017

Kemalangan Dilaporkan / Accidents Reported	2016	2017
Kemalangan Perusahaan Dilaporkan / Industrial Accidents Reported	35,304	36,661
Kemalangan Semasa Perjalanan / Commuting Accidents	31,314	33,319
Jumlah Bilangan Kemalangan Dilaporkan / Total Number of Accidents Reported	66,618	69,980

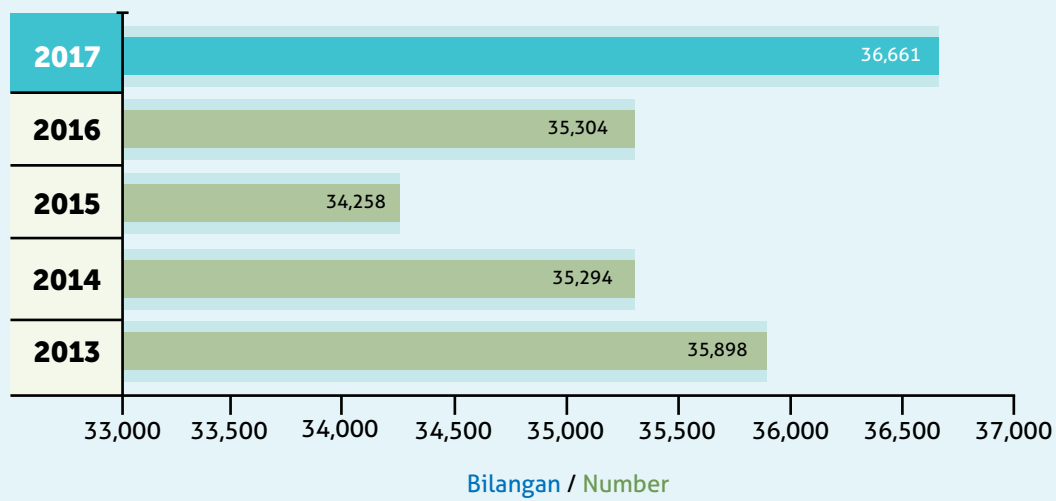
CARTA 25 BILANGAN KEMALANGAN DILAPOR 2013 – 2017
Chart 25 Number of Accidents Reported 2013 – 2017



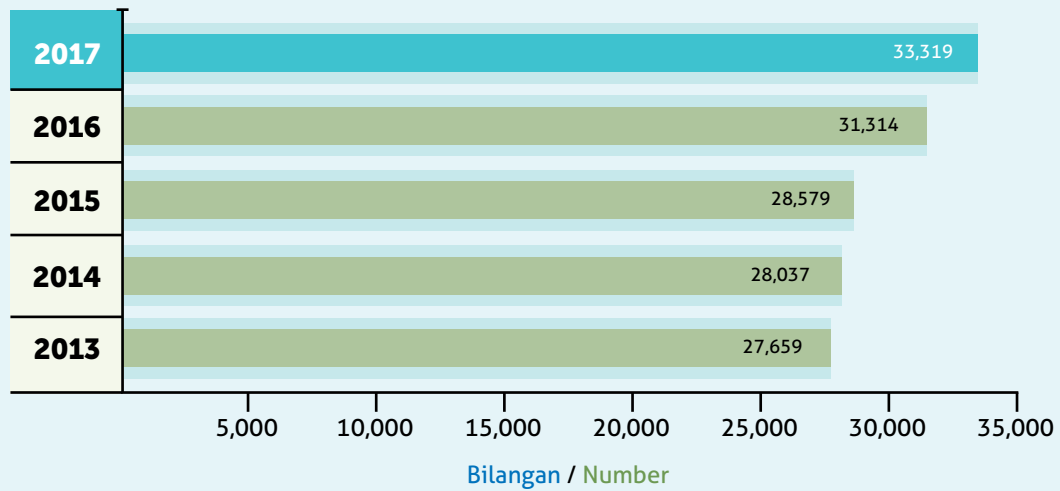
ULASAN PETUNJUK UTAMA PRESTASI OPERASI 2017

Operations Key Performance Indicator Review 2017

CARTA 26 BILANGAN KEMALANGAN PERUSAHAAN DILAPOR 2013 – 2017
Chart 26 Number of Industrial Accidents Reported 2013 – 2017



CARTA 27 BILANGAN KEMALANGAN SEMASA PERJALANAN 2013 – 2017
Chart 27 Number of Commuting Accidents 2013 – 2017



ULASAN PETUNJUK UTAMA PRESTASI OPERASI 2017
Operations Key Performance Indicator Review 2017

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.

Piagam Pelanggan Berdasarkan Purata Hari

Pada 2017, PERKESO telah berjaya mempertingkatkan prestasi Piagam Pelanggan dengan memendekkan tempoh pemrosesan (purata hari) berbanding tahun sebelumnya seperti Jadual 19 di bawah.

Benefit Claims Management

Benefit claims are processed based on the Clients' Charter and Q Standards which is measured by percentage of achievement and average number of days. This approach is implemented to guarantee that the service delivery meets customers' expectations.

Client Charter Based on Average Number of Days

In 2017, SOCSO successfully improved the performance of its clients' charter by shortening the processing period (average number of days) in comparison to the previous year, as reflected in Table 19 below.

JADUAL 19 PRESTASI PROSESAN FAEDAH (PURATA HARI) 2017
Table 19 Benefit Processing Performance (Average Number of Days) 2017

Tahun / Year	FHUS / TDB 5 Hari / Days	FHUK / PDB 7 Hari / Days	FOT / DB 7 Hari / Days	P.ILAT Invalidity Pension 7 Hari / Days	PPKT Survivors' Pension 7 Hari / Days	FPM / FB 3 Hari / Days
2016	1.81	2.64	2.17	3.26	2.34	1.29
2017	2.06	2.45	2.23	2.71	2.33	1.32

ULASAN PETUNJUK UTAMA PRESTASI OPERASI 2017

Operations Key Performance Indicator Review 2017

Piagam Pelanggan Berdasarkan Peratusan

Pada 2017, PERKESO juga telah berjaya mempertingkatkan prestasi Piagam Pelanggan dalam pemprosesan (peratusan) berbanding tahun sebelumnya sebagai mana Jadual 20 di bawah.

Client Charter Based on Percentage

In 2017, SOCSO also successfully improved the performance of its clients' charter in processing (percentage) compared to the previous year, as shown in Table 20 below.

JADUAL 20 PRESTASI PROSESAN FAEDAH (PERATUSAN) 2016 – 2017
Table 20 Benefit Processing Performance (Percentage) 2016 – 2017

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
2016	99.06	99.27	99.21	98.80	99.20	98.98
2017	99.17	99.42	99.33	98.99	99.32	99.23

Standard Q

Prestasi Standard Q berdasarkan (Peratusan) pada 2017 berbanding tahun 2016 adalah seperti di Jadual 21.

Standard Q

The performance of Standard Q based on Percentage in 2017 as compared to 2016 is given in Table 21 below.

JADUAL 21 PRESTASI STANDARD Q (PERATUSAN) 2016 – 2017
Table 21 Standard Q (Percentage) Performance 2016 – 2017

Peratusan Pencapaian Standard Q Percentage Achievement Standard Q	FHUS / 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
2016	88.52	87.44	97.45	80.07	91.17
2017	99.99	90.13	97.18	84.63	96.68

ULASAN PETUNJUK UTAMA PRESTASI OPERASI 2017
Operations Key Performance Indicator Review 2017

Prestasi Standard Q berdasarkan (Purata Hari) pada 2017 berbanding tahun 2016 adalah seperti di Jadual 22.

The Standard Q performance based on average number of days in 2017 as compared to 2016 is given in Table 22 below.

JADUAL 22 PRESTASI STANDARD Q (PURATA HARI) 2016 – 2017
Table 22 Standard Q (Average Number of Days) Performance 2016 - 2017

Purata Hari Pencapaian Standard Q Average Number of Days Standard Q	FHUS / TDB 45 Hari / Days	FHUK / PDB 100 Hari / Days	FOT / DB 60 Hari / Days	P.ILAT Invalidity Pension 120 Hari / Days	P.PKT Survivors' Pension 80 Hari / Days
2016	23.32	63.16	18.12	72.33	26.18
2017	20.23	51.15	31.17	65.44	20.27

Kemudahan Pemulihan Jasmani atau Vokasional

Kemudahan pemulihan jasmani merangkumi aktiviti-aktiviti rawatan lanjut kepada Orang Berinsurans seperti rawatan implan, 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 menjahit, komputer dan lain-lain bagi membolehkan mereka kembali semula ke pekerjaan asal atau mendapatkan kemahiran atau pekerjaan baharu.

Pada 2017, PERKESO telah membekalkan alat-alat prostetik dan ortotik kepada 4,105 Orang Berinsurans termasuk penerima baharu dan lama bagi menggantikan alatan yang telah rosak iaitu sebanyak 2,474 bekalan prostetik dan 1,631 ortotik. Seramai 1,185 Orang Berinsurans telah menjalani rawatan pemulihan implan berbanding 829 orang pada tahun sebelumnya. Secara keseluruhannya PERKESO membelanjakan sebanyak RM55.41 juta bagi pembiayaan kemudahan pemulihan.

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 prosthesis 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 2017, SOCSO provided prosthesis and orthotic equipment to 4,105 Insured Persons including new and existing recipients who needed to replace equipment that was no longer functioning. A total of 2,474 types of prosthesis and 1,631 types of orthotic equipment were provided. A total of 1,185 Insured Persons received implant rehabilitative treatment in comparison to 829 persons the previous year. On the whole, SOCSO spent a total of RM55.41 million in financing rehabilitation facilities.

ULASAN PETUNJUK UTAMA PRESTASI OPERASI 2017

Operations Key Performance Indicator Review 2017

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 / luar negara tertakluk kepada terma dan syarat-syarat yang telah ditetapkan.

Sepanjang 2017, sebanyak 2,511 permohonan untuk kemudahan bantuan dialisis telah diterima dan diluluskan. Bilangan ini menunjukkan peningkatan sebanyak 37.4% berbanding 1,828 pada tahun 2016. Pada akhir 2017, bilangan terkumpul Orang Berinsurans yang disediakan kemudahan bantuan dialisis adalah seramai 16,321 orang berbanding 14,023 orang pada 2016 iaitu peningkatan sebanyak 16.4% berbanding tahun 2016.

Carta 28 menunjukkan jumlah Orang Berinsurans yang memohon rawatan dialisis dari tahun 2013 hingga 2017.

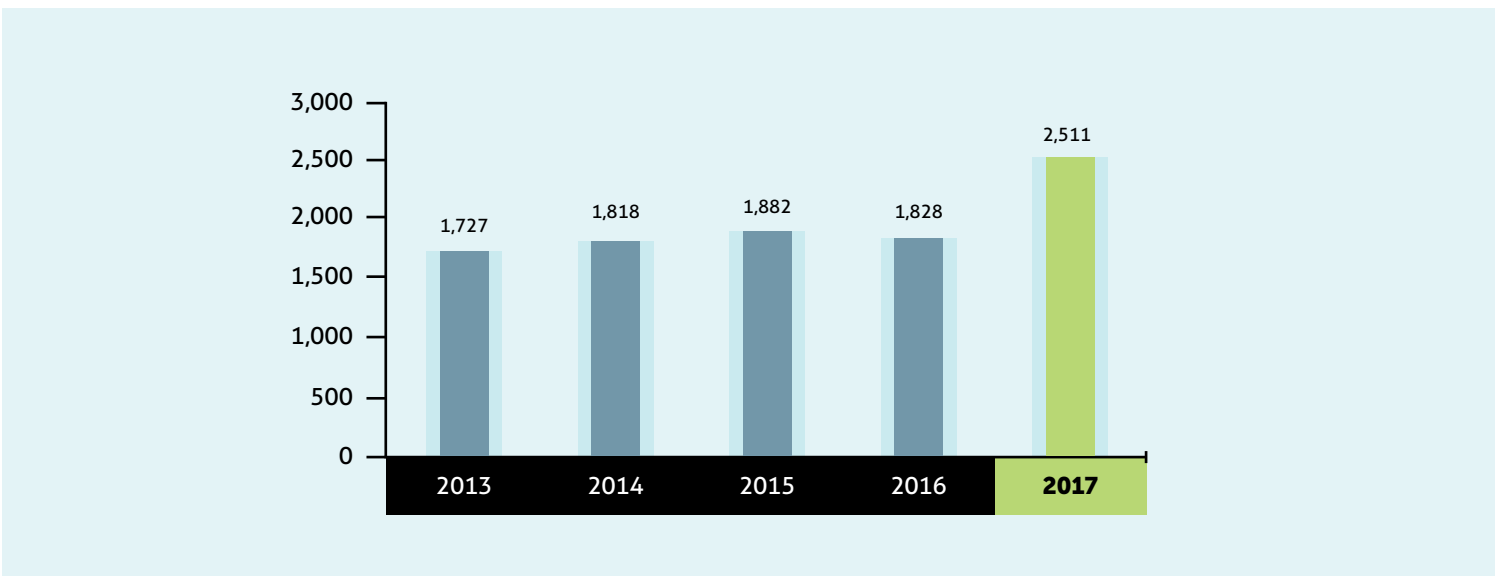
Dialysis Treatment Facilities

SOCSCO provides dialysis facilities to eligible Insured Persons who suffer from end stage renal failure. This facility is provided via subsidy at appointed SOCSCO Dialysis Panel Centres. Dialysis treatment can also be sought at Dialysis centres which are not SOCSCO panel centres and government / private / foreign hospitals subject to terms and conditions that have been set.

Throughout 2017, a total of 2,511 applications for dialysis facility assistance were received and approved. This figure shows an increase of 37.4% compared to 1,828 in 2016. By the end of 2017, the cumulative number of Insured Persons who have received dialysis facility assistance in 16,321 persons as compared to 14,023 persons in 2016. This is an increase of 16.4% compared to 2016.

Chart 28 shows the total number of Insured Persons who have applied for dialysis treatment from 2013 – 2017.

CARTA 28 BILANGAN ORANG BERINSURANS YANG MEMOHON RAWATAN DIALISIS 2013 – 2017
Chart 28 Number of Insured Persons Who Have Applied for Dialysis Treatment 2013 – 2017



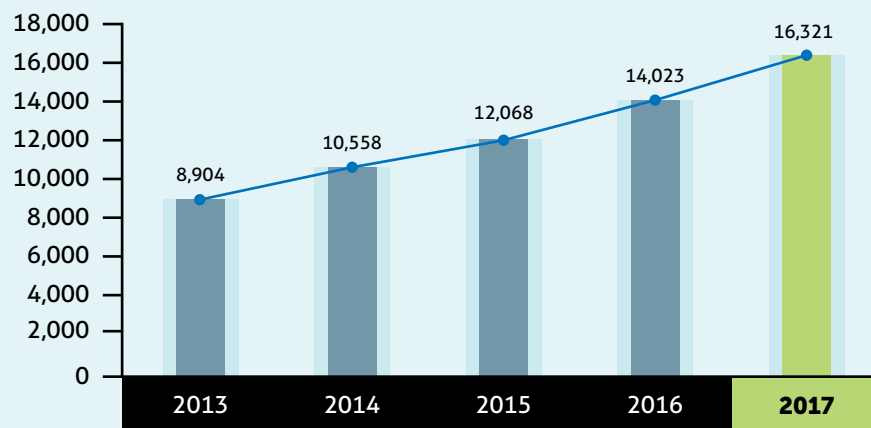
ULASAN PETUNJUK UTAMA PRESTASI OPERASI 2017
Operations Key Performance Indicator Review 2017

Carta 29 menunjukkan jumlah Orang Berinsurans yang menjalani rawatan dialisis dari tahun 2013 hingga 2017.

Chart 29 shows the total number of Insured Persons who have undergone dialysis treatment from 2013 to 2017.

CARTA 29
Chart 29

BILANGAN ORANG BERINSURANS YANG MENJALANI RAWATAN DIALISIS 2013 – 2017
Number of Insured Persons Who Have Received Dialysis Treatment 2013 – 2017



Pusat Dialisis Panel PERKESO

Sepanjang 2017, PERKESO telah melantik sebanyak 14 pusat dialisis sebagai Panel PERKESO, iaitu peningkatan sebanyak 3.0% berbanding tahun sebelumnya. Ini menjadikan jumlah keseluruhan panel adalah sebanyak 494 pusat di seluruh negara. Pelantikan panel ini memudahkan Orang Berinsurans mendapat rawatan dialisis.

SOCSO Panel Dialysis Centres

Throughout the year 2017, SOCSO appointed 14 SOCSO panel dialysis centres, an increase of 3.0% in comparison to the previous year. This puts the total number of panel centres in the country at 494 centres. The appointment of these centres makes it more convenient for Insured Persons to receive dialysis treatment.

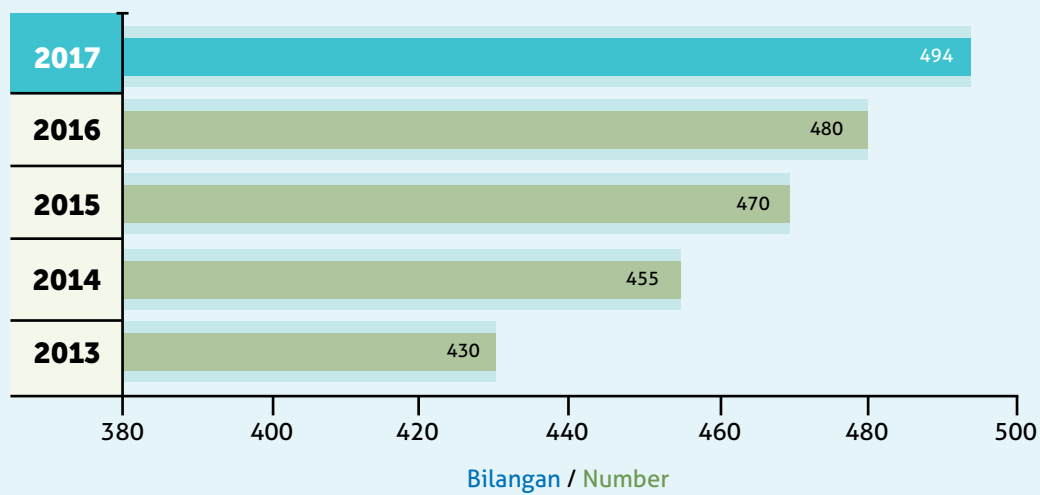
ULASAN PETUNJUK UTAMA PRESTASI OPERASI 2017

Operations Key Performance Indicator Review 2017

Bilangan Pusat Dialisis Panel PERKESO bagi tahun 2013 hingga 2017 adalah seperti Carta 30.

The number of SOCSO Panel Dialysis Centres from 2013 to 2017 is shown in Chart 30.

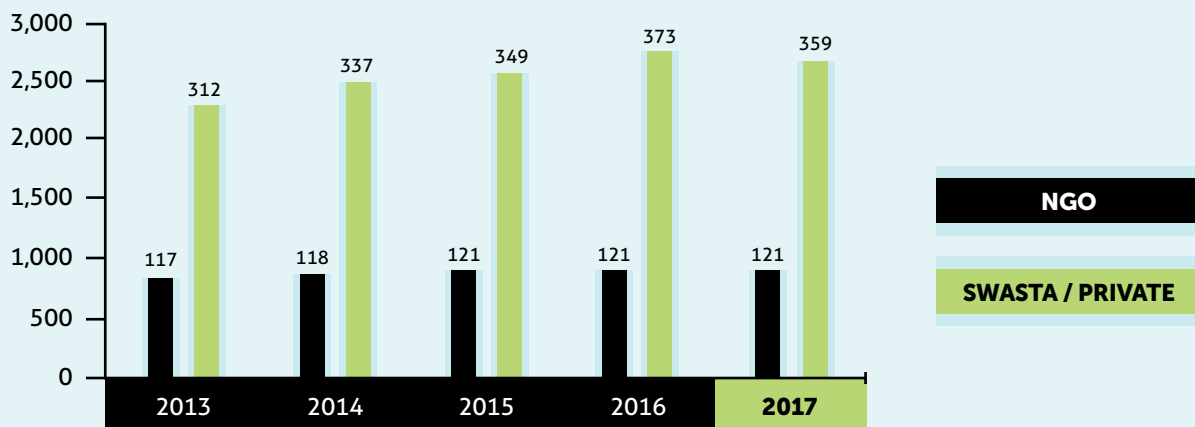
CARTA 30 BILANGAN PUSAT DIALISIS PANEL PERKESO 2013 – 2017
Chart 30 Number of SOCSO Panel Dialysis Centres 2013 – 2017



Statistik Perlantikan Pusat Dialisis Panel mengikut NGO dan Swasta adalah seperti Carta 31.

Statistics of Appointment of Panel Dialysis Centres according to the NGO and Private sectors are shown in Chart 31.

CARTA 31 BILANGAN PUSAT DIALISIS PANEL NGO DAN SWASTA 2013 – 2017
Chart 31 Number of NGO and Private Panel Dialysis Centres 2013 – 2017



ULASAN PETUNJUK UTAMA PRESTASI OPERASI 2017
Operations Key Performance Indicator Review 2017

Perbelanjaan Rawatan Dialisis

Pada 2017, PERKESO telah membelanjakan sejumlah RM215.81 juta bagi membiayai rawatan dialisis, peningkatan sebanyak 9.14% berbanding tahun sebelumnya. Peningkatan ini disebabkan kesan langsung pertambahan jumlah pesakit buah pinggang.

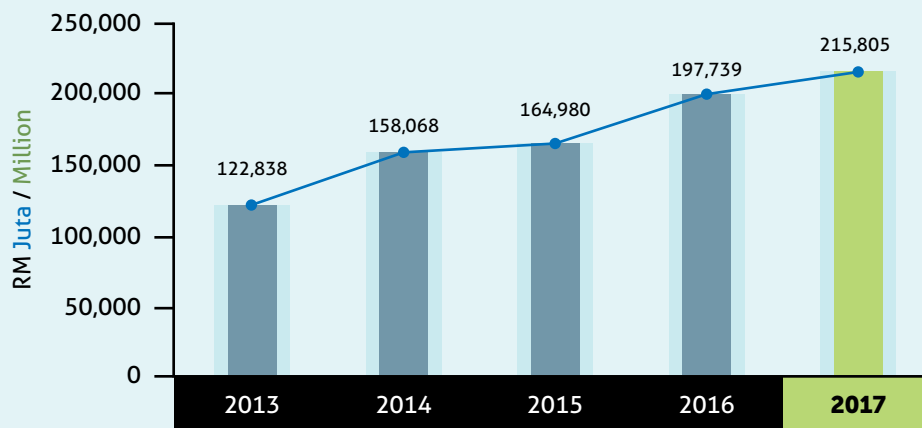
Jumlah perbelanjaan rawatan dialisis bagi tahun 2013 hingga 2017 adalah seperti dalam Carta 32.

Expenditure for Dialysis Treatment

In 2017, SOCSO spent RM215.81 million for payment of dialysis treatment, an increase of 9.14% in comparison to the previous year. This increase is directly caused by the increase in patients with kidney disease.

The total expenditure for Dialysis treatment from 2013 to 2017 is shown in Chart 32.

CARTA 32 PERBELANJAAN KEMUDAHAN RAWATAN DIALISIS 2013 – 2017
Chart 32 Expenditure on Dialysis Treatment Facility 2013 – 2017



ULASAN PETUNJUK UTAMA PRESTASI OPERASI 2017

Operations Key Performance Indicator Review 2017

Klinik Panel Orang Berinsurans

PERKESO telah melantik klinik swasta sebagai klinik panel bagi memberi rawatan kepada Orang Berinsurans yang ditimpa bencana kerja seperti di Jadual 23.

Insured Persons Panel Clinics

SOCISO has appointed private clinics as Panel Clinics in order to treat Insured Persons who have been affected by work related injuries as specified in Table 23.

JADUAL 23 KLINIK PANEL ORANG BERINSURANS 2016 – 2017
Table 23 Insured Persons Panel Clinic 2016 – 2017

Kategori / Category	2016	2017
Klinik Panel (Doktor Yang Mempunyai Latihan Kesihatan Pekerjaan) Panel Clinics (Doctors With Occupational Health Training Exposure)	865	916
Klinik Panel (Doktor Yang Tidak Mempunyai Latihan Kesihatan Pekerjaan) Panel Clinics (Doctors Without Occupational Health Training Exposure)	444	444
Jumlah Semasa Bilangan Klinik Panel PERKESO Total No. of SOCSO's Panel Clinics	1,309	1,360

Bayaran Ganti Belanja

Bayaran Ganti Belanja (BGB) merupakan tuntutan bayaran balik perkhidmatan perubatan dan pemulihan yang telah dilakukan oleh Orang Berinsurans di dalam dan luar negara. Pada 2017, sebanyak RM 1.035 juta iaitu penurunan sebanyak 5.47% berbanding RM1.095 juta pada tahun sebelumnya.

Aktiviti Penguatkuasaan

Aktiviti penguatkuasaan merupakan diantara dua fungsi utama PERKESO selain daripada pembayaran faedah. Aktiviti ini memastikan kemampuan Dana Keselamatan Sosial dalam jangka panjang. Ianya termasuklah pemeriksaan, pengkompaunan, pendakwa dan recovery.

Reimbursement of Claims

Reimbursements of Claims are reimbursement payments for medical and rehabilitation services received by Insured Persons both locally and overseas. In 2017, a total of RM 1.035 million was spent on reimbursement of claims, a decrease of 5.47% in comparison to RM 1.095 million the previous year.

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.

ULASAN PETUNJUK UTAMA PRESTASI OPERASI 2017
Operations Key Performance Indicator Review 2017**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 April 2017 PERKESO telah melancarkan OPS Kesan bagi kali ke sembilan dengan objektif untuk memastikan semua majikan yang menggaji sekurang-kurangnya seorang pekerja mendaftar dengan sewajarnya sebagaimana penguatkuasaan Seksyen 4 Akta Keselamatan Pekerja 1969 (AKSP). Sebelum operasi ini dilaksanakan, majikan akan diberi peluang untuk mendaftar secara sukarela mulai 1 hingga 31 Mac 2017.

Program Pemutihan merupakan satu inisiatif "*soft approach*" kepada majikan dengan tujuan untuk memberi kesedaran tentang kepentingan perlindungan keselamatan sosial kepada majikan dan pekerja. Ini merupakan satu langkah yang proaktif kerana 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 yang ditetapkan. Pengecualian ini juga termasuklah ke atas faedah caruman lewat bayar yang bakal dikenakan kemudiannya. Pada tahun 2017, impak pendaftaran majikan bulan pemutihan adalah sebanyak 5% berbanding dengan bulan ops kesan dan bulan sebelumnya.

OPS Kesan PERKESO

PERKESO telah melaksanakan Ops Kesan sejak tahun 2009 sebagai sebahagian dari aktiviti penguatkuasaan bertujuan memastikan majikan akur dengan peruntukan AKSP, 1969. Pada tahun 2017, pihak BPJS Ketenagakerjaan Indonesia yang diketuai oleh Agus Susanto serta pasukannya telah terlibat bersama anggota PERKESO dalam program Ops Kesan Kebangsaan yang diadakan pada 10 April 2017 di sekitar kawasan Seri Kembangan, Selangor. Tujuan utama penglibatan pihak BPJS Ketenagakerjaan adalah untuk mempelajari konsep dan kaedah pelaksanaan program Ops Kesan yang telah dijalankan oleh PERKESO. Sepanjang Ops Kesan dijalankan, 7,314 premis majikan telah dilawati dan sebanyak 1,636 notis kompaun dikeluarkan terhadap majikan yang gagal mendaftar perusahaan mereka.

SOCSO "Amnesty Month"

Each year, prior to the launch of OPS KESAN, employers are given the opportunity to voluntarily register within a period one month before the operation. This period is known as the SOCSO "Amnesty Month". On 1st April 2017, SOCSO launched its ninth OPS KESAN with a view to ensuring that all employers with at least one worker duly register as provided under Section 4 of the Employment Social Security Act 1969. Prior to the launching of this operation, employers will be given the chance to voluntarily register, commencing from 1st to 31st March 2017.

This "Amnesty" Programme is a soft approach to employers intended to give awareness on the importance of social security protection to both employers and workers. It is a proactive measure that gives a chance for employers who have not registered with SOCSO to do so throughout the "whitening" period. Any employer who takes the opportunity to register within the "whitening" period will be exempted from compound action and prosecution despite exceeding the 30-day period stipulated. This exemption also includes interest on late payment of contributions which may be imposed later. In 2017, the impact of employer registration within the "amnesty" month is 5% compared to during OPS KESAN and the previous months.

SOCSO OPS Kesan

SOCSO has implemented *Ops Kesan* since 2009 as part of its enforcement activities with the intention of ensuring employers comply with the provisions of the Employee Social Security Act 1969. In 2017, *BPJS Ketenagakerjaan* Indonesia, headed by Agus Susanto and his team, was involved together with SOCSO staff in the National *Ops Kesan* held on 10th April 2017 in the Seri Kembangan area in Selangor. The main goal of *BPJS Ketenagakerjaan's* involvement is to study the concept and method of implementation of *Ops Kesan* carried out by SOCSO. Throughout the duration of *Ops Kesan*, employer premises were visited and a total of 1,636 compound notices were issued to errant employers.

ULASAN PENGURUSAN STRATEGI DAN PRESTASI PERKESO 2017

Review of Socso Strategies and Performance Management 2017

MOHAMAD ASRI BIN NGOSMAN

Ketua Bahagian Perancangan & Hal Ehwal Korporat
Chief of Planning & Corporate Affairs Division



“ Pengukuran prestasi PERKESO melalui pendekatan *Balanced Scorecard (BSC)* merupakan pendekatan pengurusan strategi organisasi ke arah pencapaian kecemerlangan. Ianya dapat membantu organisasi mengurus sumber-sumber melalui penggubalan strategi untuk mencapai misi dan visi organisasi.

The measurement of SOCSO's performance using the Balanced Scorecard (BSC) approach is an organisational strategic management approach towards excellence. Such an approach enables the organisation to manage its resources through the formulation of strategies to achieve its mission and vision. ”

ULASAN PENGURUSAN STRATEGI DAN PRESTASI PERKESO 2017
Review of Socso Strategies and Performance Management 2017



Bengkel Pengurusan Prestasi PERKESO dari 7 – 9 Januari 2017 di Pacific Regency Hotel Suites, Kuala Lumpur.
SOCSO Performance Management Workshop from 7 – 9 January 2017 at Pacific Regency Hotel Suites, Kuala Lumpur.

Penilaian Prestasi Bagi KPI PERKESO Berasaskan *Balanced Scorecard* (BSC)

Pendekatan BSC yang memberi fokus kepada memastikan pengukuran prestasi dengan lebih tepat dan objektif menerusi empat prespektif iaitu Pelanggan, Kewangan, Proses Dalaman dan Pembelajaran / Perkembangan. BSC PERKESO 2017 telah dirangka berdasarkan Peta Strategi Korporat (*Corporate Strategy Map*) yang mengandungi komponen indikator KPI PERKESO 2017.

PERKESO telah mengambil inisiatif mengadakan Bengkel Pengurusan Prestasi PERKESO dari 7-9 Januari 2017 di Pacific Regency Hotel Suites, Kuala Lumpur. Bengkel bertujuan untuk merangka pelan tindakan serta aktiviti-aktiviti yang telah digariskan di bawah pelan strategi. Seterusnya memuktamadkan *key performance indicator* (KPI) PERKESO 2017 berasaskan sistem *balanced scorecard* berdasarkan empat (4) perspektif utama iaitu Pembelajaran & Perkembangan, Proses Dalaman, Kewangan dan Pelanggan / Pihak Berkepentingan.

SOCISO KPI Performance Evaluation Based on *Balanced Scorecard* (BSC)

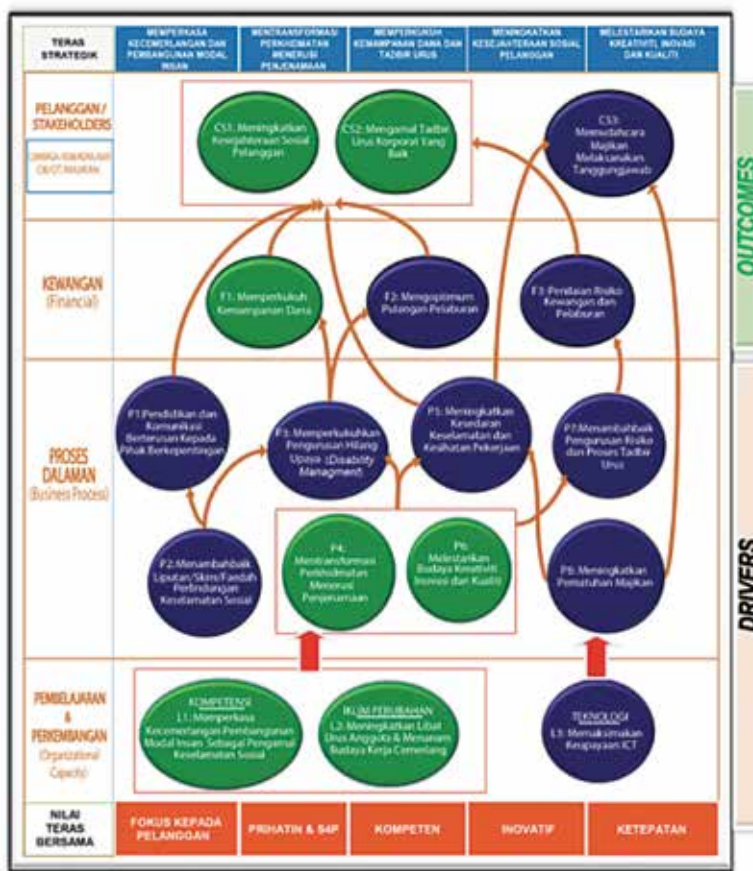
The BSC approach focusses on ensuring a more accurate and objective measurement of performance through four perspectives, namely, Customers, Finance, Internal Process and Learning/Development. The 2017 SOCISO BSC was developed based on the Corporate Strategy Map which comprises SOCISO's KPI components for 2017.

SOCISO has taken the initiative of holding a Workshop of Management of Performance from 7th to 9th January 2017 at the Pacific Regency Hotel Suites in Kuala Lumpur. The workshop was held with a view to establishing a plan of action as well as activities outlined under its strategic plan. It was also held to finalise SOCISO's key performance indicators for 2017 based on the balanced scorecard system, which in turn, is based on the four key perspectives, namely, Learning & Development, Internal Process, Finance and Customers / Stakeholders.

ULASAN PENGURUSAN STRATEGI DAN PRESTASI PERKESO 2017
Review of Socso Strategies and Performance Management 2017

Bengkel pelan strategik ini melibatkan pengurusan atasan selaras dengan keterlibatan dan peranan mereka dalam memastikan pencapaian prestasi PERKESO berada pada tahap yang cemerlang. Di samping sebagai satu sesi libat urus dalam menyebarkan maklumat mengenai Pelan Strategik PERKESO 2016 – 2020. Hasil pengurusan strategi yang efisien dan efektif, prestasi PERKESO telah mencapai tahap 95.50% pada tahun 2017 dan kecermerlangan ini akan diteruskan bagi tahun-tahun akan datang.

This strategic planning workshop involved SOCSO's higher management, in line with their involvement and roles in ensuring that SOCSO's performance is at an excellent level. In addition, it also served as an engagement session in disseminating information on the SOCSO Strategic Plan 2016-2020. As a result of efficient and effective strategic management, SOCSO achieved a level of 95.50% in 2017 and this excellence will continue in the years to come.



Peta Strategi Korporat PERKESO / SOCSO Corporate Strategic Map

PERTUBUHAN KESELAMATAN SOSIAL KPI PERKESO 2017		
OBJEKTIF STRATEGIK	KPI	PETUNJUK SKOR
Pelanggan / Stakeholders		1 2 3 4 5
101: Meningkatkan Kesetiaan Pelanggan dan Bekas Pelanggan	101: Indeks Kepuasan dan Kepuasan Pelanggan	● 88.83%
	102: Indeks Kepuasan Bekas Pelanggan	● 88.84%
102: Meningkatkan Tahap Kesetiaan yang Baik	103: CSAT Index (CSAT)	● 5
	104: CSAT Index (CSAT)	● 100/117
	105: Penilaian dan Survei Pelanggan dan Bekas Pelanggan	● 100.00%
	106: Menentukan & Memantau Tahap Kesetiaan Pelanggan - Bekas Pelanggan	● 21/10/17
Kewangan	107: Peringkat Persekitaran Berprestasi Pelanggan (Taka Taka)	● 10.78%
	108: Mengoptimumkan Penghasilan Bekas Pelanggan Berprestasi Peringkat	● 1,075.04
	109: Indeks Kepuasan Bekas Pelanggan Peringkat	● 5.54%
	110: Indeks Kepuasan Bekas Pelanggan Peringkat	● 6.64%
Proses Dalaman	111: Indeks Kepuasan Pelanggan	● 5.04%
	112: Indeks Kepuasan Pelanggan	● 14/9/17
	113: Mengoptimumkan Perkhidmatan Pelanggan Peringkat	● 25/5/17
	114: Mengoptimumkan Perkhidmatan Pelanggan Peringkat	● April
Pertumbuhan & Pembelajaran	115: Indeks Kepuasan Pelanggan	● Skor 5.0
	116: Indeks Kepuasan Pelanggan	● 100.00%
	117: Indeks Kepuasan Pelanggan	● 100.00%
	118: Indeks Kepuasan Pelanggan	● 100.00%
	119: Indeks Kepuasan Pelanggan	● 130
	120: Indeks Kepuasan Pelanggan	● 17.30%
	121: Indeks Kepuasan Pelanggan	● 2
	122: Indeks Kepuasan Pelanggan	● 16/2/17
	123: Indeks Kepuasan Pelanggan	● 16/2/17
	124: Indeks Kepuasan Pelanggan	● 16/4/17
Keseluruhan	125: Indeks Kepuasan Pelanggan	● 2,658
	126: Indeks Kepuasan Pelanggan	● 388
	127: Indeks Kepuasan Pelanggan	● Skor 5.0
	128: Indeks Kepuasan Pelanggan	● Skor 4.8
	129: Indeks Kepuasan Pelanggan	● 99.75%
	130: Indeks Kepuasan Pelanggan	● Skor 4.8
	131: Indeks Kepuasan Pelanggan	● Skor 5.0
	132: Indeks Kepuasan Pelanggan	● 82.89%
	133: Indeks Kepuasan Pelanggan	● 17
	134: Indeks Kepuasan Pelanggan	● Skor 4.2
Keseluruhan Skor		4.55 (95.5%)

ULASAN PENGURUSAN STRATEGI DAN PRESTASI PERKESO 2017
Review of Socso Strategies and Performance Management 2017

Pada tahun 2017, menerusi pendekatan sistem *Balanced Scorecard* (BSC) sejumlah empat puluh lima (45) KPI PERKESO telah dibangunkan berasaskan empat perspektif utama BSC iaitu Pelanggan, Kewangan, Proses Dalaman dan Pembelajaran / Perkembangan. Pihak Pengurusan telah membuat perancangan, pelaksanaan serta pemantauan yang rapi sepanjang tahun 2017 supaya KPI PERKESO dapat dicapai pada tahap yang terbaik dan cemerlang.

Pelanggan / Pihak Berkepentingan

Tumpuan utama telah diberikan ke atas usaha-usaha meningkatkan kesedaran awam terhadap skim-skim keselamatan sosial dan menilai tahap kepuasan kualiti perkhidmatan serta memupuk kesedaran keselamatan dan kesihatan pekerjaan dalam kalangan majikan dan pekerja. Pencapaian purata KPI berdasarkan BSC adalah di tahap 4.6 (AMAT BAIK).

Kewangan

Langkah mengoptimumkan pulangan pelaburan serta pemantapan pengurusan kewangan telah diberi tumpuan dalam mengukuhkan dana PERKESO bagi tempoh Januari hingga Disember 2017. Aspek penilaian risiko kewangan dan pelaburan juga telah diberi keutamaan agar pulangan pelaburan optimum yang disasarkan tercapai. Pencapaian purata KPI berdasarkan BSC adalah di tahap 4 (AMAT BAIK).

Proses Dalaman

Sistem pengoperasian PERKESO sentiasa ditambahbaik melalui perekayasaan proses, prosedur kerja, pelaksanaan sistem teknologi maklumat secara menyeluruh dalam pengoperasian yang telah disasarkan bagi tempoh Januari hingga Disember 2017. Hasil menerusi program dan aktiviti yang telah dilaksanakan, pencapaian purata KPI berdasarkan BSC adalah di tahap 4 (AMAT BAIK).

In 2017, through the Balanced Scorecard approach, a total of thirty three (45) SOCSO KPI 2017 were developed based on the four key BSC perspectives, namely, Clients, Finance, Internal Process and Learning/Growth. The Management had carefully carried out planning, implementation and monitoring throughout 2017, to achieve the stipulated SOCSO KPI at the best and excellent levels.

Clients / Stakeholders

Main focus was given towards efforts to increase public awareness of the social security schemes available and evaluating service quality satisfaction, as well as fostering awareness of occupational safety and health among employers and employees. The average KPI achievement based on BSC is at level 4.6 (VERY GOOD).

Finance

Measures to optimise investment returns as well as to solidify financial management were focused on the effort to strengthen SOSCO funds for the period January to December 2017. Financial and investment risk assessment aspects were also given due focus to ensure the targeted optimum investment returns is achieved. The average KPI achievement based on BSC is at level 4 (VERY GOOD).

Internal Process

SOCSSO's operational system is continuously being improved through the process of re-engineering, work procedures, as well as extensive implementation of information technology system within the targeted operations for the period January to December 2017. From the results of the programmes and activities implemented, the average KPI achievement based on BSC is at level 4 (VERY GOOD).

ULASAN PENGURUSAN STRATEGI DAN PRESTASI PERKESO 2017

Review of Socso Strategies and Performance Management 2017



Pembelajaran dan Perkembangan

Fokus pengurusan sumber manusia yang terancang dan komprehensif telah dilaksanakan bagi membudayakan kreativiti dan inovasi, kepantasan bertindak dalam membuat keputusan dan berintegriti tinggi. Lima (5) strategi yang digariskan ke atas pengurusan sumber manusia mulai Januari hingga Disember 2017 adalah memantapkan pengurusan dan pembangunan sumber manusia, memantapkan keutuhan pengurusan, mewujudkan persekitaran kerja yang kondusif, membudayakan kreativiti dan inovasi bagi memantapkan kualiti perkhidmatan. Pencapaian purata KPI berdasarkan BSC adalah di tahap 3 (BAIK).

Secara keseluruhannya, prestasi PERKESO bagi tempoh Januari hingga Disember 2017 telah mencapai tahap Amat Baik iaitu Skor 4.55 berbanding 4.27 pada 2016 dengan peratusan pencapaian sebanyak 95.5% berbanding 92.75% pada 2016. Pencapaian ini adalah melebihi tahap sasaran 85% yang ditetapkan oleh Pengurusan Tertinggi PERKESO.

Learning and Growth

Human resource management that is planned and comprehensive has been implemented to enculturate creativity and innovation, quick-acting in decision-making as well as high integrity. The five (5) strategies outlined for human resource management for the period January to December 2017 are to solidify human resource management and development, to solidify the strength of management, to create a conducive working environment, to enculturate creativity and innovation among the staff and to strengthen the quality of services. The average KPI achievement based on BSC is at level 3 (GOOD).

Overall, SOCSO's performance for the period January to December 2017 is at a VERY GOOD level with score 4.55 as compared 4.27 in 2016. The percentage of achievement stands at 95.5% as compared 92.75% in 2016 based on the thirty three (33) SOCSO KPI 2016 achievements. This achievement is exceed 85% target level set by top Management of SOCSO.

BIDANG KEBERHASILAN UTAMA 2017

2017 Key Result Area

PENAMBAHBAIKKAN SKIM PERLINDUNGAN KESELAMATAN SOSIAL

Bagi tujuan menambahbaik skim perlindungan keselamatan sosial dengan mengambil kira sosio-ekonomi semasa, beberapa cadangan dan pindaan kepada AKSP 1969 telah dirangka dan dibentang di Parlimen.

SKIM BENCANA KERJA PEKERJAAN SENDIRI

Pertubuhan Keselamatan Sosial (PERKESO) 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 akan 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*.

Sebagai tanda kesungguhan Kerajaan dalam menjayakan skim perlindungan ini dapat dilaksanakan, peruntukan berjumlah RM60.00 juta sebagai geran pelaksanaan telah diluluskan kepada Kementerian Sumber Manusia sebagaimana diumumkan dalam pembentangan bajet 2017 bagi membolehkan PERKESO sebagai agensi yang diberi tanggungjawab melaksanakannya.

Inisiatif ini dilihat sebagai satu pendekatan yang kreatif dan inovatif bagi menyediakan perlindungan keselamatan sosial kepada pekerja dalam sektor informal. Menjelang tahun 2020, Skim Keselamatan Sosial Pekerjaan Sendiri ini akan diperluaskan kepada sektor informal yang lain seperti nelayan, petani, penjaja, penggiat seni dan sebagainya secara berperingkat-peringkat.

IMPROVEMENTS TO THE SOCIAL SECURITY PROTECTION SCHEME

For the purposes of improving the social security protection scheme by taking into consideration the current socio-economic climate, several proposals and amendments to the Employee Social Security Act 1969 were formulated and tabled in Parliament.

SELF-EMPLOYED EMPLOYMENT INJURY SCHEME

SOCSSO has 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 offering similar services such as Uber and Grab Car drivers.

As a sign of the Government's earnestness in making a success of this protection scheme, an allocation of RM60 million has been approved by the Ministry of Human Resource, as announced in the 2017 budget tabling, to enable SOCSSO to implement the same as the responsible agency.

This initiative is seen as a creative and innovative approach in the provision of social security protection to workers in the informal sectors. By the year 2020, the Self-Employment Social Security Scheme will be expanded in stages to other informal sectors such as fishermen, farmers, hawkers, artists and others.

BIDANG KEBERHASILAN UTAMA 2017

2017 Key Result Area

Pendaftaran Pemandu Teksi

Sehingga 31 Disember 2017, bilangan Pemandu Teksi berdaftar ialah 3,047 dan pencarum aktif sebanyak 2,767 dengan jumlah kutipan caruman sebanyak RM466,460.40.

Taxi Driver Registration

As at 31st December 2017, the number of registered Taxi Drivers stand at 3,047 with active contributors totalling 2,767. The total contribution collected amount to RM466,460.40.

Kadar Caruman

Kadar caruman yang ditetapkan adalah sebanyak 1.25% daripada pendapatan bulanan yang diinsuranskan. Pemandu teksi, *GrabCar* dan *Uber* diberi pilihan untuk memilih empat (4) opsyen pendapatan yang diinsuranskan seperti berikut:

Contribution Rate

The contribution rate stipulated is 1.25% of the insured monthly income. Taxi, Grab Car and Uber drivers are given the choice between four (4) insured income options as follows:

Bayaran Caruman Mengikut Opsyen / Contribution Fees By Option

Opsyen Options	Pendapatan di Insurankan Insured Income	Kadar Caruman Sebulan 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

Pendaftaran Mengikut Kategori Caruman / Registration By Category of Contribution

Kategori Caruman Category of Contribution	Bilangan No
RM157.20	1,746
RM232.80	397
RM442.80	105
RM592.80	89

Pendaftaran Mengikut Negeri / Kawasan / Registration By State / Area

Negeri / Kawasan State / Area	Bilangan Pemandu Berdaftar Number of Registered Drivers
JOHOR	298
KEDAH	66
KELANTAN	11
KUALA LUMPUR	333
MELAKA	231
NEGERI SEMBILAN	104
PAHANG	193
PENANG	102
PERAK	320
PERLIS	17
SELANGOR	697
SABAH	67
SARAWAK	83
TERENGGANU	522
PUTRAJAYA	3
Jumlah / Total	3,047

BIDANG KEBERHASILAN UTAMA 2017

2017 Key Result Area

Penerima Faedah

Bagi meningkatkan kesedaran keselamatan sosial dalam kalangan pemandu-pemandu teksi, PERKESO telah membuat hebahan media bagi setiap pencarum yang telah ditimpa kemalangan dan menerima pampasan daripada PERKESO. Sebanyak 6 tuntutan Faedah Bencana Kerja telah diterima dan diproses sepanjang tahun 2017 dengan jumlah bayaran cuti sakit sebanyak RM5,651.33.

Benefit Recipients

In order to raise social security awareness among taxi drivers, SOCSO has made media announcements in the case of each contributor who have been involved in accidents and received compensation from SOCSO. A total of 6 claims for Employment Injury Benefits were received and processed throughout 2017, with a total sick leave payment of RM5,651.33.



