



PERKESO

Pertubuhan Keselamatan Sosial
Social Security Organisation

LAPORAN TAHUNAN **2011** ANNUAL REPORT

ULANG TAHUN



1971  2011

RAKYAT DIDAHULUKAN
PENCAPAIAN DIUTAMAKAN

PERKESO



Rakyat
Didahulukan.
Pencapaian
Diutamakan

Malaysia

ULANG TAHUN



1971



2011

RAKYAT DIDAHULUKAN
PENCAPAIAN DITAMBAH

PERKESO

“

PERKESO komited untuk menangani cabaran semasa dan masa hadapan. Melaksanakan transformasi perkhidmatan PERKESO adalah inisiatif strategik bagi meningkatkan kecekapan dan keberkesanan sistem penyampaian perkhidmatan dengan memperkasakan pembangunan modal insan dan jaringan keselamatan sosial.

”

“

SOCSSO is committed in addressing current and future challenges. SOCSSO's service transformation is a strategic initiative to improve the efficiency and effectiveness of service delivery by strengthening the human capital development and social security safety net.

”

Kandungan

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Kementerian Sumber Manusia, Malaysia
Ministry of Human Resources, Malaysia



YB DATUK SERI DR. S. SUBRAMANIAM

Menteri Sumber Manusia
Minister of Human Resources



YB SENATOR DATO' MAZNAH BINTI MAZLAN

Timbalan Menteri Sumber Manusia
Deputy Minister of Human Resources

AHLI LEMBAGA PERKESO

SOC SO BOARD MEMBERS

ULANG TAHUN



PERKESO



1971



2011

RAKYAT BERHILLUHAN
PENCAPAIAN CEMERLANG

PERKESO

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AHLI LEMBAGA PERKESO TAHUN 2011

2011 SOCSO BOARD MEMBERS

Pengerusi

Chairman

YBhg. Datuk Abu Huraira bin Abu Yazid

Wakil Kementerian Sumber Manusia

Representative Ministry of Human Resources

Encik Abdul Malik bin Adam

Wakil Kementerian Kewangan

Representative Ministry of Finance

YBhg. Dato' Hashmuddin bin Mohammad

[sehingga 31.7.2011]

Cik Azah Hanim binti Ahmad

[mulai 1.8.2011]

Wakil Kementerian Kesihatan

Representative Ministry of Health

YBhg. Dato' Sri Dr. Hasan bin Abdul Rahman

[sehingga 31.7.2011]

Dr. Hj. Daud bin Abdul Rahim

[mulai 1.8.2011]

Ahli Mewakili Majikan

Employers Representatives

Encik Ramadass a/I Arumugam

Encik John Chua Kheng Chew

Dr. Michael Chiam Tow Hui

Encik Khoo Choom Kwong

Ahli Mewakili Orang Berinsurans

Representatives of Insured Person

Encik Abdul Halim bin Mansor

Encik A. Navamukundan

Tuan Hj. Mohamad Ibrahim bin Hamid A.B.S

Cik Catherine Jikunan

Ketua Eksekutif PERKESO

Chief Executive of SOCSO

YBhg. Datuk K. Selvarajah

Setiausaha Lembaga PERKESO

SOCSO Board Secretary

Encik Johari bin Tarmuji

Penolong Setiausaha Lembaga PERKESO

SOCSO Board Assistant Secretary

Encik Abdullah Kamal bin Ahmad

Ahli Silih Ganti

Alternate Members

YBhg. Dato' Abdul Aziz bin Abu Bakar

Encik Si Kiang Seng

Encik Mohammed Amin bin Aziz

Encik Ismail bin Assim

Ahli Yang Mempunyai Pengalaman Dalam Keselamatan Sosial

Representatives With Experience in Social Security

YBhg. Dato' Dr. Vasan Sinnadurai

YBhg. Datin Paduka Hajah Seripah Noli binti Syed Hussin

Encik Lee Siang Chin



PROFIL AHLI LEMBAGA PERKESO SOCSO BOARD MEMBERS PROFILE

Datuk Abu Huraira bin Abu Yazid

Pengerusi Lembaga
Chairman of The Board

Datuk Abu Huraira bin Abu Yazid telah dilantik sebagai Pengerusi Lembaga bermula pada 1 Ogos 2009. Berkelulusan Ijazah Sarjana Muda Ekonomi dan beliau adalah seorang yang berpengalaman luas dalam bidang kewangan, industri penerbangan kargo dan pos. Antara sektor korporat yang pernah mendapat khidmat beliau termasuklah Pos Malaysia, Bank Simpanan Nasional, Public Bank, Citibank, Chase Manhattan (sekarang dikenali sebagai JP Morgan Chase), Maybank dan pernah dilantik sebagai Ahli Penasihat Kumpulan VISA Antarabangsa. Ketika ini, beliau juga adalah salah seorang Ahli Lembaga di United Overseas Bank (Malaysia).

Datuk Abu Huraira bin Abu Yazid has been appointed as Chairman of the Board beginning on August 1, 2009. He holds a Bachelor of Economics and has extensive experience in finance, aviation cargo and postal industries. He had served in Pos Malaysia, the National Savings Bank (Bank Simpanan Nasional), Public Bank, Citibank, Chase Manhattan (now JP Morgan Chase), Maybank and appointed as a member of the International Advisory VISA Group. Currently, he is also a Board Member of United Overseas Bank (Malaysia).





Datuk K. Selvarajah

Ketua Eksekutif
Chief Executive



Datuk K. Selvarajah telah dilantik sebagai Ketua Eksekutif PERKESO pada 11 November 2008. Berkelulusan Ijazah Sarjana Perhubungan Perusahaan dari University of Bath, United Kingdom dan pemegang Ijazah Sarjana Muda Ekonomi daripada Universiti Malaya, Kuala Lumpur. Berpengalaman luas dalam sektor awam di pelbagai Jabatan dan Kementerian. Sebelum menyertai PERKESO, beliau merupakan Pengarah Khidmat Pengurusan dan Sumber Manusia, Jabatan Kimia Malaysia, Kementerian Sains, Teknologi dan Inovasi (2003-2008); Ketua Penolong Pengarah (Perancangan & Pembangunan), Pejabat Ketua Pendaftar Mahkamah Persekutuan, Jabatan Perdana Menteri (1996-2003); Pengarah Perancangan & Pembangunan, Bahagian Hal Ehwal Undang-Undang, JPM (1991-1996); Penyelaras Program, Pusat Pembangunan Pengurusan, Institut Tadbiran Awam Negara (INTAN) (1986-1991); Ketua Penolong Pengarah, Bahagian Perundingan, Jabatan Perkhidmatan Awam (1982-1984); Penolong Pengarah, Pasukan Petugas Pencen, Jabatan Perkhidmatan Awam (1980-1982) dan Penolong Pengarah (Perdagangan Antarabangsa), Kementerian Perdagangan dan Perindustrian (1977-1980).

Datuk K. Selvarajah was appointed as Chief Executive of SOCSO on 11 November 2008. He holds a Masters in Industrial Relations from the University of Bath, United Kingdom and a Bachelor of Economics from the University of Malaya. He has extensive experience in the public sector in various departments and ministries. Prior to joining SOCSO, he was the Director of Management Services and Human Resources, Department of Chemistry Malaysia, Ministry of Science, Technology and Innovation (2003-2008); Principal Assistant Director (Planning & Development), Office of the Chief Registrar of the Federal Court, the Prime Minister's Department (1996 - 2003); Director of Planning & Development, Division of Legal Affairs, Prime Minister's Department (1991-1996), Programme Coordinator, Centre for Management Development, the Institute of Public Administration (INTAN) (1986-1991), Assistant Director, Negotiation Division, Department of Public Service (1982-1984); Assistant Director, Pension Task Force, the Department of Public Service (1980-1982) and Assistant Director (International Trade), Ministry of Trade and Industry (1977-1980).



PROFIL AHLI LEMBAGA PERKESO SOCSO BOARD MEMBERS PROFILE

Encik Abdul Malik bin Adam

Encik Abdul Malik bin Adam mula bertugas sebagai Setiausaha Bahagian Pengurusan Sumber Manusia, Kementerian Sumber Manusia mulai 2007. Beliau telah dilantik sebagai Ahli Lembaga mewakili Kementerian Sumber Manusia mulai 1 Julai 2008. Beliau berkelulusan Ijazah Sarjana Pengurusan Perniagaan dari Universiti Kebangsaan Malaysia dan Ijazah Sarjana Muda Ekonomi Gunaan dari Universiti Malaya.

Mr. Abdul Malik bin Adam has been serving as the Secretary of Human Resources Management, Ministry of Human Resources since 2007. He was appointed to the Board representing the Ministry of Human Resources since 1 July 2008. He holds a Masters of Business Administration from the National University of Malaysia (UKM) and a Bachelor Degree in Applied Economics from the University of Malaya.

Dato' Hashmuddin bin Mohammad

Dato' Hashmuddin bin Mohammad dilantik sebagai Ahli Lembaga mewakili Kementerian Kewangan mulai 1 Ogos 2008. Beliau merupakan Timbalan Setiausaha Bahagian Perolehan Kerajaan (Dasar dan Khidmat Perunding) Kementerian Kewangan Malaysia. Berkelulusan Sarjana *Procurement and Acquisition Management* dari Webster University St. Louis, Amerika Syarikat dan B.A. (Hons.) Sociology and Anthropology dari Universiti Malaya.

Dato' Hashmuddin bin Mohammad was appointed to the Board representing the Ministry of Finance since 1 August 2008. He is the Deputy Secretary for Government Procurement (Policy and Consultancy Services) Ministry of Finance Malaysia. He holds a Masters of Procurement and Acquisition Management from Webster University St. Louis, USA and B.A. (Hons) in Sociology and Anthropology from University of Malaya.





Cik Azah Hanim binti Ahmad



Cik Azah Hanim binti Ahmad telah dilantik sebagai Ahli Lembaga PERKESO mewakili Kementerian Kewangan mulai 1 Ogos 2011. Beliau telah dilantik sebagai Pegawai Tadbir dan Diplomatik semenjak 1 Disember 1992 dan pada masa ini memegang jawatan Ketua Seksyen Pembangunan Dasar Perolehan, Bahagian Perolehan Kerajaan, Kementerian Kewangan. Beliau berkelulusan *Master of Business Administration* dari Nanyang Technological University, Singapura dan berkelulusan B.A [*Business Administration*] dari Michigan State University, Amerika Syarikat.

Ms. Azah Hanim binti Ahmad was appointed as Board Member representing the Ministry of Finance since 1 August 2011. She has been appointed as Administrative and Diplomatic Officer since 1 December 1992 and is currently holding the post of Section Head, Procurement Development Policy of the Government Procurement Division, Ministry of Finance. She holds a Masters of Business Administration from the Nanyang Technological University, Singapore and a B.A [Business Administration] from Michigan State University, USA.

Dato' Sri Dr. Hasan bin Abdul Rahman



Dato' Sri Dr. Hassan bin Abdul Rahman, Ketua Pengarah Kesihatan Malaysia, telah dilantik sebagai Ahli Lembaga mewakili Kementerian Kesihatan mulai 1 Ogos 2009. Beliau juga merupakan Ahli Persatuan Perubatan Malaysia (MMA), Persatuan Doktor Pakar Kesihatan Awam Malaysia dan Ahli Jawatankuasa Kerja Majlis Negara bagi Keselamatan dan Kesihatan Pekerjaan. Beliau berkelulusan Ijazah Sarjana Kesihatan Awam dari Universiti Malaya, Kuala Lumpur dan Ijazah Doktor Perubatan dari Universiti Kebangsaan Malaysia.

Dato' Sri Dr. Hasan bin Abdul Rahman, Director General of Health Malaysia, was appointed as Board Member representing the Ministry of Health since 1 August 2009. He is also a member of the Malaysian Medical Association (MMA), The Malaysian Public Health Specialists Association and Working Committee of the National Council for Occupational Safety and Health. He holds a Masters of Public Health from the University of Malaya and a Medical Degree from the National University of Malaysia (UKM).



PROFIL AHLI LEMBAGA PERKESO SOCSO BOARD MEMBERS PROFILE

Dr. Hj. Daud bin Abdul Rahim

Dr. Hj. Daud Bin Abdul Rahim merupakan Ketua Sektor Kesihatan Pekerjaan dan Alam Sekitar, Cawangan Penyakit Tidak Berjangkit, Bahagian Kawalan Penyakit dan telah dilantik sebagai Ahli Lembaga mewakili Kementerian Kesihatan mulai 1 Ogos 2011. Beliau memiliki Ijazah Perubatan dari Universiti Kebangsaan Malaysia dan memiliki MPH dari University of Philippines, Manila. Beliau mula berkhidmat sebagai Pegawai Perubatan di Hospital Melaka pada tahun 1981 dan pernah menjawat sebagai Pengarah Hospital Sultanah Aminah, Johor Bahru pada tahun 2007-2010.

Dr. Hj. Daud bin Abdul Rahim is Head of Occupational and Environmental Health of the Noncommunicable Diseases Sector, Division of Disease Control and was appointed to the Board representing the Ministry of Health from 1 August 2011. He holds a Medical Degree from the National University of Malaysia (UKM) and a MPH from the University of Philippines, Manila. He started his career as a Medical Officer at the Malacca Hospital in 1981 and as Director of Sultanah Aminah Hospital, Johor Bahru from 2007-2010.

Encik Ramadass A/L Arumugam

Encik Ramadass a/l Arumugam dilantik sebagai Ahli Lembaga mewakili majikan pada 1 Ogos 2007. Beliau merupakan pemilik firma guaman Tetuan Ramadass & Associates dan berpengalaman luas dalam bidang perhubungan perusahaan dan aktif di dalam Persekutuan Majikan-Majikan Malaysia (MEF). Berkelulusan Ijazah Sarjana Muda Undang-Undang dari University of London dan Sarjana Muda Ekonomi dari Universiti Malaya.

Mr. Ramadass a/l Arumugam was appointed to the Board representing employers since 1 August 2007. He owns the law firm Messrs Ramadass & Associates and has extensive experience in industrial relations and is active in the Malaysian Employers Federation (MEF). He holds an LLB from University of London and a Bachelor of Economics from University of Malaya.





Encik John Chua Kheng Chiew

Encik John Chua Kheng Chiew telah dilantik sebagai Ahli Lembaga mewakili majikan sejak 1 Ogos 2001. Beliau merupakan Setiausaha Eksekutif, Dewan Perdagangan dan Industri Sarawak. Berkelulusan Diploma Pembangunan Perniagaan dari Asian Institute of Management, Filipina dan Sijil Prinsipal Am Undang-Undang, London.

Mr. John Chua Kheng Chiew was appointed to the Board representing employers since 1 August 2001. He is the Executive Secretary of the Sarawak Chamber of Commerce and Industry. He holds a Diploma in Business Development from the Asian Institute of Management, Philippines and General Principal Certificate of Law, London.



Encik A. Navamukundan

Encik A. Navamukundan telah dilantik sebagai Ahli Lembaga mewakili orang berinsurans mulai 1 Ogos 1998. Beliau merupakan Setiausaha Kesatuan Kebangsaan Pekerja-Pekerja Ladang (NUPW). Berkelulusan Ijazah Sarjana Ekonomi daripada University of Leeds, United Kingdom dan Ijazah Sarjana Muda Sastera (Kepujian), Ekonomi dan Pengajian India dari Universiti Malaya.

Mr. A. Navamukundan was appointed to the Board representing insured persons since 1 August 1998. He is also an Executive Secretary of the National Union of Plantation Workers (NUPW). He holds a Bachelor of Economics from the University of Leeds, United Kingdom and Bachelor of Arts (Hons), Economics and Indian Studies from the University of Malaya.



PROFIL AHLI LEMBAGA PERKESO SOCISO BOARD MEMBERS PROFILE

Dr. Michael Chiam Tow Hui

Dr. Michael Chiam Tow Hui telah dilantik sebagai Ahli Lembaga mewakili majikan bermula pada 1 Ogos 2003. Beliau juga merupakan ahli Panel Pelaburan PERKESO. Beliau adalah seorang yang berpengalaman luas dalam bidang kewangan, akaun, setiausaha syarikat, sumber manusia, perancangan korporat dan perkapalan. Antara sektor korporat yang pernah mendapat khidmat beliau adalah Plantation House. Beliau juga mendapat pendedahan di Nedlloyd Malaysia dan P & O Nedlloyd. P & O Nedlloyd, salah satu syarikat perkapalan MNC, merupakan syarikat perkapalan yang ketiga terbesar di dunia. Jawatan terkini beliau adalah Pengarah Eksekutif Paragon Corporation Sdn. Bhd. Beliau juga merupakan Ahli Institut Akauntan Malaysia (MIA), Persatuan Setiausaha Syarikat Malaysia dan Institut Audit Dalam. Pada masa yang sama, beliau adalah Presiden Persatuan Majikan-Majikan Komersial Semenanjung Malaysia, Naib Presiden Persekutuan Majikan-Majikan Malaysia (MEF), Pengarah Akademi MEF dan Pengerusi Biro Sumber Manusia SMI. Beliau merupakan pemegang Ijazah Doktor Falsafah (Ph.D), Ijazah Sarjana Pengurusan Perniagaan dan pemegang Diploma Latihan dan Pembangunan.

Dr. Michael Chiam Tow Hui holds a Ph.D and Masters in Business Management as well as a Diploma in Training and Development. He was appointed as Board Member representing employers since 1 August 2003 and is also a member of the SOCISO Investment Panel. His extensive experience in accounting, corporate planning, finance, human resource, and shipping served him well in his previous position as Company Secretary. His corporate career also includes services at Plantation House, Nedlloyd Malaysia and P & O Nedlloyd. P & O Nedlloyd belongs to the MNC shipping group and ranks as the third largest shipping company worldwide. He is currently the Executive Director of Paragon Corporation Sdn. Bhd. and a member of Malaysian Institute of Accountants (MIA), Malaysian Association of Company Secretaries (MACS) and Institute of Internal Auditors (IIA). Moreover, he is also President of the Commercial Employers Association of Peninsular Malaysia (CEAPM), Vice President of Malaysian Employers Federation (MEF), MEF Academy Director and Chairman of Human Resources Bureau, SMI.





Encik Khoo Choom Kwong



Encik Khoo Choom Kwong berpengalaman dalam bidang pengurusan sumber manusia. Beliau telah dilantik sebagai Ahli Lembaga mewakili majikan bermula pada April 2002. Beliau berkelulusan Ijazah Sarjana Pengurusan Perniagaan daripada Charles Sturt University, Australia dan Ijazah Sarjana Muda Sastera (Ekonomi), University of Windsor, Canada. Pengalaman beliau di dalam pengurusan Sumber Manusia membolehkan beliau menjalankan tugas semasa dengan berkesan sebagai Pengerusi Persatuan Perundingan Majikan-Majikan Sabah (SECA) dan Ahli Majlis Persekutuan Majikan-Majikan Malaysia (MEF). Beliau juga telah dilantik sebagai Ahli Lembaga Majlis Perundingan Gaji Negara (MPGN), Jawatankuasa Pelaksanaan dan Pemantauan Gaji Minimum dan Ahli Lembaga Penasihat Buruh Kebangsaan di bawah Kementerian Sumber Manusia.

Mr Khoo Choom Kwong was appointed as Board Member representing employers since 1 April 2002. He holds a Masters in Business Administration from Charles Sturt University, Australia and B.A. in Economics from University of Windsor, Canada. His experience in Human Resources Management serves him well in his capacity as the current Chairman of Sabah Employers' Consultative Association (SECA) and the Council Member of the Malaysian Employers' Federation (MEF). He also serves as a Council Member of the National Wages Consultative Council (NWCC), the Implementation and Monitoring Committee of Minimum Wages and Council Members of National Labour Advisory Council (NLAC) under the Ministry of Human Resources, Malaysia.



PROFIL AHLI LEMBAGA PERKESO SOCSO BOARD MEMBERS PROFILE

Hj. Mohamad Ibrahim bin Hj. Hamid A.B.S.

Hj. Mohamad Ibrahim bin Hj. 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 (UNI), Majlis Perhubungan Malaysia (MLC), Ahli Majlis Penasihat Buruh Kebangsaan (NLAC) dan Ahli Panel Mahkamah Perusahaan Sarawak.

Hj. Mohamad Ibrahim bin Hj. Hamid A.B.S. was appointed to the Board representing insured persons since 1 August 2003. He is currently working with Telekom Malaysia Sarawak. He is The Chairman of the Malaysian Trades Union Congress (MTUC) Sarawak, President of Telecommunications Workers Union Sarawak (UTES), Board Member of Koperkasa Sarawak Berhad (Koperkasa), Vice President of Union Network International (UNI), Malaysian Liaison Council (MLC), National Labour Advisory Council (NLAC) and Sarawak Industrial Court Panel Member.

Encik Abdul Halim bin Mansor

Encik Abdul Halim bin Mansor telah dilantik sebagai Ahli Lembaga mewakili orang berinsurans bermula pada tahun 2004. Beliau adalah seorang yang berpengalaman luas dalam kesatuan sekerja dan terlibat dengan banyak kajian profesional di peringkat antarabangsa. Pada masa ini, beliau adalah Setiausaha Agung Kesatuan Kebangsaan Pekerja-Pekerja Perusahaan Petroleum dan Kimia (NUPCIW) sejak 1986 dan Setiausaha Agung Kongres Kesatuan Sekerja Malaysia (MTUC). Beliau merupakan Ahli Majlis Penasihat Buruh Kebangsaan (NLAC) dan Panel Mahkamah Perusahaan serta berkhidmat dengan Nylex (Malaysia) Sdn. Bhd.

Mr. Abdul Halim bin Mansor was appointed to the Board representing insured persons since 2004. He has vast experience in trade union and is involved with many professional international studies. At present, he is the Secretary General of the National Union of Petroleum and Chemical Industry Workers (NUPCIW) since 1986 and Secretary General of the Malaysian Trades Union Congress (MTUC). He is a member of the National Labour Advisory Council (NLAC) and the Industrial Court Panel. He is currently attached to Nylex (Malaysia) Sdn. Bhd.





Cik Catherine Jikunan



Cik Catherine Jikunan merupakan Setiausaha Agung Kesatuan Pekerja-Pekerja Bank Sabah dan Setiausaha Kongres Kesatuan Sekerja Malaysia (MTUC), Sabah. Beliau telah dilantik sebagai Ahli Lembaga mewakili orang berinsurans bermula pada 1 Ogos 2009. Beliau merupakan Ahli Persatuan Setiausaha Syarikat Malaysia sejak 2003. Berkelulusan Ijazah Sarjana Sastera (Polisi Buruh dan Globalisasi) dari The University of Kassel, Jerman, Ijazah Sarjana Muda Pengurusan Korporat dan Diploma Perbankan daripada UiTM dan Diploma Perlindungan Sosial dari Pusat Latihan Antarabangsa, Turin, Itali.

Ms. Catherine Jikunan is the Secretary General of Sabah Bank Employees Union and Secretary of the Malaysian Trades Union Congress (MTUC) Sabah. She was appointed to the Board representing insured persons since 1 August 2009. She is a member of the Malaysian Association of Company Secretaries since 2003. She holds a M.A. in Labour Policy and Globalisation from the University of Kassel, Germany, Bachelor of Corporate Management and a Diploma in Banking from UiTM and a Social Protection Diploma from International Training Centre, Turin, Italy.

Dato' Dr. Vasan Sinnadurai



Dato' Dr. Vasan Sinnadurai telah dilantik sebagai Ahli Lembaga yang mempunyai pengalaman dalam keselamatan sosial bermula pada 1 Ogos 2009. Berkelulusan Ijazah Sarjana Perubatan Ortopedik, Universiti Sains Malaysia dan pemegang Ijazah Perubatan dan Pembedahan, University of Madras, India. Beliau adalah Fellow Foot and Ankle Reconstruction (Australia), Sport and Shoulder (Korea), American Orthopaedic Travelling (USA) dan Certified Medical Independent Assessor (CMIA). Berpengalaman luas dalam bidang perubatan selama 16 tahun. Pernah berkhidmat di Hospital Taiping sebelum berhijrah ke sektor swasta. Beliau kini adalah konsultan ortopedik dan pembedahan di Hospital Pantai Ipoh.

Dato' Dr. Vasan Sinnadurai has been appointed as a Board Member since 1 August 2009 as a representative experienced in Social Security. He holds a Masters in Orthopaedic Medicine, Universiti Sains Malaysia and a Bachelor of Medicine and Surgery, University of Madras, India. He is a Fellow of the Foot and Ankle Reconstruction (Australia), Sport and Shoulder (Korea), the American Orthopaedic Travelling (USA) and is a Certified Independent Medical Assessor (CMIA). He has extensive experience of 16 years in the medical field. He has also served in the Taiping Hospital before moving to the private sector. He is an orthopaedic and surgical consultant in Pantai Hospital Ipoh.



PROFIL AHLI LEMBAGA PERKESO

2011 SOCSO BOARD PROFILE

Datin Paduka Hajah Seripah Noli Binti Syed Hussin

Datin Paduka Hajah Seripah Noli binti Syed Hussin telah dilantik sebagai Ahli Lembaga yang mempunyai pengalaman dalam keselamatan sosial bermula pada 1 Oktober 2009. Beliau pernah dilantik sebagai Ahli Exco Kerajaan Negeri Selangor, Ahli Majlis Bandaraya Petaling Jaya, Ahli Lembaga Putrajaya Holdings. Berpengalaman luas dalam sektor korporat, beliau pernah dilantik menjadi Ahli Lembaga Pengarah di *Government-linked Companies (GLC)*, antaranya di Tenaga Nasional Berhad (TNB). Berkelulusan Ijazah Sarjana Muda Pentadbiran Perniagaan dari Western Michigan University, Amerika Syarikat, Diploma Pengurusan Kredit, UiTM dan Sijil Pengurusan Kewangan dari Swinburne University, Melbourne, Australia.

Datin Paduka Hajah Seripah Noli binti Syed Hussin has been appointed as Board Member since 1 October 2009 as a representative experienced in Social Security. She was an Exco Member for the Selangor State Government, Petaling Jaya City Council Member, and a Board Member of Putrajaya Holdings. She has vast experience in the corporate sector and was appointed to the Board of Directors of Government-linked Companies (GLCs) including Tenaga Nasional Berhad (TNB). She holds a Bachelor of Business Administration from Western Michigan University, USA, Diploma in Credit Management, UiTM and a Certificate in Financial Management from Swinburne University Melbourne, Australia.

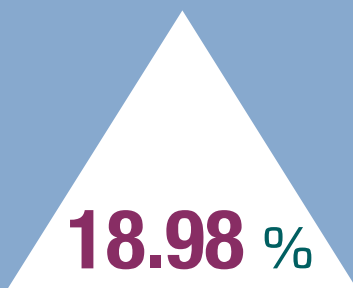




Encik Lee Siang Chin

Encik Lee Siang Chin telah dilantik sebagai Ahli Lembaga yang mempunyai pengalaman dalam keselamatan sosial bermula pada 1 Ogos 2003. Beliau juga merupakan Ahli Panel Pelaburan PERKESO dari tahun 1982 hingga sekarang. Seorang yang berpengalaman luas dalam bidang kewangan, perbankan, akaun, saham, pelaburan dan insurans. Pernah berkhidmat di Arab Malaysian Merchant Bank Bhd., Arab Malaysian Securities Sdn. Bhd. (sekarang dikenali sebagai AmSecurities Sdn. Bhd.) dan Surf88. Com Sdn. Bhd. Beliau merupakan *Fellow of the Institute of Chartered Accountants, England & Wales* dan *Malaysian Association of Certified Public Accountants*. Pernah dilantik sebagai Ahli Majlis Perundingan Ekonomi Negara.

Mr. Lee Siang Chin was appointed as Board Member since 1 August 2003 as a representative experienced in Social Security. He is also a member of the SOCSO Investment Panel since 1982. He has a vast experience in the fields of finance, banking, accounts, stocks, investments and insurance. He has served in Arab-Malaysian Merchant Bank Bhd., Arab Malaysian Securities Sdn. Bhd. (now known as AmSecurities Sdn. Bhd) and Surf88. Com Sdn. Bhd. He is a Fellow of the Institute of Chartered Accountants, England & Wales and the Malaysian Association of Certified Public Accountants. He has also been appointed as a member of the National Economic Advisory Council.



**PENINGKATAN
PULANGAN PELABURAN**

INCREASE IN INVESTMENT RETURNS

RM 165.28 JUTA
MILLION

Pulangan pelaburan PERKESO pada tahun 2011 berjumlah RM1,036.07 juta, meningkat 18.98% atau RM165.28 juta berbanding RM870.79 juta pada tahun 2010.

SOCSSO's investment returns in 2011 amounted to RM1,036.07 million, an increase of RM165.28 million or 18.98% compared to RM870.79 million in 2010.

AHLI PANEL PELABURAN PERKESO

SOCISO INVESTMENT PANEL MEMBERS

ULANG TAHUN



PERKESO

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RAKYAT BERHULU
PENCAPAIAN CEMERLANG

PERKESO



AHLI PANEL PELABURAN PERKESO SOCSO INVESTMENT PANEL MEMBERS

Pengerusi

Chairman

YBhg. Datuk Abu Huraira bin Abu Yazid

Ahli Mewakili Kementerian Kewangan

Ministry of Finance Representative

Encik K. Givananadam

Ahli Mewakili Bank Negara Malaysia

Bank Negara Malaysia Representative

Puan Norzila binti Abdul Aziz

Ahli Mewakili Majikan

Employer Representative

Dr. Michael Chiam Tow Hui

Ahli Mewakili Orang Berinsurans

Insured Person Representative

Encik A. Navamukundan

Ahli Mewakili Orang Yang Mempunyai Pengalaman Dalam Perniagaan dan Kewangan

*Representatives with Experience In Business
and Finance*

Encik Lee Siang Chin

Encik Munusamy Sengan

Ketua Eksekutif PERKESO

Chief Executive of SOCSO

YBhg. Datuk K. Selvarajah



YBhg. Datuk Abu Huraira
bin Abu Yazid



YBhg. Datuk K. Selvarajah



Dr. Michael Chiam Tow Hui



Encik Lee Siang Chin



Encik K. Givanadam



AHLI PANEL PELABURAN PERKESO
SOCSO INVESTMENT PANEL MEMBERS



Encik A. Navamukundan



Puan Norzila binti Abdul Aziz



Encik Munusamy Sengan

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PEGAWAI KANAN PERKESO SOCISO SENIOR STAFF OFFICERS

Ketua Eksekutif

Chief Executive

YBhg. Datuk K. Selvarajah

Timbalan Ketua Eksekutif (Korporat)

Deputy Chief Executive (Corporate)

Puan Hajah Samihah binti Md Razi

Timbalan Ketua Eksekutif (Operasi)

Deputy Chief Executive (Operations)

YBhg. Dato' Dr. Mohammed Azman bin Aziz
Mohammed

Pengurus Besar Kanan Bahagian Khidmat Pengurusan

*Senior General Manager
Management Services Division*

Puan Azlaily binti Abdul Rahman

Pengurus Besar Kanan Bahagian Sumber Manusia

*Senior General Manager
Human Resources Division*

Tuan Haji Kanan bin Sarih

Pengurus Besar Kanan Bahagian Pelaburan

*Senior General Manager
Investment Division*

Encik Dawamani a/I Ponnusamy

Pengurus Besar Kanan Bahagian Perbendaharaan

*Senior General Manager
Treasury Division*

Puan Hajah Rosmawati binti Zainuddin

Pengurus Besar

Bahagian Perancangan dan Hal Ehwal Korporat

General Manager

Planning and Corporate Affairs Division

Encik Mohd Rosdi bin Mat Yasin

Ketua Pegawai Maklumat Bahagian Teknologi Maklumat

Chief Information Officer

Information Technology Division

Encik Mohd Sidek bin Salleh

Pengurus Besar

Bahagian Risiko Dan Penyelidikan

General Manager

Risk and Research Division

Encik Ong Kim Seng

Pengurus Besar

Bahagian Audit Dalam

General Manager

Internal Audit Division

Encik Jeeva a/I Narayanasamy

Pengurus Besar

Bahagian Naziran

General Manager

Inspectorate Division

Puan Hajah Rafdah binti Bachik



Puan Hajah Samihah
binti Md Razi



YBhg. Dato' Dr. Mohammed
Azman bin Aziz Mohammed



Puan Azlaily binti Abdul
Rahman



Tuan Haji Kanan bin Sarih



Encik Dawamani a/l
Ponnusamy



PEGAWAI KANAN PERKESO
SOCISO SENIOR OFFICERS STAFF



Encik Mohd Rosdi
bin Mat Yasin



Puan Hajah Rosmawati binti
Zainuddin



Encik Mohd Sidek bin Salleh



Encik Ong Kim Seng



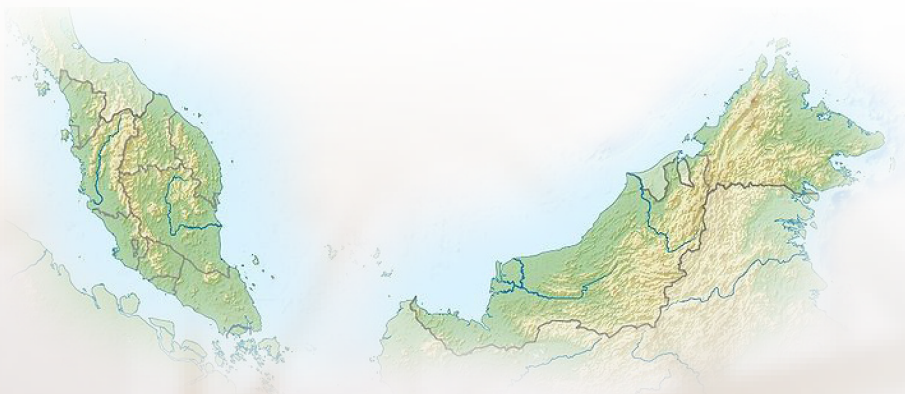
Encik Jeeva a/l
Narayanasamy



Puan Hajah Rafdah
binti Bachik



PENGARAH PERKESO NEGERI SOCSO STATE DIRECTORS



Wilayah Persekutuan Kuala Lumpur

Encik Mohamad Asri bin Ngosman

Selangor

Encik Che Hamid bin Che Ahmad

Perak

Encik Muhamad Alif Haikal Cheong bin Abdullah

Negeri Sembilan

Encik Chan Hood Cheng

Pulau Pinang

Encik Zainol bin Abu

Kedah

Encik Othman bin Mohd Nordin

Sarawak

Encik John Riba Anak Marin

Sabah

Puan Hajah Mariam binti Hassan

Johor

Encik Ismail bin Abi Hashim

Pahang

Encik Mohd Shahr bin Ismail

Terengganu

Encik Mohammad Ramli bin Hj. Ahmad Dahalan

Kelantan

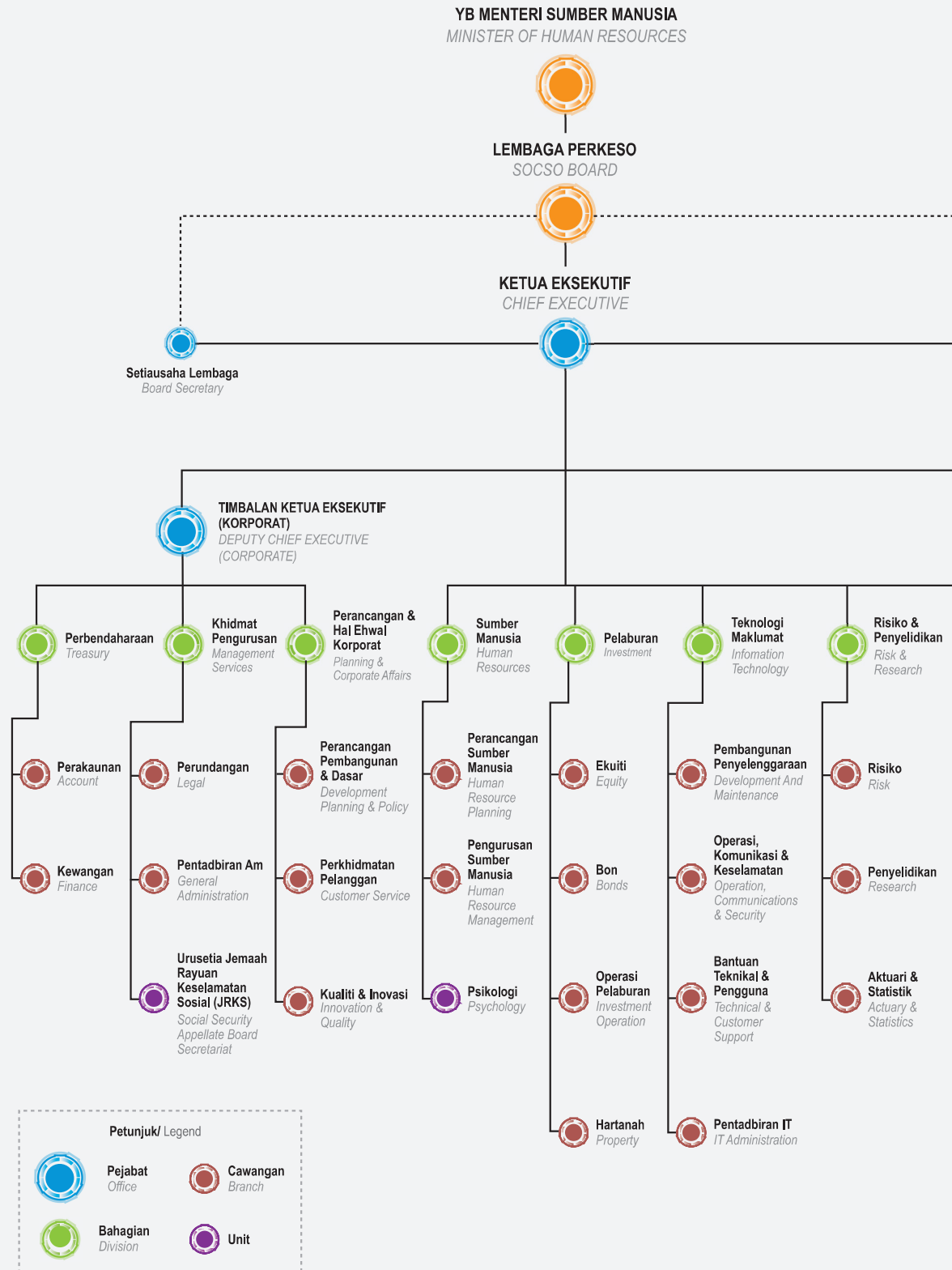
Hajah Zaini binti Abd Llatif

Melaka

Encik Mohanadas a/I Veraya

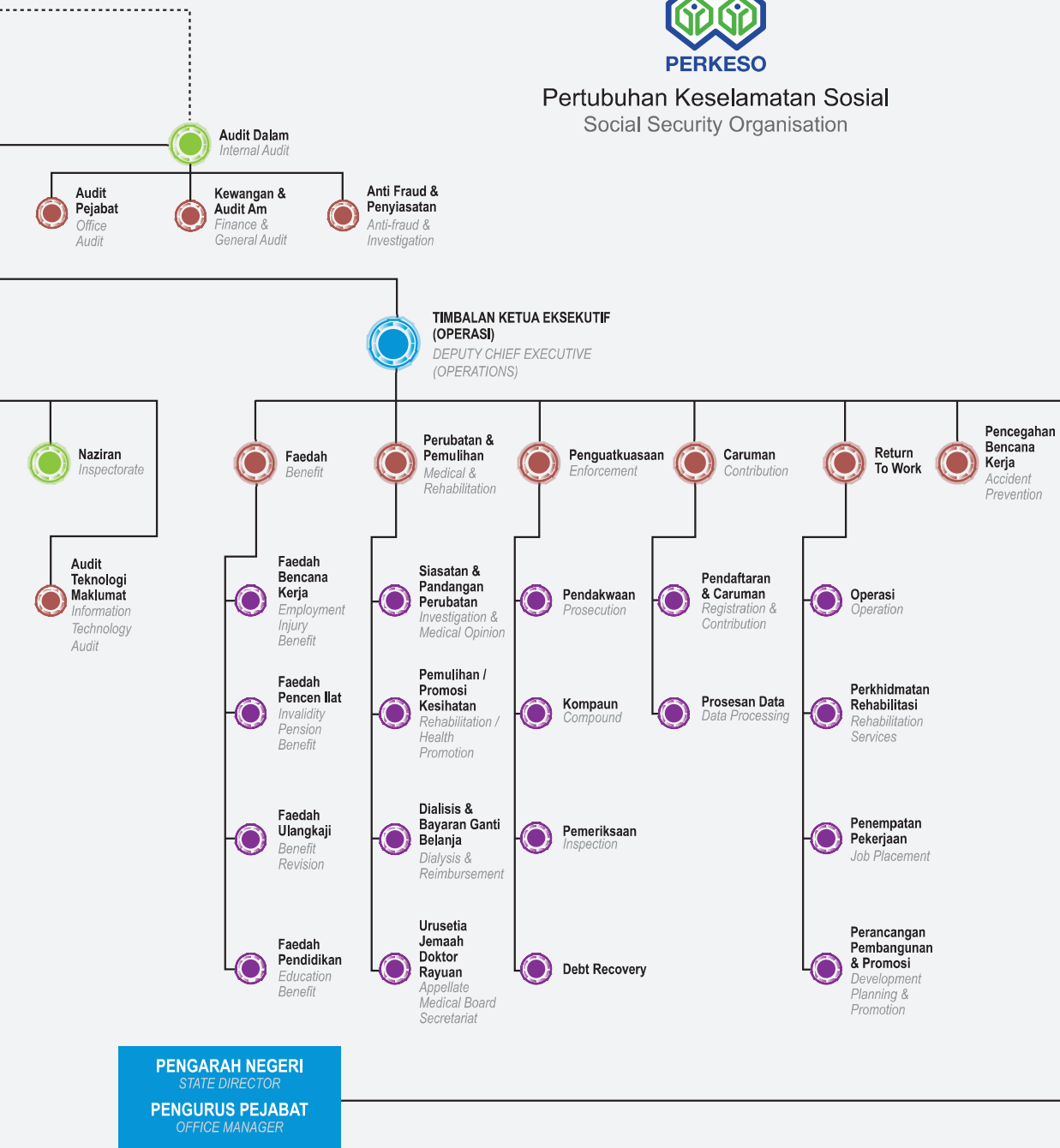
Perlis

Encik Shahrudin bin Waled



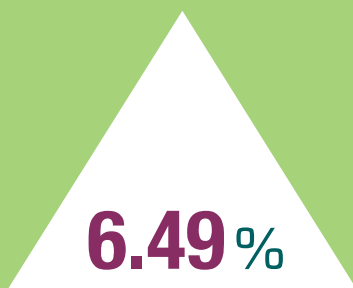


Pertubuhan Keselamatan Sosial
Social Security Organisation



PENGARAH NEGERI
STATE DIRECTOR

PENGURUS PEJABAT
OFFICE MANAGER



**PERTAMBAHAN
MAJIKAN BERDAFTAR**
*INCREASE OF REGISTERED
EMPLOYERS*

50,231 MAJIKAN
EMPLOYERS

Bilangan majikan berdaftar pada tahun 2011 meningkat sebanyak 6.49% kepada 819,915 majikan berbanding 769,684 majikan pada tahun 2010.

The number of registered employers in 2011 has increased by 6.49% to 819,915 from 769,684 employers in 2010.

PROFIL KORPORAT

CORPORATE PROFILE

ULANG TAHUN



PERKESO



1971  2011

RAKYAT BERHULUSAN
PENCAPAIAN CEMERLANG

PERKESO



PERTUBUHAN KESELAMATAN SOSIAL SOCIAL SECURITY ORGANISATION

LATARBELAKANG

Pertubuhan Keselamatan Sosial (PERKESO) telah ditubuhkan pada tahun 1971 di bawah Kementerian Sumber Manusia untuk melaksana dan mentadbir skim-skim keselamatan sosial di bawah Akta Keselamatan Sosial Pekerja 1969, iaitu Skim Insurans Bencana Pekerjaan dan Skim Pencen Ilat. Pada 1 Julai 1985, status PERKESO sebagai jabatan kerajaan telah berubah kepada sebuah Badan Berkanun. Manakala pada 1 Januari 1992, PERKESO telah melaksanakan satu sistem saraannya sendiri iaitu Sistem Saraan Baru PERKESO (SSBP).

FUNGSI DAN AKTIVITI UTAMA

PERKESO mentadbir dua jenis skim keselamatan sosial iaitu Skim Insurans Bencana Pekerjaan dan Skim Pencen Ilat. Skim Insurans Bencana Pekerjaan memberi perlindungan kepada orang berinsurans akibat bencana pekerjaan termasuk penyakit khidmat dan kemalangan semasa perjalanan berkaitan dengan pekerjaan. Skim Pencen Ilat pula memberi perlindungan 24 jam kepada pekerja terhadap keilatan atau kematian akibat sebarang sebab yang berlaku dan tidak berkaitan dengan pekerjaan.

Objektif kedua-dua skim adalah untuk menjamin pembayaran faedah tunai kepada orang berinsurans dan tanggungannya apabila berlaku kejadian luar jangka. Di samping itu, perkhidmatan rawatan perubatan, pemulihan jasmani dan vokasional juga disediakan kepada orang berinsurans. Kemudahan pemulihan adalah bertujuan untuk membolehkan pekerja terbencana atau mengalami keilatan kembali aktif dalam kehidupan harian dan dapat kembali bekerja semula. PERKESO juga menjalankan aktiviti pencegahan kemalangan melalui program peningkatan kesedaran keselamatan dan kesihatan pekerjaan di kalangan pekerja dan majikan.

BACKGROUND

Social Security Organisation (SOCSO) was established in 1971 under the Ministry of Human Resources to implement and administer social security schemes under the Employees' Social Security Act 1969, which are the Employment Injury Insurance Scheme and Invalidity Pension Scheme. SOCSO's status as a government department changed to a statutory body on 1 July 1985. On 1 January 1992, SOCSO implemented its new remuneration system (SSBP).

FUNCTION AND MAIN ACTIVITIES

SOCSCO administers two types of social security schemes; Employment Injury Insurance Scheme and Invalidity Pension Scheme. Employment Injury Insurance Scheme provides protection to insured persons from industrial accidents, including occupational diseases and commuting accidents related to work. The Invalidity Pension Scheme provides 24 hours protection to insured persons against invalidity or death, due to any cause.

The objective of both schemes is to guarantee payment of cash benefits to insured persons and their dependants should any unforeseen events occur. SOCSO also provides medical, physical and vocational rehabilitation benefits to insured persons. Rehabilitation facilities are intended to assist employees with injuries or invalidity to get back to daily life and return to work. SOCSO also administers accident prevention activities through safety and health awareness programmes for employers and employees.



