

## ASSA Recognition Award

- 1.1 The ASSA Recognition was first introduced by the Employees Provident Fund (EPF) of Malaysia in 2015. The purpose of the Award is to recognise ASSA member organisations' achievements.
- 1.2 The criteria and categories for the ASSA Recognition Award are as follows.

No.	Categories of Recognition	Description of the Categories
1.	Innovation Recognition Award	Creation of an innovative technology, product or service which has led to improvements in services or products.
2.	Transformation Recognition Award	A practice that has resulted in improvement in the overall effectiveness, efficiency, and success of the organisation.
3.	Customer Service Recognition Award	Organisations that have implemented successful customer service strategies which are able to meet customers' expectations in terms of delivery and quality of service.
4.	Continuous Improvement Recognition Award	Organisations that are in a never-ending effort to expose and eliminate root causes of problems. It usually involves many incremental steps towards improvements rather than one overwhelming innovation.
5.	Strategic Communication Recognition Award	Organisations that have pushed the boundaries when it comes to their communications strategy in order to ensure they truly engage with their members using various communication channels.
6.	Information Technology Recognition Award	Organisations that run their business using effective and reliable technologies that are essential to drive efficiency and productivity, and improve organisational outcomes and performance.
7.	Insurance Coverage Recognition Award	Insurance and social security schemes that have developed their proposition with a clear focus on retirement, health and meeting members' needs.
8.	Financial Literacy Recognition Award	Organisations that have introduced and provide advisory services on financial literacy and retirement planning to address issues on adequacy of members' savings for retirement.
9.	Investment Governance Recognition Award	Organisations that have reflected specific issues relating to the management of funds of social security institutions' objectives, ranging from the investment of benefits provided and also addressing issues on the adequacy of the fund.

1.3 The write-up should include the following:

## WRITE UP TEMPLATE

<b>CATEGORY</b>	:	Transformation Recognition Award
<b>ORGANISATION</b>	:	Social Security Organization (PERKESO)
<b>CONTACT PERSON</b>	:	Puan Rosmawati Binti Mat <b>(012-604 4437)</b>
<b>NAME OF PROJECT</b>	:	Disability Management Rating System: Traffic Light Classification System
<b>OBJECTIVE AND NATURE OF PROJECT</b>	:	<p><b>The objectives of this Project are:</b></p> <ol style="list-style-type: none"><li>1. Improve the effectiveness of case management procedure in Return-to-Work Programme</li><li>2. Faster turnaround cases in Return-to-Work Programme</li><li>3. Rapid increase in Disability Management cases intake</li><li>4. Contribute to the advancement of disability management practices.</li></ol> <p><b>Nature of Project:</b></p> <p>This Traffic Light Classification System is an Artificial Intelligence (AI) driven system that categorizes disability cases based on their complexity and required interventions. Inspired by the colours of traffic lights, this robust system categorizes disability cases into three levels: Green, Yellow, and Red. Each colour represents the varying complexity and intervention needs for effective disability management.</p> <p>This method also has two steps, which act as a two-step verification process. The first stage is the priority level, which divides cases as high or low priority and employs the white lane to verify the "no one left behind" policy is adhered to. Then, those cases of high priority will proceed to Traffic Light Classification System for the disability intervention that had been conceptualized and focused. The AI analyses the severity of the disability based on the injury description as classified by the diagnosis of location and type.</p> <p>Moreover, this disability management classification system predominantly focuses on factors such as the nature of disabilities including physically and psychologically, severity levels, and functional limitations. Due to PERKESO's comprehensive approach, encompassing both physical and psychological aspects, it is assumed that these systems cover all essential indicators that require monitoring and ensure that no individual is excluded from receiving the necessary interventions.</p>