Majlis Penyerahan Cek HUS oleh Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed di Melaka Sentral.

HUS cheque presentation ceremony by YB Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed at Melaka Sentral.



Majlis Penyerahan Cek HUS oleh Pengurus Besar Bahagian Skim Pekerjaan Sendiri di Pejabat PERKESO Melaka.

HUS cheque presentation ceremony by the General Manager of Self-Employment Scheme Division at Melaka SOCSO Office.



Program Taklimat dan Pendaftaran Pemandu Teksi

Dalam usaha untuk meningkatkan kesedaran dan penyertaan dalam kalangan pemandu teksi dan yang menjalankan perkhidmatan yang seumpamanya untuk mencarum di bawah skim baharu ini, pelbagai usaha aktiviti dan turun padang telah dijalankan. Sebanyak 250 program taklimat dan penerangan telah dilaksanakan di seluruh negara. Program ini antara lain bertujuan mendidik dan mempromosikan Skim Pekerjaan Sendiri dalam kalangan pemandu-pemandu teksi dan perkhidmatan seumpamanya. Selain pendekatan melalui persatuan-persatuan, program taklimat ini juga dilaksanakan di semua stesen-stesen teksi seluruh negara.

Kaunter Pendaftaran *Uber / Grab*

Inisiatif untuk mempertingkatkan promosi pendaftaran pemandu melalui kaunter tetap di hub-hub utama *Uber* dan *Grab* pada setiap hari Isnin minggu kedua dan keempat pada setiap bulan. Di samping itu, sesi pendaftaran *walk-in* tetap diteruskan sekurang-kurangnya dua kali seminggu.

Taxi Driver Registration and Briefing Programme

In the effort to raise awareness and increase participation among taxi drivers and persons providing similar services to contribute under this new scheme, various activities and "meet-the-public" efforts were carried out. A total of 250 briefing programmes were conducted nationwide. The aim of this programme is to educate and promote the Self-Employment Scheme among taxi drivers and those providing similar services. In addition to efforts through associations, these briefings were also conducted at all taxi stations nationwide.

Uber / Grab Registration Counter

Initiatives have been taken to increase driver registration by opening up permanent counters at *Uber* and *Grab* main hubs on the second and fourth Monday of each month. In addition, regular *walk-in* registration sessions are held at least twice a week.

BIDANG KEBERHASILAN UTAMA 2017

2017 Key Result Area



SISTEM INSURANS PEKERJAAN

PERKESO melakar sejarah baru apabila Akta Sistem Insurans Pekerjaan 2017 [Akta 800] diperkenalkan untuk membantu pekerja yang kehilangan pekerjaan. AKTA 800 ini telah mendapat perkenan Yang di-Pertuan Agong pada 27 Disember 2017 dan pewartaan tarikh kuatkuasa SIP pada 28 Disember 2017. AKTA 800 bertujuan untuk melindungi dan membantu pekerja yang kehilangan pekerjaan melalui dua (2) komponen utama iaitu Insurans Pekerjaan dan Dasar Pasaran Buruh Aktif (*Active Labour Market Policies*). Sistem Insurans Pekerjaan (SIP) merupakan skim baharu yang akan 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.

EMPLOYMENT INSURANCE SYSTEM

SOCISO created new history when the Employment Insurance System Act 2017 (Act 800) was introduced to assist workers who have lost their employment. The Act received the assent of the Yang di-Pertuan Agong on 27th December 2017 and came into effect on 28th December 2017. The Employment Insurance System Act 2017 (Act 800) is intended to protect and help workers who have lost their employment through two (2) main components, namely, Employment Insurance and the Active Labour Market Policies. The Employment Insurance System is a new scheme that will be implemented as additional protection to replace lost income, provide reskilling and upskilling training to facilitate re-employment as well as to provide job-search services so that workers who have lost their jobs can be suitably re-employed more expeditiously.

Akta ini juga merupakan satu lagi inisiatif Kerajaan melalui NBOS di antara Kementerian Sumber Manusia dan PERKESO serta agensi berkaitan dalam memastikan 6.8 juta pekerja yang sedia ada di bawah AKSP 1969 sentiasa terbela dan dilindungi. SIP akan mula dilaksanakan mulai 1 Januari 2018 ke seluruh Negara iaitu pendaftaran serta caruman pertama daripada majikan dan syer pekerja dibuat serta pemberian bantuan interim SIP bagi pekerja yang kehilangan pekerjaan.

This Act is also another Government initiative, through its NBOS, between the Ministry of Human Resources and SOCSO, as well as the relevant agencies, in ensuring that the existing 6.8 million employees under the Employee Social Security Act 1969 continue to be safeguarded and protected. The Employment Insurance Scheme will commence 1st January 2018 nationwide, that is, with registration and first contribution from employers and employees. Interim Employment Insurance aid for loss of employment will commence 1st January 2018 with payment to those affected.



Taklimat Kepada Majikan dan Pekerja di Seluruh Negara

Pelaksanaan Sistem Insurans Pekerjaan telah bermula pada Januari 2018 dengan pembayaran caruman daripada pihak majikan dan pekerja manakala pembayaran faedah kepada penerima yang layak dijangka dilaksanakan mulai Januari 2019. Pada Disember 2017, PERKESO mengadakan taklimat di seluruh negara mengenai pelaksanaan sistem ini untuk memberi kefahaman mengenai liputan, pendaftaran, caruman, pentadbiran dan penguatkuasaan SIP kepada majikan, pekerja dan kesatuan sekerja.

Briefing to Employers and Employees Nationwide

The implementation of the Employment Insurance System began in January 2018 with payment of contribution by employers and employees. On the other hand, payment of benefits to eligible recipients is expected to commence in January 2019. SOCSO conducted nationwide briefings in December 2017 on the implementation of this system, to give understanding on coverage, registration, contribution, administration and enforcement of the system to employers, employees and trade unions.

BIDANG KEBERHASILAN UTAMA 2017

2017 Key Result Area

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 berteraskan konsep *early intervention* yang menggunakan pendekatan biopsikososial iaitu merangkumi aspek biologi, psikologi dan sosiologi serta 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 bekerja semula dengan cepat dalam keadaan yang sihat serta selamat.

Bagi tempoh Januari hingga Disember 2017, seramai 2,658 Orang Berinsurans yang menyertai program ini telah berjaya dipulihkan berbanding sasaran seramai 2,498 orang pada tahun sebelumnya. Sejak program ini dilancarkan sehingga 31 Disember 2017, seramai 18,137 peserta telah berjaya dipulihkan dan kembali semula bekerja.

RETURN TO WORK PROGRAM

The Return To Work Program was launched by SOCSO on the 15th of January 2007. This program is a physical rehabilitation program 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.

This program 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.

From the period of January to December 2017, a total of 2,658 Insured Persons who participated in the program have been successfully recovered which is more than the target of 2,498 people in the previous year. Since the launch of the programme in January 2007 up to December 2017, a total of 18,137 Insured Persons have been successfully rehabilitated and returned to work.



Peperiksaan Kelayakan Profesional CDMP

Pada 29 November 2017, buat pertama kalinya Peperiksaan Certified Disability Management Professional (CDMP) telah ditawarkan di dalam Bahasa Malaysia. Ianya adalah hasil usahasama di antara PERKESO dan Pihak Pusat Penyelidikan Keselamatan Sosial (SSRC) Universiti Malaya yang telah memulakan usaha terjemahan modul dan soalan ke dalam Bahasa Malaysia sejak tahun 2016 lagi.

Bermula tahun 2017, program pelatihan telah memulakan penyampaian modul menggunakan Bahasa Malaysia dan hal ini telah menarik ramai penyertaan dalam kalangan anggota PERKESO seluruh Malaysia untuk turut serta. Program pelatihan selama 3 minggu telah berlangsung sejak bulan September hingga November 2017. Daripada 64 calon yang menduduki peperiksaan ini, 36 daripadanya telah berjaya lulus dan menerima sijil kelayakan profesional ini. Kini di Malaysia hanya terdapat 78 orang sahaja yang menerima sijil kelayakan dan majoriti terdiri daripada anggota PERKESO. Kesan lain daripada projek terjemahan ini juga dapat memberi peluang kepada rakan serantau yang menggunakan Bahasa Malaysia seperti Brunei, Singapura, Indonesia dan Thailand untuk turut serta mengambil peperiksaan ini di Malaysia.

CDP Professional Examination

On 29th December 2017, the Certified Disability Management Professional (CDMP) Examination was, for the first time ever, offered in Bahasa Malaysia. This new development came about as a result of the cooperation between SOCSO and the Social Security Research Centre (SSRC), University of Malaya which began the effort to translate the modules and questions into Bahasa Malaysia in 2016.

Starting from 2017 the training programme was delivered in Bahasa Malaysia and this attracted more participation from amongst SOCSO staff from around the country. The 3-week training programme took place from September to November 2017. Of the 64 candidates who sat for the examination, 36 passed and received their professional certificates. Currently in Malaysia there are only 78 persons who have received this certificate, a majority of whom are from SOCSO. This translation project has also opened up the opportunity for people from the region using Bahasa Malaysia as their main medium, such as Brunei, Singapore, Indonesia and Thailand, to participate and sit for this examination in Malaysia.

BIDANG KEBERHASILAN UTAMA 2017

2017 Key Result Area

Program Return To Work Coordinator (RTWC)

Pada tahun 2017, sebanyak tiga (3) siri Program *Return To Work Coordinator* telah dijalankan iaitu di Kuala Lumpur, Seberang Jaya dan Johor Bharu yang melibatkan 93 orang peserta dari 64 wakil majikan. Objektif utama Program RTWC ini adalah mewujudkan kerjasama dan persefahaman majikan mengenai pelaksanaan pengurusan hilang upaya yang perlu dipraktikkan dalam pengurusan sumber manusia, dasar dan polisi bagi sesebuah majikan.

Program RTWC juga bertujuan memberikan pengetahuan asas kepada majikan bagi menguruskan pekerja-pekerja yang mengalami ketidakupayaan dan pekerja yang mempunyai cuti sakit berpanjangan menerusi pendekatan pencegahan awal. Menerusi pendekatan konsep pengurusan hilang upaya ini, majikan dapat membantu pekerja terbabit untuk kembali produktif seterusnya kembali semula bekerja dengan sihat, cepat dan selamat.



Return to Work Coordinator (RTWC) Programme

In 2017, a total of three (3) series of the Return to Work Coordinator Programme were held, namely, in Kuala Lumpur, Seberang Jaya and Johor Bharu. The programmes involved 93 participants from 64 employer representatives. The main objective of this RTWC programme is to create an employer cooperation and understanding on the implementation of disability management that must be practised in an employer's human resource management and policy.

The programme also aimed at providing basic knowledge to employers on managing workers experiencing disabilities and workers on long medical leave, through the approach of early prevention. Using this disability management concept, employers will be able to help the workers involved to become productive again and subsequently return to work healthy, expediently and safely.



Program Disability Equality Training (DET)

Objektif utama Program DET ialah memberi pendedahan kepada para majikan tentang hak kesamarataan OKU dan juga memberi pendedahan kepada penyebab dan mekanisma yang mewujudkan ketidakupayaan serta membolehkan para majikan untuk menjadi agen perubahan untuk masyarakat dan komuniti yang lebih inklusif dalam menyediakan peluang pekerjaan kepada peserta Program *Return To Work* PERKESO.

Program DET telah menunjukkan impak yang cukup positif di mana beberapa majikan telah menggajikan Orang Berinsurans PERKESO melalui Program *Return To Work* setelah tamat program tersebut. Selain itu juga, Program DET ini juga turut mendedahkan kepada peserta berkenaan pengenalan kepada Program *Return To Work Coordinators* supaya memberi kesedaran tentang kepentingan mengadakan sistem pengurusan hilangupaya di tempat kerja. Sepanjang tahun 2017, sebanyak 5 siri Program *Disability Equality Training* telah diadakan iaitu di Melaka, Sabah, Terengganu, Kelantan dan Sarawak yang melibatkan seramai 219 peserta.

Disability Equality Training (DET) Programme

The main objective of the DET programme is to expose employers to equal rights for people with disabilities and to give exposure on the causes and mechanisms that create disabilities. The programme is also intended to enable employers to become agents of change in society and create a more inclusive community, and subsequently offer employment opportunities to participants of SOCSO's Return to Work Programme.

The DET programme has had a positive impact wherein several employers have employed SOCSO Insured Persons upon completion of the Return To Work Programme. In addition, the DET programme also introduced participants to the Return to Work Coordinator Programme, raising awareness of the importance of establishing a disability management system at the work place. Throughout 2015, a total of five series of the Disability Equality Training Programme were held, namely, in Melaka, Sabah, Terengganu, Kelantan and Sarawak, involving 219 participants.

BIDANG KEBERHASILAN UTAMA 2017

2017 Key Result Area



Kursus *On Job Training (OJT)* Pengurusan Hilang Upaya

Kursus *On Job Training (OJT)* Pengurusan Hilang Upaya telah diadakan pada 13 hingga 14 Disember 2017 untuk memberi pendedahan kepada Pengurus Kes tentang proses pengurusan hilang upaya yang dijalankan di Pusat Rehabilitasi PERKESO Tun Abdul Razak. Seramai 10 orang Pengurus Kes dari Badan Penyelenggara Jaminan Sosial (BPJS) Ketenagakerjaan Indonesia dan 16 orang Pengurus Kes baru telah terlibat dalam menyertai kursus ini.

Disability Management On Job Training

A Disability Management On Job Training was held from 13th to 14th December 2017 to give exposure to Case Managers on the disability management process adopted at the Tun Abdul Razak SOCSO Rehabilitation Centre. A total of 10 Case Managers from BPJS Ketenagakerjaan Indonesia and 16 new Case Managers attended the training session.

PUSAT REHABILITASI PERKESO

Pusat Rehabilitasi PERKESO di Bandar Hijau, Hang Tuah Jaya Melaka telah dibina dan beroperasi pada 1 Oktober 2014. Antara objektif utama penubuhan Pusat Rehabilitasi ini adalah untuk menyediakan perkhidmatan pemulihan yang berkualiti di samping membantu Orang Berinsurans PERKESO atau pekerja untuk dipulihkan secara fizikal dan vokasional kembali ke alam pekerjaan dengan cepat dan selamat. Selain itu, Pusat Rehabilitasi PERKESO juga merupakan medium utama dalam merealisasikan Program *Return To Work*. Pusat Rehabilitasi ini menyediakan perkhidmatan rehabilitasi yang komprehensif dalam usaha mengembalikan Orang Berinsurans PERKESO ke dunia pekerjaan melalui program *Return To Work*. Antara modul rehabilitasi yang ditawarkan di pusat ini adalah Fisioterapi, Terapi Cara Kerja, Optometri, Audiologi, Vokasional dan kemudahan lain seperti Wad dan Asrama.

Sehingga Disember 2017, seramai 988 pesakit telah berjaya menjalani rawatan pemulihan berbanding 824 pesakit pada tahun 2016 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.

Majlis Perasmian Pusat Rehabilitasi PERKESO Tun Abdul Razak

Pada 21 April 2017, Pusat Rehabilitasi PERKESO telah dirasmikan oleh Perdana Menteri Malaysia. Majlis bersejarah itu turut dihadiri oleh tetamu seramai hampir 5,000 orang daripada agensi kerajaan, sektor swasta and orang awam. Dalam majlis yang sama, YAB Perdana Menteri telah menamakan pusat ini sebagai Pusat Rehabilitasi PERKESO Tun Abdul Razak.

SOCOSO REHABILITATION CENTRE

The SOCOSO Rehabilitation Centre in Bandar Hijau, Hang Tuah Jaya, Melaka was built and began operations on 1st October 2014. Among the main objectives of the establishment of this Rehabilitation Centre is to provide quality rehabilitation services in addition to helping SOCOSO Insured Persons or workers to be physically and vocational rehabilitated, and ultimately returned to the working world quickly and safely. In addition, the SOCOSO Rehabilitation Centre is also the key medium in the realisation of the Return to Work Programme. This Rehabilitation Centre provides comprehensive rehabilitation services in the effort to return SOCOSO Insured Persons to the working world under the Return to Work Programme. Among the rehabilitation modules offered include Physiotherapy, Occupational Therapy, Optometry, Audiology, Vocational Rehabilitation as well as other facilities such as Wards and Hostels.

As of December 2017, a total of 988 patients have successfully undergone rehabilitation, compared to 824 patients in 2016, through comprehensive physical and vocation rehabilitation to return SOCOSO Insured Persons to the working world. This indirectly improved the socio-economy and well-being of those involved.

Opening Ceremony of the Tun Abdul Razak SOCOSO Rehabilitation Centre

The SOCOSO Rehabilitation Centre was officially opened by the Prime Minister of Malaysia on 21st April 2017. The momentous occasion was attended by almost 5,000 guests from government agencies, the private sectors as well as the public. In the same ceremony, the Prime Minister named the centre as the Tun Abdul Razak SOCOSO Rehabilitation Centre.

BIDANG KEBERHASILAN UTAMA 2017
2017 Key Result Area



International Social Security Organisation (ISSA) Technical Seminar

Pada 11 - 13 April 2017, Pusat Rehabilitasi PERKESO telah menjadi tuan rumah bagi *International Social Security (ISSA) Technical Seminar*. Bengkel selama 3 hari ini disertai oleh delegasi dari beberapa buah negara dan wakil dari PERKESO. Para delegasi turut membuat lawatan ke setiap fasiliti rehabilitasi yang terdapat di Pusat Rehabilitasi PERKESO Tun Abdul Razak untuk melihat jenis perkhidmatan yang disediakan di sini.



International Social Security Organisation (ISSA) Technical Seminar

The Tun Abdul Razak SOCSO Rehabilitation Centre hosted the International Social Security (ISSA) Technical Seminar from 11th to 13th April 2017. Delegates from several countries and representatives from SOCSO participated in this 3-day workshop. As part of the programme, delegates visited the rehabilitation facilities to have a close-up view of the services provided at the centre.

Health Professional Day

Pada 19 Mei 2017, Pusat Rehabilitasi telah menganjurkan program *Health Professional Day 2017* bersempena dengan sambutan Hari Jururawat Sedunia. Program ini telah melibatkan penyertaan Orang Berinsurans dan kakitangan dalam menyertai pelbagai aktiviti interaksi seperti sukaneka, *explorace*, acara persembahan dan cabutan bertuah. Penganjuran program ini dapat mengeratkan lagi hubungan sesama kakitangan dan pesakit di samping meningkatkan integrasi sosial.



Health Professional Day

On 19th May 2017, the Rehabilitation Centre organised the Health Professional Day 2017 in conjunction with the World Nurses Day celebrations. The programme involved the participation of Insured Persons as well as staff in various interactive activities such as telematch, *explorace*, performances and lucky draws. The programme further strengthened the relationship between staff and patients, in addition to enhancing social integration.



BIDANG KEBERHASILAN UTAMA 2017
2017 Key Result Area



Larian Merdeka Rehab

Pada 22 Ogos 2017, Larian Merdeka Rehab telah diadakan bersempena dengan sambutan Hari Kemerdekaan 2017 untuk memupuk semangat patriotisme dan perpaduan dalam kalangan warga kerja Pusat Rehabilitasi PERKESO Tun Abdul Razak dan pesakit yang sedang menjalani rawatan di sini. Kesemua peserta berlari di sekitar Pusat ini dan membawa bersama bendera Jalur Gemilang.

Rehab National Day Run

The Rehab National Day Run was held on 22nd August 2017 in conjunction with the 2017 National Day celebrations. The run was held to foster patriotism and unity among the Tun Abdul Razak SOCSO Rehabilitation Centre workforce and patients undergoing treatment at the centre. Participant ran around the Centre carrying the Jalur Gemilang flag.



Sambutan Hari Malaysia

Pada 19 September 2017, Pusat Rehabilitasi PERKESO Tun Abdul Razak telah meraikan Hari Malaysia bersama-sama seluruh warga PRPTAR yang terdiri daripada berbilang kaum dan agama. Program yang diadakan meliputi acara persembahan, nyanyian lagu patriotik dan deklamasi sajak.

Malaysia Day Celebration

On 19th September 2017, the Tun Abdul Razak SOCSO Rehabilitation Centre celebrated Malaysia Day together with all the staff and patients of various races and religions. The programme held included performances, patriotic choir and poetry recital.

BIDANG KEBERHASILAN UTAMA 2017

2017 Key Result Area



Hari Fisioterapi dan Terapi Cara Kerja

Pada 2 November 2017, sambutan *World Occupational Therapy and Physical Therapy Day* telah diadakan di Pusat Rehabilitasi PERKESO Tun Abdul Razak. Bertemakan "*Inform, Inspire, Influence*" dan "*Movement for Health*", Bahagian Fisioterapi dan Terapi Cara Kerja telah mengadakan beberapa bengkel serta aktiviti seperti Program Derma Darah, Pemeriksaan Tahap Kecergasan Fizikal dan Kognitif, dan Bengkel Servis Kerusi Roda. Program ini turut dimeriahkan dengan aktiviti senam robik serta pelbagai aktiviti lain yang meningkatkan integrasi sosial antara Orang Berinsurans di Pusat ini.

World Occupational Therapy and Physical Therapy Day

The World Occupational Therapy and Physical Therapy Day was celebrated on 2nd November 2017 at the Tun Abdul Razak SOCSO Rehabilitation Centre with the theme of "Inform, Inspire, Influence" and "Movement for Health". The Occupational Therapy and Physical Therapy Division conducted several workshops and activities such as a Blood Donation Drive, Physical and Cognitive Fitness Test, as well as a Wheelchair Service Workshop. The programme included aerobic exercise session as well as other activities to enhance social integration among the Insured Persons at the centre.

Lawatan Sambil Belajar ke Pusat Rehabilitasi

Sepanjang tahun 2017, Pusat Rehabilitasi telah menerima kunjungan dari pelbagai agensi dalam dan luar negara untuk melihat sendiri program rehabilitasi pemulihan serta vokasional yang komprehensif kepada Orang Berinsurans di Pusat Rehabilitasi ini. Di samping itu, pusat rehabilitasi ini juga dilengkapi dengan kemudahan terkini yang lengkap dan canggih. Antara delegasi yang hadir ke Pusat Rehabilitasi ini pada tahun 2017 ialah:

- Lawatan oleh Jabatan Rehabilitasi Arifin Achmad Hospital & Zainab Hospital Pekan Riau
- Lawatan Pelajar dari Chiang Mai University, Thailand dan Universitas Airlangga, Indonesia

Study Visit to Rehabilitation Centre

Throughout 2017, the Rehabilitation Centre received visits from various local and international agencies wishing to witness the comprehensive physical and vocational rehabilitation programme offered to Insured Persons at the centre. In addition, the rehabilitation centre is also equipped with the latest complete and sophisticated equipment. Among the delegation received at the Rehabilitation Centre in 2017 included:

- Delegation from the Arifin Achmad & Zainab Hospital Rehabilitation Department, Pekan, Riau.
- Visit from students of Chiang Mai University, Thailand and Universitas Airlangga, Indonesia.

BIDANG KEBERHASILAN UTAMA 2017
2017 Key Result Area



Lawatan Teknikal Delegasi XXI World Congress on Safety and Health 2017.
XXI World Congress on Safety and Health 2017 Technical Tour.



Lawatan oleh Pelajar dari *Prosthetics & Orthotics Student Association Polytechnic of Health Sciences Jakarta*
Visit from the Prosthetics & Orthotics Students Association, Polytechnic of Health Sciences Jakarta



Lawatan oleh YAB Menteri Besar Terengganu dan Pusat Rehabilitasi Seberang Takir, Kuala Nerus, Terengganu
Visit From YAB Menteri Besar Terengganu and Pusat Rehabilitasi Seberang Takir, Kuala Nerus, Terengganu

BIDANG KEBERHASILAN UTAMA 2017

2017 Key Result Area

PROGRAM SARINGAN KESIHATAN (HSP)

Sejak pelancaran program HSP pada tahun 2013, sebanyak 2.8 juta baucar telah diedarkan kepada semua pekerja yang layak melalui pihak majikan. Sejak pelancaran program ini sehingga 31 Disember 2017, terdapat seramai 512,697 pencarum PERKESO telah menjalani pemeriksaan kesihatan dan daripada jumlah tersebut terdapat seramai 126,820 pencarum wanita yang telah menjalani pemeriksaan mamogram. Pada tahun 2017 sahaja, baucar yang telah diedarkan adalah sebanyak 233,491 yang melibatkan perbelanjaan sebanyak RM3.14 juta.

Analisa data bagi tempoh 60 bulan iaitu bermula dari Januari 2013 sehingga Disember 2017 telah dilakukan dan hasil analisis menunjukkan 67% daripada pekerja tidak pernah menjalani saringan kesihatan sebelum mengikuti program ini. Ini menunjukkan Program HSP berjaya memberi kesedaran kepada pekerja untuk menjalani saringan kesihatan sebagai langkah pengesanan awal penyakit tidak berjangkit.

Manakala analisis faktor risiko bagi penyakit tidak berjangkit seperti obesiti, diabetes, tekanan darah tinggi dan kolesterol menunjukkan 73% daripada pekerja yang menjalani saringan kesihatan ini mempunyai masalah lebih berat badan. 27% daripada pekerja tersebut mempunyai tekanan darah tinggi dan 9% menghidap kencing manis. Didapati juga, 62% daripada pekerja yang menjalani saringan kesihatan ini mempunyai kadar kolesterol yang tinggi. Pemeriksaan mamogram pula mendapati 1.1% daripada pekerja wanita mempunyai keputusan pemeriksaan yang berkemungkinan tinggi menghidap barah payudara.

PERKESO yakin bahawa program ini berada di landasan yang betul. Penyakit tidak berjangkit menggugat tahap kesihatan pekerja, menjejaskan modal insan dan memberi kesan buruk kepada sumber pendapatan dan kewangan. Bagi memastikan penggunaan baucar yang lebih meluas, PERKESO telah mengambil pelbagai inisiatif dan hebahan mengenai program ini kepada orang ramai menerusi jalinan kerjasama dan penambahan klinik panel pemeriksaan kesihatan di seluruh negara.

HEALTH SCREENING PROGRAMME (HSP)

Since its launch in 2013, a total of 2.8 million vouchers have been distributed to workers through their respective employers. As at 31st December 2017, a total 512,697 SOCSO contributors have undergone health screening and of the said total, 120,820 women underwent mammogram examinations. In 2017, 233,491 vouchers were distributed to eligible workers and involved an expenditure of RM3.14 million.

A data analysis for a period of 60 months, that is, from January 2013 up to December 2017, was done on 478,519 workers who have undergone the health screening. Results of the analysis show that 67% of the workers have never undergone any health screening prior to participating in this programme. This shows that HSP has managed to raise awareness of the workers to undergo health screenings as an early detection measure for non-communicable diseases.

Meanwhile, risk factor analysis for non-communicable diseases such as obesity, diabetes, hypertension and high cholesterol shows that 73% of the workers who underwent the health screening were overweight. 27% of such workers had high blood pressure and 9% were diabetic. It was also found that 1.1% of the female workers who underwent mammogram examinations had results that show high possibility of breast cancer.

SOCSO is confident that this programme is on the right track. Non-communicable diseases are a threat to workers' health, which in turn impacts human capital and adversely affect income and financial sources. To ensure a more widespread use of vouchers, SOCSO has taken various initiatives and undertaken public announcements through a network of cooperation and addition of health screening panel clinics nationwide.



Aktiviti Promosi Berkala Sepanjang Tahun

PERKESO telah melaksanakan promosi untuk program HSP melalui pelbagai kaedah serta saluran media sama ada media cetak mahupun media elektronik sepanjang tahun 2017. Ini termasuk pengiklanan akhbar dan majalah, temu bual televisyen, penampilan radio, dan pembukaan kaunter pameran dalam program/majlis yang berkaitan. Pekerja juga boleh menyemak dan mengenalpasti lokasi klinik panel HSP melalui aplikasi *BookDoc* yang juga memudahkan penetapan temujanji saringan kesihatan melalui platform mudah alih.

Periodic Promotional Activities

SOCSCO has conducted promotion for the HSP programme through various methods and media channels, be it print or electronic media, throughout 2017. This included newspaper and magazine advertisements, television interviews, radio appearances and opening of exhibition counters in related programmes / events. Workers can also check and identify the location of HSP panel clinics using the *BookDoc* application which also facilitates the setting of health screening appointments through a mobile platform.



Program Saringan Kesihatan Bergerak

Program HSP di premis majikan dijalankan oleh PPN/PPP di seluruh negara bagi memudahkan akses pekerja kepada program ini. Melalui program ini, majikan akan bekerjasama dengan PERKESO dan klinik panel HSP bagi menyediakan perkhidmatan saringan kesihatan kepada pekerja di premis majikan tanpa perlu mengunjungi klinik. Pada tahun 2017, sebanyak 369 program telah dijalankan dan seramai 9,769 orang pekerja telah mengambil peluang menjalani pemeriksaan kesihatan melalui program ini.

Mobile Health Screening Programme

Health Screening Programme on employer premises were conducted by PPN/PPP nationwide to facilitate workers' access to the programme. Employers will cooperate with SOCSCO and HSP panel clinics in the provision of health screening services to workers on employer premises without having to go to the clinics. In 2017, a total of 369 programmes were carried out and 9,769 workers took the opportunity to undergo health examinations.

BIDANG KEBERHASILAN UTAMA 2017

2017 Key Result Area

Promosi Kesihatan di Tempat Kerja

PERKESO dengan kerjasama Lembaga Promosi Kesihatan Malaysia (MySihat) buat julung kalinya menganjurkan seminar *Workplace Health Promotion (WHP) 2017* bertujuan membincangkan peranan majikan dalam menangani permasalahan isu khususnya penyakit tidak berjangkit (NCD) dan memberikan pendedahan lebih mendalam kepada majikan dalam mempromosikan kesihatan di tempat kerja.

Seminar ini telah diadakan dengan jayanya di Hotel Istana, Kuala Lumpur pada 14 Februari 2017 dan telah dirasmikan oleh Menteri Kesihatan Malaysia. Bersempena dengan seminar tersebut juga telah diadakan pelancaran buku *Garis panduan Promosi Kesihatan di Tempat Kerja* dalam Bahasa Malaysia untuk dijadikan sebagai panduan oleh para majikan dan pekerja dalam menjalankan aktiviti promosi di tempat kerja. Buku *Garis panduan Promosi Kesihatan di Tempat Kerja* tersebut juga telah diterbitkan dalam versi Bahasa Inggeris.

Workplace Health Promotion

SOCISO, in collaboration with the Malaysian Health Promotions Board (MySihat), for the first time ever held the Workplace Health Promotion (WHP) 2017 seminar with a view to discussing the role of employers in handling issues, specifically non-communicable diseases (NCD), as well as to give an in-depth exposure to employers in the promotion of health at the workplace.

The seminar was successfully held at Hotel Istana Kuala Lumpur on 14th February 2017 and was officiated by the Minister of Health. In conjunction with the seminar, a ceremony was also held to launch the Bahasa Malaysia version of the Guidelines on Workplace Health Promotion which is to be used as guidance by employers and employees alike in conducting promotional activities at the workplace. The book is also published in the English language.



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Bagi menyokong majikan melaksanakan inisiatif promosi kesihatan dan gaya hidup di tempat kerja, PERKESO juga telah mengadakan sesi libat urus kepada 15 majikan terpilih dengan kerjasama Lembaga Promosi Kesihatan Malaysia (MySihat) dan KOSPEN Plus dalam mempromosikan kesihatan dengan memberikan panduan dan tunjuk ajar kepada majikan di tempat kerja bagi menjalankan gaya hidup sihat. Program promosi kesihatan di tempat kerja (WHP) ini juga merupakan Inisiatif Transformasi KSM Tahun 2017 bagi mempromosikan kesejahteraan pekerja (*Wellbeing of the Employees*).

PERKESO juga telah memperkenalkan konsep promosi kesihatan di tempat kerja sebagai strategi terbaru dalam menyokong objektif membentuk pekerja sihat iaitu program promosi kesihatan di tempat kerja. Untuk memastikan usaha ini memberi impak berterusan serta terus dapat dimanfaatkan, strategi dan pendekatan yang dilaksanakan perlu memberi impak kepada pekerja dan majikan untuk bekerjasama dan memberikan komitmen dalam mempromosikan kesihatan. Antara langkah-langkah proaktif yang dirancang bagi mencapai matlamat ini adalah dengan mengukuhkan lagi kerjasama antara PERKESO dan agensi kerajaan serta badan bukan kerajaan (NGO) yang berkaitan seperti KKM, NIOSH, DOSH, MSOSH dan lain-lain pihak berkepentingan bagi merancang dan membentuk strategi promosi kesihatan di tempat kerja yang mampan dan holistik.

In support of employers implementing health and lifestyle promotion at the workplace, SOCSO also conducted engagement sessions with 15 selected employers with the cooperation of the Malaysian Health Promotions Board (MySihat) and KOSPEN Plus, giving guidance to employers on adoption of healthy lifestyle. The Workplace Health Promotion is also a Transformation Initiative of the Ministry of Human Resources for 2017, in the promotion of employee well-being.

SOCSO has also introduced the concept of health promotion at the workplace as a new strategy in supporting the objective of establishing healthy workers. To ensure continued impact of this effort as well as continuous benefits, the strategy and approach implemented need to have an impact on employees and employers, to cooperate and give their commitment towards promotion of health. Among the proactive steps planned towards this end include the strengthening of cooperation between SOCSO and the related government agencies as well as non-governmental bodies such as KKM, NIOSH, DOSH, MSOSH and other interested parties, for the planning and formation of health promotion strategy that is sustainable and holistic.

BIDANG KEBERHASILAN UTAMA 2017
2017 Key Result Area

PROGRAM KESELAMATAN DAN KESIHATAN PEKERJAAN

Dalam usaha menurunkan kadar kemalangan bencana kerja dan juga meningkatkan kesedaran keselamatan dan kesihatan pekerjaan kepada pencarum, PERKESO telah melaksanakan pelbagai aktiviti termasuklah program "OSH Compliance Support" kepada industri kecil dan sederhana, "Program Sokongan Keselamatan Perjalanan" bersama Institut Penyelidikan Keselamatan Jalan Raya Malaysia (MIROS) dan juga Kempen Kesedaran Keselamatan Jalan Raya Pemutihan *Black Spot* Inisiatif Polis Diraja Malaysia (PDRM) bersama PERKESO. Pelaksanaan program mengikut fokus kepada sektor utama yang menyumbang kepada Bencana Kerja telah dipertingkatkan dalam usaha untuk mengurangkan kemalangan Bencana Kerja. PERKESO telah melaksanakan aktiviti-aktiviti pencegahan yang meliputi semua aspek pencegahan terutamanya kemalangan perjalanan yang menunjukkan peningkatan setiap tahun. Dalam usaha ini, PERKESO telah berjaya melaksanakan 245 Program Keselamatan dan Kesihatan Pekerjaan, 107 Program Kesedaran Kemalangan Perjalanan dan 47 program "OSH Compliance Support for SME" dan melaksanakan Program Sokongan Keselamatan Perjalanan kepada 20 majikan yang terpilih.

OCCUPATIONAL SAFETY AND HEALTH PROGRAMME

In the effort to reduce the rate of employment injury accidents and to raise awareness of occupational safety and health among contributors, SOCSO has undertaken various activities including the OSH Compliance Support programme with small and medium-sized industries, the Commuting Safety Support Programme with the Malaysian Institute of Road Safety Research (MIROS) and the Black Spot "Whitening" Initiative by the Royal Malaysian Police together with SOCSO. The implementation of programmes in accordance with the main sectors contributing to Employment Injury was increased in the effort to reduce employment injuries. SOCSO has carried out prevention activities covering all aspects of prevention especially with regards to commuting accidents which show an increase each year. In this effort, SOCSO has successfully implemented 245 Occupational Safety and Health Programmes, 107 commuting accident awareness programmes and 47 OSH Compliance Support for SME programmes, as well as Commuting Safety Support Programme to 20 selected employers.



Program Advokasi dan Pencegahan Kemalangan

Sebanyak 473 majikan telah terpilih untuk melaksanakan program advokasi pencegahan kemalangan perjalanan pada tahun 2017 dan kebanyakannya telah menunjukkan impak yang positif. Bagi tempoh sehingga September 2017, sebanyak 396 majikan telah menjalani program bulan ini dan sebanyak 206 majikan telah mencatatkan penurunan kadar kemalangan melebihi 10%. Ini menunjukkan strategi program advokasi yang dijalankan kepada majikan terpilih ini dapat menurunkan kadar kemalangan.

Accident Prevention and Advocacy Programme

A total of 473 employers were selected to undergo commuting accident prevention programmes in 2017, most of whom have shown positive impact. As at September 2017, a total of 396 employers have undergone the programme with 206 employers recording more than 10% decrease in accidents. This proves that the advocacy programme conducted with the selected employers was able to reduce the number of accidents.

Program Sokongan Keselamatan Perjalanan (CSSP)

PERKESO telah bekerjasama dengan MIROS (*Malaysian Institute of Road Safety Research*) dalam membangunkan Program Sokongan Keselamatan Perjalanan (*Commuting Safety Support Program - CSSP*). Program ini bertujuan untuk menerapkan dan menjalankan intervensi berhubung keselamatan perjalanan pergi dan balik kerja khususnya kepada pekerja yang menaiki motosikal ke tempat kerja.

Program ini adalah berdasarkan garis panduan SIRIM *Standard Good Practices in Implementing Commuting Safety Management* yang dibangunkan untuk membantu industri melaksanakan pencegahan kemalangan perjalanan menerusi majikan kepada semua pekerja. Program CSSP juga merupakan Inisiatif Transformasi KSM Tahun 2017 bagi mempromosikan kesejahteraan pekerja (*Wellbeing of the Employees*). Program ini telah berjaya melatih seramai 2,000 pekerja pada tahun 2017 dan akan diteruskan lagi pada tahun 2018. Seramai 10,000 orang pekerja dari 100 majikan terpilih dijangka akan dilatih di seluruh negara menerusi program ini untuk tahun 2018.



Commuting Safety Support Programme (CSSP)

SOCSO, in collaboration with MIROS (Malaysian Institute of Road Safety Research), developed the Commuting Safety Support Programme (CSSP) with the intention of fostering and conducting intervention related to commuting safety, especially for workers commuting on motorcycles.

This programme is based on the SIRIM guideline "Good Practices in Implementing Commuting Safety Management" which was developed to help the industry in implementing commuting accident prevention through employers. The CSSP initiative is part of the Ministry of Human Resources' Transformation Initiative for 2017, for the promotion of employee well-being. The programme successfully trained 2,000 employees in 2017 and will continue to be conducted in 2018. A total of 10,000 employees from 100 selected employers are expected to be trained under this programme in 2018.

BIDANG KEBERHASILAN UTAMA 2017

2017 Key Result Area



Accident Prevention Seminar – APS 2017

Accident Prevention Seminar - APS2017 yang diadakan pada 3 hingga 4 Oktober 2017 di *Putra World Trade Centre (PWTC)*, Kuala Lumpur telah dirasmikan oleh YB Timbalan Menteri Sumber Manusia. Penganjuran APS 2017 adalah bertujuan untuk memberi tumpuan terhadap pencegahan kemalangan dan penggalakan kesihatan dalam kalangan pekerja. Persidangan ini telah menghimpunkan semua pihak berkepentingan di dalam bidang pencegahan dan promosi kesihatan di bawah satu bumbung dan seterusnya meningkatkan lagi jalinan kerjasama di antara semua untuk sama-sama menjadikan pengurusan pencegahan kemalangan, promosi kesihatan dan kesejahteraan pekerja sebagai tanggungjawab dan amalan bersama.

Tema APS 2017 "*Weaving The Alliance In Safety, Health And Wellbeing*" memberi mesej jelas kepada semua pihak untuk membentuk jaringan kerjasama bagi membangunkan dan memperkasakan program serta sistem pengurusan keselamatan dan kesihatan yang sedia ada supaya lebih sistematik, selaras dengan perubahan demografi dan risiko berkaitan dengan amalan keselamatan dan kesihatan pekerjaan yang memberi kesan kepada pekerja di Malaysia.

Accident Prevention Seminar – APS 2017

The Accident Prevention Seminar – APS 2017 held from 3rd to 4th October 2017 at the Putra World Trade Centre (PWTC), Kuala Lumpur was officially opened by YB Deputy Minister of Human Resources. APS 2017 was organised with the intention of giving focus towards accident prevention and promotion of health among workers. This conference gathered all interested parties in the field of prevention and health promotion under one roof and subsequently increased the cooperative networks amongst all, to work hand-in-hand in making accident prevention, employee health and well-being promotion a joint responsibility and practice.

The APS 2017 theme "*Weaving the Alliance in Safety, Health and Wellbeing*" gave a clear message to all parties to form cooperative networks in developing and consolidating the safety and health management system and programmes in existence to become more systematic and in line with the demographical changes as well as the risks related to the practice of occupational safety and health affecting workers in Malaysia.

BIDANG KEBERHASILAN UTAMA 2017
2017 Key Result Area

Seramai 550 orang dari pelbagai agensi dan institusi yang hadir untuk APS 2017 menunjukkan komitmen tinggi dalam kalangan semua *stakeholder* bagi mewujudkan amalan budaya kerja selamat dan sihat sama ada di tempat kerja dan juga sewaktu perjalanan pergi dan balik kerja. Seramai 3 orang penceramah dari luar negara iaitu dari negara Jerman, Australia dan Singapura turut berkongsi kepakaran mereka. Di samping itu, persidangan kali ini turut menampilkan Institusi-Institusi dan Badan-Badan NGO yang telah dan sedang berkerjasama dengan PERKESO dalam pencegahan kemalangan dan promosi kesihatan membuat pembentangan bagi berkongsi maklumat atau pun menerusi amalan baik yang dikongsikan bersama menerusi *booth* pameran pada persidangan selama 2 hari ini. Persidangan kali ini turut menyaksikan 20 pembentangan melalui poster oleh pelbagai agensi dan juga institusi.

The 550 participants from various agencies and institutions who were present for APS 2017 showed great commitment amongst all stakeholders in creating a safe and healthy work culture at the workplace as well as on the commute to work. Three speakers from Germany, Australia and Singapore respectively shared their expertise. In addition, the conference also showcased institutions and non-governmental bodies that have cooperated with SOCSO in accident presentation and health promotion. These organisations shared information and good practices through presentations or exhibition booths during the 2 day conference. The conference also saw 20 poster presentations by various agencies and institutions.



Kempen *Vision Zero*

Pertubuhan Keselamatan Sosial Antarabangsa (ISSA) telah melancarkan kempen *Vision Zero* secara rasmi pada 5 September 2017 sempena Kongres Antarabangsa mengenai Keselamatan Dan Kesihatan Pekerjaan (OSH) ke-21 di Singapura. PERKESO secara rasmi telah menyertai kempen dan menandatangani ikrar bersama komuniti dunia menyokong *Vision Zero*. Dato' Sri Ketua Eksekutif telah menandatangani ikrar tersebut yang disaksikan oleh Mr. Hans-Horst Konkolewsky, Setiausaha Agung ISSA, Geneva.



Vision Zero Campaign

The International Social Security Association (ISSA) officially launched the Vision Zero campaign on 5th September 2017 in conjunction with the 21st International Congress on Occupational Safety and Health in Singapore. SOCSO officially participated in the campaign and signed the world community joint pledge in support of Vision Zero. The Chief Executive signed the pledge witnessed by Mr. Han-Horst Konkolewsky, Secretary General of ISSA, Geneva.

BIDANG KEBERHASILAN UTAMA 2017

2017 Key Result Area



**Mesyuarat Antarabangsa ISO PC 283 -
Occupational Health and Safety Management
Systems Meeting**

Mesyuarat yang dianjurkan oleh Jabatan Standard Malaysia dengan kerjasama SIRIM, JKKP, NIOSH, PERKESO dan MSOSH ini telah diadakan julung kalinya di Malaysia pada 18-26 September 2017. Seramai 125 orang pakar daripada 70 buah negara Eropah, Amerika, Australia dan Asia telah menyertai mesyuarat ini untuk membincangkan tentang ISO 45001, iaitu piawaian antarabangsa yang pertama untuk Pengurusan Kesihatan dan Keselamatan Pekerjaan.



**International ISO PC 283 -
Occupational Health and Safety Management
Systems Meeting**

The meeting organised by the Malaysian Standards Department together with SIRIM, JKKP, HIOSH, SOCSO and MSOSH was held for the first time ever in Malaysia from 18th to 26th September 2017. A total of 125 experts from 70 countries in Europe, America, Australia and Asia participated in the meeting for a discussion on the first ever international standards for Occupational Safety and Health Management, the ISO 45001.

**Majlis Pelancaran Kempen Kesedaran Keselamatan Jalan Raya
Pemutihan *Blackspot* Inisiatif PDRM Bersama PERKESO**

Majlis Pelancaran Kempen Kesedaran Keselamatan Jalan Raya Pemutihan *Blackspot* Inisiatif PDRM Bersama PERKESO anjuran bersama PDRM dan PERKESO telah disempurnakan perasmiannya oleh YDH. SAC Sharul Othman bin Mansor, Pengarah Jabatan Siasatan Dan Penguatkuasaan Trafik, Bukit Aman dan YBhg. Dato' Sri Dr Mohammed Azman bin Dato' Aziz Mohammed, Ketua Eksekutif, PERKESO di Ibu Pejabat Polis Daerah Kuala Muda, Sungai Petani, Kedah pada 12 Disember 2017.

**Launch of Road Safety Awareness Campaign - Blackspot Whitening Initiative
by the Royal Malaysian Police with SOCSO**

A ceremony to launch the Road Safety Awareness Campaign - Blackspot Whitening Initiative by the Royal Malaysian Police with SOCSO was officiated by YDH SAC Sharul Othman bin Mansor, Director of the Department of Traffic Investigation and Enforcement, Bukit Aman and YBhg. Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed, Chief Executive of SOCSO, at the Kuala Muda District Police Headquarters in Sungai Petani, Kedah, on 12th December 2017.

BIDANG KEBERHASILAN UTAMA 2017
2017 Key Result Area



Kempen Kesedaran Keselamatan Jalan Raya Pemutihan *Blackspot* Inisiatif PDRM Dan PERKESO bertujuan untuk memberi kesedaran dan mengurangkan kadar kemalangan jalan raya di kawasan yang telah dikenal pasti berisiko tinggi dan sering berlaku kemalangan maut. Selaras itu, Program Pemasangan Papan Tanda Keselamatan Jalan Raya di 10 kawasan *black spot* PDRM yang mencatatkan kadar kemalangan dan kematian jalan raya tertinggi di negara dapat dijalankan.

Jalinan kerjasama di antara PERKESO dan PDRM telah pun dimulakan sejak awal tahun ini diantaranya adalah kajian penyelidikan oleh pihak Universiti Putra Malaysia (UPM) berhubung Persepsi Pengguna Jalan Raya ke atas Visibiliti Pasukan Polis Trafik Sebelum, Semasa & Selepas OPS Selamat Ke 10 Sempena Tahun Baru Cina 2017; Kempen Kesedaran Keselamatan Jalan Raya melalui sosial media berpengaruh; Program SUBTEK PDRM Sempena Pra Hari Raya Aidilfitri 2017 di daerah yang mencatatkan kadar kemalangan jalan raya tertinggi di daerah Johor Bahru, Batu Pahat dan Kluang.

The campaign was held with the intention of raising awareness and reducing the number of accidents occurring in areas that have been identified as high risk where fatal accidents often occur. In line with the campaign, a programme to install road safety signboards at 10 PDRM black spot areas with the highest road accident and death rates in the country was carried out.

This network of cooperation between SOCSO and PDRM was initiated at the beginning of the year, among others, in the form of a study by the Universiti Putra Malaysia on the Perception of Road Users on the Visibility of Traffic Police Team Before, During and After the 10th OPS Selamat in conjunction with the 2017 Chinese New Year celebrations, the Road Safety Awareness Campaign through influential social media networks, as well as the SUBTEK PDRM Programme in the run-up to Aidilfitri 2017, in districts recording the highest accident rates in the districts of Johor Bahru, Batu Pahat and Kluang.

BIDANG KEBERHASILAN UTAMA 2017
2017 Key Result Area



PROGRAM MERAKYATKAN PERKESO

Pembukaan Pejabat Baharu

PERKESO komited dalam usaha untuk terus mendekati rakyat menerusi inisiatif meluaskan jaringan perkhidmatan dengan pembukaan pejabat baharu di lokasi-lokasi strategik bertujuan untuk memudahkan akses kepada pelanggan yang berurusan dengan PERKESO. Pada tahun 2017, PERKESO telah membuka dua pejabat baharu di Sabah iaitu di Kota Marudu dan Beaufort. Kini PERKESO telah mempunyai 53 buah pejabat di seluruh negara. Pembukaan pejabat-pejabat baharu PERKESO merentasi sempadan merupakan usaha murni mendekati rakyat untuk memberi perkhidmatan terbaik kepada rakyat.