SKIM INSURANS BENCANA PEKERJAAN EMPLOYMENT INJURY INSURANCE SCHEME

Skim ini melindungi orang berinsurans yang ditimpa kemalangan semasa menjalankan pekerjaan atau dalam perjalanan di antara tempat kediamannya dengan tempat kerjanya atau di antara tempat kerjanya dengan tempat makan dalam masa rehat yang dibenarkan atau semasa dalam perjalanan yang secara langsung berkaitan dengan pekerjaannya. Skim ini juga memberi perlindungan terhadap penyakit khidmat. Di bawah Skim Insurans Bencana Pekerjaan, faedah-faedah yang diberikan adalah termasuk Faedah Perubatan, Faedah Hilang Upaya Sementara, Faedah Hilang Upaya Kekal, Elaun Layanan Sentiasa, Faedah Orang Tanggungan, Faedah Pengurusan Mayat, Faedah Pemulihan dan Faedah Pendidikan.

This scheme protects insured persons who suffer from injuries arising out of and in the course of his employment, while travelling on route between his place of residence and his place of work or any reason which is directly connected to his employment or travelling on a journey between his place of work and the place where he takes his meal during any authorized recess. This scheme also provides protection against occupational diseases. Under this scheme, the benefits provided are Medical Benefit, Temporary Disablement Benefit, Permanent Disablement Benefit, Constant-attendance Allowance, Dependants' Benefit, Funeral Benefit, Rehabilitation Benefit and Education Benefit.





SKIM PENCEN ILAT

Skim ini memberi perlindungan 24 jam kepada orang berinsurans terhadap keilangan atau kematian akibat sebarang sebab yang tidak berkaitan dengan pekerjaan. Faedah-faedah yang diberikan di bawah skim ini adalah Faedah Pencen Ilat, Bantuan Ilat, Elaun Layanan Sentiasa, Faedah Pencen Penakat, Faedah Pengurusan Mayat, Faedah Pemulihan dan Faedah Pendidikan.

PENDAFTARAN MAJIKAN DAN PEKERJA

Semua majikan yang menggajikan seorang pekerja atau lebih yang dimaksudkan di bawah Akta Keselamatan Sosial Pekerja 1969 wajib mendaftar dan mencarum dengan PERKESO. Pekerja yang menerima gaji sebanyak RM3,000 atau kurang sebulan layak mencarum dengan PERKESO. Pekerja yang bergaji melebihi RM3,000 sebulan diberi pilihan untuk mendaftar dan mencarum dengan syarat ada persetujuan daripada kedua-dua pihak iaitu pekerja dan majikan. Walau bagaimanapun, tertakluk kepada prinsip 'Sekali Layak Terus Layak' apabila seseorang pekerja sudah mencarum di bawah Akta berkenaan, beliau akan terus layak mencarum dan dilindungi tanpa mengira jumlah gaji bulannya selepas itu. Bagi perlindungan di bawah Skim Pencen Ilat, umur pekerja pada tarikh mula memasuki skim hendaklah belum mencapai umur 50 tahun.

INVALIDITY PENSION SCHEME

This scheme provides 24 hours protection to insured persons against invalidity or death due to any cause. Benefits provided under this scheme are Invalidity Pension, Invalidity Grant, Constant-attendance Allowance, Survivors' Pension, Funeral Benefit, Rehabilitation Benefit and Education Benefit.

EMPLOYER AND EMPLOYEE REGISTRATION

All employers who employ one or more employees are required to register and contribute to SOCSO under the Employees' Social Security Act 1969. Employees who receive a salary of RM3,000 or less are liable to contribute to SOCSO. Employees earning more than RM3,000 per month are given the choice to register and contribute based on the agreement between employer and employees. However, subject to the principle of 'Once In Always In', an employee who is contributing under the Act, is eligible to contribute and is protected, regardless of his monthly salary. For coverage under the Invalidity Pension Scheme, the employees should be below 50 years old when registering under the scheme for the first time.



CARUMAN

Majikan perlu membayar caruman bulanan bagi setiap pekerja yang layak mengikut kadar yang telah ditetapkan di bawah Akta. Jumlah caruman yang perlu dibayar bagi kedua-dua skim iaitu Skim Insurans Bencana Pekerjaan dan Skim Pencen Ilat adalah sebanyak 2.25% daripada gaji bulanan pekerja. Jumlah caruman ini adalah terdiri daripada 1.75% syer majikan dan 0.5% syer pekerja. Caruman perlu dibayar mulai bulan pertama seseorang pekerja itu diambil bekerja.

CONTRIBUTIONS

Employers are required to pay a monthly contribution for each eligible employee at the rates prescribed under the Act. The total contributions to be paid for the two schemes, namely the Employment Injury Insurance Scheme and Invalidity Pension Scheme is 2.25% of the employee's monthly salary. The total contribution is made up of 1.75% and 0.5% employer and employee share respectively. Contributions should be made from the first month of employment.

Kategori Caruman Categories of Contributions

1 Kategori Pertama First Category

Caruman dibayar oleh majikan dan pekerja untuk Skim Insurans Bencana Pekerjaan dan Skim Pencen Ilat.

Contributions made by employers and employees for the Employment Injury Insurance Scheme and Invalidity Pension Scheme.

2 Kategori Kedua Second Category

Caruman dibayar oleh majikan sahaja untuk perlindungan di bawah Skim Insurans Bencana Pekerjaan. Caruman jenis ini hanya untuk pekerja yang tidak lagi layak dilindungi di bawah Skim Pencen Ilat.

Contributions paid by the employer only for protection under the Employment Injury Insurance Scheme. This contribution is for employees who are no longer covered under the Invalidity Pension Scheme.



Visi

VISION

Peneraju keselamatan sosial yang unggul dan cemerlang.

To Become The Premier and Outstanding Leader in Social Security.

Misi

MISSION

Memberi perlindungan keselamatan sosial kepada pekerja dan tanggungan mereka menerusi skim-skim keselamatan sosial serta meningkatkan kesedaran keselamatan dan kesihatan pekerjaan demi meningkatkan kesejahteraan sosial pekerja.

To provide social security protection to workers and their dependants through social security schemes and to raise awareness of safety and health to improve the social well-being of workers.

Objektif

OBJECTIVE

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

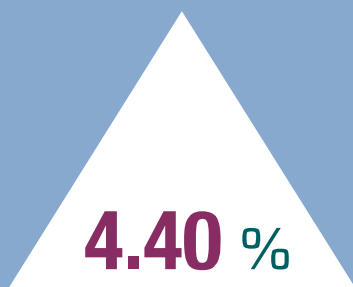
To provide social security protection to all employees and their dependants through social security schemes based on caring society in line with the National Development Policy and Vision 2020.



Piagam Pelanggan

CLIENT CHARTER

- Membayar Faedah Hilang Upaya Sementara kepada pekerja yang terbencana dalam tempoh 7 hari selepas semua maklumat dan dokumen yang diperlukan lengkap diterima;
 - Membayar Faedah Hilang Upaya Kekal kepada pekerja yang terbencana dalam tempoh 14 hari selepas semua maklumat dan dokumen yang diperlukan lengkap diterima;
 - Membayar Faedah Orang Tanggungan kepada orang tanggungan dalam tempoh 14 hari selepas semua maklumat dan dokumen yang diperlukan lengkap diterima;
 - Membayar Faedah Pencen Ilat kepada pekerja yang layak dalam tempoh 14 hari selepas semua maklumat dan dokumen yang diperlukan lengkap diterima;
 - Membayar Faedah Pencen Penakat kepada orang tanggungan dalam tempoh 14 hari selepas semua maklumat dan dokumen yang diperlukan lengkap diterima;
 - Membayar Faedah Pengurusan Mayat kepada waris pekerja yang layak dalam tempoh 3 hari selepas semua maklumat dan dokumen yang diperlukan lengkap diterima;
 - Mendaftar majikan dan pekerja baru serta memberi nombor kod majikan PERKESO dalam tempoh 1 hari selepas semua maklumat dan dokumen yang diperlukan lengkap diterima; dan
 - Mengeluarkan surat akuan penerimaan aduan kepada pengadu dalam tempoh 3 hari dari tarikh aduan diterima.
- *To pay Temporary Disablement Benefit to injured employees within 7 days upon receiving all necessary information and complete documents;*
 - *To pay Permanent Disablement Benefit to injured employees within 14 days upon receiving all necessary information and complete documents;*
 - *To pay dependants benefit to beneficiaries within 14 days upon receiving all necessary information and complete documents;*
 - *To pay Invalidity Pension to eligible employees within 14 days upon receiving all necessary information and complete documents;*
 - *To pay Survivors' Pension to beneficiaries within 14 days upon receiving all necessary information and complete documents;*
 - *To pay Funeral Benefit to eligible beneficiaries within 3 days upon receiving all necessary information and complete documents;*
 - *To register new employers and employees as well as giving employers SOCSO code number within 1 day upon receiving all necessary information and completed documents; and*
 - *To issue acknowledgement letter to the complainant within 3 days from the date complaint received.*



**PENINGKATAN BILANGAN
PEKERJA BERDAFTAR YANG AKTIF**
*INCREASE NUMBER OF ACTIVE
REGISTERED EMPLOYEES*

242,803 PEKERJA
EMPLOYEES

Bilangan Pekerja Berdaftar Yang Aktif meningkat sebanyak 4.40% kepada 5.76 juta pada tahun 2011 berbanding 5.52 juta pekerja pada tahun 2010.

The number of active employees increased by 4.40% to 5.76 million as compared to 5.52 million employees in 2010.

PERUTUSAN PENERUSI

CHAIRMAN'S STATEMENT

ULANG TAHUN



PERKESO

40

1971 1 2011

RAKYAT BERHILLUHAN
PENCAPAIAN CEMERLANG

PERKESO



PERUTUSAN PENERUSI CHAIRMAN'S STATEMENT

Datuk Abu Huraira bin Abu Yazid

Saya selaku Pengerusi Lembaga Pertubuhan Keselamatan Sosial (PERKESO) dengan sukacitanya membentangkan Laporan Tahunan dan Penyata Kewangan yang telah diaudit bagi tahun kewangan berakhir 31 Disember 2011.

As Chairman of the Board of Social Security Organisation (SOCSO), I am pleased to present the Annual Report and Audited Financial Statements for the financial year ending 31 December 2011.





Pembangunan Organisasi dan Inisiatif Strategik

PERKESO terus berusaha untuk mencapai matlamat dan objektif penubuhannya dalam senario persekitaran yang sentiasa berubah dan mencabar. Melalui proses pengurusan strategik yang menyeluruh, matlamat dan penekanan kepada impak aktiviti, Pertubuhan bersedia untuk menangani cabaran semasa dan masa hadapan. Transformasi perkhidmatan bagi meningkatkan kecekapan dan keberkesanan sistem penyampaian dilaksanakan dengan memperkasakan pembangunan modal insan menerusi penstrukturan semula organisasi dengan pelantikan Timbalan Ketua Eksekutif (Korporat) dan Timbalan Ketua Eksekutif (Operasi), pelaburan dalam platform baru ICT dan usaha ketara yang ditunjukkan kepada aspek pemulihan adalah sebahagian daripada inisiatif strategik.

Inisiatif Berterusan Bagi Meningkatkan Prestasi

PERKESO terus memberikan penekanan utama berkaitan hubungan dan interaksi dengan pelanggannya secara berterusan. Inisiatif utama dalam tahun 2011 adalah dengan melaksanakan perlanjutan waktu bekerja pada hari Sabtu di pejabat-pejabat utama iaitu Pejabat PERKESO Wilayah Persekutuan Kuala Lumpur, Petaling Jaya dan Klang, Johor Bahru, Seberang Jaya, Ipoh, Seremban dan juga Ibu Pejabat.

Program Keselamatan dan Kesihatan Pekerja

PERKESO terus mengadakan perikatan strategik dengan pihak-pihak berkaitan dalam mempromosikan Keselamatan dan Kesihatan Pekerjaan. Pada tahun 2011 PERKESO telah menyediakan bantuan kewangan sebanyak RM4.3 juta kepada Badan Bukan Kerajaan (NGO) untuk menjalankan program memupuk kesedaran keselamatan dan kesihatan pekerjaan kepada kedua-dua golongan majikan dan pekerja. Bantuan kewangan tersebut adalah bagi pembiayaan 359 program termasuk kursus, seminar dan pembiayaan dua penyelidikan.

Organisational Development and Strategic Initiatives

SOCSSO is unrelenting in its pursuit to achieve goals and objectives of its mandate in an ever changing and demanding environment. Through a comprehensive strategic focus with clear emphasis on the impact of activities, the Organisation is ready to address current and future challenges. The service transformation in enhancing the efficiency and effectiveness of service delivery, the strengthening human capital development and restructuring the organisation's structure with appointments of Deputy Chief Executive (Corporate) and Deputy Chief Executive (Operations), the investment in new ICT platform and the tangible efforts directed at rehabilitation are some of these strategic initiatives.

Ongoing Initiatives In Improving Performance

SOCSSO's efforts to expand contact and interaction with its customers remain unabated. A key initiative implemented in 2011 was the extension of working days to Saturdays at major offices namely Federal Territory of Kuala Lumpur, Petaling Jaya and Klang, Johor Bahru, Seberang Jaya, Ipoh, Seremban and at our Headquarters.

Occupational Safety and Health Programme

SOCSSO continued to strike strategic alliance with relevant parties in the promotion of Occupational Safety and Health. In 2011, SOCSSO provided financial grants worth RM4.3 million to non-governmental organisations (NGOs) to carry out occupational safety and health programmes for both employers and employees. These grants encompassed 359 programmes which included courses, seminars and funding two research studies.



Salah satu seminar yang dikelola untuk mencapai hasrat demikian ialah Seminar Pencegahan Kemalangan yang berlangsung pada 12 April 2011 yang menekankan peranan PERKESO dalam inisiatif pencegahan kemalangan yang sistematik. Seminar ini dianjurkan dengan kerjasama NGO dan lain-lain agensi kerajaan.

Pada Julai 2011, kempen Perjalanan Selamat ke Tempat Kerja telah dilaksanakan di seluruh negara di mana 60 program pencegahan kemalangan telah diadakan oleh semua pejabat PERKESO. Dengan kerjasama NGO, PERKESO juga telah berjaya menerbitkan tiga buah video untuk tujuan pencegahan kemalangan iaitu 'Pilihan Di Tangan Anda', 'Kecuaian Membawa Padah' dan 'Dah Nak Sampai'.

Video tersebut telah mendapat pengiktirafan antarabangsa khususnya dari Pertubuhan Buruh Antarabangsa (ILO) dan Persatuan Keselamatan Sosial (ISSA). Pengiktirafan ini terbukti dengan kemenangan video 'Dah Nak Sampai' di "International Film and Multimedia Festival" sempena "19th World Congress on Safety and Health at Work" di Istanbul, Turki pada 15 September 2011.

Pengurusan Tuntutan Kemalangan dan Bayaran Faedah

Jumlah kemalangan yang dilaporkan pada tahun 2011 adalah sebanyak 59,897 kes berbanding 57,639 kes pada 2010, menunjukkan peningkatan 3.92% (iaitu 2,258 kes).

Dalam tahun yang sama sebanyak 35,088 kes kemalangan yang dilaporkan adalah berlaku di tempat kerja berbanding 35,603 kes pada tahun 2010 mencatatkan penurunan sebanyak 1.45% atau 515 kes. Pada 2011, statistik menunjukkan kemalangan semasa perjalanan (berkaitan pekerjaan) adalah sebanyak 24,809 kes iaitu peningkatan sebanyak 12.58% atau 2,773 kes berbanding 22,036 kes pada tahun 2010. Dari jumlah keseluruhan tersebut, sebanyak 58.58% kemalangan perindustrian manakala 41.42% pula melibatkan kemalangan semasa perjalanan berkaitan pekerjaan.

One such seminar that was organised for this purpose was the "Accident Prevention Seminar" organised on 12 April 2011 which highlighted SOCSO's role in accident prevention initiatives in a systematic manner. This seminar was conducted with the collaboration of NGOs as well as other government agencies.

In July 2011, a nationwide effort on "Safe Commuting To Work Campaign" was implemented incorporating 60 accident prevention programmes which were conducted at all SOCSO offices. In collaboration with NGOs, SOCSO produced three accident prevention videos titled 'Pilihan di Tangan Anda', 'Kecuaian Membawa Padah' and 'Dah Nak Sampai (Almost There)'.

These videos gained worldwide recognition, particularly by the International Labour Organisation (ILO) and the International Social Security Association (ISSA). The feather in the cap was the winning video 'Almost There' at the International Film and Multimedia Festival at the 19th World Congress on Safety and Health at Work in Istanbul, Turkey on 15 September 2011.

Management Of Accident Claims and Benefits Payment

The number of accidents reported in 2011 was 59,897 cases compared with 57,639 in 2010, reflecting an increase of 3.92% [i.e. 2,258 cases].

During the same year, there were 35,088 accidents reported at the work place as compared to 35,603 in 2010 posting a decrease by 1.45% or 515 cases. In 2011, statistics indicated that commuting accidents [work related] were 24,809 cases, a surge of 12.58% or 2,773 cases, as compared to 22,036 in 2010. From this overall total, 58.58% were industrial accidents while 41.42% were commuting accidents.



Sehingga akhir 2011, bilangan terkumpul penerima faedah ialah seramai 378,377 yang terdiri daripada pekerja dan orang tanggungnya. Keadaan ini yang menyebabkan kenaikan 7.67% penerima berbanding 351,433 pada 2010.

Pada tahun 2011, bilangan agregat penerima pencen dan bantuan ilat adalah meningkat 4.07% kepada 39,814 berbanding 38,258 pada 2010. Jumlah perbelanjaan bagi semua jenis faedah di bawah skim perlindungan keselamatan sosial telah berubah 1.94% atau RM32.61 juta kepada RM1,710.77 juta berbanding RM1,678.16 juta pada 2010. Peningkatan ini telah menyumbang kepada pertambahan dalam perbelanjaan tanggungan faedah pada 2011.

Pemulihan

Program pemulihan jasmani dan vokasional bagi individu yang mengalami hilang upaya kekal akibat suatu bencana kerja atau keilatan merupakan sebahagian daripada strategi keseluruhan Pertubuhan untuk mengembalikan mereka kepada masyarakat dan menjadi lebih produktif.

Dalam mencapai tujuan ini, pada tahun lepas PERKESO telah membekalkan alat-alat prosthesis dan ortotik kepada 3,325 penerima, termasuk menggantikan alatan yang telah rosak. Sejumlah RM110.67 juta telah dibelanjakan di bawah program pemulihan jasmani dan vokasional.

By the end of 2011, the cumulative total number of beneficiaries was 378,377 which consisted of employees and their dependants. This was responsible for the jump 7.67% over 351,433 recipients in 2010.

In 2011, the aggregate number of invalidity pension and grant recipients was up by 4.07% to 39,814 as compared to 38,258 in 2010.

Total expenditure for all benefits category under social security protection schemes migrated by 1.94% or RM32.61 million to RM1,710.77 million as compared to RM1,678.16 million in 2010. This rise contributed to the expansion in benefits expenditure for 2011.

Rehabilitation

Physical and vocational rehabilitation for individuals suffering from permanent disability arising out of employment injury and invalidity is part of our overall strategy to assimilate them to return to society and be productive.

In this direction, last year SOCSO provided prosthesis and orthotics appliances to 3,325 recipients, including the replacement of damaged equipments. A total of RM110.67 million was dispensed for physical and vocational rehabilitation programmes.



Kemudahan Haemodialisis

PERKESO meneruskan usaha bagi menyediakan kemudahan haemodialisis kepada mereka yang mengidap penyakit buah pinggang di peringkat “End Stage Renal Failure” (atau ESRF). Pada 2011, sebanyak 1,172 permohonan telah diterima untuk mendapat kemudahan tersebut. Sejumlah 1,135 individu yang mewakili 96.8% dari jumlah permohonan telah diluluskan untuk menjalani rawatan dialisis. Selain itu, PERKESO juga melantik sebanyak 25 buah pusat dialisis baru untuk membolehkan lebih ramai orang berinsurans mendapat rawatan tersebut.

Sehingga Disember 2011, Pertubuhan telah membayar RM92.58 juta kepada pusat-pusat dialisis panel PERKESO. Jumlah ini menunjukkan peningkatan sebanyak 18.91% dibandingkan dengan RM77.81 juta pada 2010. Pertubuhan juga telah meluluskan pendermaan sebanyak 40 buah mesin dialisis berjumlah RM1.60 juta kepada 19 buah pusat dialisis.

Program Return To Work (“RTW”)

Program “RTW” yang telah dilancarkan pada 2007 merupakan satu program pemulihan fizikal secara komprehensif bertujuan membantu orang berinsurans yang mengalami bencana pekerjaan dan penyakit untuk kembali bekerja semula. Program ini telah diterima salah satu Petunjuk Prestasi Utama (KPI) bagi Kementerian Sumber Manusia. Pada tahun 2011, Program RTW berjaya mencapai KPI dengan mengembalikan 1,812 orang berinsurans kembali bekerja.

Haemodialysis Facilities

SOCSCO continued to provide haemodialysis facilities to those suffering from End Stage Renal Failure (or “ESRF”). In 2011, a total of 1,172 applications were received for such facilities. Of these, 1,135 individuals representing 96.8% of all applicants were approved to undergo dialysis treatment. Additionally, SOCSCO also appointed 25 new dialysis centres to enable more insured persons to receive such treatment.

As of December 2011, the Organisation disbursed RM92.58 million to SOCSCO panel dialysis centres. This amount indicated an increase of 18.91% as compared to RM77.81 million incurred in 2010. The Organisation also approved the donation of 40 dialysis machines worth RM1.60 million to 19 SOCSCO panel dialysis centres.

Return To Work (RTW) Program

The RTW Program which was launched in 2007 is a comprehensive rehabilitation programme aimed at assisting insured persons with employment injuries and diseases to return to work. This programme had been recognised as one of the Key Performance Indicators (KPI) for the Human Resources Ministry. In 2011, the RTW Program successfully achieved the KPI by returning 1,812 insured persons back to work.



Inisiatif “OPS KESAN”

Dalam usaha untuk meningkatkan kesedaran dan tanggungjawab majikan yang masih belum berdaftar dengan PERKESO, OPS KESAN telah dilancarkan bagi mengesan dan mendaftarkan majikan yang layak di bawah Akta Keselamatan Sosial Pekerja 1969. OPS KESAN Peringkat Kebangsaan telah dilancarkan pada Mac 2011. Sebanyak 20,729 majikan di seluruh negara telah dilawati, dan sebanyak 2,770 notis kompaun telah dikeluarkan di bawah kempen tahunan ini.

Prestasi Kewangan

Dalam tahun 2011, jumlah pendapatan PERKESO meningkat sebanyak 11.65% atau RM337.83 juta kepada RM3,236.96 juta berbanding RM2,899.13 juta pada 2010. Jumlah perbelanjaan juga meningkat tetapi pada kadar yang lebih rendah iaitu sebanyak 4.00% atau RM77.30 juta kepada RM2,008.39 juta berbanding RM1,931.09 juta pada 2010. Pada keseluruhannya, pendapatan bersih PERKESO meningkat sebanyak 26.91% atau RM260.53 juta kepada RM1,228.57 juta berbanding RM968.04 juta pada 2010.

Pendapatan dari kutipan caruman meningkat sebanyak 8.18% atau RM164.16 juta kepada RM2,172.03 juta berbanding RM2,007.87 juta pada 2010. Peningkatan ini adalah disebabkan keberkesanan pelaksanaan kempen kesedaran serta peningkatan dalam bilangan majikan dan pekerja yang berdaftar dan juga melalui Program OPS KESAN. Peningkatan tahap kesedaran di kalangan majikan mengenai tanggungjawab mereka juga merupakan penyumbang penting kepada kenaikan ini.

Perbelanjaan tanggungan pada 2011 meningkat sebanyak 2.15% atau RM36.39 juta kepada RM1,728.65 juta berbanding RM1,692.26 juta pada tahun sebelumnya berikutan peningkatan dalam bilangan kes-kes tuntutan faedah. Perbelanjaan mengurus meningkat sebanyak 17.12% atau RM40.90 juta kepada RM279.74 juta berbanding RM238.84 juta dalam tempoh yang sama kajian.

“OPS KESAN” Initiative

Directed at raising awareness and responsibilities of employers who have yet to register with SOCSO, ‘OPS KESAN’ was launched to detect and register eligible employers under the Employees’ Social Security Act 1969. ‘OPS KESAN’ at National Level was launched in March 2011. A total of 20,729 employers nationwide were visited resulting in 2,770 compound notices issued under this annual campaign.

Financial Performance

In year 2011, SOCSO’s total income rose by 11.65% or RM337.83 million to RM3,236.96 million as compared with RM2,899.13 million in 2010. Total expenses also increased but at a lower rate of 4.00% or RM77.30 million to RM2,008.39 million compared with RM1,931.09 million in 2010. The overall outcome resulted in SOCSO’s net income to improve by 26.91% or RM260.53 million to RM1,228.57 million compared with RM968.04 million in 2010.

Income from contribution collections increased by 8.18% or RM164.16 million to RM2,172.03 million compared with RM2,007.87 million in 2010. This improvement was due to effectiveness of awareness campaigns as well as increasing number of employers and employees registered through ‘OPS KESAN’ Program. The growing awareness among employers of their responsibilities is also an important contributor to this increase.

Benefits expenditure in 2011 increased by 2.15% or RM36.39 million to RM1,728.65 million as compared with RM1,692.26 million in the previous year due to the greater number of benefit claims. Administrative expenditure increased by 17.12% or RM40.90 million to RM279.74 million from RM238.84 million in the same period of review.



Prestasi Pulangan Pelaburan

Pulangan pelaburan PERKESO meningkat sebanyak RM165.28 juta atau 18.98% kepada RM1,036.07 juta. Pulangan ini adalah lebih baik berbanding RM870.79 juta pada 2010, sebahagian besarnya disebabkan oleh peningkatan yang ketara dalam pendapatan dividen ekoran daripada penjualan (nyahsenarai) saham PLUS Expressways Berhad. Ini telah memberi pulangan bersih sebanyak RM92.75 juta. Keseluruhan pelaburan telah menjana pulangan pada kadar 5.76% pada 2011, meningkat daripada 5.14% pada 2010. Kadar pulangan pelaburan “sebelum mengambil kira pelarasan” pelaburan pada 2011 juga meningkat kepada 5.74% berbanding 5.19% tahun sebelumnya.

Tanggungjawab Sosial Korporat

Tanggungjawab sosial korporat (CSR) sentiasa menjadi sebahagian daripada aktiviti PERKESO yang penting. Pada tahun 2011, CSR PERKESO sebahagian besarnya berkisar kepada menjalankan aktiviti seperti program motivasi untuk anak-anak penerima faedah, ibu tunggal dan program di TV3.

Return on Investment Performance

SOCISO's investment returns increased by RM165.28 million or 18.98% to RM1,036.07 million. This compared favourably with RM870.79 million in 2010, largely due to a significant increase in dividend income, attributable to disposal of PLUS Expressways Berhad shares following the delisting (privatization) of the said counter. This brought a net income of RM92.75 million. Overall Investment generated a rate of 5.76% in 2011, improving from 5.14% in 2010. Investment returns rate “before adjustment” of investment in 2011 also rose to 5.74% as compared with 5.19% in previous year.

Corporate Social Responsibility

Corporate social responsibility (CSR) has always been an integral part of SOCISO's activities. In 2011, SOCISO's CSR revolved largely around conducting motivational programs such as for the children of the beneficiaries, single mothers and a program on TV3 program.



Melangkah Ke Hadapan

PERKESO akan terus berusaha gigih untuk mengukuhkan landasan sedia ada dan waspada terhadap cabaran persekitaran global. Oleh itu, Pertubuhan akan memberi tumpuan yang lebih kepada strategi penambahbaikan pengoperasian dan perluasan jaringan keselamatan sosial. Oleh yang demikian, Pertubuhan akan melaksanakan cadangan utama beberapa kajian berimpak tinggi yang dijalankan Pakar Aktuari ILO, Kajian Penilaian Aktuari ke sembilan serta kajian-kajian impak aktiviti utama PERKESO.

Melangkah ke hadapan, PERKESO akan memastikan keberkesanan operasi dan penyampaian perkhidmatan menerusi pendekatan pengurusan kewangan berhemah dan berorientasikan produktiviti. Menambah baik penyampaian perkhidmatan serta menyebarkan luas fungsi dan peranannya sebagai pelindung keselamatan sosial akan terus menjadi agenda utama Pertubuhan.

Projek *ICT Core System* dibangunkan dengan kerjasama MIMOS Berhad meliputi platform Sistem Integrasi, Aplikasi dan Perkakasan. Projek dijangka selesai secara berperingkat menjelang akhir 2013.

Kejayaan Program RTW telah membawa kepada penubuhan Pusat Rehabilitasi di Melaka yang mula dibina pada September 2011 dan dijangka beroperasi pada 2013. Pusat ini direka untuk mengintegrasikan perkhidmatan rehabilitasi dan program RTW bagi mewujudkan keselamatan sosial yang sistematik dan dinamik di Malaysia. Pusat Rehabilitasi ini adalah jejak yang bersejarah kepada Pertubuhan.

Moving Forward

SOCISO will continue to strengthen the existing foundation in order to gear itself to global landscape challenges. The Organisation will focus more on operational improvement strategies and the expansion social security coverage. We will thus, be implementing key recommendations of several high impact studies such as the ILO's Actuarial Expert, the Ninth Actuarial Assessment Study as well as impact studies on SOCISO's major activities.

Moving forward, SOCISO will ensure operational efficiency and efficient services delivery through prudent financial management and productivity oriented. Enhancing the service delivery and expansion of SOCISO's role as social security provider will continue to be the organisation's main agenda.

A new ICT Core System is being developed with the collaboration of MIMOS Berhad leveraging on its Integration, Applications and Hardware Platform System. The project is expected to be completed in stages by end of 2013.

The success of RTW Program has led to the establishment of a Rehabilitation Centre in Malacca which commenced construction in September 2011 and expected to be operational in 2013. This centre is designed to integrate rehabilitation services and RTW Programs towards creating a dynamic and systematic social security in Malaysia. The Rehabilitation Centre marks a historical milestone for the Organisation.



Penghargaan

Bagi pihak Lembaga PERKESO, saya merakamkan setinggi-tinggi penghargaan kepada Ahli Lembaga dan Ahli Panel Pelaburan serta seluruh anggota PERKESO di atas komitmen dan sokongan padu yang diberikan. Saya yakin warga PERKESO mampu menghadapi cabaran yang semakin meningkat untuk kebaikan semua.

Saya ingin mengucapkan terima kasih kepada pengurusan dan anggota yang telah berusaha gigih untuk memastikan supaya Pertubuhan dapat menjalankan tanggungjawabnya kepada pelbagai pihak berkepentingan secara profesional. Bagi pihak PERKESO, saya merakamkan penghargaan ikhlas kepada semua majikan dan pekerja di atas sokongan mereka dan maklum balas yang diberikan bagi meningkatkan prestasi PERKESO.

Akhir kata, bagi pihak Lembaga, pengurusan dan anggota, saya merakamkan setinggi-tinggi penghargaan kepada YB Datuk Seri Dr. S. Subramaniam, Menteri Sumber Manusia di atas nasihat dan sokongan berterusan dalam memastikan bahawa objektif PERKESO dapat dicapai secara berkesan, termasuk kemampunan dana.

Salam hormat.

Kind regards.

.....
DATUK ABU HURAIRA BIN ABU YAZID

Pengerusi Lembaga
Chairman of The Board

PERTUBUHAN KESELAMATAN SOSIAL
SOCIAL SECURITY ORGANISATION

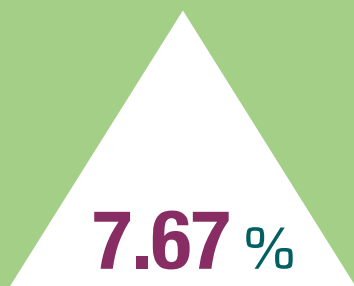
Appreciation

On behalf of the Board of SOCSO, I express my sincere appreciation to Board Members and the Investment Panel Members as well as all staff for their commitment and support given. I am confident that SOCSO's personnel will be able to meet the increasing challenges for the benefit of all.

I would like to thank management and staff who have worked to ensure that the Organisation carried out its responsibilities to various stakeholders in a professional manner. On behalf of SOCSO, I expressed my sincere gratitude to all employers and employees for their support as well feedback given to enhance SOCSO's performance.

Finally, on behalf of the Board, management and staff, I record my highest appreciation to YB Datuk Seri Dr. S. Subramaniam, Minister of Human Resources for his advice and continued support in ensuring that SOCSO's stated objectives are attained in an effective manner, including the financial health of its large funds.

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**PERTAMBAHAN
PENERIMA FAEDAH**

INCREASE OF BENEFIT RECIPIENTS

26,944 PENERIMA
RECIPIENTS

Bilangan Penerima Faedah yang terdiri daripada pekerja dan orang tanggungannya pada tahun 2011 meningkat sebanyak 7.67% kepada 378,377 penerima berbanding 351,433 pada tahun 2010.

Number of benefit recipients comprising of employees and their dependants in 2011 increased by 7.67% to 378,377 recipients as compared to 351,433 in 2010.

**PERUTUSAN
KETUA EKSEKUTIF**
CHIEF EXECUTIVE'S STATEMENT

ULANG TAHUN



PERKESO

40

1971



2011

RAKYAT BERHULUSAN
PENCAPAIAN CEMERLANG

PERKESO



PERUTUSAN KETUA EKSEKUTIF CHIEF EXECUTIVE'S STATEMENT

Datuk K. Selvarajah

PERKESO telah menempuh pelbagai kejayaan yang amat membanggakan mengikut semangat dan falsafah keselamatan sosial yang sebenarnya sejak empat dekad yang lalu. PERKESO telah memperlihatkan kemajuan dan perubahan yang ketara ke arah menjadi peneraju keselamatan sosial yang unggul dan cemerlang.

SOCSSO had achieved commendable success based on the spirit and philosophy of social security for the past four decades. The Organisation had seen marked changes towards becoming the premier and outstanding leader in social security.





Merealisasikan Visi dan Misi

Penubuhan PERKESO sejak 40 tahun yang lalu telah memberi impak yang signifikan dalam memberi perlindungan keselamatan sosial kepada orang berinsurans dan tanggungannya. Merealisasikan visi dan misi utama, Pertubuhan terus komited meningkatkan kesedaran berkaitan manfaat skim-skim insuransnya melalui seminar dan media massa yang telah menyumbang kepada pertambahan bilangan majikan dan pekerja berdaftar. Sehingga 31 Disember 2011, statistik menunjukkan bilangan majikan aktif telah meningkat sebanyak 5.92% kepada 368,472 dan bilangan pekerja aktif pula meningkat sebanyak 4.40% kepada 5.76 juta. Sehingga 2011, seramai 378,377 orang telah menerima faedah, iaitu peningkatan sebanyak 7.67% berbanding 351,433 penerima pada tahun 2010.

Di samping itu, Pertubuhan terus komited melaksanakan usaha yang berterusan untuk mewujudkan budaya pencegahan kemalangan dalam perjalanan dan di tempat kerja. Bagi memastikan kesedaran keselamatan dan kesihatan, pelbagai inisiatif telah diambil termasuk penganjuran seminar, *safety audit*, cetakan risalah dan poster serta penerbitan video keselamatan dan kesihatan.

Menerusi pelaksanaan pelbagai program dan aktiviti PERKESO Prihatin termasuk usaha penambahbaikan laman sesawang yang memudahkan pelanggan mendapat maklumat, PERKESO berjaya meraih penarafan 5 Bintang dalam penilaian "Malaysia Government Portals & Websites Assessment 2011" (MGPWA). PERKESO juga telah menerima Anugerah Penarafan 4 Bintang pada tahun 2011/12 untuk Indeks Prestasi Perkhidmatan Barisan Hadapan oleh Unit Pemodenan Tadbiran Dan Perancangan Pengurusan Malaysia (MAMPU).

Realising the Vision and Mission

SOCSO's existence for over 40 years has made a significant impact in providing meaningful social security protection to insured persons and their dependants. In realising the vision and mission, the Organisation continues to be committed in increasing the awareness on the benefits of its schemes through seminars and mass-media which has contributed in the increase in the number registered employers and employees. As at 31 December 2011, statistics indicated that active employers increased by 5.92% to 368,472 whereas active employees had increased by 4.40% or 5.76 million. As at 2011, total benefit recipients are 378,377 increased by 7.67% compared to 351,433 in 2010.

In addition, the Organisation is continuously committed to implement ongoing efforts to create an accident prevention culture for industrial and commuting accidents. In ensuring the increase on safety and health awareness, various initiatives have been executed including organising seminars, conducting safety audit, publishing booklets and posters as well as producing the safety and health videos.

Through implementing various programmes and "PERKESO Prihatin" activities, including enhancement and friendly user website, SOCSO bagged 5 Star rating in the evaluation of "Malaysia Government Portals & Websites Assessment 2011" (MGPWA). SOCSO also has been awarded 4 Star rating in 2011/12 for Front-Line Services Performance Index by Malaysian Administrative Modernisation and Management Planning Unit (MAMPU).



Memenuhi Ekspektasi Pelanggan

Dalam usaha mencapai kecemerlangan kualiti perkhidmatannya, PERKESO amat mengambil berat semua aduan yang diterima dari pelbagai pihak terutamanya dari pekerja dan majikan. Menyedari hakikat bahawa aduan perlu diuruskan secara sistematik dan dipertingkatkan keberkesanan pengurusan aduan awam, maka satu sistem penambahbaikan bagi mendaftar dan memantau aduan telah diselaraskan melalui sistem yang dikenali sebagai *integrated* Sistem Pemantauan Aduan Agensi Awam (iSPAAA) yang telah diwujudkan dengan kerjasama Biro Pengaduan Awam (BPA), Jabatan Perdana Menteri.

PERKESO juga telah mengambil inisiatif penambahbaikan secara berterusan terhadap standard prosedur kerja proses tuntutan faedah di bawah kedua-dua skim. Usaha ini telah berjaya meningkatkan lagi prestasi pencapaian piagam pelanggan keseluruhan tuntutan faedah berbanding tahun sebelumnya.

PERKESO telah menganjurkan sebanyak 50 Program Seminar Seranta Peringkat Ibu Pejabat dan semua Pejabat PERKESO serta 58 ceramah kepada pemimpin-pemimpin masyarakat. Program ini merupakan program publisiti yang berterusan dalam usaha menjadikan PERKESO sebagai wadah peneraju keselamatan sosial kepada pekerja. PERKESO turut melipatgandakan usahanya di dalam menjayakan program publisiti bertujuan memberi penerangan mengenai kepentingan majikan mendaftar dan mencarum serta hak-hak pekerja di bawah akta PERKESO.

Bagi memudahkan lagi pelanggan berurusan, pembukaan kaunter pada setiap hari Sabtu juga telah dilaksanakan di pejabat-pejabat PERKESO terpilih iaitu Pejabat PERKESO Wilayah Persekutuan Kuala Lumpur, Petaling Jaya, Klang, Johor Bharu, Seberang Jaya, Ipoh, Seremban dan Ibu Pejabat. Di samping itu Program Hari Bertemu Pelanggan di semua pejabat PERKESO seluruh negara diadakan pada setiap hari Khamis minggu pertama setiap bulan.

Meet the Customer Expectation

In our pursuit of excellence in quality of services, SOCSO continues to take complaints seriously from various parties including employees and employers. Recognising the importance that complaints should be dealt with in a systematic manner, an improved system to register and monitor complaints was designed in collaboration with the Public Complaints Bureau (PCB), Prime Minister's Department. This system is known as integrated Public Agencies Complaints Monitoring System (iSPAAA).

SOCSO has also taken several enhancement initiatives on a continuous basis to improve the existing benefit claims work procedures under both schemes. This effort has successfully improved the achievement of the client's charter for all types of benefit claims processing compared to previous years.

A total of 50 outreach seminars were organised by the Headquarters and SOCSO offices as well as 58 talk programmes for community leaders. These programmes is an ongoing publicity platform used to promote social security. SOCSO has also doubled its efforts in ensuring the success of the programme which is aimed at providing information on the importance of registration and contribution of employers and employees.

As an effort to serve SOCSO's client better, extended counter services on Saturdays are in operation at selected offices namely SOCSO Kuala Lumpur, Petaling Jaya, Klang, Johor Bharu, Seberang Jaya, Ipoh, Seremban and Headquarters. In addition, the Meet Client's Day is held at all SOCSO offices throughout the country on the first Thursday of every month.



Melalui soal selidik kajian kepuasan pelanggan yang dijalankan, hasil kajian mendapati indeks tahap kepuasan pelanggan terhadap perkhidmatan PERKESO secara keseluruhannya berada pada tahap membanggakan iaitu 85.31% berbanding 82.15% pada tahun 2010.

Tadbir Urus Korporat

Ekspektasi pelanggan yang semakin tinggi dan landskap pengurusan keselamatan sosial yang pantas berubah memerlukan tadbir urus korporat yang baik bagi memastikan PERKESO sentiasa siap siaga menghadapi cabaran yang tidak dijangka. Pertubuhan komited untuk terus mengukuhkan kemampunan dana dan mengarusperdanakan visi sebagai wadah jaringan keselamatan sosial bagi memastikan pembiayaan faedah dan perbelanjaan secara berhemah. Sejajar dengan hasrat ini, beberapa inisiatif yang dirancang sedang dilaksanakan untuk mempertingkatkan pendekatan pengurusan risiko menerusi kajian-kajian impak dan penilaian risiko yang dihadapi. PERKESO juga akan terus meningkatkan amalan pengurusan nilai tambah. Mekanisma kawalan dalaman menerusi audit dalaman akan terus diberi penekanan bagi menghadapi cabaran semasa dan akan datang.

Through the client's satisfaction survey, results indicate that SOCSO's service delivery was regarded commendable for the year 2011 with 85.31% as compared to 82.15% in 2010.

Corporate Governance

Increasing client's expectations and changing social security require good corporate governance to ensure that SOCSO is prepared for unexpected challenges. The Organisation is also committed to further strengthen the sustainability of funds and realise SOCSO's vision as a leading social security provider in ensuring that benefits expenditure and other expenditure are managed prudently. In line with this vision, several initiatives been planned and are currently being implemented to improve risk management initiatives through impact studies and evaluations of existing risks. SOCSO will also continue to increase value added management practices. The control mechanism through internal auditing will continue to be emphasised in order to face current and future challenges.



Melangkah Ke Hadapan

Dalam memartabatkan PERKESO sebagai peneraju keselamatan sosial yang unggul, latihan bersepadu telah dijalankan ke arah memantapkan budaya kerja, meningkatkan pengetahuan dan kemahiran anggota PERKESO. Menerusi Pelan Operasi Latihan yang komprehensif sejajar dengan dasar yang ditetapkan, sebanyak 113 kursus dalaman, 203 kursus luaran dan 50 di luar negara telah diadakan sepanjang 2011.

PERKESO telah mengorak langkah ke arah mewujudkan sistem keselamatan sosial yang lebih dinamik khususnya dalam usaha membantu golongan pekerja yang mengalami hilang upaya akibat bencana pekerjaan atau keilangan, yang diyakini masih berkeupayaan untuk kembali bekerja, diberi peluang untuk mengikuti program rehabilitasi yang komprehensif menerusi Program *Return To Work* dengan penubuhan Pusat Rehabilitasi PERKESO yang kini dalam projek pembinaan dan dijangka siap pada tahun 2013.

Melangkah dekad ke-5 penubuhannya, PERKESO bergerak seiring dengan 'Wawasan 2020' berteraskan konsep '1Malaysia Rakyat Didahulukan, Pencapaian Diutamakan' iaitu terus komited dalam menyebarkan luas dan mempertingkatkan kualiti sistem penyampaian dengan menekankan kepada pencapaian dan produktiviti pengurusan berteraskan perkhidmatan untuk rakyat.

Moving Forward

In envisioning SOCSO as a leading and premier organisation in social security, integrated trainings programs are held to improve the work culture, increase the skill and knowledge of SOCSO's personnel. Through a Training Operational Plan that is comprehensive and in line with the policies which had been set, a total of 113 in house trainings, 203 external courses and 50 overseas programmes were held during 2011.

SOCSO took a step forward towards creating a dynamic social security system to assist eligible insured persons with employment injuries or invalidity to return to work through a comprehensive rehabilitation programme known as Return To Work Program. In line with this programme, the Organisation is also in the process of establishing a Rehabilitation Centre which is currently under construction and is expected to be operational by 2013.

In approaching the fifth decade since SOCSO's establishment, the Organisation is moving in accordance to 'Vision 2020' with the concept '1Malaysia, People First, Performance Now'. SOCSO continues to extend and enhance the service delivery quality with emphasis on performance and productivity managements in line with services for the people.





Penghargaan

Saya mengucapkan terima kasih kepada semua yang telah menyumbang ke arah pembangunan PERKESO sebagai sebuah organisasi keselamatan sosial yang terulung di negara ini selaras dengan konsep '1Malaysia, Rakyat Didahulukan, Pencapaian Diutamakan'. 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 kepada Ahli Lembaga PERKESO serta Ahli Panel Pelaburan atas dedikasi mereka menjadikan organisasi ini terus berdaya saing dalam menyebarkan perkhidmatan keselamatan sosial kepada rakyat.

Saya percaya dengan sokongan, keyakinan dan komitmen seluruh warga PERKESO membolehkan kita berada pada landasan yang betul untuk melaksanakan visi dan misi organisasi dan mengharungi cabaran pada masa hadapan.

.....
DATUK K. SELVARAJAH

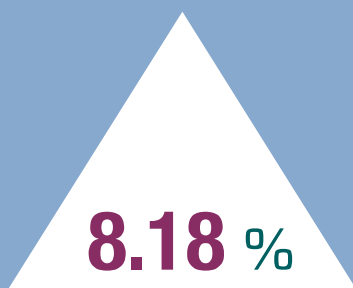
Ketua Eksekutif
Chief Executive

PERTUBUHAN KESELAMATAN SOSIAL
SOCIAL SECURITY ORGANISATION

Appreciation

I would like to thank all those who have contributed in developing SOCSO into a premier organisation in the country with the concept '1Malaysia, People First, Performance Now'. On behalf of the management, I express my sincere appreciation to all staff for their tireless efforts and loyalty in moving the Organisation forward. I also express my gratitude to the Board Members and Investment Panel Members for their dedication in making this organisation remain competitive in extending the social security coverage for the people.

With the support, confidence and commitment of all personnel, we would continue to be on the right track in carrying out the vision and mission of the organisation and be prepared to meet future challenges.



PENINGKATAN KUTIPAN CARUMAN

*INCREASE IN CONTRIBUTION
COLLECTIONS*

RM 164.16 JUTA
MILLION

Jumlah kutipan caruman pada tahun 2011 meningkat sebanyak 8.18% kepada RM2,172.03 juta berbanding RM2,007.87 juta pada tahun 2010.

Total contribution collections in 2011 increased by 8.18% to RM2,172.03 million as compared to RM2,007.87 million in 2010.

