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**MANUAL AND ELECTRONIC PROCEDURE OF PROVIDENT FUND BENEFIT
(JHTââ€•JAMINAN HARI TUA) CLAIM
IN BPJS KETENAGAKERJAAN YOGYAKARTA**

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LIST OF ABBREVIATIONS

BPJS Ketenagakerjaan Yogyakarta	– BPJS
Provident Fund Insurance	– JHT (<i>Jaminan Hari Tua</i>)
Work-Related Accident Insurance	– JKK (<i>Jaminan Kecelakaan Kerja</i>)
Death Insurance	– JKM (<i>Jaminan Kematian</i>)
Pension Insurance	– JP (<i>Jaminan Pensiun</i>)
Customer Relationship Management	– CRM
Marketing Officer	– MO
Relationship Officer	– RO
Director Regulation	– PERDIR (<i>Peraturan Direksi</i>)
Middle Manager of Service	– MMoS
Head of Finance	– HoF
Middle Manager of Marketing Administration	– MMoMA
Head of Service	– HoS
Annual Activities and Budget Plan	– RKAT (<i>Rencana Kegiatan dan Anggaran Tahunan</i>)
Middle Manager of Non-Wage Earner Administration	– MMoNWEA
Middle Manager of Member's Welfare	– MMoMW
Work Accident - Occupational Diseases	– KK-PAK (<i>Kecelakaan Kerja-Penyakit Akibat Kerja</i>)
Human Resources	– HR
Middle Manager of Human Resources	– MMoHR
Middle Manager of Archive and General	– MMoAG
Middle Manager of Finance	– MMoF
Middle Manager of Information and Technology	– MMoIT