PROGRAM MERAKYATKAN PERKESO

Opening of New Office

SOCISO is committed in continuing to reach out to the people through initiatives to expand service networks with the opening of new offices in strategic locations. This is done with the intention of facilitating access for clients to deal with SOCISO. In 2017, SOCISO opened two new offices in Sabah, namely in Kota Marudu and Beaufort. At present, SOCISO operates 53 offices nationwide. The opening of new SOCISO offices across borders serves as the organisation's noble effort in reaching out to the people to provide them with the best service.

Publiti dan Promosi Korporat

Program dan inisiatif publiti diadakan bertujuan untuk memberi kefahaman dan kesedaran kepada golongan pekerja dan majikan berkaitan skim dan faedah-faedah yang disediakan oleh PERKESO. Sepanjang tahun 2017, PERKESO telah melaksanakan aktiviti publiti dan promosi melalui pelbagai kaedah serta saluran media sama ada media cetak mahupun media elektronik. Di antaranya termasuk iklan di saluran Astro, pelbagai akhbar dan cetakan iklan, 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, melalui seminar dan ceramah.

Corporate Promotion and Publicity

Publicity programmes and initiatives are undertaken with the aim of giving understanding and awareness to employees and employers on the schemes and benefits offered by SOCISO. Throughout 2017, SOCISO has implemented various publicity and promotional activities through medial channels, whether print media or electronic. Among the programmes conducted include advertisements on Astro channel, advertisements in newspapers and print media, television interviews, radio appearances and opening of exhibition counters at public events. The programmes are also promoted by SOCISO offices through direct involvement with employers and employees in programmes at employer premises, through seminars and talks.

BIDANG KEBERHASILAN UTAMA 2017
2017 Key Result Area



Publisiti melalui media massa telah memainkan peranan penting dalam memastikan semua informasi mengenai PERKESO dapat disebarluaskan kepada orang ramai. Publisiti melalui media cetak telah diterbitkan dalam akhbar-akhbar utama tempatan seperti di Utusan Malaysia, Kosmo, Berita Harian, Harian Metro, The Star, New Straits Times, The China Press, Nanyang Siang Pau, Tamil Nesan, Malaysia Namban, Sarawak Borneo dan Sabah Borneo.

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, antara medium perhubungan lain ialah 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 sebarang aktiviti yang dijalankan dan maklumat terkini mengenai PERKESO. Selain itu, pelanggan juga boleh mengemukakan pertanyaan, komen atau kemusykilan yang dihadapi berkaitan dengan perkhidmatan/produk PERKESO dengan mudah kerana media sosial boleh diakses secara dalam talian melalui telefon pintar dan komputer serta respon dapat diberikan dengan kadar segera.

Publicity in the mass media has played an important role in ensuring that all information concerning SOCSO is widely disseminated to the public. Publicity in the print media have been published in major local newspapers such as Utusan Malaysia, Kosmo, Berita Harian, Harian Metro, The Star, New Straits Times, The China Press, Nanyang Siang Pau, Tamil Nesan, Malaysia Namban, Sarawak Borneo and Sabah Borneo.

Direct Customer Communication Management through telephone at 1 300 22 8000 has become the main medium in which customers directly deal with SOCSO. In addition, other communication mediums include social media such as Facebook, Twitter, Instagram, LinkedIn and YouTube. The use of social media has had a positive impact on SOCSO in enhancing the quality of its service delivery that goes beyond the clients' expectations.

The use of social media enables customers to be informed of any activity conducted as well as the latest information on SOCSO. Customers can also easily submit queries and comments regarding SOCSO services / products as social media can be accessed online using smartphones and computers, with almost immediate response.

BIDANG KEBERHASILAN UTAMA 2017

2017 Key Result Area

PERKESO di Media Elektronik

Bermula 24 November 2017, program INSPIRASI HARAPAN telah bersiaran di saluran ASTRO RIA pada setiap hari Jumaat jam 9.30 malam. Paparan 13 episod ini menampilkan pengacara Fara Fauzana bersama peserta Program *Return To Work* daripada pelbagai latar belakang kecederaan dan penyakit untuk berkongsi pengalaman bagaimana program tersebut membantu mereka untuk pulih sehingga dapat kembali bekerja semula. Ia menyampaikan kisah benar yang turut dikongsi oleh Pengurus Kes, Doktor, Pakar Rehabilitasi dan Juruterapi dalam menguruskan pencarum PERKESO yang mengalami kecederaan atau penyakit kritikal termasuklah amputasi kaki, paraplegia dan strok untuk mengembalikan mereka ke kehidupan yang produktif.



Penonton turut akan didedahkan kepada perkhidmatan pemulihan terkini daripada PERKESO yang merangkumi perkhidmatan pengurusan kes, kemudahan fisioterapi dan latihan vokasional, serta kemudahan di Pusat Rehabilitasi PERKESO Tun Abdul Razak di Melaka. INSPIRASI HARAPAN merupakan program televisyen kedua mengenai Program *Return To Work* selepas program bual bicara DAHSYATNYA PERKESO yang diadakan pada tahun 2017.

SOCSCO in the Electronic Media

Beginning from 24th November 2017, the INSPIRASI HARAPAN programme has been broadcast on ASTRO RIA every Friday at 9.30 in the evening. The 13-episode series features Fara Fauzana as its host, with participants of the Return To Work Programme from various injury and disease background sharing their experience as to how the programme has helped them to recover thus enabling them to return to work. Case managers, doctors, rehabilitation experts and therapists share their experiences in managing SOCSO contributors who face injuries or critical diseases including amputation, paraplegia and stroke to restore them to productive lives.

Audiences are exposed to the latest rehabilitation services by SOCSO encompassing case management services, physiotherapy facilities and vocational training, as well as the facilities available at the Tun Abdul Razak SOCSO Rehabilitation Centre in Melaka. INSPIRASI HARAPAN is the second television programme on the Return To Work Programme, after the DAHSYATNYA PERKESO programme which aired in the previous year.



Hebahan publisiti meluas juga turut diadakan melalui radio dan media elektronik utama antaranya di TV1, TV2, TV3, NTV7, TV8, TV9, TV Al Hijrah, Bernama TV, Astro serta radio KLfm, Radio Minalfm, Radio Traxxfm dan Radio KLfm.

Widespread publicity is also carried out through radio and main electronic media, among others, on TV1, TV2, TV3, NTV7, TV8, TV9, TV Al Hijrah, Bernama TV, Astro, as well as KLfm, Radio Minalfm, Radio Traxxfm and Radio KLfm.

BIDANG KEBERHASILAN UTAMA 2017
2017 Key Result Area



Sesi penerangan dan promosi melalui beberapa siri program juga telah dilaksanakan oleh PERKESO. Antaranya Nasi Lemak Kopi O, BIZ Malaysia, Selamat Pagi Malaysia, Suara Kita Hak Kita dan sebagainya. Promosi ini juga diperluaskan melalui media cetak dan juga media elektronik termasuk aplikasi *Facebook* dan *Whatsap*.

Promotion and discourse in several series of programmes have also been carried out by SOCSO, including Nasi Lemak Kopi O, BIZ Malaysia, Selamat Pagi Malaysia, Suara Kita Hak Kita and others. Such promotion has also be expanded through print and electronic media including through Facebook and Whatsapp applications.



Sesi temu ramah Bernama TV bagi segmen 9/11 pada 27 April 2017 telah disiarkan secara langsung. Program ini adalah untuk memberi peluang kepada semua pemandu teksi di Malaysia untuk lebih memahami dan menyedari tentang Skim Keselamatan Sosial Pekerjaan Sendiri 2017.

An interview on Bernama TV under the 9/11 segment was telecast live on 27th April 2017. The programme was aimed at giving opportunity to all taxi drivers in Malaysia to better understand and be aware of the Self-Employment Social Security Scheme 2017.



Pada 22 Mei 2017, sesi temu ramah di RTM untuk segmen Suara Kita Hak Kita bagi memberi maklumat dan keterangan tentang Skim Perlindungan Keselamatan Sosial Bagi Pemandu Teksi telah diadakan.

On 22nd May 2017, an interview session on RTM under the Suara Kita Hak Kita segment was broadcast to provide information on the Social Security Protection Scheme for Taxi Drivers.



Program tentang Pencen Penakat & Rawatan Dialisis telah disiarkan secara langsung di rancangan Selamat Pagi Malaysia. Program bual bicara ini telah menerangkan maklumat-maklumat dengan lebih terperinci bagi pencarum untuk lebih difahami.

A programme on Survivor's Pension & Dialysis Treatment was telecast live during the Selamat Pagi Malaysia show. The talk show gave detailed information for contributors to have better understanding.

BIDANG KEBERHASILAN UTAMA 2017
2017 Key Result Area



Taklimat Sistem Insurans Pekerjaan (SIP)

Dalam usaha untuk mendapatkan sokongan media bagi mempromosikan Sistem Insurans Pekerjaan (SIP), satu taklimat bersama Menteri Sumber Manusia dengan Ketua-ketua Pengarang dari setiap agensi media telah diadakan pada 10 Oktober yang lalu di Hotel Grand Hyatt, Kuala Lumpur. Seramai 26 Ketua Pengarang telah hadir dan taklimat tersebut mendapat liputan meluas di akhbar-akhbar tempatan. Turut hadir adalah Ketua Eksekutif dan Timbalan-Timbalan Ketua Eksekutif PERKESO.

Briefing on Employment Insurance System

In the effort to garner media support to promote the Employment Insurance System, a briefing with the Minister of Human Resources, YB Dato' Sri (Dr.) Richard Riot Anak Jaem and Editors-in-Chief of all media agencies was held on 10th October 2017 at the Grand Hyatt Hotel in Kuala Lumpur. 26 editors-in-chief were present and the briefing received wide coverage in local newspapers. Also present with SOCSO's Chief Executive and Deputy Chief Executives.



Majlis Penyerahan Penerima Faedah Pertama Skim Bencana Kerja Pekerjaan Sendiri

Majlis Penyerahan Faedah bagi Penerima Faedah Pertama bagi Skim Bencana Kerja Pekerjaan Sendiri telah di sempurnakan oleh Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed, Ketua Eksekutif PERKESO bagi menyerahkan cek kepada pemandu teksi yang telah terlibat dalam kemalangan. Beliau telah membuat caruman untuk skim ini dan mendapat ganjaran selepas terlibat dalam kemalangan yang menyebabkan kecederaan pada kakinya.



First Self-Employed Employment Injury Scheme Benefit Presentation Ceremony

A ceremony for the presentation of the Self-Employed Employment Injury Scheme Benefit to the first recipient was officiated by Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed, Chief Executive of SOCSO. At the event, a cheque was handed over to a taxi driver who was involved in an accident. The said driver has contributed in the scheme and received compensation after being involved in an accident which resulted in injuries to his leg.

Bengkel Perlindungan Keselamatan Sosial Peringkat Nasional

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 yang diutarakan oleh para penceramah di samping berkongsi pengalaman dalam perihal berkaitan PERKESO sebagai contoh dalam membuat tuntutan faedah pekerja, mengemaskini rekod majikan dan pekerja, proses pembayaran caruman, Faedah Caruman Lewat Bayar dan sebagainya. Maklumbalas peserta menunjukkan program yang diadakan dapat meningkatkan kefahaman, kesedaran dan tanggungjawab majikan dan pekerja terhadap perlindungan keselamatan sosial.

Sepanjang tahun 2017, Bengkel Perlindungan Keselamatan Sosial Peringkat Nasional 2017 telah berjaya dilaksanakan di enam belas (16) lokasi iaitu di Kuala Lumpur, Kuantan, Kuching, Petaling Jaya, Johor Bahru, Kota Kinabalu, Ipoh, Kuala Terengganu, Kota Bharu, Alor Setar, Iskandar Johor, Melaka, Port Dickson, Seremban, George Town, Pulau Pinang dan Klang.

National Level Social Security Protection Workshop

The National Level Social Security Protection Seminar has been given a new approach beginning this year with two-way activities between participants and speakers. Held as a workshop, participants were able to discuss issues presented by speakers in addition to sharing their experiences concerning SOCSO, for example, on claiming employee benefits, updating employer and employee records, contribution payment process, interests on late payment of contribution and others. Feedback from participants showed that the programme was able to increase their understanding, awareness and responsibility towards social security protection.

Throughout 2017, the National Level Social Security Protection Workshops were held at sixteen locations, namely, in Kuala Lumpur, Kuantan, Kuching, Petaling Jaya, Johor Bahru, Kota Kinabalu, Ipoh, Kuala Terengganu, Kota Baharu, Alor Setar, Iskandar Johor, Melaka, Port Dickson, Seremban, Georgetown, Pulau Pinang and Klang.



BIDANG KEBERHASILAN UTAMA 2017

2017 Key Result Area



Pameran Korporat

Aktiviti publisiti menerusi pembukaan *booth* atau pameran turut diadakan di premis majikan dan di tempat-tempat awam yang dikendalikan oleh pihak Ibu Pejabat serta pejabat PERKESO di seluruh negara. Sepanjang tahun 2017, PERKESO telah terlibat dalam 37 pameran Korporat yang melibatkan kehadiran YB Menteri dan YB Timbalan Menteri, pameran turut disertai oleh agensi-agensi di bawah Jabatan Kementerian Sumber Manusia serta jemputan dari agensi swasta. Dengan penyertaan sebegini, PERKESO dapat mendekati industri dan para majikan dari pelbagai sektor khususnya panduan majikan-majikan yang mempunyai ramai pekerja. Menerusi 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 mendekati hubungan di antara majikan, pekerja dan PERKESO.

Corporate Exhibition

Publicity through the opening of booths or exhibitions done on employer premises and public locations is managed by the Headquarters as well as SOCSO offices nationwide. Throughout 2017, SOCSO participated in 37 corporate exhibitions that involved the presence of Ministers and Deputy Ministers, exhibitions participated by agencies under the Ministry of Human Resources as well as guests from private agencies. Through such participation, SOCSO managed to bring itself closer to the industry and employers from various sectors, specifically employers with many workers. Through the exhibitions held, awareness is raised among employers and employees on the importance of contributing to SOCSO. The latest information could be disseminated more effectively, in addition to fostering a closer relationship between employers, employees and SOCSO.

Hari Bertemu Pelanggan

Hari Bertemu Pelanggan telah diperkenalkan dengan konsep untuk menawarkan perkhidmatan yang dapat memenuhi kehendak dan ekspektasi pelanggan melalui pengurusan interaksi dan perhubungan yang cekap antara organisasi dan pelanggan secara langsung. Program Hari Bertemu Pelanggan PERKESO diadakan pada setiap hari Khamis pertama setiap bulan dari jam 8:30 pagi hingga 4:30 petang di semua 53 buah pejabat PERKESO di seluruh negara termasuk Ibu Pejabat. Inisiatif ini merupakan langkah mesra pelanggan selaras dengan PERKESO Prihatin untuk menyelesaikan sebarang masalah pelanggan yang tidak dapat diselesaikan diperingkat kaunter dan pelanggan berpeluang bersemuka secara langsung dengan pegawai atasan PERKESO. Pada tahun 2017, seramai 1,024 pelanggan telah hadir ke program tersebut untuk mendapatkan bantuan, khidmat nasihat dan panduan terhadap pelbagai perkara berbangkit.

Meet the Clients Day

The Meet the Clients Day was first introduced to offer services that can fulfil the demands and expectations of clients through efficient direct interaction and communication between the organisation and clients. The SOCSO Meet the Clients Day is held on the first Thursday of each month from 8.30 a.m. to 4.30 p.m. at all 53 SOCSO offices nationwide including at the Headquarters. This initiative is a client-friendly step in line with PERKESO Prihatin, to solve any client's problem that cannot be solved at the counters. Clients get the opportunity to have face-to-face interaction with SOCSO's senior officers. In 2017, a total of 1,024 clients attended the programme to obtain help, advisory service and guidance on various matter arising.





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 2017, Skuad Prihatin PERKESO telah menerima sebanyak 2,008 kes di seluruh negara dan daripada jumlah tersebut sebanyak 2,003 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 team established to channel immediate aid to Insured Persons or their beneficiaries who are involved in accidents or disasters.

The main mission of the PERKESO Prihatin Squad is to help Insured Persons and their dependents in the event of any unforeseen incidents through quick and immediate action without going through the normal benefit processing, as well as to foster a closer relationship between Insured Persons, employees and SOCSO as a government agency that cares and is close to the hearts of the people.

Throughout 2017, the Squad received 2,008 cases nationwide and of the said number, 2,003 cases were successfully solved immediately, with the remaining 5 cases being rejected for not meeting the conditions for eligibility under the Occupation Injury and Invalidity Scheme.

BIDANG KEBERHASILAN UTAMA 2017

2017 Key Result Area

Pengurusan Aduan Awam

Pada tahun 2017, PERKESO telah menerima sejumlah 2,144 kes aduan, daripada jumlah tersebut sebanyak 1,981 kes aduan atau 92.40% adalah aduan terhadap pihak ketiga dan 163 kes atau 7.60% adalah aduan terhadap PERKESO. Dalam konteks aduan terhadap pihak ketiga, aduan terhadap majikan tidak mencarum sebanyak 1,267 kes (63.54%), majikan tidak melapor kemalangan berjumlah 585 (29.39%) dan majikan tidak mendaftar perusahaan berjumlah 124 kes (6.26%).

PERKESO memandang serius terhadap aduan yang diterima dan mengambil langkah penambahbaikan dan tindakan pencegahan sewajarnya menjurus kepada punca permasalahan aduan berlaku. Tindakan penguatkuasaan terhadap majikan dipergiatkan melalui aktiviti-aktiviti seperti tindakan pengkompaunan, pendakwaan dan OPS Kesan di seluruh negara untuk memastikan pematuhan yang paling optimum demi memastikan kebajikan dan kesejahteraan pencarum dijaga. Penelitian punca kelewatan pembayaran tuntutan faedah diberi perhatian serius dan prosedur pemprosesan faedah diperketatkan. Kursus pementapan petugas barisan hadapan dijalankan untuk meningkatkan kualiti perkhidmatan kepada pelanggan.

Management of Public Complaints

In 2017, SOCSO received a total of 2,144 complaints cases of which 1,981 cases or 92.4% were complaints against third parties and 163 cases or 7.60% were complaints against SOCSO. In the context of complaints against third parties, 1,267 cases (63.54%) were complaints against employers who fail to contribute, 585 cases (29.39%) were cases against employers who fail to report accidents, and 124 cases (6.26%) were complaints against employers who fail to register their businesses.

SOCSO views these complaints seriously and takes proper corrective and preventative action aimed at the root of the problems. Enforcement action against employers are intensified through activities such as issuance of compound, prosecution and OPS Kesan to ensure optimal compliance for the sake of the welfare and wellbeing of contributors. The causes for late payment of benefit claims are seriously examined and the benefit processing procedures are tightened. Courses for consolidation of front liners are conducted to improve the quality of service to clients.

Mystery Shopping PERKESO

PERKESO telah melantik perunding luar bagi melaksanakan *mystery shopping* ke atas kualiti perkhidmatan pelanggan PERKESO yang telah dilaksanakan sebanyak 2 kali pada tahun 2017. *Mystery Shopping* terhadap 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*.

Secara keseluruhannya pencapaian bagi *Mystery Shopping Branch Walk-in*, keputusan yang diperolehi mendapati prestasi kualiti perkhidmatan pelanggan telah meningkat sebanyak 1.38% iaitu daripada 85.69% semasa penilaian Wave 1 kepada 87.07% dalam Wave 2. Manakala bagi *Mystery Shopping Branch Mystery Call*, keputusan yang diperolehi mendapati prestasi kualiti perkhidmatan pelanggan telah meningkat sebanyak 7.99% iaitu daripada 65.36% penilaian Wave 1 kepada 73.35% dalam Wave 2. Bagi *Mystery Shopping CRM Mystery Call*, keputusan yang diperolehi mendapati prestasi kualiti perkhidmatan pelanggan telah menurun sedikit iaitu 0.78% daripada 93.33% Penilaian Wave 1 kepada 92.5% dalam Wave 2.

Keputusan *Mystery Shopping* telah dianalisis, mengenalpasti punca kelemahan, 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.

SOCISO Mystery Shopping

SOCISO has appointed external consultants to conduct mystery shopping on its customer service quality. This mystery shopping exercise was conducted twice in 2017 against three main channels of service, namely, service counters (branch walk-in), telephone calls and calls to Customer Relations Centre. Each evaluation criteria on service quality is taken into account to ensure the client satisfaction is made the priority. The criteria evaluated for Branch Walk-in include external façade, branch image, queue time, friendliness of staff, staff competency and customer service counter. The criteria for evaluation of Branch Mystery Call include telephone technique, friendliness of staff and staff competency. CRM Mystery Call covers technicality, telephone technique, staff friendliness and staff competency.

Overall, the results of the Mystery Shopping Branch Walk-in found that customer service quality has improved by 1.38%, that is, from 85.69% during Wave 1 evaluation to 87.07% during Wave 2. The results of the Mystery Shopping Branch Mystery Call found that customer service quality has improved by 7.99%, from 65.36% during Wave 1 evaluation to 73.35% during Wave 2. The results of the Mystery Shopping CRM Mystery Call found that customer service quality has slightly declined by 0.78%, that is, from 93.33% during Wave 1 evaluation to 92.5% during Wave 2.

Results of the Mystery Shopping exercise are analysed, identifying sources of weaknesses, corrective actions and preventive measures. A complete report was presented to SOCISO's top management as well as to SOCISO offices nationwide. Front liners who achieve less satisfactory results are required to attend advanced service quality improvement courses to ensure consistent and continued enculturation of excellent service.

BIDANG KEBERHASILAN UTAMA 2017
2017 Key Result Area

INOVASI PERKESO

Educate The Future Generation 2017

Menyedari betapa pentingnya ilmu pengetahuan berkaitan dengan keselamatan sosial diterapkan kepada pelajar-pelajar institusi latihan di bawah Jabatan Tenaga Manusia sejak dari awal. Pada 23 Oktober 2017, PERKESO telah memeterai Perjanjian Persefahaman (MoU) Program *Educate The Future Generation 2017* antara Jabatan Tenaga Manusia (JTM), Jabatan Tenaga Kerja Semenanjung Malaysia (JTKSM) dan Kumpulan Wang Simpanan Pekerja (KWSP). Sehingga kini terdapat 32 buah institut latihan di bawah JTM iaitu 23 Institut Latihan Perindustrian (ILP), 8 Pusat Latihan Teknologi Tinggi (ADTEC) dan sebuah *Japan – Malaysia Technical Institute* (JMTI). Secara keseluruhannya terdapat 14,731 pelajar yang sedang menjalani pengajian di seluruh negara. Objektif program adalah untuk melaksanakan Modul Keselamatan Sosial dan Tanggungjawab Pekerja sebagai salah satu mata pelajaran teras kepada pelajar di semua institusi di bawah Institut Latihan Jabatan Tenaga Manusia (ILJTM), Kementerian Sumber Manusia pada pengambilan mulai Januari tahun 2018.

SOCISO INNOVATION

Educate The Future Generation 2017

On 23rd October 2017, SOCSO signed a Memorandum of Understanding (MoU) on the Educate the Future Generation 2017 programme with the Department of Manpower, Department of Labour Peninsular Malaysia and the Employees Provident Fund. To date, there are 32 training institutions under the Department of Manpower comprising 23 Industrial Training Institutes, 8 Advanced Technology Training Centres and the Japan-Malaysia Technical Institute. In 2017, a total of 14,731 students underwent studies nationwide. The objective of the programme is to implement the Social Security and Employee Responsibility Module as one of the core subjects for students at all institutions under the Department of Manpower Training Institute, commencing from the January 2018 intake.



BIDANG KEBERHASILAN UTAMA 2017
2017 Key Result Area

Pelaksanaan modul pembelajaran kepada para pelajar ILJTM yang akan memasuki pasaran kerja merupakan pendekatan berbentuk “quick wins”. Menerusi pendekatan ini, strategi menyebarkan maklumat dan pengetahuan kepada golongan sasaran lebih awal mampu memberi impak yang lebih signifikan dan memberi lonjakan berganda. Modul pembelajaran meliputi aspek-aspek berkaitan Akta Keselamatan Sosial Pekerja 1969 daripada PERKESO, Akta Kerja 1955 daripada JTK serta Akta Kumpulan Wang Simpanan Pekerja 1951 berkaitan manfaat persaraan daripada KWSP. ‘Educate The Future Generation’ merupakan satu inisiatif transformasi selaras dengan Pelan Strategik PERKESO 2016 - 2020 untuk mempertingkatkan keupayaan libat urus dengan pelanggan, pihak berkepentingan, agensi dan NGO dengan program yang menjadi teras organisasi.

The implementation of study module on students who will be entering the work market is a “quick win” approach. Using this approach, the strategy to widely spread information and knowledge to the target groups can have a more significant impact and provide multiple take-offs. Study modules include aspects related to the Employee Social Security Act 1969 from SOCSO, Works Act 1955 from JTK as well as the Employees Provident Fund Act 1951 related to retirement benefits from KWSP. The Educate the Future Generation programme is a transformation initiative in line with SOCSO’s Strategic Plan 2016 - 2020 to improve engagement capability with clients, stakeholders, agencies and NGOs with programmes that form the core of the organisation.

Guidelines on Diagnostic Criteria for Occupational Diseases

Penghasilan buku ‘Guidelines On Diagnostic Criteria For Occupational Diseases’ telah mendapat kerjasama daripada pakar perubatan Kementerian Kesihatan Malaysia dan Universiti Tempatan bermula sesi pertama tahun 2015, sesi kedua tahun 2016 dan siap sepenuhnya pada November 2017. Buku ‘Guidelines On Diagnostic Criteria For Occupational Diseases second edition 2017’ yang berasaskan prinsip ‘evidence-based causation’ dapat membantu Jemaah Doktor Khas membuat keputusan yang lebih tepat dan jelas berkaitan dengan penyakit pekerjaan.



Guidelines on Diagnostic Criteria for Occupational Diseases

The publication of the Guidelines on Diagnostic Criteria for Occupational Diseases was a collaborative effort between medical experts from the Ministry of Health and local universities conducted in stages from the first session in 2015, second session in 2016 until its full completion in November 2017. The 2nd edition of the Guidelines on Diagnostic Criteria for Occupational Diseases which is based on the principle of evidence-based causation can help the Special Medical Board in making more accurate and clear decisions related to work.

BIDANG KEBERHASILAN UTAMA 2017

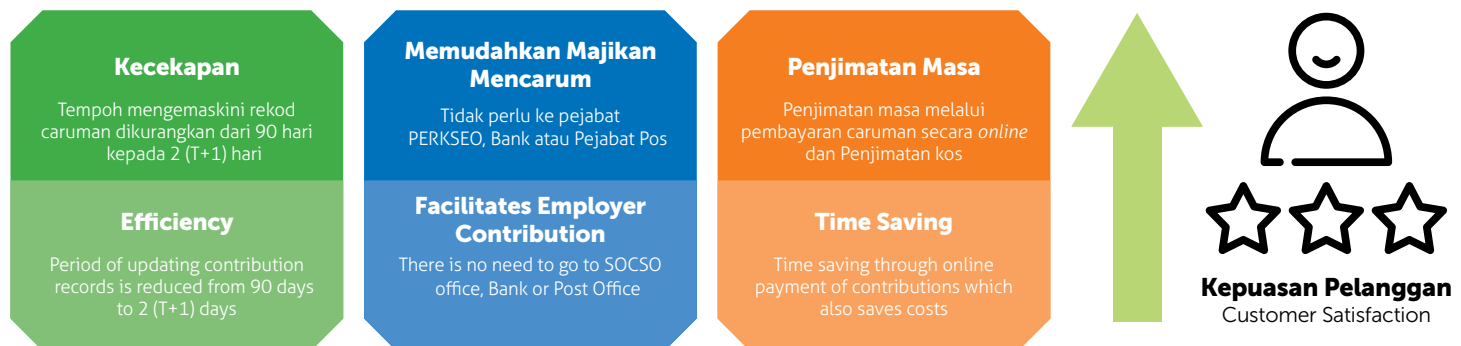
2017 Key Result Area

Disentralisasi Pengurusan Jemaah Doktor Rayuan

Disentralisasi Pengurusan Jemaah Doktor Rayuan Ke PPN telah dilaksanakan secara pilot projek di Pejabat PPN Kuala Lumpur dan PPN Johor pada 1 Ogos 2017 serta PPN Perak pada 1 September 2017 bagi mempercepatkan proses bayaran faedah kepada Orang Berinsurans oleh PPN/PPP dan membantu memendekkan pencapaian standard Q pejabat. Pengurusan Pentaksiran Kes Hilang Upaya Kekal (HUK) Yang Berkonsepan Seorang Doktor Penilai (*Medical Assessor*) telah diperkenalkan di bawah Skim Bencana Kerja Pekerjaan Sendiri 2017 berkuatkuasa mulai 1 Jun 2017. Objektif pendekatan ini, membolehkan pengurusan penilaian taksiran dibuat secara lebih cekap dan memenuhi standard yang telah ditetapkan.

Decentralisation of Appellate Medical Board

The decentralisation of the Appellate Medical Board was conducted as a pilot project at PPN Kuala Lumpur and PPN Johor on 1st August 2017 as well as at PPN Perak on 1st September 2017 in order to expedite the process of benefit payment to Insured Persons by PPN/PPP and help to shorten the office Standard Q achievement. The concept of Permanent Disability Assessment by a Single Assessor (Medical Assessor) was introduced under the Self-Employed Employment Injury Scheme 2017 effective from 1st June 2017. The objective of this approach is to enable disability assessment to be carried out more effectively whilst meeting the stipulated standards.



Transformasi Perkhidmatan

Selaras dengan keperluan Transformasi Perkhidmatan Awam (TPA), PERKESO komited melaksanakan transformasi melalui pembangunan Pelan Transformasi PERKESO 2017. Sebanyak enam belas (16) inisiatif transformasi telah berjaya dilaksanakan pada tahun 2017 melalui Program Transformasi yang memberi fokus khusus kepada Pengurusan Prestasi dan Pengurusan Pengetahuan & Kemahiran, Pembangunan Sistem ICT dan Pemantapan Kaedah Pemantauan. Secara keseluruhannya, peratus pencapaian pelaksanaan transformasi untuk tahun 2017 adalah 93.69%. Inisiatif transformasi berimpak tinggi, iPERKESO telah memberi impak positif kepada kepuasan pelanggan kerana telah berjaya memudahkan pengurusan caruman di pihak majikan yang membuat bayaran caruman bulanan secara dalam talian dan di pihak PERKESO dapat mempercepatkan tempoh pengemaskini rekod.

Transformation of Service

In line with the requirement of the Public Service Transformation, SOCSO remains committed in effecting transformation through the development of the SOCSO Transformation Plan 2017. Sixteen (16) transformation initiatives were successfully implemented in 2017 by way of transformation programmes that give specific focus on Management of Performance and Management of Knowledge & Skills, Development of ICT System and Consolidation of Monitoring Methods. Overall, the transformation implementation achievement for 2017 stands at 93.69%. The high-impact iPERKESO programme has given positive impact to customer satisfaction by facilitating online monthly contributions on the part of the employers and expediting record updating time on the part of SOCSO.



Pengurusan Perubahan

Pengurusan Perubahan adalah merupakan pendekatan yang sistematik dalam berurusan dengan peralihan atau transformasi untuk mencapai visi dan misi organisasi. Bagi memantapkan lagi kaedah komunikasi dalam menyalurkan maklumat perubahan dalam projek sistem ICT atau penyampaian perkhidmatan di PERKESO, satu pasukan Pengurusan Perubahan telah diwujudkan pada tahun 2017.

Pasukan Perubahan ini adalah sebagai pemangkin untuk memberi kesedaran, kefahaman, menanam keinginan untuk menimba ilmu pengetahuan dan kemahiran dengan cepat kepada warga PERKESO mengenai perubahan yang bakal dilalui terutamanya sistem ICT baharu. Sebanyak 6 sesi Latihan *Train The Trainer* (TTT) berkaitan dengan perubahan berkaitan dengan sistem ICT telah diadakan dalam tempoh 12 Disember 2017 hingga 19 Disember 2017. Seramai 117 anggota telah diberi latihan dan didapati tahap pemahaman anggota bertambah baik.

Kempen *Let Me ASSIST You* telah diadakan pada 20 - 31 Disember 2017 telah berjaya menarik seramai 21,851 majikan mendaftar untuk menggunakan portal *ASSIST*. Impak Pengurusan Perubahan kepada keseluruhan anggota PERKESO dapat diterjemah melalui hasil kajian perubahan yang dilaksanakan. Kajian melibatkan 212 anggota iaitu 10 peratus daripada anggota pengoperasian yang terlibat secara langsung dalam projek sistem ICT baharu. Hasil kajian menunjukkan 98% anggota adalah positif dan bersedia menerima perubahan terhadap sistem ICT baharu kerana ianya dapat meningkatkan penyampaian perkhidmatan kepada pelanggan dengan lebih cekap, efisien serta berkesan.

Change Management

Change Management is a systematic approach in dealing with change or transformation to achieve the vision and mission of an organisation. To further consolidate the communication method in channelling information on changes in the ICT system project or delivery of service at SOCSO, a Change Management Team was established on 2017.

This team acts as the catalyst for giving awareness and understanding, instilling the desire within SOCSO staff to gain knowledge and skills on the changes that are to come especially in the new ICT system. Six Train the Trainer session on changes related to ICT system were held from 12th December 2017 to 19th December 2017. At total of 117 staff were trained and it was found that the understanding of the participants improved.

The Let Me ASSIST You campaign was held from 20th to 31st December 2017 and managed to attract 21,851 employers to register for use of the ASSIST portal. The impact of Change Management on the whole of SOCSO's workforce can be translated through the results of the change study carried out. The study involved 212 staff, that is, 10% of operational staff who are directly involved in the new ICT system. Results show that 98% of staff are positive and ready to accept changes in the new ICT system as such changes could improve the efficient and effective delivery of services to customers.

BIDANG KEBERHASILAN UTAMA 2017

2017 Key Result Area

Integrated System for Prosthetic & Orthotic, Inventory and Rehabilitation (INSPIRE)

Di bawah Seksyen 57, Akta Keselamatan Sosial Pekerja 1969 (Akta 4) peruntukan alat-alat pemulihan seperti prostetik dan ortotik kepada Orang Berinsurans yang layak akan diberikan secara percuma. Secara umumnya pembekalan peralatan prostetik dan ortotik kepada Orang Berinsurans adalah menerusi pembekal panel PERKESO. Bagi memastikan pengurusan pembekalan peralatan prostetik dan ortotik berjalan dengan lancar, PERKESO telah membangunkan *Integrated System for Prosthetic & Orthotic, Inventory and Rehabilitation (INSPIRE)* yang merangkumi skop inventori, pengurusan pembekal dan pengurusan kes.

Sistem INSPIRE mula dibangunkan pada 13 Januari 2017 dan dilancarkan pada 29 September 2017. Melalui sistem ini, pengurusan kerja telah diautomasikan dan diintegrasikan dengan kesemua Pejabat / Bahagian / Cawangan PERKESO yang terlibat dan panel pembekal PERKESO. Justeru itu, menerusi perkhidmatan dalam talian ini juga, kelulusan dan pembekalan peralatan prostetik dan ortotik kepada Orang Berinsurans yang layak dapat dilaksanakan dengan lebih cepat dan sistematik.



Majlis Menandatangani Spesifikasi Keperluan Sistem pada 12 April 2017 dan Sesi Latihan *Train The Trainer* pada 9 hingga 12 Oktober 2017.
Signing Ceremony System Requirements on April 12, 2017 and Train The Trainer Session on October 9 to 12 October 2017.

Integrated System for Prosthetic & Orthotic, Inventory and Rehabilitation (INSPIRE)

Pursuant to Section 57 of the Employee Social Security Act 1969 (Act 4) rehabilitation tools such as prosthetics and orthotics will be provided to eligible Insured Persons free of charge. In general, the supply of prosthetics and orthotics to Insured Persons is through SOCSO panel suppliers. To ensure smooth management of prosthetics and orthotics supply, SOCSO has developed the Integrated System for Prosthetic & Orthotic, Inventory and Rehabilitation which covers inventory, supplier management and case management.

INSPIRE was first developed on 13th January 2017 and was launched on 29th September 2017. Through this system, work management has been automated and integrated between all SOCSO offices / divisions / branches involved and SOCSO panel of suppliers. Hence, through this online service, approval and supply of prosthetic and orthotic equipment to eligible Insured Persons can be carried out more expediently and systematically.

Automated SOCSO Integrated System (ASSIST)

PERKESO telah membangunkan *Automated SOCSO Integrated System (ASSIST)* secara berfasa. Skop Sistem ASSIST merangkumi pembangunan modul berkaitan pendaftaran dan pembayaran caruman, prosesan faedah serta penguatkuasaan.

Pada 31hb Disember 2017, modul-modul berkaitan pengurusan pendaftaran dan pembayaran caruman telah dilancarkan oleh Ketua Pegawai Eksekutif PERKESO. Melalui portal layan diri ASSIST, majikan boleh mendaftar dan mengemaskini data pekerja serta mencarum secara dalam talian.

Secara umumnya Sistem ASSIST telah dapat meningkatkan perkhidmatan PERKESO kerana urusan mendaftar dan mengemaskini maklumat pekerja, membayar caruman oleh majikan dan proses pungutan oleh anggota PERKESO dapat dijalankan dengan lebih cepat.



Sesi Team Building bagi Change Agent ASSIST pada 16 Ogos 2017.
Team Building Session for ASSIST Change Agents on 16th August 2017.

Automated SOCSO Integrated System (ASSIST)

SOCSO has developed the Automated SOCSO Integrated System (ASSIST) in phases. The scope of ASSIST encompasses module development related to registration, payment of contribution, benefit processing as well as enforcement.

On 31st December 2017, modules related to management of registration and payment of contribution were launched by the Chief Executive of SOCSO. Using the ASSIST portal, employers can register and update the data of their employees, as well as make contributions online. On the other hand, SOCSO staff can manage contribution collection using this system.

In general, ASSIST has improved SOCSO's service as now, registration and updating of employee information, payment of contribution by employers and collection by SOCSO staff can be done more expediently.

BIDANG KEBERHASILAN UTAMA 2017
2017 Key Result Area

Sistem Insurans Pekerja (SIP)

PERKESO telah membangunkan Sistem Pendaftaran Program Interim Penempatan Pekerjaan Semula yang merangkumi skop pendaftaran, kelulusan dan bayaran. Sistem ini telah dibangunkan dan akan dilancarkan pada 1 Januari 2018. Sistem Pendaftaran Program Interim Penempatan Pekerjaan Semula dapat menyediakan kemudahan urusan pendaftaran program interim penempatan pekerjaan semula (Tuntutan Interim Pertama, Kedua dan Ketiga) secara elektronik, membuat proses semakan dan kelulusan dengan cepat dan dapat meningkatkan produktiviti kerja, proses bayaran terus ke dalam akaun pemohon dan ini akan meningkatkan tahap kepuasan pelanggan serta pengurusan kerja diautomasikan dan diintegrasikan menerusi perkhidmatan dalam talian.



Employment Insurance System

SOCSSO has developed the Replacement Interim Programme Registration System which covers registration, approval and payment. The system has been developed and will be launched on 1st January 2018. The system will provide facility for registration of replacement interim programme (First, Second and Third Interim Claims) electronically, checking process and fast approval, as well as improve work productivity. Payment will be processed directly into the applicant's account thus increasing the level of customer satisfaction. Management of work is automated and integrated through the provision of online services.





Self-Employment Social Security (SESS)

SESS telah dibangunkan dan dilancarkan pada 1 Jun 2017. SESS dapat memudahkan semua pencarum mendaftar dan membayar caruman dengan sangat mudah secara dalam talian yang boleh menjimatkan masa pengguna. SESS juga menyediakan kemudahan bayaran secara tunai bagi pencarum yang tidak mempunyai akaun perbankan *internet* dan proses tersebut memerlukan pengguna hadir sendiri ke Pejabat PERKESO yang berdekatan.



Self-Employment Social Security (SESS)

In line with the implementation of the Self-Employed Employment Injury Scheme which came into effect on 1st June 2017, SOCSO has provided an ICT facility whereby all contributors are allowed to register, contribute and make payment online (online payment) or by in cash (cash collection) by going to the nearest SOCSO office. SESS was developed and launched on 1st June 2017. The system facilitates registration and payment of contribution online which saves time on the part of the users. SESS also provides facility for cash payment for users who do not have internet banking. Such process requires the user to personally be present at the nearest SOCSO office to complete the relevant steps.

ANUGERAH DAN PENGIKTIRAFAN

Awards and Recognition



“Usaha melestarikan budaya kreativiti dan inovasi dalam kalangan warga kerja PERKESO telah mula menzahirkan kejayaan menerusi beberapa bidang keberhasilan utama. Tahun 2017 merupakan tahun kecemerlangan PERKESO apabila pelbagai anugerah dan pengiktirafan di peringkat antarabangsa dan nasional telah diterima. Sesungguhnya pencapaian cemerlang yang dicapai ini telah melonjakkan imej PERKESO.

Efforts to preserve a culture of creativity and innovation amongst SOCSO's workforce has begun to show success in several key results areas. 2017 has been SOCSO's year of excellence where various awards and recognition, be it on the international or local stage, were received. Indeed, this excellent achievement has propelled SOCSO's name and image.

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ANUGERAH DAN PENGIKTIRAFAN
Awards and Recognition

Budaya kreativiti dan inovasi dalam kalangan warga kerja PERKESO mula membuahkejayaan menerusi beberapa bidang keberhasilan utama. Tahun 2015 - 2017 merupakan tahun kecemerlangan dan menjadi mercu tanda kejayaan di mana PERKESO berjaya merangkul pelbagai anugerah dan pengiktirafan peringkat kebangsaan dan antarabangsa. Sesungguhnya pencapaian cemerlang ini telah berjaya melonjakkan lagi imej PERKESO ke persada antarabangsa. Penganugerahan dan pengiktirafan yang telah diterima antaranya adalah:

- 2017 Asia HRD Awards "Contribution to Organisation Award".

- Innovative Policy 2017 on Employment, Work and Vocational Education and Training, Zero Project Conference 2017, Vienna, Austria.

- ASEAN Social Security Association (ASSA) Recognition Award 2017 For Excellence Award, Udon Thani, Thailand.
 - ▶ Inovasi - SOCSO's e-Efisyen, SOCSO's Contribution Payment Portal: iPerkeso, SOCSO's Job Placement and Employment Support Services (JESS), SOCSO's Procurement Manual (SPM) dan SOCSO's NForce Refuge.
 - ▶ Perkhidmatan Pelanggan - "PERKESO Prihatin" Squad
 - ▶ Perlindungan Insurans - The Extension of Social Security Coverage Scheme to all private employees and increasing the limitation of the monthly contribution of insured salary from RM3,000.00 to RM 4,000.00.
 - ▶ Komunikasi Strategik - SOCSO's Sketso

- Pusat Rehabilitasi PERKESO Tun Abdul Razak telah dianugerahkan
 - ▶ Malaysia Property Awards 2017 – Purpose-Built Category
 - ▶ Malaysia Property Awards 2017 – Public Sector Category

- Juara Keseluruhan Anugerah Khas Menteri Sumber Manusia

- Juara Anugerah KIK Terbaik KSM 2017 – 5 Bintang

- Anugerah Pengurusan Pejabat Terbaik / EKSA – 5 Bintang

- Anugerah Inovasi KSM 2017 – 5 Bintang

- Anugerah Pengurusan ICT KSM 2017 – 4 Bintang

- Anugerah Inovasi Pengurusan Kewangan – 4 Bintang

The culture of creativity and innovation among SOCSO staff has begun to produce success in several key results area. The years 2015 - 2017 have been SOCSO's years of excellence and have become its landmark success where the organisation managed to garner various awards and recognition at national and international levels. Indeed, this excellent achievement has propelled SOCSO's image on the international stage. The award and recognition received include:

- 2017 Asia HRD Awards "Contribution to Organisation Award".

- Innovative Policy 2017 on Employment, Work and Vocational Education and Training, Zero Project Conference 2017, Vienna, Austria.

- ASEAN Social Security Association (ASSA) Recognition Award 2017 for Excellence, Udon Thani, Thailand.
 - ▶ Innovation – SOCSO's e-Efisyen, SOCSO's Contribution Payment Portal: iPerkeso, SOCSO's Job Placement and Employment Support Services (JESS), SOCSO's Procurement Manual (SPM) and SOCSO's NForce Refuge.
 - ▶ Customer Service – SOCSO's "PERKESO Prihatin" Squad
 - ▶ Insurance Protection – the extension of social security coverage scheme to all private employees and increasing limit of monthly contribution of insured salary from RM3,000.00 to RM4,000.00
 - ▶ Strategic Communication – SOCSO's Sketso

- The Tun Abdul Razak SOCSO Rehabilitation Centre was awarded
 - ▶ Malaysia Property Awards 2017 – Purpose-Built Category
 - ▶ Malaysia Property Awards 2017 – Public Sector Category

- Overall Champion of the Minister of Human Resources Special Award

- Best KIK Award 2017 – 5 Stars

- Best Office Management Award / EKSA – 5 Stars

- KSM Innovation Award 2017 – 5 Stars

- KSM ICT Management Award 2017 – 4 Stars

- Financial Management Innovation Award – 4 Stars

ANUGERAH DAN PENGIKTIRAFAN

Awards and Recognition



Anugerah Inovasi Kementerian

PERKESO sekali lagi telah diisytiharkan sebagai Juara Keseluruhan Anugerah Inovasi Kementerian Sumber Manusia (KSM) bagi tahun 2017 dengan membawa pulang Piala Pusingan Menteri Sumber Manusia. Penganugerahan ini diterima di atas kejayaan Ibu Pejabat PERKESO yang berjaya mengumpul kutipan Bintang yang tertinggi berjumlah 28 Bintang daripada keseluruhan pertandingan inovasi yang dianjurkan oleh KSM. Selain Ibu Pejabat PERKESO, pejabat-pejabat PERKESO turut mengambil bahagian di dalam Pertandingan Inovasi Terbaik, Pertandingan Inovasi Terbaik Kategori ICT, Konvensyen KIK, Pengurusan Kewangan, Pengurusan Aset serta Amalan Terbaik EKSA. Majlis Kemuncak Bulan Inovasi Kementerian Sumber Manusia telah diadakan pada 26 Oktober 2017 dan disempurnakan oleh YB Timbalan Menteri Sumber Manusia.

Majlis Penyampaian Anugerah Kualiti & Inovasi PERKESO 2017 telah diadakan pada 14 November 2017 yang diadakan di Hotel Seri Pacific, Kuala Lumpur. Majlis ini telah disempurnakan oleh YB Timbalan Menteri Sumber Manusia.

Ministry Innovation Award

SOCSO was once again declared Overall Champions of the Ministry of Human Resources Innovation Awards 2017 and received the Ministry of Human Resources Trophy. The award was received on the success of SOCSO' Headquarters in having the highest collection of stars totalling 28 stars from the overall innovation competition organised by the Ministry of Human Resource. Apart from SOCSO Headquarters, SOCSO offices also participated in the Best Innovation Competition, Best Innovation Competition ICT Category, KIK Convention, Financial Management, Asset Management as well as EKSA Best Practices. The Ministry of Human Resources Innovation Month Gala was held on 26th October 2017 and was officially opened by YB Dato' Sri Haji Ismail bin Haji Abd Muttalib, Deputy Minister of Human Resources.

The SOCSO Quality & Innovation Awards Ceremony 2017 was held on 14th November 2017 at Hotel Seri Pacific, Kuala Lumpur. The event was officially opened by YB Dato' Sri Haji Ismail bin Haji Abd Muttalib, Deputy Minister of Human Resources.



PERKESO dinobatkan sebagai Juara Keseluruhan Anugerah Inovasi Kementerian Sumber Manusia. SOCSO was named the overall Winner of the Human Resources Ministry's Innovation Award.

ANUGERAH DAN PENGIKTIRAFAN
Awards and Recognition



Pemenang Anugerah Khas Inovasi Ketua Eksekutif PERKESO 2017 / Winner of SOCSO's Chief Executive Innovation Special Award 2017.