**PETUNJUK
UTAMA PRESTASI**
KEY PERFORMANCE INDICATORS

ULANG TAHUN



PERKESO

40

1971



2011

RAKYAT BERHILLUHAN
PENCAPAIAN CEMERLANG

PERKESO



PETUNJUK UTAMA PRESTASI KEY PERFORMANCE INDICATORS

BILANGAN MAJIKAN DAN PEKERJA BERDAFTAR

Selaras dengan visi dan misi utamanya, PERKESO komited berusaha meningkatkan kesedaran berkaitan manfaat skim-skim perlindungan melalui pelbagai aktiviti dan program seperti seminar dan publisiti di media massa kepada para pekerja dan majikan. Aktiviti ini telah menyumbang kepada pertambahan bilangan majikan dan pekerja berdaftar dengan PERKESO.

Statistik menunjukkan bilangan majikan berdaftar sehingga akhir tahun 2011 telah meningkat sebanyak 6.53% kepada 819,915 majikan berbanding 769,684 majikan pada tahun 2010. Selaras dengan peningkatan ini, bilangan pekerja berdaftar turut meningkat sebanyak 5.33% kepada 14.57 juta pekerja berbanding 13.83 juta pekerja pada tahun 2010. Manakala bilangan majikan dan pekerja aktif juga telah meningkat sebanyak 5.92% kepada 368,472 majikan dan 4.40% kepada 5.76 juta pekerja seperti ditunjukkan dalam Jadual 1, Carta 1 dan Carta 2.

NUMBER OF REGISTERED EMPLOYERS AND EMPLOYEES

In accordance to SOCSO's core vision and mission, SOCSO is committed to increase awareness on the benefits of both schemes through various activities and programmes such as seminars and publicity through the mass media to employees and employers. These activities have contributed to the increasing number of employers and employees registered with SOCSO.

Statistics indicate that the number of registered employers up to 2011 has increased by 6.53% to 819,915 from 769,684 in 2010. In line with this increase, the number of registered employees rose by 5.33% to 14.57 million as compared to 13.83 million in 2010. The number of active employers and employees have also increased by 5.92% to 368,472 and 4.40% to 5.76 million respectively as shown in Table 1, Chart 1 and Chart 2.

Jadual 1 : Bilangan Majikan dan Pekerja, 2010 - 2011

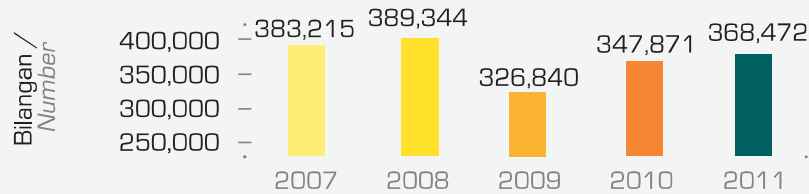
Table 1: Number of Employers and Employees, 2010 - 2011

Tahun Year	Majikan Employers		Pekerja Employees	
	Berdaftar / Registered	Aktif / Active	Berdaftar / Registered	Aktif / Active
2010	769,684	347,871	13,831,875	5,518,823
2011	819,915	368,472	14,569,450	5,761,626



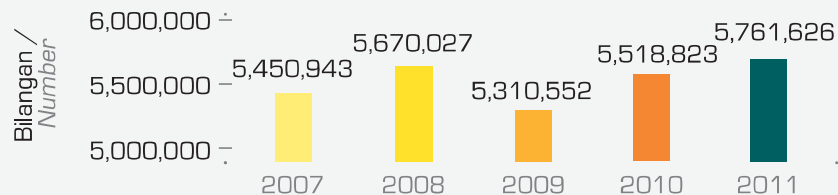
Carta 1: Bilangan Majikan Aktif 2007 - 2011

Chart 1: Number of Active Employers 2007 - 2011



Carta 2: Bilangan Pekerja Aktif 2007 - 2011

Chart 2: Number of Active Employees 2007 - 2011



KUTIPAN CARUMAN

Jumlah kutipan caruman pada tahun 2011 meningkat sebanyak 8.18% kepada RM2,172.03 juta berbanding RM2,007.87 juta pada tahun 2010 seperti di Jadual 2 dan Graf 1. Peningkatan jumlah kutipan caruman ini juga mencerminkan tahap kesedaran yang semakin meningkat di kalangan majikan mengenai tanggungjawab dan kewajipan mereka untuk mencarum kepada PERKESO. Pelbagai program dan kempen dilaksanakan untuk meningkatkan pengetahuan dan kesedaran di kalangan majikan mengenai skim-skim perlindungan PERKESO, antaranya menerusi kempen publisiti dan ceramah kesedaran di seluruh negara.

Pelaksanaan aktiviti penguatkuasaan yang lebih menyeluruh dan intensif melalui 'Ops Kesan' di seluruh negara bermula Mac 2011 dan tindakan pendakwaan terhadap majikan yang ingkar juga telah menyumbang kepada peningkatan dalam kutipan caruman. Jumlah kutipan caruman telah menyumbang sebanyak 67.10% daripada keseluruhan pendapatan PERKESO bagi tahun 2011.

COLLECTION OF CONTRIBUTIONS

Total contributions collected in 2011 had increased by 8.18% to RM2,172.03 million as compared to RM2,007.87 million in 2010, as shown in Table 2 and Graph 1. The increase in the collection of contributions reflects growing awareness amongst employers their responsibilities to contribute to SOCSO. Various programmes and campaigns were carried out to increase knowledge and awareness amongst employers about SOCSO's schemes, including publicity and awareness campaigns throughout the country.

The implementation of comprehensive enforcement activities such as the nationwide 'Ops Kesan' in March 2011 and prosecution against errant employers have also contributed to the increase in the collection of contributions. The total collection of contributions represents 67.10% of SOCSO's total income for the year 2011.



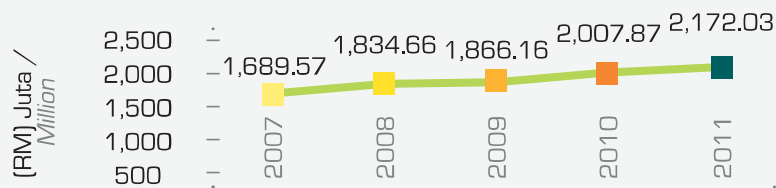
Jadual 2 : Jumlah Kutipan Caruman, 2010 - 2011

Table 2: Total Collection of Contributions, 2010 - 2011

Caruman (RM) Contributions (RM)	2010	2011
	2,007,867,102	2,172,034,719

Graf 1 : Jumlah Kutipan Caruman, 2007 - 2011

Graph 1 : Total Collection of Contributions, 2007 - 2011



BILANGAN PENERIMA FAEDAH

Menerusi aktiviti publisiti dalam menyebarkan maklumat mengenai faedah-faedah yang disediakan PERKESO, bilangan penerima bagi semua jenis faedah telah meningkat pada tahun 2011. Sehingga akhir tahun 2011 bilangan penerima faedah ialah seramai 378,377 yang terdiri daripada orang berinsurans dan orang tanggungannya, iaitu peningkatan sebanyak 7.67% berbanding 351,433 penerima pada tahun 2010 seperti ditunjukkan di Jadual 3.

NUMBER OF BENEFIT RECIPIENTS

Through publicity activities in disseminating information on benefits provided by SOCSO, the number of recipients for all types of benefits have increased in 2011. The total number of recipients were 378,377 which includes insured persons and their dependants as at end of 2011, an increase of 7.67% as compared to 351,433 recipients in 2010 as shown in Table 3.

Jadual 3: Bilangan Penerima Faedah PERKESO, 2010 - 2011

Table 3: Number of SOCSO Benefit Recipients, 2010 - 2011

Penerima Faedah Benefit Recipients	2010	2011
Hilang Upaya Sementara / <i>Temporary Disablement</i>	48,804	55,785
Hilang Upaya Kekal / <i>Permanent Disablement</i>	29,914	31,175
Faedah Orang Tanggungan* / <i>Dependants' Benefit *</i>	39,807	39,992
Pencen Ilat* & Bantuan Ilat / <i>Invalidity Pension * & Invalidity Grant</i>	38,258	39,814
Pencen Penakat* / <i>Survivors' Pension *</i>	175,564	182,713
Elaun Layanan Sentiasa / <i>Constant-attendance Allowance</i>	4,515	4,722
Faedah Pengurusan Mayat / <i>Funeral Benefit</i>	9,816	10,466
Faedah Perubatan / <i>Medical Benefit</i>	2,025	2,186
Faedah Pemulihan / <i>Rehabilitation Benefit</i>	2,730	**11,524
Jumlah / <i>Total</i>	351,433	378,377

Nota: * Bilangan Terkumpul / * *Accumulated Total*

** Termasuk penerima rawatan dialisis / ** *Includes dialysis treatment recipients*



JUMLAH BAYARAN FAEDAH

Jumlah keseluruhan perbelanjaan bayaran faedah pada tahun 2011 telah meningkat sebanyak RM32.61 juta atau 1.94% kepada RM1,710.77 juta berbanding RM1,678.16 juta pada tahun 2010 berikutan peningkatan bilangan penerima dan amaun bayaran faedah di bawah Skim Insurans Bencana Pekerjaan dan Skim Pencen Ilat seperti ditunjukkan di Jadual 4.

TOTAL BENEFIT PAYMENTS

The total amount of benefit payments in 2011 increased by RM32.61 million or 1.94% to RM1,710.77 million, as compared to RM1,678.16 million in 2010 due to the increase in number of recipients and the amount of benefit payments under the Employment Injury Insurance Scheme and Invalidity Pension Scheme as shown in Table 4.

Jadual 4: Jumlah Bayaran Faedah PERKESO, 2010 - 2011

Table 4: Total SOCSO Benefit Payments, 2010 - 2011

Bayaran Faedah Benefit Payments	2010	RM	2011
Hilang Upaya Sementara / <i>Temporary Disablement</i>	109,177,424		119,770,229
Hilang Upaya Kekal / <i>Permanent Disablement</i>	306,382,930		326,173,140
Faedah Orang Tanggungan / <i>Dependants' Benefit</i>	205,316,141		192,631,812
Pencen dan Bantuan Ilat / <i>Invalidity Pension and Invalidity Grant</i>	345,566,000		340,967,277
Pencen Penakat / <i>Survivors' Pension</i>	581,519,646		583,761,116
Elaun Layanan Sentiasa / <i>Constant-attendance Allowance</i>	16,657,428		17,143,630
Faedah Pengurusan Mayat / <i>Funeral Benefit</i>	13,311,564		14,335,185
Faedah Perubatan / <i>Medical Benefit</i>	5,098,960		5,318,467
Faedah Pemulihan / <i>Rehabilitation Benefit</i>	95,129,959		110,665,281
Jumlah / <i>Total</i>	1,678,160,052		1,710,766,137

FAEDAH HILANG UPAYA SEMENTARA (FHUS)

RM 119.77 JUTA

(2010 : RM109.18 JUTA), MENINGKAT 9.70 %

Pada tahun 2011, bilangan penerima FHUS meningkat sebanyak 14.30% atau 6,981 orang kepada 55,785 orang berbanding 48,804 orang pada tahun 2010. Secara langsung jumlah bayaran FHUS pada tahun 2011 juga telah meningkat sebanyak RM10.59 juta atau 9.70 % kepada RM119.77 juta berbanding RM109.18 juta pada tahun 2010 seperti ditunjukkan dalam Carta 3 dan Graf 2 berikut.

TEMPORARY DISABLEMENT BENEFIT (TDB)

RM 119.77 MILLION

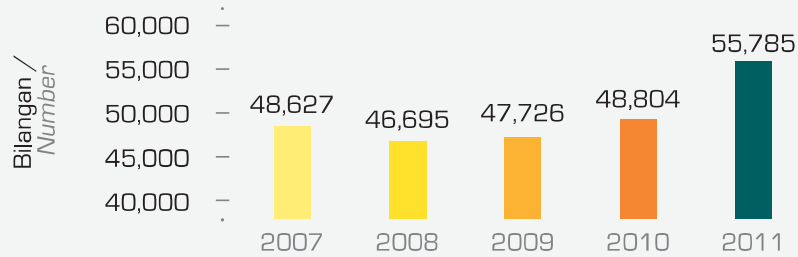
(2010: RM109.18 MILLION), AN INCREASE OF 9.70%

In 2011, the number of TDB recipients increased by 14.30% or 6,981 to 55,785 as compared to 48,804 in 2010. The total TDB payment in 2011 has also increased by RM10.59 million or 9.70% to RM119.77 million as compared to RM109.18 million in 2010 as shown in Chart 3 and Graph 2 below.



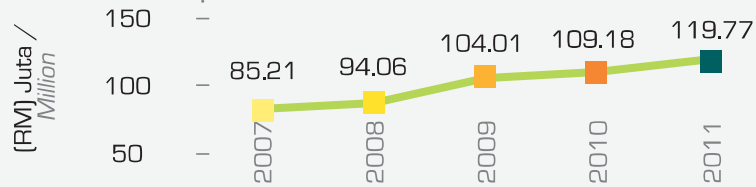
Carta 3: Bilangan Penerima Faedah Hilang Upaya Sementara, 2007 - 2011

Chart 3: Number of Temporary Disablement Benefit Recipients, 2007 - 2011



Graf 2: Jumlah Bayaran Faedah Hilang Upaya Sementara, 2007 - 2011

Graph 2: Total Temporary Disablement Benefit Payments, 2007 - 2011



FAEDAH HILANG UPAYA KEKAL (FHUK)

RM 326.17 JUTA

(2010: RM306.38 JUTA), MENINGKAT 6.46 %

Pada akhir tahun 2011, bilangan terkumpul orang yang menerima FHUK ialah seramai 31,175 orang berbanding 29,914 pada 2010. Sementara itu perbelanjaan bagi membiayai FHUK yang dibayar secara pukal, pukal dan berkala serta berkala meningkat sebanyak RM19.79 juta atau 6.46 % kepada RM326.17 juta pada tahun 2011 berbanding RM306.38 juta pada 2010 seperti ditunjukkan di Carta 4 dan Graf 3.

PERMANENT DISABLEMENT BENEFIT (PDB)

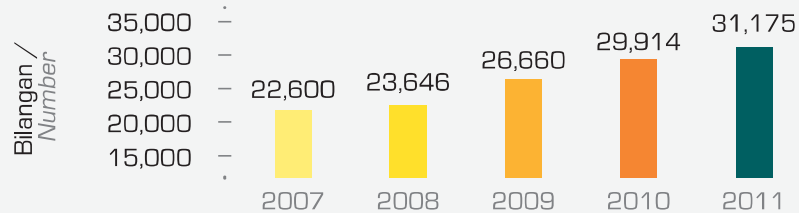
RM 326.17 MILLION

(2010: RM306.38 MILLION), AN INCREASE OF 6.46%

As at the end of 2011, the cumulative total of PDB recipients was 31,175 as compared to 29,914 in 2010. While the total expenditure for lump-sum, lump-sum and periodical and periodical payment for PDB increased by RM19.79 million or 6.46% to RM326.17 million in 2011 as compared to RM306.38 million in 2010 as shown in Chart 4 and Graph 3.

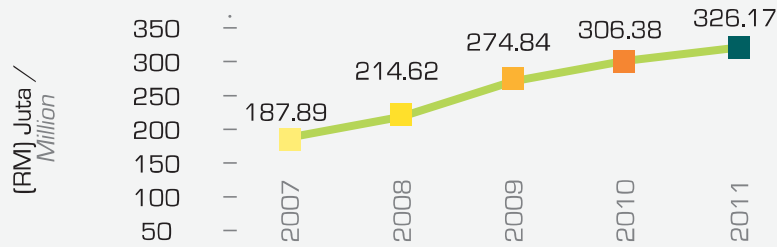
Carta 4: Bilangan Penerima Faedah Hilang Upaya Kekal, 2007 - 2011

Chart 4: Number of Permanent Disablement Benefit Recipients, 2007 - 2011





Graf 3: Jumlah Bayaran Faedah Hilang Upaya Kekal, 2007 - 2011
Graph 3: Total Permanent Disablement Benefit Payments, 2007 - 2011



Bilangan penerima faedah hilang upaya kekal (secara pukal) meningkat sebanyak 881 orang kepada 13,829 orang pada tahun 2011 berbanding 12,948 orang pada 2010. Sejumlah 156 penerima telah menerima faedah hilang upaya kekal secara berkala pada tahun 2011 berbanding 120 penerima pada 2010 manakala 832 orang berinsurans telah memilih bayaran faedah secara pukal (1/5) dan berkala (Statistik : Jadual 17-19).

The number of PDB recipients (lump-sum) increased by 881 to 13,829 in 2011 as compared to 12,948 in 2010. A total of 156 recipients have received PDB on a periodical basis in 2011 as compared to 120 recipients in 2010 whilst 832 insured persons have opted for lump-sum (1/5) and periodical payment (Statistics : Table 17-19).

FAEDAH ORANG TANGGUNGAN (FOT)

RM 192.63 JUTA

(2010: RM205.32 JUTA), MENURUN 6.07%

Pada tahun 2011, perbelanjaan FOT menurun sebanyak RM12.69 juta atau 6.18 % kepada RM192.63 juta berbanding RM205.32 juta pada tahun 2010. Pada akhir tahun 2011, bilangan terkumpul penerima FOT ialah seramai 39,992 orang berbanding 39,807 orang pada tahun 2010 sebagaimana ditunjukkan dalam Graf 4 dan Carta 5.

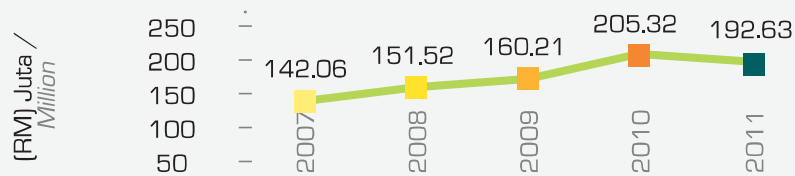
DEPENDANTS' BENEFIT (DB)

RM 192.63 MILLION

(2010: RM205.32 MILLION), DECREASED BY 6.07%

In 2011, the total expenditure for DB decreased by RM12.69 million or 6.18% to RM192.63 million as compared to RM205.32 million in 2010. By the end of 2011, the cumulative number of recipients were 39,992 as compared to 39,807 in the year 2010 as shown in Graph 4 and Chart 5.

Graf 4: Jumlah Perbelanjaan Faedah Orang Tanggungan, 2007 - 2011
Graph 4: Total Dependants' Benefit Expenditure, 2007 - 2011



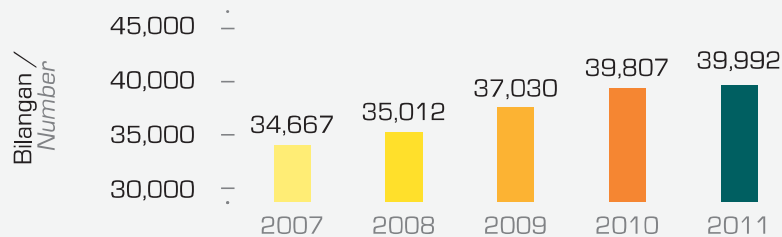


Dalam tahun 2011, sebanyak 1,155 kematian telah disahkan sebagai kes baru FOT yang diluluskan yang menunjukkan peningkatan sebanyak 78 kes atau 7.24% berbanding pada 2010 iaitu sebanyak 1,077 kes [Statistik : Jadual 20]. Daripada keseluruhan bilangan kes tersebut sebanyak 461 kes atau 39.91% menerima jumlah bayaran pencen bulanan RM1,000 dan ke bawah manakala 694 kes atau 60.09 % menerima jumlah bayaran pencen bulanan melebihi RM1,000. [Statistik : Jadual 21].

In the year 2011, a total of 1,155 death have been approved as new DB cases and has shown an increase of 78 cases or 7.24% as compared to 1,077 in 2010 [Statistics:Table 20]. From the total number of cases, 461 or 39.91% received a monthly pension payment of RM1,000 and below, 694 cases or 60.09% received monthly pension payments of more than RM1,000 per month [Statistics : Table 21].

Carta 5: Bilangan Penerima Faedah Orang Tanggungan, 2007 - 2011

Chart 5: Number of Dependants' Benefit Recipients, 2007 - 2011



PENYAKIT KHIDMAT

1,537 KES

(2010 : 1,215 KES), MENINGKAT 26.50%

Bilangan kes penyakit khidmat yang dilaporkan dalam tahun 2011 meningkat sebanyak 26.50% kepada 1,537 kes berbanding 1,215 kes dalam 2010. Secara amnya lebih 40.86% daripada kes penyakit khidmat yang dilaporkan adalah disebabkan oleh agen fizikal iaitu pendedahan kepada bunyi bising yang menyebabkan gangguan pendengaran manakala selebihnya 59.14% disebabkan oleh hazard lain. [Statistik : Jadual 11].

PENCEN ILAT DAN BANTUAN ILAT

RM 340.97 JUTA

(2010 : RM345.57 JUTA), MENURUN 1.35%

Jumlah Pencen Ilat dan Bantuan Ilat yang dibayar menunjukkan penurunan sebanyak RM4.60 juta atau 1.33% pada tahun 2011 kepada RM340.97 juta berbanding dengan RM345.57 juta pada tahun 2010 sebagaimana di Graf 5.

OCCUPATIONAL DISEASES

1,537 CASE

(2010: 1,215 CASE), AN INCREASE OF 26.50%

The number of occupational disease cases reported in the year 2011 increased by 26.50% to 1,537 cases as compared to 1,215 cases in 2010. In general, more than 40.86% of the cases reported are caused by physical agents such as noise induced hearing loss and the remaining 59.14% are due to other hazards. [Stastics: Table 11].

INVALIDITY PENSION AND INVALIDITY GRANT

RM 340.97 MILLION

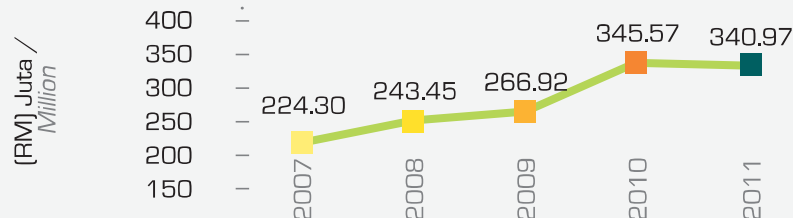
(2010: RM345.57 MILLION), DECREASED BY 1.35%

The total payment for the Invalidity Pension and Invalidity Grant decreased by RM4.60 million or 1.33% in 2011 to RM340.97 million compared to RM345.57 million in 2010 as indicated in Graph 5.



Graf 5: Jumlah Bayaran Faedah Pencen Ilat dan Bantuan Ilat, 2007 - 2011

Graph 5: Total Invalidation Pension and Invalidation Grant Payment, 2007 - 2011



Sebanyak 4,689 penerima baru telah diluluskan dalam tahun 2011 berbanding 4,005 penerima pada tahun 2010. Daripada bilangan penerima baru tersebut, 3,105 kes atau 66.22 % mendapat bayaran pencen ilat bulanan RM1,000 dan ke bawah dan 1,584 kes atau 33.78 % mendapat bayaran melebihi RM1,000 sebulan (Statistik : Jadual 23).

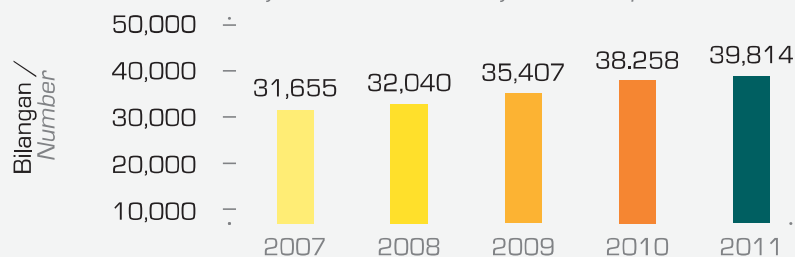
A total of 4,689 new applications have been approved in 2011 as compared to 4,005 in 2010. From the total number of new cases, 3,105 or 66.22% received pension on a monthly basis of RM1,000 and below whereas 1,584 cases or 33.78% received more than RM1,000 a month (Statistics :Table 23).

Secara keseluruhan sehingga akhir tahun 2011, bilangan penerima Pencen Ilat dan Bantuan Ilat adalah seramai 39,814 orang berbanding 38,258 orang pada tahun 2010 iaitu peningkatan sebanyak 4.07% sebagaimana ditunjukkan dalam Carta 6 berikut.

As at the end of 2011, the total number of Invalidation Pension and Invalidation Grant recipients were 39,814 as compared to 38,258 in 2010 which is an increase of 4.07% as indicated in Chart 6.

Carta 6: Bilangan Penerima Faedah Pencen Ilat Dan Bantuan Ilat, 2007 - 2011

Chart 6: Number of Invalidation Pension and Invalidation Grant Recipients, 2007 - 2011



PENCEN PENAKAT

RM 583.76 JUTA

(2010 : RM581.52 JUTA), MENINGKAT 0.39%

Secara keseluruhannya, jumlah perbelanjaan bagi membiayai faedah Pencen Penakat dalam tahun 2011 telah meningkat sebanyak RM2.24 juta ataupun 0.39% kepada RM583.76 juta berbanding RM581.52 juta yang dicatat pada tahun sebelumnya sebagaimana di Graf 6.

SURVIVORS' PENSION

RM 583.76 MILLION

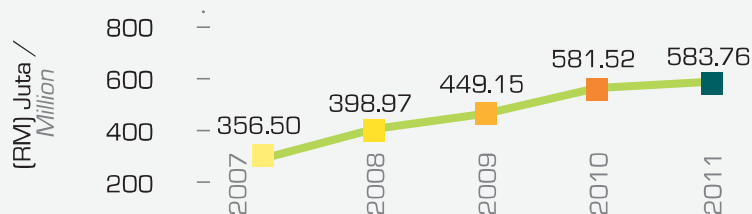
(2010 : RM581.52 MILLION), AN INCREASE OF 0.39%

The total expenditure for the Survivors' Pension benefit in the year 2011 has increased by RM2.24 million or 0.39% to RM583.76 million from RM581.52 million as shown in Graph 6.



Graf 6: Jumlah Perbelanjaan Faedah Pencen Penakat, 2007 - 2011

Graph 6: Total Expenditure For Survivors' Pension Benefit, 2007 - 2011



Bilangan kes baru Faedah Pencen Penakat yang dibayar dalam tahun 2011 adalah sebanyak 7,441 kes berbanding 7,403 kes pada tahun sebelumnya. Daripada jumlah tersebut bilangan penerima pencen kurang dan bersamaan RM1,000 sebulan ialah seramai 4,968 orang atau 66.77% manakala 2,473 orang atau 33.23% menerima pencen melebihi RM1,000 sebulan (Statistik : Jadual 25). Bilangan terkumpul penerima Pencen Penakat sehingga akhir tahun 2011 adalah seramai 182,713 penerima.

The number of new cases for the Survivors' Pension Benefits that were paid in 2011 was 7,441 as compared to 7,403 cases in the previous year. Of the total number, 4,968 recipients or 66.77% received RM1,000 or less a month whereas 2,473 or 33.23% received a monthly pension of more than RM1,000 (Statistics : Table 25). The cumulative number of Survivors' Pension recipients as at 2011 are 182,713 recipients.

ELAUN LAYANAN SENTIASA (ELS)

RM 17.14 JUTA

(2010 : RM16.66 JUTA), MENINGKAT 2.88%

Jumlah perbelanjaan bagi membiayai ELS meningkat sebanyak 2.88% atau RMO.48 juta kepada RM17.14 juta pada tahun 2011 berbanding RM16.66 juta pada tahun sebelumnya. Jumlah terkumpul penerima ELS sehingga akhir tahun 2011 adalah seramai 4,722 orang. Graf 7 dan Carta 7 masing-masing menunjukkan jumlah bayaran dan bilangan penerima faedah ELS pada tahun 2007 hingga 2011.

CONSTANT-ATTENDANCE ALLOWANCE (CAA)

RM 17.14 MILLION

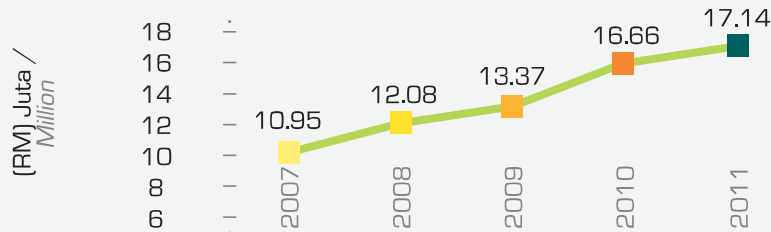
(2010: RM16.66 MILLION), AN INCREASE OF 2.88%

The total expenditure for CAA increased by 2.88% or RMO.48 million to RM17.14 million in 2011 as compared to RM16.66 million in the previous year. The cumulative number of CAA recipients as at 2011 were 4,722. Graph 7 and Chart 7 below indicates the total expenditure and number of CAA recipients from 2007-2011 respectively.



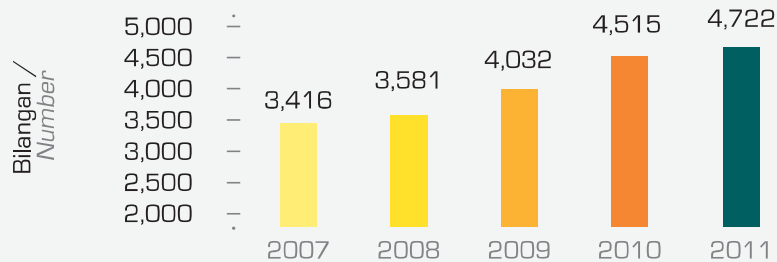
Graf 7: Jumlah Perbelanjaan Elaun Layanan Sentiasa, 2007 - 2011

Graph 7: Total Expenditure For Constant-attendance Allowance, 2007 - 2011



Carta 7: Bilangan Penerima Faedah Elaun Layanan Sentiasa, 2007 - 2011

Chart 7: Number of Constant-attendance Allowance Benefit Recipients, 2007 - 2011



FAEDAH PENGURUSAN MAYAT (FPM)

RM 14.34 JUTA

(2010 : RM13.31 JUTA), MENINGKAT 7.74%

Sebanyak 10,466 orang telah menerima faedah pengurusan mayat berjumlah RM14.34 juta pada tahun 2011. Perbelanjaan ini telah meningkat sebanyak RM1.03 juta iaitu 7.74% berbanding RM13.31 juta yang dicatat pada tahun sebelumnya seperti di Carta 8 dan Graf 8 berikut.

FUNERAL BENEFIT (FB)

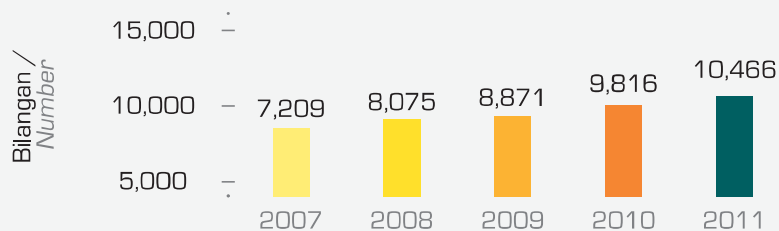
RM 14.34 MILLION

(2010 : RM13.31 MILLION), AN INCREASE OF 7.74%

A total of 10,466 persons received funeral benefit amounting to RM14.34 million in 2011. This expenditure increased by RM1.03 million or 7.74% as compared to RM13.31 million in the previous year as shown in Chart 8 and Graph 8 below.

Carta 8: Bilangan Penerima Faedah Pengurusan Mayat, 2007 - 2011

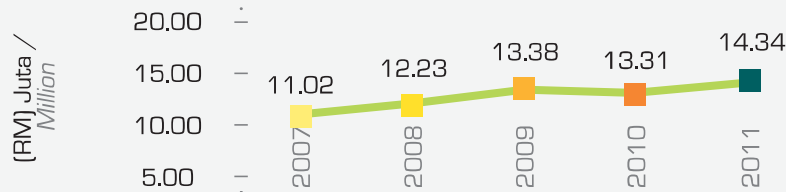
Chart 8: Number of Funeral Benefit Recipients, 2007 - 2011





Graf 8: Jumlah Perbelanjaan Faedah Pengurusan Mayat, 2007 - 2011

Graph 8: Total Expenditure For Funeral Benefit, 2007 - 2011



JUMLAH KESELURUHAN PERBELANJAAN FAEDAH

RM 1,710.77 JUTA

(2010: RM1,678.16 JUTA), MENINGKAT 1.94%

Jumlah perbelanjaan bagi semua jenis faedah di bawah kedua-dua skim perlindungan keselamatan sosial PERKESO pada tahun 2011 telah meningkat sebanyak RM32.61 juta atau 1.94% kepada RM1,710.77 juta berbanding RM1,678.16 juta pada tahun 2010. Peningkatan dalam perbelanjaan tanggungan PERKESO pada tahun 2011 didorong oleh peningkatan bilangan penerima faedah sebanyak 7.67% daripada 351,433 kepada 378,377 pada tahun 2011 [Carta 9 dan Graf 9].

TOTAL BENEFITS EXPENDITURE

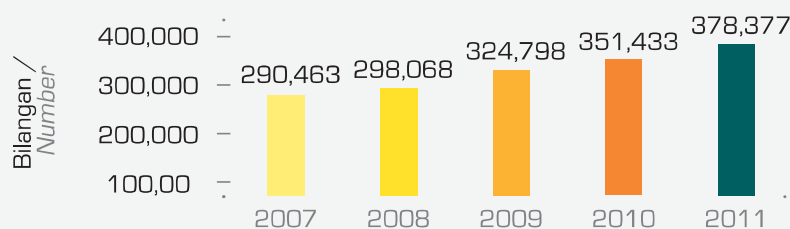
RM 1,710.77 MILLION

(2010: RM1, 678.16 Million), AN INCREASE OF 1.94%

The total expenditure for all type of benefits under both schemes in 2011 increased by RM32.61 million or 1.94% to RM1,710.77 million as compared to RM1, 678.16 million in 2010. The rise in the benefits expenditure in 2011 was due to an increase of 7.67% in the total number of recipients from 351,433 to 378,377 in 2011 [Chart 9 and Graph 9].

Carta 9: Bilangan Keseluruhan Penerima Faedah, 2007 - 2011

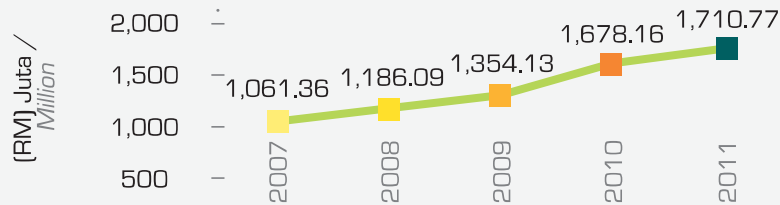
Chart 9: Total Recipients For All Types of Benefits, 2007 - 2011





Graf 9: Jumlah Perbelanjaan Faedah, 2007 - 2011

Graph 9: Total Benefit Expenditure, 2007 - 2011



BILANGAN KEMALANGAN DILAPOR

59,897 KES

(2010 : 57,639), PENINGKATAN 3.92%

Secara keseluruhannya, sebanyak 2,258 kes atau 3.92% peningkatan kemalangan dilaporkan pada tahun 2011, iaitu 59,897 kes berbanding 57,639 kes pada tahun 2010 (Jadual 5 dan Carta 10). Dari keseluruhan jumlah kemalangan dilaporkan, kemalangan yang berlaku di tempat kerja telah menunjukkan penurunan sebanyak 515 kes atau 1.45% iaitu dari 35,603 kes pada tahun 2010 kepada 35,088 kes pada tahun 2011 (Carta 11). Walau bagaimanapun statistik menunjukkan peningkatan dalam bilangan kemalangan semasa dalam perjalanan yang berkaitan dengan pekerjaan iaitu sebanyak 2,773 kes atau 12.58% dari 22,036 kes pada tahun 2010 berbanding 24,809 kes pada tahun 2011 (Carta 12).

Dalam tahun 2011, sebanyak 58.58% kemalangan terjadi di tempat kerja manakala 41.42% pula melibatkan kemalangan semasa perjalanan berkaitan pekerjaan .

NUMBER OF ACCIDENTS REPORTED

59,897 CASES

(2010: 57,639), AN INCREASE OF 3.92%

In 2011, there was an increase of 2,258 cases or 3.92% in the total number of reported accidents of 59,897 cases as compared to 57,639 in 2010 (Table 5 and Chart 10). Of the total, industrial accidents have declined by 515 cases or 1.45%, from 35,603 cases in 2010 to 35,088 cases in 2011 (Chart 11). However, statistics show an increase in the number of commuting accidents of 2,773 cases or 12.58% from 22,036 cases in 2010 as compared to 24,809 cases in 2011 (Chart 12).

For the year 2011, 58.58% industrial accidents, occurred whereas 41.42% were commuting accidents.

Jadual 5: Bilangan Kemalangan Dilaporkan, 2010 - 2011

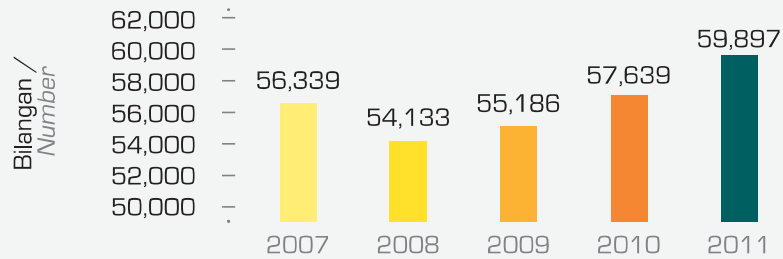
Table 5: Number of Accidents Reported, 2010 - 2011

Kemalangan Dilaporkan <i>Accidents Reported</i>	2010	2011
Kemalangan Perusahaan <i>Industrial Accidents</i>	35,603	35,088
Kemalangan Semasa Perjalanan <i>Commuting Accidents</i>	22,036	24,809
Jumlah Bilangan Kemalangan <i>Total Number of Accidents</i>	57,639	59,897



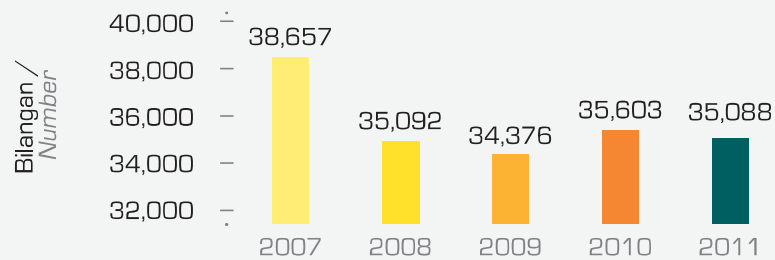
Carta 10: Bilangan Kemalangan Dilapor, 2007 - 2011

Chart 10: Number of Accidents Reported, 2007 - 2011



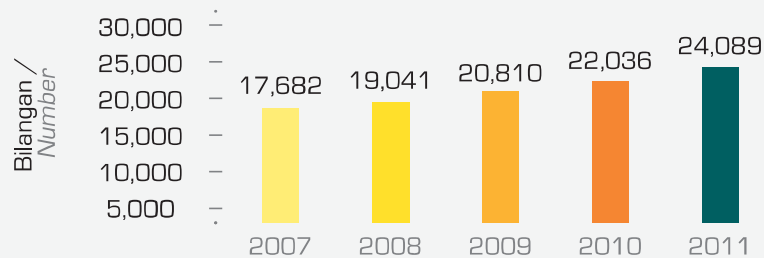
Carta 11: Bilangan Kemalangan Perusahaan Dilapor, 2007 - 2011

Chart 11: Number of Industrial Accidents Reported, 2007 - 2011



Carta 12: Bilangan Kemalangan Semasa Perjalanan, 2007 - 2011

Chart 12: Number of Commuting Accidents, 2007 - 2011





PELABURAN

RM 19,123.23 JUTA

(2010: RM17,885.45 JUTA), MENINGKAT 6.92%

Pelaburan PERKESO pada tahun 2011 mencatat pertumbuhan sebanyak 6.92% atau RM1,237.78 juta kepada RM19,123.23 juta berbanding RM17,885.45 juta pada 2010. Peningkatan ini terutamanya disumbangkan oleh pendapatan caruman dan pulangan pelaburan PERKESO. Jumlah pelaburan PERKESO dari tahun 2007 hingga 2011 ditunjukkan di Graf 10.

INVESTMENT

RM 19,123.23 MILLION

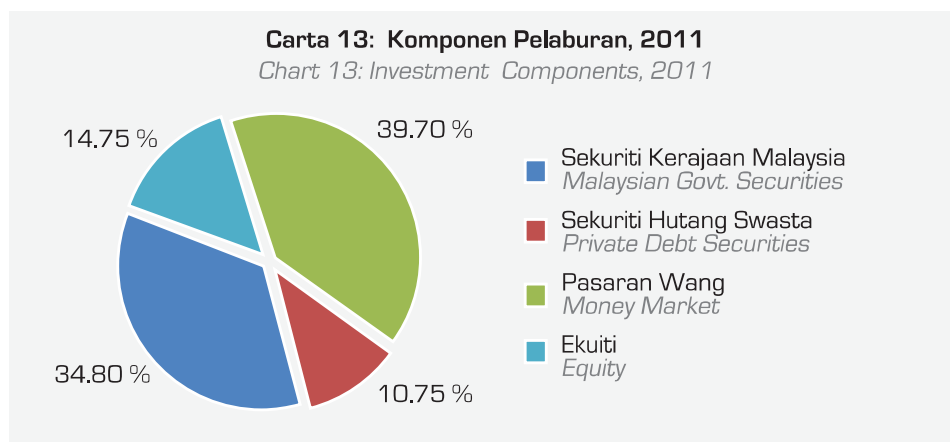
(2010: RM17,885.45 MILLION), AN INCREASE OF 6.92%

SOCISO's investment in 2011 registered a growth of 6.92% or RM1,237.78 million to RM19,123.23 million as compared to RM17,885.45 million in 2010. The increase were mainly attributed to SOCISO's contribution collections and income from investment returns. SOCISO's total investment from 2007 - 2011 are shown in Graph 10.



Pecahan pelaburan PERKESO mengikut jenis instrumen pada penghujung 2011 adalah seperti di Carta 13

The distribution of SOCISO's investment as at 2011 is shown in Chart 13.





Pelaburan PERKESO di dalam Sekuriti Kerajaan Malaysia (SKM) pada tahun 2011 adalah berjumlah RM7,593.84 juta, menurun 8.04% atau RM664.34 juta daripada RM8,258.18 juta pada tahun sebelumnya. Sepanjang tahun 2011, sejumlah RM709.74 juta Bon SKM telah matang dan tiada pembelian bon baru dilaksanakan. Pelaburan PERKESO di dalam SKM adalah 39.70% daripada keseluruhan pelaburan PERKESO.

Manakala pelaburan di dalam Sekuriti Hutang Swasta (SHS) pada penghujung 2011 pula mencapai RM2,054.86 juta berbanding RM2,045.91 juta pada 2010, meningkat 0.44% atau RM8.95 juta dengan pembelian baru SHS berjumlah RM102 juta, penjualan SHS sebanyak RM15 juta dan SHS yang matang pula sebanyak RM132 juta. Pelaburan di dalam SHS adalah 10.75% daripada pelaburan PERKESO. PERKESO telah menyuntik dana tambahan sebanyak RM50 juta kepada Pengurus Portfolio Bon Tempatan pada penghujung tahun 2011.

Pelaburan PERKESO di dalam Pasaran Wang terdiri daripada Simpanan Tetap dan Deposit Jangka Pendek di institusi kewangan. Pada tahun 2011, pelaburan PERKESO di dalam instrumen ini telah meningkat dengan agak ketara sebanyak RM1,799.00 juta atau 37.05% kepada RM6,654.80 juta berbanding RM4,855.80 juta pada tahun 2010. Pada penghujung 2011, pegangan PERKESO di dalam kelas aset ini adalah 34.80% daripada keseluruhan pelaburan PERKESO.

Pelaburan PERKESO di dalam Ekuiti pada penghujung 2011 adalah sebanyak 14.75% daripada keseluruhan pelaburan PERKESO. Pelaburan di dalam Ekuiti berjumlah RM2,819.72 juta, meningkat sebanyak RM94.16 juta atau 3.45% berbanding RM2,725.56 juta pada penghujung 2010. PERKESO telah menyuntik dana tambahan sebanyak RM60 juta kepada Pengurus Portfolio Ekuiti Tempatan pada pertengahan tahun 2011.

SOCISO's investment in Malaysian Government Securities (MGS) for 2011 amounted to RM7,593.84 million, decreased by 8.04% or RM664.34 million from RM8,258.18 million in the previous year. For the year 2011, RM709.74 million worth of MGS bonds had matured and no new bonds were purchased. SOCISO's investment in MGS amounts to 39.70% of SOCISO's total investment.

While investments in Private Debt Securities (PDS) at the end of 2011 was RM2,054.86 million as compared to RM2,045.91 million in 2010, which is an increase of 0.44% or RM8.95 million with new purchases of PDS for RM102 million, sale of PDS for RM15 million, and the PDS maturity of RM132 million. Investment in PDS amounted to 10.75% of SOCISO's investment. SOCISO has injected additional funds of RM50 million to the Bond Management Portfolio at the end of 2011.

SOCISO's investment in the Money Market comprises of Fixed Deposits and Short Term Deposits in financial institutions. In 2011, SOCISO's investment in these instruments had increased considerably by RM1,799.00 million or 37.05% to RM6,654.80 million as compared to RM4,855.80 million in 2010. At the end of 2011, SOCISO's holding in this class of asset is 34.80% of SOCISO's total investment.

SOCISO's investment in Equities at the end of 2011 was 14.75% of the total investment. Investment in equities amounting to RM2,819.72 million, increased by RM94.16 million or 3.45% as compared to RM2,725.56 million at the end of 2010. SOCISO has injected additional funds of RM60 million to the Domestic Equity Portfolio Managers in mid-2011.



PULANGAN PELABURAN

RM 1,036.07 JUTA

(2010: RM870.79 JUTA) MENINGKAT 18.98%

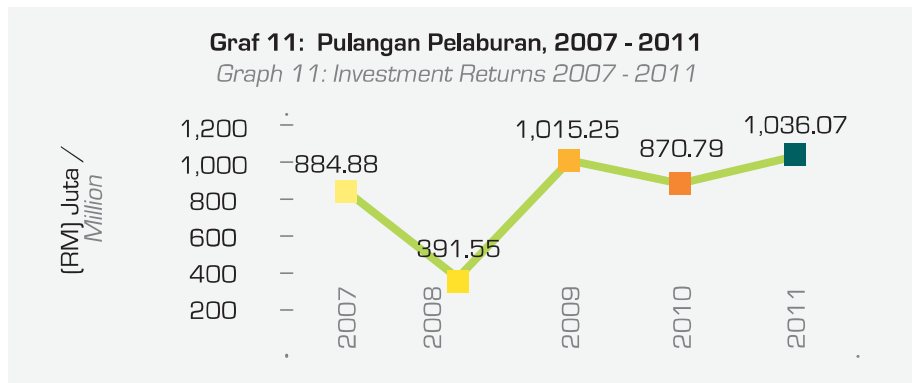
Pulangan pelaburan PERKESO pada tahun 2011 adalah berjumlah RM1,036.07 juta, meningkat RM165.28 juta atau 18.98% berbanding tahun 2010. Pulangan pelaburan yang lebih baik pada tahun 2011 disebabkan keadaan pasaran saham yang memberangsangkan dan memberikan pulangan yang tinggi. Pencapaian pulangan pelaburan dari tahun 2007 hingga 2011 adalah seperti di Graf 11.