<p><b>WHY IT SHOULD BE RECOGNISED</b></p>	<p>:</p> <ol style="list-style-type: none"> <li>1. <b>Fair and Inclusive System:</b> The system's approach of categorizing disability cases into different levels (Green, Yellow, and Red) ensures that each case is evaluated based on its complexity and intervention needs. This helps in creating a fair and inclusive system that addresses the diverse range of disabilities and their unique requirements.</li> <li>2. <b>Efficient Resource Allocation:</b> By categorizing cases into priority levels, the system enables efficient allocation of resources. High-priority cases receive immediate attention, ensuring that individuals with urgent needs are not left behind. This optimizes resource utilization and streamlines the intervention process.</li> <li>3. <b>Holistic Approach:</b> The two-step verification process, involving priority level assessment followed by the Traffic Light Classification System, demonstrates a comprehensive and well-thought-out approach. This approach ensures that both the immediate needs and the long-term disability management aspects are considered, promoting holistic care.</li> <li>4. <b>Alignment with Policies:</b> The integration of the "no one left behind" policy in the first stage of the system showcases its alignment with principles of inclusivity and social responsibility. This is crucial for creating a society that values and supports individuals with disabilities.</li> <li>5. <b>Tailored Interventions:</b> The system's focus on factors such as nature of disabilities, severity levels, and functional limitations allows for tailored interventions. This personalized approach increases the chances of successful outcomes for individuals with disabilities.</li> <li>6. <b>Psychological Well-being:</b> The inclusion of psychological aspects in the disability management classification is noteworthy. Mental health is a crucial component of overall well-being, and by addressing both physical and psychological aspects, the system ensures comprehensive care.</li> <li>7. <b>Monitoring and Accountability:</b> The system's emphasis on essential indicators for monitoring ensures accountability and quality control in the disability intervention process. This tracking mechanism helps evaluate the effectiveness of interventions over time.</li> <li>8. <b>Coverage and Accessibility:</b> By categorizing disabilities based on complexity, the system helps in identifying cases that might require specialized interventions. This enhances accessibility to appropriate services and ensures that individuals receive the necessary support.</li> <li>9. <b>Scalability and Replicability:</b> The Traffic Light Classification System provides a structured framework that can be replicated in various settings. Its adaptable nature makes it a potential model for disability management systems in different contexts.</li> <li>10. <b>Awareness and Advocacy:</b> Implementing such a system can raise awareness about the diversity of disabilities and the need for tailored interventions. This can contribute to destigmatizing disabilities and promoting societal acceptance.</li> </ol>
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<b>SUMMARY OF THE PROJECT</b>	<p>:</p> <p>A comprehensive classification system fosters better coordination and collaboration among stakeholders involved in disability management. It provides a common language and framework for communication, allowing employers, healthcare providers, and disability management professionals to share information, exchange best practices, and align their efforts. This collaborative approach improves the overall quality and consistency of disability management interventions, leading to more seamless RTW processes.</p> <p>Moreover, a well-defined AI using Machine Learning Classification system provides a foundation for evidence-based policy and practice development. Policymakers can draw upon the categorized strategies and interventions to design effective legislative frameworks that promote inclusive RTW practices. Additionally, practitioners can utilize the classification system to develop guidelines, protocols, and training programs that ensure consistent and standardized disability management practices across organizations and industries.</p> <p>Artificial Intelligence (AI) in general refers to the simulation of human intelligence in computer systems. It entails developing algorithms and software to allow machines to execute tasks that would ordinarily require human intelligence. AI systems can study data, learn from it, make judgments, and act in ways that mimic human thought.</p> <p>RTW Traffic Light system is a Prescriptive Analytics tool, which is the next step in complexity after Predictive Analytics. Hence, the AI's ability to prescribe the recommendation for action plan is highly dependent on the data quality, selection of decision points, and operational processes. In this system, the artificial intelligence helps to forecast future trends and results by using historical data, supporting organizations in developing effective plans and strategies. In addition, AI also facilitates the processing and analysis of huge amounts of data at a rate that is unachievable for humans, resulting in better insights and well-informed choices.</p> <p>In conclusion, the significance of developing a comprehensive classification system for disability management in the RTW process has shown improve understanding, coordination, and collaboration among stakeholders, inform policy and practice development, enable evaluation and continuous improvement, and promote social inclusion and equity. By advancing our knowledge in this area, this study has the potential to enhance the experiences and outcomes of employees with disabilities during the RTW process, leading to more inclusive and productive workplaces.</p>
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