ANUGERAH DAN PENGIKTIRAFAN

Awards and Recognition



Anugerah Inovasi Pengurusan Kewangan (Indeks Akauntabiliti)

Penilaian bagi Anugerah Inovasi Pengurusan Kewangan (Indeks Akauntabiliti) Kementerian Sumber Manusia (KSM) bagi tahun 2017 telah diadakan pada 8 September 2017 bertempat di Bilik Mesyuarat Bahagian Khidmat Pengurusan, Kementerian Sumber Manusia, Putrajaya. Antara kriteria penilaian adalah pengurusan Jawatankuasa Pengurusan Kewangan dan Akaun (JPKA), Bajet, Akaun Belum Terima (ABT), penerimaan dan pembayaran, perolehan, pinjaman, inovasi kewangan, perakaunan dan lain-lain. Keputusan penilaian telah diumumkan pada 26 Oktober 2017 dan PERKESO telah dianugerahkan dengan penarafan empat bintang serta menerima hadiah berupa cek berjumlah RM800.00

Financial Management Innovation Award (Accountability Index)

Evaluation for the Financial Management Innovation Award (Accountability Index) for the year 2017 was held on 8th September 2017 at the Meeting Room of the Management Services Division, Ministry of Human Resources, Putrajaya. Among the evaluation criteria included the management of the Financial and Accounts Management Committee, Budget, Accounts Receivable, receipts and payments, procurement, loans, financial innovation, accounting and others. Results of the evaluation were announced on 26th October 2017 and SOCSO was awarded a 4-star rating and received a cheque for RM800.00.

Exit Conference Penyata Kewangan PERKESO

Exit Conference bagi pengauditan muktamad Penyata Kewangan PERKESO bagi tahun berakhir 31 Disember 2016 telah berlangsung di Jabatan Audit Negara, Putrajaya pada 18 Ogos 2017. Exit Conference ini telah dipengerusikan oleh Tuan Haji Khalid Khan bin Abdullah Khan, Timbalan Ketua Audit Negara (Kewangan) dan dihadiri oleh Pengerusi Lembaga dan Ketua Eksekutif PERKESO serta pegawai-pegawai kanan PERKESO.

PERKESO telah menerima pakai awal rejim perakaunan Malaysian *Public-Sector Accounting Standards* (MPSAS) mulai tahun kewangan 2016 dan Ketua Audit Negara telah menganugerahkan Sijil Audit Bersih terhadap Penyata Kewangan PERKESO bagi tahun berakhir 31 Disember 2016.

SOCSO Financial Statement Exit Conference

The Exit Conference for final audit of SOCSO's Financial Statement for the year ending 31st December 2016 took place at the National Audit Department in Putrajaya on 18th August 2017. The exit conference was chaired by Tuan Haji Khalid Khan bin Abdullah Khan, Deputy Auditor General (Finance) and was attended by SOCSO's Chairman of the Board and Chief Executive, as well as its senior officers.

SOCSO has adopted the Malaysian Public Sector Accounting Standards (MPAS) beginning from 2016 financial year and the Auditor General has awarded a Clean Audit Certificate for SOCSO's Financial Statement for the year ending 31st December 2016.



MODAL INSAN DAN PERKONGSIAN ILMU

Human Capital and Knowledge Sharing

Pengurusan dan Pembangunan Sumber Manusia

Sejajar dengan visi PERKESO untuk menjadi 'Peneraju Keselamatan Sosial Yang Dinamik, Unggul dan Cemerlang', adalah menjadi keutamaan kepada PERKESO untuk terus konsisten melahirkan modal insan yang kompeten, berilmu, berprestasi tinggi, professional, beretika dan mempunyai daya saing yang tinggi. Pelbagai usaha dan inisiatif telah dilaksanakan oleh pihak pengurusan sepanjang tahun 2017 bagi menambahkan nilai modal insan.

Fokus Strategi Sumber Manusia

Pelan Induk Sumber Manusia (PISM) 2016 - 2020 merupakan fokus utama memperincikan strategi yang telah digariskan di bawah teras strategi ketiga (3) Rancangan Malaysia Ke-11 iaitu "Meningkatkan Pembangunan Modal Insan Untuk Negara Maju". Strategi ini sejajar dengan Teras 1 – Memperkasakan Kecemerlangan dan Pembangunan Insan" dalam Pelan Strategik PERKESO 2016 - 2020.

Secara prinsipnya, (PISM) 2016 - 2020 merupakan satu pelan taktikal memperkasakan kecemerlangan pembangunan sumber manusia PERKESO di masa hadapan menerusi konsep "*Learning and Growth*" kepada warga kerjanya. Strategi bagi meningkatkan kepakaran dan pengetahuan ke arah melahirkan "*Subject Matter- Expert (SME)*" terutamanya dalam pelan landskap Pengamal Keselamatan Sosial (*Social Security Practitioner*).

Empat (4) modul teras latihan iaitu Komunikasi, Teras Perkhidmatan (*Core Business*), Keselamatan Sosial dan Kepimpinan Berimpak Tinggi sebagai pemacu transformasi PERKESO ke arah melahirkan modal insan yang kompeten seiring dengan keperluan Organisasi.

Human Resource Management and Development

In line with SOCSO's vision of becoming the "Dynamic, Outstanding and Excellent Leader in Social Security", it has become SOCSO's priority to remain consistent in producing human capital that is competent, knowledgeable, high-performing, professional, ethical and highly competitive. Various efforts and initiatives have been implemented by the management throughout 2017 to add value to its human capital.

Human Resource Strategy Focus

The Human Resource Master Plan 2016 - 2020 is the key focus detailing strategies outlined under the third (3rd) strategic thrust of the 11th Malaysia Plan, namely "Accelerating Human Capital Development for an Advanced Nation". This strategy is in line with Thrust 1 – Strengthening Human Capital Excellence and Development of the SOCSO Strategic Plan 2016 - 2020.

In principle, the Human Resource Master Plan 2016 - 2020 is a tactical plan strengthening the excellence of SOCSO' human resource development in the future, through the concept of "Learning and Growth". The strategy is to increase expertise and knowledge towards producing subject-matter experts especially in the Social Security Practitioner landscape.

Four (4) training core modules, namely, Communication, Core Business, Social Security and High Impact Leadership act as the driving force for SOCSO's transformation towards producing competent human capital in line with the needs of the organisation.

MODAL INSAN DAN PERKONGSIAN ILMU

Human Capital and Knowledge Sharing

Enam (6) teras strategik yang menjadi tunggak utama dan kerangka kepada pelaksanaan Pelan Induk Sumber Manusia (PISM) 2016 - 2020 adalah seperti berikut:

- i. Menetapkan hala tuju strategik
- ii. Memastikan kapasiti organisasi
- iii. Mengurus pekerja berkualiti
- iv. Mendaya upaya bakat dan kepimpinan
- v. Mengurus prestasi, pengiktirafan dan ganjaran
- vi. Membentuk budaya kerja berprestasi tinggi

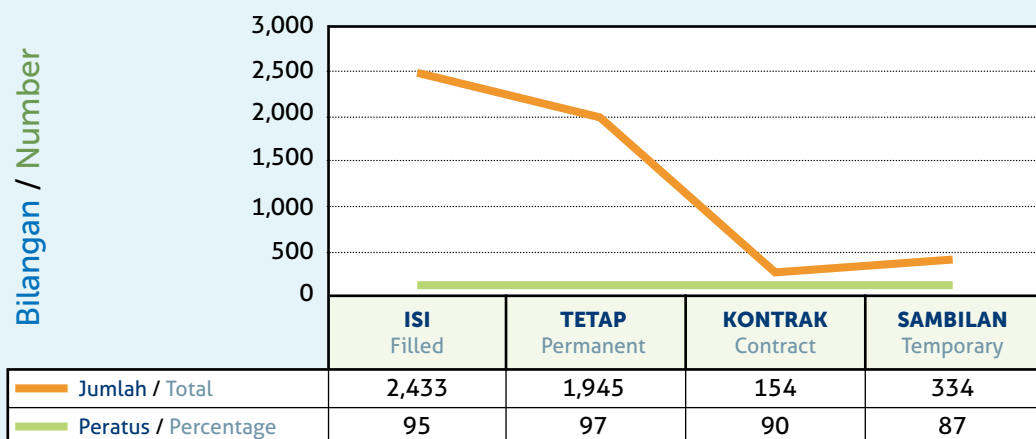
Pengisian perjawatan ini adalah penting untuk memastikan pengoperasian organisasi dan penyampaian perkhidmatan yang cemerlang kepada pelanggan dapat dilaksanakan secara berterusan. Sebanyak 95% perjawatan PERKESO telah diisi sehingga penghujung tahun 2017. Dasar perkhidmatan secara kontrak dari calon luar untuk mendapatkan kepakaran dan pengalaman masih dilaksanakan oleh PERKESO iaitu dengan melantik secara kontrak jawatan Ketua Bahagian Pengurusan PERKESO di samping melanjutkan lagi perkhidmatan jawatan kontrak di Pusat Rehabilitasi dan Pegawai Pemeriksa PERKESO. Statistik perjawatan PERKESO tahun 2017 adalah seperti di graf 8.

The six (6) strategic thrusts that are the main pillars and framework for the implementation of the Human Resource Master Plan 2016-2020 are as follows:

- i. Determination of strategic direction
- ii. Ensuring organisational capacity
- iii. Managing quality employees
- iv. Empowering talent and leadership
- v. Managing performance, recognition and reward
- vi. Forming high-performance working culture

The completion of such establishment is important to ensure continuous excellent organisational operations and service delivery. A total of 95% of SOCSO's establishment have been filled as at the end of 2017. The policy of external contractual service to acquire expertise and experience is still implemented by SOCSO, by the contractual appointment of Heads of Division in addition to extending the contractual service appointments at the Rehabilitation Centres and SOCSO's Inspection Officer. The statistics for SOCSO's establishment in 2017 are shown in graph 8.

GRAF 8 RINGKASAN PERJAWATAN PERKESO TAHUN 2017
Graph8 SOCSO's Employee Summary Year 2017



Penyusunan Semula Fungsi dan Struktur Organisasi

Penyusunan semula beberapa bahagian utama di Ibu Pejabat PERKESO dilaksanakan bagi memantapkan pengurusan dan operasi organisasi untuk mencapai objektif dan matlamat selaras dengan Pelan Perancangan Strategik PERKESO. Bahagian utama yang telah diwujudkan dan distruktur semula adalah seperti berikut:

- Pejabat Sistem Insurans Pekerjaan (SIP)
- Bahagian Pengurusan Risiko
- Bahagian Skim Bencana Kerja Pekerjaan Sendiri (SPS)

Reorganisation of Functions and Organisational Structure

Reorganisation of several key divisions at SOCSO's Headquarters was carried out to consolidate the organisation's management and operations so as to achieve its objectives and goals in line with the SOCSO Strategic Plan. The key divisions that were established and restructured are as follows:

- Employment Insurance System Office
- Risk Management Division
- Self-Employed Employment Injury Scheme Division.

Program Pembangunan Potensi dan Kompetensi (PROSPEK)

PROSPEK merupakan salah satu daripada aktiviti yang telah ditetapkan sebagai *Key Performance Indicator* (KPI) berasaskan 4 Modul Teras (Kepimpinan, Teras Perkhidmatan, Komunikasi & Keselamatan Sosial) diukur keberhasilan dan keberkesanannya menerusi tiga(3) indikator berikut:

- i. Memastikan 85% anggota yang menjalani salah satu daripada empat (4) modul teras latihan (Kepimpinan, Teras Perkhidmatan, Komunikasi & Keselamatan Sosial). Pencapaian KPI untuk tahun 2017 adalah di tahap cemerlang iaitu 93.5%
- ii. Memastikan penilaian anggota terhadap objektif dan perunding latihan yang dilantik dalam setiap program latihan adalah pada tahap skala likert 6.8 (Baik). Pencapaian KPI untuk tahun 2017 adalah di tahap cemerlang iaitu 7.62%.
- iii. Memastikan penilaian terhadap keberkesanan sebelum dan selepas program latihan dalaman adalah pada kadar 25%. Pencapaian KPI untuk tahun 2017 adalah di tahap memuaskan iaitu 24%.

Potential & Competency Development Programme (PROSPEK)

PROSPEK is one of the activities stipulated as a Key Performance Indicator (KPI) based on the 4 Core Modules (Leadership, Core Business, Communication & Social Security), for which results and effectiveness are measured using the three indicators below:

- i. Ensuring 85% of staff undergo one of the four (4) core training modules (leadership, core business, communication & social security). The 2017 KPI is at excellent level (93.5%).
- ii. Ensuring staff evaluation of objectives and training consultants appointed for each training programme is at 6.8 (good) on the Likert Scale. The 2017 KPI is at excellent level (7.62).
- iii. Ensuring evaluation on effectiveness before and after internal training programme is at 25%. The 2017 KPI is at satisfactory level (24%).

MODAL INSAN DAN PERKONGSIAN ILMU

Human Capital and Knowledge Sharing

Program Pelan Penggantian PERKESO (PROPER)

PROPER merupakan salah satu daripada aktiviti yang telah ditetapkan sebagai *Key Performance Indicator* (KPI) yang mengukur keberhasilan dan keberkesannya menerusi tiga(3) indikator berikut:

- i. Memastikan 10 calon PROPER berjaya melengkapkan sekurang-kurangnya 20 mata Modul Program Sertifikasi Pengamal Keselamatan Sosial (PERINTIS). Pencapaian KPI untuk tahun 2017 adalah di tahap cemerlang iaitu seramai 15 calon.
- ii. Memastikan urusan saringan pemilihan lantikan calon Kumpulan Kedua (*2nd Batch*) diselesaikan selewat-lewatnya pada bulan Oktober 2018. Pencapaian KPI untuk tahun 2017 adalah di tahap cemerlang iaitu pada bulan Mei 2017.

Pada tahun 2017, antara aktiviti utama yang telah dilalui oleh calon PROPER adalah melibatkan kerjasama PERKESO bersama pihak Perunding ACT pada 22 hingga 25 Mei 2017 menerusi modul pemerksaan *Emotional - Spiritual - Quotient*. Seterusnya pada 12 hingga 17 Oktober 2017, calon PROPER 1.0 telah melalui tiga (3) penilaian menerusi Program Pengukuhan Profil Kompetensi sebagaimana objektif dan kaedah berikut:

- i. Penilaian tahap penguasaan Bahasa Inggeris (Menulis-Membaca-Komunikasi-Memahami) menerusi kerjasama dengan pihak *British Council*;
- ii. Penilaian karektor (Genetik) menerusi sistem STIFiN bagi pencerahan kepada kekuatan, kelebihan, personaliti Bio-Metrik dan kelemahan diri; dan
- iii. Penilaian terhadap pemahaman kesejahteraan fizikal (*Physical Wellness*) menerusi kerjasama dengan pihak Institut Sukan Negara (ISN) bagi memberi kesedaran akan kepentingan Sains Sukan kepada diri sendiri, keluarga dan meningkatkan keyakinan calon sebagai *Wellness Instructor* organisasi.

SOCISO Succession Plan (PROPER)

PROPER is one of the activities cited as a Key Performance Indicator (KPI) for which results and effectiveness are measured using the three (3) indicators below:

- i. Ensuring 10 PROPER candidates successfully complete at least 20 points in the Social Security Practitioner Certification Programme Module (PERINTIS). The 2017 KPI is at excellent level with 15 candidates.
- ii. Ensuring screening of candidates for 2nd Batch is completed by October 2018. The 2017 KPI is at excellent level with completion in May 2017.

In 2017, among the main activities undergone by PROPER candidates involve SOCISO's cooperation with ACT Consultants on 22nd to 25th May 2017 through the Emotional-Spiritual-Quotient reinforcement module. Subsequently, on 12th to 17th October 2017, PROPER 1.0 candidates underwent three (3) evaluations through the Competency Profile Strengthening Programme as per the following objectives and methods:

- i. Evaluation on mastery of the English language (Writing-Reading-Communication-Comprehension) in collaboration with the British Council;
- ii. Character evaluation (genetic) using the STIFiN system for enlightenment on strength, superiority, bio-metric personality and personal weaknesses; and
- iii. Evaluation on understanding of Physical Wellness in collaboration with the National Sports Institute, to raise awareness on the importance of sports science to self and family, and to increase the candidates' confidence as Wellness Instructors for the organisation.

Program Pelan Peralihan Kerjaya (PROJEK)

PROJEK merupakan salah satu daripada aktiviti di dalam Transformasi Penyampaian Perkhidmatan Menerusi Penjenamaan Korporat. Secara prinsipnya objektif PROJEK adalah untuk memastikan anggota yang kekal berkhidmat adalah dalam kalangan mereka yang mampu memberi sumbangan secara optimum dari segi kecekapan, produktiviti dan daya saing dalam mendepani cabaran persekitaran masa kini dan akan datang. Pelaksanaan PROJEK adalah berasaskan dua (2) prinsip utama berikut:

- i. Persetujuan bersama antara anggota dan Pengurusan PERKESO (*Mutual*); dan
- ii. Memastikan saiz perkhidmatan di PERKESO adalah bersifat kos efektif setara dengan keperluan kompleksiti tugas dan tanggungjawab anggota serta fungsi Pertubuhan.

Sehingga Disember 2017, daripada 661 anggota yang memenuhi syarat kelayakan asas PROJEK, seramai 51 anggota (7.7%) telah diluluskan persaraan mereka.

Career Transition Plan Programme (PROJEK)

PROJEK is one of the activities in the Transformation of Service Delivery Through Corporate Rebranding. In principle, the objective of PROJEK is to ensure that the staff who remain in service are among those who are capable of optimally contributing in terms of efficiency, productivity and competitiveness in facing current and future environmental challenges. The implementation of PROJEK is based on two (2) main principles as follows:

- i. Mutual agreement between staff and SOCSO's management; and
- ii. Ensuring SOCSO's service size is cost effective, in line with the requirements of job complexity and staff responsibility, as well as functions of the organisation.

As of December 2017, out of the 661 staff who fulfil the basic conditions for PROJEK eligibility, a total of 51 staff (7.7%) were approved for retirement with retirement benefit payments amounting to RM17,013,207.90.

Kursus-Kursus Peningkatan Kompetensi dan Kemahiran

Bagi tahun 2017, fokus dalam melahirkan tenaga kerja yang kompeten dan berimpak tinggi sebagai Pengamal Keselamatan Sosial (*Social Security Practitioner*) menjadi keutamaan menerusi teras strategik yang telah digariskan dalam Pelan Strategik Sumber Manusia (PSSM) 2016 - 2020. Dalam merealisasikan aspirasi mengurus pekerja berkualiti, pembangunan dan pelaksanaan sesi latihan yang menjurus kepada 'core business' dalam kalangan anggota PERKESO telah dijalankan antaranya menerusi Kursus Pemantapan Petugas Barisan Hadapan PERKESO, Kursus *Train The Trainer Integrated System For Prosthetic & Orthotic, Inventory & Rehabilitation (Inspire)*, Kursus Pengurusan Kepimpinan PERKESO 2017: Kini dan Masa Hadapan, Kursus *On Job Training* Pengurusan Hilang Upaya 2017 Bahagian Perkhidmatan Pekerjaan, Pejabat Sistem Insurans Pekerjaan (SIP) PERKESO dan Bengkel Pemantapan Aktiviti Pemeriksaan Ketua Unit Penguatkuasaan (KUP).

Competency and Skills Enhancement Courses

For the year 2017, focus on producing competent and high impact workforce as Social Security Practitioners has become a priority through the strategic thrust outlined in the Human Resource Strategic Plan 2016-2020. In realising the aspiration to manage quality employees, development and implementation of training sessions that aim towards core business were carried out, among others, through the SOCSO Front Liners Reinforcement Course, Train the Trainer Integrated System for Prosthetic & Orthotic, Inventory & Rehabilitation (Inspire), SOCSO Leadership Management Course 2017: Now and Future, Disability Management On Job Training 2017 for Occupational Services Division, SOCSO Employment Insurance System and Workshop for the Reinforcement of Inspection Activities by the Head of Enforcement Unit.

MODAL INSAN DAN PERKONGSIAN ILMU
Human Capital and Knowledge Sharing

**Perkongsiian Ilmu dan Jalinan Kerjasama
Strategik PERKESO dan AKPK**

Dalam usaha untuk mempromosi celik kewangan dan pengurusan kewangan yang berhemat kepada anggota PERKESO, penerima faedah jangka panjang dan majikan, Ketua Eksekutif Agensi Kaunseling dan Pengurusan Kredit (AKPK) telah hadir ke Menara PERKESO dalam satu sesi khas bersama YBhg. Dato' Sri Ketua Eksekutif PERKESO. PERKESO telah mengadakan sesi libat urus bersama pihak AKPK pada 27 Januari 2017. PERKESO dengan kerjasama pihak AKPK juga telah bersetuju untuk membangunkan satu program khas kepada anggota PERKESO menerusi program sertifikasi yang bakal dimanfaatkan pula kepada penerima faedah jangka panjang PERKESO serta majikan menerusi program Seranta.



**Knowledge Sharing and Strategic
Cooperation Between SOCSO and AKPK**

In the effort to promote financial smarts and prudent financial management among SOCSO's staff, recipients of long-term benefits and employers, the Chief Executive of the Credit Counselling and Management Agency (AKPK) came to Menara PERKESO for a special session with SOCSO's Chief Executive. SOCSO held an engagement session with AKPK on 27th January 2017 wherein both parties agreed to develop a special certification programme for SOCSO's staff which in turn can be benefitted by recipients of long-term benefits and employers under the Seranta programme.

Kursus Petugas Barisan Hadapan

Petugas barisan hadapan merupakan *touch point* dan pintu masuk utama para pelanggan yang berurusan dengan PERKESO. Ianya juga memberi *first impression* dan juga pengalaman pelanggan (*Customer Experience*) yang memberi impak yang sangat mendalam kepada imej PERKESO.

Justeru, PERKESO telah menetapkan Garis Panduan Khidmat Pelanggan dan amalan S4P iaitu *Senyum, Sapa, Salam, Santun, Prihatin* untuk semua warga PERKESO khususnya kepada petugas barisan hadapan.

Kursus Pemantapan Petugas Barisan Hadapan PERKESO telah dilaksanakan sebanyak 3 siri sepanjang tahun 2017. Kursus tersebut turut melibatkan beberapa agensi barisan hadapan lain untuk memberi input yang lebih kepada petugas barisan hadapan supaya dapat menyampaikan informasi berkenaan bantuan kebajikan yang boleh dipohon oleh pelanggan PERKESO.

Front Liners Course

Front liners are the touch points and main gateway for customers dealing with SOCSO. They provide a first impression and customer experience that leaves a deep impact on SOCSO's image.

Hence, SOCSO has stipulated the Guidelines on Customer Service and practice of S4P, namely, *Senyum, Sapa, Salam, Santun, Prihatin* for all SOCSO staff especially for its front liners.

The SOCSO Front Liners Consolidation Course was carried out thrice throughout 2017. The course involved several other front line agencies to provide more input to participants to enable delivery of information on the welfare assistance that can be applied for by SOCSO's customers.

Siri Libat Urus Manual Perolehan PERKESO (MPP)

Manual Perolehan PERKESO (MPP) (MPP) ini telah diluluskan oleh Lembaga PERKESO pada 2 Disember 2016 untuk digunakan oleh PERKESO sebagai rujukan untuk melaksanakan proses perolehannya. Siri Libat Urus MPP mengikut zon seluruh Malaysia dari 16 Januari hingga 13 Februari 2017 telah diadakan bagi memberi pencerahan kepada semua anggota PERKESO yang terlibat dengan proses perolehan khususnya berkenaan MPP ini.

SOCSO Procurement Manual Engagement Series (MPP)

The SOCSO Procurement Manual (MPP) was approved by the Board on 2nd December 2016 for its application as reference in the procurement process. A series of MPP engagements were held from 16th January to 13th February 2017 throughout the country, to enlighten all SOCSO staff who are involved in procurement concerning the MPP.



ETGOM
CYRIAX



Kursus Diploma in Modern Orthopaedic Medicine (Cyriax)

Kursus yang pertama kali diadakan di Malaysia ini telah dianjurkan bersama oleh *The European Teaching Group of Orthopaedic Medicine* (ETGOM) dan Pusat Rehabilitasi PERKESO Tun Abdul Razak pada 27 September hingga 4 Oktober 2017. Seramai 20 orang peserta telah menyertai kursus ini.

Diploma in Modern Orthopaedic Medicine (Cyriax) Course

This course which was held for the first time ever in Malaysia from 27th September to 4th October 2017 was jointly organised by the European Teaching Group of Orthopaedic Medicine (ETGOM) and the Tun Abdul Razak SOCSO Rehabilitation Centre. A total of 20 participants attended the course.

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Ministry of Human Resources Public Relations Officer Consolidation Course

This course was held from 7th to 9th December 2017 and was attended by 30 participants from comprising Public Relations Officers from ministries, departments and agencies under the Ministry of Human Resources.

Kursus Pemantapan Pegawai Perhubungan Awam (PRO) KSM

Kursus ini telah diadakan pada 7 - 9 Disember 2017 melibatkan seramai 30 orang yang terdiri daripada Pegawai Perhubungan Awam kementerian, jabatan dan agensi di bawah Kementerian Sumber Manusia (KSM).



Bengkel Pemantapan dan Penambahbaikan Penilaian Perolehan

Bengkel penambahbaikan penilaian perolehan PERKESO telah diadakan pada 27 hingga 30 November 2017 di Vivatel Hotel, Kuala Lumpur. Kehadiran anggota bagi bengkel ini merupakan wakil dari setiap bahagian di Ibu Pejabat yang terlibat secara langsung terhadap penilaian perolehan di PERKESO.

Objektif melaksanakan bengkel adalah menyediakan garis panduan bagi penilaian sebutharga dan tender sebagai rujukan Jawatankuasa Penilaian, meningkatkan kefahaman dan kesedaran peserta kursus, pengetahuan dan teknik yang relevan dalam menguruskan perolehan PERKESO dan meningkatkan kemahiran peserta bengkel melalui pendedahan mendalam mengenai dasar, peraturan dan pekeliling yang ditetapkan oleh PERKESO mahupun Kerajaan.

Procurement Evaluation Consolidation and Improvement Workshop

This workshop was held from 27th to 30th November 2017 at the Vivatel Hotel in Kuala Lumpur. Workshop participants comprise representatives from each division of the Headquarters who are directly involved in evaluation of procurement in SOCSO.

The objective of this workshop is to prepare a set of guidelines for the evaluation of quotations and tenders as reference for the Evaluation Committee. It was also aimed at increasing the understanding and awareness of course participants, the relevant knowledge and technique in managing SOCSO's procurement, and improving the skills of participants through in-depth exposure on policies, regulations and circulars issued by SOCSO as well as the Government.

“Train The Trainer” Sistem Perolehan PERKESO (SPP)

PERKESO telah membangunkan sistem perolehan elektronik dengan kerjasama dari Syarikat Commerce Dot Com Sdn Bhd (CDC) bermula bulan Mei 2017. Sistem perolehan elektronik PERKESO yang dinamakan sebagai Sistem Perolehan PERKESO ini telah “go live” pada 23 Oktober 2017. Sesi *Train The Trainer* telah diadakan pada 12 hingga 14 Disember 2017 di Tingkat 8, Ibu Pejabat PERKESO yang dihadiri oleh wakil dari semua Bahagian / Pejabat Negeri / Pejabat PERKESO seluruh Malaysia yang terlibat secara langsung dengan proses perolehan PERKESO. Objektif melaksanakan sesi “*Train The Trainer*” Sistem Perolehan PERKESO (SPP) ini adalah untuk memberi latihan dan pemahaman secara terperinci kepada anggota berkenaan proses permohonan perolehan melalui SPP.

SOCSCO Procurement System “Train the Trainer”

SOCSCO began developing an electronic procurement system in collaboration with Syarikat Commerce Dot Com Sdn. Bhd. (CDC) beginning May 2017. The system named SOCSCO Procurement System went “live” on 23rd October 2017. A Train the Trainer session was held from 12th to 14th December 2017 on the 8th Floor, SOCSCO Headquarters, in the presence of representatives of all SOCSCO divisions/state offices/offices nationwide who are directly involved in the organisation’s procurement process. The object of the Train the Trainer session is to provide training and detailed understanding on the procurement process using the new system.

Kursus Pengukuhan Pengurusan Kes Penyakit Khidmat Pegawai PERKESO

Kursus Pengukuhan Pengurusan Kes Penyakit Khidmat Pegawai PERKESO telah diadakan pada 25 dan 26 Oktober 2017 bertempat di pejabat PERKESO Negeri Melaka. Objektif kursus ini adalah untuk meningkatkan kapasiti pegawai-pegawai PERKESO dalam aspek pengetahuan asas penyakit khidmat, kemahiran siasatan dari segi mengenalpasti hazard serta penilaian tahap pendedahan kepada hazard tersebut. Sepanjang tahun 2017, sebanyak 2 kursus *Certified Medical Impairment Assessor (CMIA)* telah diadakan di Sabah dan Johor. Manakala 2 kursus “*Certified Medical Impairment Assessor Refresher*” (CMIA-R) telah diadakan di Melaka dan Kuala Lumpur. Seramai 774 orang doktor telah menghadiri kursus CMIA edisi ke-6 dan 570 doktor bagi kursus CMIA-R edisi ke-6.



Occupational Disease Case Management Course for SOCSCO Officers

The Occupational Disease Case Management Course for SOCSCO Officers was held at the Melaka SOCSCO Office on 25th and 26th October 2017. The objective of the course is to enhance the capacity of SOCSCO officers in terms of basic knowledge on occupational diseases, investigation skills pertaining to hazard identification as well as evaluation of exposure level to the said hazard. Throughout 2017, two Certified Medical Impairment Assessor (CMIA) courses were held in Sabah and Johor, and two Certified Medical Impairment Assessor Refresher courses (CMIA-R) courses were held in Melaka and Kuala Lumpur. A total 774 doctors attended the 6th edition of CMIA and 570 doctors attended the 6th edition of CMIA-R.

MODAL INSAN DAN PERKONGSIAN ILMU

Human Capital and Knowledge Sharing

Kursus *Train The Trainer* **INSPIRE**

Kursus diadakan pada 9 - 12 Oktober 2017 di De Palma Hotel Ampang, Selangor bertujuan melatih dan memastikan kemahiran kepada *Trainer System* iaitu *Train The Trainer* sebelum sistem dilaksanakan sepenuhnya di seluruh Malaysia pada 20 November 2017.

INSPIRE Train the Trainer Course

The course was held from 9th to 12th October at the De Palma Hotel in Ampang, Selangor, to train and equip all officers with the knowledge and skill to train users in their respective branches prior to the nationwide launch of INSPIRE on 20th November 2017.



Pelancaran Pelan Strategik AKRAB KSM 2017-2020 dan Buku Kit Budaya 1 KSM

(Kenal Salam Mesra)

Unit Psikologi PERKESO telah diberikan penghargaan oleh Kementerian Sumber Manusia (KSM) melalui Unit Pengurusan Psikologi, KSM untuk bersama-sama merancang dan melaksanakan Pelan Strategik AKRAB Kementerian Sumber Manusia. Pelan Strategik ini telah dilancarkan dalam satu majlis Seminar Dwi Tahunan AKRAB Kementerian Sumber Manusia pada bulan September yang lalu. Seminar AKRAB KSM telah diadakan pada 11 dan 12 September 2017 di CIAST Shah Alam. Dalam program tersebut, KIT Budaya Penyayang 1KSM dan Pelan Strategik 2017 - 2020 AKRAB KSM telah dilancarkan oleh YBhg. Dato' KSU KSM. Majlis ini turut dihadiri oleh YBhg. Dato' Sri Ketua Eksekutif PERKESO dan semua ketua jabatan/agensi di bawah Kementerian Sumber Manusia. Unit Psikologi dan AKRAB PERKESO juga telah diberikan penghormatan apabila dilantik sebagai jurulatih program latihan pembudayaan 1KSM (Kenal Salam Mesra) yang akan dijalankan kepada semua warga KSM dan agensi di bawahnya pada tahun 2018.

Launch of AKRAB KSM Strategic Plan 2017-2020 and 1KSM Culture Kit

(Kenal Salam Mesra)

SOCISO's Psychology Unit was given the honour by the Ministry of Human Resources through its Psychological Management Unit, to jointly plan and implement the Ministry of Human Resources AKRAB Strategic Plan. The Strategic Plan was launched during the Biannual AKRAB Seminar held on 11th and 12th September 2017 at CIAST, Shah Alam. During the programme, the 1KSM Culture Kit and AKRAB KSM Strategic Plan 2017-2020 were officially launched by the Secretary General of the Ministry of Human Resources. The event was graced by the Chief Executive of SOCISO as well as all heads of departments/agencies under the Ministry of Human Resources. The Psychology Unit and AKRAB were also honoured with the appointment as trainers for the 1KSM enculturation training programme to be held for all Ministry staff and agencies thereunder in 2018.

Persidangan Psikologi Modal Insan dan Karnival Pekerjaan PERKESO

Persidangan Psikologi Modal Insan 2017 peringkat kebangsaan dengan tema "Sejahtera Negeraku Malaysia" telah dirasmikan oleh YAB Timbalan Perdana Menteri Malaysia di Pusat Konvensyen Antarabangsa Putrajaya (PICC) pada 9 Oktober 2017.

Di antara objektif persidangan ini adalah mewujudkan keharmonian modal insan negara yang mengukuhkan kesejahteraan rakyat dan memupuk serta membentuk nilai baharu dan set minda dinamik yang menyokong teras aspirasi pembangunan negara.



Human Capital Psychology Conference and SOCSO Job Carnival

The national level Human Capital Psychology Conference 2017, with the theme "Sejahtera Negeraku Malaysia" was officiated by YAB Deputy Prime Minister of Malaysia at the Putrajaya International Convention Centre on 9th October 2017.

Among the objectives of the conference was to create a harmonious national human capital that consolidates the wellbeing of the people and to promote as well as formulate new values and dynamic mindsets that support the core of the country's development aspirations.



MODAL INSAN DAN PERKONGSIAN ILMU

Human Capital and Knowledge Sharing



Persidangan ini merupakan persidangan yang julung kali diadakan. Penyertaan adalah dari sektor perkhidmatan awam dan agensi swasta dengan penglibatan hampir 7 ribu orang peserta persidangan dan pengunjung karnival. Persidangan Psikologi Modal Insan ini merupakan kolaborasi strategik (NBOS) di antara Jabatan Perkhidmatan Awam, PERKESO, MTUC, CUEPACS dan Majlis Akrab Kebangsaan. PERKESO turut memberikan 5 Anugerah kepada majikan yang PRIHATIN dalam persidangan ini. Anugerah disampaikan oleh YAB Timbalan Perdana Menteri dan turut disaksikan oleh YBhg. Tan Sri Dato' Sri Dr Aseh Che Mat, Pengerusi Lembaga PERKESO dan YBhg. Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed, Ketua Eksekutif PERKESO.

Beberapa tokoh psikologi dan pakar motivasi turut terlibat dalam pengisian persidangan di antaranya adalah YBhg Tan Sri Zainal Rahim Seman (Ketua Pengarah Perkhidmatan Awam), YBhg. Tan Sri Nordin Kardi (Felo Kehormat Persatuan Kaunseling Malaysia), YBhg. Dato' Dr Hj Fadzilah Kamsah (Pakar Motivasi), YBhg. Dato' Dr. Ismail Alias (Mantan Timbalan Ketua Pengarah Perkhidmatan Awam). Selain daripada persidangan, Karnival Pekerjaan dan Kaunseling Kerjaya menjadi tarikan utama para pencari kerja, golongan OKU dan para graduan. Lebih 30 majikan terlibat dengan peluang pekerjaan yang disediakan mencecah 3,000 jawatan kosong.

The first ever conference of its kind received participation from the public sector and private agencies, with the involvement of almost 7000 conference participants and carnival visitors. This Human Capital Psychology Conference is a strategic collaboration (NBOS) between the Public Service Department, SOCSO, MTUC, CUEPACS and *Majlis Akrab Kebangsaan*. SOCSO also awarded 5 awards to employers who are PRIHATIN during the conference. The awards were presented by the Deputy Prime Minister, witnessed by YBhg Tan Sri Dato' Sri Dr Aseh Che Mat, Chairman of SOCSO's Board and YBhg Dato' Sri Dr Mohammed Azman bin Dato' Aziz Mohammed, Chief Executive of SOCSO.

Several psychological and motivational experts were also involved in the conference, among others, YBhg Tan Sri Zainal Rahim Seman (Director General of Public Service), YBhg Tan Sri Nordin Kardi (Honorary Fellow of the Malaysian Counselling Association), YBhg Dato' Dr Hj Fadzilah Kamsah (Motivational Expert) and YBhg Dato' Dr Ismail Alias (former Deputy Director General of Public Service). In addition to the conference, a Job and Career Counselling Carnival became the main draw for job seekers, disabled persons as well as graduates. More than 30 employers were involved with approximately 3,000 vacant positions being on offer.

Program Kesejahteraan Kesehatan / Wellness Program

Pengurusan PERKESO berkeyakinan bahawa kecekapan dan produktiviti anggota boleh ditingkatkan menerusi perubahan gaya hidup sihat berlandaskan aktiviti fizikal, emosional dan sosial dalam kalangan anggota. Sehubungan dengan itu, aktiviti Kesejahteraan Kesehatan telah ditetapkan sebagai *Key Performance Indicator* (KPI) yang diukur keberhasilan dan keberkesannya menerusi empat (4) indikator berikut:

- i. Memastikan penilaian anggota terhadap program Kembara S4P dan Kesedaran *Wellness* adalah pada tahap skala *likert* 6.5 (Baik). Pencapaian KPI untuk tahun 2017 adalah di tahap cemerlang iaitu 7.78.
- ii. Memastikan jumlah anggota yang diperaku tidak menerima Cuti Sakit Tahunan adalah pada kadar 43% daripada jumlah anggota. Pencapaian KPI untuk tahun 2017 adalah di tahap cemerlang iaitu 49%.
- iii. Memastikan analisa pemeriksaan kesihatan anggota dan kertas program berdasarkan maklumat Profil Kesihatan Anggota disediakan pada bulan September 2017. Pencapaian KPI untuk tahun 2017 adalah di tahap cemerlang.
- iv. Memastikan kajian tahap pengurusan tekanan anggota diselesaikan pada bulan Oktober 2017. Pencapaian KPI untuk tahun 2017 adalah di tahap baik kerana dokumen kajian telah disiapkan pada bulan Oktober 2017.

Health Wellness Programme

SOCSO' management is confident the staff efficiency and productivity can be improved through healthy lifestyle changes based on physical, emotional and social elements in one's life. In relation thereto, the Wellness Programme was stipulated as a Key Performance Indicator (KPI) for which results and effectiveness are measured against the four (4) indicators below:

- i. Ensuring staff evaluation of the Kembara S4P and Wellness Awareness Programmes is at 6.5 (Good) on the Likert Scale. The 2017 KPI is at excellent level (7.78).
- ii. Ensuring the number of staff who have not taken Annual Medical Leave is at the rate of 43%. The 2017 KPI is at excellent level (49%).
- iii. Ensuring the staff wellness examination analysis and programme paper based on the Staff Health Profile are prepared in September 2017. The 2017 KPI is at excellent level.
- iv. Ensuring the staff stress management level study is completed by October 2017. The 2017 KPI is at good level as the study papers were completed in October 2017.

MODAL INSAN DAN PERKONGSIAN ILMU

Human Capital and Knowledge Sharing



Pelancaran *Activ@Work Challenge 2017*

PERKESO komited untuk memastikan semua anggotanya dapat menikmati tahap kesejahteraan yang membolehkan mereka hidup sihat, bahagia dan produktif. PERKESO mewujudkan Program *Wellness* untuk meningkatkan dan mengoptimumkan kesedaran terhadap kepentingan kesihatan dan gaya hidup sihat dalam kalangan anggotanya di samping mewujudkan persekitaran kerja yang lebih selamat.

Jawatankuasa Kerja Program *Wellness* PERKESO dan Jawatankuasa Keselamatan dan Kesihatan Pekerjaan PERKESO telah menganjurkan Program PERKESO *Wellness Day Towards A Healthy Life* pada 17 Ogos 2017 (Khamis) di Dewan Intan, Tingkat 8, Menara PERKESO. Aktiviti yang telah dijalankan termasuklah:

- i. Pelancaran *Activ@Work Challenge 2017* Peringkat PERKESO
- ii. Taklimat mengenai PERKESO *Activ@Work Challenge 2017*
- iii. Ceramah Kesihatan

Launch of SOCSO *Activ@ Work Challenge 2017*

SOCSO is committed in ensuring that all of its staff enjoy a level of wellbeing that enables them to lead healthy, happy and productive lives. SOCSO introduced the Wellness Programme to increase and optimise awareness on the importance of health and healthy lifestyle among its staff, in addition to creating a safer working environment.

The SOCSO Wellness Programme Working Committee and SOCSO Occupational Safety and Health Committee organised the Wellness Day Towards A Healthy Life programme held on 17th August 2017 at Dewan Intan, Tingkat 8, Menara PERKESO. Among the activities carried out included:

- i. Launch of SOCSO Level *Activ@Work Challenge 2017*
- ii. Briefing on the SOCSO *Activ@Work Challenge 2017*
- iii. Health Talk

Program Wellness PERKESO

PERKESO telah mewajibkan penglibatan aktiviti *BOOKDOC* kepada anggota PERKESO sebagai aktiviti program *wellness* yang diambil kira dalam pemarkahan Sistem Saraan Baru PERKESO. Penglibatan aktiviti *BOOKDOC* ini mengambil masa selama 2 bulan bermula bulan Oktober 2017 dan berakhir bulan November 2017. Program ini telah disertai oleh anggota PERKESO seramai 2,197 anggota dan seramai 65 anggota memperolehi pingat Emas (melebihi 10,000 langkah sebulan), 270 anggota memperolehi pingat perak (melebihi 6000 langkah sebulan) dan 270 anggota memperolehi pingat gangsa (melebihi 3000 langkah sebulan).

SOCISO Wellness Programme

SOCISO has made participation in the *BOOKDOC* activity compulsory for all its staff as part of the wellness activity that will be taken into account in SOCISO's New Remuneration System marking. Participation in the *BOOKDOC* activity spans a period of 2 months from October 2017 to November 2017. 2,197 SOCISO staff participated in the programme, 65 of whom obtained gold medals (exceeding 10,000 steps a month). 270 staff achieved silver medals (exceeding 6,000 steps a month) and 270 staff achieved bronze medals (exceeding 5,000 steps a month).



BULAN Month	BILANGAN ANGGOTA Number of Members	Gold Tier	Silver Tier	Bronze Tier	No Tier
OKTOBER October	2,077	44	232	921	880
NOVEMBER November	2,197	65	270	1,085	777

MODAL INSAN DAN PERKONGSIAN ILMU

Human Capital and Knowledge Sharing

Lawatan Penanda Aras

Lawatan penanda aras ke agensi-agensi dalam negara yang mempunyai amalan teras perkhidmatan setanding atau sumber manusia telah dilaksanakan pada tahun 2017. Objektif utama lawatan penanda aras ini adalah untuk mendapatkan input mengenai amalan-amalan terbaik yang dilaksanakan oleh agensi-agensi berkenaan untuk dicontohi bagi meningkatkan prestasi pengurusan sumber manusia PERKESO. Agensi-agensi yang telah dilawati termasuklah:

- › Agensi Kaunseling dan Pengurusan Kredit (AKPK) pada 27 Januari 2017
- › Pusat Pungutan Zakat (PPZ) pada 2 Februari 2017
- › Institut Tadbiran Negara (INTAN) pada 7 Februari 2017
- › Perbadanan Stadium Malaysia pada 12 Mei 2017
- › Kumpulan Wang Simpanan Pekerja (KWSP) pada 28 September 2017

Benchmarking Visits

Benchmarking visits to agencies in the country having comparable services core practices or human resources were undertaken in 2017. The main objective of such visits is to obtain input on the best practices adopted by the relevant agencies to be followed by SOCSO in order to improve the performance of its human resource management. The agencies visited included:

- › Credit Counselling and Management Agency (AKPK) on 27th January 2017
- › Zakat Collection Centre (PPZ) on 2nd February 2017
- › National Institute of Public Administration (INTAN) on 7th February 2017
- › Malaysian Stadium Corporation on 12th May 2017
- › Employees Provident Fund (EPF) on 28th September 2017

Program Kesejahteraan Holistik Kesihatan Fizikal, Emosional dan *Spiritual* (Senyum, Sapa, Salam, Santun) Love NLP (Neuro Linguistik Program)

Program Kesejahteraan Holistik Kesihatan Fizikal, Emosional dan *Spiritual* (Senyum, Sapa, Salam, Santun) *love NLP* (Neuro Linguistik Program) Nilai-nilai S4P (Senyum, Sapa, Salam, Santun) telah dipilih dan dijadikan sebagai suatu program pembudayaan nilai yang bersifat jangka panjang di PERKESO. Menerusi program S4P *love NLP*, anggota PERKESO dilatih secara teori dan amali dengan merujuk Buku Kit S4P. Susunan aktiviti ini disusun secara konsisten merujuk amalan secara harian, mingguan, bulanan, tahunan dan sekali dalam perkhidmatan. Justeru itu, pendekatan Neuro Linguistik Program (NLP) telah digunakan dalam usaha memastikan usaha membudayakan amalan S4P ini terlaksana. Program ini telah dijalankan serentak dengan program Integriti di 3 buah lokasi yang berbeza pada tahun 2017 yang lalu kepada anggota PERKESO.

Physical, Emotional and Spiritual Holistic Wellbeing (Senyum, Sapa, Salam, Santun) Love NLP (Neuro Linguistic Programme)

The Physical, Emotional and Spiritual Wellbeing (Senyum, Sapa, Salam, Santun) *love NLP* Programme was chosen to be the programme for long-term enculturation of values at SOCSO. Through the S4P *love NLP* programme, SOCSO staff are given theoretical and practical training by referring to the S4P Kit. Consistently arranged activities refer to daily, weekly, monthly, annual and once-off practices in service. Hence, the Neuro Linguistic Programme (NLP) approach is used in the effort to ensure the enculturation of S4P practices. This programme was carried out simultaneously with the integrity programme at three different locations in 2017.



Pencalonan Ikon S4P dan Sambutan Ulang Tahun Kedua S4P

Pemilihan IKON S4P adalah selaras dengan keputusan jawatankuasa AKRAB menerusi perakuan Dato' Sri Ketua Eksekutif yang merupakan sebahagian daripada aktiviti bulanan bertujuan mengimarahkan budaya S4P dalam kalangan warga PERKESO. Sambutan ulang tahun kedua S4P telah diadakan pada 22 Mei 2017 di Menara PERKESO.

Pada tahun 2017, sebanyak 12 orang IKON S4P telah dilantik dan secara keseluruhannya seramai 22 anggota telah pun dilantik sebagai ikon S4P sejak tahun 2015. Pelantikan mereka adalah berdasarkan amalan-amalan S4P yang melibatkan Amalan Senyum, Sapa, Salam dan Santun sama ada terhadap pelanggan luaran mahupun pelanggan dalaman dalam urusan harian mereka.

Nomination of S4P Icon and S4P Second Anniversary Celebration

The selection of S4P Icons is in line with the declaration by AKRAB committee that it is part of the monthly activities designed to promote S4P culture among SOCSO staff. S4P's second anniversary celebrations were held on 22nd May 2017 at Menara PERKESO.

In 2017, a total of 12 S4P Icons were appointed, bringing the grand total of icons appointed since S4P's inception in 2015 to 22. The appointment of these icons were made based on the S4P practices (*Senyum, Sapa, Salam, Santun*), be it with external or internal clients, in their daily duties.

MODAL INSAN DAN PERKONGSIAN ILMU

Human Capital and Knowledge Sharing



Program Kesejahteraan Emosi

Program Kesejahteraan Emosi adalah merupakan program khusus yang dikelolakan oleh Unit Psikologi PERKESO kepada anggota Ibu Pejabat di bangunan Menara PERKESO. Ianya dijalankan sepanjang tahun bermula pada bulan Februari 2017 – Oktober 2017. Pelbagai penceramah yang berlatarbelakang berbeza telah di jemput untuk memberikan perkongsian tentang ilmu psikologi dan kaunseling serta motivasi. Di antara topik-topik yang disajikan adalah "Rhythm Wellness – Drum Circle" Oleh Encik Haiqal Hermanshah Rahman, Grafologi – Kaedah Mengenal Diri Melalui Analisa Tulisan Tangan oleh Dr Azura Hashim, Rumahtangga Vs Kerjaya Oleh Tuan Syamsul Debat, Komunikasi Keibubapaan, First Aid Hati dan Kaedah Penyucian Jiwa Melalui Terapi Asmaul Husna.