INVESTMENT RETURNS

RM 1,036.07 MILLION

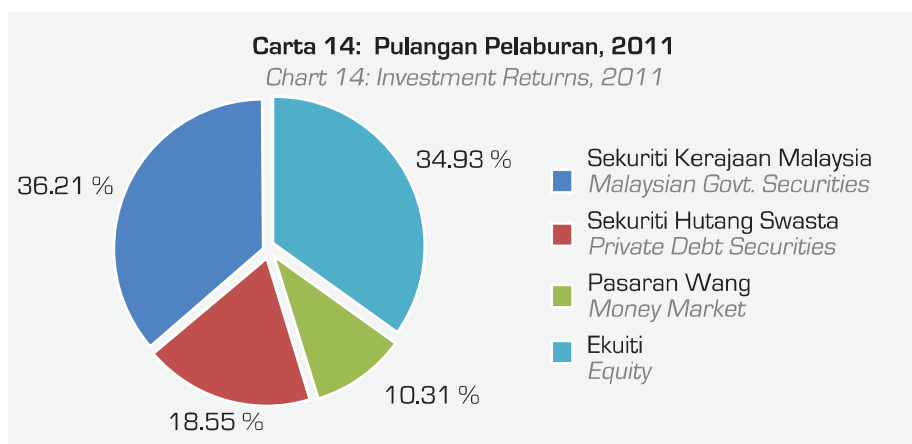
(2010: RM870.79 MILLION) AN INCREASE OF 18.98%

SOCSSO's investment returns in 2011 amounted to RM1,036.07 million, an increase of RM165.28 million or 18.98% as compared to the previous year. Increase in investment returns in 2011 was due to favourable market conditions and high returns. Investment return performance from 2007 - 2011 is shown in Graph 11.



Pecahan pulangan pelaburan PERKESO mengikut jenis instrumen pada tahun 2011 adalah seperti ditunjukkan di Carta 14.

SOCSSO's investment returns by type of instruments in 2011 is shown in Chart 14.





Pelaburan di dalam Ekuiti memberikan pulangan paling tinggi pada tahun 2011 iaitu sebanyak 36.21% daripada pendapatan pelaburan PERKESO berikutan keadaan pasaran saham yang memberangsangkan, penswastaan kaunter saham yang memberi pulangan dividen yang tinggi. Pendapatan pelaburan dalam Ekuiti berjumlah RM375.19 juta, meningkat sebanyak RM122.07 juta atau 48.23% berbanding tahun 2010. Prestasi memberangsangkan didorong oleh sentimen yang positif apabila Indeks Bursa Saham Kuala Lumpur (BSKL) pada penghujung 2011 mencecah 1,531 mata berbanding 1,519 mata di penghujung tahun 2010.

Pendapatan pelaburan kedua tertinggi adalah daripada SKM berjumlah RM361.90 juta atau 34.93% daripada pendapatan pelaburan PERKESO. Walau bagaimanapun pendapatan SKM bagi tahun 2011 menurun sebanyak RM24.30 juta berbanding tahun 2010 sebanyak RM386.20 juta.

Pelaburan di dalam Pasaran Wang memberi pulangan sebanyak RM192.14 juta atau 18.55% daripada pendapatan pelaburan PERKESO bagi tahun 2011 iaitu meningkat sebanyak RM74.69 juta atau 63.59% berbanding tahun 2010. Bank Negara Malaysia mengumumkan kenaikan 25 mata asas polisi kadar semalaman (Overnight Policy Rate (OPR) kepada 3.0 pada pertengahan tahun 2011 dan mengekalkan kadar tersebut sehingga akhir tahun 2011. Manakala pelaburan di dalam SHS memberikan pulangan sebanyak RM106.84 juta atau 10.31% daripada pendapatan pelaburan PERKESO bagi tahun 2011 iaitu menurun sebanyak RM7.18 juta atau 6.30% berbanding tahun 2010 iaitu sebanyak RM114.02 juta.

PRESTASI KEWANGAN

Jumlah pendapatan PERKESO bagi tahun 2011 meningkat sebanyak RM337.83 juta atau 11.65% kepada RM3,236.96 juta berbanding RM2,899.13 juta pada tahun 2010. Jumlah perbelanjaan PERKESO juga meningkat tetapi pada kadar yang lebih rendah iaitu sebanyak RM77.30 juta atau 4.00% kepada RM2,008.39 juta berbanding RM1,931.09 juta pada tahun 2010. Dengan itu, pendapatan bersih PERKESO meningkat sebanyak RM260.53 juta atau 26.91% kepada RM1,228.57 juta berbanding RM968.04 juta pada tahun 2010.

Investment in Equities provided the highest return in 2011 with 36.21% of the investment income following favourable stock market conditions, privatisation of counter stocks that yielded high dividends. Equity investment income amounted to RM375.19 million, an increase of RM122.07 million or 48.23% as compared to the previous year. Performance was driven by positive sentiments in the Kuala Lumpur Stock Exchange (KLSE) Index at the end of 2011 reaching 1,531 points from 1,519 points at the end of 2010.

The second highest investment returns is the MGS amounting to RM361.90 million or 34.93% of SOCSO's investment income. However the MGS income for 2011 decreased by RM24.30 million as compared to RM386.20 million in 2010.

Investment in the Money Market yielded RM192.14 million or 18.55% of SOCSO's investment returns for the year 2011, an increase of RM74.69 million or 63.59% compared to the previous year. Bank Negara Malaysia announced a 25 basis points increase in the overnight policy rate (OPR) to 3.0 in the middle of 2011 and maintained those rates until the end of 2011. Investment in PDS provided returns of RM106.84 million or 10.31% of SOCSO's investment returns for 2011, which decreased by RM7.18 million or 30.6% as compared to RM114.02 million in 2010.

FINANCIAL PERFORMANCE

SOCSO's total revenue for the year 2011 increased by RM337.83 million or 11.65% to RM3,236.96 million as compared to RM2,899.13 million in 2010. Meanwhile, total expenses on expenditure had also increased but at a lower rate of 4.00% or RM77.30 million to RM2,008.39 million as compared to RM1,931.09 million in 2010. SOCSO's net income increased by RM260.53 million or 26.91% to RM1,228.57 million as compared to RM968.04 million in 2010.



Jumlah kutipan caruman meningkat sebanyak RM164.16 juta atau 8.18% kepada RM2,172.03 juta berbanding RM2,007.87 juta pada tahun 2010 berikutan keberkesanan pelaksanaan aktiviti penguatkuasaan seperti 'Ops Kesan PERKESO'. Kesan daripada aktiviti penguatkuasaan telah membawa kepada kesedaran kepada majikan dan pekerja berkaitan dengan tanggungjawab mereka dibawah Akta Keselamatan Sosial Pekerja 1969. Ini telah menyumbang kepada peningkatan jumlah pendaftaran majikan dan pekerja.

Pulangan pelaburan pula meningkat sebanyak RM165.28 juta atau 18.98% kepada RM1,036.07 juta berbanding RM870.79 juta pada tahun 2010 berikutan peningkatan yang ketara dalam pendapatan dividen berbanding tahun sebelumnya. Kadar pulangan pelaburan PERKESO meningkat kepada 5.76% setahun pada tahun 2011 daripada 5.14% setahun pada tahun 2010. Kadar pulangan pelaburan PERKESO sebelum mengambil kira pelarasan pelaburan pada tahun 2011 juga meningkat kepada 5.74% setahun berbanding 5.19% setahun pada tahun 2010.

Sementara itu, perbelanjaan tanggungan PERKESO meningkat sebanyak RM36.39 juta atau 2.15% kepada RM1,728.65 juta pada tahun 2011 berbanding RM1,692.26 juta pada tahun sebelumnya berikutan peningkatan dalam bilangan kes-kes tuntutan faedah. Keadaan ini tidak dapat dielakkan kerana PERKESO bertanggungjawab memberi jaminan keselamatan sosial kepada orang berinsurans yang mengalami bencana kerja dan keilatan yang layak menerimanya.

Perbelanjaan mengurus pula meningkat sebanyak RM40.90 juta atau 17.12% kepada RM279.74 juta berbanding RM238.84 juta pada tahun 2010 berikutan tambahan peruntukan penjejasan nilai harta tanah PERKESO dan peningkatan dalam bayaran emolumen. Jadual 6 berikut menunjukkan ringkasan statistik kewangan PERKESO bagi tahun 2007 - 2011. Secara keseluruhannya, prestasi kewangan PERKESO adalah sebagaimana ditunjukkan di Jadual 6 dan Carta 15.

The contribution collections increased by RM164.16 million or 8.18% to RM2,172.03 million as compared to RM2,007.87 million in 2010 due to effective implementation of enforcement activities such as 'Ops Kesan PERKESO'. The impact from effective enforcement activities has brought awareness on the responsibilities of the employers and employees on the requirements of the Employees' Social Security Act 1969 (ESSA) and ESSA Regulations and this has contributed to the increase in number of registered employers and employees.

SOCISO's investment returns increased by RM165.28 million or 18.98% to RM1,036.07 million as compared to RM870.79 million in 2010 due to a significant increase in dividends yielded as compared to the previous year. SOCISO's investment returns rate increased to 5.76% per annum in 2011 compared to 5.14% in 2010. The investment rate before considering an adjustment in 2011 also rose to 5.74% per annum as compared to 5.19% in 2010.

SOCISO's benefits expenditure increased by RM36.39 million or 2.15% to RM1,728.65 million in 2011 as compared to RM1,692.26 million in the previous year due to an increase in the number of benefit claims. This situation cannot be avoided as SOCISO has a responsibility to provide social security coverage for eligible insured persons suffering from employment injury and diseases.

Operating expenditure increased by RM40.90 million or 17.12% to RM279.74 million as compared to RM238.84 million in 2010 due to additional provision for SOCISO's impairment of property and an increase in emoluments. Table 6 shows the summary of SOCISO's financial statistics for 2007 - 2011. The financial performance of SOCISO is shown in Table 6 and Chart 15.



Jadual 6 : Ringkasan Statistik Kewangan PERKESO, 2007 – 2011

Table 6: Summary of SOCSO's Financial Statistics, 2007 - 2011

Perkara Item	Tahun/ Year				
	2007	2008	2009	2010	2011
Petunjuk Kewangan (RM) / Financial Indicators (RM)					
Caruman <i>Contributions</i>	1,689,568,125	1,834,655,139	1,867,157,486	2,007,867,102	2,172,034,719
Pulangan Pelaburan <i>Investment Returns</i>	884,878,213	391,554,911	1,015,247,356	870,787,281	1,036,066,257
Faedah Caruman Lewat Bayar (FCLB) <i>Interest from Late Contribution Payments (ILC)</i>	14,806,616	17,946,470	11,497,810	10,683,709	12,728,942
Lain-lain Pendapatan <i>Other Income</i>	6,880,439	6,855,467	8,147,115	9,798,459	16,135,702
Jumlah Pendapatan <i>Total Income</i>	2,596,133,393	2,251,011,987	2,902,049,767	2,899,136,551	3,236,965,620
Tanggungan <i>Benefits</i>	1,069,801,693	1,196,373,407	1,395,596,032	1,692,257,906	1,728,656,518
Mengurus <i>Administrative</i>	165,437,598	189,467,896	190,643,427	238,836,365	279,737,310
Jumlah Perbelanjaan <i>Total Expenditure</i>	1,235,239,291	1,385,841,303	1,586,239,459	1,931,094,271	2,008,393,828
Pendapatan Bersih Tahun Semasa <i>Net Income</i>	1,360,894,102	865,170,684	1,315,810,308	968,042,280	1,228,571,792
Kumpulan Wang <i>Social Security Fund</i>	15,454,103,842	16,319,274,528	17,635,084,836	18,603,127,116	19,831,698,908
Perbelanjaan Faedah (RM) / Benefits Expenditure (RM)					
Faedah Hilang Upaya Sementara <i>Temporary Disablement Benefit</i>	85,213,889	94,063,947	104,007,611	109,177,424	119,770,229
Faedah Hilang Upaya Kekal <i>Permanent Disablement Benefit</i>	187,892,229	214,624,319	274,841,608	306,382,930	326,173,140
Faedah Orang Tanggungan <i>Dependents' Benefit</i>	142,057,418	151,523,040	160,205,336	205,316,141	192,631,812
Faedah Pengurusan Mayat <i>Funeral Benefit</i>	11,017,304	12,231,968	13,382,455	13,311,564	14,335,185
Faedah Perubatan <i>Medical Benefit</i>	4,607,972	4,937,432	4,916,986	5,098,960	5,318,467
Elaun Layanan Sentiasa <i>Constant-attendance Allowance</i>	10,945,067	12,077,442	13,371,741	16,657,428	17,143,630
Pencen dan Bantuan Ilat <i>Invalidity Pension and Invalidity Grant</i>	224,304,180	243,447,308	266,920,273	345,566,000	340,967,277
Pencen Penakat <i>Survivors' Pension</i>	356,504,272	398,973,488	449,153,104	581,519,646	583,761,116
Pemulihan Jasmani dan Vokasional <i>Physical and Vocational Rehabilitation</i>	38,818,659	54,207,201	67,328,502	95,129,959	110,665,281
Jumlah Perbelanjaan <i>Total Expenditure</i>	1,061,360,990	1,186,086,145	1,354,127,616	1,678,160,052	1,710,766,137

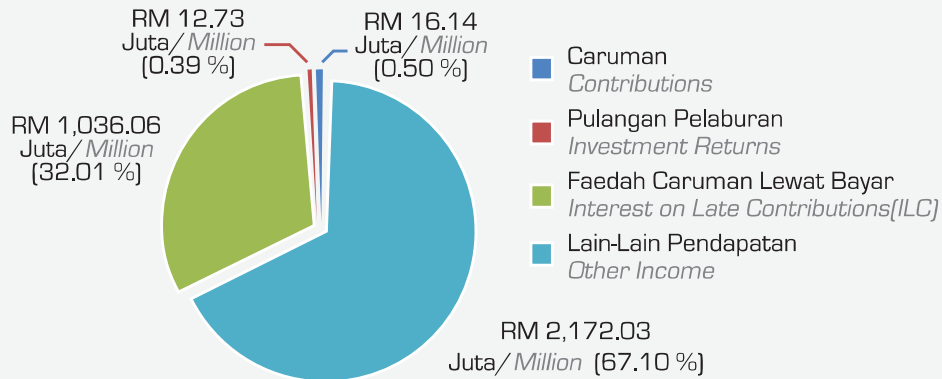
Nota: Mulai tahun 2011, polisi perakaunan bagi pengiktirafan pendapatan Faedah Caruman Lewat Bayar (FCLB) telah ditukar daripada asas akrual kepada asas tunai berikutan keputusan Lembaga PERKESO. Sehubungan itu, angka-angka tahun lalu telah dinyatakan semula.

Note: From 2011, the accounting policy for the recognition of interest income on Late Contributions (ILC) has been changed from an accrual basis to a cash basis based on the decision of SOCSO's Board. The figures have been restated accordingly.



Carta 15 : Komponen Pendapatan PERKESO, 2011

Chart 15: SOCSO's Income Components, 2011



PERBELANJAAN MENGURUS

RM 279.74 JUTA

(2010: RM238.84 JUTA), MENINGKAT 17.12%

Perbelanjaan mengurus menunjukkan peningkatan sebanyak RM40.90 juta atau 17.12% kepada RM279.74 juta pada tahun 2011 berbanding RM238.84 juta pada tahun 2010 berikutan tambahan peruntukan penjejasan nilai harta tanah PERKESO dan peningkatan dalam bayaran emolumen seperti di Jadual 7 dan Carta 16 - 17.

ADMINISTRATIVE EXPENDITURE

RM 279.74 MILLION

(2010: RM238.84 MILLION), AN INCREASE OF 17.12%

SOCSO's administrative expenditure increased by RM40.90 million or 17.12% to RM279.74 million in 2011 as compared to RM238.84 million in 2010 due to additional provision for impairment of SOCSO's properties and an increase in emoluments as shown in Table 7 and Chart 16 - 17.

Jadual 7 : Komponen Perbelanjaan Mengurus, 2010 - 2011

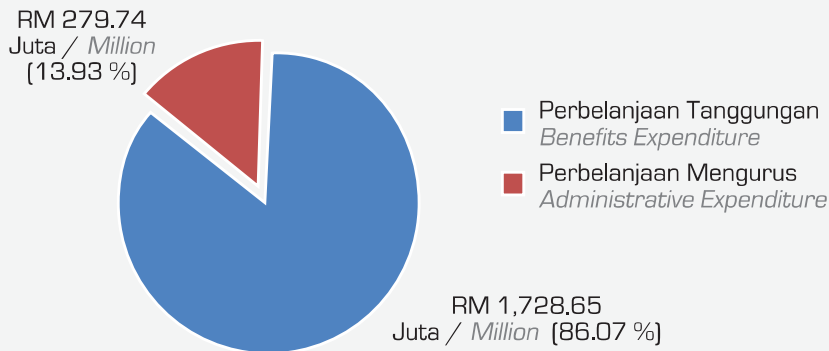
Table 7: Administrative Expenditure Components, 2010 - 2011

Komponen Components	2010	2011	Perubahan % Difference
Emolumen / Emoluments	117,060.87	133,601.88	14.13
Perkhidmatan dan Bekalan / Services and Supplies	88,587.31	88,526.40	(0.07)
Susut Nilai Harta Tanah, Loji dan Peralatan Depreciation of Property, Plant and Equipment	21,919.03	21,996.68	0.35
Penjejasan Nilai Hartanah / Impairment of Property	-	20,466,312	-
Pemberian dan Bayaran Tetap / Grant and Fixed Payments	783.49	979.19	24.98
Harta Perbekalan / Supply Items	2,558.62	2,521.17	(1.46)
Bayaran Audit / Audit Fee	193.60	212.96	10.00
Perbelanjaan Pelaburan / Investment Expenditure	4,801.16	6,880.00	43.30
Pelbagai Perbelanjaan / Sundry Expenses	2,932.28	4,552.72	55.26
Jumlah / Total	238,836.36	279,737.31	17.12



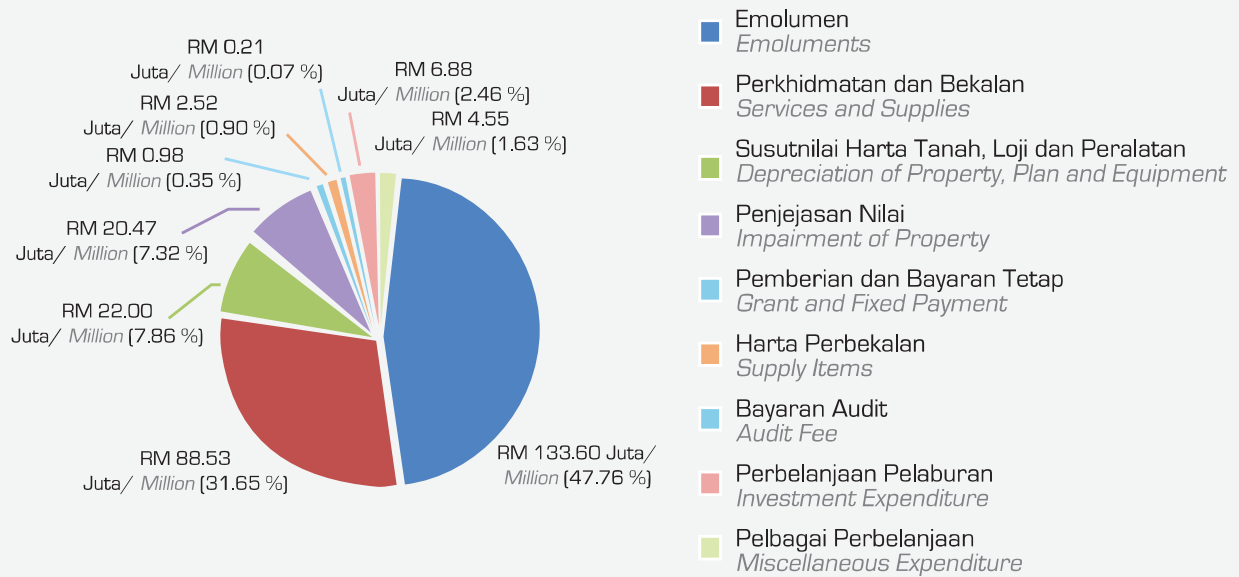
Carta 16 : Komponen Perbelanjaan PERKESO, 2011

Chart 16: SOCSO's Expenditure Components, 2011



Carta 17 : Pecahan Perbelanjaan Mengurus Tahun 2011

Chart 17: SOCSO's Administrative Expenditure Components, 2011

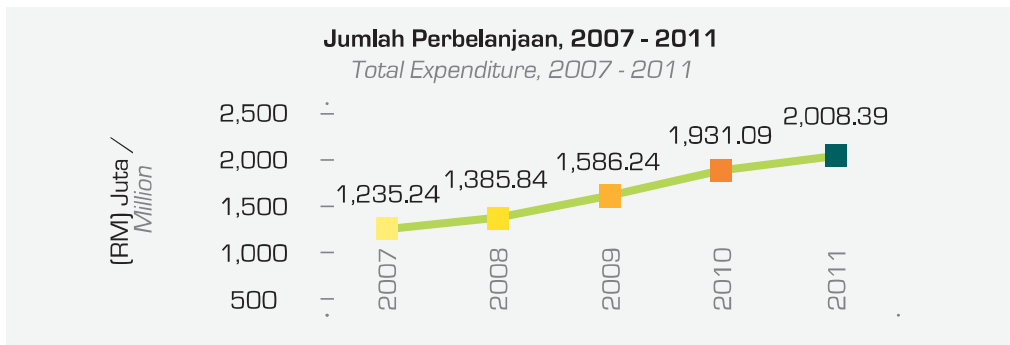
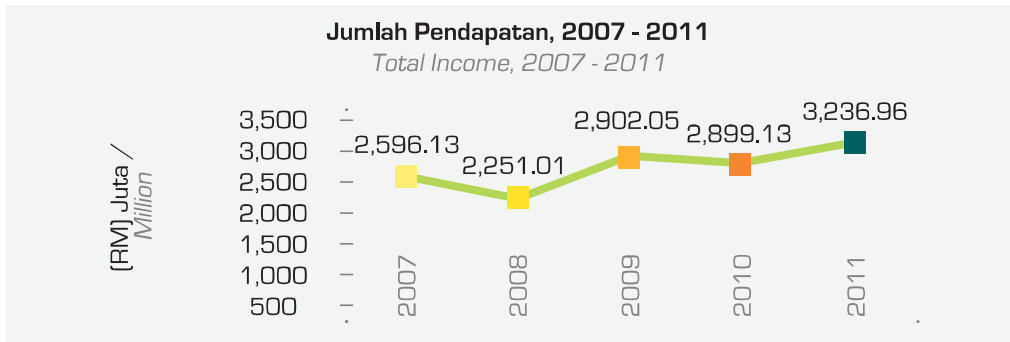




Keseluruhan prestasi kewangan bagi tahun 2007 hingga 2011 bagi jumlah pendapatan, perbelanjaan, pendapatan bersih, jumlah aset dan rizab terkumpul adalah sebagaimana Graf Ringkasan Petunjuk Prestasi Kewangan di bawah:

The overall financial performance for the year 2007 to 2011 for total income, expenditure, net income, asset and accumulated reserves are as per Summary of Financial Performance Indicators' Graphs below.

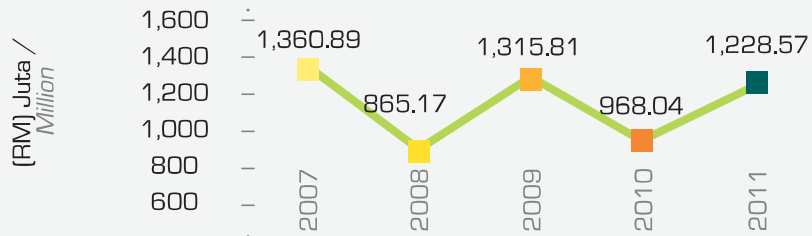
**RINGKASAN PETUNJUK PRESTASI KEWANGAN
TAHUN 2007- 2011**
SUMMARY OF FINANCIAL PERFORMANCE INDICATORS
2007 - 2011





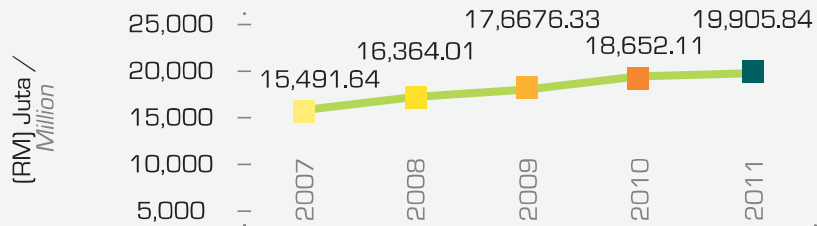
Jumlah Pendapatan Bersih, 2007 - 2011

Total Net Income, 2007 - 2011



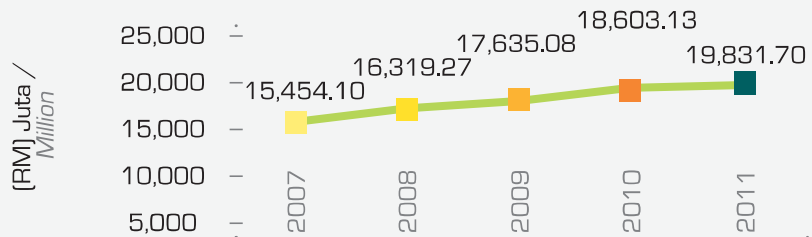
Jumlah Aset Terkumpul, 2007 - 2011

Total Cumulative Asset, 2007 - 2011

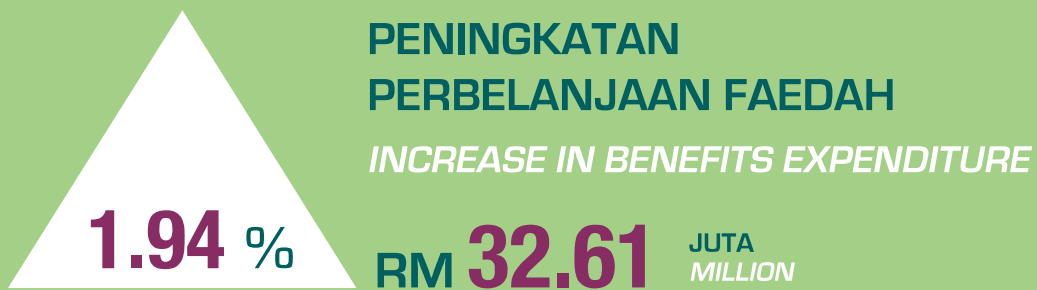


Jumlah Rizab Terkumpul, 2007 - 2011

Total Cumulative Reserve, 2007 - 2011



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Jumlah perbelanjaan bagi semua jenis faedah di bawah kedua-dua skim perlindungan keselamatan sosial PERKESO pada tahun 2011 telah meningkat sebanyak 1.94% atau RM32.61 juta kepada RM1,710.77 juta berbanding RM1,678.16 juta pada tahun 2010.

The total benefits expenditure for all types of benefit under both schemes administered by SOCSO in 2011 has increased by 1.94% or RM32.61 million to RM1,710.77 million as compared to RM1,678.16 million in year 2010.

LAPORAN AKTIVITI

ACTIVITIES REPORT

ULANG TAHUN



PERKESO



1971



2011

RAKYAT BERHULUAN
PENCAPAIAN BERTAMBAHAN

PERKESO



LAPORAN AKTIVITI ACTIVITIES REPORT

PENDAFTARAN MAJIKAN DAN PEKERJA

Sehingga 31 Disember 2011, sebanyak 819,915 majikan dan 14.57 juta pekerja yang telah berdaftar dengan PERKESO. Daripada jumlah tersebut seramai 368,472 majikan dan 5.76 juta pekerja merupakan pencarum yang aktif seperti yang ditunjukkan di dalam Jadual 8.

REGISTRATION OF EMPLOYERS AND EMPLOYEES

As of 31 December 2011, there are 819,915 employers and 14.57 million employees registered with SOCSO. Of the total, 368,472 employers and 5.76 million employees are active contributors as shown in Table 8.

Jadual 8 : Pendaftaran Majikan dan Pekerja sehingga Disember 2011

Table 8: Registration of Employers and Employees as at December 2011

Tahun Year	Majikan Employers		Pekerja Employees	
	Berdaftar / Registered	Aktif / Active	Berdaftar / Registered	Aktif / Active
2010	769,684	347,871	13,831,875	5,518,823
2011	819,915	368,472	14,569,450	5,761,626

PERKESO bersama empat agensi lain iaitu Kumpulan Wang Simpanan Pekerja (KWSP), Lembaga Hasil Dalam Negeri (LHDN), Pembangunan Sumber Manusia Berhad (PSMB), dan Small Medium Enterprise Corporation (SME Corp) telah terlibat dalam penyediaan format yang diperlukan untuk pendaftaran majikan melalui MyCoID yang diketuai oleh Suruhanjaya Syarikat Malaysia (SSM). Melalui MyCoID, maklumat berkaitan dengan pendaftaran majikan di SSM boleh dikongsi oleh semua agensi yang terlibat.

SOCSO together with four other agencies comprising of Employees Provident Fund (EPF), the Inland Revenue Board (IRB), Human Resources Development Fund (HRDF), Small and Medium Enterprise Corporation (SME Corp) has been involved in the preparation for the format required to streamline the registration of employers through MyCoID led by the Companies Commission of Malaysia (CCM). Through MyCoID, information on registered employers with CCMs will be made available to all agencies.



PEMBAYARAN CARUMAN

Pembayaran caruman yang dibuat oleh majikan boleh dilakukan melalui tiga saluran iaitu Borang 8A, Disket/CD dan perbankan Internet. PERKESO terus meningkatkan usaha bagi menggalakan majikan menggunakan perbankan Internet untuk mempercepatkan proses pengemaskinian rekod majikan dan pekerja. Statistik penggunaan ketiga-tiga saluran ini sehingga 31 Disember 2011 adalah seperti ditunjukkan dalam Statistik [Jadual 3].

Penguatkuasaan dan Pemeriksaan

Bagi memastikan majikan mematuhi peruntukan Akta Keselamatan Sosial Pekerja 1969 dan Peraturan-Peraturan (Am) Keselamatan Sosial Pekerja 1971, aktiviti-aktiviti penguatkuasaan dan pemeriksaan ke atas majikan dijalankan di seluruh negara. Aktiviti ini dipantau oleh Cawangan Penguatkuasaan, Bahagian Operasi Ibu pejabat.

Ops Kesan PERKESO

Dalam usaha untuk menggalakkan perusahaan yang masih belum berdaftar dengan PERKESO serta mematuhi Akta Keselamatan Sosial Pekerja 1969 dan Peraturan-peraturan (Am) Keselamatan Sosial Pekerja 1971, Ops Kesan PERKESO dijalankan dari pintu ke pintu di seluruh negara. Hasil daripada aktiviti ini, sejumlah 20,729 majikan telah berjaya dilawati. 2,770 notis kompaun telah dikeluarkan ke atas majikan yang gagal mendaftar perusahaan dan pekerjanya.

Pengkompanaan

Peruntukan pengkompanaan adalah di bawah Seksyen 95A AKSP 1969 dan Peraturan-Peraturan Keselamatan Sosial Pekerja (Pengkompanaan Kesalahan) 2006. Jenis-jenis kesalahan yang boleh dikompanaan adalah kesalahan-kesalahan yang dilakukan di bawah Subseksyen 94(e) dan 94(g), AKSP 1969 iaitu kesalahan-kesalahan yang tidak melibatkan kewangan dan caruman majikan kepada PERKESO. Jumlah kutipan kompaun bagi tempoh Januari hingga Disember 2011 adalah RM1.04 juta.

PAYMENT OF CONTRIBUTIONS

Payment of contributions made by the employer can be done through three channels, namely Form 8A, diskette / CD and Internet Banking. SOCSO continues to increase its efforts to encourage employers to use Internet Banking facilities for contribution payments in order to accelerate the process of updating employers and employees records. The statistics on the usage of all three channels until 31 December 2011 as shown in Statistics [Table 3]

Enforcement and Inspection

In order to ensure that employers comply with the provisions under the Employees' Social Security Act 1969 and Employees' Social Security (General) Regulations 1971, inspection and enforcement activities are conducted nationwide. This activities are closely monitored by the Enforcement Department at SOCSO's Headquarters.

SOCSO's Detection Operations (Ops Kesan)

In order to encourage employers that have not registered with SOCSO as well as to comply with the Employees' Social Security Act 1969 and the Employees' Social Security (General) Regulations 1971, SOCSO's 'Ops Kesan' - a door to door detection exercise was conducted across the country. As a result, 20,729 employers have been successfully visited. 2,770 compound notices were issued against employers who have not registered their companies and employees with SOCSO.

Compounds

The provision for compound is stated in section 95A of the Employees' Social Security Act 1969 and Social Security (Compounding of Offences) Act 2006. The type of offenses compoundable are offences committed under Subsection 94 (e) and 94 (g), Employees' Social Security Act 1969 that does not involve financial and employer contributions to SOCSO. In 2011, a total of RM1.04 million worth of compounds were collected.



PENDAKWAAN

Pada tahun 2011, sebanyak 1,046 kes pendakwaan ke atas majikan telah selesai dan telah disabitkan dengan pelbagai kesalahan yang melibatkan denda berjumlah RM 357,530.

PEMROSESAN TUNTUTAN FAEDAH

Tuntutan faedah diproses mengikut prosedur kerja selaras dengan maksud dan kehendak AKSP 1969 serta PPAKSP 1971. Pencapaian setiap pemprosesan faedah diukur melalui piagam pelanggan dan Standard Q.

Prestasi Piagam Pelanggan

Pada tahun 2011 semua jenis tuntutan faedah (bayaran pertama) telah berjaya diproses dan diselesaikan dalam tempoh yang ditetapkan seperti di piagam pelanggan (dari tarikh maklumat/dokumen lengkap diterima sehingga bayaran dibuat) telah berjaya mencapai tahap melebihi 97%, seperti yang ditunjukkan di Jadual 9.

PROSECUTION

A total of 1,046 prosecution cases for various offences committed by employers have been convicted and settled involving fines amounting to RM 357,530 in 2011.

BENEFIT CLAIMS PROCESSING

Benefit claims are processed in accordance with procedures in line with the requirements of the Employees' Social Security Act 1969. The performance indicators for the benefit claims processing are measured through the client charter and Standard Q.

Client Charter Performance

In 2011, all benefit claims (first payment) were successfully processed within the stipulated period as in the client charter (from the date of complete documents received until payment made). The overall achievement for all type of benefit claims showed a success rate of above 97% as shown in Table 9.

Jadual 9 : Pencapaian Piagam Pelanggan

Table 9: Client Charter Performance

Tahun Year	Faedah Benefit					
	HUS/TDB	HUK/PDB	FOT/DB	ILT/Invalidity Pension	PKT/ Survivors' Pension	FPM/FB
2010	98.53%	99.01%	98.85%	98.82%	97.17%	97.53%
2011	98.59%	99.41%	98.67%	98.90%	98.44%	97.16%
% +/-	0.06%	0.4%	-0.18%	0.08%	1.27%	-0.37



Prestasi Piagam Pelanggan (Purata Hari)

Berdasarkan pencapaian prestasi Piagam Pelanggan (Purata Hari) bagi tahun 2011, didapati purata hari yang diambil untuk membayar semua tuntutan Faedah telah mencapai sasaran yang ditetapkan. Secara perbandingan, peratus pencapaian purata hari Faedah Pengurusan Mayat (FPM) menunjukkan penurunan yang tinggi sebagaimana di Jadual 10.

Client Charter Performance (Average Days)

Based on the Client Charter, average days taken to pay for all benefit claims in 2011 has reached the set target. The percentage of achievement for Funeral Benefits (FB) shows the highest percentage where the average days taken to process funeral benefits have reduced significantly as compared to the rest of the benefits as shown in Table 10.

Jadual 10 : Prestasi Piagam Pelanggan (Purata Hari)

Table 10: Client Charter Performance (Average Days)

Keterangan Description	Jenis Faedah Benefit					
	FHUS/TDB	FHUK/PDB	FOT/DB	P.ILT/ Invalidity Pension	P.PKT/ Survivors' Pension	FPM/FB
Sasaran (Purata Hari) Target (Average Days)	7 hari / days	14 hari / days	14 hari / days	14 hari / days	14 hari / days	3 hari / days
2010	2.19	3.92	3.91	4.41	3.80	1.79
2011	2.32	3.72	4.91	4.21	3.83	1.60
% +/-	5.9%	-5.1%	25.6%	-4.5%	0.8%	-10.61%

Secara keseluruhannya, pencapaian 'Standard Q' (dari tarikh permohonan diterima sehingga bayaran dibuat) Pencen Penakat adalah yang terbaik berbanding dengan lain-lain faedah seperti ditunjukkan dalam Jadual 11.

The performance measurement based on the Standard Q (from the date of application received until payment made) for the Survivors Pension was the highest with an achievement of 95% as shown in Table 11.

Jadual 11 : Prestasi Pencapaian Standard Q

Table 11: Standard Q Performance

Keterangan Description	Jenis Faedah Benefit					
	FHUS/TDB (45 Hari / Days)	FHUK/PDB (120 Hari / Days)	FOT/DB (80 Hari / Days)	P.ILAT/Invaliditi Pension (120 Hari / Days)	P.PKT/Survivors' Pension (80 Hari / Days)	
% Pencapaian % Achievement	80%	90%	78%	85%	95%	
Purata Hari Average Day	37.82	65.38	82.17	76.40	24.38	



Inisiatif Penambahbaikan

Improvement Initiatives

Bil.	Pendekatan Penambahbaikan <i>Improvement Approach</i>	Pelaksanaan <i>Implementation</i>
1.	<p>Meningkatkan tahap pengetahuan dan kemahiran pegawai dan anggota yang terlibat dalam pemprosesan tuntutan faedah demi memastikan pencapaian prestasi pemprosesan tuntutan faedah lebih cemerlang dan kepuasan pelanggan.</p> <p><i>To increase the level of knowledge and skills of officers and staffs involved in processing benefit claims to ensure the excellence and customer satisfaction is achieved.</i></p>	<p>Sebanyak 7 siri kursus meningkatkan kualiti pengurusan kes tuntutan faedah dilaksanakan mengikut zon dengan memberi pendedahan kepada ketepatan penentuan bencana kerja, ketepatan menyampaikan maklumat dan kesilapan yang membawa kepada lebih bayaran.</p> <p><i>7 courses have been held with the objective to improve the quality of benefits claims management organized in various zones to provide exposure in making accurate decisions to verify employment injury cases as well as to ensure accurate dissemination of information and prevent misrepresentation that can lead to over payments.</i></p>
2.	<p>Menjalankan kajian dan analisis yang melibatkan skop tuntutan faedah.</p> <p><i>Research and analysis study for the scope of benefit claims.</i></p>	<p>i. Analisis Ketakakuran Sept - Dis 2010 : Jan 2011 <i>Noncompliance Analysis Sept - Dec 2010: Jan 2011</i></p> <p>ii. Analisis Laporan Objektif Kualiti Sistem Pengurusan Kualiti (Penyeragaman): Jun. - Nov, 2010 : Jan 2011 <i>Quality Management System Analysis [Standardization] Objectives Report: June - Nov 2010: Jan 2011</i></p> <p>iii. Analisis Laporan Pencapaian Objektif Q: Jan - Sept 2011 : Okt 2011 <i>Q Objective Achievement Report Analysis: Jan - Sept 2011: Oct 2011</i></p> <p>iv. Analisis Laporan Ketidakakuran Proses & Prosedur Kerja Hasil Lawatan Audit Pejabat 2010 & 2011 <i>Analysis of Noncompliance Process & Work Procedures base on the Office Audit Report 2010 & 2011</i></p> <p>v. Laporan Resolusi Forum Penambahbaikan Aktiviti Pengoperasian Siri Ke 4 Tahun 2011 : 23-27 Jan 2011 <i>Report on Resolution of Enhancement of Operational Activities Forum 4th Series, Year 2011: 23-27 January 2011</i></p>
3.	<p>Mengemaskini arahan kerja yang melibatkan prosedur dan proses kerja tuntutan faedah</p> <p><i>Updating work procedures and processes involving benefit claims</i></p>	<p>i. Arahan Pentadbiran: Panduan Bagi Meningkatkan Kecekapan Pengurusan Pengoperasian : Jun 2011 <i>Administrative Directives: Guidance for Improving Efficiency in Operations Management: June 2011</i></p> <p>ii. Arahan Pentadbiran: Panduan Mengenai Pengukuran Standard Kualiti Pemprosesan Tuntutan Faedah FHUS & FHUK : April 2011 <i>Administrative Directives Guidelines on Quality Standards Measurement TDB & PDB Benefits Claims Processing April 2011</i></p> <p>iii. Arahan AKSP: Rujukan kes ke JD melebihi 3 tahun : Dis 2011 <i>Employees' Social Security Act Directives: Cases referred to the Medical Board exceeding 3 years : Dec 2011</i></p> <p>iv. Arahan AKSP: Perkahwinan Balu Bukan Islam : Dis 2011 <i>Employees' Social Security Act Directives: Non Muslim Marriages for Widows: Dec 2011</i></p>
4.	<p>Meningkatkan usaha - usaha penambahbaikan bagi memantapkan proses dan prosedur kerja pemprosesan tuntutan faedah</p> <p><i>Enhancement of work processes and procedures for the processing of benefit claims</i></p>	<p>Telah dilaksanakan di Ibu Pejabat, Pejabat Negeri dan Pejabat-Pejabat PERKESO di seluruh negara.</p> <p><i>Has been implemented in SOCSO's headquarters, state and branch offices throughout the country.</i></p>



PERUBATAN DAN PEMULIHAN

Cawangan Perubatan dan Pemulihan merupakan salah satu cawangan di bawah Bahagian Operasi. Di antara fungsi cawangan ini adalah memberi pandangan perubatan, menguruskan JDR, menyediakan kemudahan pemulihan jasmani dan vokasional termasuk haemodialisis, pelantikan klinik panel PERKESO, memproses tuntutan bayaran ganti belanja serta mengurus program keselamatan dan kesihatan pekerjaan bersama NGO.

Unit Pandangan Perubatan

Unit ini berperanan memberikan pandangan perubatan tentang kes-kes yang diterima daripada PPN, PPP, bahagian dan cawangan di PERKESO. Antara kes yang diterima adalah:

- i. Kes Bencana Kerja (Kemalangan Industri, Kemalangan Perjalanan) dan Penyakit Khidmat dan Ilat – HUS/HUK/FOT/PKT/ILAT yang ragu mengikut penyebab dan kesan (*cause and effect*) dari segi dalam perubatan;
- ii. Merujuk kes yang ragu kewajaran keputusan oleh Jemaah Doktor ke Jawatankuasa Penilaian Keputusan Jemaah Doktor; dan
- iii. Kes orang berinsurans berumur melebihi 55 tahun dan telah disahkan ilat oleh Jemaah Doktor dengan merujuk kepada Arahan AKSP Bil 2 dan 3 Tahun 2002.

Jadual 14 berikut menunjukkan statistik pandangan perubatan (bencana kerja & Ilat) manakala statistik pandangan perubatan bagi penyakit khidmat bagi tahun 2011 adalah seperti di Jadual 15.

MEDICAL AND REHABILITATION

The Medical and Rehabilitation Department is one of the departments under the Operations Division. Their functions include providing medical opinions, managing the Medical Board, providing physical and vocational rehabilitation including haemodialysis, SOCSO panel clinic appointments, reimbursement claims processing and managing safety and health programs with NGO's.

Medical Opinion Unit

This unit provides medical opinions of cases received from SOCSO's state and branch offices. Among cases received include:

- i. Employment Injury Cases (Industrial/Commuting Accidents), Occupational Diseases, Invalidity, TDB, PDB, Dependants' Benefit and Survivors' Pension that are medically ambiguous based on the cause and effect.*
- ii. Refer cases which include doubtful percentage of impairment/invalidity status awarded by the Medical Board to the Medical Board Assessment Committee.*
- iii. Case of insured persons over age 55 which have been certified invalid by the Medical Board with reference to the Employees' Social Security Act Directives No. 2 and 3, 2002.*

Table 14 below indicates the medical opinions statistics (employment injury and invalidity) and Table 15 for the medical opinion for occupational diseases for year 2011.



Jadual 14 : Statistik Pandangan Perubatan (Bencana Kerja & Ilat), 2011

Table 14: Medical Opinion Statistics (Employment Injury & Invalidity), 2011

Tajuk Title	Bulan / Month												Jumlah Total
	Jan Jan	Feb Feb	Mac Mar	Apr Apr	Mei May	Jun June	Jul July	Ogos Aug	Sept Sept	Okt Oct	Nov Nov	Dis Dec	
Kes Diterima / <i>Cases Received</i>	87	85	117	88	77	80	135	98	98	100	106	87	1,158
Kes Selesai / <i>Cases Completed</i>	87	85	117	88	77	80	135	98	98	99	99	86	1,149
Kes SDP / <i>Keep in View</i>	-	-	-	-	-	-	-	-	-	1	7	1	9

Peratusan selesai adalah 99 % iaitu 1,149 kes.
Percentage completed : 99 % or 1,149 cases.

Jadual 15 : Statistik Pandangan Perubatan (Penyakit Khidmat), 2011

Table 15: Medical Opinion Statistics (Occupational Diseases), 2011

Tajuk Title	Bulan / Month												Jumlah Total
	Jan Jan	Feb Feb	Mac Mar	Apr Apr	Mei May	Jun June	Jul July	Ogos Aug	Sept Sept	Okt Oct	Nov Nov	Dis Dec	
Kes Diterima / <i>Cases Received</i>	104	96	105	91	113	121	113	120	114	141	132	103	1,353
Kes Selesai / <i>Cases Completed</i>	104	96	105	91	113	121	113	120	114	140	128	94	1,339
Belum Selesai / <i>Pending Cases</i>	-	-	-	-	-	-	-	-	-	1	4	9	14

Peratusan kes selesai adalah 98.96% iaitu 1,339 kes.
Percentage of case settle is 98.96% or 1,339 cases.