Emotional Wellbeing Programme

The Emotional Wellbeing Programme is a programme specifically run by SOCSO's Psychology Unit for staff of the Headquarters in Menara PERKESO. The programme is held throughout the year, from February 2017 to October 2017. Various speakers from different backgrounds were invited to share their knowledge on psychology, counselling as well as motivation. Among the topics discussed included "Rhythm Wellness – Drum Circle" by Encik Haiqal Hermanshah Rahman, Graphology – Method of Self-Identification through Handwriting Analysis by Dr Azura Hashim, Marriage vs Career by Tuan Syamsul Debat, Parenting Communication, First Aid of the Heart and Soul Cleansing Through *Asmaul Husna*.

Sesi Perkongsian Maklumat Bersama Kumpulan Wang Persaraan Diperbadankan (KWAP)

Lawatan PERKESO ke KWAP telah diadakan pada 16 November 2017 bertempat di Bahagian Perkhidmatan Pencen, Ibu Pejabat KWAP di Cyberjaya. Mesyuarat ini telah dipengerusikan oleh Encik Md Saffi bin Nadzir, Pengarah Kanan Jabatan Perkhidmatan Persaraan dan turut dihadiri oleh pegawai kanan dari KWAP. Tujuan lawatan adalah bagi mendapatkan gambaran berkaitan perkhidmatan pembayaran pencen yang disediakan oleh KWAP, pengendalian, tatacara, urus tadbir, kaedah-kaedah serta pendekatan pembayaran pencen yang dilaksanakan oleh pihak KWAP.

Selain itu, melalui sesi perkongsian ilmu ini, PERKESO berpeluang berkongsi isu dan bertukar pandangan berhubung proses pembayaran faedah dan pungutan balik lebih bayaran bagi menambahbaik proses sedia ada dengan mengambil kira amalan terbaik pembayaran pencen oleh KWAP dan pada masa yang sama meningkatkan kualiti perkhidmatan kepada pelanggan PERKESO.

Knowledge Sharing Visit to Retirement Fund Incorporated (KWAP)

A visit to KWAP was undertaken by SOCSO on 16th November at its Pension Services Division, KWAP Headquarters, Cyberjaya. The meeting was chaired by Encik Md Saffi bin Nadzir, Senior Director of the Retirement Services Department and was attended by senior officers of KWAP. The purpose of this visit was to obtain an overview of KWAP's pension payment services which involve implementation, procedures, governance, as well as methods and approaches adopted by KWAP.

In addition, during the knowledge sharing session, SOCSO had the opportunity to address its issues and exchange ideas on benefit payment processes and the recovery of benefit overpayment so that its existing processes could be improved by taking into account the best practices adopted by KWAP while at the same time enhancing the quality of its service delivery to stakeholders.



MODAL INSAN DAN PERKONGSIAN ILMU

Human Capital and Knowledge Sharing



Kunjungan Hormat PERKESO ke Pejabat Ketua Audit Negara

Delegasi PERKESO yang diketuai oleh Ketua Eksekutif telah mengadakan kunjungan hormat ke pejabat Ketua Audit Negara pada 11 Oktober 2017. Kunjungan hormat terbabit dilaksanakan bagi menunjukkan tanda hormat dan tahniah PERKESO di atas pelantikan Tan Sri Dr. Madinah binti Mohamad sebagai Ketua Audit Negara yang baharu di pejabat Jabatan Audit Negara. Semasa kunjungan tersebut, PERKESO telah mengambil peluang untuk merakamkan penghargaan kepada Ketua Audit Negara di atas pengurniaan Sijil Audit Bersih kepada PERKESO terhadap penyata kewangannya bagi tahun berakhir pada 31 Disember 2016. Selain itu, PERKESO juga telah mengambil peluang dengan memberi taklimat ringkas kepada Ketua Audit Negara berkenaan status pembangunan ICT "core system" yang baharu dan langkah-langkah yang wajar yang diambil PERKESO bagi menangani isu-isu pengauditan yang dikemukakan oleh Jabatan Audit Negara ketika pengauditan bagi tahun kewangan 2016.

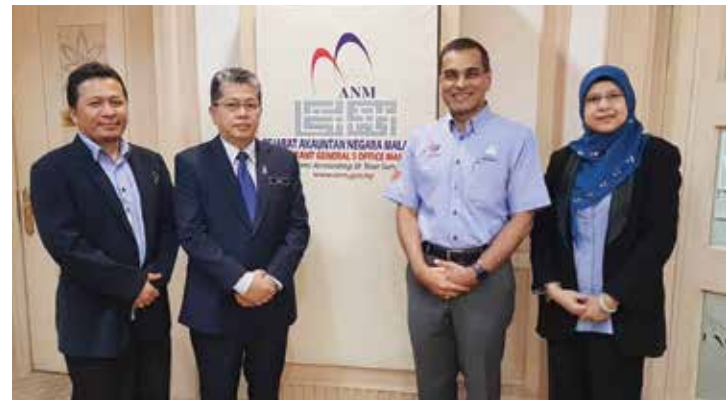
SOCISO's Courtesy Visit to the Office of the Auditor General

A delegation from SOCISO led by its Chief Executive paid a courtesy visit to the office of the Auditor General on 11th October 2017. The visit was undertaken to express SOCISO's respect and congratulations to Tan Sri Dr Madinah binti Mohamad on her recent appointment as the new Auditor General. During the visit, SOCISO took the opportunity to extend its highest appreciation to the Auditor General for the award of Unqualified Audit Certificate to SOCISO for its financial statement for the year ending 31st December 2016. In addition, SOCISO also took the opportunity to brief the Auditor General on the status of development of its new ICT core system and the appropriate measures undertaken to mitigate related audit issues highlighted by the National Audit Department during the course of their financial audit in 2016.

Lawatan Ketua Eksekutif PERKESO ke Pejabat Akauntan Negara

Delegasi PERKESO yang diketuai oleh Ketua Eksekutifnya telah mengadakan kunjungan kerja ke pejabat Akauntan Negara pada 14 Disember 2017. Dalam pertemuan bersama Akauntan Negara, Datuk Saat bin Esa, pihak Jabatan Akauntan Negara telah dimaklumkan mengenai pemakaian awal regim perakaunan baharu, *Malaysian Public Accounting Standards (MPSAS)* oleh PERKESO bermula tahun 2016. Inisiatif ini adalah selaras dengan saranan Kementerian Kewangan Malaysia agar semua Badan-Badan Berkanun Persekutuan menerima pakai MPSAS menjelang 2020.

Selain itu, PERKESO juga telah mengambil peluang bagi membincangkan mengenai implikasi pemakaian MPSAS ini terhadap kedudukan dan pelaporan kewangan PERKESO serta kesannya terhadap pelaksanaan dasar kerajaan oleh PERKESO bagi kepentingan umum khususnya dalam penyediaan manfaat perlindungan keselamatan sosial kepada golongan pekerja di negara ini.



SOCISO's Chief Executive's Visit to the Office of the Accountant General

A delegation from SOCISO led by its Chief Executive made a working visit to the office of the Accountant General on 14th December 2017. During the meeting with Datuk Saat bin Esa, the Accountant General, the office of the Accountant General was informed of SOCISO's early adoption of the Malaysian Public Accounting Standards (MPSAS) in 2016. This initiative is taken in view of the recommendation by the Ministry of Finance that requires all Federal Statutory Bodies to adopt MPSAS by 2020.

In addition, SOCISO also took the opportunity to discuss with the Accountant General's office on the implication of adopting MPSAS to its financial standing and reporting, as well as the impact on SOCISO's execution of government policies in the general interest, specifically with respect to the provision of social security protection to workers in the country.

PERHUBUNGAN ANTARABANGSA International Relations

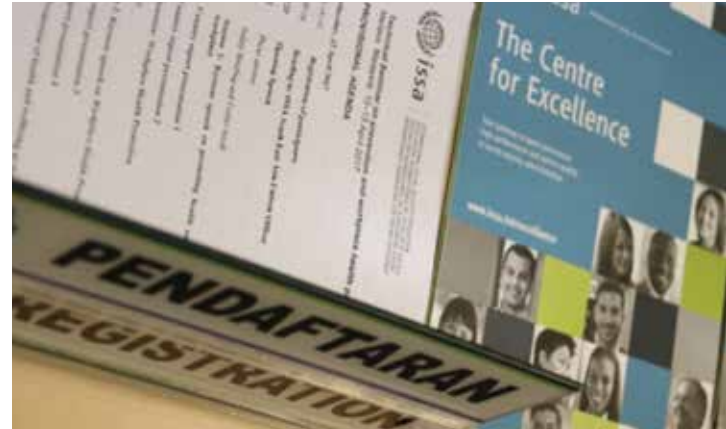


Pejabat Perhubungan ISSA Untuk Asia Tenggara

Sejak tahun 2013, PERKESO telah dilantik sebagai tuan rumah bagi Pejabat Perhubungan ISSA di Asia Tenggara. Pejabat Perhubungan ISSA di Asia Tenggara berperanan untuk memberi bantuan kepada anggota organisasi ISSA dan bekerjasama dengan organisasi keselamatan sosial di Brunei Darussalam, Kemboja, Indonesia, Republik Demokratik Rakyat Laos, Malaysia, Myanmar, Filipina, Singapura, Thailand dan Vietnam. Selaras dengan pendekatan ini, seminar teknikal telah dianjurkan dengan pendekatan dan fokus utama dalam menganjurkan seminar teknikal skala kecil dan menyediakan platform bagi perkongsian pengetahuan dalam kalangan negara-negara di rantau ini.

ISSA Liaison Office for South East Asia

SOCISO has been hosting the ISSA Liaison Office for South East Asia since 2013. The ISSA Liaison Office for South East Asia provides assistance to ISSA member organisations and works together with social security organisations in Brunei Darussalam, Cambodia, Indonesia, the Lao People's Democratic Republic, Malaysia, the Philippines, Singapore, Thailand and Vietnam. The main approach is organisation of small scale and focused technical seminars to provide platforms for knowledge sharing among countries in the region.



Seminar Teknikal ISSA Mengenai Pencegahan dan Promosi Kesihatan Tempat Kerja

Pejabat Penyelaras ISSA *South East Asia* telah bekerjasama dengan Pertubuhan Keselamatan Sosial Malaysia mengadakan Seminar Teknik Pencegahan dan Promosi Kesihatan Tempat Kerja di Pusat Rehabilitasi Tun Abdul Razak Melaka, Malaysia dari 12 - 13 April 2017. Penceramah utama adalah Sim Beng Khoon dari Lembaga Promosi Kesihatan (Singapura), Dr Edrin Nazri Abdul Rasib dari Pertubuhan Keselamatan Sosial (Malaysia) dan Dr Hafez Hussain dari Pusat Rehabilitasi PERKESO Tun Abdul Razak, (Melaka).

Terdapat juga empat laporan negara yang disampaikan oleh BPJS Ketenagakerjaan Indonesia, Pertubuhan Keselamatan Sosial Malaysia, Pejabat Keselamatan Sosial Thailand dan Kementerian Kesihatan Malaysia. Peserta yang menghadiri seminar membincangkan isu-isu umum yang menyentuh tentang agenda promosi pencegahan dan kesihatan di tempat kerja dalam negara mereka. Seminar ini berfungsi sebagai tempat untuk berkongsi idea, manfaat, cabaran, dan pengalaman dalam membangunkan dan mengembangkan promosi kesihatan di tempat kerja. Perbincangan dan kertas kerja yang dibentangkan dalam seminar adalah pemahaman pencegahan dan promosi kesihatan di tempat kerja pada masa kini.

ISSA Technical Seminar of Prevention and Workplace Health Promotion

The ISSA South East Asia Liaison Office, together with the Corporate Planning Division of SOCSO, held a Technical Seminar on Prevention and Workplace Health Promotion at the Tun Razak Rehabilitation Centre in Melaka from 12th to 13th April 2017. The keynote speakers are Sim Beng Khoon from the Health Promotion Board, Singapore, Dr Edrin Nazri Abdul Rasib from SOCSO and Dr Hafez Hussain from the Tun Razak Rehabilitation Centre, Melaka.

A total of four country reports were presented by BPJS Ketenagakerjaan Indonesia, SOCSO Malaysia, Social Security Office, Thailand and the Ministry of Health Malaysia respectively. Seminar participants discussed common issues affecting the prevention and workplace health promotion agenda in their countries. The seminar served as a venue for sharing of ideas, benefits, challenges and experiences in developing and expanding workplace health promotion. Discussions and papers presented at the seminar increased the current understanding of prevention and workplace health promotion.

LAWATAN DELEGASI DALAM DAN LUAR NEGARA

Visit by Domestic and Foreign Delegation



Lawatan Delegasi dari Kementerian Buruh dan Pekerjaan, Bangladesh

Seramai 19 orang pegawai daripada Kementerian Buruh dan Pekerjaan, Bangladesh telah mengadakan lawatan ke PERKESO pada 31 Januari dan 2 Februari 2017 untuk mempelajari kaedah pentadbiran skim bencana pekerjaan dan pemulihan serta RTW. Sesi perkongsian ilmu telah diadakan di Ibu Pejabat PERKESO. Taklimat disampaikan oleh pegawai PERKESO. Selain itu delegasi ini juga telah melawat Kaunter Utama, Ibu Pejabat PERKESO. Menteri Buruh dan Pekerjaan Bangladesh juga turut mengadakan kunjungan kehormat kepada Pengerusi Lembaga PERKESO dan Ketua Eksekutif PERKESO pada 2 Februari 2017 di Ibu Pejabat PERKESO.

Visit by Delegation from the Ministry of Labour and Employment, Bangladesh

A total of 19 officers from the Ministry of Labour and Employment Bangladesh undertook a visit to SOCSO on 31st January and 2nd February 2017 to learn about the administration of the employment injury scheme and rehabilitation as well as RTW. A knowledge sharing session was held at SOCSO Headquarters. A briefing was delivered by an officer of SOCSO. The delegation also visited the Main Counter of SOCSO Headquarters. The Minister of Labour and Employment Bangladesh also paid courtesy visits to the Chairman and Chief Executive on SOCSO on 2nd February 2017 at the SOCSO Headquarters.

Lawatan Delegasi dari *International Labour Organisation (ILO), Geneva*

Tiga orang pakar dari *International Labour Organisation (ILO)* dalam bidang *Labour Inspection / Administration* mengadakan satu lawatan kerja ke PERKESO pada 31 Mac 2017 untuk mendapatkan pandangan, ulasan dan cadangan dari *stakeholders* berkaitan panambahbaikan sistem pemeriksaan buruh dan *labour law reform*. Taklimat ringkas berkaitan pemeriksaan dan penguatkuasaan di PERKESO telah disampaikan oleh pegawai PERKESO. Perbincangan juga diadakan antara pegawai PERKESO dan wakil dari ILO berkaitan sistem-sistem yang membantu aktiviti penguatkuasaan.

Visit by Delegation from the International Labour Organisation (ILO), Geneva

Three experts in the field of Labour Inspection/Administration from the International Labour Organisation (ILO) conducted a working visit to SOCSO on 31st March 2017 to obtain views, comments and recommendations from stakeholders on the improvement to the labour inspection system and labour law reforms. A short briefing on inspection and enforcement at SOCSO was given by an officer of SOCSO. A discussion took place between SOCSO Officers and the delegates on the systems that aid enforcement activities.



LAWATAN DELEGASI DALAM DAN LUAR NEGARA
Visit by Domestic and Foreign Delegation



**Lawatan Pakar dari
International Labour Organisation (ILO)**

Satu perbincangan arah kerjasama teknikal (*technical cooperation*) telah diadakan antara PERKESO dengan ILO. Pihak ILO telah diwakili oleh Nuno Cunha (*ILO Specialist on Social Protection (Bangkok)*) dan Ann Santhiago (*ILO National Project Officer, Malaysia*).

Tujuan lawatan ini adalah untuk membincangkan arah kerjasama teknikal dan juga mengadakan sesi perkongsian pengetahuan (*knowledge sharing*) dari pengalaman pihak ILO. Sesi perkongsian pengetahuan meliputi topik Program ILO untuk Negara, Malaysia (2018 - 2020), Skim Bencana Pekerjaan, Sistem Insurans Pekerjaan dan Skim Perlindungan Pekerjaan Sendiri. Lawatan ini telah membuka ruang untuk bekerjasama bagi mencapai kemajuan dalam memperluaskan keselamatan sosial di Malaysia.

Visit by Experts from International Labour Organisation (ILO)

A discussion on technical cooperation was held between SOCSO and ILO. ILO were represented by Nuno Cunha (*ILO Specialist on Social Protection (Bangkok)*) and Ann Santhiago (*ILO National Project Officer, Malaysia*).

The purpose of the visit was to talk about technical cooperation and conduct a knowledge sharing session from ILO's experience. The knowledge sharing session covered topics on ILO Programmes for Malaysia (2018-2020), Employment Injury Scheme, Employment Insurance System and the Self-Employment Protection Scheme. The visit opened up opportunity for cooperation towards achieving progress in expanding social security in Malaysia.

**Lawatan Delegasi dari
Vietnam Social Security (VSS)**

Vietnam Social Security merupakan agensi yang bertanggungjawab untuk melaksanakan polisi insurans sosial dan insurans kesihatan di Vietnam. Untuk memantapkan penguatkuasaan oleh VSS, delegasi ini telah melawat PERKESO pada 15 dan 16 Ogos 2017 untuk belajar dari pengalaman PERKESO dalam bidang penguatkuasaan. Delegasi VSS tersebut telah diberikan taklimat berkenaan penggunaan aplikasi *Nforce Data Center* dalam menyemak pendaftaran majikan dan pekerja serta kaedah yang digunakan dalam mengesan majikan yang tidak berdaftar. Delegasi seramai 8 orang telah diketuai oleh Timbalan Pengarah Penguatkuasaan VSS telah terlibat dalam sesi taklimat dan perbincangan dengan pegawai-pegawai penguatkuasaan.



Visit by Delegation from Vietnam Social Security (VSS)

The Vietnam Social Security is an agency responsible for the implementation of social insurance and health insurance policies in Vietnam. To consolidate its enforcement, the delegation from VSS visited SOCSO on 15th and 16th August 2017, to learn from SOCSO's experience in enforcement. The delegation was briefed on the application of NForce Data Centre in reviewing employer and employee registration as well as on the methods used to trace unregistered employers. The 8-person delegation was led by the Deputy Director of VSS Enforcement who was involved in the briefing and discussions with enforcement officers.

PROGRAM TANGGUNGJAWAB SOSIAL KORPORAT Corporate Social Responsibilities (CSR) Programme



Majlis Sambutan Tahun Baru Cina

PERKESO buat julung kalinya telah mengadakan Majlis Sambutan Tahun Baru Cina di Pejabat PERKESO Negeri Selangor pada 13 Februari 2017. Majlis telah diserikan dengan kehadiran YBhg. Dato' Sri Dr. Mohammed Azman Bin Dato' Aziz Mohammed, Ketua Eksekutif PERKESO bersama Pengurus-pengurus Pejabat PERKESO di Selangor. Tujuan utama majlis ini adalah untuk meraikan dan memberi sumbangan kepada anak yatim dan juga para ibu tunggal.

Seramai 20 orang ibu tunggal dan 20 orang anak yatim piatu bersama 10 orang penerima faedah telah hadir menerima bantuan faedah PERKESO. Turut sama hadir dalam majlis ini adalah wakil-wakil media yang selama ini telah memberikan kerjasama baik dalam mempromosi dan menyalurkan maklumat mengenai aktiviti dan program yang dilaksanakan oleh PERKESO. Melalui program seumpama ini, ianya dapat mengukuhkan lagi imej prihatin PERKESO yang sentiasa peka terhadap kebajikan para penerima faedah dan sentiasa berusaha untuk membantu golongan terbencana disamping dapat merakmatkan perkhidmatan PERKESO kepada masyarakat.

Chinese New Year Celebration

SOCSO for the first time ever organised a Chinese New Year Celebration at its Selangor State Office on 13th February 2017. The event was graced by the presence of YBhg Dato' Sri Dr Mohammed Azman bin Dato' Aziz Mohammed, Chief Executive of SOCSO, together with Managers of SOCSO offices in Selangor. The intention of this event was to celebrate and provide contributions to orphans and single mothers.

A total of 20 single mothers and 20 orphans, as well as 10 benefit recipients were present to receive SOCSO benefits. Also present at the event were media representatives who have always given good cooperation in promoting and channelling information on the activities and programmes conducted by SOCSO. Through programmes such as this, SOCSO's image of being sensitive to the welfare of benefit recipients is further consolidated. SOCSO is also seen as always striving to help the injured. The programme also serves as SOCSO's outreach to the community.

PROGRAM TANGGUNGJAWAB SOSIAL KORPORAT
Corporate Social Responsibilities (CSR) Programme



Majlis Berbuka Puasa PERKESO

Pada 8 Jun 2017, Majlis Berbuka Puasa PERKESO 2017 telah diadakan di Hotel Le Meridien, KL Sentral. Majlis yang merupakan salah satu program *Corporate Social Responsibility* (CSR) PERKESO bertujuan untuk meraikan ibu tunggal dan anak yatim yang terdiri daripada penerima faedah PERKESO yang tinggal di sekitar kawasan Kuala Lumpur dan Petaling Jaya. Seramai 40 orang ibu tunggal dan 40 orang anak yatim telah dijemput hadir. Dalam majlis yang sama, satu sidang akhbar mengenai Peningkatan Kadar Amaun Faedah Pengurusan Mayat dari RM1,500 ke RM2,000 dan Skim Keselamatan Sosial Pekerjaan Sendiri 2017 untuk Pemandu Teksi Yang Bekerja Sendiri telah diadakan bersama YB Timbalan Menteri Sumber Manusia.



SOCSCO Buka Puasa Event

The SOCSCO Buka Puasa Event 2017 was held on 8th June 2017 at the Le Meridien Hotel, KL Sentral. The event is part of SOCSCO's CSR programme with a view to celebrating single mothers and orphans who are SOCSCO benefit recipients living in Kuala Lumpur and Petaling Jaya. A total of 40 single mothers and 40 orphans were invited to the event. During the event, a press conference on the Increase in Funeral Benefit from RM1,500 to RM2,000 and the Self-Employment Social Security Scheme 2017 for Self-Employed Taxi Drivers was held with YB Deputy Minister of Human Resources.

PROGRAM TANGGUNGJAWAB SOSIAL KORPORAT
Corporate Social Responsibilities (CSR) Programme



Program “Memperkasa Jalinan Sosial & Emosi Menerusi Penyucian Harta Zakat Pendapatan”

Program kerjasama AKRAB dengan Majlis Agama Islam Wilayah Persekutuan (MAIWP) dan Lembaga Zakat Selangor (LZS) menerusi pemulangan 12.5% daripada kutipan zakat pendapatan anggota yang membayar zakat di Wilayah Persekutuan dan Selangor. Berasaskan peratusan ini jumlah yang diterima oleh AKRAB PERKESO sebagai sumbangan wakalah yang akan dikembalikan kepada asnaf yang berkecukupan adalah sebanyak RM83,220.41 daripada MAIWP dan RM42,182.29 daripada Lembaga Zakat Selangor.

Program ini adalah sebahagian daripada aktiviti “ON THE JOB TRAINING” iaitu latihan untuk meningkatkan penghayatan rasa PRIHATIN anggota PERKESO kepada penerima faedah. Di samping ia mampu meningkatkan kepercayaan anggota bahawa zakat yang dibayar khususnya zakat pendapatan sememangnya disalurkan kepada asnaf yang berkecukupan. Asnaf fakir miskin yang berkecukupan antaranya anggota PERKESO atau penerima faedah PERKESO yang dikategorikan sebagai fakir atau miskin. Selain itu, Program Fisabilillah yang dianjurkan merupakan aktiviti untuk menegak, mempertahankan dan mendakwahkan agama Islam serta kebajikannya.

Reinforcing Social & Emotional Network Through Zakat

This programme is carried out in collaboration between AKRAB, *Majlis Agama Islam Wilayah Persekutuan (MAIWP)* and *Lembaga Zakat Selangor (LZS)* involving the return of 12.5% of the income *zakat* collection from staff who pay *zakat* in the Federal Territory and Selangor. Based on this percentage, the sum received by SOCSO AKRAB as donation to be distributed to eligible recipients amounted RM83,220.41 from MAIWP and RM42,182.29 from Lembaga Zakat Selangor.

This programme is part of the On the Job Training Programme to enhance the observation of PRIHATIN by SOCSO staff towards benefit recipients. It is also capable of increasing the belief of staff that the zakat paid, especially income zakat, is actually distributed to eligible beneficiaries. The beneficiaries eligible included SOCSO staff or SOCSO benefit recipients who are categorised as poor. In addition, the *Fisabilillah* Programme organised is a programme to uphold, defend and spread the teachings of Islam as well as its welfare.

PROGRAM TANGGUNGJAWAB SOSIAL KORPORAT
Corporate Social Responsibilities (CSR) Programme

Program Amal Merdeka

Program ini adalah merupakan program anjuran AKRAB dan KESPO bersama dengan sekumpulan kelab motosikal PERKESO. Misi CSR ke pusat Seri Tahfiz Al Banna di Bandar Pusat Jengka Pahang bermula pada 23 Ogos di Menara PERKESO. Antara aktiviti diadakan adalah mengecat bangunan tahfiz dan penyampaian sumbangan wang serta barangan keperluan dapur oleh kumpulan konvoi hasil peruntukan daripada wang zakat dan sumbangan dari KESPO serta orang persendirian.

Merdeka Charity Programme

This programme was organised by AKRAB and KESPO together with a group of SOCSO Motorcycle Club members. The CSR mission to *Seri Tahfiz Al Banna* centre in Bandar Pusat Jengka Pahang began on 23rd August 2017 at the Menara PERKESO. Among the activities conducted included the painting of the *tahfiz* buildings and presentation of monetary contributions as well as daily necessities by the convoy using *zakat* and donation allocation from KESPO as well as from private individuals.



Program Corporate Social Responsibility (CSR) Bersama MAIWP

Program *Corporate Social Responsibility* (CSR), Bersama MAIWP telah diadakan pada 14 Mei 2017 bertempat di Madrasah Tahfiz Al-Quran Tuan Guru Haji Abd Ghani, Kampung Seri Kaya Bota Kiri, Perak.

Program yang julung kali diadakan ini mensasarkan keterlibatan anggota PERKESO Ibu Pejabat khususnya agar dapat bersama-sama merasai dan mendalami kepayahan asnaf zakat terutama fakir miskin dan pelajar yang sedang mengikuti pengajian di pusat pengajian / pondok. Program sehari ini, selain mensasarkan penyampaian sumbangan kepada pelajar tahfiz, sumbangan juga turut dibuat kepada golongan fakir miskin sekitar Kampong Seri kaya, Bota Kiri, Perak.

Corporate Social Responsibility Programme with MAIWP

A CSR Programme with MAIWP was held on 14th May 2017 at *Madrasah Tahfiz Al-Quran* Tuan Guru Haji Abd Ghani, Kampung Seri Kaya, Bota Kiri, Perak.

This inaugural programme targeted the involvement of SOCSO headquarters staff particularly so that they can empathise with the difficulties experienced by the less fortunate and the students undergoing studies at the *pondok*. The one-day programme, in addition to presenting donations to the *tahfiz* students, also included presentation of contribution to the less fortunate within the Kampong Seri Kaya, Bota Kiri area.

DIARI KORPORAT
Corporate Diary



Perhimpunan Bulanan KSM 2017

Pada 5 Januari 2017 telah berlangsungnya Perhimpunan Bulanan Kementerian Sumber Malaysia (KSM) 2017 bertempat di Kementerian Sumber Manusia. Majlis ini telah dirasmikan oleh YB Menteri Sumber Manusia. Selain itu, terdapat pemeriksaan kesihatan percuma diberikan kepada warga Kementerian Sumber Malaysia.

Ministry of Human Resources Monthly Assembly 2017

On 5th January 2017 the Ministry of Human Resources Monthly Assembly 2017 was held at the Ministry. The event was officiated by YB Minister of Human Resources. Free health checks were given to staff of the Ministry during the event.

Anugerah Khidmat Cemerlang dan Khidmat Setia

Majlis Anugerah Khidmat Cemerlang dan Anugerah Khidmat Setia 20 dan 25 Tahun telah diadakan pada 19 April 2017 bertempat di Hotel Marriot Putrajaya. Majlis ini dihadiri seramai 400 orang anggota yang melibatkan penerima anugerah dan tetamu jemputan. Tujuan majlis diadakan adalah untuk memberi penghargaan kepada anggota-anggota yang memberi perkhidmatan cemerlang dan yang telah berkhidmat selama 20 dan 25 tahun bersama PERKESO.

Excellent Service and Loyal Service Awards

The Excellent Service and Loyal Service (20 and 25 Years) Award ceremony was held on 19th April 2017 at the Marriot Hotel in Putrajaya. The event was attended by 400 staff including award recipients and invited guests. The purpose of holding such a ceremony was to give recognition to employees who have rendered excellent service and those who have loyally served SOCSO for 20 and 25 years.





PERKESO Run and Ride & Majlis Pra Pelancaran Hari Pekerja 2017

PERKESO *Run and Ride* dan Majlis Pra Pelancaran Hari Pekerja 2017 telah diadakan pada 16 April 2017 bertempat di Dataran DBKL 1, Kuala Lumpur. Program ini telah dirasmikan oleh YB Timbalan Menteri Sumber Manusia dengan penyertaan lebih 5,000 orang peserta. Bagi menyemarakkan Sambutan Hari Pekerja pada 1 Mei 2017, Majlis Pra Pelancaran Hari Pekerja turut diadakan sejurus selepas program *Run and Ride* berlangsung. Selain acara larian dan kayuhan, pelbagai aktiviti lain turut diadakan seperti tarian zumba, cabutan bertuah dan pameran.

SOCSCO Run and Ride and Pre-Launch of Labour Day 2017

The SOCSCO Run and Ride and Pre-Launch of Labour Day 2017 was held on 16th April 2017 at Dataran DBKL 1, Kuala Lumpur. The event was flagged-off by the Deputy Minister of Human Resources with the participation of more than 5,000 people. To enliven the Labour Day Celebrations on 1st May 2017, a Pre-Launch was carried out right after the SOCSCO Run and Ride event. In addition to the running and cycling events, other activities were also held such as Zumba session, lucky draws and exhibitions.

DIARI KORPORAT
Corporate Diary



Sambutan Hari Pekerja 2017

Bertempat di Dewan Perdana Pusat Konvensyen Antarabangsa Putrajaya, Sambutan Hari Pekerja 2017 yang diadakan pada 1 Mei 2017, telah dirasmikan oleh YAB Perdana Menteri Malaysia. Turut memeriahkan sambutan adalah dengan kehadiran YB Menteri Sumber Manusia, serta para tetamu khas. "Pekerja Kreatif Pencetus Inovasi" merupakan tema Hari Pekerja pada kali ini. Sambutan Hari Pekerja diadakan bagi mengiktiraf dan menghargai sumbangan golongan pekerja kepada pembangunan negara selain mengeratkan semangat kerjasama dan permuafakatan secara "tripartisme" antara tiga pihak iaitu Kerajaan, Majikan dan Pekerja.

Labour Day 2017

The Labour Day 2017 celebrations were held on 1st May 2017 at the Dewan Perdana Pusat Konvensyen Antarabangsa Putrajaya. The event was officially opened by YAB Prime Minister of Malaysia. Also present at the celebrations was YB Minister of Human Resources, as well as other special guests. "Creative Workers Catalysts for Innovation" was the theme of this year's Labour Day. Celebrations were held to recognise and appreciate the contributions of workers towards the nation's development, in addition to forge the tripartite spirit of cooperation and togetherness between the Government, Employers and Employees.

Sambutan Bulan Bahasa Kebangsaan dan Membaca PERKESO 2017

Sambutan Bulan Bahasa Kebangsaan diadakan pada Bulan Oktober setiap tahun. PERKESO mengambil peluang untuk bersama-sama menyambut dan mengadakan aktiviti-aktiviti pengisian berteraskan Bahasa dan maklumat kepada semua anggota dengan objektif untuk memperkukuhkan perpaduan bangsa melalui Bahasa Kebangsaan dan Membudayakan Amalan Membaca. Majlis Perasmian telah diadakan pada 27 September 2017 bersama dengan Majlis Perhimpunan Bulan September yang disempurnakan oleh YBhg. Dato' Sri Dr. Mohammed Azman B. Dato' Aziz Mohammed Ketua Eksekutif PERKESO. Majlis Kemuncak Bulan Bahasa Kebangsaan dan Membaca PERKESO telah diadakan untuk menyampaikan hadiah kepada pemenang pada 3 November 2017 di Dewan Intan Tingkat 8, Menara PERKESO.

Satu sesi bicara ilmu bersama penceramah popular tanahair iaitu Dato' Dr. Haji Mohd Fadzilah Kamsah bertajuk 'Komunikasi Berwibawa di Tempat Kerja' ini telah berjaya memberi impak serta tip-tip berguna kepada anggota PERKESO dalam suasana penuh ceria.

SOCISO National Language and Reading Month 2017

The National Language Month is held in October of each year. SOCISO takes the opportunity to join in the celebration by holding language-based activities and disseminating information to all staff with the objective of strengthening racial unity through the National Language and Enculturation of the Reading Habit. A ceremony officiated by YBhg. Dato' Sri Dr Mohammed Azman bin Dato' Aziz, the Chief Executive of SOCISO was held on 27th September 2017 in conjunction with the September Monthly Assembly. The National Language and Reading Month Gala was held to present prizes to winners on 3rd November 2017 at Dewan Intan, Tingkat 8, Menara PERKESO.

An intellectual discourse with the country's popular motivational speaker, Dato' Dr Haji Mohd Fadzilah Kamsah entitled "Komunikasi berwibawa di Tempat Kerja" successfully gave an impact as well as useful tips to SOCISO staff within a lively atmosphere.



Pengurniaan Darjah dan Pingat Kebesaran

Pada tahun 2017, seramai 9 orang anggota telah dianugerahkan darjah dan pingat kebesaran daripada Kerajaan Persekutuan dan Negeri seperti berikut:

Conferring of Awards and Medals

In 2017, a total of 9 SOCSO employees were conferred titles and awards by the Federal and State Governments as shown below:

ANUGERAH Award	PENERIMA Recipient	PEJABAT Office
Darjah Kebesaran Sultan Ahmad Shah Yang Amat Di Mulia Peringkat Pertama Sri Sultan Ahmad Shah Pahang (S.S.A.P.)	Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed	Pejabat Ketua Eksekutif Chief Executive Officer Office
Darjah Seri Melaka (D.S.M.)	Datin Azlaily binti Abd Rahman	Timbalan Ketua Eksekutif (Korporat) Deputy Chief Executive (Corporate)
Kesatria Mangku Negara (K.M.N.)	Mohd Rosdi bin Mat Yasin	Timbalan Ketua Eksekutif (Pengurusan) Deputy Chief Executive (Management)
Ahli Mangku Negara (A.M.N.)	Dzulkifli bin Yaakub	Bahagian Sumber Manusia Human Resources Division
Ahli Mangku Negara (A.M.N.)	Tuan Haji Abu Hurairah @ Al Masri bin Ahmad	Pejabat PERKESO Negeri Pahang SOCSO Pahang State Office
Ahli Mangku Negara (A.M.N.)	Norbiha binti Haron	Bahagian Transformasi & Teknologi Maklumat Transformation & Information Technology Division
Pingat Pangkuan Negara (P.P.N.)	Hajah Hawani binti Yaacob	Bahagian Perundangan Legal Division
Bintang Kebaktian Masyarakat (B.K.M.)	Tuan Hj Azhar bin Md Nadzri	Bahagian Perancangan & Hal Ehwal Korporat Planning & Corporate Affairs Division
Bintang Kebaktian Masyarakat (B.K.M.)	Mohd Khalid bin Salleh	Bahagian Khidmat Pengurusan Management Services Division

PRESTASI KEWANGAN

Financial Performance



10.71%

RM4,954.39

juta / million

JUMLAH HASIL PERKESO

menaik sebanyak RM479.30 juta atau 10.71% kepada RM4,954.39 juta berbanding RM4,475.09 juta pada tahun 2016

SOCSO's TOTAL REVENUE

Increase by RM479.30 million or 10.71% to RM4,954.39 million in comparison with RM4,475.09 million in 2016



5.86%

RM3,859.64

juta / million

JUMLAH BELANJA PERKESO

meningkat sebanyak RM213.57 juta atau 5.86% kepada RM3,859.64 juta berbanding RM3,646.07 juta pada tahun 2016

SOCSO's TOTAL EXPENDITURE

Increased by RM213.57 million or 5.86% to RM3,859.64 million in comparison with RM3,646.07 million in 2016



10.01%

RM569.89

juta / million

BELANJA OPERASI PERKESO

menurun sebanyak RM63.42 juta atau 11.13% kepada RM569.89 juta berbanding RM633.31 juta pada tahun 2016

SOCSO OPERATING EXPENSES

decrease by RM63.42 million or 11.13% to RM569.89 million compared to RM633.31 million in 2016



10.62%

RM3,292.18

juta / million

BELANJA TANGGUNGAN PERKESO

meningkat sebanyak RM316.06 juta atau 10.62% kepada RM3,292.18 juta berbanding RM2,976.12 juta pada tahun 2016, terutamanya berikutan peningkatan dalam bilangan kes-kes tuntutan faedah

SOCSO BENEFITS EXPENSES

Increased by RM316.06 million or 10.62% to RM3,292.18 million compared to RM2,976.12 million in 2016, especially following the increase in benefit claims



32.05%

RM1,094.75

juta / million

LEBIHAN PERKESO

meningkat sebanyak RM265.73 juta atau 32.05% kepada RM1,094.75 juta berbanding RM829.02 juta pada tahun 2016

SOCSO SURPLUS

Increase by RM265.73 million or 32.05% to RM1,094.75 million compared to RM829.02 million in 2016

PENYATA KEWANGAN

Financial Statements



LAPORAN KETUA AUDIT NEGARA
MENGENAI PENYATA KEWANGAN
PERTUBUHAN KESELAMATAN SOSIAL
BAGI TAHUN BERAKHIR 31 DISEMBER 2017

Laporan Mengenai Penyata Kewangan

Pendapat

Saya telah mengaudit Penyata Kewangan Pertubuhan Keselamatan Sosial yang merangkumi Penyata Kedudukan Kewangan pada 31 Disember 2017 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 3 hingga 53.

Pada pendapat saya, penyata kewangan ini memberikan gambaran yang benar dan saksama mengenai kedudukan kewangan Pertubuhan Keselamatan Sosial pada 31 Disember 2017 dan prestasi kewangan serta aliran tunai bagi tahun berakhir pada tarikh tersebut selaras dengan piawaian pelaporan kewangan yang diluluskan di Malaysia dan Akta Keselamatan Sosial Pekerja 1969 (Akta 4).

Asas Kepada Pendapat

Saya telah melaksanakan pengauditan berdasarkan Akta Audit 1957 dan *The International Standards of Supreme Audit Institutions*. Tanggungjawab saya diuraikan 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 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*.

Emphasis of Matter

Tanpa menjejaskan pendapat Audit, saya ingin menarik perhatian terhadap isu perbezaan rekod caruman yang menunjukkan perbezaan yang material sejumlah RM184.18 juta di antara majikan dan pekerja pada 31 Disember 2017.

Akta Keselamatan Sosial Pekerja 1969 (Akta 4) mengehendaki semua pekerja dalam perusahaan yang tertakluk pada Akta ini hendaklah diinsuranskan mengikut cara yang diperuntukkan oleh Akta ini. Pengauditan Penyata Kewangan yang dilaksanakan menunjukkan wujud perbezaan rekod caruman di antara majikan dan pekerja berjumlah RM184.17 juta pada 31 Disember 2017 dan isu ini merupakan isu berulang. Perbezaan rekod caruman adalah disebabkan oleh beberapa faktor seperti terimaan bayaran daripada majikan menerusi *Electronic Fund Transfer (EFT)* tidak disertakan dengan maklumat pembayar yang lengkap; bayaran caruman yang diterima daripada majikan tidak disertakan dengan Borang BA/ Cakera Padat (CD) mengandungi data pekerja yang diterima daripada majikan tidak boleh dibaca; dan sebahagian besar bayaran caruman yang diterima daripada Badan Kerajaan Persekutuan dan Negeri tidak mematuhi sepenuhnya prosedur bayaran caruman yang ditetapkan oleh Pertubuhan Keselamatan Sosial seperti bayaran caruman yang diterima daripada majikan tidak disertakan dengan Borang 8A dan format maklumat pekerja yang diterima tidak lengkap.

Maklumat Lain Selain Deripada Penyata Kewangan dan Laporan Juruaudit Mengenalinya

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 mengenalinya dan saya tidak menyatakan sebarang bentuk kesimpulan jaminan mengenalinya.

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 pelaporan kewangan yang diluluskan di Malaysia 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, mendedikannya jika berkaitan serta menggunakannya sebagai asas perakaunan.

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. Menilai 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 diengajakan, 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 kemunasabahian 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 diperolehi, 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 diperolehi sehingga tarikh Laporan Juruaudit.

- e. Menilai sama ada keseluruhan persembahan termasuk pendedahan penyata kewangan Pertubuhan Keselamatan Sosial memberi gambaran yang saksama.

Saya telah berkomunikasi dengan Ahli Lembaga, antaranya mengenai skop dan tempoh pengauditan yang dirancang serta penemuan audit yang signifikan, termasuk kelemahan kawalan dalaman yang dikenal pasti semasa pengauditan.

Laporan Mengenai Keperluan Perundangan dan Peraturan Lain

Berdasarkan keperluan Akta Keselamatan Sosial Pekerja 1969 (Akta 4), saya juga melaporkan bahawa pada pendapat saya, rekod perakaunan dan rekod lain yang dikehendaki Akta Keselamatan Sosial Pekerja 1969 (Akta 4) untuk disimpan oleh Pertubuhan Keselamatan Sosial telah disimpan dengan sempurna menurut peruntukan Akta Keselamatan Sosial Pekerja 1969 (Akta 4).

Hal-hal Lain

Laporan ini dibuat untuk Ahli Lembaga dan bukan untuk tujuan lain. Saya tidak bertanggungjawab terhadap pihak lain bagi kandungan laporan ini.



(TAN SRI DR. MADINAH BINTI MOHAMAD)
KETUA AUDIT NEGARA
MALAYSIA

PUTRAJAYA
JUN 2018



PENYATA KEWANGAN
Financial Statements

**PENYATA PENERUSI DAN SEORANG AHLI LEMBAGA
PERTUBUHAN KESELAMATAN SOSIAL**
STATEMENT BY THE CHAIRMAN AND A MEMBER OF THE BOARD
SOCIAL SECURITY ORGANIZATION

Kami, TAN SRI DATO' SERI DR. ASEH BIN CHE MAT 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 2017 dan hasil operasinya serta perubahan kedudukan kewangannya bagi tahun berakhir pada tarikh itu.

We, TAN SRI DATO' SERI DR. ASEH BIN CHE MAT 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 2017 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,



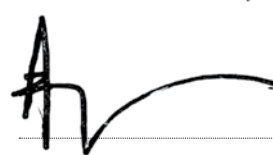
Nama : TAN SRI DATO' SERI DR. ASEH BIN CHE MAT
Name

Gelaran : Pengerusi, Lembaga PERKESO
Title Chairman, Board of SOCSO

Tarikh : 07 JUN 2018
Date

Tempat : KUALA LUMPUR
Place

Bagi pihak Lembaga,
On behalf of the Board,



Nama : DATO' SRI DR. MOHAMMED AZMAN BIN
Name DATO' AZIZ MOHAMMED

Gelaran : Ketua Eksekutif, PERKESO
Title Chief Executive, SOCSO

Tarikh : 07 JUN 2018
Date

Tempat : KUALA LUMPUR
Place

**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 virtue 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 **06 JUN 2018**



ROSMAWATI BINTI ZAINUDDIN
Ketua Bahagian
Bahagian Kewangan
Pertubuhan Keselamatan Sosial
Head Of Division
Finance Division
Social Security Organization

Di hadapan saya,
Before me,



No. 5-2, Jalan AU 1A/4B
Taman Keramat Permai
54200 Kuala Lumpur, Malaysia

PESURUHJAYA SUMPAAH
COMMISSIONER FOR OATHS

PENYATA KEWANGAN
Financial Statements

PENYATA KEDUDUKAN KEWANGAN SEPerti PADA 31 DISEMBER 2017
STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2017

	Nota Note	31 Disember 31 December 2017	31 Disember 31 December 2016
		(RM'000)	(RM'000)
ASET / ASSETS			
Aset Semasa Current Assets			
Urus Niaga Pertukaran Pinjaman Loans From Exchange Transactions	8	109,649	105,145
Pelaburan Kewangan Sedia Untuk Dijual Financial Investments Available-For-Sale	9	1,122,512	155,041
Urus Niaga Pertukaran Belum Terima Receivables From Exchange Transactions	12	242,463	238,004
Urus Niaga Bukan Pertukaran Boleh Pulih Recoverables From Non-Exchange Transactions	13	262,069	253,855
Deposit Dengan Institusi Kewangan Berlesen Deposit With Licensed Financial Institutions	14	3,131,900	6,015,500
Tunai Dan Kesetaraan Tunai Cash And Cash Equivalents	15	3,190,613	1,923,529
Jumlah Aset Semasa / Total Current Assets		8,059,206	8,691,074
Aset Bukan Semasa Non-Current Assets			
Hartanah Dan Peralatan Property And Equipment	5	756,671	839,212
Perisian Komputer Computer Softwares	6	170,154	3,115
Hartanah Pelaburan Investment Properties	7	591,949	591,949
Urus Niaga Pertukaran Pinjaman Loans From Exchange Transactions	8	540,616	650,469
Pelaburan Kewangan Sedia Untuk Dijual Financial Investments Available-For-Sale	9	17,881,202	15,692,874

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 2017 (samb)

STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2017 (cont'd)

	Nota Note	31 Disember 31 December 2017	31 Disember 31 December 2016
		(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	63,237	45,475
Aset Kewangan Derivatif Derivative Financial Assets	11	134	2,044
Jumlah Aset Bukan Semasa / Total Non-Current Assets		20,003,963	17,825,138
Jumlah Aset / Total Assets		28,063,169	26,516,212
LIABILITI / LIABILITIES			
Liabiliti Semasa Current Liabilities			
Urus Niaga Pertukaran Belum Bayar Lain Other Payables From Exchange Transactions	16	188,652	249,913
Peruntukan Bagi Manfaat Anggota Provision For Staff Benefits	17	11,000	7,899
Jumlah Liabiliti Semasa / Total Current Liabilities		199,652	257,812

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 KEWANGAN
Financial Statements

PENYATA KEDUDUKAN KEWANGAN SEPERTI PADA 31 DISEMBER 2017 (samb)
STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2017 (cont'd)

	Nota Note	31 Disember 31 December 2017	31 Disember 31 December 2016
		(RM'000)	(RM'000)
Liabiliti Bukan Semasa Non-Current Liabilities			
Peruntukan Bagi Manfaat Anggota Provision For Staff Benefits	17	662,014	619,119
Geran Kerajaan Government Grant	18	136,952	64,197
Jumlah Liabiliti Bukan Semasa / Total Non-Current Liabilities		798,966	683,316
Jumlah Liabiliti / Total Liabilities		998,618	941,128
Aset Bersih / Net Assets		27,064,551	25,575,084
Aset Bersih / Net Assets			
Lebihan Berkumpul Accumulated Surplus		-	-
Rizab Keselamatan Sosial Social Security Reserves		25,808,789	24,714,039
Rizab Sedia Untuk Dijual Available-For-Sale ("AFS") Reserves		1,255,762	861,045
Jumlah Aset Bersih / Total Net Assets		27,064,551	25,575,084

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 2017
STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 31 DECEMBER 2017

	Nota Note	2017 (RM'000)	2016 (RM'000)
Hasil Daripada Urus Niaga Bukan Pertukaran Revenue From Non-Exchange Transactions			
Pendapatan Caruman Contributions Income		3,560,970	3,215,534
Geran Kerajaan Government Grant		60,000	-
Hasil Daripada Urus Niaga Pertukaran Revenue From Exchange Transactions			
Pendapatan Kasar Pelaburan Gross Investment Income	19	1,261,236	1,187,704
Dividen Dividend		139,446	123,441
Keuntungan Daripada Penjualan Gains From Divestment		262,990	130,341
Pendapatan Faedah Interest Income		888,377	865,713
Keuntungan / (Kerugian) Belum Realis Daripada Penilaian Semula Aset Kewangan Unrealised Gains / (Losses) From Revaluation Of Financial Assets		15,257	(1,018)
Lain-lain Pendapatan Pelaburan Other Investment Income		(44,834)	69,227
Lain-lain Pendapatan Bukan Pelaburan Other Non-Investment Income	19	72,185	71,853
		1,333,421	1,259,557
Jumlah Hasil / Total Revenue		4,954,391	4,475,091

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 KEWANGAN
Financial Statements

PENYATA PRESTASI KEWANGAN BAGI TAHUN BERAKHIR 31 DISEMBER 2017 (samb)
STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 31 DECEMBER 2017 (cont'd)

	Nota Note	2017 (RM'000)	2016 (RM'000)
Belanja / Expenses			
Tuntutan Dan Faedah Bersih Net Claims And Benefits	20	(3,264,867)	(2,940,209)
Belanja Berkaitan Faedah Benefits Related Expenses	21	(27,313)	(35,913)
Belanja Operasi Operating Expenses	22	(569,888)	(633,315)
Catatan Semula / (Kerugian Penjejasan) Aset Kewangan Writeback / (Impairment Losses) For Financial Assets	23	2,427	(36,639)
Jumlah Belanja / Total Expenses		(3,859,641)	(3,646,076)
Lebihan Bagi Tahun / Surplus For The Year		1,094,750	829,015

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 2017
STATEMENT OF CHANGES IN NET ASSETS FOR THE YEAR ENDED 31 DECEMBER 2017

	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		
	(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

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		
	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)
Baki Pada 1 Januari 2016 Balance At 1 January 2016	925,532	23,921,775	–	–	24,847,307
Lebihan Bagi Tahun Surplus For The Year	–	–	–	829,015	829,015
Penilaian Semula Pelaburan Kewangan Sedia Untuk Dijual Revaluation Of Financial Investments Available-For-Sale	(64,487)	–	–	–	(64,487)
Kerugian Aktuari Untuk Faedah Perubatan Pesara Actuarial Loss For Retiree Medical Benefits	–	(36,751)	–	–	(36,751)
Pindahan Transfer	–	829,015	–	(829,015)	–
Baki Seperti Pada 31 Disember 2016 Balance As At 31 December 2016	861,045	24,714,039	–	–	25,575,084

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 2017
CASH FLOW STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2017

	2017 (RM'000)	2016 (RM'000)
ALIRAN TUNAI DARIPADA AKTIVITI OPERASI CASH FLOW FROM OPERATING ACTIVITIES		
Lebihan Bagi Tahun Surplus For The Year	1,094,750	829,015
Pelarasan Bagi: Adjustments For:		
Pendapatan Dividen Dividends Income	(139,446)	(123,441)
Pendapatan Faedah Interest Income	(918,871)	(895,504)
Keuntungan Yang Terbit Daripada Jualan / Penebusan Pelaburan Kewangan Sedia Untuk Dijual Gains arising from sale / Redemption Of financial investments available-for-sale	(262,990)	(130,341)
Kerugian Realis Atas Pertukaran Asing Realised Losses On Foreign Exchange	615	8,070
Pendapatan Sewa Daripada Hartanah Pelaburan Rental Income From Investment Properties	(34,549)	(32,907)
Keuntungan Daripada Pelupusan Hartanah Dan Peralatan Gains From Disposal Of Property And Equipment	(63)	(110)
Susut Nilai Hartanah Dan Peralatan Depreciation Of Property And Equipment	32,995	35,222
Pelunasan Perisian Komputer Amortisation Of Computer Softwares	38,110	2,018
Manfaat Anggota Staff Benefits	54,008	137,611
Hutang Ragu Pinjaman Pendidikan Doubtful Debts On Education Loan	497	616
Hutang Ragu / (Catatan Semula) Perbelanjaan Faedah Doubtful Debts / (Writeback) On Benefits Expenditure	165	(348)
Hapus Kira Penghutang Pinjaman Pendidikan Education Loan Debtors Written Off	803	970

PENYATA KEWANGAN

Financial Statements

PENYATA ALIRAN TUNAI BAGI TAHUN BERAKHIR 31 DISEMBER 2017 (samb)

CASH FLOW STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2017 (cont'd)

	2017 (RM'000)	2016 (RM'000)
Hapus Kira Pelbagai Penghutang Sundry Debtors Written Off	94	69
Pinjaman Pendidikan Ditukar Kepada Biasiswa / Kematian Education Loan Converted To Scholarship / Death	105	27
Keuntungan Belum Realis Daripada Pelaburan Kewangan Sedia Untuk Dijual Unrealised Gains From Financial Investments Available-For-Sale	–	(20,533)
(Keuntungan) / Kerugian Belum Realis Daripada Aset Kewangan Yang Dinyatakan Pada Nilai Saksama Melalui Lebihan Atau Kurangan Unrealised (Gains) / Losses From Financial Assets Designated At Fair Value Through Surplus Or Deficit	(15,123)	2,117
(Keuntungan) / Kerugian Belum Realis Daripada Penilaian Semula Aset Kewangan Derivatif Unrealised (Gains) / Losses From Revaluation Of Derivative Financial Assets	(134)	(1,099)
(Catatan Semula) / Kerugian Penjejaran Atas Pelaburan Kewangan Sedia Untuk Dijual (Writeback) / Impairment Losses On Financial Investments Available-For-Sale	(1,729)	37,414
Kerugian / (Keuntungan) Belum Realis Atas Pertukaran Asing Unrealised Losses / (Gains) On Foreign Exchange	78,768	(23,857)
Tunai Daripada Operasi Sebelum Perubahan Dalam Modal Kerja Cash From Operations Before Changes In Working Capital	(71,995)	(174,991)
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	(26,807)	(20,411)
Faedah Dan Tuntutan Belum Bayar Benefits And Claims Payables	(62,149)	78,195

PENYATA ALIRAN TUNAI BAGI TAHUN BERAKHIR 31 DISEMBER 2017 (samb)

CASH FLOW STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2017 (cont'd)

	2017 (RM'000)	2016 (RM'000)
Perubahan Dalam Modal Kerja (samb): Changes In Working Capital (cont'd):		
Tunai Daripada Operasi Selepas Perubahan Dalam Modal Kerja Cash From Operations After Changes In Working Capital		
Pinjaman Anggota Dan Pendidikan Staff And Education Loans	(864)	1,127
Geran Kerajaan Government Grant	72,755	2,572
Peruntukan Manfaat Anggota Provision For Staff Benefits	(8,011)	(4,228)
Tunai Bersih (Digunakan) / Dijana Daripada Aktiviti Operasi Net Cash (Used In) / Generated From Operating Activities	(97,071)	(117,736)
Aliran Tunai Daripada Aktiviti Pelaburan Cash Flows From Investment Activities		
Perolehan Bagi: Acquisition Of:		
Hartanah Dan Peralatan Property And Equipment	49,483	(65,447)
Perisian Komputer Computer Software	(205,148)	(192)
Hartanah Pelaburan Investment Properties	–	(591,949)
Pelaburan Kewangan Sedia Untuk Dijual Financial Investments Available-For-Sale	(2,576,340)	592,737
Deposit Dengan Institusi Kewangan Berlesen Deposit With Licensed Financial Institutions	2,883,600	(3,444,172)
Dividen Diterima Dividend Received	141,244	124,418
Faedah Diterima Interest Received	931,835	856,052

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PENYATA ALIRAN TUNAI BAGI TAHUN BERAKHIR 31 DISEMBER 2017 (samb)
CASH FLOW STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2017 (cont'd)

	2017 (RM'000)	2016 (RM'000)
Pendapatan Sewa Diterima Daripada Hartanah Pelaburan Rental Income Received From Investment Properties	34,549	32,907
Hasil Daripada / Pelupusan Bagi: Proceeds From / Disposal Of:		
Hartanah Dan Peralatan Property And Equipment	125	152
Pinjaman Jaminan Kerajaan Government Guaranteed Loan	104,807	100,540
Tunai Bersih Dijana Daripada / (Digunakan Dalam) Aktiviti Pelaburan Net Cash Generated From / (Used In) Investing Activities	1,364,155	(2,394,954)
Tambahan / (Kurangan) Bersih Dalam Tunai Dan Kesetaraan Tunai Net Increase / (Decrease) In Cash And Cash Equivalents	1,267,084	(2,512,690)
Tunai Dan Kesetaraan Tunai Seperti Pada 1 Januari Cash And Cash Equivalents As At 1 January	1,923,529	4,436,219
Tunai Dan Kesetaraan Tunai Seperti Pada 31 Disember Cash And Cash Equivalents As At 31 December	3,190,613	1,923,529

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 2017
NOTES TO THE FINANCIAL STATEMENTS FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2017**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 Keilatan. 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 Kerja 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.

Ibu Pejabat PERKESO terletak di Menara PERKESO, 281 Jalan Ampang, 50538 Kuala Lumpur. PERKESO mempunyai 14 buah Pejabat Negeri dan 39 buah Pejabat PERKESO di seluruh negara dan sebuah Pusat Rehabilitasi PERKESO di Melaka.

Penyata kewangan bagi tahun kewangan berakhir 31 Disember 2017 ini telah diluluskan untuk diterbitkan oleh Lembaga PERKESO pada 7 Jun 2018.

1. Corporate Information And Principal Activities

Social Security Organization (SOCSO) was established as a Government Department on 1 January 1971 to enforce the Employees Social Security Act 1969. It became a Federal Statutory Body on 1 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 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 13 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.

SOCSO's Headquarters is located at Menara PERKESO, 281 Jalan Ampang, 50538 Kuala Lumpur. It has 14 State Offices and 39 SOCSO offices nationwide and 1 SOCSO Rehabilitation Centre in Melaka.

The financial statements for the financial year ended 31 December 2017 were authorised for issue by the Board of SOCSO on 7 June 2018.

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2. Objektif Dan Polisi Pengurusan Risiko Kewangan

PERKESO terdedah kepada pelbagai risiko kewangan termasuk risiko pasaran, risiko kredit, risiko kecairan, risiko aliran tunai dan risiko mata wang. Secara umumnya, objektif dan polisi pengurusan risiko kewangan adalah bertujuan meminimumkan risiko dalam mengoptimumkan pulangan kepada PERKESO.

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 kecairan; dan
- iii. Risiko kredit.

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 dan semua nilai dibundarkan kepada ribu terdekat (RM'000). Dasar-dasar perakaunan telah diguna pakai secara konsisten sepanjang tempoh ini.

2. Financial Risk Management Objectives And Policies

SOCSO is exposed to various financial risks including market risks, credit risk, liquidity risk, cash flow risk, and currency risk. Generally, the objectives and policies of financial risk management are aimed at minimising risks in optimising returns to SOCSO.

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 SOCSO as follows:

- i. Market risk (which comprises of interest rate risk and equity price risk);
- ii. Liquidity risk; and
- iii. Credit 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 1 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 1 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 akrual.

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.

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.

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.

PENYATA KEWANGAN
Financial Statements

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.

3. Significant 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.

Dividends

Dividends 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 investment 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.

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.

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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 lebih atau kurang 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.

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.

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

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.

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

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3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

c) Hartanah Dan Peralatan (samb)

Nilai sisa dan usia guna aset adalah dikaji semula dan diselaraskan secara prospektif, jika bersesuaian, pada akhir setiap tempoh pelaporan.

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

Pajak kewangan adalah pajak yang memindahkan sebahagian besar daripada risiko dan manfaat berkaitan dengan pemilikan item yang dipajak kepada PERKESO. Aset yang dipegang di bawah pajak kewangan dipermodalkan pada permulaan pajak pada nilai saksama hartanah yang dipajak atau, jika lebih rendah, pada nilai kini bayaran pajak minimum masa hadapan. PERKESO juga mengiktiraf liabiliti pajak berkaitan pada permulaan pajak. Liabiliti yang diiktiraf itu diukur sebagai nilai kini bayaran pajak minimum masa hadapan pada awal pengiktirafan.

3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

b) Investment Property (cont'd)

The assets' residual values and useful life are reviewed, and adjusted prospectively, if appropriate, at the end of each reporting period.

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) Pajak (samb)

Selepas pengiktirafan awal, bayaran pajak diagihkan di antara caj kewangan dan pengurangan liabiliti pajak 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 pajak 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 pajak, aset itu akan disusut nilai mengikut yang mana lebih singkat antara anggaran usia guna aset itu dan tempoh pajak.

Pajak operasi adalah pajak yang tidak memindahkan sebahagian besar risiko dan manfaat berkaitan dengan pemilikan item yang dipajak kepada PERKESO. Pembayaran pajak operasi diiktiraf sebagai perbelanjaan operasi dalam lebihan atau kurangan pada asas garis lurus di sepanjang tempoh pajak.

e) Perisian Komputer

Aset tidak ketara yang diperolehi secara berasingan pada awalnya diiktiraf pada nilai kos. Kos aset tidak ketara yang diperolehi dalam suatu urusan 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.

Usia guna aset tidak ketara dinilai sama ada mempunyai tempoh terhad atau tidak terhad.

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.

The useful life of the intangible assets is assessed as either finite or indefinite.

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3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

e) Perisian Komputer (samb)

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.

3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

e) Computer Software (cont'd)

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.

Dalam menentukan nilai saksama ditolak kos untuk jualan, harga aset dalam suatu ikatan perjanjian bagi suatu urusan 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.

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.

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.

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3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

f) Penjejasan Bagi Aset Bukan Penjanaan Tunai (samb)

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.

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.

3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

f) Impairment Of Non-Cash-Generating Asset (cont'd)

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.

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.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

g) Instrumen Kewangan (samb)

Aset Kewangan (samb)

Pengiktirafan Dan Pengukuran Awal (samb)

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.

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 diperolehi 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.

3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

g) Financial Instruments (cont'd)

Financial Assets (cont'd)

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.

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.

PENYATA KEWANGAN
Financial Statements

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

g) Instrumen Kewangan (samb)

Aset Kewangan (samb)

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.

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.

3. Significant Accounting Policies (cont'd)

3.2 Summary of Significant Accounting Policies (cont'd)

g) Financial Instruments (cont'd)

Financial Assets (cont'd)

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.

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 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 suatu aset tersebut 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.

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.

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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.
- Keingkaratan 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 keingkaratan).

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.

Amaun dibawa bagi aset itu adalah dikurangkan melalui penggunaan suatu akaun peruntukan dan amaun kerugian itu diiktiraf dalam lebih atau kurang. 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.

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 continues 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.

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.

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Financial Statements

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)

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.

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.

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 (cont'd)

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.

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.

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.

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 occurring after the impairment loss was recognised in surplus or deficit, the impairment loss is reversed through surplus or 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.

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.

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3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

g) Instrumen Kewangan (samb)

Liabiliti Kewangan (samb)

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 kemuflihan.

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, tunai dan kesetaraan tunai terdiri daripada tunai dan deposit jangka pendek seperti yang ditakrifkan di atas, setelah mengambil kira overdraf bank belum jelas.

3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

g) Financial Instruments (cont'd)

Financial Liabilities (cont'd)

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.

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.

3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

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 secara mutlak adalah pasti.

Perbelanjaan yang berkaitan dengan mana-mana peruntukan adalah ditunjukkan dalam penyata prestasi kewangan setelah mengambil kira apa-apa pembayaran balik yang dilakukan.

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.

3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

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.

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.

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3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

l) Mata Wang Asing

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 kekurangan. 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 kekurangan, dan perubahan lain dalam amaun yang dibawa diiktiraf dalam rizab.

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 kekurangan diiktiraf dalam lebihan atau kekurangan 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.

3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

l) Foreign Currencies

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.

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.

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)

m) Faedah Dan Tuntutan

(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 Ditetapkan

Pelan caruman ditetapkan 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 ditetapkan adalah dicaj kepada lebihan atau kekurangan dalam tempoh yang berkaitan. Caruman prabayar adalah diiktiraf sebagai aset setakat mana bayaran balik tunai atau pengurangan dalam pembayaran masa hadapan itu wujud.

3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

m) Benefits And Claims

(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

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3. Dasar Perakaunan Yang Penting (samb)

3.2 Ringkasan Dasar Perakaunan Yang Penting (samb)

n) Manfaat Pekerja

(c) Obligasi Selepas Pekerjaan Lain

Obligasi selepas pekerjaan lain PERKESO termasuk manfaat kesihatan selepas persaraan kepada pesara dan tanggungan yang berkecualan 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.

3. Significant Accounting Policies (cont'd)

3.2 Summary Of Significant Accounting Policies (cont'd)

n) Employee Benefits

(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 2016 dengan formula seperti berikut:

$$7.5\% \times \text{Tempoh Bulan Perkhidmatan} \times \text{Gaji Akhir}$$

(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.

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 SOCSO Board Meeting No. 6 Year 2016 with the formula as follows:

$$7.5\% \times \text{Duration of Months of Service} \times \text{Last Salary}$$

(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 the 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.

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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) Penjelasan 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 adalah 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.

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 lebih daripada 20% untuk menjadi 'signifikan' dan tempoh lebih daripada 12 bulan adalah dianggap 'berpanjangan'.

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, significant 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.

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'.

4. Pertimbangan, Anggaran Dan Andaian Perakaunan Yang Penting (samb)

(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 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 dan 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.

(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.

4. Significant Accounting Judgements, Estimates And Assumptions (cont'd)

(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.

(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.

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4. Pertimbangan, Anggaran Dan Andaian Perakaunan Yang Penting (samb)

(c) Tanggungjawab Terhadap Manfaat Perubatan Selepas Persaraan (samb)

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.

(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.

4. Significant Accounting Judgements, Estimates And Assumptions (cont'd)

(c) Post-Retirement Medical Benefits Obligations (cont'd)

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.

(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.

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.

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5. Hartanah Dan Peralatan
Property And Equipment

	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 Berkumpul 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

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)
2016												
Kos / Cost												
Pada 1 Januari As At 1 January	69,429	41,993	1,060	681,056	23,639	11,428	11,321	9,326	22,730	80,640	110,922	1,063,544
Tambahan Additions	-	-	-	-	1,794	2,048	1,176	54	326	59,565	268	65,231
Pelupusan / Hapus Kira Disposals / Write Off	-	-	-	-	(1,880)	(905)	(81)	-	-	-	(1,196)	(4,062)
Pindahan Dari Kerja Dalam Kemajuan Transfer From Work In Progress	-	-	-	8,531	1,111	-	100	-	-	(9,869)	127	-
Pengelasan Semula Reclassification	-	-	-	-	-	-	-	(3,722)	3,722	-	-	-
Pada 31 Disember As At 31 December	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
Susut Nilai Terkumpul Accumulated Depreciation												
Pada 1 Januari As At 1 January	-	4,853	347	121,437	19,039	9,061	9,222	2,640	6,427	-	79,397	252,423
Susut Nilai Bagi Tahun Depreciation For The Year	-	467	18	14,095	2,076	970	829	1,390	5,076	-	10,301	35,222
Pelupusan / Hapus Kira Disposals / Write Off	-	-	-	-	-	(901)	(72)	-	-	-	(1,171)	(2,144)
Pengelasan Semula Reclassification	-	-	-	-	-	-	-	(1,303)	1,303	-	-	-
Pada 31 Disember As At 31 December	-	5,320	365	135,532	21,115	9,130	9,979	2,727	12,806	-	88,527	285,501
Amaun Dibawa Pada 31 Disember Carrying Amount As At 31 December	69,429	36,673	695	554,055	3,549	3,441	2,537	2,931	13,972	130,336	21,594	839,212

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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)
Pengelasan 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

6. Perisian Komputer (samb)
Computer Softwares (cont'd)

	Perisian Komputer Computer Software	Kerja Dalam Kemajuan Work In Progress	Jumlah Total
	(RM'000)	(RM'000)	(RM'000)
2016			
Kos / Cost			
Pada 1 Januari As At 1 January	67,862	–	67,862
Tambahan Additions	180	12	192
	68,042	12	68,054
Pelunasan Terkumpul Accumulated Amortisation			
Pada 1 Januari As At 1 January	62,921	–	62,921
Kenaan Bagi Tahun Kewangan Charge For The Financial Year	2,018	–	2,018
Pada 31 Disember / As At 31 December	64,939	–	64,939
Amaun Dibawa Pada 31 Disember Carrying Amount As At 31 December	3,103	12	3,115

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.

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7. Hartanah Pelaburan
Investment Properties

Tanah Pajakan Dan Bangunan
Leasehold Land And Buildings

	(RM'000)
2017	
Kos / Cost	
Pada 1 Januari As At 1 January	591,949
Tambahan Additions	-
Pada 31 Disember / As At 31 December	591,949
2016	
Kos / Cost	
Pada 1 Januari As At 1 January	-
Tambahan Additions	591,949
Pada 31 Disember / As At 31 December	591,949

PERKESO tidak mempunyai sekatan ke atas keupayaan merealisasikan 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).

SOCOSO 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 2017	31 Disember 31 December 2016
		(RM'000)	(RM'000)
Bukan Semasa			
Non-Current			
Pinjaman Anggota Staff Loans		32,922	30,391
Tabung Pinjaman Pendidikan Education Loan Funds		23,801	26,462
Institusi Korporat Corporate Institutions		485,398	594,653
		542,121	651,506
<i>Tolak / Less:</i>			
Elaun Penjejasan Ke Atas Pinjaman Allowance For Impairment On Loans	(a)	(1,505)	(1,037)
		540,616	650,469
Semasa			
Current			
Pinjaman Anggota Staff Loans		121	170
Tabung Pinjaman Pendidikan Education Loan Funds		273	168
Institusi Korporat Corporate Institutions		109,255	104,807
		109,649	105,145
Jumlah Pinjaman Bersih / Total Net Loans		650,265	755,614

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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 2017	31 Disember 31 December 2016
	(RM'000)	(RM'000)
Pada 1 Januari As At 1 January	1,037	495
Kenaan / (Catatan Semula) Dalam Tahun Kewangan Charge / (Writeback) During The Financial Year	497	616
(Hapus Kira) / Pemulihan Dalam Tahun Kewangan (Written Off) / Recoveries During The Financial Year	(29)	(74)
Pada 31 Disember / As At 31 December	1,505	1,037

9. Pelaburan Kewangan Sedia Untuk Dijual
Financial Investments Available-For-Sale

	31 Disember 31 December 2017	31 Disember 31 December 2016
	(RM'000)	(RM'000)
Bukan Semasa / Non-Current		
Instrumen Pasaran Wang Money Market Instruments		
Sekuriti Kerajaan Malaysia Malaysian Government Securities	1,160,256	1,932,013
Terbitan Pelaburan Kerajaan Malaysia Malaysian Government Investment Issues	519,966	329,355
Sekuriti Tersiar Harga Quoted Securities		
Saham Dalam Malaysia Shares In Malaysia	4,333,807	3,295,389
Saham Luar Malaysia Shares Outside Malaysia	905	426,550
Bon Dalam Malaysia Bonds In Malaysia	11,866,268	9,709,567
	17,881,202	15,692,874
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	8,358
Sekuriti Tersiar Harga Quoted Securities		
Bon Dalam Malaysia Bonds In Malaysia	258,866	146,683
	1,122,512	155,041
	19,003,714	15,847,915

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10. Aset Pelaburan Yang Dinyatakan Pada Nilai Saksama Melalui Lebihan Atau Kurangan
Financial Assets Designated At Fair Value Through Surplus Or Deficit

	31 Disember 31 December 2017	31 Disember 31 December 2016
	(RM'000)	(RM'000)
Sekuriti Tersiar Harga Quoted Securities		
Saham Keutamaan Boleh Tukar Boleh Tebus Redeemable Convertible Preference Shares	2,066	-
Stok Pinjaman Tidak Bercagar Boleh Tukar Tidak Boleh Tebus Irredeemable Convertible Unsecured Loan Stocks	60,282	45,416
Saham Keutamaan Boleh Tukar Tidak Boleh Tebus Irredeemable Convertible Preference Shares	889	59
	63,237	45,475

11. Aset Kewangan Derivatif
Derivative Financial Assets

	31 Disember 31 December 2017	31 Disember 31 December 2016
	(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	134	2,044

12. Urus Niaga Pertukaran Belum Terima
Receivables From Exchange Transactions

	Nota Note	31 Disember 31 December 2017	31 Disember 31 December 2016
		(RM'000)	(RM'000)
Faedah Dan Dividen Terakru Accrued Interest And Dividends		161,330	176,091
Prabayar Dan Deposit Prepayments And Deposits		1,625	1,410
Deposit - Hartanah Pelaburan Deposits - Investment Properties		37,070	37,070
Lain-lain Penghutang Dan Pendahuluan Other Debtors And Advances		44,638	25,791
		244,663	240,362
Tolak / Less:			
Elaun Penjejasan Ke Atas Penghutang Allowance For Impairment On Debtors	(a)	(2,200)	(2,358)
		242,463	238,004
(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		2,358	2,820
(Catatan Semula) / Kenaan Dalam Tahun Kewangan (Writeback) / Charge During The Financial Year		165	(348)
Hapus Kira Dalam Tahun Kewangan Written Off During The Financial Year		(323)	(114)
Pada 31 Disember / As At 31 December		2,200	2,358

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13. Urus Niaga Bukan Pertukaran Boleh Pulih
Recoverables From Non-Exchange Transactions

	31 Disember 31 December 2017	31 Disember 31 December 2016
	(RM'000)	(RM'000)
Penghutang - Caruman Debtors - Contribution	262,069	253,855

14. Deposit Dengan Institusi Kewangan Berlesen
Deposit With Licensed Financial Institutions

Termasuk dalam deposit dengan institusi kewangan berlesen adalah penempatan geran Tabung Bantuan dan terimaan faedah yang dilaburkan semula berjumlah RM136.22 juta (2016: RM63.97 juta).

Included in deposit with licensed financial institutions is placement to Relief Fund grant and its reinvested interest receipts totalling RM136.22 million (2016: RM63.97 million).

	31 Disember 31 December 2017	31 Disember 31 December 2016
	(RM'000)	(RM'000)
Bank Berlesen Licensed Bank	3,131,900	5,934,500
Institusi Kewangan Yang Lain Other Financial Institutions	-	81,000
	3,131,900	6,015,500

15 . Tunai Dan Kesetaraan Tunai
Cash And Cash Equivalents

	31 Disember 31 December 2017	31 Disember 31 December 2016
	(RM'000)	(RM'000)
Tunai Di Tangan Dan Di Bank Cash In Hand And At Bank	995,833	507,000
Deposit Jangka Pendek Short Term Deposits	2,194,780	1,416,529
	3,190,613	1,923,529

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 2017	31 Disember 31 December 2016
	(RM'000)	(RM'000)
Pemiutang Creditors	83,674	138,669
Cek Batal / Tamat Tempoh Cancelled / Expired Cheques	16,946	19,476
Wang Tak Dituntut Unclaimed Monies	70	841
Lain-lain Bayaran Dan Akruan Other Payables And Accruals	87,962	90,927
	188,652	249,913

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17. Peruntukan Bagi Manfaat Anggota
Provision For Staff Benefits

	31 Disember 31 December 2017	31 Disember 31 December 2016
	(RM'000)	(RM'000)
Peruntukan Bagi Manfaat Perubatan Pesara Provision For Retiree Medical Benefit	542,779	501,960
Matang Dalam 12 Bulan Maturing Within 12 Months	5,317	4,783
Matang Selepas 12 Bulan Maturing After 12 Months	537,462	497,177
Peruntukan Bagi Bayaran Saguhati Tamat Perkhidmatan Provision For End Of Service Gratuity Payment	124,079	120,234
Matang Dalam 12 Bulan Maturing Within 12 Month	5,594	3,084
Matang Selepas 12 Bulan Maturing After 12 Months	118,485	117,150
Peruntukan Bagi Gantian Cuti Rehat Provision For Replacement Of Leave	6,156	4,824
Matang Dalam 12 Bulan Maturing Within 12 Months	89	32
Matang Selepas 12 Bulan Maturing After 12 Months	6,067	4,792
	673,014	627,018
Peruntukan Bagi Manfaat Anggota Provision For Staff Benefits	673,014	627,018
Matang Dalam 12 Bulan Maturing Within 12 Months	11,000	7,899
Matang Selepas 12 Bulan Maturing After 12 Months	662,014	619,119

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 2017	31 Disember 31 December 2016
	(RM'000)	(RM'000)
Pada 1 Januari As At 1 January	501,960	427,965
Diiktiraf Dalam Lebihan Atau Kurangan Recognised In Surplus Or Deficit		
Kos Perkhidmatan Semasa Current Service Cost	17,626	16,504
Kos Faedah Interest Cost	27,976	23,868
Kerugian Aktuari Actuarial Loss	820	36,751
Bayaran Dibuat Dalam Tahun Payment Made During The Year	(5,603)	(3,128)
	542,779	501,960

(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 2017	31 Disember 31 December 2016
	(%)	(%)
Kadar Diskaun Discount Rate	5.6	5.6
Kadar Inflasi Kos Perubatan Medical Cost Inflation Rate	5.0	5.0

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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 2017 / 31 December 2017		
Kadar Diskaun Discount Rate	(114,583)	160,007
Kadar Inflasi Kos Perubatan Medical Cost Inflation Rate	173,233	(124,772)
31 Disember 2016 / 31 December 2016		
Kadar Diskaun Discount Rate	(142,124)	102,362
Kadar Inflasi Kos Perubatan Medical Cost Inflation Rate	145,897	(108,113)

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 2017	31 Disember 31 December 2016
	(RM'000)	(RM'000)
Pada 1 Januari As At 1 January	120,234	28,918
Diiktiraf Dalam Lebihan Atau Kurangan Recognised In Surplus Or Deficit	5,917	92,245
Bayaran Dibuat Dalam Tahun Payment Made During The Year	(2,072)	(929)
Pada 31 Disember / As At 31 December	124,079	120,234

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 2017	31 Disember 31 December 2016
	(RM'000)	(RM'000)
Pada 1 Januari As At 1 January	4,824	-
Diiktiraf Dalam Lebihan Atau Kurangan Recognised In Surplus Or Deficit	1,668	4,973
Bayaran Dibuat Dalam Tahun Payment Made During The Year	(336)	(149)
Pada 31 Disember / As At 31 December	6,156	4,824

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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 2017	31 Disember 31 December 2016
	(%)	(%)
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 2017, geran berkenaan tidak digunakan dan faedah terkumpul yang diperolehi daripada penempatan geran tersebut dalam deposit jangka pendek berjumlah RM14.95 juta (2016: RM12.19 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 31 December 2017, the grant has not been utilised and the accumulated interest derived from the placement of the grant in short term deposit amounted to RM14.95 million (2016: RM12.19 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 2017	31 Disember 31 December 2016
	(RM'000)	(RM'000)
Pendapatan Kasar Pelaburan		
Gross Investment Income		
Pendapatan Faedah		
Interest Income		
Pelaburan Kewangan Sedia Untuk Dijual	652,778	580,203
Financial Investments Available-For-Sale		
Deposit Dengan Institusi Kewangan Berlesen	157,364	207,830
Deposits With Licensed Financial Institutions		
Tunai Dan Kesetaraan Tunai	78,235	77,680
Cash And Cash Equivalents		
Pendapatan Dividen Kasar Daripada Pelaburan Kewangan Sedia Untuk Dijual	139,446	123,441
Gross Dividend Income From Financial Investments Available-For-Sale		
Keuntungan Yang Terbit Daripada Jualan / Penebusan Pelaburan Kewangan Sedia Untuk Dijual	262,990	130,341
Gains Arising From Sale / Redemption Of Financial Investments Available-For-Sale		
Perubahan Dalam Nilai Saksama		
Changes In Fair Value		
Keuntungan / (Kerugian) Belum Realis Daripada Aset Kewangan Yang Dinyatakan Pada Nilai Saksama Melalui Lebihan Atau Kurangan	15,123	(2,116)
Unrealised Gains / (Losses) From Financial Assets Designated At Fair Value Through Surplus Or Deficit		
Keuntungan Belum Realis Daripada Penilaian Semula Aset Kewangan Derivatif	134	1,098
Unrealised Gains From Revaluation Of Derivatives Financial Assets		

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19. Hasil Daripada Urus Niaga Pertukaran (samb)
Revenue From Exchange Transactions (cont'd)

	31 Disember 31 December 2017	31 Disember 31 December 2016
	(RM'000)	(RM'000)
Pendapatan Lain Other Income		
Kerugian Realis Atas Pertukaran Asing Realised Losses On Foreign Exchange	(615)	(8,070)
Keuntungan Belum Realis Daripada Pelaburan Kewangan Sedia Untuk Dijual Unrealised Gains From Financial Investment Available-For-Sale	–	20,533
(Kerugian) / Keuntungan Belum Realis Atas Pertukaran Asing Unrealised (Losses) / Gains On Foreign Exchange	(78,768)	23,857
Pendapatan Sewa Daripada Hartanah Pelaburan Rental Income From Investment Properties	34,549	32,907
	1,261,236	1,187,704
Pendapatan Bukan Pelaburan Lain Other Non-Investment Income		
Pendapatan Faedah Interest Income		
Pinjaman Dan Belum Terima Loans From Exchange Transactions	31,930	31,262
Tunai Dan Kesetaraan Tunai Cash And Cash Equivalents	2,969	2,638
Pendapatan Sewa Daripada Hartanah Bukan Pelaburan Rental Income From Non-Investment Properties	15,397	14,724
Pendapatan Lain Other Income	21,889	23,229
	72,185	71,853

20. Tuntutan Dan Faedah Bersih
Net Claims And Benefits

	31 Disember 31 December 2017	31 Disember 31 December 2016
	(RM'000)	(RM'000)
Faedah Dan Tuntutan Dibayar Benefits And Claims Paid		
Faedah Hilang Upaya Sementara Temporary Disablement Benefit	206,860	188,154
Faedah Hilang Upaya Kekal Permanent Disablement Benefit	536,354	500,193
Faedah Orang Tanggungan Dependants' Benefit	292,941	275,932
Pencen Dan Bantuan Ilat Invalidity Pension And Grant	693,805	611,476
Pencen Penakat Survivors' Pension	1,185,999	1,052,338
Faedah Pengurusan Mayat Funeral Benefit	33,823	23,117
Elaun Layanan Sentiasa Constant Attendance Allowance	43,871	41,842
Kemudahan Pemulihan Jasmani Dan Vokasional Physical And Vocational Rehabilitation Facilities	55,409	49,418
Dialisis Dialysis	215,805	197,739
	3,264,867	2,940,209

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21. Belanja Berkaitan Faedah
Benefits Related Expenses

	31 Disember 31 December 2017	31 Disember 31 December 2016
	(RM'000)	(RM'000)
Aktiviti Memupuk Kesihatan Dan Keselamatan Pekerjaan Activities To Promote Occupational Safety And Health	5,985	15,412
Program Saringan Kesihatan Health Screening Programme	3,138	3,699
Elaun Lembaga Board Allowance	1,367	1,377
Elaun Jemaah Doktor Medical Board Allowance	6,644	6,027
Faedah Perubatan Medical Benefit	3,762	4,222
Elaun Jemaah Doktor Rayuan Appellate Medical Board Allowance	2,368	2,765
Elaun Jemaah Rayuan Keselamatan Sosial Social Security Appellate Board Allowance	568	393
Perbelanjaan Am General Expenses	2,928	1,591
Lain-lain Others	553	427
	27,313	35,913

22. Belanja Operasi
Operating Expenses

	Nota Note	31 Disember 31 December 2017	31 Disember 31 December 2016
		(RM'000)	(RM'000)
Kos Anggota Staff Costs	(a)	334,597	443,503
Bayaran Audit Audit Fees		242	260
Belanja Susut Nilai Hartanah Dan Peralatan Depreciation Of Property And Equipment		32,995	35,222
Pelunasan Perisian Komputer Amortisation Of Computer Software		38,110	2,018
Bekalan Dan Perkhidmatan Services And Supplies		129,202	111,874
Harta Perbekalan Supply Items		4,836	1,673
Pemberian Dan Bayaran Tetap Grants And Fixed Payment		372	332
Perbelanjaan Pelaburan Investment Expenditure		5,330	21,239
Perbelanjaan Operasi Lain Other Operating Expenditure		24,204	17,194
		569,888	633,315
(a) Kos Anggota Terdiri Daripada: Staff Costs Consist Of:			
Gaji, Bonus Dan Elaun Salaries, Bonus And Allowances		207,954	241,356
Caruman KWSP Dan PERKESO EPF And SOCSO Contribution		35,395	41,242
Manfaat Ditetentukan Defined Benefit		69,739	138,820
Lain-lain Others		21,509	22,085
		334,597	443,503

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23. (Catatan Semula) / Kerugian Penjejasan Aset Kewangan
(Writeback) / Allowance For Impairment Losses For Financial Assets

	31 Disember 31 December 2017	31 Disember 31 December 2016
	(RM'000)	(RM'000)
Urus Niaga Pertukaran Pinjaman Loans From Exchange Transactions		
Elaun Diperuntukkan Dalam Tahun Allowance Made During The Year	497	616
Hutang Lapuk Pulih Dalam Tahun Bad Debts Recovered During The Year	(2,256)	(2,077)
Hutang Lapuk Dihapus Kira Dalam Tahun Bad Debts Written Off During The Year	803	970
	(956)	(491)
Urus Niaga Pertukaran Belum Terima Receivables From Exchange Transactions		
Elaun Diperuntukkan / (Catatan Semula) Dalam Tahun Allowance / (Writeback) Made During The Year	165	(348)
Hutang Lapuk Pulih Dalam Tahun Bad Debts Recovered During The Year	(1)	(5)
Hutang Lapuk Dihapus Kira Dalam Tahun Bad Debts Written Off During The Year	94	69
	258	(284)
Pelaburan Kewangan Sedia Untuk Dijual Financial Investments Available-For-Sale		
(Catatan Semula) / Elaun Diperuntukkan Dalam Tahun (Writeback) / Allowance Made During The Year	(1,729)	37,414
Jumlah (Catatan Semula) / Elaun Bagi Kerugian Penjejasan Total (Writeback) / Allowance For Impairment Losses	(2,427)	36,639

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	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - 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 2017	31 Disember 31 December 2016
	(RM'000)	(RM'000)
Gaji, Bonus Dan Elaun Salaries, Bonus And Allowances	2,414	2,336
Caruman KWSP Dan PERKESO EPF And SOCSO Contribution	449	439
	2,863	2,775

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25. Komitmen Modal
Capital Commitment

	31 Disember 31 December 2017	31 Disember 31 December 2016
	(RM'000)	(RM'000)
Diluluskan Dan Dikontrak Bagi Hartanah Dan Peralatan Authorised And Contracted For Property And Equipment	120,214	242,684
Hartanah Pelaburan Investment Properties	333,633	333,633
	453,847	576,317
Diluluskan Tetapi Tidak Dikontrakkan Bagi Hartanah Dan Peralatan Authorised But Not Contracted For Property And Equipment	92,400	15,632
	546,247	591,949

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 2017
	(RM'000)
Tuntutan Terhadap Majikan Yang Gagal Menyelesaikan Tunggakan Caruman Claims Against Employers Who Fail To Settle Contribution In Arrears	730
Tuntutan Terhadap Majikan Yang Gagal Menyelesaikan Faedah Caruman Lewat Bayar Claims Against Employers Who Fail To Settle Interest On Late Contributions	335

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 RM1,056,302 (2016: RM791,535).

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 5 November 2012. This action was taken following the occurrence of the Event of Default upon the said corporate bond. On 24 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 RM1,056,302 (2016: RM791,535).

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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. MPSAS 30 tidak memerlukan pendedahan perbandingan apabila piawaian tersebut diguna pakai buat pertama kali.

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. MPSAS 30 does not require comparative disclosures when the standard is first applied.

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 sensitiviti 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:

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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	-	-	-	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

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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)
Interest Rate Risk (cont'd)

2016	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	-	-	-	473,868	176,601	-	650,469
Pelaburan Kewangan Sedia Untuk Dijual Financial Investments Available-For-Sale	-	-	-	2,790,108	9,180,827	3,721,939	15,692,874
Aset Kewangan Dinyatakan Pada Nilai Saksama Melalui Lebihan Atau Kurangan Financial Assets Designated At Fair Value Through Surplus Or Deficit	-	-	-	-	-	45,475	45,475
Aset Kewangan Derivatif Derivative Financial Assets	-	-	-	-	-	2,044	2,044
JUMLAH ASET BUKAN SEMASA TOTAL NON-CURRENT ASSETS	-	-	-	3,263,976	9,357,428	3,769,458	16,390,862

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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)

2016	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	62	20	105,063	-	-	-	105,145
Pelaburan Kewangan Sedia Untuk Dijual Financial Investments Available-For-Sale	14,998	50,681	89,362	-	-	-	155,041
Urus Niaga Pertukaran Belum Terima Receivables From Exchange Transactions	-	-	-	-	-	238,004	238,004
Urus Niaga Bukan Pertukaran Boleh Pulih Recoverables From Non-Exchange Transactions	-	-	-	-	-	253,855	253,855
Deposit Dengan Institusi Kewangan Berlesen Deposit With Licensed Financial Institutions	2,068,659	1,182,041	2,764,800	-	-	-	6,015,500
Tunai Dan Kesetaraan Tunai Cash And Cash Equivalent	507,000	1,416,529	-	-	-	-	1,923,529

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)

2016	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	-	-	-	-	-	249,913	249,913
Peruntukan Bagi Manfaat Anggota Provision For Staff Benefits	-	-	-	-	-	7,899	7,899
ASET SEMASA BERSIH NET CURRENT ASSETS	2,590,719	2,649,271	2,959,225	-	-	234,047	8,433,262
LIABILITI BUKAN SEMASA NON-CURRENT LIABILITIES							
Geran Kerajaan Government Grant	-	64,197	-	-	-	-	64,197
Peruntukan Bagi Manfaat Anggota Provision For Staff Benefits	-	-	-	-	-	619,119	619,119
JUMLAH LIABILITI BUKAN SEMASA TOTAL NON-CURRENT LIABILITIES	-	64,197	-	-	-	619,119	683,316

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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 Lebihan Atau Kurangan
Impact To Surplus Or Deficit

	(RM'000)
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
2016	
Kenaikan Dalam 100 Mata Asas (+100 bps) Increase In 100 Basis Points (+100 bps)	(670,795)
Penurunan Dalam 100 Mata Asas (-100 bps) Decrease In 100 Basis Points (-100 bps)	1,161,954

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 wajar 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)
2017		
Bank Berlesen Licensed Banks	3.98	55
Institusi Kewangan Lain Other Financial Institutions	3.97	10
2016		
Bank Berlesen Licensed Banks	3.86	184
Institusi Kewangan Lain Other Financial Institutions	3.62	11

(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

SOCOSO's quoted equity securities are susceptible to market price risk arising from uncertainties about future values of the investment securities. SOCOSO manages the equity price risk through diversification and placing limits on individual and total equity instruments. Reports on the equity portfolio are submitted to SOCOSO's senior management on a regular basis. The Board of SOCOSO reviews and approves all equity investment decisions

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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 Lebih Atau Kurangan Impact To Surplus Or Deficit	Kesan Kepada Rizab Impact To Reserve
	(RM'000)	(RM'000)
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)
2016		
Peningkatan 10% Dalam Harga Ekuiti Increase Of 10% In Equity Price	4,746	372,200
Penurunan 10% Dalam Harga Ekuiti Decrease Of 10% In Equity Price	(4,746)	(372,200)

(b) Risiko Kredit

Risiko kredit adalah risiko yang berlaku akibat daripada ketidakmampuan pihak-pihak yang terlibat dalam urusan 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, urusan 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 urusan 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:

Aset Kewangan Financial Assets	Aset Kewangan Berdaulat Sovereign Financial Asset	Pendedahan Maksimum Kepada Risiko Kredit Maximum Exposure To Credit Risk	Jumlah Total
	(RM'000)	(RM'000)	(RM'000)
Urus Niaga Pertukaran Pinjaman Loans From Exchange Transactions	594,653	57,117	651,770
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	–	2,194,780	2,194,780
	12,345,420	8,806,564	21,151,984

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27. Polisi Dan Objektif Pengurusan Risiko Kewangan (samb)
Financial Risk Management Objectives And Policies (cont'd)

Aset Kewangan Financial Assets	Aset Kewangan Berdaulat Sovereign Financial Asset	Pendedahan Maksimum Kepada Risiko Kredit Maximum Exposure To Credit Risk	Jumlah Total
	(RM'000)	(RM'000)	(RM'000)
Urus Niaga Pertukaran Pinjaman Loans From Exchange Transactions	699,460	57,191	756,651
Pelaburan Kewangan Sedia Untuk Dijual Financial Investments Available-For-Sale	9,591,585	2,534,391	12,125,976
Urus Niaga Pertukaran Belum Terima Receivables From Exchange Transactions	–	238,952	238,952
Urus Niaga Bukan Pertukaran Boleh Pulih Recoverables From Non-Exchange Transactions	–	253,855	253,855
Deposit Dengan Institusi Kewangan Berlesen Deposit With Licensed Financial Institutions	–	6,166,328	6,166,328
Tunai Dan Kesetaraan Tunai Cash And Cash Equivalents	–	1,416,529	1,416,529
	10,291,045	10,667,246	20,958,291

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
	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)
Urus Niaga Pertukaran Pinjaman Loans From Exchange Transactions	650,265	–	–	1,505	651,770
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	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	2,194,780	–	–	–	2,194,780
	21,148,279	–	–	3,705	21,151,984

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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
	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)
Urus Niaga Pertukaran Pinjaman Loans From Exchange Transactions	755,614	-	-	1,037	756,651
Pelaburan Kewangan Sedia Untuk Dijual Financial Investments Available-For-Sale	12,121,572	-	-	4,404	12,125,976
Urus Niaga Pertukaran Belum Terima Receivables From Exchange Transactions	236,594	-	-	2,358	238,952
Urus Niaga Bukan Pertukaran Boleh Pulih Recoverables From Non-Exchange Transactions	253,855	-	-	-	253,855
Deposit Dengan Institusi Kewangan Berlesen Deposit With Licensed Financial Institutions	6,166,328	-	-	-	6,166,328
Tunai Dan Kesetaraan Tunai Cash And Cash Equivalents	1,416,529	-	-	-	1,416,529
	20,950,492	-	-	7,799	20,958,291

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
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	–	–	–	55,612	1,505	651,770
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	–	–	–	–	2,194,780	–	2,194,780
Jumlah / Total	12,345,420	2,907,259	6,434	4,542	5,884,624	3,705	21,151,984

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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
	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)	(RM'000)
2016							
Urus Niaga Pertukaran Pinjaman Loans From Exchange Transactions	699,460	-	-	-	56,154	1,037	756,651
Pelaburan Kewangan Sedia Untuk Dijual Financial Investment Available-For-Sale	9,591,585	2,518,671	11,316	-	-	4,404	12,125,976
Urus Niaga Pertukaran Belum Terima Receivables From Exchange Transactions	-	-	-	-	236,594	2,358	238,952
Urus Niaga Bukan Pertukaran Boleh Pulih Recoverables From Non-Exchange Transactions	-	-	-	-	253,855	-	253,855
Deposit Dengan Institusi Kewangan Berlesen Deposit With Licensed Financial Institutions	-	-	-	-	6,166,328	-	6,166,328
Tunai Dan Kesetaraan Tunai Cash And Cash Equivalents	-	-	-	-	1,416,529	-	1,416,529
Jumlah / Total	10,291,045	2,518,671	11,316	-	8,129,460	7,799	20,958,291

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
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	336,604	662,014	998,618

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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
2016	(RM'000)	(RM'000)	(RM'000)
Urus Niaga Pertukaran Belum Bayar Other Payables From Exchange Transactions	249,913	-	249,913
Peruntukan Bagi Manfaat Anggota Provision For Staff Benefits	7,899	619,119	627,018
Geran Kerajaan Government Grant	64,197	-	64,197
Jumlah Liabiliti Kewangan Pada Nilai Saksama Melalui Lebihan Atau Kurangan Total Financial Liabilities At Fair Value Through Surplus Or Deficit	322,009	619,119	941,128

(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 menyelaraskan 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 consistently 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 lembaranimbangan. 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.

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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.

Nilai saksama hartanah pelaburan adalah ditentukan oleh penilai bebas yang diiktiraf dengan menggunakan pendekatan pasaran. Di bawah kaedah pasaran, nilai saksama dianggarkan dengan mempertimbangkan harga jualan satu kaki persegi bagi hartanah pelaburan yang setanding dan telah dijual serta diselaraskan mengikut lokasi, kualiti dan kemasakan bangunan, reka bentuk dan saiz bangunan, syarat hak milik, pola pasaran dan faktor masa.

(a) Determination Of Fair Value And Fair Value Hierarchy (cont'd)

(iii) Financial Instruments 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.

The fair values of the investment properties are determined by an accredited independent valuer using market approach. Under the market method, the fair value is estimated by considering the selling price per square foot of comparable investment properties sold adjusted for location, quality and finishes of the building, design and size of the building, title conditions, market trends and time factor.