Inisiatif Penambahbaikan

Bagi menambahbaik proses kerja yang dirujuk berkaitan dengan Penyakit Khidmat antaranya ialah:-

- i. Mengadakan Program Bengkel Penyakit Khidmat yang berterusan bagi semua Pegawai PERKESO di PPN dan PPP untuk bertujuan memberi penerangan mengenai 15 senarai semak penyakit khidmat dan memberikan garis panduan untuk penyediaan dan tatacara penyiasatan bagi kes penyakit khidmat.
- ii. Perancangan dan perbincangan format baru (*Ergonomic Work Assessment (EWA) report for 'Musculoskeletal Disorders' (MSD)*) untuk kegunaan PERKESO.

Enhancement Initiatives

Enhancement of work processes related to Occupational Diseases include :-

- i. *Continuous workshops on Occupational Diseases are held to brief all SOCSO's Officers in the state and local offices on the 15 checklists for occupational diseases and guidelines on the procedures and preparation of investigation for occupational disease cases.*
- ii. *Planning and discussion for the new format of Ergonomic Work Assessment (EWA) report for Musculoskeletal Disorders (MSD) used by SOCSO.*



- iii. Perancangan dan perbincangan Rekod Keselamatan Dan Kesihatan Pekerja bagi setiap orang berinsurans sebagai dokumentasi pendedahan kepada hazard di tempat kerja.
- iv. Permohonan laporan tambahan iaitu *Ergonomic Risk Assessment* (ERA), *Chemical Health Risk Assessment* (CHRA) dan lain-lain.
- v. Memberikan khidmat nasihat kepada setiap majikan dan pekerja-pekerja yang terlibat dengan penyakit khidmat.

Jemaah Doktor Rayuan

Sepanjang tahun 2011 sebanyak 11 buah tempat persidangan Jemaah Doktor Rayuan telah diadakan bagi memutuskan kes-kes rayuan orang berinsurans dan PERKESO. Hospital-hospital yang terlibat adalah Hospital Kuala Lumpur, Hospital Seremban, Hospital Sultanah Aminah Johor Bharu, Hospital Ipoh, Hospital Pulau Pinang, Hospital Kuala Terengganu, Hospital Umum Sarawak dan Hospital Queen Elizabeth Kota Kinabalu Sabah, Hospital Alor Setar, Hospital Kuantan dan Hospital Selayang. Dalam tahun 2011, jumlah permohonan kes untuk rujukan ke Jemaah Doktor Rayuan adalah sebanyak 7,432 permohonan berbanding 7,761 pada tahun sebelumnya (Jadual 16 dan Jadual 17). Daripada jumlah tersebut sebanyak 7,201 adalah permohonan dari Semenanjung Malaysia manakala selebihnya 231 dari Sabah dan Sarawak.

- iii. Planning and discussion on the Employee Safety And Health Record for insured persons as a documentation on the exposure and impact of hazards at the workplace.*
- iv. Additional report requisition such as Ergonomic Risk Assessments (ERA) and Chemical Health Risk Assessments (CHRA) and others.*
- v. Providing advisory services for employers and employees involved with occupational diseases.*

Appellate Medical Board

11 Appellate Medical Boards in various hospitals were held to review appeals made by insured person and SOCSO in 2011. The hospitals involved are Kuala Lumpur Hospital, Seremban Hospital, Sultanah Aminah Hospital, Johor Bahru, Ipoh Hospital, Penang Hospital, Kuala Terengganu Hospital, Sarawak General Hospital, Queen Elizabeth Hospital Kota Kinabalu, Alor Star Hospital, Kuantan Hospital and Selayang Hospital. There were 7,432 applications for the year as compared to 7,761 cases in 2010 (Table 16 and Table 17). From the total cases, 7,201 were from Peninsular Malaysia whereas 231 are from Sabah and Sarawak.



Jadual 16 : Permohonan ke Jemaah Doktor Rayuan Tahun 2011

Table 16: Appellate Medical Board Application, 2011

Jenis Kes <i>Type of Cases</i>	Bulan / Month												Jumlah <i>Total</i>
	Jan Jan	Feb Feb	Mac Mar	Apr Apr	Mei May	Jun June	Jul July	Ogos Aug	Sept Sept	Okt Oct	Nov Nov	Dis Dec	
HUK/ <i>Permanent Disablement</i>	289	174	296	332	259	323	319	275	274	306	233	242	3,322
Ilal / <i>Invalidity</i>	312	226	424	316	224	343	336	365	295	344	291	241	3,717
U/Kaji / <i>Review</i>	39	23	32	22	45	47	23	35	40	24	35	28	393
Jumlah / <i>Total</i>	640	423	752	670	528	713	678	675	609	674	559	511	7,432

Jadual 17 : Permohonan ke Jemaah Doktor Rayuan Tahun 2010

Table 17: Appellate Medical Board Application, 2010

Kes <i>Cases</i>	Bulan / Month												Jumlah <i>Total</i>
	Jan Jan	Feb Feb	Mac Mar	Apr Apr	Mei May	Jun June	Jul July	Ogos Aug	Sept Sept	Okt Oct	Nov Nov	Dis Dec	
HUK/ <i>Permanent Disablement</i>	217	191	296	271	327	232	284	301	288	278	271	305	3,261
Ilal / <i>Invalidity</i>	229	268	349	326	358	361	346	362	348	355	343	394	4,039
U/Kaji / <i>Review</i>	40	23	45	53	45	43	38	32	20	32	35	55	461
Jumlah / <i>Total</i>	486	482	690	650	730	636	668	695	656	665	649	754	7,761

Dalam mempercepatkan proses rujukan kes beberapa langkah telah diambil dalam menambah kekerapan bilangan sidang diadakan seperti pendekatan yang diambil pada tahun sebelumnya. Sepanjang tahun 2011, sebanyak 202 jumlah persidangan berbanding 196 pada tahun 2010 telah diadakan di seluruh Malaysia. Jadual 18 berikut adalah jumlah persidangan yang telah diadakan mengikut lokasi sepanjang tahun 2011.

In enhancing the efficiency of the referral process, a number of initiatives have been taken to increase the number of proceedings as per the approach taken in the previous year. In 2011, a total of 202 proceedings were held as opposed to 196 in year 2010 throughout the country. Table 18 indicates the number of proceedings based on the geographic location.



Jadual 18 : Jumlah Persidangan Jemaah Doktor Rayuan Tahun 2010 & 2011

Table 18: Total Appellate Medical Board Proceedings in 2010 & 2011

Tempat Persidangan <i>Proceeding Venue</i>	Jumlah <i>Total</i>	
	2010	2011
Kuala Lumpur	25	24
Selayang	25	24
Seremban	24	24
Johor Bharu	24	24
Ipoh	25	24
Pulau Pinang	23	24
Alor Setar	17	24
Kuantan	12	12
Kuala Terengganu	6	6
Kota Kinabalu	5	5
Kuching	10	11
Jumlah / <i>Total</i> :	196	202

Dari 202 persidangan yang diadakan, sebanyak 8,518 kes telah dirujuk untuk pemeriksaan dan dari jumlah tersebut sebanyak 7,054 adalah kes telah diputuskan. Jadual 18 (a) adalah butiran terperinci mengenai jenis-jenis keputusan yang telah dibuat oleh sidang Jemaah Doktor Rayuan bagi tahun 2011.

8,518 cases from the 202 proceedings held in 2011 have been referred for evaluation where 7,054 cases were given the final decisions. Table 18(a) indicates the type of decisions made by the Appellate Medical Board.



Jadual 18 (a) : Jenis Keputusan Jemaah Doktor Rayuan
Table 18 (a) : Type of Decision by the Appellate Medical Board

Jenis Keputusan <i>Type of Decision</i>	2011
Taksiran dinaikkan / <i>Assessment Increased</i>	1,316
Taksiran diturunkan / <i>Assessment Lowered</i>	67
Taksiran dikekalkan / <i>Assessment Maintained</i>	1,658
Taksiran Sementara / <i>Temporary Assessment</i>	-
Disahkan mengidap keilatan / <i>Certified Invalid</i>	826
Tidak mengidap keilatan / <i>Certified Not Invalid</i>	2,619
Layak Elaun Layanan Sentiasa(ELS) / <i>Eligible for Constant - attendance allowance</i>	37
Tidak layak Elaun Layanan Sentiasa / <i>Not eligible for Constant - attendance allowance</i>	13
Ulangkaji Di benarkan / <i>Review Allowed</i>	344
Ulangkaji Tidak Dibenarkan / <i>Review Not Allowed</i>	202
Alasan Kelewatan Rayuan diterima [*] / <i>Excuses for Delay in Appeal accepted [*]</i>	108
Alasan Kelewatan Rayuan ditolak [*] / <i>Excuses for Delay in Appeal rejected [*]</i>	-
Tangguh/Pemeriksaan lanjut / <i>Suspended / Further Examination</i>	281
Tidak hadir/tutup kes / <i>Absent / Case Closed</i>	1,183

Nota : [*] Tidak diambil kira dalam bilangan kes yang dirujuk kerana ia merupakan satu prosedur dalam membuat rayuan.

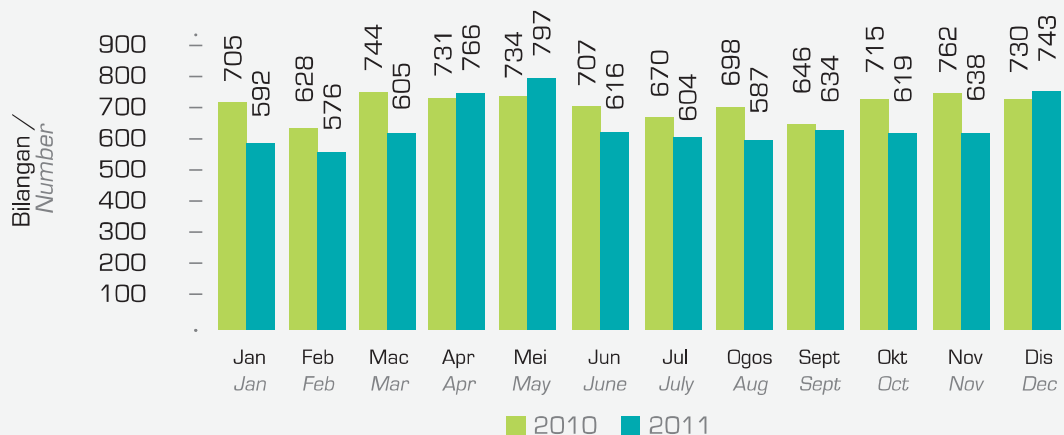
Note : [] Not included in the number of cases referred because it is a procedure in making an appeal.*

Terdapat 15 kes permohonan yang telah ditarik balik oleh orang berinsurans dan tidak dirujuk ke Jemaah Doktor Rayuan. Carta 18 berikut menunjukkan statistik jumlah kes selesai pada tahun 2011 berbanding tahun 2010.

There were 15 applications withdrawn by insured persons and were not referred to the Appellate Medical Board. Chart 18 indicates the total statistic of cases completed in 2011 as compared to 2010.

Carta 18 : Jumlah Kes Jemaah Doktor Rayuan Selesai, 2010 & 2011

Chart 18: Total Appellate Medical Board Cases Completed, 2010 & 2011





Sesi Taklimat Peranan Jemaah Doktor / Jemaah Doktor Rayuan

Pada tahun 2011, sebanyak tiga (3) siri Kursus *Certified Medical Impairment Assessor (CMIA)* telah diadakan kepada doktor-doktor Kementerian Kesihatan Malaysia (KKM) dengan kerjasama pihak NIOSH. Sehingga kini seramai 1,651 orang doktor telah menghadiri kursus tersebut yang telah diadakan semenjak tahun 2002 hingga 2011.

Inisiatif Penambahbaikan

Unit JDR telah menganjurkan satu Bengkel Pengemaskinian *Standard Operating Procedure (SOP)* pengurusan Persidangan Jemaah Doktor PERKESO Tahun 2011. Bengkel ini telah dihadiri oleh wakil dari Ibupejabat, PPN, PPP yang melibatkan 40 peserta. Tujuan bengkel ini diadakan adalah untuk:-

- i. Mengetahui isu dan masalah sebelum, semasa dan selepas persidangan Jemaah PERKESO dan seterusnya cadangan penambahbaikan bagi memenuhi kehendak pelanggan PERKESO.
- ii. Membuat penetapan proses dan prosedur kerja sebelum, semasa dan selepas persidangan Jemaah Doktor PERKESO khususnya bagi yang melibatkan *Maximum Medical Improvement (MMI)*, Hilang Upaya Kekal, Ilat, Penyakit Khidmat, Ulangkaji, Kebenaran Ulangkaji dan *Apportionment* (menggambil kira kecederaan lama di anggota yang sama).
- iii. Mengemaskini SOP yang sedia ada yang telah disediakan sejak 2005 dan tidak pernah disemak bagi menyelaraskan pindaan Peraturan-Peraturan (Am) Keselamatan Sosial Pekerja, 1971 bagi tujuan penyeragaman dan seterusnya dapat digunakan sebagai rujukan bagi membantu urusetia persidangan Jemaah Doktor dalam melaksanakan tugas dengan lebih berkesan dan cekap.

Briefing on the Roles of Medical and Appellate Medical Board

In 2011, three (3) Certified Medical Impairment Assessor (CMIA) courses was held for doctors from the Ministry of Health in collaboration with NIOSH. To date 1,651 doctors have attended the CMIA course since year 2002.

Enhancement Initiatives

The Appellate Medical Board Unit organized a workshop to update the existing Standard Operating Procedures (SOP) management of SOCSO's Medical Board in 2011. This workshop was attended by 40 representatives from the headquarters, state and branch offices. Objectives of the workshop were as follows:

- i. To identify issues and problems before, during and after the Medical Board and to provide recommendations to satisfy the needs of SOCSO's clients.*
- ii. To implement work procedures and processes before, during and after the Medical Board proceedings which involves MMI cases in particular, Permanent Disablement, Invalidity, Occupational Disease, Review, Permission for Review and Apportionment (considering prior injuries or underlying diseases in the same anatomical region).*
- iii. Enhancing existing standard operating procedures which have been established since 2005 which has not been revised and streamlined to the amendments of the Regulations (General) of the Employees' Social Security 1971 for standardization purpose which can be used as a reference to assist the Medical Board secretariat in order to carry out their duties in an effective and efficient manner.*



Pemulihan

Program pemulihan jasmani dan vokasional bagi orang-orang berinsurans yang mengalami hilang upaya kekal akibat suatu bencana kerja atau mengalami keilangan adalah bertujuan untuk meningkatkan tahap fungsi mental dan fizikal supaya mereka terus menjadi produktif.

Program pemulihan jasmani merangkumi aktiviti-aktiviti rawatan lanjut kepada orang berinsurans seperti pembekalan implan, alat-alat ortotik dan prostetik seperti kaki palsu, tangan palsu, mata palsu, gigi palsu, kerusi roda, 'commode chair', tongkat dan lain-lain.

Bekalan Ortotik, Prostetik dan Implan

Dalam tahun 2011, PERKESO telah membekalkan alat-alat ortotik, prostetik dan implan kepada lebih kurang 3,325 orang berinsurans termasuk penerima sedia ada dan baru. Dari jumlah penerima tersebut, seramai 1,563 menerima bekalan orthotik, 1,331 prostetik dan 431 implan.

Statistik bekalan alat pemulihan yang diberikan adalah seperti di Jadual 19.

Rehabilitation

Physical and vocational rehabilitation programmes for insured persons suffering from permanent disability arising from an employment injury or invalidity is held with the objective to maximize their physical and mental functions in order to be more productive.

Physical rehabilitation programme includes further treatment to insured persons such as providing implants, supply of orthotic and prosthetic appliances such as artificial legs, artificial hands, artificial eyes, dentures, wheelchairs, commode chairs, crutches and others.

Supply of Orthotics, Prosthetics and Implants

In 2011, SOCSO supplied orthotics, prosthetics and implants to approximately 3,325 insured persons, including existing and new recipients. From the total number of recipients, 1,563 were supplied with orthotics appliances, 1,331 prosthetics and 431 implants.

The statistics for the supply of orthotics, prosthetics and implants is indicated in Table 19.



Jadual 19: Bekalan Ortotik, Prostetik dan Implan, 2011

Table 19: Supply of Orthotics, Prosthetics and Implants, 2011

Bil No	Jenis Bekalan Type of Supply	Kuantiti Quantity
A) Ortotik/ Orthotics		
1	Wheelchair	504
2	Mattress	95
3	Special Bed	68
4	Walking Aids	232
5	Commode	147
6	Toilet Aids	354
7	Oxygen	35
8	Concentrator/ Oxygen Therapy	-
9	Suction Pump/ Machine	15
10	Colostomy Pouch/ Bag	19
11	Bed Pan	4
12	Spectacles	-
13	Cushion	35
14	PEG Tube	3
15	Electrical Hoist	3
16	Ryles tube	4
17	Ventilator	3
18	CPAP	11
19	Monkey Pull	2
20	TENS Machine	2
21	Therapeutic Mattress	1
22	Exogen Bone Healing	7
23	Crown Bridge	2
24	Cuff Weight (Dumbbell and Putty)	1
25	Low Vision Aid	4
26	Special Milk	2
27	Kurz2 Weil K300	1
28	Motorized Wheelchair	1
29	Lifting Belt	1
30	BiPAP Machine	2
31	Braille Note apex	1
32	Dental Rehab	1
33	Medication	2
34	Closed Circuit Television Magnification Systems	1
	Jumlah / Total	1,563
B) Prostetik/ Prosthetics		
1	Tangan Palsu/ Artificial Hand	114
2	Jari Palsu / Artificial Fingers	34
3	Kaki Palsu / Artificial Leg	734
4	Mata Palsu/ Artificial Eyes	5
5	Alat Pendengaran/ Hearing Aids	111
6	Gigi Palsu/ Dentures	23
7	Breast Prosthesis	16
8	Lumbar Corset	53
9	Cervical Collar	16
10	Splint	12
11	Kasut Khas / Special Shoes	89
12	Knee / Ankle Brace	81
13	Knee / Ankle Foot Orthosis	35
14	Neck Support	1
15	Callipers	4
16	Knee Cage	1
17	Stocking	1
18	Mallet	1
	Jumlah / Total	1,331
C) Implan / Implants		
1	Implants	431
	JUMLAH KESELURUHAN / Total	3,325



Perbelanjaan Program Pemulihan Jasmani dan Vokasional

Dalam tahun 2011, sejumlah RM110.67 juta dibelanjakan oleh PERKESO di bawah program pemulihan jasmani dan vokasional. Pecahan perbelanjaan adalah seperti di Jadual 20.

Expenditure for Physical and Vocational Rehabilitation Programme

A total of RM110.67 million was spent for physical and vocational rehabilitation programmes in 2011. The breakdown of expenditures is shown in Table 20.

Jadual 20 : Perbelanjaan Program Pemulihan Jasmani dan Vokasional, 2011

Table 20: Expenditure for Physical and Vocational Rehabilitation Programme, 2011

Jenis Program Type of Programme	Bencana Kerja (RM) Employment Injury (RM)	Pencen Ilat (RM) Invalidity Pension (RM)	Jumlah (RM) Total (RM)
Latihan Vokasional Dan Pemulihan Jasmani Vocational Training and Physical Rehabilitation	10,311,431.48	100,353,849.51 (Termasuk Haemodialisis berjumlah / Including Haemodialysis RM 92,523,890.88)	110,665,280.99

Inisiatif Penambahbaikan

Perlaksanaan One Stop Centre Alat-alat Ortotik PERKESO

Unit Pemulihan, Cawangan Perubatan dan Pemulihan telah memperkenalkan konsep *One Stop Centre* bagi pembekalan alat-alat ortotik kepada orang berinsurans. Pelaksanaan *One Stop Centre* dengan usahasama pembekal kepada alat-alat ortotik kepada 46 pejabat PERKESO seluruh Malaysia telah berjaya dilaksanakan pada 18 Mei 2011. Inisiatif ini telah meningkatkan kecekapan pengurusan stok alat-alat ortotik dan pembekalan peralatan ini dilaksanakan dalam tempoh yang lebih singkat kerana permohonan pembelian dilaksanakan melalui talian.

Sistem ini membenarkan semua pejabat PERKESO membuat permohonan bekalan terus kepada Unit Pemulihan, Ibu Pejabat untuk kelulusan. Pihak pembekal akan membuat penghantaran terus ke pejabat PERKESO yang memohon atau kepada orang berinsurans.

Enhancement Initiatives

SOCISO's One Stop Centre for Orthotic Appliances

The Rehabilitation Unit of the Medical and Rehabilitation Section in collaboration with a supplier of orthotic appliances introduced the SOCISO's One Stop Centre for the supply of appliances to insured persons throughout the country on 18 May 2011. This initiative increases the efficiency of stock management and allows the supply of orthotic appliances to be done promptly as the request for purchases are made online.

This system allows SOCISO offices to place orders online to the Rehabilitation Unit at Headquarters for approval. The supplier sends the supplies directly to the SOCISO office which made the request or directly to the insured person.



Manual Penggunaan Alat-alat Ortotik *One Stop Centre* PERKESO

Buat pertama kalinya PERKESO telah berjaya menghasilkan Buku Panduan Penggunaan Alat-alat Ortotik *One Stop Centre* untuk Pegawai-pegawai Pemulihan PERKESO. Buku panduan ini diterbitkan sebagai satu sokongan dan satu sumber rujukan penggunaan untuk membantu Pegawai Pemulihan dalam menjalankan tugas.

Kemudahan Haemodialisis

PERKESO menyediakan kemudahan haemodialisis kepada orang berinsurans yang berkecukupan yang mengidap penyakit buah pinggang pada peringkat *End Stage Renal Failure (ESRF)*. Kemudahan haemodialisis ini adalah sebagai salah satu faedah pemulihan kepada orang berinsurans yang diberikan secara percuma di pusat-pusat dialisis di panel PERKESO sama ada di bawah Badan Bukan Kerajaan (NGO) atau syarikat swasta. Perkhidmatan ini juga termasuk bagi orang berinsurans yang menjalani rawatan haemodialisis di pusat dialisis bukan panel PERKESO dan Hospital Kerajaan tertakluk kepada terma dan syarat-syarat yang ditentukan oleh PERKESO.

Permohonan Rawatan Dialisis

Sepanjang tahun 2011, sebanyak 1,172 permohonan rawatan dialisis telah diterima. Dari jumlah tersebut, sebanyak 1,135 (96.8%) permohonan telah diluluskan oleh PERKESO untuk menjalani rawatan dialisis. Sebanyak 3.2% tidak dapat diluluskan kerana orang berinsurans masih belum menjalani rawatan dialisis dan juga telah dibiayai oleh Jabatan lain. Perbandingan jumlah permohonan diterima dalam tahun 2011 dengan tahun 2010 (1,078 permohonan) diterima, menunjukkan peningkatan sebanyak 8.7%. Statistik jumlah orang berinsurans memohon faedah pemulihan dialisis ditunjukkan dalam Carta 19 berikut.

SOCSCO's One Stop Centre Orthotic Appliances Manual

For the first time, SOCSCO has managed to produce the One Stop Centre Orthotic Appliances Manual for SOCSCO's Rehabilitation Officers. This manual was published as a reference and a source of support to help Rehabilitation Officer in carrying out their duties.

Haemodialysis Facilities

SOCSCO provides haemodialysis to qualified insured persons suffering from kidney disease at the End Stage Renal Failure (ESRF). Haemodialysis treatment facility is to be one of the free rehabilitation benefits to insured persons at dialysis centres in SOCSCO panel either under the Non-governmental Organisations (NGOs) or under private companies. This service is also for insured persons who undergo haemodialysis treatment at dialysis centre that is not SOCSCO panel and Government Hospitals subject to the terms and conditions specified by SOCSCO.

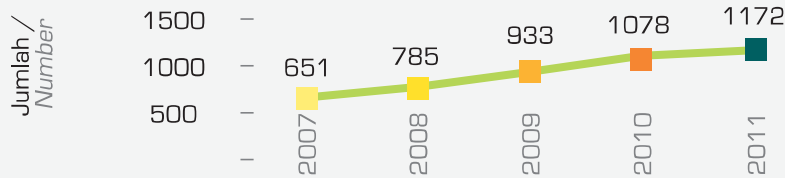
Application for Dialysis Treatment

In the year 2011, 1,172 dialysis treatment applications were received, whereby 1,135 (96.8%) applications were approved. From this total, 3.2% applications were not approved as insured persons have not commenced treatment or it has been funded by other parties. Statistics indicated an increase of 8.7% in the applications received in 2011 (1,172) as compared to 2010 (1,078 applications). Statistics on the number of insured persons applying for dialysis treatment is shown in Chart 19 below.



Carta 19 : Permohonan Rawatan Dialisis, 2007 - 2011

Chart 19: Application for Dialysis Treatment, 2007 - 2011



Pelantikan Pusat Dialisis Panel PERKESO

Sepanjang tahun 2011, PERKESO telah melantik sebanyak 25 buah pusat dialisis sebagai Pusat Dialisis Panel PERKESO yang baru kepada 328 buah untuk memudahkan orang berinsurans mendapat rawatan dialisis di seluruh negara.

Pelantikan baru sepanjang 2011 mencatatkan peningkatan sebanyak 8.25% berbanding 2010 berikutan bertambahnya jumlah permohonan dari pusat-pusat dialisis yang semakin berminat untuk menjadi panel kepada PERKESO. Peningkatan ini juga disebabkan bertambahnya jumlah pesakit-pesakit buah pinggang yang mendapat bantuan pemulihan PERKESO. Statistik pelantikan Pusat Dialisis Panel PERKESO bagi tahun 2007-2011 ditunjukkan dalam Carta 20.

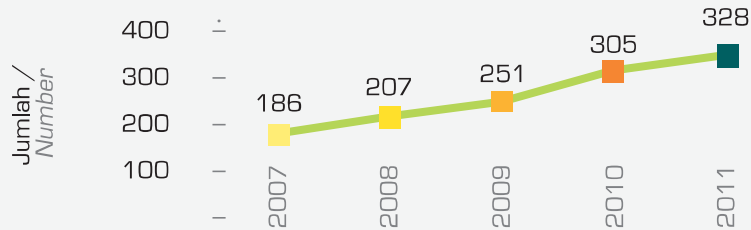
Appointment of SOCSO Dialysis Centre Panel

In 2011, SOCSO had appointed 25 new dialysis panel centres with a total of 328 centres to facilitate dialysis treatment for insured persons throughout the country.

New panels appointed during 2011 recorded an increase of 25.8% as compared to 2010 due to increasing number of applications from dialysis centres that were interested in becoming SOCSO's panel. The increase was also due to the increasing number of kidney patients who received SOCSO rehabilitation benefits. Statistics for Appointment of SOCSO's Dialysis Centre Panels or 2007-2011 are shown in Chart 20.

Carta 20 : Pelantikan Pusat Dialisis Panel PERKESO, 2007 - 2011

Chart 20: Appointment of SOCSO's Panel Dialysis Centres, 2007 - 2011



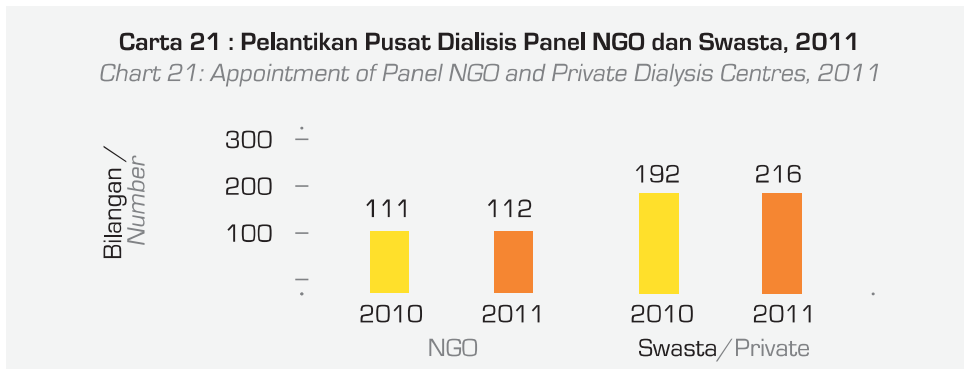
Statistik Pelantikan Pusat Dialisis Panel mengikut NGO dan swasta adalah seperti di Carta 21 berikut. Statistik Pusat Dialisis Swasta yang menjadi panel telah meningkat sebanyak 12.5% iaitu dari 192 Pusat Dialisis pada 2010 kepada 216 buah pada 2011. Peningkatan ini adalah lebih tinggi dari Pusat Dialisis NGO yang hanya meningkat sebanyak 0.9% pada tahun 2011 seperti ditunjukkan dalam carta 21.

Statistics of the appointment of Panel Dialysis Centres is shown in Chart 21 below. SOCSO's Panel Private Dialysis Centres had increased by 12.5% from 192 in 2010 to 216 in 2011. This increase is higher compared to NGO Dialysis Centres which only increased by 0.9% in 2011 as shown in chart 21.



Carta 21 : Pelantikan Pusat Dialisis Panel NGO dan Swasta, 2011

Chart 21: Appointment of Panel NGO and Private Dialysis Centres, 2011



Perbelanjaan Rawatan Dialisis

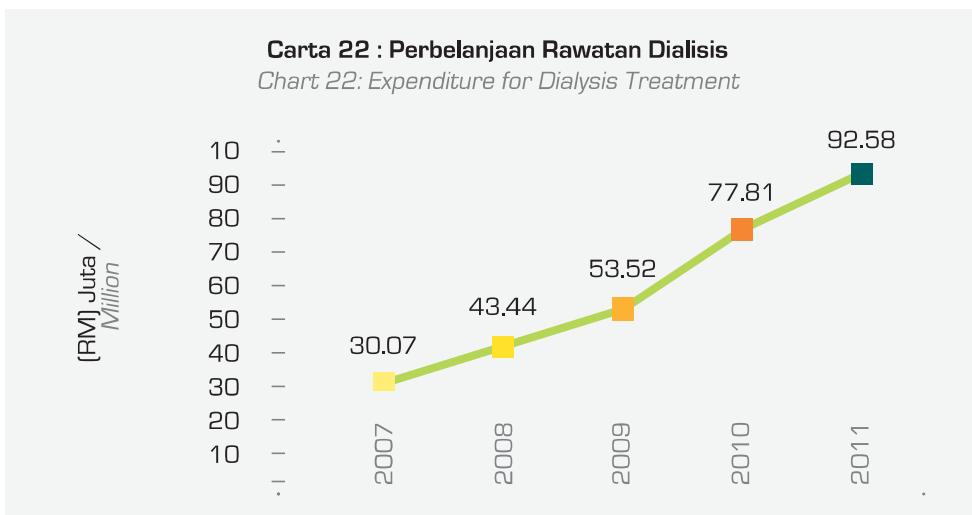
Bagi tahun 2011, PERKESO telah membelanjakan sejumlah RM92.58 juta bagi tujuan pembayaran caj rawatan dialisis kepada Pusat-Pusat Dialisis Panel PERKESO. Statistik menunjukkan peningkatan sebanyak 18.91% jika dibandingkan dengan perbelanjaan yang dikeluarkan oleh PERKESO pada tahun 2010 iaitu RM77.81 juta. Peningkatan ini merupakan kesan langsung pertambahan jumlah pesakit-pesakit buah pinggang dalam tahun 2011. Statistik perbelanjaan rawatan dialisis bagi tahun 2007- 2011 ditunjukkan dalam Carta 22.

Expenditure for Dialysis Treatment

For the year 2011, SOCSO spent RM92.58 million for payments of dialysis treatment to SOCSO Panel Dialysis Centres. Statistics showed an increase of 18.91% as compared to the expenditure incurred by SOCSO in 2010 of RM77.81 million. This increase was a direct consequence of the rising number of patients in 2011. Statistics for expenditure of dialysis treatment for 2007 - 2011 is shown in Chart 22.

Carta 22 : Perbelanjaan Rawatan Dialisis

Chart 22: Expenditure for Dialysis Treatment



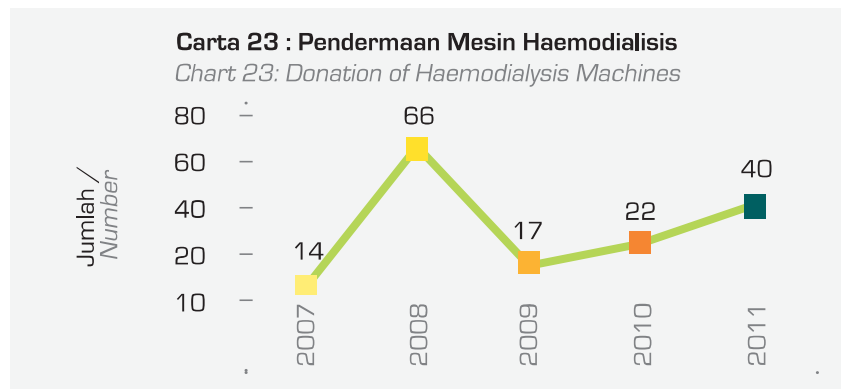


Pendermaan Mesin Haemodialisis

Sepanjang tahun 2011, PERKESO telah meluluskan pendermaan sebanyak 40 buah mesin haemodialisis berjumlah RM1.6 juta kepada 19 buah pusat dialisis NGO panel PERKESO. Berdasarkan Carta 23, terdapat peningkatan jumlah pendermaan disebabkan pendermaan mesin baru dan menggantikan mesin yang telah melebihi 5 tahun.

Donation of Haemodialysis Machine

In 2011, SOCSO approved a donation of 40 haemodialysis machines worth RM1.6 million to 19 SOCSO panel NGO dialysis centres. Based on Chart 23, there is an increase in the number of new machines as well as the replacement of machines which are of more than 5 years old.



Klinik Panel PERKESO dan Doktor Insurans

Sehingga akhir tahun 2011, sebanyak 2,862 klinik telah dilantik sebagai klinik panel PERKESO di seluruh negara. Sebagai satu langkah penambahbaikan bagi tujuan meningkatkan kesedaran Doktor Insurans PERKESO mengenai penyakit berkaitan pekerjaan, PERKESO telah mewajibkan Doktor Insurans PERKESO untuk menjalani latihan Kesihatan Pekerja berkuatkuasa 1 Januari 2011. Senarai Doktor Insurans dari klinik panel yang telah memenuhi syarat Latihan Kesihatan Pekerja juga telah dimuatnaik di dalam laman sesawang PERKESO.

SOCSO's Panel Clinic and Insured Medical Practitioners

As at the end of 2011, 2,862 clinics were appointed as SOCSO panel clinics throughout the country. As a measure for improving awareness on work related diseases, SOCSO made it compulsory for SOCSO's Insured Medical Practitioners to undergo training on Occupational Health effective 1 January 2011. The list of Doctors from panel clinics who have training in Occupational Health has also been uploaded on SOCSO's website.



PROGRAM KESELAMATAN DAN KESIHATAN PEKERJAAN

PERKESO sentiasa memberi bantuan kewangan kepada institusi - institusi dan badan-badan tertentu untuk menguruskan program Keselamatan dan Kesihatan Pekerjaan. Matlamat bantuan yang diberikan adalah untuk menyokong usaha mewujudkan kesedaran Keselamatan dan Kesihatan Pekerjaan di kalangan majikan dan pekerja yang juga merupakan sebahagian dari misi PERKESO.

Sehingga akhir tahun 2011, PERKESO telah meluluskan bantuan kewangan sebanyak RM 4.3 juta kepada NGO bertujuan untuk menjalankan program yang dimaksudkan. Sebanyak 359 program, kursus dan seminar telah berjaya dilaksanakan oleh pihak Badan-badan Bukan Kerajaan (NGO). Dari jumlah itu, sebanyak 174 program seminar, 14 program pengiklanan, 30 program runding cara dan analisis serta 141 program pencegahan kemalangan pekerja bermotosikal dan dua kajian bersama universiti tempatan.

PERKESO juga telah menganjurkan *Accident Prevention Seminar (APS 2011)* pada 12 April 2011 yang telah berjaya menghasilkan resolusi untuk tujuan menyediakan kerangka peranan PERKESO dalam kempen pencegahan kemalangan di Malaysia secara lebih tersusun dengan kolaborasi NGO dan agensi lain. Pada bulan Julai 2011, *National Safe Commuting to Work Campaign* telah dilaksanakan selama sebulan secara menyeluruh ke seluruh Negara melibatkan keseluruhan pejabat-pejabat PERKESO.

Secara keseluruhannya, sejumlah 60 program pencegahan kemalangan telah dapat dilaksanakan di seluruh negara pada tahun 2011. PERKESO juga dengan kerjasama NGO telah berjaya menerbitkan tiga buah video iaitu 'Pilihan Di Tangan Anda', 'Kecuaian Membawa Padah' dan 'Dah Nak Sampai'. Usaha ini telah mendapat pengiktirafan oleh ILO dan ISSA melalui kemenangan video 'Dah Nak Sampai' di *International Film and Multimedia Festival* sempena *XIX World Congress on Safety and Health at Work* di Istanbul, Turki pada 15 September 2011.

OCCUPATIONAL SAFETY AND HEALTH PROGRAMS

SOCSO continues to provide financial grants for various institutions and bodies to manage Occupational Health and Safety programmes. This initiative is to support efforts in creating awareness on Occupational Safety and Health among employers and employees which is a part of SOCSO's mission.

As at the end of 2011, SOCSO has approved financial grants worth RM4.3 million to NGOs to carry out safety and health programmes. A total of 359 programmes, courses and seminars have been successfully organized by the NGOs. The programmes included 174 seminars, 14 advertising programmes, 30 analysis programmes and 141 motorcycle accident prevention programmes that were implemented as well as two research studies with a local university.

SOCSO also organised the Accident Prevention Seminar (APS 2011) on 12 April 2011 which provided a resolution framework in collaboration with various NGO's and agencies on SOCSO's role in systematic accident prevention in Malaysia. In July 2011, the National Safe Commuting to Work Campaign was carried out for a month involving SOCSO offices throughout the country.

In total, 60 accident prevention programmes were implemented throughout the country in 2011. SOCSO with the collaboration several NGOs has successfully produced three videos; 'Pilihan Di Tangan Anda', 'Kecuaian Membawa Padah' and 'Almost There' ('Dah Nak Sampai'). The video entitled Almost There has been recognized at the International Film and Multimedia Festival in conjunction with the XIX World Congress on Safety and Health at Work in Istanbul, Turkey which was held on 15 September 2011.



PROGRAM RETURN TO WORK

Program *Return To Work (RTW)* telah diperkenalkan oleh PERKESO pada Januari 2007. Program ini merupakan program pemulihan fizikal yang disediakan kepada orang berinsurans PERKESO yang mengalami hilang upaya akibat kecederaan atau penyakit bagi meningkatkan fungsi fizikal dan mental orang berinsurans dan seterusnya kembali bekerja lebih awal, dengan cara yang sihat dan selamat.

Program RTW dilaksanakan menerusi pendekatan pengurusan hilang upaya yang sistematik di mana setiap kes yang layak dan bermotivasi akan diuruskan oleh seorang Pengurus Kes yang bertanggungjawab sebagai perantara antara orang berinsurans, doktor yang merawat, majikan, pusat rehabilitasi dan pihak-pihak lain yang terlibat bagi memastikan setiap masalah dan halangan orang berinsurans dapat diatasi dengan kadar segera melalui pendekatan yang terbaik.

Program ini dilaksanakan dengan berteraskan konsep *early intervention* dan mengguna pakai pendekatan biopsikologi iaitu merangkumi aspek biologi, psikologi dan sosiologi dan pendekatan pelbagai kaedah dan disiplin.

Penyediaan perkhidmatan pemulihan yang komprehensif adalah merupakan faktor penting dan utama yang menyumbang dalam proses mempercepatkan proses pemulihan orang berinsurans supaya dapat kembali semula dengan cepat dalam keadaan sihat dan selamat. Sejak program ini dilancarkan sehingga 31 Disember 2011, seramai 4,330 peserta telah berjaya untuk dipulihkan dan kembali semula bekerja. Jadual 23 berikut menunjukkan pencapaian program RTW bagi tahun 2011.

RETURN TO WORK PROGRAM

The Return to Work Program (RTW) was introduced by SOCSO in January 2007. It is a physical rehabilitation programme provided to SOCSO's insured persons suffering from a disability resulting from an employment injury or disease to increase the insured persons physical and mental capacity in order to be able to return to work in a safe and fast manner.

The RTW Program is implemented through a systematic disability management approach whereby each qualified case which is motivated is managed by a Case Manager. The Case Manager is responsible as an intermediary between the insured person, treating physician, employer, rehabilitation centres and other parties involved to ensure that barriers and limitations can be overcome as soon as possible using best practices.

This programme is based on the concept of 'early intervention' and biopsychology approach that covers the biological, psychological and sociological aspect using a multidisciplinary approach.

Providing a comprehensive rehabilitation service is important and it is the main contributing factor in the process to expedite the recovery of insured person to return to work in a safe and fast manner. As at 2011, 4,330 participants have successfully returned to work since the programme was launched in 2007. Table 23 indicates the performance of the RTW Program.



Jadual 23 : Pencapaian Program RTW, 2011

Table 23 : Performance of the RTW Program, 2011

Perkara Item	Jumlah Total	Peratus (%) Percentage (%)
Bilangan Kes Dirujuk / Number of Cases Referred	2,815	
Bermotivasi / <i>Motivated</i>	2,425	91.84
Tidak Bermotivasi / <i>Not Motivated</i>	390	8.16
Status Terkini / Current Status		
Telah Kembali Bekerja (Bagi Tahun Semasa) / <i>Returned to Work (For The Current Year)</i>	1,394	57.48
Masih Dalam Peringkat Rehabilitasi / <i>Undergoing Rehabilitation</i>	208	8.58
Proses Carian Pekerjaan / <i>Job Seeking</i>	347	14.31
Status Acute / <i>Acute Status</i>	309	12.74
Gagal / <i>Defaulted</i>	167	6.89
Kes Kembali Bekerja Dalam Tahun 2010 (kes dari tahun sebelum) / <i>Cases which Returned to Work In The Year 2010 (cases from previous year)</i>	418	-
Hierarki Bekerja Semula / Hierarchy Return to Work		
Pekerjaan Sama dengan Majikan Yang Sama / <i>Same Job with the Same Employer</i>	908	50.11
Pekerjaan Serupa dengan Majikan Yang Sama / <i>Similar Job with the Same Employer</i>	255	14.07
Pekerjaan Berbeza dengan Majikan Yang Sama / <i>Different Jobs with the Same Employer</i>	122	6.73
Pekerjaan Sama dengan Majikan Yang Lain / <i>Same Job with Other Employer</i>	54	2.98
Pekerjaan Serupa dengan Majikan Yang Lain / <i>Similar Job with Other Employer</i>	30	1.66
Pekerjaan Berbeza dengan Majikan Yang Lain / <i>Different Job with Other Employer</i>	235	12.97
Bekerja Sendiri / <i>Self employed</i>	208	11.48
Keseluruhan Kes Kembali Bekerja Dalam Tahun 2011/ <i>Overall Case Return to Work In The Year 2011</i>	1,812	

Aktiviti Return To Work

Kursus Peningkatan Tahap Kefahaman Dalam Pengurusan Kes-Siri 1: 17 - 20 Mac 2011

Kursus telah dihadiri oleh 43 peserta terdiri daripada pengurus kes seluruh Malaysia dan pegawai penempatan pekerjaan Cawangan *Return To Work*. Kursus bertujuan memberi lebih kefahaman dan penambahbaikan proses pengurusan kes di samping memberi pendedahan kepada peserta berkaitan proses dan prosedur kerja terkini sebagai usaha memantapkan proses pengurusan hilang upaya kepada orang berinsurans PERKESO.

Return to Work Activities

Knowledge Enhancement Course In Case Management Series 1: 17 - 20 March 2011

The course was attended by 43 participants comprising of case managers and job placement officers from branch offices throughout Malaysia. The course was held with the objective to provide better understanding and improvement on case management processes as well as to provide exposure in relation to recent work processes and procedures in order to strengthen the disability management process for SOCSO's insured person.



Bengkel Transformasi Penyampaian Perkhidmatan Pemulihan PERKESO

Bengkel ini adalah salah satu daripada strategi penambahbaikan penyampaian perkhidmatan pemulihan kepada orang berinsurans PERKESO susulan daripada resolusi Bengkel Pegawai Pemulihan pada Disember 2010 lalu yang telah mengesyorkan satu forum khas di adakan antara pegawai pemulihan dan pengurus kes.

Objektif bengkel yang bertujuan menilai semula proses dan prosedur kerja sedia ada seterusnya mengenal pasti kelemahan-kelemahan yang perlu ditangani di samping merangka dan memperbaiki proses dan prosedur kerja sedia ada agar lebih mesra pengguna, seragam dan efisien. Selain bertujuan merangka dan menghasilkan proses dan prosedur kerja baru yang bersesuaian bagi sistem penyampaian faedah pemulihan kepada orang berinsurans di setiap pejabat PERKESO seluruh Malaysia.

Bengkel Disability Equality Training: Towards Inclusion and Diversity

Bengkel *Disability Equality Training: Towards Inclusion And Diversity* telah diadakan pada 19 Mei 2011 di Kuala Lumpur dan 22 November 2011 di Pulau Pinang. Bengkel ini melibatkan 68 buah majikan dari pelbagai sektor bertujuan untuk memberi pendedahan kepada majikan-majikan tentang konsep 'disability' atau ketidakupayaan sebagai isu sosial berkenaan hak dan kesamarataan. Bengkel ini juga memberi kesedaran kepada majikan untuk menjadi agen perubahan dalam menjadikan golongan Orang Kurang Upaya (OKU) sebagai sebahagian daripada masyarakat serta menggalakkan majikan melihat keupayaan seseorang individu untuk bekerja dan tidak melihat ketidakupayaan mereka. Bengkel telah dikendalikan oleh Dr Kenji Kuno Senior Advisor On Disability daripada Japan International Cooperation Agency (JICA).

SOCSCO Rehabilitation Service Delivery Transformation Workshop

This workshop was done as a strategy to improve rehabilitation service delivery for SOCSCO's insured persons. This was done in accordance with the resolution drawn during the rehabilitation officers workshop in December 2010 which recommended to hold specific forums for rehabilitation officers and case managers.

The objective of this workshop was held to assess existing processes and procedures, and further identify weaknesses which needed to be addressed in addition to developing and improving new processes and work procedures that are user friendly, uniform and efficient for the rehabilitation service delivery system for insured persons in SOCSCO offices throughout the country.

Workshop on Disability Equality Training: Towards Inclusion and Diversity

'Workshop on Disability Equality Training: Towards Inclusion and Diversity' was held on May 19, 2011 in Kuala Lumpur and Penang 22 November 2011. The workshop involved 68 employers from various sectors to provide exposure about the concept of disability as a social issue and the rights and equal employment opportunities for Persons with Disabilities (PWD). This workshop brought awareness to the employers to be agents of change and had encouraged employers to look at an individual's ability to work and not the disability. This workshop was conducted by Dr. Kenji Kuno, Senior Advisor on Disability from Japan International Cooperation Agency (JICA).