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:

	31 Disember 2017 31 December 2017	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	-

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28. Nilai Saksama (samb)
Fair Value (cont'd)

(b) Instrumen Kewangan Diukur Pada Nilai Saksama Dan Hierarki Nilai Saksama (samb)
Financial Instruments Measured At Fair Value And The Fair Value Hierarchy (cont'd)

	31 Disember 2016 31 December 2016	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	3,721,939	3,721,939	-	-
- Sekuriti Kerajaan Malaysia - Malaysian Government Securities	1,932,013	-	1,932,013	-
- Terbitan Pelaburan Kerajaan Malaysia - Malaysian Government Investment Issues	337,713	-	337,713	-
- Bon Tersiar Harga - Quoted Bonds	9,856,250	-	9,856,250	-
Aset Kewangan Dinyatakan Pada Nilai Saksama Melalui Lebihan Atau Kurangan Financial Assets Designated At Fair Value Through Surplus Or Deficit	45,475	45,475	-	-
Aset Kewangan Derivatif Derivative Financial Assets	2,044	2,044	-	-
	15,895,434	3,769,458	12,125,976	-

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.

(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.

29. Peristiwa Selepas Tarikh Pelaporan
Event After The Reporting Date**Perolehan Tanah Di No. 16 Jalan Kia Peng Berjumlah RM323.00 Juta**

PERKESO telah membeli tanah di Jalan Kia Peng dengan harga RM323.00 juta daripada Legasi Azam Sdn. Bhd. yang merupakan anak syarikat milik penuh Malaysian Resources Corporation Berhad (MRCB). PERKESO telah membayar deposit berjumlah RM32.30 juta pada 19 Mac 2018 untuk pembelian tanah ini.

Acquisition Of Land At No. 16 Of Jalan Kia Peng Amounting To RM323.00 Million

SOCSO has purchased a land in Jalan Kia Peng at RM323.00 million from Legasi Azam Sdn. Bhd. which is a wholly-owned subsidiary of Malaysian Resources Corporation Berhad (MRCB). SOCSO has paid a deposit of RM32.30 million on 19 March 2018 for the purchase of this land.

30. Angka Perbandingan
Comparative Figure

Angka perbandingan untuk penyata kewangan telah dinyatakan semula di mana perlu untuk disesuaikan dengan persembahan penyata kewangan dalam tahun semasa.

The comparative figures for the financial statements have been reclassified where necessary to conform with the presentation of the statements in the current year.

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JADUAL 1 **BILANGAN MAJIKAN DAN PEKERJA AKTIF, 2016 – 2017**
Table 1 **Number of Active Employers and Employees, 2016 – 2017**

NEGERI / STATE	Majikan Aktif / Active Employers			Pekerja Aktif / Active Employees		
	2016	2017	Δ'17/'16	2016	2017	Δ'17/'16
JOHOR	57,302	58,394	1.91%	699,318	734,183	4.99%
KEDAH	17,845	17,738	-0.60%	243,838	245,251	0.58%
KELANTAN	8,014	7,984	-0.37%	89,464	89,572	0.12%
MELAKA	13,212	13,213	0.01%	192,361	199,199	3.55%
NEGERI SEMBILAN	13,169	13,250	0.62%	159,718	164,629	3.07%
PAHANG	16,072	16,157	0.53%	169,644	174,017	2.58%
PERAK	32,036	32,245	0.65%	327,108	338,379	3.45%
PERLIS	2,015	1,962	-2.63%	21,663	20,222	-6.65%
PULAU PINANG	31,027	31,254	0.73%	495,206	517,853	4.57%
SABAH	30,274	30,114	-0.53%	344,529	348,265	1.08%
SARAWAK	36,860	37,278	1.13%	470,694	484,114	2.85%
SELANGOR	95,318	98,060	2.88%	1,696,430	1,763,733	3.97%
TERENGGANU	8,501	8,441	-0.71%	116,645	115,148	-1.28%
W.P. KUALA LUMPUR	66,045	67,633	2.40%	1,571,330	1,609,383	2.42%
JUMLAH KESELURUHAN / GRAND TOTAL	427,690	433,723	1.41%	6,597,948	6,803,948	3.12%

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
Table 2

BILANGAN MAJIKAN DAN PEKERJA AKTIF MENGIKUT LINGKUNGAN PEKERJA, 2016 - 2017
Number of Active Employers and Employees By Employees Range, 2016 – 2017

	Majikan Aktif Active Employers		Pekerja Aktif Active Employees	
	2016	2017	2016	2017
Lingkungan Pekerja / Employees Range				
Bawah / Below 100	419,059	424,997	3,382,734	3,491,553
100 – 199	4,762	4,853	656,023	688,016
200 – 299	1,494	1,498	361,634	371,739
300 – 399	767	734	264,313	252,700
400 – 499	408	427	182,218	190,192
500 – 599	266	270	145,658	153,411
600 – 699	188	181	121,414	116,482
700 – 799	137	135	102,497	105,811
800 – 899	76	88	64,025	74,216
900 – 999	74	75	69,820	70,987
1,000 dan lebih / and over	459	465	1,247,612	1,288,841
JUMLAH / TOTAL	427,690	433,723	6,597,948	6,803,948

JADUAL 3
Table 3

KEKERAPAN RELATIF KEMALANGAN DILAPORKAN, 2013 – 2017
Relative Frequency of Accidents Reported, 2013 - 2017

Item	2013	2014	2015	2016	2017
Bilangan kemalangan dilaporkan Number of accidents reported	63,557	63,331	62,837	66,618	69,980
Bilangan kemalangan semasa perjalanan ¹ dilaporkan Number of commuting ¹ accidents reported	27,659	28,037	28,579	31,314	33,319
Bilangan kemalangan perusahaan ² dilaporkan Number of industrial ² accidents reported	35,898	35,294	34,258	35,304	36,661
Kadar kemalangan (per 10,000 pekerja) Accident rate (per 10,000 employees)	104	102	99	101	103
Kadar kemalangan perjalanan (per 10,000 pekerja) Commuting accident rate (per 10,000 employees)	45	45	45	47	49
Kadar kemalangan perusahaan (per 10,000 pekerja) Industrial accident rate (per 10,000 employees)	59	57	54	54	54

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, 2017**
Table 4 Number of Accidents and Benefit Paid According To Industry and Gender, 2017

	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	1,633	401	2,034	1,511	414	1,925	391	95	486	38	3	41
PERLOMBONGAN DAN PENGKUIARIAN MINING AND QUARRYING	352	32	384	326	28	354	99	8	107	8	-	8
PEMBUATAN MANUFACTURING	12,955	3,634	16,589	12,203	3,233	15,436	4,051	928	4,979	190	28	218
PERKHIDMATAN ELEKTRIK, GAS, AIR DAN KEBERSIHAN ELECTRICITY, GAS, WATER AND SANITARY SERVICES	803	90	893	702	76	778	329	26	355	8	-	8
PEMBINAAN CONSTRUCTION	6,569	1,301	7,870	6,262	1,206	7,468	1,831	329	2,160	153	15	168
PERDAGANGAN TRADING												
i. Perdagangan Borong / Wholesale Trade	4,118	762	4,880	3,887	712	4,599	1,192	187	1,379	67	5	72
ii. Perdagangan Runcit / Retail Trade	3,225	1,067	4,292	3,031	1,008	4,039	812	239	1,051	55	9	64
JUMLAH / TOTAL	7,343	1,829	9,172	6,918	1,720	8,638	2,004	426	2,430	122	14	136
PENGINAPAN DAN AKTIVITI PERKHIDMATAN MAKANAN DAN MINUMAN ACCOMMODATION AND FOOD SERVICES ACTIVITIES	1,344	534	1,878	1,287	504	1,791	345	117	462	34	2	36
PENGANGKUTAN DAN PENYIMPANAN TRANSPORTATION AND STORAGE	3,308	386	3,694	3,101	318	3,419	1,099	76	1,175	61	-	61
AKTIVITI KEWANGAN DAN INSURANS / TAKAFUL / FINANCIAL AND INSURANCE/TAKAFUL ACTIVITIES	1,124	723	1,847	943	472	1,415	429	192	621	9	5	14
AKTIVITI HARTANAH, PENYEWAAN DAN PERNIAGAAN REAL ESTATE, LEASING AND BUSINESS	4,317	1,036	5,353	4,137	922	5,059	1,300	242	1,542	69	8	77

Jadual 4 Bilangan Kemalangan dan Faedah Dibayar Mengikut Perusahaan Serta Jantina, 2017

Table 4 Number of Accidents and Benefit Paid According To Industry and Gender, 2017

	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	8,757	2,164	10,921	8,391	1,975	10,366	2,466	550	3,016	228	14	242
ii. Pendidikan Education	210	175	385	188	150	338	67	38	105	3	1	4
iii. Kesihatan dan Kerja Sosial Health and Social Work	896	587	1,483	880	533	1,413	309	166	475	16	6	22
iv. Aktiviti Perkhidmatan Komuniti, Sosial dan Persendirian Lain Other Community, Social and Personal Services Activities	262	94	356	224	82	306	72	17	89	3	1	4
v. Isi Rumah Persendirian dengan Pekerja Bergaji Private Household with Employed Person	5,245	1,321	6,566	4,992	1,174	6,166	1,438	281	1,719	113	16	129
vi. Aktiviti Badan dan Pertubuhan Luar Wilayah Activities of Extraterritorial Organisations and Bodies	483	72	555	515	90	605	210	35	245	8	-	8
JUMLAH / TOTAL	15,853	4,413	20,266	15,190	4,004	19,194	4,562	1,087	5,649	371	38	409
JUMLAH KESELURUHAN / GRAND TOTAL	55,601	14,379	69,980	52,580	12,897	65,477	16,440	3,526	19,966	1,063	113	1,176

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Jadual 4 Bilangan Kemalangan dan Faedah Dibayar Mengikut Perusahaan Serta Jantina, 2017
Table 4 Number of Accidents and Benefit Paid According To Industry and Gender, 2017

	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	9,287	2,253	11,540	9,589	2,263	11,852	2,838	534	3,372	249	19	268
Orang terjatuh pada aras yang sama Person falling from the same level	8,441	2,991	11,432	8,273	2,922	11,195	2,181	663	2,844	120	16	136
JUMLAH / TOTAL	17,728	5,244	22,972	17,862	5,185	23,047	5,019	1,197	6,216	369	35	404
TERHEMPAP OLEH BENDA-BENDA YANG JATUH STRUCK BY FALLING OBJECT												
Tertimbus oleh tanah / batu/pasir Slides and cave-in under earth / sand	98	17	115	92	18	110	17	2	19	2	-	2
Ditimpa bangunan runtuh, dinding atau tangga Collapsing of building wall or staircase	259	101	360	198	50	248	69	22	91	4	-	4
Dihempap oleh benda-benda yang jatuh semasa penyelenggaraan Struck by falling objects during handling	1,171	216	1,387	1,247	213	1,460	367	64	431	10	1	11
Dihempap oleh benda-benda yang jatuh, tidak dispesifikasikan Struck by falling objects, unspecified	1,987	572	2,559	1,689	414	2,103	396	95	491	19	1	20
JUMLAH / TOTAL	3,515	906	4,421	3,226	695	3,921	849	183	1,032	35	2	37
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	3,948	1,071	5,019	3,969	1,045	5,014	1,124	242	1,366	88	11	99
Terkena objek yang pegun Striking against stationary objects	3,381	626	4,007	3,325	607	3,932	911	193	1,104	22	2	24
Terkena objek yang bergerak Striking against moving objects	9,157	2,414	11,571	8,621	2,112	10,733	2,633	581	3,214	264	35	299
Terhempap oleh benda yang melayang atau berterbangan Struck by flying objects	1,531	282	1,813	1,657	302	1,959	576	99	675	22	2	24
JUMLAH / TOTAL	18,017	4,393	22,410	17,572	4,066	21,638	5,244	1,115	6,359	396	50	446

Jadual 4 Bilangan Kemalangan dan Faedah Dibayar Mengikut Perusahaan Serta Jantina, 2017

Table 4 Number of Accidents and Benefit Paid According To Industry and Gender, 2017

	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	950	181	1,131	1,133	195	1,328	600	83	683	11	-	11
Tersepit di antara objek pegun dan bergerak Caught between a stationary and moving objects	1,143	337	1,480	1,171	307	1,478	470	127	597	16	5	21
Tersepit antara objek yang bergerak Caught between moving objects	172	18	190	195	27	222	69	14	83	2	-	2
JUMLAH / TOTAL	2,265	536	2,801	2,499	529	3,028	1,139	224	1,363	29	5	34
PERGERAKAN YANG BERAT OVER-EXERTION OR STRENUOUS MOVEMENT												
Terseliuh apabila mengangkat objek Over-exertion in lifting objects	684	150	834	455	56	511	200	30	230	1	-	1
Terseliuh apabila menolak / menarik objek Over-exertion in pushing or pulling objects	357	47	404	308	27	335	115	8	123	2	-	2
Terseliuh semasa mengurus / melontar objek Over-exertion in handling or throwing objects	3,511	477	3,988	3,212	372	3,584	819	89	908	5	1	6
Pergerakan yang berat Strenuous movements	1,307	445	1,966	1,090	343	1,433	478	134	612	32	5	37
JUMLAH / TOTAL	5,859	1,119	7,192	5,065	798	5,863	1,612	261	1,873	40	6	46
TERDEDDAH/TERSENTUH SUHU YANG PANAS EXPOSED TO/CONTACT WITH EXTREME TEMPERATURE												
Terdedah kepada haba yang panas Exposure to heat	115	18	133	102	12	114	12	3	15	2	-	2
Terdedah kepada hawa dingin beku Exposure to cold	4	-	4	2	-	2	-	-	-	-	-	-
Tersentuh kepada objek / bahan yang panas Contact with objects / hot substances	278	32	310	171	19	190	92	7	99	1	-	1
Tersentuh objek / bahan yang sejuk Contact with objects / cold substances	4	-	4	1	-	1	-	-	-	-	-	-
JUMLAH / TOTAL	401	50	451	276	31	307	104	10	114	3	-	3

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Jadual 4 Bilangan Kemalangan dan Faedah Dibayar Mengikut Perusahaan Serta Jantina, 2017

Table 4 Number of Accidents and Benefit Paid According To Industry and Gender, 2017

	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	2	23	13	1	14	10	1	11	2	-	2
JUMLAH / TOTAL	21	2	23	13	1	14	10	1	11	2	-	2
TERDEDAH / TERSENTUH BAHAN MERBAHAYA EXPOSED TO / CONTACT WITH HARMFUL SUBSTANCE												
Terhidu / terserap bahan merbahaya Contact by inhalation or absorption to harmful substance	47	9	56	16	6	22	5	2	7	2	-	2
Terdedah kepada sinaran radiasi ion Exposure to ionising	17	3	20	9	-	9	9	-	9	1	-	1
Terdedah kepada radiasi selain daripada radiasi ion Exposure to radiations other than ionising radiations	43	12	55	20	6	26	8	2	10	-	-	-
JUMLAH / TOTAL	107	24	131	45	12	57	22	4	26	3	-	3
LAIN-LAIN KEMALANGAN OTHER TYPE OF ACCIDENTS												
Lain-lain kemalangan yang tidak diklasifikasikan Other types of accident, not classified	6,956	1,940	8,896	5,466	1,446	6,912	2,131	476	2,607	164	13	177
Kemalangan tidak diklasifikasikan kerana kekurangan data Accidents not classified due to insufficient data	732	165	897	556	134	690	310	55	365	22	2	24
JUMLAH / TOTAL	7,688	2,105	9,793	6,022	1,580	7,602	2,441	531	2,972	186	15	201
JUMLAH KESELURUHAN / GRAND TOTAL	55,601	14,379	69,980	52,580	12,897	65,477	16,440	3,526	19,966	1,063	113	1,176

JADUAL 5
Table 5

BILANGAN KEMALANGAN DAN FAEDAH DIBAYAR MENGIKUT SEBAB KEMALANGAN SERTA JANTINA, 2017
Number of Accidents and Benefit Paid According to Cause of Accident and Gender, 2017

	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												
TERJATUH / FALLS												
Orang terjatuh dari tempat tinggi dan terjunam ke dalam jurang / lubang Person falling from heights into pits / holes	9,287	2,253	11,540	9,589	2,263	11,852	2,838	534	3,372	249	19	268
Orang terjatuh pada aras yang sama Person falling from the same level	8,441	2,991	11,432	8,273	2,922	11,195	2,181	663	2,844	120	16	136
JUMLAH / TOTAL	17,728	5,244	22,972	17,862	5,185	23,047	5,019	1,197	6,216	369	35	404
TERHEMPAP OLEH BENDA-BENDA YANG JATUH / STRUCK BY FALLING OBJECT												
Tertimbus oleh tanah / batu / pasir Slides and cave-in under earth / sand	98	17	115	92	18	110	17	2	19	2	-	2
Ditimpa bangunan runtuh, dinding atau tangga Collapsing of building wall or staircase	259	101	360	198	50	248	69	22	91	4	-	4
Dihempap oleh benda-benda yang jatuh semasa penyelenggaraan Struck by falling objects during handling	1,171	216	1,387	1,247	213	1,460	367	64	431	10	1	11
Dihempap oleh benda-benda yang jatuh, tidak dispesifikasikan Struck by falling objects, unspecified	1,987	572	2,559	1,689	414	2,103	396	95	491	19	1	20
JUMLAH / TOTAL	3,515	906	4,421	3,226	695	3,921	849	183	1,032	35	2	37
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	3,948	1,071	5,019	3,969	1,045	5,014	1,124	242	1,366	88	11	99
Terkena objek yang pegun Striking against stationary objects	3,381	626	4,007	3,325	607	3,932	911	193	1,104	22	2	24
Terkena objek yang bergerak Striking against moving objects	9,157	2,414	11,571	8,621	2,112	10,733	2,633	581	3,214	264	35	299
Terhempap oleh benda yang melayang atau berterbangan Struck by flying objects	1,531	282	1,813	1,657	302	1,959	576	99	675	22	2	24
JUMLAH / TOTAL	18,017	4,393	22,410	17,572	4,066	21,638	5,244	1,115	6,359	396	50	446

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Jadual 5 Bilangan Kemalangan dan Faedah Dibayar Mengikut Sebab Kemalangan Serta Jantina, 2017

Table 5 Number of Accidents and Benefit Paid According to Cause of Accident and Gender, 2017

	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	950	181	1,131	1,133	195	1,328	600	83	683	11	-	11
Tersepit di antara objek pegun dan bergerak Caught between a stationary and moving objects	1,143	337	1,480	1,171	307	1,478	470	127	597	16	5	21
Tersepit antara objek yang bergerak Caught between moving objects	172	18	190	195	27	222	69	14	83	2	-	2
JUMLAH / TOTAL	2,265	536	2,801	2,499	529	3,028	1,139	224	1,363	29	5	34
PERGERAKAN YANG BERAT / OVER-EXERTION OR STRENUOUS MOVEMENT												
Terseliuh apabila mengangkat objek Over-exertion in lifting objects	684	150	834	455	56	511	200	30	230	1	-	1
Terseliuh apabila menolak / menarik objek Over-exertion in pushing or pulling objects	357	47	404	308	27	335	115	8	123	2	-	2
Terseliuh semasa mengurus / melontar objek Over-exertion in handling or throwing objects	3,511	477	3,988	3,212	372	3,584	819	89	908	5	1	6
Pergerakan yang berat Strenuous movements	1,307	445	1,966	1,090	343	1,433	478	134	612	32	5	37
JUMLAH / TOTAL	5,859	1,119	7,192	5,065	798	5,863	1,612	261	1,873	40	6	46
TERDEDAH/TERSENTUH SUHU YANG PANAS / EXPOSED TO/CONTACT WITH EXTREME TEMPERATURE												
Terdedah kepada haba yang panas Exposure to heat	115	18	133	102	12	114	12	3	15	2	-	2
Terdedah kepada hawa dingin beku Exposure to cold	4	-	4	2	-	2	-	-	-	-	-	-
Tersentuh kepada objek / bahan yang panas Contact with objects / hot substances	278	32	310	171	19	190	92	7	99	1	-	1
Tersentuh objek bahan yang sejuk Contact with objects / cold substances	4	-	4	1	-	1	-	-	-	-	-	-
JUMLAH / TOTAL	401	50	451	276	31	307	104	10	114	3	-	3

Jadual 5 Bilangan Kemalangan dan Faedah Dibayar Mengikut Sebab Kemalangan Serta Jantina, 2017

Table 5 Number of Accidents and Benefit Paid According to Cause of Accident and Gender, 2017

	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	2	23	13	1	14	10	1	11	2	-	2
JUMLAH / TOTAL	21	2	23	13	1	14	10	1	11	2	-	2
TERDEDAH/TERSENTUH BAHAN MERBAHAYA / EXPOSED TO/CONTACT WITH HARMFUL SUBSTANCE												
Terhidu / terserap bahan merbahaya Contact by inhalation or absorption to harmful substance	47	9	56	16	6	22	5	2	7	2	-	2
Terdedah kepada sinaran radiasi ion Exposure to ionising	17	3	20	9	-	9	9	-	9	1	-	1
Terdedah kepada radiasi selain daripada radiasi ion Exposure to radiations other than ionising radiations	43	12	55	20	6	26	8	2	10	-	-	-
JUMLAH / TOTAL	107	24	131	45	12	57	22	4	26	3	-	3
LAIN-LAIN KEMALANGAN / OTHER TYPE OF ACCIDENTS												
Lain-lain kemalangan yang tidak diklasifikasikan Other types of accident, not classified	6,956	1,940	8,896	5,466	1,446	6,912	2,131	476	2,607	164	13	177
Kemalangan tidak diklasifikasikan kerana kekurangan data Accidents not classified due to insufficient data	732	165	897	556	134	690	310	55	365	22	2	24
JUMLAH / TOTAL	7,688	2,105	9,793	6,022	1,580	7,602	2,441	531	2,972	186	15	201
JUMLAH KESELURUHAN / GRAND TOTAL	55,601	14,379	69,980	52,580	12,897	65,477	16,440	3,526	19,966	1,063	113	1,176

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JADUAL 6 **BILANGAN KEMALANGAN DAN FAEDAH DIBAYAR MENGIKUT LOKASI KECEDEeraan SERTA JANTINA, 2017**
Table 6 Number of Accidents and Benefit Paid According to Location of Injury and Gender, 2017

	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	368	95	463	234	59	293	41	8	49	45	4	49
Mata / Eye	970	153	1,123	777	97	874	170	7	177	2	-	2
Telinga / Ear	609	72	681	202	18	220	385	21	406	1	-	1
Mulut / Mouth	149	54	203	136	52	188	32	11	43	-	-	-
Hidung / Nose	91	31	122	70	26	96	12	4	16	-	-	-
Muka, lokasi tidak dinyatakan Face, unspecified location	479	142	621	450	144	594	78	22	100	-	-	-
Kepala, lokasi berganda Head, multiple locations	1,281	367	1,648	888	253	1,141	220	88	308	178	17	195
Kepala, lokasi tidak dinyatakan Head, unspecified location	219	51	270	153	24	177	25	4	29	24	8	32
JUMLAH / TOTAL	4,166	965	5,131	2,910	673	3,583	963	165	1,128	250	29	278
LEHER / NECK												
Leher (termasuk kerongkong dan tulang belakang) Neck (including throat and cervical vertebrae)	184	92	276	141	56	197	57	17	74	4	-	4
JUMLAH / TOTAL	184	92	276	141	56	197	57	17	74	4	-	4
TUBUH / TRUNK												
Belakang / Back	1,605	437	2,042	1,193	286	1,479	721	155	876	4	-	4
Dada / Chest	703	121	824	562	93	655	162	16	178	32	5	37
Abdomen / Abdomen	108	33	141	69	19	88	19	5	24	3	-	3
Tulang punggung / Pelvis	135	39	174	133	38	171	64	8	72	1	-	1
Tubuh, lokasi berganda Trunk, multiple locations	5,023	1,181	6,204	4,886	1,112	5,998	1,434	261	1,695	115	21	136
Tubuh, lokasi tidak dinyatakan Trunk, unspecified location	605	116	721	390	80	470	100	22	122	67	6	73
JUMLAH / TOTAL	8,179	1,927	10,106	7,233	1,628	8,861	2,500	467	2,967	222	32	254

Jadual 6 Bilangan Kemalangan dan Faedah Dibayar Mengikut Lokasi Kecederaan Serta Jantina, 2017

Table 6 Number of Accidents and Benefit Paid According to Location of Injury and Gender, 2017

	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	2,328	452	2,780	2,488	432	2,920	982	146	1,128	4	-	4
Lengan atas / Upper arm	83	26	109	94	22	116	32	8	40	-	-	-
Siku / Elbow	264	95	359	261	96	357	79	19	98	-	-	-
Siku ke pergelangan tangan / Forearm	211	56	267	233	66	299	74	14	88	-	-	-
Pergelangan tangan / Wrist	1,009	420	1,429	1,041	371	1,412	370	156	526	-	-	-
Tangan (kecuali jari) Hand (except fingers alone)	4,998	1,359	6,357	5,046	1,285	6,331	1,407	414	1,821	2	-	2
Jari / Fingers	6,717	1,215	7,932	6,843	1,184	8,027	2,133	346	2,479	2	-	2
Anggota atas, lokasi berganda Upper limb, multiple locations	278	58	336	259	49	308	51	14	65	3	-	3
Anggota atas, lokasi tidak dinyatakan Upper limb, unspecified location	97	27	124	86	29	115	17	5	22	1	-	1
JUMLAH / TOTAL	15,985	3,708	19,693	16,351	3,534	19,885	5,145	1,122	6,267	12	-	12
ANGGOTA BAWAH / LOWER LIMB												
Pinggul / pangkal peha / Hip	582	158	740	516	112	628	208	36	244	1	1	2
Peha / Thigh	397	86	483	460	94	554	153	24	177	3	-	-
Lutut / Knee	1,933	628	2,561	1,905	567	2,472	633	156	789	1	-	1
Kaki / Leg (lower leg)	4,733	1,494	6,227	5,012	1,452	6,464	1,530	378	1,908	3	1	4
Pergelangan / Ankle	508	265	773	557	252	809	169	55	224	-	-	-
Kaki / Feet (except toes alone)	2,701	1,045	3,746	2,770	986	3,756	886	259	1,145	8	1	9
Jari kaki / Toes	764	270	1,034	773	266	1,039	168	51	219	1	-	1
Anggota bawah, lokasi berganda Lower limb, multiple locations	132	30	162	112	24	136	29	7	36	1	-	1
Anggota bawah, lokasi tidak dinyatakan Lower limb, unspecified location	134	45	179	128	38	166	31	9	40	-	-	-
JUMLAH / TOTAL	11,884	4,021	15,905	12,233	3,791	16,024	3,807	975	4,782	18	3	18

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Jadual 6 Bilangan Kemalangan dan Faedah Dibayar Mengikut Lokasi Kecederaan Serta Jantina, 2017

Table 6 Number of Accidents and Benefit Paid According to Location of Injury and Gender, 2017

	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	177	54	231	148	43	191	41	11	52	15	2	17
Tubuh dan satu atau lebih anggota Trunk and one or more limbs	286	74	360	276	64	340	61	21	82	2	2	4
Satu anggota atas, satu anggota bawah atau lebih One upper limb, one lower limb or more than two	693	214	907	784	219	1,003	282	57	339	24	3	27
Lokasi berganda lain Other multiple locations	5,254	1,095	6,349	5,115	1,026	6,141	1,491	237	1,728	128	9	137
Lokasi berganda lain, tidak dinyatakan Multiple locations, unspecified locations	2,259	664	2,923	2,053	606	2,659	586	158	744	80	11	91
JUMLAH / TOTAL	8,669	2,101	10,770	8,376	1,958	10,334	2,461	484	2,945	249	27	276
KECEDERAAN AM / GENERAL INJURIES												
Sistem peredaran darah Circulatory system in general	7	1	8	4	1	5	2	1	3	-	-	-
Sistem pernafasan Respiratory system in general	21	1	22	3	3	6	3	1	4	3	-	3
Sistem penghadaman Digestive system in general	2	-	2	3	-	3	2	-	2	-	-	-
Sistem saraf Nervous system in general	28	4	32	16	-	16	4	-	4	1	-	1
Kecederaan am lain Other general injuries	1,460	387	1,847	1,468	347	1,815	380	82	462	23	2	25
Kecederaan am, lokasi tidak dinyatakan General injuries, unspecified locations	669	136	805	558	124	682	193	28	221	47	4	51
JUMLAH / TOTAL	2,187	529	2,716	2,052	475	2,527	584	112	696	74	6	80
LOKASI TIDAK DINYATAKAN / UNSPECIFIED LOCATION OF INJURY												
Lokasi tidak dinyatakan Unspecified location of injury	4,347	1,036	5,383	3,284	782	4,066	923	184	1,107	234	16	250
JUMLAH / TOTAL	4,347	1,036	5,383	3,284	782	4,066	923	184	1,107	234	16	250
JUMLAH KESELURUHAN / GRAND TOTAL	55,601	14,379	69,980	52,580	12,897	65,477	16,440	3,526	19,966	1,063	113	1,176

JADUAL 7
Table 7

BILANGAN KEMALANGAN DAN FAEDAH DIBAYAR MENGIKUT JENIS KECEDEeraan SERTA JANTINA, 2017
Number of Accidents and Benefit Paid According to Types of Injury And Gender, 2017

	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	13,599	3,820	17,419	15,228	4,099	19,327	6,092	1,418	7,510	96	13	109
Dislokasi Dislocations	924	573	1,497	520	275	795	315	177	492	2	–	2
Tergeliat dan terseliuh Sprains and strains	6,736	2,061	8,797	6,131	1,744	7,875	1,783	445	2,228	59	13	72
Hentaman kuat dan cedera dalaman Concussions and other internal injuries	3,112	924	4,036	2,455	705	3,160	711	192	903	139	18	157
Amputasi dan enukelasi Amputations and enucleations	216	31	247	237	32	269	128	12	140	2	1	3
Kecederaan lain Other wounds	17,040	3,698	20,738	16,444	3,450	19,894	3,667	638	4,305	162	14	176
Luka luaran Superficial injuries	1,981	411	2,392	1,670	342	2,012	233	24	257	21	3	24
Kontusi dan kehancuran Contusions and crushings	260	53	313	246	63	309	95	21	116	17	–	17
Terbakar Burns	474	83	557	453	69	522	70	16	86	10	–	10
Terdedah kepada racun Acute poisonings	40	4	44	13	3	16	6	–	6	2	–	2
Kesan cuaca Effects of weather, exposure and related conditions	324	48	372	133	27	160	168	14	182	20	–	20
Mati lemas Asphyxia	107	11	118	13	6	19	5	1	6	20	2	22
Kesan elektrik Effects of electric currents	25	5	30	13	3	16	4	1	5	2	–	2
Kesan radiasi Effects of radiation	26	7	33	10	1	11	8	1	9	–	–	–
Kecederaan berganda Multiple injuries of different nature	2,707	603	3,310	2,541	567	3,108	950	166	1,116	179	23	202
Kecederaan lain dan tidak dinyatakan Other and unspecified injuries	8,030	2,047	10,077	6,473	1,511	7,984	2,205	400	2,605	332	26	358
JUMLAH / TOTAL	55,601	14,379	69,980	52,580	12,897	65,477	16,440	3,526	19,966	1,063	113	1,176

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JADUAL 8 **BILANGAN KES ILAT DAN PENAKAT DILAPORKAN, 2017**
Table 8 Number of Invalidity and Survivors' Cases Reported, 2017

Penyakit / Disease	Ilat Invalidity			Penakat Survivors'		
	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total
Intestinal Infectious Diseases (eg. cholera)	2	5	7	5	1	6
Tuberculosis (eg. pulmonary tuberculosis)	30	18	48	50	11	61
Other bacterial diseases (eg. plague, leprosy)	19	11	30	225	101	326
Viral Diseases (eg. smallpox, dengue, viral hep.)	151	125	276	48	25	73
Rickettsioses & other Arthropodborne disease	4	3	7	3	1	4
Venereal Diseases	242	136	378	26	7	33
Other infectious, parasitic diseases & late effects of infectious and parasit diseases	6	8	14	23	7	30
Malignant neoplasm of lip, cavity and pharynx	21	14	35	6	4	10
Malignant neoplasm of digestive organs and peritoneum	57	40	97	33	12	45
Malignant neoplasm of respiratory and intrathoracic organs	37	19	56	76	20	96
Malignant neoplasm of bone, connective, skin and breast	343	379	722	22	92	114
Malignant neoplasm if genitourinary organs	394	251	645	69	38	107
Malignant neoplasm of other and unspecified sites	28	23	51	20	9	29
Malignant neoplasm of lymphatic & haemopoietic tissue	26	18	44	33	20	53
Benign Neoplasm	181	154	335	164	73	237
Carcinoma in situ	695	828	1,523	841	594	1,435
Other and unspecified neoplasm	215	89	304	346	170	516
Endocrine & metabolic diseases	55	43	98	97	17	114
Nutritional Deficiencies	12	8	20	3	3	6
Immunity Disorders	7	2	9	37	15	52
Diseases of Blood & Blood Forming Organs	276	151	427	149	53	202
Mental disorders	242	139	381	2	1	3
Diseases of the nervous system (eg epilepsy)	291	168	459	55	19	74
Disease of other paralytic syndromes	149	57	206	13	7	20

Jadual 8 Bilangan Kes Ilat dan Penakat Dilaporkan, 2017
Table 8 Number of Invalidity And Survivors' Cases Reported, 2017

Penyakit / Disease	Ilat Invalidity			Penakat Survivors'		
	L / M	P / F	Jumlah Total	L / M	P / F	Jumlah Total
Disorders of the eye and adnexa	345	190	535	7	4	11
Disorders of the ear and mastoid process	59	34	93	2	0	2
Rheumatic fever and rheumatic heart disease	279	91	370	461	84	545
Hypertensive disease	679	346	1,025	233	60	293
Ischaemic heart disease	972	244	1,216	1,553	342	1,895
Diseases of pulmonary circulation and others	346	108	454	592	131	723
Cerebro-vascular disease	302	86	388	101	19	120
Other diseases of the circulatory system	1,044	581	1,625	353	131	484
Diseases of the upper respiratory tract	137	53	190	90	24	114
Other diseases of the respiratory system	50	74	124	214	68	282
Diseases of the other parts of the digestive	131	53	184	104	36	140
Diseases of the musculoskeletal system and connective tissue (eg arthritis)	1,250	785	2,035	79	24	103
Fractures	477	177	654	24	4	28
Intracranial and internal injuries including nerves	210	181	391	38	11	49
Open wounds and injury to blood vessels	150	103	253	9	0	9
Poisoning and toxic effects	0	0	0	10	2	12
Transport accidents	613	153	766	504	91	595
Suicide and self-inflicted injury	1	1	2	51	6	57
Homicide and injury purposely inflicted by other persons	0	0	0	17	4	21
Old age	2	0	2	57	29	86
Other violence	7,931	4,443	12,374	5,643	1,670	7,313
JUMLAH / TOTAL	18,461	10,392	28,853	12,488	4,040	16,528

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JADUAL 9 **BILANGAN KEMALANGAN PERUSAHAAN DAN FAEDAH DIBAYAR MENGIKUT AGEN PENYEBAB SERTA JANTINA, 2017**
Table 9 **Number of Industrial Accidents and Benefit Paid According to Agent Causes and Gender, 2017**

	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
Agan Penyebab / Agent Causes												
MACHINE												
i. Prime-movers, except electrical motors	8	1	9	9	1	10	5	–	5	–	–	–
ii. Transmission machinery	30	2	32	39	1	40	10	1	11	–	–	–
iii. Metalworking machines	597	74	671	656	84	740	242	35	277	5	–	5
iv. Wood and assimilated machines	189	27	216	228	32	260	78	11	89	–	–	–
v. Agricultural machines	827	136	963	815	121	936	201	24	225	5	–	5
vi. Mining machinery	20	2	22	32	3	35	14	2	16	–	–	–
vii. Other machines not elsewhere classified	959	177	1,136	944	171	1,115	241	46	287	5	1	6
JUMLAH / TOTAL	2,630	419	3,049	2,723	413	3,136	791	119	910	15	1	16
MEANS OF TRANSPORT AND LIFTING EQUIPMENT												
i. Lifting machines and appliances	181	23	204	181	17	198	55	5	60	3	1	4
ii. Means of rail transport	9	1	10	8	1	9	3	–	3	–	–	–
iii. Other wheeled means of transport, excluding rail transport	3,156	306	3,462	3,203	308	3,511	1,013	79	1,092	110	2	112
iv. Means of air transport	–	–	–	–	–	–	–	–	–	–	–	–
v. Means of water transport	5	1	6	7	–	7	2	–	2	–	–	–
vi. Other means of transport	14	1	15	15	1	16	3	1	4	–	–	–
JUMLAH / TOTAL	3,365	332	3,697	3,414	327	3,741	1,076	85	1,161	113	3	116

Jadual 9 Bilangan Kemalangan Perusahaan Dan Faedah Dibayar Mengikut Agen Penyebab Serta Jantina, 2017
Table 9 Number of Industrial Accidents and Benefit Paid According to Agent Causes and Gender, 2017

	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
Agan Penyebab / Agent Causes												
OTHER EQUIPMENT												
i. Pressure vessels	46	5	51	57	8	65	22	3	25	-	-	-
ii. Furnaces, ovens, kilns	7	1	8	6	3	9	3	-	3	-	-	-
iii. Refrigerating plants	-	-	-	-	-	-	-	-	-	-	-	-
iv. Electrical installations, including electric motors but excluding electric hand tools	14	2	16	10	1	11	4	-	4	-	-	-
v. Electric hand tools	49	1	50	56	1	57	9	-	9	-	-	-
vi. Tools, implements and appliances, except electric hand tools	582	81	663	584	79	663	205	19	224	-	-	-
vii. Ladders, mobile ramps	63	14	77	78	17	95	26	6	32	-	-	-
viii. Scaffolding	34	11	45	50	14	64	26	3	29	-	-	-
ix. Other equipment, not elsewhere classified	280	31	311	261	37	298	51	4	55	2	-	2
JUMLAH / TOTAL	1,075	146	1,221	1,102	160	1,262	346	35	381	2	-	2
MATERIALS, SUBSTANCES AND RADIATIONS												
i. Explosives	7	1	8	3	1	4	2	-	2	1	-	1
ii. Dust, gases, liquids and chemicals, excluding explosives	178	33	211	155	32	187	32	4	36	3	-	3
iii. Flying fragments	39	-	39	34	-	34	12	-	12	1	-	1
iv. Radiation	2	-	2	5	-	5	3	-	3	-	-	-
v. Other materials and substances not classified	1,490	281	1,771	1,410	255	1,665	237	47	284	11	-	11
JUMLAH / TOTAL	1,716	315	2,031	1,607	288	1,895	286	51	337	16	-	16

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Jadual 9 Bilangan Kemalangan Perusahaan Dan Faedah Dibayar Mengikut Agen Penyebab Serta Jantina, 2017
Table 9 Number of Industrial Accidents and Benefit Paid According to Agent Causes and Gender, 2017

	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
Agan Penyebab / Agent Causes												
WORKING ENVIRONMENT												
i. Outdoor	2,923	935	3,858	2,793	903	3,696	778	236	1,014	49	4	53
ii. Indoor	11,892	2,710	14,602	11,812	2,625	14,437	3,039	574	3,613	80	5	85
iii. Underground	74	8	82	82	12	94	24	8	32	3	-	3
JUMLAH / TOTAL	14,889	3,653	18,542	14,687	3,540	18,227	3,841	818	4,659	132	9	141
OTHER AGENCIES, NOT ELSEWHERE CLASSIFIED	2,717	523	3,240	2,485	499	2,984	519	105	624	17	2	19
JUMLAH KESELURUHAN / GRAND TOTAL	26,392	5,388	31,780	26,018	5,227	31,245	6,859	1,213	8,072	295	15	310

Nota / Notes :

¹ Tidak termasuk kes penyakit khidmat dilaporkan / Exclude occupational disease cases reported.

JADUAL 10
Table 10

BILANGAN KES PENYAKIT KHIDMAT DAN FAEDAH DIBAYAR MENGIKUT AGEN PENYEBAB SERTA JANTINA, 2017
Number of Occupational Disease Cases and Benefit Paid According to Agent Causes and Gender, 2017

	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
Agan Penyebab / Agent Causes												
DISEASES CAUSED BY AGENTS												
i. Chemical Agents	95	29	124	18	5	23	21	4	25	-	-	-
ii. Physical Agents	1,083	498	1,581	340	168	508	485	129	614	1	-	1
iii. Biological Agents	10	-	10	1	-	1	1	-	1	-	-	-
JUMLAH / TOTAL	1,188	527	1,715	359	173	532	507	133	640	1	-	1
DISEASES BY TARGET ORGAN SYSTEM												
i. Occupational Respiratory Diseases	365	128	493	91	14	105	95	17	112	-	-	-
ii. Occupational Skin Diseases	259	91	350	84	28	112	94	25	119	-	-	-
iii. Occupational Musculo-Skeletal Disorders	918	436	1,354	303	109	412	291	88	379	-	-	-
JUMLAH / TOTAL	1,542	655	2,197	478	151	629	480	130	610	-	-	-
OCCUPATIONAL CANCER	4	1	5	2	1	3	2	-	2	-	-	-
OTHERS	653	311	964	198	60	258	166	48	214	-	-	-
JUMLAH KESELURUHAN / GRAND TOTAL	3,387	1,494	4,881	1,037	385	1,422	1,155	311	1,466	1	-	1

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JADUAL 11 BILANGAN KEMALANGAN PERJALANAN¹ DAN FAEDAH DIBAYAR MENGIKUT AGEN PENYEBAB SERTA JANTINA, 2017
Table 11 Number of Commuting Accidents¹ and Benefit Paid According to Agent Causes and Gender, 2017

	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
Agan Penyebab / Agent Causes												
MACHINE												
i. Prime-movers, except electrical motors	-	-	-	-	-	-	-	-	-	-	-	-
ii. Transmission machinery	1	-	1	2	-	2	3	-	3	-	-	-
iii. Metalworking machines	15	1	16	13	2	15	4	-	4	-	-	-
iv. Wood and assimilated machines	2	-	2	3	-	3	1	-	1	-	-	-
v. Agricultural machines	12	2	14	9	1	10	1	-	1	-	-	-
vi. Mining machinery	6	6	12	7	2	9	3	1	4	-	-	-
vii. Other machines not elsewhere classified	23	6	29	21	4	25	9	-	9	-	-	-
JUMLAH / TOTAL	59	15	74	55	9	64	21	1	22	-	-	-
MEANS OF TRANSPORT AND LIFTING EQUIPMENT												
i. Lifting machines and appliances	5	-	5	7	-	7	3	-	3	-	-	-
ii. Means of rail transport	1	-	1	1	-	1	-	-	-	-	-	-
iii. Other wheeled means of transport, excluding rail transport	21,650	5,872	27,522	21,797	5,843	27,640	7,359	1,643	9,002	679	84	763
iv. Means of air transport	11	3	14	11	4	15	5	-	5	-	1	1
v. Means of water transport	-	-	-	-	-	-	1	-	1	-	-	-
vi. Other means of transport	-	1	1	3	-	3	4	-	4	-	-	-
JUMLAH / TOTAL	21,667	5,876	27,543	21,819	5,847	27,666	7,372	1,643	9,015	679	85	764

Jadual 11 Bilangan Kemalangan Perjalanan¹ dan Faedah Dibayar Mengikut Agen Penyebab Serta Jantina, 2017

Table 11 Number of Commuting Accidents¹ and Benefit Paid According to Agent Causes and Gender, 2017

	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
Agan Penyebab / Agent Causes												
OTHER EQUIPMENT												
i. Pressure vessels	1	-	1	1	-	1	1	-	1	-	-	-
ii. Furnaces, ovens, kilns	6	4	10	7	3	10	2	1	3	-	-	-
iii. Refrigerating plants	-	-	-	-	-	-	-	-	-	-	-	-
iv. Electrical installations, including electric motors but excluding electric hand tools	1	-	1	1	-	1	-	-	-	-	-	-
v. Electric hand tools	1	-	1	1	-	1	-	-	-	-	-	-
vi. Tools, implements and appliances, except electric hand tools	6	3	9	7	3	10	2	4	6	-	-	-
vii. Ladders, mobile ramps	-	1	1	-	1	1	-	-	-	-	-	-
viii. Scaffolding	163	120	283	162	110	272	75	30	105	1	-	1
ix. Other equipment, not elsewhere classified	7	1	8	4	4	8	1	2	3	1	-	1
JUMLAH / TOTAL	185	129	314	183	121	304	81	37	118	2	-	2
MATERIALS, SUBSTANCES AND RADIATIONS												
i. Explosives	-	-	-	-	-	-	-	-	-	-	-	-
ii. Dust, gases, liquids and chemicals, excluding explosives	1	1	2	1	1	2	-	1	1	-	-	-
iii. Flying fragments	1	1	2	1	-	1	-	-	-	-	-	-
iv. Radiation	-	-	-	-	-	-	-	-	-	-	-	-
v. Other materials and substances not classified	127	28	155	93	24	117	20	3	23	8	-	8
JUMLAH / TOTAL	129	30	159	95	25	120	20	4	24	8	-	8

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Jadual 11 Bilangan Kemalangan Perjalanan¹ dan Faedah Dibayar Mengikut Agen Penyebab Serta Jantina, 2017
Table 11 Number of Commuting Accidents¹ and Benefit Paid According to Agent Causes and Gender, 2017

	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
Agan Penyebab / Agent Causes												
WORKING ENVIRONMENT												
i. Outdoor	1,952	680	2,632	1,794	609	2,403	407	149	556	47	9	56
ii. Indoor	904	462	1,366	790	403	1,193	287	104	391	11	2	13
iii. Underground	2	-	2	3	1	4	1	2	3	-	-	0
JUMLAH / TOTAL	2,858	1,142	4,000	2,587	1,013	3,600	695	255	950	58	11	69
OTHER AGENCIES, NOT ELSEWHERE CLASSIFIED	924	305	1,229	786	270	1,056	237	62	299	20	2	22
JUMLAH KESELURUHAN / GRAND TOTAL	25,822	7,497	33,319	25,525	7,285	32,810	8,426	2,002	10,428	767	98	865

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, 2017**
Table 12 Number of TD Recipients According to Age Group and Gender, 2017

Kumpulan umur Age group	Lelaki Male	Perempuan Female	Jumlah Total
Bawah / Below 20	2,320	465	2,785
20 – 24	7,956	1,827	9,783
25 – 29	8,363	1,905	10,268
30 – 34	7,529	1,649	9,178
35 – 39	6,438	1,548	7,986
40 – 44	5,803	1,487	7,290
45 – 49	5,111	1,390	6,501
50 – 54	4,166	1,375	5,541
55 – 59	2,829	861	3,690
60 – 64	1,267	253	1,520
65 dan lebih / and over	798	137	935
JUMLAH / TOTAL	52,580	12,897	65,477

JADUAL 13 **BILANGAN PENERIMA HUS MENGIKUT JULAT BAYARAN, 2016 – 2017**
Table 13 Number of TD Recipients According to The Range of Payment, 2016 – 2017

Julat bayaran Payment range (RM)	Bilangan penerima Number of recipients	
	2016	2017
Bawah / Below 1,000	25,713	24,877
1,000 – 1,999	11,236	12,105
2,000 – 2,999	7,411	7,434
3,000 – 3,999	5,067	4,992
4,000 – 4,999	3,563	3,726
5,000 – 5,999	2,566	2,686
6,000 – 6,999	1,897	2,153
7,000 – 7,999	1,456	1,524
8,000 – 8,999	1,053	1,190
9,000 – 9,999	791	939
10,000 dan ke atas / and above	3,190	3,851
JUMLAH / TOTAL	63,943	65,477

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JADUAL 14 **BILANGAN PENERIMA HUK MENGIKUT KUMPULAN UMUR DAN JANTINA, 2017**
Table 14 Number of PD Recipients According to Age Group and Gender, 2017

Kumpulan umur Age group	Lelaki Male	Perempuan Female	Jumlah Total
Bawah / Below 20	390	55	445
20 – 24	1,752	335	2,087
25 – 29	2,448	435	2,883
30 – 34	2,367	480	2,847
35 – 39	2,305	479	2,784
40 – 44	2,119	498	2,617
45 – 49	1,897	427	2,324
50 – 54	1,558	436	1,994
55 – 59	997	263	1,260
60 – 64	408	91	499
65 dan lebih / and over	199	27	226
JUMLAH / TOTAL	16,440	3,526	19,966

JADUAL 15 **BILANGAN PENERIMA HUK MENGIKUT PERATUS HILANG UPAYA, 2017**
Table 15 Number of PD Recipients According to The Percentage of Disablement, 2017

Peratusan Percentage (%)	Pukal Lump-sum	Berkala Periodical	Pukal & Berkala Lump-sum & Periodical	Jumlah Total
Bawah / Below 10	16,788	129	5	16,922
10 – 19	2,038	91	9	2,138
20 – 29	108	15	297	420
30 – 39	–	3	158	161
40 – 49	–	2	79	81
50 – 59	–	3	55	58
60 – 69	–	3	36	39
70 – 79	–	4	61	65
80 – 89	–	1	25	26
90 – 99	–	2	16	18
100	–	2	36	38
JUMLAH / TOTAL	18,934	255	777	19,966

JADUAL 16
Table 16

BILANGAN PENERIMA HUK (PUKAL) MENGIKUT JULAT BAYARAN, 2016 – 2017
Number of PD Recipients (Lump-Sum) According to The Range of Payment, 2016 – 2017

Julat bayaran pukal Lump-sum payment range (RM)	Bilangan penerima Number of recipients	
	2016	2017
1,000 dan ke bawah / and below	11	15
1,001 – 10,000	7,279	7,664
10,001 – 20,000	4,663	4,625
20,001 – 30,000	2,542	2,607
30,001 – 40,000	1,570	1,6150
40,001 – 50,000	853	975
50,001 – 60,000	435	523
60,001 – 70,000	296	309
70,001 – 80,000	181	232
80,001 – 90,000	97	138
90,001 dan ke atas / and above	164	231
JUMLAH / TOTAL	18,091	18,934

JADUAL 17
Table 17

BILANGAN PENERIMA HUK (BERKALA) MENGIKUT JULAT BAYARAN, 2016 – 2017
Number of PD Recipients (Periodical) According to The Range of Payment, 2016 – 2017

Julat bayaran bulanan Periodical payment range (RM)	Bilangan penerima Number of recipients	
	2016	2017
300 dan ke bawah / and below	239	183
301 – 600	14	51
601 – 900	4	10
1,901 – 1,200	4	1
1,201 – 1,500	1	3
1,501 – 1,800	1	2
1,801 dan ke atas / and above	5	5
JUMLAH / TOTAL	268	255

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JADUAL 18 **BILANGAN PENERIMA HUK (PUKAL & BERKALA) MENGIKUT JULAT BAYARAN, 2016 – 2017**
Table 18 Number of PD Recipients (Lump-Sum & Periodical) According to The Range of Payment, 2016 – 2017

Julat bayaran pukal Lump-sum payment range (RM)	Bilangan penerima Number of recipients	
	2016	2017
3,000 dan ke bawah / and below	-	-
3,001 – 6,000	12	16
6,001 – 9,000	41	38
9,001 – 12,000	69	58
12,001 – 15,000	78	70
15,001 – 18,000	81	58
18,001 dan ke atas / and above	570	537
JUMLAH / TOTAL	851	777

Julat bayaran bulanan Periodical payment range (RM)	Bilangan penerima Number of recipients	
	2016	2017
300 dan ke bawah / and below	213	178
301 – 600	350	297
601 – 900	154	163
1,901 – 1,200	66	65
1,201 – 1,500	29	30
1,501 – 1,800	18	24
1,801 dan ke atas / and above	21	20
JUMLAH / TOTAL	851	777

JADUAL 19 **BILANGAN KES FOT DIBAYAR MENGIKUT KUMPULAN UMUR DAN JANTINA, 2017**
Table 19 Number of DB Paid Cases According to Age Group and Gender, 2017

Kumpulan umur Age group	L/M	P/F	Jumlah Total
Bawah / Below 20	76	5	81
20 – 24	195	20	215
25 – 29	166	22	188
30 – 34	131	15	146
35 – 39	94	9	103
40 – 44	73	11	84
45 – 49	86	9	95
50 – 54	97	12	109
55 – 59	46	5	51
60 – 64	50	3	53
65 dan lebih / and over	49	2	51
JUMLAH / TOTAL	1,063	113	1,176

JADUAL 20 **BILANGAN KES FOT DIBAYAR MENGIKUT JULAT BAYARAN, 2016 – 2017**
Table 20 Number of DB Paid Cases According to The Range of Payment, 2016 – 2017

Julat bayaran bulanan Monthly payment range (RM)	Bilangan kes Number of cases	
	2016	2017
801 – 1,000	265	220
1,001 – 1,200	102	116
1,201 – 1,400	111	134
1,401 – 1,600	101	81
1,601 – 1,800	98	98
1,801 – 2,000	88	82
2,001 – 2,200	48	65
2,201 dan ke atas / and above	396	380
JUMLAH / TOTAL	1,209	1,176

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JADUAL 21 **BILANGAN PENERIMA PENCEN DAN BANTUAN ILAT MENGIKUT KUMPULAN UMUR DAN JANTINA, 2017**
Table 21 Number of Invalidation Pension and Grant Recipients According to Age Group and Gender, 2017

Kumpulan umur Age group	L/M	P/F	Jumlah Total
Bawah / Below 20	1	–	1
20 – 24	44	14	58
25 – 29	117	85	202
30 – 34	254	154	408
35 – 39	439	270	709
40 – 44	749	429	1,178
45 – 49	1,117	647	1,764
50 – 54	1,701	891	2,592
55 – 59	1,958	917	2,875
60 – 64	275	135	410
65 dan lebih / and over	19	8	27
JUMLAH / TOTAL	6,674	3,550	10,224

JADUAL 22 **BILANGAN PENERIMA PENCEN DAN BANTUAN ILAT MENGIKUT JULAT BAYARAN, 2016 – 2017**
Table 22 Number of Invalidation Pension and Grant Recipients According to The Range of Payment, 2016 – 2017

Julat bayaran bulanan Monthly payment range	Bilangan penerima Number of recipients		
	(RM)	2016	2017
200 dan ke bawah / and below		155	219
201 – 400		263	371
401 – 600		2,211	2,352
601 – 800		1,177	1,334
801 – 1,000		1,028	1,175
1,001 – 1,200		731	873
1,201 – 1,400		616	761
1,401 – 1,600		611	813
1,601 – 1,800		578	547
1,801 – 2,000		1,240	973
2,001 dan ke atas / and above		104	806
JUMLAH / TOTAL		8,714	10,224

JADUAL 23
Table 23

BILANGAN KES PENCEN PENAKAT DIBAYAR MENGIKUT KUMPULAN UMUR DAN JANTINA, 2017
Number of Survivors' Benefit Paid Cases According to Age Group and Gender, 2017

Kumpulan umur Age group	L/M	P/F	Jumlah Total
Bawah / Below 20	9	–	9
20 – 24	247	61	308
25 – 29	503	178	681
30 – 34	753	288	1,041
35 – 39	937	385	1,322
40 – 44	1,284	519	1,803
45 – 49	1,879	567	2,446
50 – 54	2,283	591	2,874
55 – 59	2,398	482	2,880
60 – 64	399	100	499
65 dan lebih / and over	214	43	257
JUMLAH / TOTAL	10,906	3,214	14,120

JADUAL 24
Table 24

BILANGAN KES PENCEN PENAKAT DIBAYAR MENGIKUT JULAT BAYARAN, 2016 – 2017
Number of Survivors' Benefit Paid Cases According to Range of Payment, 2016 – 2017

Julat bayaran bulanan Monthly payment range (RM)	Bilangan kes Number of cases	
	2016	2017
200 dan ke bawah / and below	–	–
201 – 400	–	–
401 – 600	4,059	3,990
601 – 800	1,821	2,006
801 – 1,000	1,650	1,705
1,001 – 1,200	1,155	1,247
1,201 – 1,400	961	1,046
1,401 – 1,600	975	1,076
1,601 – 1,800	861	796
1,801 – 2,000	1,743	1,177
2,001 dan ke atas / and above	39	1,077
JUMLAH / TOTAL	13,264	14,120

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JADUAL 25 **BILANGAN KES ELS DIBAYAR MENGIKUT KUMPULAN UMUR DAN JANTINA, 2017**
Table 25 Number of CAA Paid Cases According to Age Group and Gender, 2017

Kumpulan umur Age group	L/M	P/F	Jumlah Total
Bawah / Below 20	–	1	–
20 – 24	12	5	17
25 – 29	11	6	17
30 – 34	36	16	52
35 – 39	50	19	69
40 – 44	72	41	113
45 – 49	108	40	148
50 – 54	128	48	176
55 – 59	116	58	174
60 – 64	20	3	23
65 dan lebih / and over	2	–	2
JUMLAH / TOTAL	555	237	791

JADUAL 26 **BILANGAN KES FPM DIBAYAR MENGIKUT KUMPULAN UMUR DAN JANTINA, 2017**
Table 26 Number of FB Paid Cases According to Age Group and Gender, 2017

Kumpulan umur Age group	L/M	P/F	Jumlah Total
Bawah / Below 20	64	4	68
20 – 24	364	51	415
25 – 29	645	164	809
30 – 34	873	300	1,173
35 – 39	1,044	374	1,418
40 – 44	1,372	567	1,939
45 – 49	2,025	640	2,665
50 – 54	2,546	756	3,302
55 – 59	2,695	760	3,455
60 – 64	1,002	277	1,279
65 dan lebih / and over	435	188	623
JUMLAH / TOTAL	13,065	4,081	17,146

JADUAL 27

BILANGAN KES PEMULIHAN JASMANI DAN VOKASIONAL DILULUSKAN MENGIKUT KUMPULAN UMUR DAN JANTINA, 2017

Table 27

Number of Physical and Vocational Rehabilitation Cases Approved According to Age Group and Gender, 2017

Kumpulan umur Age group	L/M	P/F	Jumlah Total
Bawah / Below 20	5	2	7
20 – 24	234	58	292
25 – 29	547	135	682
30 – 34	679	161	840
35 – 39	700	198	898
40 – 44	733	231	964
45 – 49	737	242	979
50 – 54	790	288	1,078
55 – 59	625	246	871
60 – 64	286	68	354
65 dan lebih / and over	102	9	111
JUMLAH / TOTAL	5,438	1,638	7,076

JADUAL 28

BILANGAN PENERIMA PROGRAM SARINGAN KESIHATAN MENGIKUT KUMPULAN UMUR DAN JANTINA, 2017

Table 28

Number of Health Screening Program Recipients According to Age Group and Gender, 2017

Kumpulan umur Age group	L/M	P/F	Jumlah Total
40 – 44	8,790	9,831	18,621
45 – 49	2,340	3,100	5,440
50 – 54	1,842	2,264	4,106
55 – 59	1,219	1,608	2,827
60 – 64	493	324	817
65 dan lebih / and over	242	144	386
JUMLAH / TOTAL	14,926	17,271	32,197

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JADUAL 29 **BILANGAN HARI KERJA YANG HILANG AKIBAT KEMALANGAN (HUS)**
MENGIKUT KUMPULAN UMUR DAN JANTINA, 2017
Table 29 Number of Man-Days Lost Due to Accidents (TD) According to Age Group and Gender, 2017

Kumpulan umur Age group	L/M	P/F	Jumlah Total
Bawah / Below 20	113,094	21,810	134,904
20 – 24	404,527	84,200	488,727
25 – 29	426,733	86,484	513,217
30 – 34	418,385	82,355	500,740
35 – 39	374,339	82,686	457,025
40 – 44	335,564	79,279	414,843
45 – 49	302,871	79,100	381,971
50 – 54	240,814	81,553	322,367
55 – 59	174,177	48,375	222,552
60 – 64	74,607	13,575	88,182
65 dan lebih / and over	45,996	9,385	55,381
JUMLAH / TOTAL	2,911,107	668,802	3,579,909

JADUAL 30 BILANGAN KES TUNTUTAN DIBAYAR, 2017
Table 30 Number of Claim Paid Cases, 2017

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	7,957	2,582	31	78	2,691	74	1,047	1,162	1,031	314	73
Petaling Jaya / Shah Alam	7,506	1,829	30	75	1,934	81	734	899	1,005	207	84
Rawang	1,536	369	5	12	386	42	320	420	541	87	10
Klang	4,803	1,546	15	43	1,604	73	610	975	1,203	106	35
Kajang	2,433	779	12	34	825	42	529	597	706	48	25
George Town	2,776	848	14	21	883	30	377	444	549	76	7
Pulau Pinang	4,309	1,199	19	42	1,260	45	490	601	770	200	30
Ipoh	3,183	994	11	25	1,030	42	477	541	678	168	25
Taiping	1,278	447	3	12	462	28	218	325	418	28	13
Tapah / Cameron Highlands	360	131	1	6	138	15	94	86	117	27	7
Teluk Intan	682	177	4	11	192	17	154	214	275	20	16
Kuala Kangsar	633	231	4	10	245	18	149	172	215	12	8
Seri Manjung	249	13	–	–	13	7	32	57	87	33	1
Alor Setar	1,360	522	12	8	542	21	315	353	427	61	10
Sungai Petani	1,504	590	13	26	629	44	437	436	562	54	12
Kulim	928	424	4	15	443	20	227	266	342	18	45
Kangar	280	87	1	8	96	8	88	96	122	34	12
Langkawi	304	75	–	4	79	4	39	54	61	6	4
Johor Bahru	4,843	1,268	14	56	1,338	97	593	1,110	1,372	253	41
Kluang	1,098	235	3	12	250	10	96	273	329	40	7
Muar	1,430	356	10	7	373	12	109	182	245	35	3
Segamat	713	135	–	6	141	15	47	152	197	24	3
Batu Pahat	1,334	314	4	18	336	34	121	229	294	35	3
Seremban	2,349	672	8	29	709	54	324	561	681	87	34

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Jadual 30 Bilangan Kes Tuntutan Dibayar, 2017
Table 30 Number of Claim Paid Cases, 2017

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	335	82	3	9	94	11	60	152	197	6	5
Melaka	2,491	840	12	32	884	36	323	574	690	103	28
Bentong / Raub	547	206	2	9	217	18	90	113	161	18	9
Temerloh	743	211	2	13	226	25	169	216	308	41	19
Kuantan	1,151	254	4	20	278	29	254	330	412	96	10
Labuan	89	16	1	–	17	2	21	47	55	8	4
Kemaman	340	97	2	4	103	6	75	109	126	26	8
Dungun	172	90	–	4	94	5	51	82	92	41	1
Kuala Terengganu	650	153	–	18	171	24	165	250	297	71	23
Miri / Limbang	372	40	–	14	54	15	131	181	218	34	13
Bintulu	397	71	2	5	78	9	48	82	110	31	9
Sri Aman	47	15	–	2	17	3	15	33	32	2	–
Kuching	1,051	237	1	17	255	26	224	321	427	164	17
Sibu	885	138	4	9	151	24	105	191	247	65	7
Kapit	100	44	–	2	46	5	27	29	43	9	1
Sarikei	103	17	–	1	18	9	16	56	72	12	5
Kota Bahru	725	221	1	25	247	34	317	359	446	30	12
Kuala Krai	219	70	–	8	78	10	55	107	144	2	6
Tawau	224	65	2	3	70	12	52	115	137	39	19
Keningau	70	14	–	4	18	2	34	33	51	2	6
Lahad Datu	99	30	–	2	32	5	40	51	58	20	10
Kota Kinabalu / Kudat / Beaufort	615	166	1	15	182	27	271	346	432	88	60
Sandakan	204	34	–	3	37	6	54	138	164	38	12
JUMLAH / TOTAL	65,477	18,934	255	777	19,966	1,176	10,224	14,120	17,146	2,919	791

JADUAL 31 BILANGAN PENERIMA BARU FAEDAH, 2017
Table 31 Number of Newly Benefit Recipients, 2017

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	PJV PVR ²	Jumlah Total	PI&BI IP&IG	PP SB	ELS CAA	FPM FB	PJV PVR ²		Jumlah Total
Kuala Lumpur	7,957	2,691	170	2	53	314	409	11,596	1,047	2,610	71	1,336	340	5,404	17,000
Petaling Jaya / Shah Alam	7,506	1,934	208	1	53	207	442	10,351	734	1,973	83	954	275	4,019	14,370
Rawang	1,536	386	114	–	36	87	269	2,428	320	1,035	10	505	226	2,096	4,524
Klang	4,803	1,604	212	2	101	106	360	7,188	610	2,330	33	1,107	405	4,485	11,673
Kajang	2,433	825	115	1	47	48	115	3,584	529	1,443	24	662	59	2,717	6,301
George Town	2,776	883	67	–	32	76	105	3,939	377	873	7	519	82	1,858	5,797
Seberang Jaya	4,309	1,260	127	5	59	200	184	6,144	490	1,338	25	712	189	2,754	8,898
Ipoh	3,183	1,030	90	2	42	168	233	4,748	477	1,132	23	639	129	2,400	7,148
Taiping	1,278	462	67	–	22	28	75	1,932	218	757	13	396	96	1,480	3,412
Tapah / Cameron Highlands	360	138	28	–	20	27	48	621	94	178	7	97	20	396	1,017
Teluk Intan	682	192	40	2	15	20	62	1,013	154	512	14	260	65	1,005	2,018
Kuala Kangsar	633	245	42	–	16	12	30	978	149	444	8	199	32	832	1,810
Seri Manjung	249	13	14	–	8	33	40	357	32	114	1	79	43	269	626
Alor Setar	1,360	542	53	–	17	61	35	2,068	315	889	10	410	35	1,659	3,727
Sungai Petani	1,504	629	116	–	51	54	66	2,420	437	1,044	12	512	74	2,079	4,499
Kulim	928	443	53	–	22	18	51	1,515	227	640	45	320	70	1,302	2,817
Kangar	280	96	20	1	13	34	6	450	88	214	11	109	7	429	879
Langkawi	304	79	12	–	2	6	15	418	39	127	4	59	4	233	651
Johor Bahru	4,843	1,338	262	–	126	253	117	6,939	593	2,718	41	1,259	197	4,808	11,747
Kluang	1,098	250	28	1	15	40	49	1,481	96	640	6	314	26	1,082	2,563
Muar	1,430	373	33	–	14	35	83	1,968	109	436	3	231	39	818	2,786
Segamat	713	141	39	–	14	24	68	999	47	368	3	183	29	630	1,629
Batu Pahat	1,334	336	88	–	37	35	101	1,931	121	555	3	258	39	976	2,907
Seremban	2,349	709	153	–	49	87	133	3,480	324	1,285	34	634	90	2,367	5,847
Kuala Pilah	335	94	23	1	15	6	25	499	60	365	4	182	17	628	1,127

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Jadual 31 Bilangan Penerima Baru Faedah, 2017
Table 31 Number of Newly Benefit Recipients, 2017

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	PJV PVR ¹	Jumlah Total	PI&BI IP&IG	PP SB	ELS CAA	FPM FB	PJV PVR ¹		Jumlah Total
Melaka	2,491	884	109	7	38	103	85	3,717	323	1,288	21	657	69	2,358	6,075
Bentong / Raub	547	217	38	-	19	18	15	854	90	266	9	142	21	528	1,382
Temerloh	743	226	68	2	31	41	32	1,143	169	550	17	278	27	1,041	2,184
Kuantan	1,151	278	93	1	28	96	71	1,718	254	845	9	387	48	1,543	3,261
Labuan	89	17	6	-	2	8	3	125	21	113	4	53	2	193	318
Kemaman	340	103	21	-	6	26	22	518	75	302	8	120	19	524	1,042
Dungun	172	94	10	-	5	41	11	333	51	262	1	87	7	408	741
Kuala Terengganu	650	171	73	1	27	71	53	1,046	165	719	22	272	22	1,200	2,246
Miri / Limbang	372	54	42	1	20	34	32	555	131	417	12	198	23	781	1,336
Bintulu	397	78	29	-	12	31	21	568	48	198	9	98	5	358	926
Sri Aman	47	17	4	-	3	2	5	78	15	72	-	29	2	118	196
Kuching	1,051	255	67	1	31	164	110	1,679	224	703	16	399	64	1,406	3,085
Sibu	885	151	59	-	30	65	24	1,214	105	467	7	218	8	805	2,019
Kapit	100	46	12	-	6	9	7	180	27	73	1	37	3	141	321
Sarikei	103	18	24	-	10	12	7	174	16	132	5	62	2	217	391
Kota Bahru	725	247	108	-	44	30	64	1,218	317	1,094	12	403	40	1,866	3,084
Kuala Krai	219	78	35	-	14	2	10	358	55	310	6	130	6	507	865
Tawau	224	70	35	-	17	39	27	412	52	322	19	120	37	550	962
Keningau	70	18	4	-	2	2	14	110	34	81	6	49	7	177	287
Lahad Datu	99	32	19	-	5	20	16	191	40	150	10	53	13	266	457
Kota Kinabalu / Kudat / Beaufort	615	182	91	3	26	88	92	1,097	271	848	57	409	181	1,766	2,863
Sandakan	204	37	13	-	8	38	17	317	54	365	12	156	23	610	927
JUMLAH / TOTAL	65,477	19,966	3,134	34	1,263	2,919	3,859	96,652	10,224	33,597	758	16,293	3,217	64,089	160,741
JUMLAH KESELURUHAN / GRAND TOTAL²															209,259

Nota / Notes :

¹ Pemulihan Jasmani dan Vokasional / Physical and Vocational Rehabilitation.

² Termasuk penerima Rawatan Dialisis (16,321) dan Program Saringan Kesihatan (32,197) / Includes Dialysis Treatment (16,321) and Health Screening Program recipients (32,197).

JADUAL 32 BILANGAN TERKUMPUL PENERIMA FAEDAH SEHINGGA 31 DISEMBER 2017
Table 32 Cumulative Number of Benefit Recipients As at 31 December 2017

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	PJV PVR ¹	Jumlah Total	PI&BI IP&IG	PP SB	ELS CAA	FPM FB	PJV PVR ¹		Jumlah Total
Kuala Lumpur	7,957	4,673	3,269	77	53	314	409	16,752	6,071	24,972	632	1,336	340	33,351	50,103
Petaling Jaya / Shah Alam	7,506	4,534	4,413	70	53	207	442	17,225	6,255	24,040	681	954	275	32,205	49,430
Rawang	1,536	817	881	18	36	87	269	3,644	1,622	5,767	165	505	226	8,285	11,929
Klang	4,803	2,763	2,086	35	101	106	360	10,254	3,603	15,560	461	1,107	405	21,136	31,390
Kajang	2,433	1,005	564	4	47	48	115	4,216	1,230	4,597	119	662	59	6,667	10,883
George Town	2,776	1,411	776	44	32	76	105	5,220	2,439	7,148	197	519	82	10,385	15,605
Seberang Jaya	4,309	2,544	2,612	62	59	200	184	9,970	3,520	12,964	261	712	189	17,646	27,616
Ipoh	3,183	2,398	2,293	27	42	168	233	8,344	5,373	12,262	342	639	129	18,745	27,089
Taiping	1,278	870	729	13	22	28	75	3,015	1,494	5,434	133	396	96	7,553	10,568
Tapah / Cameron Highlands	360	280	374	6	20	27	48	1,115	931	1,893	67	97	20	3,008	4,123
Teluk Intan	682	454	533	5	15	20	62	1,771	1,789	3,824	148	260	65	6,086	7,857
Kuala Kangsar	633	566	585	8	16	12	30	1,850	1,530	3,787	60	199	32	5,608	7,458
Seri Manjung	249	13	14	-	8	33	40	357	32	114	1	79	43	269	626
Alor Setar	1,360	1,168	1,305	16	17	61	35	3,962	1,883	8,292	119	410	35	10,739	14,701
Sungai Petani	1,504	1,340	990	21	51	54	66	4,026	2,992	7,668	88	512	74	11,334	15,360
Kulim	928	726	467	11	22	18	51	2,223	1,686	5,135	253	320	70	7,464	9,687
Kangar	280	224	261	7	13	34	6	825	405	1,771	59	109	7	2,351	3,176
Langkawi	304	122	100	3	2	6	15	552	150	846	15	59	4	1,074	1,626
Johor Bahru	4,843	2,980	3,844	51	126	253	117	12,214	3,077	21,692	306	1,259	197	26,531	38,745
Kluang	1,098	564	680	9	15	40	49	2,455	804	4,316	100	314	26	5,560	8,015
Muar	1,430	767	603	8	14	35	83	2,940	741	3,318	77	231	39	4,406	7,346
Segamat	713	344	437	8	14	24	68	1,608	472	2,863	82	183	29	3,629	5,237
Batu Pahat	1,334	682	900	6	37	35	101	3,095	640	4,097	95	258	39	5,129	8,224
Seremban	2,349	1,493	1,918	29	49	87	133	6,058	2,368	11,195	281	634	90	14,568	20,626
Kuala Pilah	335	271	259	6	15	6	25	917	491	2,533	65	182	17	3,288	4,205

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Jadual 32 Bilangan Terkumpul Penerima Faedah Sehingga 31 Disember 2017

Table 32 Cumulative Number of Benefit Recipients As at 31 December 2017

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	PJV PVR ¹	Jumlah Total	PI&BI IP&IG	PP SB	ELS CAA	FPM FB	PJV PVR ²		Jumlah Total
Melaka	2,491	1,610	1,633	39	38	103	85	5,999	2,324	10,094	371	657	69	13,515	19,514
Bentong / Raub	547	412	303	5	19	18	15	1,319	793	1,929	52	142	21	2,937	4,256
Temerloh	743	470	512	9	31	41	32	1,838	831	3,552	86	278	27	4,774	6,612
Kuantan	1,151	726	1,415	10	28	96	71	3,497	1,143	7,081	60	387	48	8,719	12,216
Labuan	89	40	80	-	2	8	3	222	69	486	26	53	2	636	858
Kemaman	340	192	254	3	6	26	22	843	249	1,739	32	120	19	2,159	3,002
Dungun	172	177	185	3	5	41	11	594	166	1,504	9	87	7	1,773	2,367
Kuala Terengganu	650	510	1,003	14	27	71	53	2,328	620	5,534	92	272	22	6,540	8,868
Miri / Limbang	372	298	788	17	20	34	32	1,561	445	2,868	62	198	23	3,596	5,157
Bintulu	397	348	603	10	12	31	21	1,422	205	1,706	38	98	5	2,052	3,474
Sri Aman	47	61	91	3	3	2	5	212	48	556	9	29	2	644	856
Kuching	1,051	1,057	2,009	42	31	164	110	4,464	1,359	7,858	195	399	64	9,875	14,339
Sibu	885	566	1,276	25	30	65	24	2,871	528	3,269	92	218	8	4,115	6,986
Kapit	100	115	309	5	6	9	7	551	87	661	12	37	3	800	1,351
Sarikei	103	87	185	6	10	12	7	410	64	685	25	62	2	838	1,248
Kota Bahru	725	613	1,212	14	44	30	64	2,702	1,227	8,147	86	403	40	9,903	12,605
Kuala Krai	219	178	268	3	14	2	10	694	350	1,738	37	130	6	2,261	2,955
Tawau	224	284	474	6	17	39	27	1,071	259	2,344	77	120	37	2,837	3,908
Keningau	70	98	169	4	2	2	14	359	105	919	20	49	7	1,100	1,459
Lahad Datu	99	92	178	1	5	20	16	411	123	955	30	53	13	1,174	1,585
Kota Kinabalu / Kudat / Beaufort	615	584	1,295	22	26	88	92	2,722	1,167	6,824	275	409	181	8,856	11,578
Sandakan	204	183	374	2	8	38	17	826	187	2,003	46	156	23	2,415	3,241
JUMLAH / TOTAL	65,477	41,710	45,509	787	1,263	2,919	3,859	161,524	63,947	268,540	6,539	16,293	3,217	358,536	520,060
JUMLAH KESELURUHAN / GRAND TOTAL²															568,578

Nota / Notes :

¹ Pemulihan Jasmani dan Vokasional / Physical and Vocational Rehabilitation.

² Termasuk penerima Rawatan Dialisis (14,023) dan Program Saringan Kesihatan (24,688) / Includes Dialysis Treatment (14,023) and Health Screening Program recipients (24,688).



PERKESO

LIPUTAN PERKESO DI AKHBAR ARUS PERDANA 2017

SOCISO COVERAGE IN MAINSTREAM NEWSPAPERS 2017

Ringan beban kakitangan swasta

MTUC sifatkan kadar baharu sejajar ekonomi semasa

Oleh Mahani Ishak mahani@ph.com.my

■ Kuala Lumpur

Kongres Kesatuan Sekerja Malaysia (MTUC) menyifatkan kenaikan kadar pencen Pertubuhan Keselamatan Sosial (PERKESO) antara 1.2 hingga 3.4 peratus berkuat kuasa 1 September ini, adalah relevan dan sejajar pembangunan ekonomi semasa.

Kerjasama dan skim keletihan bagi meneruskan kelangsungan hidup dan memperoleh manfaat sewajarnya. Presiden MTUC, Abdul Halim Mansor berterima kasih di atas keputusan PERKESO yang membuat pelarasan pencen antara tempoh tiga hingga lima tahun sekali, seiring peningkatan kos sara hidup. "Kami, kadar caruman bulanan PERKESO kekal pada 2.25 peratus daripada gaji penacurum dengan 1.25 peratus caruman dibayar majikan dan selebihnya dibayar pekerja sejak perubahan berkenaan ditubuhkan pada 1971. "Di sebalik kenaikan pencen itu, kita mencadangkan Kementerian Sumber Manusia mewujudkan semua pekerja tempatan dan asing dilindungi pampasan kecenderaan seperti yang diperoleh penacurum PERKESO. "Malaysia sepatutnya mencontohi negara seperti Jepun dan Australia yang mengenakan caruman tambahan untuk melindungi pekerja, selain pensalti lebih tinggi bagi mengesahkan majikan yang tidak mencajarnya, katanya ketika ditubuhkan, semalam.

328,056 terima manfaat
Kemas kini, PERKESO mengutamakan kenaikan kadar pencen antara 1.2 peratus hingga 3.4 peratus bagi penacurum faedah skim bencana pekerjaan dan skim keletihan berkuat kuasa 1 September lalu yang memanfaatkan 328,056 penerima. Abdul Halim berkata, peraturan dan kadar mewajibkan caruman itu akan meningkatkan kutipan dana PERKESO sekali gus membolehkan pihak terkait membayarkan lagi skim perlindungan terhadap pekerja. "Ini kerana kebelakangan ini kes kemalangan di tempat kerja semakin meningkat, selain ketika pe-

kerja dalam perjalanan. Malah mental pekerja juga dilaporkan terjejas berikutan percuti bekerja lebih panjang," katanya. Sementara itu, Pengarah Eksekutif Persatuan Majikan-Majikan Malaysia (MEF), Duttak Shamsudin Bardan, berkata pelarasan itu se-menamangnya akan mengurangkan beban pencen penacurum dan penacurum PERKESO lain. "Namun, pelarasan tidak sepatutnya membahitkan tanggungan tahun selanjutnya. Lebih wajar dikuatkuasakan mengikut tarikh semasa bagi menggalakan PERKESO menanggung jumlah pelarasan untuk tempoh dua tahun sebelum melakukan yang menghampiri RM500 juta. "Ya ditubuhkan menyebabkan penerangan dana termasuk pencurum pula boleh terdampak peningkatan caruman bulanan," katanya.



Di sebalik kenaikan pencen itu, kita mencadangkan Kementerian Sumber Manusia mewajibkan semua pekerja tempatan dan asing dilindungi pampasan kecenderaan seperti yang diperoleh penacurum PERKESO

Abdul Halim Mansor, Presiden MTUC

李霖泰：尤其是騎士 僱主須關注員工安全



(吉隆坡18日讯) 全国职业安全与卫生机构主席李霖泰指出，雇主必须关注雇员的安全，尤其是以摩哆作为上下班交通工具的雇员，因为往工作地点的交通事故（通勤事故）去年有显著增加。

李霖泰说，根据社会保险机构的数字显示，去年总共有3万1314宗通勤事故，比较2013年的2万8579宗，增加了10%。

李霖泰说，通勤工作地点的交通事故也有上升趋势。这始于2008年，当时共有1万9941宗事故，比较2007年只有1万7982宗事故。这一趋势一直延续到去年。

他说，全国职业安全与卫生机构庆祝成立25周年之际，同时定下目标，实现每1000名员工只有2宗意外的目标。

以摩哆上下班

“大多数通勤事故中的受害者是摩哆骑士，雇主必须提供有关安全的信



Azailly Nizam menyerahkan cek kepada Nor Hazlinda (kemudi) sambil diucapkan tahniah oleh Nor Hazlinda dan isteri di Komplek Komplek Karpang, Komplek Kuching, Sarawak.

Pesakit SLE terima bantuan

Nor Hazlinda terima bayaran pertama skim faedah Pencen Ilat PERKESO

Nor Hazlinda, 36, diubahkan menjadi pesakit Systemic Lupus Erythematosus (SLE) atau pesakit saraf sendiri rematik dua tahun lalu yang dibayar bayaran gaji pernafasan pada Mac lalu atau sekitar RM800 sebulan.

“Ini bertepatan dengan hari jadi saya yang ke-36, saya sangat bersyukur kerana dapat menerima bayaran pertama skim faedah Pencen Ilat PERKESO. Terima kasih kepada pihak PERKESO kerana dapat membantu saya dengan cepat.”

menjadi air minuman di gerai tepi jalan di Taman Song Chuan di sini, tetapi warkah itu sudah tidak mampu bekerja lagi. "Saya beruntung kerana kewangan PERKESO datang tepat pada masanya di saat saya betul-betul memerlukan," katanya ketika ditemui sebelum menerima cek pertama bantuan di rumah beliau. Beliau berkata, penyakit dia-

Profil

Nama: - Azlaily Aid Rahman
Tarikh lahir: - 21 Ogos 1963
Tempat lahir: - Komplek Bertam Malim, Melaka
Pendidikan: - Ijazah Undang-Undang UM versi Malay, Sekolah Menengah Perempuan Methodist, Melaka; Sekolah Rendah Perempuan Methodist, Melaka
Hobi: - basikal, golf, bowling dan gym.
Pencapaian: - Anugerah Khidmat Cemerlang PERKESO 2013, mewakili Malaysia di SURAN SEA 1999 acara sukan basikal.



Azlaily (kiri) bersama Ketua Eksekutif PERKESO menyampaikan sumbangan cek kepada Fan Baharu Cina Perkeso 2017 lalu.

LEADER

Social responsibility in action

ILO gives a thumbs up to Socso's 'national social protection floors' of EIL and IP

THE Social Security Organisation (Socso) has brought some good news for 328,056 recipients, who will receive a raise in their pensions at a minimum rate of RM475 under the Employment Injury Scheme and Invalidity Scheme backdated to Sept 1. The Human Resources Ministry has allocated RM72.62 million to cover this for this year while another RM238 million has been set aside for next year as a way to ease the burden of people covered by Socso. Income security is important to employees and their dependents, especially when some unforeseen harm visits the employees in terms of injury, disability or death. Many employees and their dependents are grateful to Socso for the good news. Widow of Socso member Mohd Amin Ibrahim, 36, Razden Awang of Kuala Nerus, will attest to it. Unbeknownst to Razden, the late Amin, who died when a van he was driving was crushed by a falling branch on Oct 7, was a regular contributor to the Socso scheme. She will receive RM1,000 per month from Socso and this will go some way in ensuring a regular source of income for her family. Socso has been hard at work ensuring income security for 46 years through its contributory social security scheme, and now, it has 6.8 million members under its canopy of protection. Last year, Socso's coverage was extended to the self-employed, workers of the informal sector and business owners. Socso protection covers work-related accidents, occupational disease, and non-work-related invalidity and

Azlaily proaktif perjuangan Hak 6.5 juta penacurum PERKESO



Senantiasa ada idea salur khidmat terbaik untuk golongan sasar



公司倒閉 失業者有得賠
就業保險法案強制主權投保
公僕和未滿18歲者未受惠 允保險基金作投資

PERKESO perkukuh jabatan pelaburan tingkat prestasi

Pertubuhan Keselamatan Sosial (PERKESO) Malaysia mengukuhkan jabatan pelaburan dalam usaha mencatat prestasi pelaburan lebih tinggi bagi menawankan manfaat mangian dalam skim perlindungan sosialnya. PERKESO mempunyai jumlah aset di bawah pengurusan sebanyak RM25.8 bilion setakat 30 Jun 2017 dan merancang untuk mencatat pulangan sekurang-kurangnya 5 hingga 6 peratus di bawah Pelan Induk Strategi Pelaburan lima tahun baharu. Ketua Eksekutif dan Ketua Pengarah, Duttak Dr Mohamad Azman Aziz Mohammed, berkata

PERKESO, baru-baru ini mengkaji semula dasar pelaburan dan strategi kepelaburan dan membawa masuk pegawai pelaburan berpengalaman yang agak ramai. "Kami telah mempelbagaikan pelaburan kami. Sebelum ini, kami hanya melabur dalam ekuiti, pendapatan tetap dan pasaran wang, tetapi kini telah mempelbagaikan ke dalam hartanah dan ekuiti swasta. "Kami berjaya mendapat kelulusan Kementerian Kewangan bagi menambah peruntukan untuk mandat pelaburan yang berbeza. Tadbir urus perlu dipatuh. Kami tidak boleh melangkauinya," katanya kepada BERNAMA.

PERKESO ditubuhkan pada 1971 di bawah Kementerian Sumber Manusia, sebelum ini dikenali sebagai Kementerian Buruh, bagi menawankan perlindungan keselamatan sosial kepada semua kakitangan atau pekerja di Malaysia. Azman berkata, dengan pasokan yang kuat, PERKESO berharap dalam melakukan lebih banyak lagi dari segi pelaburan. Manfaat kepada ahli "Kami memertukan pulangan. Kami tidak boleh bergantung kepada caruman semata-mata. Dana itu berkembang tetapi ia tidak meningkat seiring dengan

pembayaran yang kami buat untuk manfaat dan pampasan kepada ahli. "Sebab itu kami perlu mempelbagai, kami perlu tingkatkan pulangan dan mendapat pulangan pendapatan lebih tinggi dalam usaha kekal bagi tempoh lebih lama dari segi dana yang kami miliki," katanya. Menurutinya, konsep dana amanah pertubuhan itu mengumpul sumber dan bekongsi risiko. Ia tidak perlu menggalakan pulangan yang diterima tetapi ia kini memerlukan pulangan yang lebih baik kerana asasnya semakin membesar, tambahnya.

"Penerima manfaat kami adalah untuk jangka panjang. Setiap tahun, nama penerima di senarai semakin bertambah. Dan setiap tiga hingga lima tahun, kami akan mengkaji semula manfaat yang kami tawarkan kepada orang yang diinsuranskan. "Kami akan meningkat dan menambah baik pembayaran. Berdasarkan kajian aktuari, indeks harga pengguna serta kos sara hidup dan lain-lain, sebab itu kami perkuhan lebih banyak pulangan untuk memberikan manfaat lebih baik kepada orang yang diinsuranskan berdasarkan keadaan ekonomi," katanya. BERNAMA

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JARINGAN KESELAMATAN SOSIAL BAGI PEKERJA YANG KEHILANGAN PEKERJAAN

Sistem Insurans Pekerjaan (SIP) menyediakan bantuan kewangan segera di samping mendapatkan pekerjaan semula

Krisis kewangan Asia 1997/98 telah menyebabkan 121,222 pekerja Malaysia kehilangan pekerjaan, manakala 154,000 pekerja tempatan telah diberhentikan semasa krisis subprime Amerika Syarikat 2007-09.

Pada tahun 2013 dan 2014, masing-masing sebanyak 1.1 dan 1.048 juta orang berumur antara 17 dan 64 tahun telah menyertai program SIP. Jumlah ini menunjukkan bahawa lebih daripada 7.79 juta pekerja tempatan telah menikmati manfaat SIP, dengan bilangan mereka yang kehilangan pekerjaan daripada jumlah tenaga kerja yang berpendidikan tinggi meningkat kepada 2.1 juta pada 2014.

Berikutan Laporan Perancangan Tenaga Kerja 2014 dan 1.048 juta orang berumur antara 17 dan 64 tahun telah menyertai program SIP. Jumlah ini menunjukkan bahawa lebih daripada 7.79 juta pekerja tempatan telah menikmati manfaat SIP, dengan bilangan mereka yang kehilangan pekerjaan daripada jumlah tenaga kerja yang berpendidikan tinggi meningkat kepada 2.1 juta pada 2014.

Pekerja yang kehilangan pekerjaan menghadapi banyak cabaran, manakala apabila mereka gagal mendapat pekerjaan semula mereka menghadapi cabaran tambahan. Oleh itu, mereka memerlukan bantuan kewangan segera di samping mendapatkan pekerjaan semula.

Program insurans pekerjaan, seperti SIP, adalah penyelesaian yang terbaik untuk menangani cabaran ini. SIP menyediakan bantuan kewangan segera di samping mendapatkan pekerjaan semula.

Sebelum 10 Januari 2014, pekerja yang kehilangan pekerjaan hanya boleh menerima bantuan kewangan melalui skim insurans pekerjaan yang ditawarkan oleh majikan mereka. Namun, sejak 10 Januari 2014, semua pekerja tempatan yang telah menyertai SIP dapat menikmati manfaat kewangan segera di samping mendapatkan pekerjaan semula.

SIP berkesan sebagai pengganti skim insurans pekerjaan yang ditawarkan oleh majikan mereka. SIP menyediakan bantuan kewangan segera di samping mendapatkan pekerjaan semula.

Faedah kewangan dan perkhidmatan Sistem Insurans Pekerjaan:

ELAJAN MENCARI PEKERJAAN (EMP)	ELAJAN BERKERAJAN SEMENTA WAKTU (ESBA)	ELAJAN LAYARAN (EL)	ELAJAN PERALIHAN BERTAMBAHAN (ELB)	PROGRAM PENYEMAIAN PEKERJAAN BERKUALITI
Elajannya adalah untuk menggantikan pendapatan yang hilang akibat kehilangan pekerjaan. Elajannya adalah untuk menggantikan pendapatan yang hilang akibat kehilangan pekerjaan.	Elajannya adalah untuk menggantikan pendapatan yang hilang akibat kehilangan pekerjaan. Elajannya adalah untuk menggantikan pendapatan yang hilang akibat kehilangan pekerjaan.	Elajannya adalah untuk menggantikan pendapatan yang hilang akibat kehilangan pekerjaan. Elajannya adalah untuk menggantikan pendapatan yang hilang akibat kehilangan pekerjaan.	Elajannya adalah untuk menggantikan pendapatan yang hilang akibat kehilangan pekerjaan. Elajannya adalah untuk menggantikan pendapatan yang hilang akibat kehilangan pekerjaan.	Elajannya adalah untuk menggantikan pendapatan yang hilang akibat kehilangan pekerjaan. Elajannya adalah untuk menggantikan pendapatan yang hilang akibat kehilangan pekerjaan.

SIP yang juga dikenali sebagai insurans penganggaran di negara-negara lain, adalah satu skema Perkhidmatan Awam Insurans Pekerjaan (PAIS). SIP akan dibayar oleh caruman daripada pekerja dan majikan, dan setiap caruman SIP dibayar bermula pada Januari 2016 manakala bayaran berakhir pada Januari 2018.

Dalam Rancangan Malaysia Ke-12, Kerajaan telah menetapkan bahawa RM12 juta sebagai geran pelaksanaan SIP manakala peruntukan RM70 juta juga disediakan oleh Perbadanan Kemajuan Perumahan (PKP) bagi membolehkan semua pekerja yang kehilangan pekerjaan, tidak juga majikan, majikan, dan negara-negara asing.



ADAKAH ANDA PEMANDU TEKSI?

Mahya. Dengan Membayar Caruman Sebanyak 125% Sebagai Denda kepada Pendaftarannya, PERKESO Akan Melindungi Anda dan Keluarga Dengan Skim Bencana Kerja Pekerjaan Sendiri (SKPKS).

Pilihan Pendaftaran Diinsurakan Kadar Cansuman Setahun:

Pendaftaran Diinsurakan	Bayaran Caruman Setahun
1	RM152.20
2	RM232.30
3	RM442.30
4	RM932.30

✓ PEMANDU TEKSI: YANG LAYAK DILINDUNGI!

✓ PENDAFTARAN

✓ BAYARAN

PRIHATIN SQUAD EVER READY TO HELP IN TIMES OF NEED

PERKESO JAGA: Setiap orang, an average of 25,000 workers and their dependents are receiving various social security benefits amounting to over RM22B.

PERKESO JAGA: Setiap orang, an average of 25,000 workers and their dependents are receiving various social security benefits amounting to over RM22B.



PERKESO JAGA: Every one, an average of 25,000 workers and their dependents are receiving various social security benefits amounting to over RM22B.

PERKESO JAGA: Every one, an average of 25,000 workers and their dependents are receiving various social security benefits amounting to over RM22B.

HALF A MILLION BENEFIT EVERY YEAR?

PERKESO JAGA: Every one, an average of 25,000 workers and their dependents are receiving various social security benefits amounting to over RM22B.

PERKESO JAGA: Every one, an average of 25,000 workers and their dependents are receiving various social security benefits amounting to over RM22B.

IT'S AN INSURANCE FOR YOUR FUTURE, SAYS CONTRIBUTOR

PERKESO JAGA: Every one, an average of 25,000 workers and their dependents are receiving various social security benefits amounting to over RM22B.

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CORPORATE GOVERNANCE

Sosco now a signatory to Malaysian Code for Institutional Investors

KUALA LUMPUR: Social Security Organisation (Socso) has become a signatory to the Malaysian Code for Institutional Investors as part of its initiative to strive for good corporate governance.

In a statement yesterday, Socso said the industry-driven code, which consists of six principles, aims to promote effective stewardship by institutional investors.

The key principles of the code include institutional investors should disclose the policies on their stewardship responsibilities, monitor their investee companies, and engage with investee companies as appropriate.

Chief executive officer Datuk Dr Mohammed Azman said since 2014, Socso had taken measures to fully embrace and adopt all six principles under the code.

"The code provides guidance to Socso on effective exercise of stewardship responsibilities towards the delivery of sustainable long-term value to our ultimate beneficiaries," he said.

He said Socso gives strong commitment to strive for good corporate governance in achieving greater excellence. **Farah Adilla**

FAEDAH-FAEDAH DI BAWAH PERKESO TERMASUK:

- Medical Protection
- Disability Benefit
- Death Benefit
- Funeral Expenses
- Family Allowance
- Unemployment Benefit
- Short-term Unemployment Benefit
- Job Placement Services

PERLINDUNGAN KESELAMATAN SOSIAL ANDA!

Layan www.perkeso.gov.my atau hubungi kami di 1 300 22 8000 untuk maklumat lanjut.

PERKESO

HIDUP KEMBALI BERMAKNA

Perkasa longgi pengurusan julai rovanan di Pusat Rehabilitasi Perkasa

PERKESO

Razleen terima bantuan bulanan Perkeso selepas suami dihempap pokok

Ibu muda dapat pencen penakat

Oleh MOHD AZLI ADLAN

KUALA NERUS - Insiden dalam palok jenis Turuk Langit patah lalu menghempap sebuah van Kia Progo dua minggu lalu yang meroyotkan dan menyang di Menghang Lekar di sini maut besar-besarnya memberi kesan mendalam ke atas seorang ibu muda, Razleen Aswag, 34.



RAZLEEN (tiga dari kiri) meneru... cek faedah peruncutan mayat dan faedah pencen penakat bulanan daripada Hora di SPP Batu Rakit, Kuala Nerus semalam.

Puteh, Kelantan selepas itu menerima bantuan itu kepada dua anak kecil iaitu Muhammad Amzar Ibrahim, 2, dan Muhammad Hanis Ibrahim berusia sembilan bulan hilang tempat bergantung selepas kehilangan suami, Mohd. Amin Ibrahim, 36, yang merupakan pemandu van masing-masing.



Dahan patah ragut dua nyawa

KERATAN Khasmat Alad 8 Oktober 2017.

Razleen berkata, perincian faedah peruncutan mayat dan faedah pencen penakat bulanan yang masing-masing berjumlah RM2,000 dan RM1,000 itu amat bermakna kepada mereka tiga beranak.

社險：逾32萬人受惠 工傷傷殘撫恤金調高

【吉隆坡9日訊】社會保險機構（PERKESO）昨日宣佈提高工傷傷殘撫恤金，受惠人數超過32萬人。

根據一項針對在2011年之前及2014年開始發給撫恤金，每月發給104.49元至120.11元不等，比2011年之前，每月發給104.49元至120.11元不等。

【吉隆坡9日訊】大馬路工會（MUTU）主席阿都哈林說，政府將推展保險計劃（SIP）的權限...

就業保險降繳納率 職總指不該再反對

Tak sangka terima faedah Perkeso

社險9月起辦運動挑戰 僱員步行可贏獎

Balu kartunis Lengkuas terima bantuan Perkeso

ASSIST 2018... 2017年 10月20日 全國 A5

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Socso strengthens investment team






PERKESO

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