Peperiksaan *Certified Disability Management Professional (CDMP)*

Buat kali kedua di rantau Asia Tenggara, peperiksaan yang di beri nama *Certified Disability Management Professional (CDMP)* dikelola dan ditadbir oleh *National Institute of Disability Management and Research (NIDMAR)*, Kanada. Seramai 29 orang peserta menduduki peperiksaan ini. Seramai 6 orang, 5 Pengurus Kes dan seorang Pegawai Perubatan PERKESO telah lulus peperiksaan tersebut. Sehingga kini PERKESO telah memiliki 21 pegawai yang telah diiktiraf professional pada peringkat antarabangsa dalam bidang pengurusan hilang upaya.

Mini Karnival Pekerjaan

Program Mini Karnival Pekerjaan *Return To Work* yang diadakan pada 4 & 5 Julai lalu adalah bersempena penganjuran *National RTW Conference 2011* di Pusat Dagangan Dunia Putra (PWTC), Kuala Lumpur. Program khusus bertujuan untuk memberi bantuan carian pekerjaan bagi golongan yang memerlukan terutamanya kepada peserta program RTW PERKESO.

Sebanyak 30 majikan telah mengambil bahagian dalam program ini dan telah memberikan kerjasama serta peluang pekerjaan kepada peserta Program RTW PERKESO, golongan OKU yang berdaftar di bawah Program Jobs Malaysia dan Jabatan Kebajikan Masyarakat dan juga pencari kerja umum. Seramai 158 pencari kerja telah hadir menghadiri sesi-sesi temuduga yang telah dijalankan.

Certified Disability Management Professional (CDMP) Examinations

For the second time in Southeast Asia, the Certified Disability Management Professional (CDMP) examinations were conducted and administered by the National Institute of Disability Management and Research (NIDMAR), Canada. From the 29 candidates, 5 case managers and one medical officer successfully passed the examinations. To date, SOGSO has a total of 21 CDMP professionals which is an international recognition in the field of disability management.

Mini Job Carnival

A Mini Job Carnival was held on 4 and 5 July 2011 in conjunction with the National RTW Conference 2011 which was held at the Putra World Trade Centre (PWTC), Kuala Lumpur. The objective of this carnival is to provide employment opportunities for RTW participants who are seeking employment.

30 employers participated in this carnival to provide employment opportunities for SOGSO's RTW participants, PWDs from various agencies as well as job seekers in general from agencies including Jobs Malaysia and from the Welfare Department. 158 job seekers attended the interview sessions conducted during this job carnival.



Forum Transformasi Pengurusan Hilang Upaya; Susulan Persidangan Kebangsaan RTW

Forum Transformasi Pengurusan Hilang Upaya yang berlangsung susulan daripada Persidangan Kebangsaan RTW 2011 yang dilangsungkan di Putra World Trade Centre, Kuala Lumpur pada 4 & 5 Julai 2011 telah diadakan dengan tujuan untuk memberi pendedahan kepada peserta dan juga peluang untuk berinteraksi dan mendapat lebih pemahaman berkenaan konsep pengurusan hilangupaya daripada penceramah dari luar negara. Seramai 83 orang peserta terlibat dalam forum ini adalah terdiri daripada semua pengarah negeri dan pengurus pejabat PERKESO, pengurus kes dan juga penolong pengurus kes.

Kursus Intensif Pengurusan Hilang Upaya

Kursus Intensif Pengurusan Hilang Upaya telah dilaksanakan pada 17 hingga 29 Julai 2011 melibatkan 13 orang pengurus kes serta 8 orang pegawai penempatan pekerjaan PERKESO. Menerusi kursus ini, peserta telah didedahkan dengan konsep dan latihan amali pengurusan kes Program *Return To Work*.

Access Audit Training

Access Audit Training berjaya dilaksanakan pada 9 dan 10 Ogos 2011 melibatkan 35 orang peserta terdiri daripada pengurus dan penolong pengurus kes. Latihan bertujuan memberi pendedahan dalam melaksanakan akses audit semasa proses penilaian sesebuah premis sama ada sesuai atau tidak untuk OKU. Penilaian setiap aspek serta pendedahan teknik-teknik yang betul dalam proses pengukuran dan penilaian sesebuah bangunan. Selain aspek teori, peserta turut didedahkan dengan latihan amali.

OPS Job Canvassing Zon Lembah Klang

Strategi paling berkesan yang telah dikenalpasti mampu memberi impak besar kepada penyelesaian masalah penempatan semula pekerja yang sedang mencari pekerjaan ke alam pekerjaan semula ialah dengan melakukan *Job Canvassing* atau carian kerja dari pintu ke pintu. Pada 29 November 2011, Cawangan *Return To Work* telah menganjurkan OPS *Job Canvassing* peringkat Lembah Klang.

Disability Management Transformation Forum; Post National RTW Conference

The Disability Management Transformation Forum following the National RTW Conference 2011 was held at the Putra World Trade Centre, Kuala Lumpur on December 4 & 5 July 2011 with the objective to provide the opportunity for the participants to interact and gain knowledge of best practices on the concept of disability management from with speakers from abroad. 83 participants were involved in this forum comprising of SOCSO state and branch managers, case managers and assistant case managers.

Intensive Course in Disability Management

An intensive course on Disability Management was held on 17 to 29 July 2011 involving 13 case managers, and 8 assistant case managers. The participants were exposed to the concept and practical training in case management for the Return to Work Program.

Access Audit Training

An Access Audit Training was successfully organized on 9 & 10 August 2011 involving 35 participants comprising of case managers and assistant case managers. The training provided knowledge in conducting an access audit which includes the evaluation of a premise as well as measurement techniques to determine if the workplace is accessible for PWDs. The training included theoretical knowledge as well as practical training which comprised work site visits.

OPS Job Canvassing - Klang Valley Zone

Job Canvassing has been identified as the most effective job search strategy for insured persons seeking for employment. The canvassing is a door - to - door job search activity which is done on a regular basis. The Return to Work Division organized an OPS Job Canvassing on 29 November 2011 which included officers from the Klang Valley Zone.



Seramai 37 pegawai terlibat dalam aktiviti yang mensasarkan kawasan sekitar Gombak, Sentul dan Batu Caves. Aktiviti tersebut berjaya mengesan dan mempromosikan Program *Return To Work* kepada 245 buah majikan dan berjaya mengesan sebanyak 290 kekosongan jawatan dalam pelbagai bidang dan skop kerja.

Mini Karnival Pekerjaan

PERKESO dengan kerjasama Jabatan Tenaga Kerja Negeri Selangor telah menganjurkan program 'Mini Karnival Pekerjaan' pada 17 Disember 2011. Program bertujuan untuk memberi bantuan carian pekerjaan bagi golongan yang memerlukan terutamanya kepada golongan OKU di bawah program RTW dan pencari kerja mendapatkan peluang pekerjaan yang bersesuaian seterusnya membantu golongan ini terus maju serta mampu menyumbang ke arah produktiviti negara.

Mini Karnival Pekerjaan ini telah mendapat sambutan yang sangat menggalakkan daripada peserta *Return To Work*, golongan OKU dan pencari kerja di sekitar Lembah Kelang. Sebanyak 28 majikan telah mengambil bahagian di dalam program ini dengan menawarkan lebih daripada 2,000 peluang pekerjaan kepada semua pencari kerja.

In promoting SOCSO's RTW Program, 37 officers were involved in this activity which took place around Gombak, Sentul and Batu Caves. Out of 245 employers who were approached, 290 job vacancies were identified.

Mini Jobs Carnival

SOCSO in collaboration with the Selangor State Labour Department, organized a Mini Job Carnival on 17 December 2011. The aim of the program was to provide employment opportunities for RTW program participants in particular where with employment, they would be able to contribute to the nations productivity.

The Mini Job Carnival received an overwhelming response from the Return to Work participants, disabled workers and other job seekers from the Klang Valley. Twenty eight employers participated in this program by offering more than 2,000 employment opportunities for all job seekers.



Disability Management Training Workshop

Dalam tahun 2011, sebanyak dua siri latihan telah dilaksanakan oleh Cawangan RTW dalam usaha memperkenalkan dan mendedahkan proses pengurusan hilang upaya melalui *best practices* kepada pihak luar. Bengkel pertama diadakan atas jemputan Petronas Gas Malaysia Berhad. Bengkel ini telah berlangsung pada 25 & 26 Julai 2011. Manakala pada 5 & 6 Disember 2011 pula di Hospital Tentera Kem Terendak, Melaka.

FAEDAH PENDIDIKAN PERKESO

Sejak dilancarkan pada bulan Mei 1997, jumlah permohonan yang telah diterima dan dibawa ke Mesyuarat Jawatankuasa Pinjaman Pendidikan (JPP) adalah sebanyak 7,527. Daripada jumlah tersebut, sebanyak 4,157 (55%) permohonan memenuhi syarat yang ditetapkan dan telah diluluskan. Manakala bilangan permohonan yang ditolak adalah sebanyak 3,370 (45%). Daripada 4,157 permohonan yang diluluskan, seramai 3,667 (88%) telah mula menerima bayaran pinjaman mereka secara berperingkat.

Pada tahun 2011, Mesyuarat JPP telah bersidang sebanyak enam kali bagi mempertimbangkan 273 permohonan. Daripada 273 permohonan tersebut, sebanyak 167 permohonan yang diluluskan dengan nilai pinjaman sebanyak RM5.94 juta, manakala 106 permohonan terpaksa ditolak kerana tidak memenuhi syarat-syarat permohonan yang telah ditetapkan.

Penukaran Pinjaman kepada Biasiswa

Pinjaman pendidikan boleh ditukar taraf kepada biasiswa sekiranya pelajar mencapai keputusan yang cemerlang di dalam peperiksaan. Dalam tahun 2011, seramai 7 orang pelajar telah berjaya mendapat anugerah penukaran taraf pinjaman kepada biasiswa. Sehingga kini, jumlah keseluruhan pelajar yang menerima anugerah penukaran taraf pinjaman kepada biasiswa adalah seramai 26 orang dengan amaun pinjaman terkumpul berjumlah RM1.04 juta.

Disability Management Training Workshop

In 2011, two series of exercises were conducted for selected employers by the RTW Division in an effort to introduce and expose the concept of disability management through best practices. The first workshop was held upon the invitation from Petronas Gas Malaysia Berhad. This workshop was held on 25 & 26 July 2011 and 5 & 6 December 2011 at the Terendak Military Hospital in Malacca.

SOCSCO EDUCATION BENEFIT

Since its launch in May 1997, the number of applications presented to the Educational Loan Committee Meeting (JPP) were 7,527. From this, 4,157 (55%) applications met the conditions and have been approved whereas 3,370 (45%) were rejected. 3,667 (88%) applicants have begun to receive their payment in stages.

In 2011, the JPP met six times to consider 273 applications. Out of the 273 applications, 167 applications were approved with a loan value of RM5.94 million whereas 106 applications were rejected due to insufficient requirements.

Conversion of Loan to Scholarships

The education loan can be converted to a scholarship if students achieve excellent results in their examinations. In the year 2011, seven students were awarded the conversion of loans to scholarship. As at 2011, 26 students have received the conversion of loans to scholarships worth RM1.04 million.



Hapus kira Pinjaman

Sehingga kini, seramai 12 orang peminjam dengan jumlah pinjaman sebanyak RM0.18 juta telah dihapus kira pinjaman mereka kerana telah meninggal dunia.

Proses Kutipan Bayaran Balik Pinjaman

Sehingga 31 Disember 2011, seramai 3,423 peminjam telah menamatkan pengajian dan mula membuat bayaran balik pinjaman secara ansuran. Jumlah kutipan bayaran balik pinjaman yang diterima sehingga 31 Disember 2011 adalah sebanyak RM30.70 juta daripada RM48.35 juta yang sepatutnya diterima (kekurangan sebanyak RM17.64 juta. Perangkaan ini menunjukkan prestasi pencapaian kutipan secara keseluruhan adalah pada tahap 64%.

Dalam tahun 2011, jumlah kutipan bayaran balik pinjaman adalah sebanyak RM 4.49 juta (66%) daripada RM 6.75 juta yang sepatutnya dikutip. Daripada jumlah 3,423 peminjam yang telah menamatkan pengajian, seramai 2,652 orang masih dalam proses membuat bayaran balik pinjaman manakala seramai 771 peminjam telah selesai menjelaskan keseluruhan jumlah pinjaman.

Mulai 1 Disember 2011, *Recovery Unit* di bawah Cawangan Penguatkuasaan, Bahagian Operasi, Ibu Pejabat telah diwujudkan bagi membuat pengutipan bayaran balik ke atas penghutang yang tegar. Penubuhan unit ini mampu meningkatkan lagi peratusan pencapaian kutipan dan seterusnya mencapai sasaran kutipan yang ditetapkan.

Loans Write Off

As of 2011, 12 deceased recipients with loans amounting to RM0.18 million have been written off.

Loan Repayment Collection Process

As at 2011, 3,423 borrowers had graduated and started making loan payments in instalments. Total collections of loan repayment up to 31 December 2011 amounted to RM30.70 million from RM48.35 million which was due to be received (less of RM17.64 million). Statistics show the overall performance of the collection which is at 64%.

In 2011, out of RM6.75 million due, RM4.49 million (66%) were collected. Of the total 3,423 borrowers who have finished their studies, 771 have repaid the full amount and a balance of 2,652 are still in the process of making the payments.

The Recovery Unit, under the Enforcement Department, Operations Division was established on 1 December 2011 for the purpose to collect payments from loan defaulters. The establishment of this unit will contribute to the increase in collections as per targets set.



INISIATIF PERUNDANGAN

Jemaah Rayuan Keselamatan Sosial

Sebanyak 11 buah kawasan Jemaah Rayuan Keselamatan Sosial (JRKS) telah ditubuhkan bagi Semenanjung Malaysia, Sabah (termasuk Wilayah Persekutuan Labuan) dan Sarawak. Keanggotaan JRKS adalah terdiri daripada seorang Pengerusi dan dua orang Pengapit. Pengerusi bagi semua kawasan adalah terdiri daripada Pengerusi Mahkamah Perusahaan manakala Pengapit adalah terdiri daripada wakil majikan dan pekerja. Pada tahun 2011, terdapat seramai 21 orang Pengerusi yang telah dilantik bagi menangani kes-kes yang tertunggak dan mempercepatkan pendengaran kes. Sepanjang tahun 2011, sebanyak 1,117 kes rayuan telah didengar oleh JRKS.

Kes Rayuan di Mahkamah

Bagi tempoh daripada tahun 2002 hingga 2011, sebanyak 102 rayuan telah difailkan oleh orang berinsurans ke Mahkamah Tinggi yang rayuannya ditolak oleh JRKS. Daripada jumlah tersebut sehingga tahun 2011, masih terdapat 36 kes rayuan perayu yang masih belum diputuskan oleh Mahkamah Tinggi.

Sepanjang tahun 2009 hingga 2011 terdapat 8 kes JRKS yang dirayu oleh orang berinsurans ke Mahkamah Rayuan dan masih terdapat 3 kes rayuan perayu yang masih belum diputuskan.

Dalam tempoh yang sama terdapat 2 kes yang dibawa ke Mahkamah Persekutuan dan satu kes rayuan masih belum diputuskan.

LEGISLATIVE INITIATIVES

Social Security Appellate Board

There are 11 Social Security Appellate Boards (JRKS) established for Peninsular Malaysia, Sabah (including Labuan) and Sarawak. The JRKS members comprises of a Chairman and two assessors. The Chairman in all areas for JRKS are the Industrial Court Chairman and the assessors are made up of employer and employee representatives. 21 JRKS Chairmen in 2011 had been appointed to address the outstanding cases and expedite the hearing of cases. In 2011, a total of 1,117 appeal cases were heard by the JRKS.

Cases Appealed at the Court

For the year 2002 - 2011, 102 were filed in the High Court when their appeals rejected by the JRKS. At the end 2011, there are 36 appeals still pending.

From 2009 - 2011, there were 8 JRKS cases appealed by the insured person to the Court of Appeal and there are 3 cases still pending for decision.

In the same period, there were 2 cases brought to the Federal Court and one of the case is still pending.



Deraf Pindaan Keempat Akta Keselamatan Sosial Pekerja 1969

Pada tahun 2011, PERKESO telah menyediakan deraf pindaan keempat kepada Akta Keselamatan Sosial Pekerja 1969. Pada ketika ini, deraf pindaan ini masih dalam penelitian pihak pengurusan tertinggi PERKESO untuk keputusan dasar seterusnya dimajukan kepada pihak Lembaga PERKESO untuk kelulusan sebelum dikemukakan kepada pihak Kementerian Sumber Manusia untuk dipertimbangkan dan diluluskan.

Selain daripada itu, pada bulan April 2011, PERKESO juga telah menyediakan Deraf Kaedah-Kaedah Keselamatan Sosial Pekerja (Kelakuan Dan Tatatertib) 2011 dan Kaedah-Kaedah Keselamatan Sosial Pekerja (Rayuan Tatatertib) 2011. Pada ketika ini kedua-dua deraf Peraturan ini masih lagi di dalam penelitian Bahagian Sumber Manusia sebelum dikemukakan kepada pihak Lembaga PERKESO.

Pada bulan Disember 2011, PERKESO juga telah menyediakan deraf Peraturan-Peraturan Keselamatan Sosial Pekerja (Bayaran Ganti Belanja Dan Elaun-Elaun Bagi Faedah Perubatan, Pemulihan Dan Rawatan Dialisis) 2011 bersama Cawangan Perubatan dan Pemulihan dan Bahagian Perbendaharaan.

Selaras dengan dasar Kerajaan yang mencadangkan usia persaraan pekerja swasta dinaikkan daripada 55 tahun kepada 60 tahun, PERKESO juga telah menyediakan deraf pindaan khusus kepada Akta Keselamatan Sosial Pekerja 1969.

Laman Sesawang 'Knowledge Management'

PERKESO telah mengorak langkah proaktif dengan membangunkan sebuah laman sesawang 'Knowledge Management'. Tujuan projek ini adalah untuk memastikan segala bentuk maklumat atau pengetahuan terutamanya *explicit knowledge* yang disimpan di dalam fail boleh di buat carian. Melalui sistem yang dibangunkan juga, *tacit knowledge* yang dimiliki oleh pegawai atau anggota dapat direkodkan secara digital dan sistematik bagi rujukan kepada generasi akan datang. Laman sesawang ini telah dibangunkan sepenuhnya pada November 2011 dan dikenali sebagai 'MyMU'.

Fourth Amendment To Employees' Social Security Act 1969 Draft

In 2011, SOCSO prepared the fourth amendment draft of the Employees' Social Security Act 1969. The draft amendment is currently under review by the senior management team of SOCSO. Upon review, this draft would be presented to SOCSO's Board for their approval prior to submission for the consideration and approval by the Ministry of Human Resources.

In April 2011, SOCSO has also prepared a draft for the Employees' Social Security (Conduct and Discipline) Regulations 2011 and the Rules of the Social Security (Disciplinary Appeal) in 2011. At present both drafts are being reviewed by the Human Resources Division prior to submission to SOCSO's Board.

In addition to that, in December 2011 SOCSO has also drafted a Social Security Regulation (Expenses Reimbursement and Allowances Medical Benefit, Rehabilitation and Dialysis) 2011 together with the Medical and Rehabilitation Department and Treasury Division.

In response to the Government's policy that has proposed that the private sector retirement age is increased from 55 years to 60 years, SOCSO has also prepared a draft for this specific amendment to the Employees' Social Security Act 1969.

'Knowledge Management' Website

SOCSO has taken proactive steps in developing a 'Knowledge Management' website. The purpose of this project is to ensure that any information or 'explicit knowledge' is stored in files whereby a search can be done. Through a well-developed system, tacit knowledge held by an officer or staff can be recorded in digital and in a systematic manner. This information will be made available for future references. This website was developed in November 2011 and is known as 'MyMU'.



INISIATIF PENGURUSAN KUALITI

Sistem Pengurusan Kualiti MS ISO 9001:2008

Sistem Pengurusan Kualiti PERKESO berasaskan kepada MS ISO 9001:2008 telah berkuatkuasa mulai 1 Jun 2010 kepada semua pejabat PERKESO. Semua proses kerja dilaksanakan mengikut skop yang telah dipersijilkan.

Skop persijilan baru MS ISO 9001:2008 diperluaskan kepada Faedah Orang Tanggungan, Penakat dan Faedah Pengurusan Mayat. Bagi tujuan untuk perluasan skop dan bagi menambahbaik prosedur kualiti sedia ada Faedah Hilang Upaya Sementara dan Faedah Hilang Upaya Kekal sedia ada, sebanyak dua bengkel telah diadakan pada diadakan pada 10 - 14 Mei dan 17 - 21 Julai 2011.

Kajian Kepuasan Pelanggan

Kajian Kepuasan Pelanggan MS ISO 9001:2008, bertujuan untuk mengukur tahap kepuasan pelanggan yang mendapat layanan perkhidmatan PERKESO telah dilaksanakan.

Hasil daripada Kajian Kepuasan Pelanggan yang telah dijalankan mendapati tahap kepuasan pelanggan pada tahun 2011 adalah pada tahap 85.31% iaitu pada tahap memuaskan berdasarkan skala *Balanced Scorecard (BSC)* yang ditetapkan oleh organisasi berbanding pencapaian pada tahap 85.02% pada tahun 2010.

QUALITY MANAGEMENT INITIATIVES

Quality Management System MS ISO 9001:2008

SOCSCO's Quality Management System based on MS ISO 9001:2008 came into effect on 1 June 2010 to all SOCSCO offices. All work performed within the scope of the respective certificates.

The MS ISO 9001:2008 certification scope has been extended to Dependants' Benefit, Survivors' Pension and Funeral Benefits. For the purpose of widening the scope and to improve the quality of the existing procedures for Temporary Disablement Benefit and Permanent Disablement Benefit, two workshops were held on 10 - 14 May and 17 - 21 July 2011.

Customer Satisfaction Survey

The customer satisfaction survey of MS ISO 9001:2008, is designed to measure the level of customer's satisfaction on services rendered by SOCSCO.

Findings from the survey indicates that the customer satisfaction index in 2011 is at 85.31% which is at a satisfactory level on a scale of the Balanced Scorecard (BSC) set by the organization as compared to 85.02% in 2010.



INISIATIF PENGURUSAN SUMBER MANUSIA

Dalam tahun 2011, Bahagian Sumber Manusia telah mengambil langkah yang lebih proaktif dalam memberikan perkhidmatan terbaik kepada seluruh anggota pelbagai peringkat di PERKESO. Dengan mengambil prinsip bahawa setiap anggota PERKESO merupakan aset utama yang perlu dipelihara, beberapa inisiatif telah dilaksanakan untuk meningkatkan kualiti penyampaian perkhidmatan menerusi pembangunan potensi dan kompetensi warga kerja PERKESO khususnya melalui latihan dan pembangunan serta memperkasa sistem saraan sedia ada.

Usaha penambahbaikan kepada skim perkhidmatan telah mula dilaksanakan termasuklah melalui penstrukturan semula skim perkhidmatan dan perjawatan, pelaksanaan 'job rotation' dan usaha pelan penggantian bagi memastikan fungsi dan peranan setiap bahagian seiring dengan pelan perubahan dan transformasi organisasi dengan matlamat memberikan perkhidmatan terbaik kepada organisasi.

Pengambilan dan Perjawatan

Bahagian Sumber Manusia melalui Unit Perancangan Sumber Manusia dan Pengambilan telah mengiklankan tawaran kekosongan jawatan merangkumi iklan secara dalaman, akhbar utama tempatan, laman sesawang terpilih dan juga melalui kerjasama Jabatan Tenaga Kerja di seluruh Malaysia. Iklan-iklan yang dikeluarkan adalah untuk mengisi kekosongan jawatan Pegawai Tadbir, Pegawai Eksekutif dan Pengaturcara Komputer.

Sehingga tahun 2011 jumlah keseluruhan jawatan yang telah diisi ialah seramai 2,051 orang anggota yang terdiri dari 931 eksekutif tetap, 961 bukan eksekutif, 18 eksekutif kontrak, 1 bukan eksekutif kontrak dan 138 anggota sambilan. Kekosongan jawatan yang belum diisi adalah sebanyak 46 kekosongan. Maklumat lengkap adalah seperti dalam Jadual 24 dan 25.

HUMAN RESOURCE MANAGEMENT INITIATIVES

In 2011, the Human Resources Division has taken a proactive role in providing efficient service to SOCSO's employees. Based on the principle that all employees are key asset, several initiatives were undertaken to improve the quality of service delivery and the development of potential and competent staff through training and development as well as strengthening the existing remuneration system.

Several enhancements of the service schemes have been implemented including restructuring of the service schemes, execution of job rotation and succession planning efforts to ensure that the function and role of each staff is in line with the Organisation's transformation plan.

Recruitment and Personnel

The Human Resources Division has advertised job vacancies through various mediums and methods including in-house advertising, major local newspapers, selected web sites and through the Department of Labour throughout the country. The vacancies offered were for the position of Administrative Officers, Executive Officers and Computer Programmers.

As at 2011, the total workforce stood as 2,051 consists of 931 permanent executives, 961 permanent non-executive, 18 contract executives, 1 non-executive contract and 138 temporary employees. 46 vacancies yet to be filled. The details are shown in Table 24 and 25.



Jadual 24 : Anggota PERKESO sehingga 31 Disember 2011

Table 24: SOSCO Personnel As At December 31, 2011

Kumpulan Jawatan <i>Position Group</i>	Jumlah Anggota <i>Total Personnel</i>	
	2010	2011
Eksekutif (Tetap) / <i>Executive (Permanent)</i>	883	931
Bukan Eksekutif (Tetap) / <i>Non-Executive (Permanent)</i>	1,082	961
Eksekutif (Kontrak) / <i>Executive (Contract)</i>	49	18
Bukan Eksekutif (Kontrak) / <i>Non-Executive (Contract)</i>	-	1
Eksekutif (Pinjaman) / <i>Executive (Seconded)</i>	2	2
Kerani (Sambilan) / <i>Clerk (Temporary)</i>	116	138
Jumlah / <i>Total</i>	2,132	2,051

Jadual 25 : Kekosongan Jawatan, 2010 - 2011

Table 25 : Job Vacancy, 2010 - 2011

Kumpulan Jawatan <i>Position Group</i>	Jumlah Kekosongan <i>Total Vacancies</i>	
	2010	2011
Eksekutif / <i>Executive</i>	34	25
Bukan Eksekutif / <i>Non-Executive</i>	3	7
Kontrak / <i>Contract</i>	3	2
Sambilan / <i>Temporary</i>	34	12
Jumlah / <i>Total</i>	74	46

Pelaksanaan Kenaikan Pangkat Secara Khas Untuk Penyandang (KUP)

Pada tahun 2011, Pengurusan PERKESO terus melaksanakan proses kenaikan pangkat secara Khas Untuk Penyandang (KUP) kepada anggotanya yang telah genap 15 tahun berkhidmat serta memenuhi syarat-syarat kenaikan pangkat yang ditetapkan. Terdapat seramai 252 anggota daripada berbagai skim terlibat dalam proses ini termasuklah jawatan Pembantu Am Pejabat (Gred 6), Pemandu (Gred 7), Operator Komputer (Gred 12), Pegawai Kerani (Gred 12), Penyimpan Akaun (Gred 12), Pengatur Program Komputer (Gred 19) dan Pegawai Eksekutif (Gred 19). Jumlah anggota yang layak dalam proses tersebut adalah seperti dalam Jadual 26.

Personal To Holder Promotion Exercise

In 2011, SOSCO's management implemented a personal to holder promotion exercise for staffs serving more than 15 years and fulfilled service conditions. There are 252 staffs involved in this process which includes posts from Office Assistants (Grade 6), Drivers (Grade 7), Computer Operators (Grade 12), Clerks (Grade 12), Accounts Clerk (Grade 12), Computer Programmers (Grade 19) and Executive Officers (Grade 19). Details of eligible staffs for this exercise is as shown in Table 26.



Jadual 26 : Kenaikan Pangkat Secara Khas Untuk Penyandang (KUP), 2011

Table 26: Personal To Holder Promotion Exercise (KUP), 2011

Kumpulan Jawatan Position Group	Anggota Layak Eligible Staff
Pegawai Eksekutif Gred 19 ke Pegawai Eksekutif Kanan Gred 20 <i>Executive Officer Grade 19 to Senior Executive Officer Grade 20</i>	17
Pengatur Program Komputer Gred 19 ke Pengatur Program Komputer Gred 20 <i>Computer Programmer Grade 19 to Computer Programmer Grade 20</i>	3
Operator Komputer Gred 12 – Operator Komputer Gred 15 <i>Computer Operator Grade 12 to Computer Operator Grade 15</i>	4
Pegawai Kerani Gred 12–Pegawai Kerani Gred 15 <i>Clerks Grade 12 to Clerks Grade 15</i>	191
Penyimpan Akaun Gred 12–Penyimpan Akaun Gred 15 <i>Accounts Clerk Grade 12 to Accounts Clerk Grade 15</i>	8
Pembantu Am Rendah Gred 6 - Gred 10 <i>Office Assistant Grade 6 to Grade 10</i>	27
Pemandu Gred 7 – Pemandu Gred 7-1 <i>Drivers Grade 7 to Grade 7-1</i>	2
Jumlah / Total	252

Pelaksanaan Pilihan Skim Tukar Lantik dan Pertukaran Skim

Pada tahun 2011 beberapa dasar baru mengenai Skim Perkhidmatan telah dilaksanakan oleh Pengurusan PERKESO demi memastikan peningkatan pembangunan dan laluan kerjaya anggota. Melalui dasar ini, anggota yang berada di dalam Skim Perkhidmatan Operator Telefon telah diberi pilihan untuk ditukar lantik kepada Skim Perkhidmatan Pegawai Khidmat Pelanggan. Di samping itu, Skim Perkhidmatan Jurutaip dan Operator Mesin Prosesan Data turut diberi pilihan untuk ditukar lantik kepada Skim Perkhidmatan Pegawai Kerani Gred 12.

Lembaga PERKESO juga telah meluluskan perluasan pelaksanaan Skim Perkhidmatan melalui pilihan pertukaran skim kepada anggota yang sedang berkhidmat di dalam Skim Pegawai Tadbir kepada Skim Perkhidmatan Pegawai Penyelidik (Pelaburan), Skim Perkhidmatan Jurutera, Skim Perkhidmatan Penolong Jurutera dan Skim Perkhidmatan Pengurus Kes. Jumlah anggota yang terlibat dengan pelaksanaan pilihan skim tukar lantik dan pertukaran skim adalah seperti dalam Jadual 27.

Implementation of Optional Conversion and Change of Scheme

In 2011, SOCSO's Management has created several appointment scheme policies to improve the development and career path of staffs. Through this policy, staffs who were in the Telephone Operator Services schemes were given the option to move to the customer service officer scheme; typist service scheme and the data processing operators were given the option to choose the Grade 12 clerical scheme.

SOCSO's Board has also approved the extension of the optional change of scheme to staffs servicing in the Administrative Officer Scheme, Research Officer Scheme (Investment), Engineer Services Scheme, Assistant Engineer Services Scheme and the Case Managers Scheme. Number of staffs involved in the implementation of both schemes are shown in Table 27.



Jadual 27 : Pelaksanaan Pilihan Skim Tukar Lantik dan Pertukaran Skim, 2011

Table 27: Implementation of Optional Conversion and Change of Scheme, 2011

Kumpulan Jawatan <i>Position Group</i>	Jumlah Jawatan Asal <i>Total Original Designation</i>	Anggota Terlibat <i>Staffs Involved</i>	Baki <i>Balance</i>
Operator Telefon Gred 9 Ke Pegawai Khidmat Pelanggan Gred 12 <i>Telephone Operator Grade 9 to Customer Service Officer Grade 12</i>	20	18	2
Jurutaip Gred 9 Ke Pegawai Kerani Gred 12 <i>Typist Grade 9 to Clerk Grade 12</i>	69	60	9
Operator Prosesan Data Ke Pegawai Kerani Gred 12 <i>Data Processing Operator Grade 12 to Clerk Grade 12</i>	46	39	7
Pegawai Tadbir Gred 24 Ke Pegawai Penyelidik (Pelaburan) Gred 24 <i>Administrative Officer Grade 24 to Research Officer (Investment) Grade 24</i>	51	2	49
Pegawai Tadbir Gred 25 Ke Pengurus Kes, Penyelidik (Pelaburan), Jurutera, Juru Ukur Gred 25 / <i>Administrative Officer Grade 25 to Case Manager, Researcher (Investment), Engineer, Surveyor Grade 25</i>	28	6	22
Pegawai Tadbir Gred 28 Ke Pegawai Penyelidik (Investment) Gred 28 <i>Administrative Officer Grade 28 to Research Officer (Investment) Grade 28</i>	11	2	9
Pegawai Tadbir Gred 23 Ke Jurutera, Pengurus Kes Gred 23 <i>Administrative Officer Grade 23 to Engineer, Case Manager Grade 23</i>	94	7	87
Pegawai Tadbir Gred 26 Ke Jurutera Gred 26 <i>Administrative Officer Grade 26 to Engineer Grade 26</i>	13	1	12
Pegawai Eksekutif Gred 19 Ke Penolong Jurutera Gred 19 <i>Executive Officer Grade 19 to Assistant Engineer Grade 19</i>	520	2	518

Persaraan / Letak Jawatan

Sepanjang tahun 2011, seramai 35 anggota PERKESO telah menamatkan atau meninggalkan perkhidmatan PERKESO sama ada meletak jawatan, bersara wajib, bersara pilihan, bersara atas sebab kesihatan dan meninggal dunia seperti ditunjukkan di Jadual 28.

Retirement / Resignation

Throughout 2011, 35 staffs left the service due to compulsory retirement, optional retirement, resignation or retirement due to health reasons or death as shown in Table 28.

Jadual 28 : Bilangan Persaraan/Letak Jawatan Dalam Tahun 2011

Table 28: Number of Retirement / Resignation In 2011

Jenis Persaraan <i>Type of Retirement</i>	Jumlah Anggota <i>Number of Staffs</i>
Bersara Wajib / <i>Compulsory Retirement</i>	22
Bersara Pilihan / <i>Optional Retirement</i>	2
Bersara Sebab Kesihatan <i>Retirement Due to Health Reason</i>	3
Meninggal Dunia / <i>Death</i>	1
Letak Jawatan / <i>Resignation</i>	
- Eksekutif / <i>Executive</i>	6
- Bukan Eksekutif / <i>Non-Executive</i>	1



Pertukaran Anggota

Sepanjang tahun 2011, PERKESO meneruskan dasar pertukaran anggota melibatkan 153 anggota kumpulan eksekutif dan 34 anggota kumpulan bukan eksekutif di pelbagai unit, cawangan, bahagian dan pejabat PERKESO bertujuan untuk memantapkan lagi aktiviti pengoperasian.

Pembangunan Sumber Manusia

Bahagian Sumber Manusia sentiasa positif ke arah melahirkan anggota yang berinovatif, produktif, kreatif, berilmu dan berkemahiran. Pelbagai usaha dan tindakan telah dilaksanakan demi memastikan matlamat pembangunan sumber manusia tersebut dicapai. Antara usaha yang paling ketara adalah melalui peningkatan dan kepelbagaian peluang latihan kepada anggota demi melahirkan anggota yang dinamik dan berdaya saing.

Latihan dan Pembangunan

Program latihan bersepadu yang telah dijalankan meliputi berbagai elemen ke arah memantapkan budaya kerja, meningkatkan pengetahuan dan kemahiran anggota PERKESO. Menerusi Pelan Operasi Latihan yang komprehensif, sebanyak 113 sesi kursus dalaman anjuran PERKESO dan 203 kursus anjuran luar telah diadakan di samping 50 kursus anjuran luar negara telah dilaksanakan pada tahun 2011. Program latihan ini telah dibahagikan kepada tiga kategori seperti di Jadual 29.

Staff Transfer

Throughout 2011, SOCSO continued to implement the staff transfer policy which involved 153 officers from the executive category and 34 staff from the nonexecutive category from various units, departments, divisions and offices in order to enhance the operational activities.

Human Resource Development

The Human Resources Division is optimistic in producing staffs who are innovative, productive, creative, knowledgeable and skilful. Various efforts and actions have been implemented to ensure that the human resource development objective is achieved. Among the notable efforts include the increase in number of trainings and various courses for staffs.

Training and Development

Integrated training programs which were conducted covering various elements to strengthen the work culture, to increase the knowledge and skills of staffs. Through a comprehensive Operational Training Plan, a total of 113 internal training sessions and 203 external courses were held in addition to the 50 overseas courses organized. The training programs are divided into three categories as shown in Table 29.

Jadual 29 : Bilangan Latihan, 2011

Table 29: Number of Training, 2011

Jenis Kursus Type of Courses	Jumlah Total	Bilangan Anggota Number of Staffs
Latihan Dalam Negeri / Internal Training	113	4,732
Latihan Anjuran Luar / External Training	203	609
Latihan Luar Negara / Overseas Training	50	90
Jumlah / Total	366	5,431



Program Kaunseling, Pementoran, Rakan Pembimbing

Pada tahun 2011, statistik menunjukkan sebanyak 700 anggota terlibat dalam penyampaian ilmu psikologi dan kaunseling melalui sesi ceramah, taklimat dan program oleh Unit Latihan. Sebanyak 80 anggota telah menghadiri program kaunseling kelompok, 25 anggota telah mendapatkan khidmat kaunseling secara sukarela dan kes-kes yang dirujuk oleh Ketua Jabatan.

Anugerah Perkhidmatan dan Pengiktirafan Anggota

PERKESO memberi pengiktirafan kepada anggotanya yang didapati layak untuk diangkat sebagai penerima khidmat cemerlang atau khidmat setia 20 dan 25 tahun. Seramai 37 anggota telah dipilih untuk menerima Anugerah Khidmat Cemerlang di atas pencapaian masing-masing dan 40 anggota menerima Anugerah Khidmat Setia.

Pada tahun 2011 juga, seramai 5 orang anggota PERKESO telah dianugerahkan pingat peringkat Kerajaan Persekutuan dan Negeri seperti di Jadual 30.

Counselling, Mentoring and Guidance Programme

In 2011, statistic shows 700 staffs were involved in the psychology and counselling sessions delivered through lectures and briefings by the Training Unit. A total of 80 staffs attended group counselling and also 25 staffs either went for voluntary counselling or were referred by the Head of the Department.

Service Award and Recognition for Staff

SOCSCO give recognition to staff who are eligible for excellent and loyal service of 20 and 25 years. A total of 37 staffs had been awarded the Excellent Service Award for their achievements and 40 staffs were awarded with Loyal Service Award .

In 2011, the Federal and State Government bestowed 5 SOCSCO staffs with award as shown in Table 30.

Jadual 30: Senarai Penerima Anugerah, 2011

Table 30 : List of Award Recipients, 2011

Anugerah <i>Award</i>	Penerima <i>Recipients</i>	Pejabat <i>Office</i>
Johan Setia Mahkota (J.S.M)	Datuk K. Selvarajah	Pejabat Ketua Eksekutif <i>Office of the Chief Executive</i>
Pingat Jasa Kebaktian (P.J.K)	Encik Che Othman Bin Husin	PERKESO Negeri Pulau Pinang <i>Penang SOCSCO state office</i>
Pingat Jasa Kebaktian (P.J.K)	Encik Mohd Daud Bin Siran	PERKESO Negeri Perak <i>Perak SOCSCO state office</i>
Pingat Perkhidmatan Cemerlang (P.P.C)	Puan Zawiah Binti Yaacob	PERKESO Negeri Selangor <i>Selangor SOCSCO state office</i>
Pingat Perkhidmatan Terpuji (P.P.T)	Encik Hassim Bin Hj. Ibrahim	PERKESO Negeri Sarawak <i>Sarawak SOCSCO state office</i>



Kemudahan Perubatan

PERKESO telah menyediakan kemudahan rawatan perubatan kepada anggota dan orang tanggungnya. Sehingga tahun 2011, sebanyak 646 buah klinik panel dan 56 buah hospital panel selain daripada hospital kerajaan telah dilantik di seluruh negara. Jumlah keseluruhan perbelanjaan perubatan bagi tahun 2011 adalah sebanyak RM13.84 juta meliputi perbelanjaan rawatan perubatan, rawatan bersalin dan rawatan pergigian.

Kemudahan Pinjaman Anggota

Sehingga akhir tahun 2011, PERKESO telah menyediakan peruntukan berjumlah RM14.55 juta kepada Kumpulan Wang Pinjaman Perumahan, RM3.50 juta bagi Kumpulan Wang Pinjaman Kenderaan dan RM200 ribu kepada Kumpulan Wang Pendahuluan Komputer.

Pinjaman Kenderaan

Jumlah pinjaman kenderaan kepada anggota pada tahun 2011 pula meningkat sebanyak RM0.38 juta atau 48.72% kepada RM1.16 juta berbanding RM0.78 juta pada tahun 2010. Ia berikutan bilangan permohonan pinjaman kenderaan daripada anggota bertambah kepada 31 orang berbanding hanya 18 orang pada tahun 2010 seperti ditunjukkan di Carta 24.

Medical Facilities

SOCSCO has been providing medical care to their staffs and their dependents. As at 2011, a total of 646 panel clinics and 56 panel hospitals other than government hospitals have been appointed throughout the country. The total medical expenses for the year 2011 amounting to RM13.84 million which covers medical expenses, maternity and dental treatment.

Staff Loan Facilities

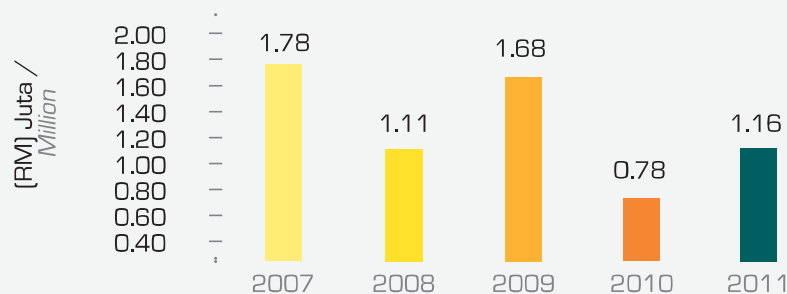
By the end of 2011, SOCSCO allocated RM14.55 million to the Housing Loan Fund, RM3.50 million for Vehicle Loan Fund and RM200 thousand for Computer Advances Fund.

Vehicle Loan

Total vehicle loans for staffs in 2011 had increased by RM0.38 million or 48.72% to RM1.16 million from RM0.78 million in 2010. It is due to the increasing number of applications to 31 as compared to 18 in the year 2010 as shown in Chart 24.

Carta 24 : Jumlah Pinjaman Kenderaan Anggota, 2007 - 2011

Chart 24: Total Staff Vehicle Loan, 2007 - 2011



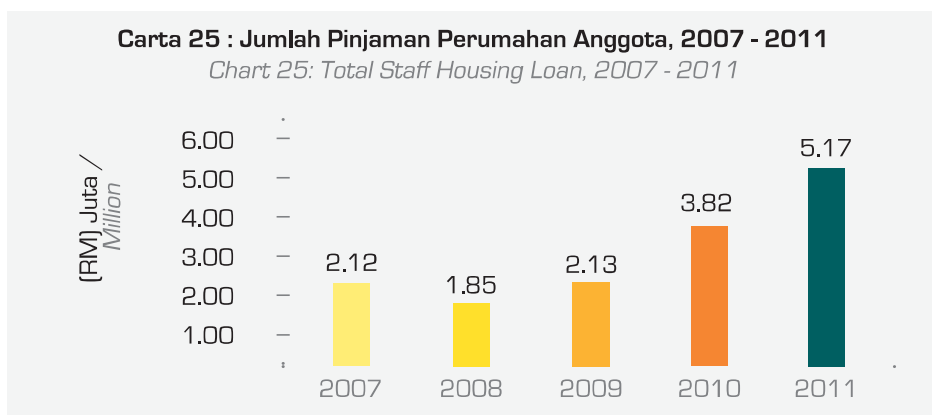


Pinjaman Perumahan

Jumlah pinjaman perumahan kepada anggota pada tahun 2011 adalah berjumlah RM5.17 juta, meningkat sebanyak RM1.35 juta atau 35.34% berbanding RM3.82 juta pada tahun 2010. Ia berikutan peningkatan bilangan permohonan pinjaman perumahan daripada anggota iaitu daripada 22 orang pada tahun 2010 kepada 33 orang pada tahun 2011 seperti ditunjukkan di Carta 25.

Housing Loan

The total housing loans to the staff in 2011 amounted to RM5.17 million, an increase of RM1.35 million or 35.34% as compared to RM3.82 million in 2010. It is due to the increasing number of housing loan applications from 22 in 2010 to 33 in 2011 as shown in Chart 25.

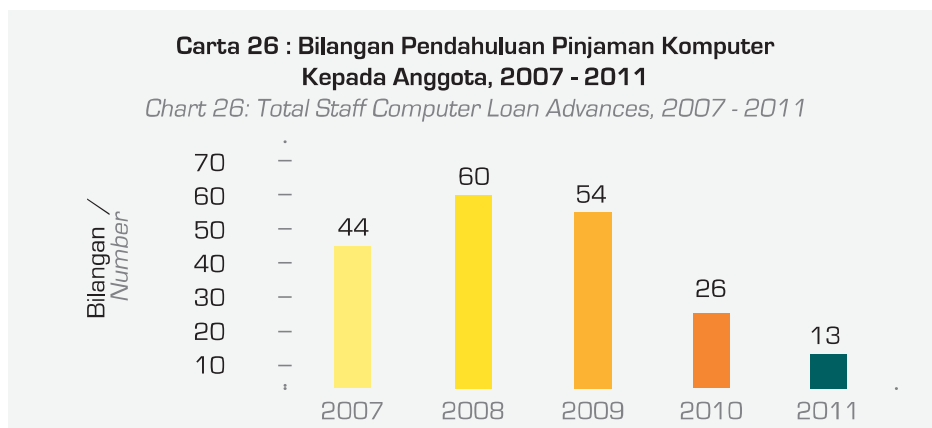


Pendahuluan Pinjaman Komputer

Pada tahun 2011, jumlah pendahuluan pinjaman komputer kepada anggota menurun sebanyak RM55,700 atau 47.32% kepada RM62,000 berbanding RM117,700 pada tahun 2010. Penurunan ini berikutan bilangan permohonan pembiayaan komputer daripada anggota berkurangan kepada 13 orang pada tahun 2011 berbanding 26 orang pada tahun sebelumnya. Carta 26 menunjukkan statistik pembiayaan komputer kepada anggota dari tahun 2007-2011.

Computer Loan Advances

In 2011, the number of computer loans advances to staffs decreased from RM55,700 or 47.32% to RM62,000 as compared to RM117,700 in 2010. It was due to the decreasing number of applications to 13 in 2011 as compared to 26 in 2010 as shown at Chart 26;





INISIATIF TEKNOLOGI MAKLUMAT

Projek ICT Core System

PERKESO telah mula membangunkan *ICT Core System* yang baru semenjak bulan Julai 2011 bagi meningkatkan tahap kecekapan dan keberkesanan penyampaian perkhidmatan PERKESO selaras dengan Program Transformasi Kerajaan “1MALAYSIA, Rakyat Didahulukan, Pencapaian Diutamakan” dan berasaskan kepada tiga prinsip utama iaitu Adil, Cepat dan Tepat.

Projek *ICT Core System* ini merangkumi pembangunan modul-modul aplikasi perisian pendaftaran dan caruman oleh majikan dan pekerja serta proses tuntutan faedah terhadap skim-skim keselamatan sosial yang ditadbir oleh PERKESO melalui Akta Keselamatan Sosial Pekerja 1969.

Projek *ICT Core System* ini juga merangkumi naik taraf keseluruhan infrastruktur *ICT* seperti pusat data, pusat pemulihan bencana, jaringan rangkaian intranet, talian rangkaian internet dan perkakasan pelayan bagi memastikan ketersediaan capaian modul-modul aplikasi kepada para pengguna *ICT Core System* ini.

MIMOS Berhad, sebuah agensi di bawah Kementerian Sains, Teknologi dan Inovasi telah dilantik sebagai *system integrator* dan pembekal teknologi di dalam pembangunan *ICT Core System* ini selaras dengan hasrat Kerajaan untuk memberikan keutamaan kepada penggunaan produk-produk penyelidikan dan pembangunan tempatan.

Senibina *ICT Core System* ini adalah berlandaskan kepada teknologi yang disediakan oleh MIMOS Berhad yang bercirikan *open system* dan teknologi terkehadapan bagi memastikan ianya dapat diintegrasikan dengan sistem Agensi Kerajaan.

Majikan dan pekerja dijangka akan dapat berurusan dengan PERKESO secara *online* bermula suku ketiga tahun 2013 iaitu selepas projek *ICT Core System* ini ditauliahkan.

INFORMATION TECHNOLOGY INITIATIVE

ICT Core System Project

SOCSCO has started the development of a new ICT Core System since July 2011 to improve the efficiency and effectiveness of SOCSCO's service delivery in line with Government Transformation Programme “1MALAYSIA, Rakyat Didahulukan, Pencapaian Diutamakan” and is based on three main principles which are Fair, Fast and Accurate.

The ICT Core System Project includes the development of application software modules for registration and contribution from employer and employee together with benefit claims processes for the social security schemes managed by SOCSCO under the Employees' Social Security Act 1969.

The ICT Core System Project includes the overall upgrades of ICT infrastructure such as data centre, disaster recovery centre, wide area network, internet network and server hardware to ensure availability of access to the application modules by the users of the ICT Core System.

MIMOS Berhad, an agency under the Ministry of Science, Technology and Innovation was appointed as a system integrator and technology provider for the development of SOCSCO's ICT Core System in line with the Government's desire to promote use of local research and development products.

The architecture of the ICT Core System is based on the latest available technology and is in line with the in information technology advancement to enable the system to be integrated with other Government agencies.

Employers and employees will be able to interact on line with SOCSCO starting from third quarter of year 2013 when the ICT Core System is fully commissioned.



Sewaan Perkakasan, Perisian Komputer Asas dan Pencetak

Kitaran penyediaan perkhidmatan pembekalan perkakasan dan perisian komputer seperti komputer 'desktop', komputer riba dan pencetak menjadi faktor penting di dalam membolehkan PERKESO meningkatkan tahap penyampaian perkhidmatan yang berteraskan *ICT*. Sekiranya perkakasan tersebut dibeli dan ditadbir sendiri, jumlah kakitangan teknologi maklumat dan ruang penyimpanan perkakasan perlu dipertingkatkan untuk memenuhi keperluan pelanggan dalam yang kian meningkat dan ianya akan menyebabkan pertambahan kos pengurusan. Justeru itu, sewaan perkakasan dan perisian komputer asas seperti komputer 'desktop', komputer riba dan pencetak adalah menjadi pilihan yang tepat untuk meningkatkan tahap penyampaian perkhidmatan dengan mengurangkan kitaran penyediaan tahap perkhidmatan di samping menjimatkan kos penyelenggaraan dan pentadbiran. Proses penyediaan spesifikasi tender untuk sewaan ini telah dimulakan pada akhir tahun 2011.

Latihan ICT

Pembangunan teknologi di dalam industri teknologi maklumat sentiasa berkembang pesat dan berlaku di serata pelusuk dunia terutamanya di negara-negara maju dan sedang membangun. Teknologi yang digunakan di dalam pembangunan dan penyelenggaraan sistem maklumat perlu sentiasa diperbaharui selaras dengan pembangunan pesat industri teknologi maklumat dan supaya sistem maklumat yang digunakan relevan dengan teknologi dan keadaan semasa. Perkhidmatan dalam talian sudah menjadi suatu perkara yang dimestikan di dalam peningkatan penyampaian perkhidmatan sesebuah organisasi dan Malaysia juga tidak ketinggalan di dalam pelaksanaan perkhidmatan tersebut. Bagi meningkatkan tahap kemahiran *ICT* dikalangan kakitangan teknologi maklumat supaya selari dengan perkembangan pesat teknologi maklumat di atas, pelbagai latihan telah diberikan sepanjang tahun 2011. Latihan yang telah diberikan adalah menyeluruh dan merangkumi aspek pengguna, pembangun dan pentadbir sistem. Bidang teknologi maklumat yang diberikan fokus latihan adalah pengurusan projek, pengurusan keperluan sistem maklumat, pembangunan senibina perisian, pengaturcaraan komputer, pentadbiran pangkalan data

Leasing of Hardware, Basic Computer Software and Printer

Cycle time for the supply of hardware, computer software such as computer desktop, computer notebook and printer is an important factor to enable SOCSO to improve it's service delivery based on ICT. If the hardware is purchased and self administered, staff strength and storage space needs to be increased to meet increase in internal client's expectation resulting in increased operating cost. Thus, leasing of hardware, basic computer software and printer became an option in order to improve the service delivery by reducing the cycle time of the supply services and savings in maintenance and administration costs. Preparation for tender specifications for leasing started at end 2011.

ICT Training

The development of technology in the information technology industry evolved rapidly in every places in the world especially in modern and develop countries. The technologies used in system development and maintenance of information system must always be renewed and in line with the rapid evolvement of information technology industry and to ensure that the information system used is relevant with the current technologies and conditions. Online services is a must to improve service delivery for an organization and Malaysia too provided such services. In order to increase the ICT skill sets of the information technology staffs and in line with the rapid evolvement of information technology, various trainings have been given in 2011. The trainings that were given are comprehensive and inclusive of users, developers and administrators aspects. The fields of information technology that are focused for training are project management, information system requirements management, software architecture development, computer programming, database administration, network and communication security administration. The trainings are conducted in classroom approach and



dan pentadbiran keselamatan rangkaian dan komunikasi. Latihan yang diberikan dilaksanakan secara bilik darjah dan sewaktu melaksanakan pekerjaan semasa pemindahan teknologi oleh penyedia perkhidmatan latihan terpilih dan pembekal teknologi yang telah dilantik oleh PERKESO.

Penyelenggaraan ICT Core System Sedia Ada

Penyelenggaraan *ICT Core System* sedia ada masih diperlukan sementara menunggu projek *ICT Core System* yang baharu ditauliahkan. Beberapa projek penyelenggaraan telah dilaksanakan sepanjang tahun 2011 bagi memastikan sistem sedia ada terus berfungsi dan memenuhi keperluan perkhidmatan semasa seperti penukaran perkakasan pelayan *UNISYS* yang telah tamat tempoh hayatnya dan lanjutan kontrak penyelenggaraan rangkaian intranet dan talian internet PERKESO.

INISIATIF PENGURUSAN RISIKO

Risiko Strategik

Dalam keadaan ekonomi biasa, kedudukan kewangan PERKESO dijangka akan terus kukuh sehingga tahun 2014. Kedudukan kewangan PERKESO dalam tahun 2011 tidak terjejas kesan daripada persekitaran ekonomi negara. Kumpulan Wang Keselamatan Sosial telah meningkat daripada RM18.6 bilion pada tahun 2010 kepada RM19.9 bilion pada 2011 dan dijangka akan terus meningkat kepada RM21.3 bilion pada tahun 2012.

Dalam keadaan ekonomi yang tidak menentu adalah dijangkakan kedudukan Kumpulan Wang Keselamatan Sosial masih mampan untuk lima tahun akan datang, walaupun pulangan pelaburan dijangka akan terjejas. Ini adalah berdasarkan kepada struktur alokasi aset PERKESO yang konservatif di mana hampir 85% daripada pelaburan PERKESO adalah dalam instrumen sekuriti tetap seperti Sekuriti Kerajaan dan simpanan tetap yang memberi pulangan tetap.

Kemelesetan ekonomi dijangka tidak akan membawa kesan yang ketara kepada kutipan caruman PERKESO dan seterusnya kepada kedudukan Kumpulan Wang Keselamatan Sosial keseluruhannya kerana secara puratanya kadar pulangan pelaburan PERKESO bagi tempoh 20 tahun yang lepas adalah lebih kurang 7.20% setahun.

on job trainings during transfer of technology exercise by selected training house providers and appointed vendors by SOCSO.

Maintenance of Current ICT Core System

The current ICT Core System still requires maintenance until the new ICT Core System is fully commissioned. Several maintenance projects were executed in year 2011 to ensure that the current system will continue functioning and met current service requirement including replacement of UNISYS hardware and extension of maintenance contract for the SOCSO intranet network and internet line.

RISK MANAGEMENT INITIATIVES

Strategic Risk

Under normal economic conditions, the financial position of SOCSO is expected to remain strong till year 2014. SOCSO's financial position in the year 2011 not affected by the economic environment. The Social Security Fund increased from RM18.6 billion in 2010 to RM19.9 billion in 2011 and is expected to grow to RM21.3 billion in 2012.

The Social Security Fund is expected to be stable and sustainable in the next five years, even in a period of heightened uncertain economy whilst investment returns are expected to be affected. This is based SOCSO's conservative asset allocation structure where almost 85% of the investments are in fixed income securities such as government securities and fixed deposits.

The economic recession is not expected to have any significant impact on SOCSO's contribution collection and the Social Security Fund as a whole, as the average rate of return on investment for the past 20 years is approximately 7.20% per annum.



Risiko Pelaburan

Dari sudut risiko pelaburan, kedudukan pulangan pelaburan PERKESO bagi tahun 2011 berada pada prestasi yang lebih memberangsangkan berbanding tahun 2010 dan pulangan pelaburan PERKESO akan terus kukuh sekiranya Indeks Bursa Malaysia masih berada pada paras melepasi 1,500 mata pada tahun 2012. Kedudukan kewangan PERKESO bergantung kepada tiga faktor utama iaitu kutipan caruman, pulangan pelaburan dan perbelanjaan.

Risiko Kewangan

Pengurusan Risiko melihat risiko kewangan PERKESO adalah bergantung kepada kemampuan dana yang dipengaruhi oleh beberapa faktor antaranya:

- i. Persekitaran ekonomi dunia yang tidak menentu.
- ii. Kadar purata pertumbuhan pendapatan berbanding pertumbuhan jumlah perbelanjaan.
- iii. Kajian Aktuari ke lapan mengunjurkan keperluan peningkatan kadar caruman sebanyak 0.5% bagi Skim Pencen Ilat. Ketika ini, kekurangan tersebut ditampung menerusi lebih daripada Skim Insurans Bencana Pekerja sebanyak 0.45%.
- iv. Perbelanjaan luar jangka seperti:-
 - Pemeriksaan kesihatan bagi orang berinsurans berumur 35 tahun ke atas
 - Penubuhan Pusat Pemulihan
 - Projek *Data Cleansing* yang boleh melibatkan bayaran faedah tambahan
 - Taksiran yang lebih liberal
 - Kenaikan kadar minima Pencen Ilat dari RM250.00
- v. Perluasan skim sedia ada kepada *no fault insurance* apabila skim PERKESO diperluaskan untuk meliputi pekerja bekerja sendiri; dan
- vi. Perbezaan di antara rekod caruman pekerja dalam pangkalan data dengan amaun yang dikutip.

Risiko Reputasi

Bagi tahun 2011, pencapaian Piagam Pelanggan PERKESO adalah memberangsangkan iaitu pada tahap pencapaian melebihi 90% bagi semua jenis faedah.

Investment Risk

From the investment risk SOCSO investment returns for 2011 is more favourable compared to 2010 and the return on investment will remain strong Bursa Malaysia Index remained above 1,500 points in 2012. SOCSO's financial position is dependent on three main factors, namely the collection of contributions, investment returns and expenditures.

Financial Risk

Risk management views the financial risk of SOCSO on the sustainability of funds which is influenced by several factors:

- i. Uncertain global economic environment.*
- ii. Average rate of growth of income compared to growth in expenditure.*
- iii. The Eighth Actuarial study projected the need to increase by 0.5% contribution rate for Invalidity Pension Scheme. This deficiency was mitigated by the excess in the Employment Injury Insurance Scheme by 0.45%.*
- iv. Contingency expenses such as:-*
 - Health screening for insured persons 35 years and above*
 - Establishment of Rehabilitation Centre*
 - Data Cleansing Project which may involve additional benefits payment*
 - More liberal assessment*
 - The increase in the minimum pension rate for the Invalidity Pension Scheme from RM250.00*
- v. Expansion of existing SOCSO schemes to no fault insurance self-employed workers, and*
- vi. The differences between the employee's contribution record in the database and the amount collected.*

Reputations Risk

In 2011 SOCSO's Client Charter exceeded 90% achievement for all types of benefits. The number of cases processed is approximately 100,000 cases per year.



Dari segi bilangan kes yang diproses, secara puratanya lebih kurang 100,000 kes diterima pada setiap tahun. Manakala bagi bilangan hari prosesan mengikut Petunjuk Utama Prestasi telah dapat dikurangkan bagi hampir setiap jenis faedah contohnya bagi pemprosesan kes faedah Hilang Upaya Kekal telah dapat dikurangkan sebanyak 14 hari sementara bagi Pencen Ilat dikurangkan sebanyak 13.96 hari.

Risiko Operasi

Unjuran kedudukan PERKESO mengikut pendekatan SWOT merumuskan bahawa nilai aset PERKESO sebanyak RM19 bilion dan dijangka akan melebihi RM23 bilion pada tahun 2012, kekuatan struktur organisasi yang mempunyai 46 pejabat di seluruh negara dengan anggota yang berpengalaman dan aliran kewangan yang kukuh daripada kutipan caruman dan pelaburan menjadi teras kekuatan organisasi dalam pelaksanaan operasinya.

Risiko Keselamatan

Secara umumnya, risiko keselamatan daripada sudut kebakaran dan kecurian, penggunaan kuasa letrik termasuk malapetaka lain seperti banjir perlu diberi perhatian khususnya terhadap bangunan kepunyaan PERKESO mahupun bangunan yang disewa.

TADBIR URUS KORPORAT

Kawalan Dalaman

Bagi memastikan tadbir urus korporat yang terbaik, aktiviti auditan terancang dilaksanakan dua kali setahun di kesemua 46 pejabat PERKESO. Di samping itu, siasatan khas, auditan khas dan kajian juga dilaksanakan bagi memastikan prosesan dan prosedur yang dijalankan mematuhi kehendak undang-undang serta amalan-amalan baik organisasi.

Audit kewangan dan am menumpukan auditan di peringkat Ibu Pejabat PERKESO merangkumi kajian terhadap cek tak laku, pinjaman pendidikan, lebihan bayaran, sewaan ruang pejabat bagi bangunan milik PERKESO.

Hasil penemuan audit dibentangkan kepada Jawatankuasa Tadbir Urus, Jawatankuasa Kewangan dan Akaun dan Jawatankuasa Audit Lembaga PERKESO.

While the number of days for processing in accordance with Key Performance Indicators have been reduced for almost every type of benefit for example processing time for Permanent Disablement Benefits have been reduced by 14 days whilst for Invalidity Pension the processing time was reduced by 13.96 days.

Operational Risk

Using the SWOT approach, SOCSO's asset of RM19 billion is expected to exceed RM23 billion in 2012. The strength of the organisational structure with 46 offices throughout the country manned by experienced personnel, strong cash flow from contributions and investment is the core strength of the organization in implementing its operations.

Security Risk

In general, the security risk in terms of fire and theft, the use of electric power, including other catastrophes such as floods should be given particular attention to the buildings owned by SOCSO or rented buildings.

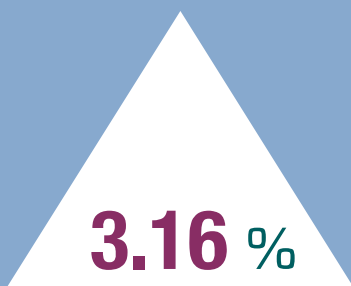
CORPORATE GOVERNANCE

Internal Control

To ensure the best corporate governance, planned audit activities were implemented twice a year in all 46 SOCSO offices. In addition, special investigations, special audits and researches were also carried out to ensure processing and procedures complies with legal requirements and best organisational practices.

Financial and General audit focused on dishonoured cheques, education loans, overpayments, as well as rental of office space in SOCSO owned buildings.

Audit findings were tabled to the Governance Committee, Finance and Accounts Committee and SOCSO Board Audit Committee.



**PENINGKATAN INDEKS
KEPUASAN PELANGGAN**

*INCREASE OF CUSTOMER
SATISFACTION INDEX*

Pencapaian prestasi indeks kepuasan pelanggan tahun 2011 meningkat 3.16% kepada 85.31% berbanding 82.15% pada tahun 2010.

The customer satisfaction index performance in 2011 increased by 3.16% to 85.31% from 82.15% in 2010.

DIARI KORPORAT

CORPORATE DIARY

ULANG TAHUN



PERKESO

40

1971 1 2011

RAKYAT BERHULUSAN
PENCAPAIAN CEMERLANG

PERKESO



DIARI KORPORAT CORPORATE DIARY

PENCAPAIAN DAN AKTIVITI KORPORAT

Penarafan 5 Bintang Untuk *Portal* dan *Website* PERKESO

PERKESO telah berjaya meraih penarafan 5 Bintang dalam penilaian *Malaysian Government Portals & Websites Assessment (MGPWA) 2011*. Pengiktirafan dan kejayaan ini pastinya dapat menaikkan lagi semangat di kalangan warga PERKESO untuk memberikan perkhidmatan yang terbaik kepada pelanggan-pelanggannya.

Penambahbaikan kebolehgunaan laman portal PERKESO sedia ada sentiasa dipertingkatkan bagi memastikan dan menjamin mutu penyampaian perkhidmatan serta maklumat terkini dapat disampaikan kepada pelanggan tanpa batasan.

ACHIEVEMENTS AND CORPORATE ACTIVITIES

5 Star Rating for SOCSO's Portal and Website

SOCSO successfully achieved a 5 star rating in the evaluation of Malaysian Government Portals & Website Assessment (MGPWA) 2011. This recognition and achievement would contribute to the significant rise in morale amongst SOCSO staffs to deliver good customer services to its clients.

The enhancement of the portal's functions is done continuously to ensure the delivery of customer services and the latest information is available for clients without restrictions.





Penerbitan Video Keselamatan

PERKESO dengan kerjasama pelbagai pihak serta Badan Bukan Kerajaan (NGO) telah menerbitkan beberapa siri video keselamatan antaranya "Bangunlah", "Simpang", "Jatuh" dan lain-lain lagi. PERKESO telah menghantar penyertaan video keselamatan berjudul Dah Nak Sampai di Festival Film & Multimedia Antarabangsa 2011 bersempena dengan *XIX World Congress on Safety and Health at Work* di Istanbul, Turki pada 11-15 September 2011 yang lalu. Video Keselamatan terbitan PERKESO dengan kerjasama FMM dan Monash University ini telah pun dipilih sebagai pemenang tempat ke-2 untuk kategori filem dari 232 penyertaan dari 30 negara seluruh dunia. Pencapaian ini merupakan *testimony* badan antarabangsa iaitu *International Labour Organisation (ILO)* dan *International Social Security Association (ISSA)* yang mengiktirafkan usaha PERKESO untuk meningkatkan kesedaran keselamatan dan kesihatan pekerjaan di Malaysia, di peringkat Asia dan juga di peringkat dunia.

Safety Video Production

SOCSCO with collaboration of various Non-governmental Organisations (NGOs) had produced a series of safety videos including 'Bangunlah,' 'Simpang', and many more. SOCSCO participated at the Multimedia International Film Festival 2011 in conjunction with the XIX World Congress Safety and Health at Work in Istanbul, Turkey from 11-15 September 2011 by sending a video entry entitled 'Almost There'. This safety video was produced in collaboration with FMM and Monash University and won 2nd place for the film category out of 232 entries from 30 countries. This achievement was a testimony from the International Labour Organization (ILO) and the International Social Security Association (ISSA) in recognizing SOCSCO's efforts to increase awareness on safety and health in the Asian region as well as in the world stage.



integrated Sistem Pemantauan Aduan Agensi Awam (iSPAAA)

Menyedari hakikat bahawa aduan perlu diuruskan secara sistematik dan dipertingkatkan keberkesanan pengurusannya, maka satu sistem penambahbaikan bagi mendaftar dan memantau aduan telah diselaraskan. Sistem ini dinamakan *integrated* Sistem Pemantauan Aduan Agensi Awam Bersepadu (iSPAAA) yang telah diwujudkan hasil kerjasama dengan Biro Pengaduan Awam (BPA), Jabatan Perdana Menteri.

Bagi memastikan sistem iSPAAA ini digunakan secara aktif dan memantapkan kemahiran pengendaliannya di kalangan Pegawai Pengurusan Pemantauan Aduan (PPPA), latihan telah diberikan kepada semua pengguna iSPAAA.

integrated Public Agencies Complaints Monitoring System (iSPAAA)

In recognizing the fact that the complaints should be dealt in a systematic manner, together with effective management, an enhanced system to register and monitor complaints had been established. The system is known as the integrated Public Agencies Complaints Monitoring System (iSPAAA) which was established in collaboration with the Public Complaints Bureau (BPA) in the Prime Minister's Department.

In ensuring that iSPAAA is used actively and to enhance the user skills among the Management Officials Monitoring Complaints, training had been delivered to all iSPAAA users.

Pertubuhan Keselamatan Sosial
5:01:01 PM Jumaat, 23/12/2011

**Rakyat Didahulukan
PENCAPAIAN
DIUTAMAKAN**

Maklumbalas Baru **Semak Maklumbalas** **FAQ**

Laman Utama | FAQ | Peta Laman Saya ingin menggunakan English | B.Malaysia Pegawai Daftar Masuk

Pertubuhan Keselamatan Sosial
Menara PERKESO
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Fax: +603-4256 7798
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Website: <http://www.perkeso.gov.my>

ID Pengguna :
Katalaluan :
Masuk



Program Publisiti dan Seminar Keselamatan Sosial

PERKESO terus melipatgandakan usahanya di dalam menjayakan program publisiti ke arah memberi penerangan mengenai kepentingan tanggungjawab majikan dan hak-hak pekerja di bawah Akta Keselamatan Sosial Pekerja 1969. Dalam tahun 2011, PERKESO telah melaksanakan hebahan di media cetak dan 55 buah program bual bicara di media elektronik.

PERKESO juga telah menjalankan program dan aktiviti pameran di premis majikan dan tempat-tempat awam bagi memberi penerangan dan penjelasan mengenai skim dan faedah yang disediakan. Sebanyak 12 pameran telah dilaksanakan sepanjang tahun 2011. Pertubuhan juga telah menyertai pameran di Jom Heboh yang diadakan pada 3 - 4 Disember 2011 di Bukit Jalil serta menganjurkan sebanyak 50 Seminar peringkat kebangsaan dan 58 sesi ceramah telah disampaikan kepada pemimpin-pemimpin masyarakat di seluruh negara.

Hasil daripada program dan aktiviti yang dilaksanakan ini, tahap kesedaran majikan dan pekerja telah meningkat. Statistik menunjukkan sehingga Disember 2011 seramai 378,377 penerima faedah yang terdiri daripada pekerja dan orang tanggungannya telah menerima faedah, iaitu peningkatan sebanyak 7.67% berbanding 351,433 penerima pada tahun 2010. Begitu juga dengan bilangan majikan yang berdaftar sehingga akhir tahun 2011 telah meningkat sebanyak 6.53% kepada 819,915 majikan berbanding 769,684 majikan pada tahun 2010. Selaras dengan peningkatan ini, bilangan pekerja berdaftar turut meningkat sebanyak 5.33% kepada 14.57 juta pekerja berbanding 13.83 juta pekerja pada tahun 2010. Manakala bilangan majikan aktif telah meningkat sebanyak 5.92% kepada 368,472 majikan dan bilangan pekerja aktif pula meningkat sebanyak 4.40% kepada 5.76 juta pekerja berbanding tahun sebelumnya.

Social Security Seminar and Publicity Programs

SOCSCO continues to intensify its efforts in conducting publicity programs to provide information on the importance of employer's responsibilities and employee's rights under the Employees' Social Security Act 1969. In 2011, SOCSCO had publicised in the newspapers and 55 talk programmes in the electronic media.

SOCSCO had also conducted programmes and exhibitions at company premises and public places to provide further information and clarification pertaining its benefits and schemes. 12 exhibitions have been carried out in 2011. The organisation had also participated in the Jom Heboh exhibition that was held on the 3 - 4 December 2011 in Bukit Jalil and also organised 50 National Seminars as well as 58 talks with community leaders throughout the country.

The level of awareness of employers and employees have increased through the implementation of the publicity and awareness programmes. Statistics as at December 2011 indicated that 378,377 benefit recipients consist of employees and their dependants, showing an increase of 7.67% as compared to 351,433 recipients in 2010. The number of employers registered had also increased by 6.53% in 2011 to 819,915 employers as compared to 769,684 employers in 2010. In line with this increase, the number of registered employees also increased by 5.33% to 14.57 million as compared to 13.83 million in 2010. Meanwhile the active employers increased by 5.92% to 368,472 and active employees had also increased by 4.40% to 5.76 million employees compared to the previous year.



Hari Bertemu Pelanggan

Program Hari Bertemu Pelanggan yang diadakan setiap hari Khamis minggu pertama setiap bulan di semua pejabat PERKESO bertujuan memberi peluang kepada pelanggan untuk bertemu dengan pengurusan atasan PERKESO bagi menyelesaikan sebarang permasalahan. Setiap masalah yang diajukan oleh pelanggan akan direkod, disemak dan diambil tindakan yang sewajarnya oleh PERKESO. Pelanggan bukan sahaja berpeluang mengemukakan segala permasalahan mereka, malah berpeluang mendapat penerangan yang lebih jelas dan tepat mengenai sesuatu tuntutan atau faedah daripada pegawai atasan yang terlibat.

Program ini menjadi platform utama dalam memantapkan penyampaian perkhidmatan PERKESO secara menyeluruh.

Meet the Clients' Day

Meet the Clients' Day is held every first Thursday of the month at all SOCSO offices. This initiative is aimed to provide opportunity for clients to meet with the top management in order to discuss and solve problems. All matters that were raised by the clients were recorded and reviewed for further action by SOCSO. Besides the opportunity given to discuss problems, clients also have the opportunity to obtain further accurate information regarding the claims or benefits from the senior officers.

This programme became the platform to enhance comprehensively SOCSO's service delivery.



Program Kelas Persediaan Peperiksaan dan Motivasi Anak Penerima Faedah PERKESO

Program ini telah diperkenalkan sejak tahun 1995 sebagai salah satu dari tanggungjawab sosial korporat dengan matlamat membantu dan memastikan anak-anak penerima faedah PERKESO berpeluang untuk mempertingkatkan ilmu pengetahuan dan kemajuan dalam bidang pelajaran.

Examination Preparation and Motivation Program for Children of Benefit Recipients

The programme had been introduced since 1995 as one of corporate social responsibility with the aim of helping and ensure SOCSO beneficiaries children to enhance their knowledge and progress in education.



Objektif utama program adalah untuk membantu peserta program membuat persiapan menghadapi Sijil Pelajaran Malaysia [SPM] dari segi akademik dan motivasi menerusi kerjasama dengan pihak Lembaga Penduduk dan Pembangunan Keluarga Negara (LPPKN), Politeknik dan Pejabat Pelajaran Daerah.

Melalui program ini, peserta telah memperlihatkan kemajuan di dalam pelajaran dan berdasarkan keputusan SPM yang lalu, ada di antara peserta yang memperolehi 9A di dalam peperiksaan SPM. Berikut adalah senarai program yang telah diadakan pada tahun 2011;

The main objective of the programme is to motivate and assist the children of benefit recipients to prepare for their Sijil Pelajaran Malaysia (SPM) examination. This programme is done through the collaboration with the National Population and Family Development Board (LPPKN), Polytechnic and District Education Department.

Through this programme, participants had shown improvement in their studies, based on the previous SPM results, where some of the participants have obtained 9As in the SPM examination. The list of programmes held in 2011 were as follows;

Tempat Venue	Bil. Pelajar No. of Students	Tarikh Date
Politeknik / Polytechnic Shah Alam	238	29 Mei – 2 Jun 2011
Politeknik / Polytechnic Melaka	245	29 Mei – 2 Jun 2011
Politeknik / Polytechnic Dungun	250	5 - 9 Jun 2011
Politeknik / Polytechnic Arau	250	5 - 9 Jun 2011





Sambutan Perhimpunan Hari Pekerja 2011

Sambutan Perhimpunan Hari Pekerja 2011 telah diadakan di Stadium Putra Bukit Jalil pada 7 Mei 2011 dan dihadiri oleh hampir 10,000 orang. Slogan 'Pekerja Merealisesi Transformasi Negara' telah menjadi laungan kepada 100 buah kontinjen yang terdiri dari agensi-agensi kerajaan dan swasta. Kontinjen PERKESO yang terdiri dari 150 orang peserta telah berjaya memenangi tempat ketiga dalam Pertandingan Kontinjen Terbaik Perhimpunan Hari Pekerja. Hadiah telah disampaikan oleh YAB Tan Sri Dato' Haji Muhyiddin bin Haji Mohd. Yassin, Timbalan Perdana Menteri Malaysia.

Labour Day Celebration 2011

Labour Day Celebration 2011 was held at the Putra Stadium in Bukit Jalil on 7 May 2011 and attended by nearly 10,000 people. The slogan "Workers Realizing Nation Transformation" has been the cry of 100 contingents from governmental agencies and private sector. SOCSO's contingent of 150 people won third place in the Best Labour Day Celebration Contingent. Prizes were presented by the Hon. Tan Sri Dato' Haji Muhyiddin bin Haji Mohd. Yassin, Deputy Prime Minister of Malaysia.



Program Motivasi Anak-Anak Anggota PERKESO

Program Motivasi Anak-Anak Anggota PERKESO telah diadakan di Esset Bangi pada 29 Mei 2011 hingga 1 Jun 2011. Program ini telah dihadiri oleh seramai 40 orang peserta dan objektif utama adalah untuk persediaan bagi menghadapi Peperiksaan Sijil Pelajaran Malaysia [SPM] tahun 2011. Para peserta telah didedahkan dengan teknik serta cara menjawab soalan-soalan yang betul serta kaedah-kaedah pembelajaran yang berkesan.

SOCSO Staff's Children Motivation Program

SOCSO staff's children motivation program was held at ESSET Bangi from 29 May - 1 June 2011. A total of 40 participants attended the programme. The main objective was for the children to prepare for the Sijil Pelajaran Malaysia (SPM) in 2011. The participants were exposed to how to answer questions correctly and effective learning techniques.



Kempen Senyum PERKESO

Kempen Senyum PERKESO telah dilancarkan dengan jayanya oleh YB Senator Dato' Maznah Mazlan, Timbalan Menteri Sumber Manusia pada 30 Jun 2011, di Ibu Pejabat PERKESO.

Matlamat kempen ini adalah untuk memantapkan budaya mesra pelanggan melalui amalan senyum semasa berurusan dengan pelanggan sejajar dengan aspek perkhidmatan mesra pelanggan secara holistik yang digariskan oleh MAMPU dalam Panduan Pengurusan Perhubungan Pelanggan. Menurut YBhg. Datuk K. Selvarajah, Ketua Eksekutif PERKESO, usaha berterusan perlu dipertingkatkan untuk membudayakan amalan senyum di kalangan anggota ke arah meningkatkan imej PERKESO. Diharapkan semua warga PERKESO dapat memainkan peranan masing-masing dalam menjayakan kempen Senyum PERKESO agar prinsip 'delighting the customer' dan '1Malaysia: Rakyat Didahulukan, Pencapaian Diutamakan' tercapai.

SOCSO Smile Campaign

SOCSO's Smile Campaign was successfully launched by Hon. Senator Dato' Maznah Mazlan, Deputy Minister of Human Resources on 30 June 2011, at SOCSO Headquarters.

The objective is to enhance customer-friendly culture by smiling while dealing with customers in line with customer friendly aspects in a holistic manner outlined by MAMPU Customer Relationship Management Guide. According to YBhg. Datuk K. Selvarajah, SOCSO Chief Executive Officer, continuous efforts should be intensified to cultivate the practice of smiling among members in improving SOCSO's image. All SOCSO staff can play their part in the Smile Campaign so that the principle of 'delighting the customer' and '1 Malaysia: People First, Performance Now' are met.



Majlis Ramah Mesra PERKESO Bersama Media

Menyedari perlunya diwujudkan hubungan yang erat di antara PERKESO dan media bagi memudahkan penyaluran maklumat yang lebih tepat serta menyedarkan masyarakat mengenai perlindungan yang disediakan oleh PERKESO, satu Majlis Ramah Mesra di antara PERKESO dengan pihak media sempena sambutan Deepavali telah diadakan pada 19 Oktober 2011 di Hotel Intercontinental, Kuala Lumpur. Hampir 40 orang pihak media telah dijemput hadir terdiri daripada ketua-ketua editor, editor dan pemberita dari akhbar Tamil Nesan, Makkal Osai, Malaysian Nanban, Minnal FM, RTM dan Bernama.

Latihan Pengungsian

Latihan ini telah diadakan di Menara PERKESO oleh Pasukan Penyelamat PERKESO pada 23 November 2011 dengan kerjasama Pasukan Balai Bomba dan Penyelamat, Pasukan Polis Diraja Malaysia, Dewan Bandaraya Kuala Lumpur dan Persatuan Bulan Sabit Merah. Tujuan latihan ini diadakan adalah untuk memberikan pendedahan kepada semua warga kerja PERKESO dan penyewa untuk menyelamatkan diri jika berlaku sebarang kejadian luar jangka khususnya seperti kesan akibat gegaran gempa bumi, kebakaran, ancaman bom dan lain-lain yang berkaitan dengannya. Latihan ini juga bertujuan untuk memberikan pendedahan kepada Pasukan Penyelamat PERKESO bagi menangani situasi tersebut khususnya dalam tugas pengungsian dan menyelamatkan serta dapat menguji keupayaan sistem atau peralatan yang berkaitan agar sentiasa berfungsi pada setiap masa.

SOCISO Media Gathering

In recognizing the need to set up a close relationship between SOCISO and media in order to facilitate the dissemination of information more accurately and enlightening the community about the protection provided by SOCISO, a media gathering was held on 19 October 2011 in conjunction with Deepavali, at the Intercontinental Hotel, Kuala Lumpur. Nearly 40 members of the media had been invited. The heads of editors, editors and reporters from Tamil Nesan, Makkal Osai, the Malaysian Nanban, Minnal FM, RTM and Bernama attended the function.

Evacuation Training

This training was held at Menara PERKESO by SOCISO Rescue Team on 23 November 2011 in collaboration with the Fire and Rescue Department, the Royal Malaysian Police Force, City Hall and the Red Crescent Society. The purpose of this training is to give exposure to all SOCISO staff and tenants to save themselves in the event of disaster such as earthquake, fire, bomb threat and others. This exercise is also intended to provide exposure to SOCISO Rescue Team to handle the situation, especially in evacuation and rescue assignments, and to test the capabilities of the system or related equipment to make sure it is functioning at all time.



Pelancaran Video Keselamatan “30 Tahun Kemudian”

Video Keselamatan “30 Tahun Kemudian” telah dilancarkan oleh YBhg. Datuk K. Selvarajah, Ketua Eksekutif PERKESO di *Monash University, Sunway Campus* pada bulan Oktober 2011.

Launch of Safety Video “30 Tahun Kemudian”

The safety video “30 Tahun Kemudian” was officially launched by YBhg. Datuk K. Selvarajah, SOCSO Chief Executive at Monash University, Sunway Campus in October 2011.

Kempen Perjalanan Selamat ke Tempat Kerja Kebangsaan 2011

Kempen Perjalanan Selamat Ke Tempat Kerja Kebangsaan 2011 telah dirasmikan penutupannya oleh YBhg. Datuk Abu Huraira Bin Abu Yazid, Pengerusi Lembaga PERKESO pada 28 Julai 2011. Kempen perintis dengan tema *Partnership in Road Accident Prevention for Employees at Risk (PROPER)*, yang menekankan konsep perkongsian dalam pencegahan kemalangan jalanraya kepada golongan pekerja yang terdedah kepada risiko kemalangan seperti penunggang motosikal dan pemandu. Pada majlis penutup itu, PERKESO turut mengedarkan topi keledar dan vest keselamatan kepada penunggang motosikal di sekitar Ibu Pejabat PERKESO Jalan Ampang.

National Safe Journey to Workplace Campaign 2011

YBhg. Datuk Abu Huraira Bin Abu Yazid, Chairman of the Board of SOCSO officially close the National Safe Journey to Workplace Campaign 2011 on 28 July 2011. The pilot campaign adopted the theme “Partnership in Road Accident Prevention for Employees at Risk” (PROPER). It emphasizes the concept of partnership in the prevention of road accidents to the workers who are exposed to the risk of accidents such as motorcyclists and drivers. At the closing ceremony, SOCSO also distributed helmets and safety vests to motorcyclists around SOCSO Headquarters Jalan Ampang.





Kunjungan Delegasi Indonesia

PERKESO telah menerima kunjungan 25 orang delegasi Indonesia pada 27 Julai 2011 yang terdiri dari tiga buah agensi iaitu Jaminan Sosial Tenaga Kerja (Jamsostek), West Java Banten Province Government dan Puwakarta Government yang bertujuan untuk mengetahui peranan PERKESO dalam mentadbir Skim Perlindungan Keselamatan Sosial serta pelaksanaan tuntutan perubatan dan pemulihan serta pengurusan kewangan. Ketibaan delegasi tersebut telah disambut mesra oleh Puan Hajah Samihah Md Razi, Timbalan Ketua Eksekutif [Korporat] dan pegawai-pegawai kanan.

World Congress on Safety and Health at Work

Pada 11-15 September 2011 *World Congress On Safety And Health At Work* telah diadakan di Istanbul, Turki. Kongres ini dirasmikan oleh Perdana Menteri Turki, Recep Tayyip Erdogan merupakan perhimpunan terbesar pakar-pakar keselamatan dan kesihatan pekerjaan dari seluruh dunia. Persidangan yang diadakan 3 tahun sekali ini disertai oleh lebih 5,400 peserta dari 140 buah negara dan ianya dianjurkan bersama oleh *International Labour Organization (ILO)*, *International Social Security Association (ISSA)* serta *Ministry Of Labour And Social Security, Turkey*.

Penyertaan pegawai PERKESO ke kongres ini adalah untuk mempelajari, memahami serta memberi pendedahan berkaitan dengan pengalaman serta

Delegation from Indonesia

SOCSCO had received 25 delegates from Indonesia on 27 July 2011. They were from three agencies of Jaminan Sosial Tenaga Kerja (Jamsostek), West Java Banten Province Government and Puwakarta Government. Their visit was aimed to look at SOCSCO's role in administering of the Social Security Coverage Scheme, medical and rehabilitation and financial management. The delegation was warmly welcomed by Mdm Hajah Samihah Md Razi, the Deputy Chief Executive [Corporate] and senior officials.

World Congress on Safety and Health at Work

On 11-15 September 2011, The World Congress on Safety and Health at Work was held in Istanbul, Turkey. The Prime Minister of Turkey, Recep Tayyip Erdogan officiated the Congress. It is the largest gathering of health and security experts from around the world. The Congress, held every three years was attended by more than 5,400 participants from 140 countries and organized jointly by the International Labour Organization (ILO), the International Social Security Association (ISSA) and the Ministry Of Labour And Social Security, Turkey.

SOCSCO's participation in the congress was to learn, understand and get exposure and experience relating to the success and problems of other countries in





kejayaan dan permasalahan negara-negara di dunia dalam pelaksanaan program keselamatan dan kesihatan pekerjaan melalui pembentangan kertas kerja dan perbincangan dalam sesi *plenary, technical, symposium*, bengkel-bengkel, kursus dan latihan, sudut penceramah, sesi poster, festival filem dan multimedia, dan pameran serta lawatan teknikal ke atas industri.

Sidang Kemuncak Menteri-Menteri Sumber Manusia

Seramai 33 orang Menteri Sumber Manusia dari pelbagai negara termasuk Malaysia yang diwakili oleh YB Datuk Seri Dr. S. Subramaniam, Menteri Sumber Manusia telah menandatangani Deklarasi Istanbul berkaitan Keselamatan dan Kesihatan di tempat kerja. Deklarasi Istanbul ini adalah merupakan komitmen kepada Deklarasi Seoul yang telah ditandatangani pada tahun 2008 yang merupakan rangka tindakan untuk keselamatan di tempat kerja yang lebih komprehensif.

the implementation of occupational safety and health programmes. This was done through presentations and discussions in plenary sessions, symposiums, workshops, courses and training, speakers corner, poster sessions, and multimedia film festivals, exhibitions and technical visits to industries.

Ministers of Human Resources Summit

Thirty-three Ministers of Human Resources from various countries including Malaysia, which was represented by the Honourable Datuk Seri Dr. S. Subramaniam, Minister of Human Resources had signed the Declaration of Istanbul on occupational safety and health in the workplace. The Istanbul Declaration is a commitment to the Seoul Declaration, which was signed in 2008. It is a blueprint for more comprehensive workplace safety.



Sebanyak 598 poster telah dipamerkan sepanjang persidangan ini yang mempamerkan pelbagai statistik, penemuan, kajian serta lain-lain bahan yang berkaitan dengan keselamatan dan kesihatan pekerjaan. PERKESO telah mengambil bahagian dengan poster yang bertajuk *Occupational and Commuting Injuries among Non-governmental Employees in Malaysia*. YB Menteri Sumber Manusia juga telah sudi meluangkan masa melawat pameran poster termasuk poster dari Malaysia yang diwakili oleh PERKESO.

A total of 598 posters were displayed throughout the conference that highlighted a variety of statistics, discovery, research, and other materials relating to occupational safety and health. SOCSO had participated with a poster entitled "Occupational and Commuting Injuries among Non-governmental Employees in Malaysia". The Honourable Human Resources Minister also took the time to visit the poster exhibition including posters from Malaysia which was represented by SOCSO.



Lawatan Kerja Korea Worker's Compensation and Welfare Service (COMWEL) ke Ibu Pejabat PERKESO.

Pada 7 Disember 2011 lalu, seramai 5 orang delegasi dari COMWEL termasuk seorang penterjemah yang diketuai oleh Ketua Pengarahnya iaitu Encik Oh Sei Wi telah membuat lawatan ke Ibu Pejabat PERKESO. Lawatan tersebut bertujuan untuk mengetahui pentadbiran keselamatan sosial dan peranan PERKESO. Melalui sesi taklimat tersebut, diharap dapat memupuk jalinan kerjasama yang lebih erat di antara kedua-dua organisasi. Kehadiran mereka telah disambut mesra oleh YBhg. Datuk K. Selvarajah, Ketua Eksekutif PERKESO dan pegawai-pegawai kanan.

Korean Worker's Compensation and Welfare Service (COMWEL) Visit to SOCSO Headquarters

On 7 December 2011, 5 delegates from COMWEL including a translator led by Director-General, Mr Oh Sei Wi paid a visit to the SOCSO Headquarters. The visit was aimed to look at the social security administration and role of SOCSO. It was hoped that the briefing would foster greater cooperation between the two organisations. Their presence had been warmly welcomed by the YBhg. Datuk K. Selvarajah, SOCSO Chief Executive and senior officers.



Sambutan Bulan Bahasa Kebangsaan dan Bulan Membaca PERKESO 2011

Majlis Pelancaran Bulan Bahasa Kebangsaan dan Membaca PERKESO 2011 telah dirasmikan oleh YBhg. Datuk K. Selvarajah, Ketua Eksekutif PERKESO pada 18 Oktober di Ibu Pejabat PERKESO. Di antara aktiviti yang dijalankan sepanjang Bulan Bahasa Kebangsaan dan Membaca PERKESO 2011 ialah;

- i. Kuiz Harian
- ii. Hari Terbuka Perpustakaan dengan aktiviti 'Info Hunt' setiap hari Rabu bermula dari 19 & 27 Oktober hingga 2 & 9 November 2011
- iii. Peminjam Bahan Bacaan Terbanyak
- iv. Pesta jualan Buku dan Bahan Bacaan pada 1 - 3 November 2011

SOCSO Celebration of National Language Month and Reading Month, 2011

On 18 October 2011, the YBhg. Datuk K. Selvarajah, Chief Executive Officer of SOCSO launched of the SOCSO 2011 National Language and Reading Month at Headquarters. Among the activities carried out during the National Language and Reading Month was:

- i. Daily Quiz
- ii. Library Open Day with 'Info Hunt' activities every Wednesday starting at 19 & 27 October to 2 & 9 November 2011
- iii. Most borrowers book.
- iv. Books and Reading Material Sale Festival from 1 - 3 November 2011



Perasmian Gimnasium PERKESO dan Pelaksanaan Program Kitar Semula

Majlis Perasmian Gimnasium PERKESO dan Pelaksanaan Program Kitar Semula bersama YB Senator Dato' Maznah Mazlan, Timbalan Menteri Sumber Manusia telah berlangsung di Ibu Pejabat PERKESO pada 7 Disember 2011. Program ini bertujuan menjadikan cara hidup sihat diamalkan oleh warga PERKESO secara berterusan agar ia dapat membudayakan amalan gaya hidup yang berkualiti dan bermanfaat.

Pada majlis ini juga sebagai usaha pertubuhan dalam menyokong dasar kerajaan dalam melaksanakan Dasar Teknologi Hijau Negara oleh Kementerian Tenaga, Teknologi Hijau dan Air (KeTTHA), Program Kitar Semula peringkat Ibu Pejabat PERKESO turut dilancarkan. Pelaksanaan program kitar semula ini diharapkan akan menjadikan persekitaran tempat kerja menjadi lebih bersih dan lebih sihat di samping dapat mengurangkan pencemaran serta penjimatan kos apabila program kitar semula bertambah cekap dan sampah yang perlu dilupus semakin berkurangan.

Opening SOCSO Gymnasium and Implementation of Recycling Program

YB Senator Dato' Maznah Mazlan, Deputy Minister of Human Resources had officially opened the SOCSO Gymnasium and launched the Implementation of a Recycling Program at the Headquarters of SOCSO on 7 December 2011. The programme is for a continuous healthy life style practice to be inculcated by all staff.

The Recycling Program was also launch on the same day, in support of the government's policy in implementing the National Green Technology Policy, Ministry of Energy, Green Technology and Water (KeTTHA). The implementation of this recycling programme will create a cleaner and healthier working environment. In addition to this, it will also reduce pollution and become a cost saving and more efficient trash disposal effort.





Bengkel Bersama Media

YBhg. Datuk K. Selvarajah, Ketua Eksekutif PERKESO telah merasmikan Bengkel Pemahaman PERKESO Bersama Media 2011 pada penghujung tahun 2011 selama tiga hari dua malam di Port Dickson, Negeri Sembilan. Bengkel ini dilaksanakan bertujuan untuk meningkatkan pengetahuan kepada para pengamal media mengenai PERKESO dan merupakan platform untuk mendekatkan PERKESO kepada golongan pekerja dan majikan di pelbagai sektor melalui peranan oleh pihak media.

Workshop With Media

YBhg. Datuk K. Selvarajah, the Chief Executive of SOCSO officiated the workshop in the end of year 2011 where this program was held for 3 days and 2 nights in Port Dickson, Negeri Sembilan. This workshop is held with the objective to increase the knowledge among the local media members on SOCSO's role. The workshop is used as a platform for SOCSO to reach out to employers and employees in various sectors through the media.



Majlis Sambutan Bulan Kualiti dan Inovasi PERKESO 2011

Pada 14 hingga 16 Disember 2011, Majlis Sambutan Bulan Kualiti dan Inovasi PERKESO 2011 diadakan di Hotel Grand Seasons Kuala Lumpur telah menghimpunkan semua Ketua Bahagian, Pengarah dan Pengurus Pejabat serta anggota PERKESO yang menyertai Konvensyen Kumpulan Inovatif Dan Kreatif dan Pembentangan Projek Inovasi.

SOCSO Quality and Innovation Month Celebration 2011

SOCSO's Quality and Innovation Celebrations were held on the 14 -16 December 2011 at the Grand Seasons Hotel, Kuala Lumpur. This celebration was attended by Head of Divisions, State Directors and Branch Manager as well as the SOCSO's staffs who took part in the Innovation and Creative Convention and Innovation Project Presentation.



Sambutan Bulan Kualiti dan Inovasi PERKESO 2011 yang bertemakan “Pekerja Berilmu Pencetus Inovasi” telah disempurnakan oleh YB Datuk Seri Dr. S. Subramaniam, Menteri Sumber Manusia. Antara lain-lain tetamu kehormat yang menghadiri majlis ini ialah YBhg. Dato’ Seri Zainal Rahim Bin Seman, Ketua Setiausaha Kementerian Sumber Manusia dan YBhg. Datuk Abu Huraira Bin Abu Yazid, Pengerusi Lembaga PERKESO serta Ketua-Ketua Jabatan di bawah Kementerian Sumber Manusia dan Ahli-Ahli Lembaga PERKESO. Semoga usaha PERKESO di dalam memartabatkan aspek pembudayaan kualiti dan inovasi akan terus meningkat ke tahap yang lebih baik.

SOCISO’s Quality and Innovation Month theme ‘Knowledge Workers Trigger Innovation’ was officiated by YB Datuk Seri Dr. S. Subramaniam, Minister of Human Resources. Among other distinguished guests who attended the event were YBhg. Dato’ Seri Zainal Rahim Bin Seman, Secretary General of the Ministry of Human Resources and the YBhg. Datuk Abu Huraira Bin Abu Yazid, Chairman of The Board of SOCISO as well as head of departments from the Ministry of Human Resources as well as SOCISO’s Board Members. SOCISO continuously attempts to bring the quality and innovation culture to greater heights.

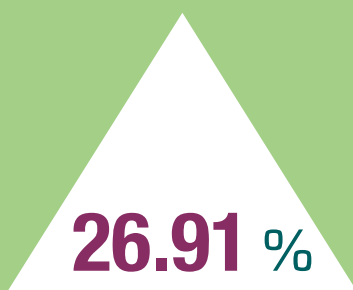


Mesyuarat Bersama Syarikat Berkaitan Kerajaan (GLCs)

Pada 13 Disember 2011, PERKESO telah mengadakan mesyuarat bersama syarikat berkaitan kerajaan (GLCs) di Ibu Pejabat PERKESO, untuk membincangkan pelaksanaan kaedah pembayaran secara *e-Payment* untuk bayaran caruman PERKESO. Mesyuarat ini adalah lanjutan daripada arahan PEMUDAH (Pasukan Petugas Khas Pemudahcara Perniagaan) menggalakkan agar syarikat-syarikat GLCs beralih kepada *e-Payment*. Daripada 23 syarikat yang hadir, sebanyak 6 syarikat telah menggunakan kemudahan *e-Payment* manakala selebihnya menasaskan peralihan kepada *e-Payment* selewat-lewatnya pada pertengahan tahun 2012.

Meeting With Government-linked Companies (GLCs)

On 13 December 2011, a meeting with GLCs was held at SOCISO’s Headquarters to discuss the implementation of the payment method using e-Payment of SOCISO’s contribution. This meeting was held due to a directive by PEMUDAH (The Special Taskforce To Facilitate Business) encouraging GLCs to shift to the e-Payment system. From the 23 companies which attended, 6 companies have shifted to the e-Payment system whereas the remaining companies are targeted to make the shift by mid 2012.



PENINGKATAN JUMLAH PENDAPATAN

INCREASE IN TOTAL REVENUE

RM 260.53 JUTA
MILLION

Jumlah pendapatan bersih PERKESO tahun 2011 meningkat sebanyak RM260.53 juta atau 26.91% kepada RM1,228.57 juta berbanding RM968.04 juta pada tahun 2010.

Total SOCSO net income in 2011 increased to RM260.53 million or 26.91% to RM1,228.57 million compared with RM968.04 million in 2010.

PENYATA KEWANGAN

FINANCIAL STATEMENT

ULANG TAHUN



PERKESO

40

1971



2011

RAKYAT BERHILLUHAN
PENCAPAIAN CEMERLANG

PERKESO



**SIJIL KETUA AUDIT NEGARA
MENGENAI PENYATA KEWANGAN
PERTUBUHAN KESELAMATAN SOSIAL
BAGI TAHUN BERAKHIR 31 DISEMBER 2011**

Saya telah mengaudit Penyata Kewangan Pertubuhan Keselamatan Sosial bagi tahun berakhir 31 Disember 2011. Pihak pengurusan bertanggungjawab terhadap Penyata Kewangan ini. Tanggungjawab saya adalah mengaudit dan memberi pendapat terhadap Penyata Kewangan tersebut.

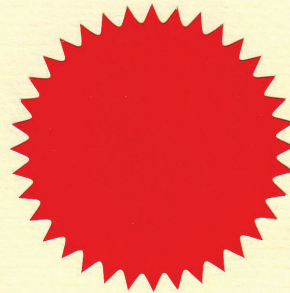
Pengauditan telah dilaksanakan mengikut Akta Audit 1957 dan berpandukan piawaian pengauditan yang diluluskan. Piawaian tersebut menghendaki pengauditan dirancang dan dilaksanakan untuk mendapat kepastian yang munasabah sama ada Penyata Kewangan adalah bebas daripada kesilapan atau ketinggalan yang ketara. Pengauditan ini termasuk memeriksa rekod secara semak uji, menyemak bukti yang menyokong angka dan memastikan pendedahan yang mencukupi dalam Penyata Kewangan. Penilaian juga dibuat terhadap prinsip perakaunan yang digunakan, unjuran signifikan oleh pengurusan dan persembahan Penyata Kewangan secara keseluruhan. Saya percaya pengauditan yang dilaksanakan memberi asas yang munasabah terhadap pendapat saya.

Pada pendapat saya, Penyata Kewangan ini memberi gambaran yang benar dan saksama terhadap kedudukan kewangan Pertubuhan Keselamatan Sosial pada 31 Disember 2011, hasil operasi dan aliran tunai untuk tahun tersebut berdasarkan piawaian perakaunan yang diluluskan.

Sijil ini hendaklah dibaca bersama Laporan Ketua Audit Negara tanpa menjejaskan pendapat saya.

(TAN SRI DATO' SETIA HAJI AMBRIN BIN BUANG)
KETUA AUDIT NEGARA
MALAYSIA

PUTRAJAYA
26 JUN 2012





**LAPORAN KETUA AUDIT NEGARA
MENGENAI PENYATA KEWANGAN
PERTUBUHAN KESELAMATAN SOSIAL
BAGI TAHUN BERAKHIR 31 DISEMBER 2011**

Laporan Ketua Audit Negara ini hendaklah dibaca bersama-sama dengan Sijil Ketua Audit Negara bagi menyokong pendapat Audit terhadap Penyata Kewangan tersebut.

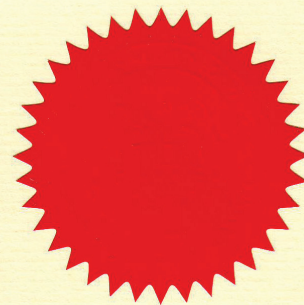
2. Pemerhatian Audit terhadap Penyata Kewangan adalah seperti berikut:

2.1 Perbezaan Antara Rekod Caruman Majikan Dan Pekerja – RM60.73 juta

Rekod caruman majikan merupakan jumlah caruman yang diterima daripada majikan seperti yang dinyatakan dalam borang caruman manakala rekod caruman pekerja merupakan jumlah caruman setiap pekerja yang telah dikemas kini ke pangkalan data PERKESO. Mengikut data yang dikemas kini pada bulan Mei 2012, perbezaan terhadap kedua-dua rekod bagi tahun 2011 adalah berjumlah RM60.73 juta iaitu rekod caruman majikan berjumlah RM2,163.10 juta berbanding rekod caruman pekerja berjumlah RM2,102.37 juta. Perkara ini disebabkan perbezaan maklumat pada borang caruman dan maklumat yang wujud di pangkalan data.

(TAN SRI DATO' SETIA HAJI AMBRIN BIN BUANG)
KETUA AUDIT NEGARA
MALAYSIA

PUTRAJAYA
26 JUN 2012





**PENYATA PENERUSI DAN SEORANG AHLI LEMBAGA
PERTUBUHAN KESELAMATAN SOSIAL**
*STATEMENT BY THE CHAIRMAN AND A MEMBER THE BOARD
SOCIAL SECURITY ORGANISATION*

Kami, DATUK ABU HURAIRA BIN ABU YAZID dan DATUK K. SELVARAJAH yang merupakan Pengerusi dan salah seorang Ahli Lembaga PERTUBUHAN KESELAMATAN SOSIAL dengan ini menyatakan bahawa, pada pendapat Lembaga, Penyata Kewangan yang mengandungi Lembaran Imbangan, Penyata Pendapatan, Penyata Perubahan Dalam Rizab 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 2011 dan hasil kendaliannya serta perubahan kedudukan kewangannya bagi tahun berakhir pada tarikh tersebut.

We, ABU HURAIRA BIN ABU YAZID and DATUK K. SELVARAJAH being the Chairman and a Member of the Board of the SOCIAL SECURITY ORGANISATION do hereby state that, in the opinion of the Board, the accompanying Financial Statements which includes the Balance Sheet, Income Statement, Statement of Changes in Reserves 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 ORGANISATION as at 31 December 2011 and of the results and changes in the financial position for the year ended on that date.

Bagi pihak Lembaga,
On behalf of the Board,

.....
Nama / Name : **DATUK ABU HURAIRA BIN ABU YAZID**
Gelaran / Title : **PENGERUSI LEMBAGA PERKESO**
CHAIRMAN, BOARD OF SOCSO
Tarikh / Date : **22 MAR 2012**
Tempat / Place: **KUALA LUMPUR**

Bagi pihak Lembaga,
On behalf of the Board,

.....
Nama / Name : **DATUK K. SELVARAJAH**
Gelaran / Title : **KETUA EKSEKUTIF PERKESO**
CHIEF EXECUTIVE, SOCSO
Tarikh / Date : **22 MAR 2012**
Tempat / Place: **KUALA LUMPUR**



**PENGAKUAN OLEH PEGAWAI UTAMA YANG
BERTANGGUNGJAWAB KE ATAS PENGURUSAN KEWANGAN
PERTUBUHAN KESELAMATAN SOSIAL**

*DECLARATION BY THE OFFICER PRIMARILY RESPONSIBLE FOR THE FINANCIAL MANAGEMENT OF
SOCIAL SECURITY ORGANISATION*

Saya, HJH. SAMIHAH BT. MD RAZI, pegawai utama yang bertanggungjawab ke atas pengurusan kewangan dan rekod-rekod perakaunan PERTUBUHAN KESELAMATAN SOSIAL, dengan ikhlasnya mengakui bahawa Lembaran Imbangan, Penyata Pendapatan, Penyata Perubahan Dalam Rizab dan Penyata Aliran Tunai bagi tahun 2011 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, HJH. SAMIHAH BT. MD RAZI, being the officer primarily responsible for the financial management and accounting records of the SOCIAL SECURITY ORGANISATION, solemnly and sincerely declare that the Balance Sheet, Income Statement, Statement of Changes in Reserves and Cash Flow Statement for the year 2011 together with the accompanying notes to the Financial Statements therein, to the best of my knowledge and belief, correct and I make this solemn declaration conscientiously believing it to be true and by virtue of the Statutory Declarations Act, 1960.

Sebenarnya dan sesungguhnya diakui oleh penama di atas di AMPANG, SELANGOR pada **22 MAR 2012**.
*Subscribed and solemnly declared by the above named in AMPANG, SELANGOR on **22 MAR 2012***


.....
HJH. SAMIHAH BT. MD RAZI
Timbalan Ketua Eksekutif (Korporat)
Pertubuhan Keselamatan Sosial
Deputy Chief Executive (Corporate)
Social Security Organisation

Di hadapan saya,
Before me,



Unit No. C 07/3
Tingkat 4, Block C
Garden City Business Center
Taman Dagang
68000 Ampang, Selangor



PERTUBUHAN KESELAMATAN SOSIAL
LEMBARAN IMBANGAN PADA 31 DISEMBER 2011
SOCIAL SECURITY ORGANISATION
BALANCE SHEET AS AT 31 DECEMBER 2011

	NOTA NOTE	2011 (RM)	2010 (RM)
ASET BUKAN SEMASA / NON-CURRENT ASSET			
Harta Tanah, Loji dan Peralatan <i>Property, Plant and Equipment</i>	5	514,581,205	543,936,155
Kerja Dalam Pembinaan <i>Work In Progress</i>	6	36,380,554	5,004,865
Pelaburan Dalam Instrumen Kewangan <i>Investment In Financial Instruments</i>	7	8,654,529,258	9,386,936,298
Pinjaman <i>Loan</i>	8	58,981,927	58,348,234
		9,264,472,944	9,994,225,552
ASET SEMASA / CURRENT ASSET			
Pelbagai Penghutang <i>Sundry Debtors</i>	9	126,544,182	112,929,234
Pelaburan Dalam Instrumen Kewangan <i>Investment In Financial Instruments</i>	10	3,815,025,957	3,642,716,781
Deposit Dengan Institusi Kewangan Berlesen <i>Deposit With Licenced Financial Institutions</i>	11	6,654,801,557	4,855,799,621
Baki Bank dan Wang Tunai <i>Bank Balances and Cash</i>	12	44,999,140	46,440,482
		10,641,370,836	8,657,886,118
LIABILITI SEMASA / CURRENT LIABILITIES			
Pendapatan Tertunda Pelaburan <i>Deferred Investments Income</i>	13	(1,129,795)	-
Pelbagai Pemiutang dan Perbelanjaan Terakru <i>Sundry Creditors and Accrued Expenses</i>	14	(73,015,077)	(48,984,554)
		(74,144,872)	(48,984,554)
Aset Semasa Bersih / Net Current Asset		10,567,225,964	8,608,901,564
		19,831,698,908	18,603,127,116

Nota-nota yang disertakan adalah merupakan sebahagian daripada penyata kewangan ini.
The accompanying notes form part of these financial statements.



PERTUBUHAN KESELAMATAN SOSIAL
LEMBARAN IMBANGAN PADA 31 DISEMBER 2011
SOCIAL SECURITY ORGANISATION
BALANCE SHEET AS AT 31 DECEMBER 2011

	NOTA NOTE	2011 (RM)	2010 (RM)
Dibiayai oleh / Financed by:			
KUMPULAN WANG KESELAMATAN SOSIAL <i>SOCIAL SECURITY FUND</i>		19,759,244,507	18,531,072,715
KUMPULAN WANG PINJAMAN PERUMAHAN <i>HOUSING LOAN FUND</i>		14,550,000	14,150,000
KUMPULAN WANG PINJAMAN KENDERAAN <i>VEHICLE LOAN FUND</i>		3,500,000	3,500,000
KUMPULAN WANG PENDAHULUAN KOMPUTER <i>COMPUTER ADVANCES FUND</i>		200,000	200,000
TABUNG PINJAMAN PENDIDIKAN <i>EDUCATION LOAN FUND</i>		54,204,400	54,204,400
SUMBANGAN KERAJAAN MALAYSIA <i>CONTRIBUTION BY THE GOVERNMENT OF MALAYSIA</i>	15	1	1
		19,831,698,908	18,603,127,116

Nota-nota yang disertakan adalah merupakan sebahagian daripada penyata kewangan ini.
The accompanying notes form part of these financial statements.



PERTUBUHAN KESELAMATAN SOSIAL
PENYATA PENDAPATAN BAGI TAHUN BERAKHIR 31 DISEMBER 2011
SOCIAL SECURITY ORGANISATION
INCOME STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2011

	NOTA NOTE	2011 (RM)	2010 (RM)
PENDAPATAN / INCOME			
Caruman / <i>Contributions</i>		2,172,034,719	2,007,867,102
Pulangan Pelaburan / <i>Investment Return</i>	16	1,036,066,257	870,787,281
Faedah Caruman Lewat Bayar (FCLB) <i>Interest on Late Contributions (ILC)</i>	17	12,728,942	10,683,709
Faedah / <i>Interest</i>	18	2,153,378	2,112,156
Lain-lain Pendapatan / <i>Other Income</i>	19	13,982,324	7,686,303
Jumlah Pendapatan / <i>Total Income</i>		3,236,965,620	2,899,136,551
PERBELANJAAN / EXPENDITURE			
Belanja Tanggungan / <i>Benefit Expenditure</i>	20	(1,728,656,518)	(1,692,257,906)
Belanja Mengurus / <i>Administrative Expenditure</i>	21	(279,737,310)	(238,836,365)
Jumlah Perbelanjaan / <i>Total Expenditure</i>		(2,008,393,828)	(1,931,094,271)
Pendapatan Bersih Tahun Semasa <i>Net Income for Current Year</i>		1,228,571,792	968,042,280

Nota-nota yang disertakan adalah merupakan sebahagian daripada penyata kewangan ini.
The accompanying notes form part of these financial statements.



PERTUBUHAN KESELAMATAN SOSIAL
PENYATA PENDAPATAN BAGI TAHUN BERAKHIR 31 DISEMBER 2011
SOCIAL SECURITY ORGANISATION
INCOME STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2011

Agihan Pendapatan Bersih Tahun Semasa kepada: <i>Distribution of Net Income for Current Year to:</i>	2011 (RM)	2010 (RM)
KUMPULAN WANG KESELAMATAN SOSIAL <i>SOCIAL SECURITY FUND</i>		
BENCANA KERJA / EMPLOYMENT INJURY		
Rizab Teknikal / <i>Technical Reserve</i>	245,236,000	209,544,000
Rizab Luar Jangka / <i>Contingent Reserve</i>	28,995,000	32,085,000
Rizab Bebas / <i>Free Reserve</i>	679,661,004	571,525,225
	953,892,004	813,154,225
PENCEN ILAT / INVALIDITY PENSION	274,679,788	154,888,055
	1,228,571,792	968,042,280

Nota-nota yang disertakan adalah merupakan sebahagian daripada penyata kewangan ini.
The accompanying notes form part of these financial statements.



**PENYATA PERUBAHAN DALAM RIZAB
BAGI TAHUN BERAKHIR 31 DISEMBER 2011**
STATEMENT OF CHANGES IN RESERVES
FOR THE YEAR ENDED 31 DECEMBER 2011

2010	Kumpulan Wang Keselamatan Sosial <i>Social Security Fund</i>				Jumlah <i>Total</i> RM
	Bencana Kerja / <i>Employment Injury</i>			Pencen Ilat <i>Invalidity Pension</i> RM	
	Rizab Teknikal <i>Technical Reserves</i> RM	Rizab Luar Jangka <i>Contingent Reserve</i> RM	Rizab Bebas <i>Free Reserves</i> RM		
Baki pada 1 Januari 2010 <i>Balance as at 1 January 2010</i>	3,637,020,000	277,507,000	6,092,626,751	7,575,675,374	17,582,829,125
- Seperti dinyatakan sebelumnya <i>As previously stated</i>					
- Pelarasan Tahun Lalu (Nota 25) <i>Prior Year Adjustment (Note 25)</i>	-	-	(11,804,480)	(9,658,210)	(21,462,690)
- Seperti dinyatakan semula <i>As restated</i>	3,637,020,000	277,507,000	6,080,822,271	7,566,017,164	17,561,366,435
<u>Pindahan Daripada / (Kepada)</u> <i>Transfer From / (To)</i>					
Kumpulan Wang Pendahuluan Komputer <i>Computer Advances Fund</i>	-	-	-	-	-
Kumpulan Wang Pinjaman Kenderaan <i>Vehicle Loan Fund</i>	-	-	600,000	-	600,000
Kumpulan Wang Pinjaman Perumahan <i>Housing Loan Fund</i>	-	-	1,400,000	-	1,400,000
Tabung Pinjaman Pendidikan <i>Education Loan Fund</i>	-	-	(336,000)	-	(336,000)
Agihan daripada Pendapatan Bersih <i>Distribution from Net Income</i>	209,544,000	32,085,000	571,525,225	154,888,055	968,042,280
Baki pada 31 Disember 2010 dinyatakan semula <i>Balance as at 31 December 2010 restated</i>	3,846,564,000	309,592,000	6,654,011,496	7,720,905,219	18,531,072,715

Nota-nota yang disertakan adalah merupakan sebahagian daripada penyata kewangan ini.
The accompanying notes form part of these financial statements.



**PENYATA PERUBAHAN DALAM RIZAB
BAGI TAHUN BERAKHIR 31 DISEMBER 2011**
*STATEMENT OF CHANGES IN RESERVES
FOR THE YEAR ENDED 31 DECEMBER 2011*

2011	Kumpulan Wang Keselamatan Sosial <i>Social Security Fund</i>				Jumlah <i>Total</i>
	Bencana Kerja / <i>Employment Injury</i>			Pencen Ilat <i>Invalidity Pension</i>	
	Rizab Teknikal <i>Technical Reserves</i>	Rizab Luar Jangka <i>Contingent Reserve</i>	Rizab Bebas <i>Free Reserve</i>		
RM	RM	RM	RM	RM	
Baki pada 1 Januari 2011 <i>Balance as at 1 January 2011</i>					
- Seperti dinyatakan sebelumnya <i>As previously stated</i>	3,846,564,000	309,592,000	6,666,164,806	7,730,848,836	18,553,169,642
- Pelarasan Tahun Lalu (Nota 25) <i>Prior Year Adjustment (Note 25)</i>	-	-	(12,153,310)	(9,943,617)	(22,096,927)
- Seperti dinyatakan semula <i>As restated</i>	3,846,564,000	309,592,000	6,654,011,496	7,720,905,219	18,531,072,715
<u>Pindahan Daripada / [Kepada]</u> <i>Transfer From / [To]</i>					
Kumpulan Wang Pendahuluan Komputer <i>Computer Advances Fund</i>	-	-	-	-	-
Kumpulan Wang Pinjaman Kenderaan <i>Vehicle Loan Fund</i>	-	-	-	-	-
Kumpulan Wang Pinjaman Perumahan <i>Housing Loan Fund</i>	-	-	(400,000)	-	(400,000)
Tabung Pinjaman Pendidikan <i>Education Loan Fund</i>	-	-	-	-	-
Agihan daripada Pendapatan Bersih <i>Distribution from Net Income</i>	245,236,000	28,995,000	679,661,004	274,679,788	1,228,571,792
Baki pada 31 Disember 2011 <i>Balance as at 31 December 2011</i>	4,091,800,000	338,587,000	7,333,272,500	7,995,585,007	19,759,244,507

Nota-nota yang disertakan adalah merupakan sebahagian daripada penyata kewangan ini.
The accompanying notes form part of these financial statements.



PERTUBUHAN KESELAMATAN SOSIAL
PENYATA ALIRAN TUNAI BAGI TAHUN BERAKHIR 31 DISEMBER 2011
SOCIAL SECURITY ORGANISATION
CASH FLOW STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2011

	2011 (RM)	2010 (RM)
ALIRAN TUNAI DARIPADA AKTIVITI OPERASI <i>CASH FLOW FROM OPERATING ACTIVITIES</i>		
Pendapatan Bersih Tahun Semasa / Net Income for Current Year	1,228,571,792	968,042,280
Tambah/(Kurang) Pelarasan Bagi / Add / (Deduct) Adjustments For:		
Pendapatan Dividen Pelaburan / Dividend Income From Investment	(306,494,605)	(109,697,082)
Pendapatan Faedah Pelaburan / Interest Income From Investment	(660,862,572)	(610,536,433)
Keuntungan Modal Pelaburan Pengurus Portfolio <i>Capital Gains on Investments Manage by Portfolio Managers</i>	(63,983,336)	(159,511,285)
Keuntungan Pelupusan Harta Tanah, Loji dan Peralatan <i>Gains From Disposal of Property, Plant and Equipment</i>	(163,400)	(49,522)
Pembalikan Peruntukan Hutang Ragu Pinjaman Pendidikan <i>Reversal of Provision for Doubtful Debts on Education Loan</i>	(73,795)	(176,700)
(Keuntungan)/Kerugian Pertukaran Asing / (Gains)/ Loss on Foreign Exchange	(6,099,720)	9,681,558
Susutnilai Harta Harta Tanah, Loji dan Peralatan <i>Depreciation of Property, Plant and Equipment</i>	21,996,680	21,919,029
Peruntukan Hutang Ragu Belanja Tanggungan <i>Provision for Doubtful Debts on Benefit Expenditure</i>	417,140	162,932
Peruntukan Hutang Ragu Penghutang Caruman <i>Provision for Doubtful Debts on Contributions' Debtors</i>	535,743	410,176
Hapus Kira Penghutang Pinjaman Pendidikan <i>Education Loan Debtors Written off</i>	2,984,986	3,151,702
Hapus Kira Penghutang Tanggungan / Benefit Debtors Written off	30,455	390
Hapus Kira Pinjaman Pendidikan kepada Biasiswa <i>Education Loan Written off to Scholarship</i>	258,476	34,044
Kerugian/(Pembalikan) Peruntukan Kerugian Pelaburan Belum Realis <i>Loss / (Reversal) of Provision for Unrealised Losses from Investments</i>	1,373,976	(2,724,702)
Peruntukan Penjejasan Nilai Hartanah, Loji dan Peralatan <i>Provision for Impairment of Property, Plant and Equipment</i>	20,466,312	-
Peruntukan Penjejasan Nilai Bon Pengurus Portfolio <i>Provision for Impairment of Investment in Bonds Managed by Portfolio Managers</i>	-	2,000,663
	(989,613,660)	(845,335,230)
Lebihan Pendapatan Sebelum Perubahan Dalam Modal Kerja <i>Surplus Income Before Changes in Working Capital</i>	238,958,132	122,707,050
Tambahan/(Kurangan) Dalam Modal Kerja: <i>Increase / (Decrease) in Working Capital:</i>		
Pelbagai Penghutang dan Deposit / Sundry Debtors and Deposits	(15,043,482)	13,698,235
Pelbagai Pemiutang dan Perbelanjaan Terakru <i>Sundry Creditors and Accrued Expenses</i>	24,030,523	7,737,939
	8,987,041	21,436,174

Nota-nota yang disertakan adalah merupakan sebahagian daripada penyata kewangan ini.
The accompanying notes form part of these financial statements.



PERTUBUHAN KESELAMATAN SOSIAL
NOTA-NOTA KEPADA PENYATA KEWANGAN BAGI TAHUN
BERAKHIR 31 DISEMBER 2011
SOCIAL SECURITY ORGANISATION

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2011

1. MAKLUMAT KORPORAT DAN AKTIVITI UTAMA

- 1.1** 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.
- 1.2** PERKESO mentadbir dua jenis skim keselamatan sosial iaitu skim insurans bencana pekerjaan dan skim pencen ilat. Skim-skim ini memberi perlindungan kepada para pekerja dan tanggungan yang layak apabila berlakunya kejadian luar jangka yang menimpa pekerja berkenaan seperti bencana pekerjaan, keilatan dan kematian. Skim ini turut meliputi kemudahan pemulihan terhadap pekerja yang ditimpa bencana bagi membolehkannya kembali aktif dalam kehidupan harian dan kembali bekerja dengan secepat mungkin.
- 1.3** Ibu Pejabat PERKESO terletak di Menara PERKESO, 281 Jalan Ampang, 50538 Kuala Lumpur. PERKESO mempunyai 14 buah Pejabat Negeri dan 32 buah Pejabat PERKESO di seluruh negara.
- 1.4** Bilangan keseluruhan anggota PERKESO pada akhir tahun kewangan semasa adalah seramai 2,097 orang (2010: 2,037 orang).
- 1.5** Penyata kewangan bagi tahun kewangan berakhir 31 Disember 2011 ini telah diluluskan untuk diterbitkan oleh Lembaga PERKESO pada 22 Mac 2012.

1. CORPORATE INFORMATION AND PRINCIPAL ACTIVITIES

- 1.1 Social Security Organisation (SOCSO) was established as a Government Department on 1 January 1971 to enforce the Employees' Social Security Act, 1969. SOCSO became a Federal Statutory Body on 1 July 1985. SOCSO is responsible in providing social security protection to insured person and their eligible dependants through payment of benefits under social security schemes an increasing the awareness about the safety and health among employees in Malaysia.*
- 1.2 SOCSO administers two types of social security schemes namely; employment injury insurance scheme and invalidity pension scheme. These schemes provide protection to employees and eligible dependants in occurrence of unforeseen events to the employee such as employment injuries, invalidity and death. These schemes also includes rehabilitation facilities for injured employees to re-active in daily life and return to work as soon as possible.*
- 1.3 SOCSO's Headquarters located at Menara PERKESO, 281 Jalan Ampang, 50538 Kuala Lumpur and 14 State Offices and 32 SOCSO Offices nationwide.*
- 1.4 The total number of SOCSO employees at the end of current financial year is 2,097 people (2010: 2,037 people).*
- 1.5 The financial statement for financial year ended 31 December 2011 were authorised for issue by The Board of SOCSO on 22 March 2012.*



2. OBJEKTIF DAN POLISI PENGURUSAN RISIKO KEWANGAN

Secara umumnya, pelaburan PERKESO dalam instrumen pelaburan di dalam pasaran kewangan tempatan telah mendedahkannya kepada beberapa risiko kewangan semasa seperti risiko pasaran, risiko kadar faedah, risiko kredit, risiko kecairan, risiko pelaburan dan risiko operasi. Objektif dan polisi pengurusan risiko kewangan PERKESO adalah untuk memastikan bahawa dana modal pelaburan sentiasa terpelihara dan pulangan pelaburannya berada pada tahap optimum bagi membiayai perbelanjaan tanggungan dan mengurus dengan mengambil kira persekitaran kadar faedah dan pasaran kewangan tempatan yang sukar diramal dan sentiasa berubah.

(a) Risiko Pasaran

Risiko pasaran merupakan risiko kerugian yang berpotensi berlaku disebabkan perubahan nilai portfolio pelaburan atau instrumen kewangan lain berikutan perubahan dalam pemboleh ubah pasaran seperti kadar faedah semasa, kesan pertukaran mata wang dan kesan perubahan harga saham di Bursa Malaysia. Pelaburan PERKESO dikendalikan oleh Pengurus Portfolio dan Pengurusan PERKESO sendiri. Risiko pasaran diuruskan dan diimbangkan dengan kaedah mempelbagaikan pendedahan pelaburan PERKESO dalam instrumen kewangan yang berkualiti dan berkecairan tinggi bagi tujuan pemeliharaan modal serta mengoptimumkan pulangan pelaburan kepada PERKESO.

(b) Risiko Kadar Faedah

Risiko kadar faedah adalah risiko nilai instrumen kewangan akan berubah berikutan sensitiviti terhadap perubahan kadar faedah di pasaran semasa. Walau bagaimanapun, ia terhad kepada pelaburan jangka pendek dengan institusi kewangan berlesen dan pelaburan dalam sekuriti bon yang diuruskan oleh Pengurus Portfolio dan Pengurusan PERKESO. Pelaburan PERKESO di dalam sekuriti bon merupakan pelaburan jangka panjang dalam gred berkualiti tinggi yang dipegang untuk mengoptimumkan pulangan pelaburan.

2. FINANCIAL RISK MANAGEMENT OBJECTIVE AND POLICY

In generally, SOCSO's investments in investment instruments SOCSO investments had exposed it in local financial market to a number of current financial risks such as market risk, interest rate risk, credit risk, liquidity risk, investment risk and operation risk. SOCSO financial risk management objective and policy are to ensure its investment capital fund is always preserved and investment returns is at optimum level to finance its benefit and administrative expenditure considering the volatility and unpredictably of the local interest and financial market.

(a) Market Risk

Market risk is the risk of potential losses occur because of changes in the value of investments portfolio or other financial instruments due to changes in market variables such as current interest rate, currency translation effects and the impact of changes in share prices on Bursa Malaysia. SOCSO's investments are managed by Portfolio Managers and SOCSO's Management Market risk is managed and balanced by using method of diversifying the exposure of SOCSO's investment in to high quality and high liquidity financial instruments for capital preservation purposes and to optimise the investment returns to SOCSO.

(b) Interest Rate Risk

Interest rate risk is the risk that the value of financial instruments will fluctuate due to its sensitivity to changes in interest rates in the current market. However, it is restricted to short-term investments with licensed financial institutions and investments to bond securities that are managed by Portfolio Manager and SOCSO's Management. SOCSO's investments in bond securities are long-term investments in a high-quality graded securities which are held to optimise investment returns.



(c) Risiko Kredit

Risiko kredit adalah risiko yang berlaku disebabkan oleh ketidakupayaan pihak yang berurusanniaga memenuhi tanggungjawab pembayaran faedah atau pulangan pelaburan seperti yang telah dipersetujui ketika kontrak dikuatkuasakan. Pendedahan PERKESO terhadap risiko kredit adalah menerusi aktiviti-aktiviti pinjaman yang diberikan, urusanniaga umum, penempatan tunai dan pelaburan di institusi kewangan berlesen. PERKESO menguruskan risiko kreditnya dengan memantau secara berterusan kedudukan kewangan dan keupayaan kredit pihak-pihak terbabit bagi memelihara kepentingannya dalam urusanniaga terbabit.

(d) Risiko Kecairan dan Aliran Tunai

Risiko kecairan dan aliran tunai adalah risiko yang berlaku apabila dana yang diperlukan tidak mencukupi bagi memenuhi komitmen kewangan apabila ia perlu dijelaskan. PERKESO mengawasi aliran tunai keluar dan masuk yang diunjurkan sepanjang masa bagi memastikan bahawa kedudukan kewangannya sentiasa kukuh dan kecairan tunai sentiasa terjamin. Selain itu, PERKESO juga memastikan tahap kecairan aset adalah mencukupi dan tersedia ada apabila diperlukan melalui penempatan sejumlah tunai dan deposit mudah cair di institusi-institusi kewangan berlesen berdasarkan anggaran komitmen kewangan yang perlu diselesaikan.

(e) Risiko Pelaburan

Risiko pelaburan adalah risiko di mana pelaburan yang tidak dapat memberi kadar pulangan yang dijangkakan dan termasuk keadaan di mana kemungkinan kehilangan sebahagian atau kesemua amaun yang dilaburkan. Pendedahan PERKESO kepada risiko pelaburan dikawal dengan pematuhan berterusan terhadap Akta Keselamatan Sosial Pekerja 1969 serta Dasar dan Garis Panduan Pelaburan yang ditetapkan oleh Kementerian Kewangan dari semasa ke semasa.

(c) Credit Risk

Credit risk is the risk that occurs due to the inability of the counterparts to meet the responsibility of payment of interest or return on investment as agreed when the contract is enforceable. SOCSO exposure to credit risk is through the activities of the loan, general trading, cash settlements and investments in financial institutions. SOCSO manage credit risk by continuously monitoring the financial position and credit worthiness of the parties to protect its interests in the transaction involved.

(d) Liquidity and Cash Flow

Liquidity and cash flow risk occurs when the necessary funds are insufficient to meet financial commitments as they fall due. SOCSO monitor cash outflows and inflows at all times to ensure that its financial position is strong and liquidity always guaranteed. In addition, SOCSO also ensure sufficient levels of liquid asset and is readily available when needed through the deployment of a number of cash and liquid deposits in licensed financial institutions based on the estimated financial commitment to be solved.

(e) Investment Risk

Investment risk is the risk that the investment will not provide the expected rate of return and include situations where the possibility of losing some or the entire amount invested. SOCSO exposure to investment risk is mitigated by continuing compliance with the Social Security Act 1969 and the Investment Policy and Guidelines set by the Ministry of Finance from time to time.



(f) Risiko Operasi

Risiko operasi merupakan risiko kerugian yang wujud berikutan kegagalan dalam proses kawalan dalaman organisasi. Pendekatan pengurusan risiko operasi yang terancang dan konsisten diguna pakai PERKESO bagi menajjar strategi, polisi, proses, teknologi dan peningkatan pengetahuan di kalangan anggota bertujuan mewujudkan nilai tambah dan penambahbaikan berterusan terhadap proses kerja di samping mengamalkan urus tadbir korporat yang baik bertujuan memastikan kawalan dalaman yang menyeluruh dilaksanakan.

(f) Operational Risk

Operational risk is the risk of losses that exist due to the failure of the organisation's internal control processes. Operational risk management approach that is planned and applied consistently by SOCSO to align strategy, policies, processes, technology and knowledge enhancement among staff to create value added and continuous improvement of work processes in addition practicing good corporate governance to ensure comprehensive internal control is implemented.

3. POLISI PERAKAUNAN YANG PENTING

3. SIGNIFICANT ACCOUNTING POLICIES

3.1 Asas Perakaunan

Penyata Kewangan PERKESO yang ditunjukkan di muka surat 3 hingga 9 telah disediakan menurut konvensyen kos sejarah dan mematuhi keperluan piawaian perakaunan yang diluluskan oleh Lembaga Piawaian Perakaunan Malaysia untuk diguna pakai oleh entiti persendirian ("PERS") sepertimana dinyatakan dalam Pekeliling Perbendaharaan Bil. 4 Tahun 2007.

3.1 Basis of Accounting

The SOCSO Financial Statements presented on page 3 to 9 have been prepared according to the historical cost convention and comply with approved accounting standards of the Malaysian Accounting Standards Board to be adopted by private entities ("PERS") as stated in the Treasury Circular No. 4 Year 2007.

3.2 Harta Tanah, Loji dan Peralatan dan Susutnilai

3.2 Property, Plant and Equipment and Depreciation

(a) Harta Tanah, Loji dan Peralatan dinyatakan pada kos selepas ditolak susutnilai terkumpul dan rugi penjejasan nilai. Tanah milik bebas dan kerja dalam pembinaan tidak disusutnilai. Harta Tanah, Loji dan Peralatan yang lain disusutnilai mengikut kaedah garis lurus berdasarkan anggaran hayat kegunaannya pada kadar berikut:

(a) Property, Plant and Equipment are stated at cost less accumulated depreciation and impairment losses. Freehold land and work in progress are not depreciated. Other Property, Plant and Equipment are depreciated on a straight line basis over their estimated useful life at the following rates:

	2011	2010
Tanah Pajakan <i>Leasehold Land</i>	Baki Tempoh Pajakan <i>Remaining Leasehold period</i>	Baki Tempoh Pajakan <i>Remaining Leasehold period</i>
Bangunan Pejabat <i>Office Buildings</i>	2%	2%
Kenderaan Bermotor <i>Motor Vehicles</i>	20%	20%
Komputer Peribadi <i>Personal Computers</i>	33 1/3 %	33 1/3 %
Peralatan Komputer <i>Computer Equipment</i>	20%	20%
Peralatan Pejabat <i>Office Equipment</i>	10% - 20%	10% - 20%
Ubah Suai Pejabat <i>Office Renovations</i>	33 1/3 %	33 1/3 %



- (b) Peralatan Pejabat dan Komputer yang diperolehi pada kos yang kurang daripada RM1,000 seunit dan tidak memerlukan kepada penyelenggaraan berjadual disusut nilai sepenuhnya pada tahun perolehan dan dicajkan sebagai aset yang tidak dipermodalkan di dalam Penyata Pendapatan.
- (c) Penilaian semula ke atas harta tanah yang terdiri daripada tanah dan bangunan dilaksanakan bagi setiap tempoh lima (5) tahun atau pada tempoh yang lebih pendek apabila nilai saksama ke atas tanah yang dinilai semula dijangka menunjukkan perbezaan yang ketara dengan nilai dibawa harta tanah berkaitan.
- (d) Semakan dibuat ke atas amaun dibawa bagi harta tanah untuk menentukan sama ada terdapat petunjuk bahawa aset telah mengalami rugi penjejasan nilai. Sekiranya petunjuk sedemikian wujud, rugi penjejasan nilai dikira dengan membandingkan amaun dibawa bagi harta tanah dengan nilai penilaian harta tanah dalam tahun semasa. Pembalikan akan dibuat ke atas rugi terjejas yang diiktiraf dalam sesuatu tahun apabila terdapatnya petunjuk bahawa rugi penjejasan nilai yang diiktiraf bagi harta tanah berkaitan tidak lagi wujud atau telah berkurangan. Rugi penjejasan nilai diperuntukkan sekiranya nilai dibawa aset melebihi nilai boleh pulihnya seperti dinyatakan di Nota 3.11.
- (e) Keuntungan atau kerugian pelupusan Harta Tanah, Loji dan Peralatan ditentukan dengan membandingkan hasil pelupusan bersih dengan nilai dibawa aset berkenaan dan perbezaan tersebut diiktiraf terus di dalam Penyata Pendapatan dalam tempoh ianya dilupuskan.
- (b) *Office and computer equipment required at a cost of less than RM1,000 per unit and do not require a scheduled maintenance are fully depreciated in the year of acquisition and charged as asset that are not capitalised in the Income Statement.*
- (c) *Revaluation of properties consisting of land and buildings are carried out every five (5) years or at shorter intervals whenever the fair value of the land being revalued is expected to be significantly different from the carrying amount of the respective properties.*
- (d) *A review is carried out on the carrying amount of properties to determine whether there are any indications that an asset has suffered an impairment loss. If such indication exist, impairment loss is calculated by comparing the carrying amount of the property with the valuation amount of the property in the current year. Reversal is made on the impairment loss recognised in a particular year when there are indications that an impairment loss recognised for the respected property no longer exists or has decreased. Impairment loss is provided if the carrying amount of asset exceeds its recoverable amount as stated in Note 3.10*
- (e) *Gain or loss on disposal of Property, Plant and Equipment is determined by comparing the net proceeds from the disposal with the carrying amount of the asset and the difference is recognized immediately in the Income Statement in the period it is disposal.*

3.3 Asas Penilaian Pelaburan

Pelaburan PERKESO instrumen kewangan terdiri daripada pelaburan dalam Sekuriti Kerajaan Malaysia, Sekuriti Hutang Swasta, Saham Tersiar Harga dan dalam dana yang diurus oleh Pengurus Portfolio.

3.3 Basis of Investment Valuation

SOCSSO's investment in financial instruments consist of investments in Malaysian Government Securities, Private Debt Securities, Quoted Shares and in the funds managed by Portfolio Managers.



- (a) Sekuriti Kerajaan Malaysia, Bon Jaminan Kerajaan, Sekuriti Hutang Swasta dan lain-lain sekuriti bon dinyatakan pada nilai kos dan diselaraskan dengan pelunasan premium dan diskaun berdasarkan kadar faedah efektif dari tarikh pembelian hingga ke tarikh matang. Peruntukan bagi penjejasan nilai pelaburan bagi sekuriti berkenaan dibuat sekiranya Panel Pelaburan PERKESO berpendapat bahawa ianya perlu diperuntukkan.
- (b) Pelaburan dalam Saham Tersiar Harga adalah dinyatakan pada nilai kos atau nilai pasaran, yang mana terendah pada akhir tahun kewangan. Nilai kos ditentukan berdasarkan kos belian saham manakala harga pasaran adalah berdasarkan pada harga penutup saham pada tarikh Lembaran Imbangan.

Peruntukan bagi rosot nilai pelaburan saham yang belum direalis akan dibuat berdasarkan nilai agregat portfolio saham terhadap perbezaan di antara nilai kos saham dan harga pasaran saham, yang mana terendah pada tarikh Lembaran Imbangan berdasarkan piawaian perakaunan IAS 25. Sekiranya harga pasaran saham lebih tinggi daripada nilai kos saham pada tahun berikutnya atau pada tarikh jualan berikutnya, maka sebarang kerugian belum direalis tersebut akan diselaraskan sebagai pembalikan peruntukan rosotnilai, terhad kepada amaun yang telah diperuntukkan sebelumnya.

3.4 Pengiktirafan Pendapatan

- (a) Caruman diiktiraf atas dasar terimaan tunai yang diubahsuai (*modified cash basis*).
- (b) Pada tahun semasa, Faedah Caruman Lewat Bayar (FCLB) diiktiraf pada asas terimaan tunai berbanding asas akrual pada tahun-tahun sebelumnya. Kesan kewangan berikutan perubahan polisi perakaunan ini dinyatakan dengan terperinci pada Nota 24 yang melibatkan pernyataan semula rizab Kumpulan Wang Keselamatan Sosial secara retrospektif.

- (a) *Malaysian Government Securities, Government Guaranteed Bonds, Private Debt Securities and other loan securities, are stated at cost and adjusted for amortisation of premiums and discounts based on the effective interest rate from the date of purchase to the date of maturity. Provision for impairment of investment securities is made if SOCCSO's Panel of Investment is in the opinion that it should be provided.*

- (b) *Investment in Quoted Shares is stated at cost or market value, whichever is lower at the end of the financial year. The cost is determined based on the purchase cost of shares while the market price is based on the closing price of shares at the Balance Sheet date.*

Provision for diminution in value of unrealised investment in shares will be made on the aggregate value of shares portfolio for the difference between the cost of shares and shares market price, whichever is lower at the balance sheet date based on accounting standard IAS 25. If the market price of the shares is higher than the cost of shares in the subsequent year or on the subsequent sales date, any unrealised loss will be adjusted as reversal of the provision, limited to the amount that has been provided previously.

3.4 Revenue Recognition

- (a) *Contributions are recognised on modified cash receipts basis (modified cash basis).*
- (b) *In current year, Interest on Late Contributions (ILC) is recognised on a cash receipts basis compared to accrual basis in previous years. The financial effects of the change in accounting policy is stated in details in Note 25 involving the restatement of reserves of Social Security Fund retrospectively.*