

### CATEGORIES OF RECOGNITION

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 organization.
3	CUSTOMER SERVICE RECOGNITION AWARD	Organizations that have implemented successful customer service strategies which are able to meet customers' expectations in terms of delivery and quality of service.
4	STRATEGIC COMMUNICATION RECOGNITION AWARD	Organizations 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.
5	INFORMATION TECHNOLOGY RECOGNITION AWARD	Organizations that run their business using effective and reliable technologies that are essential to drive efficiency and productivity, and improve organizational outcomes and performance.
6	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.
7	FINANCIAL LITERACY RECOGNITION AWARD	Organizations that have introduced and provide advisory services on financial literacy and retirement planning to address issues on adequacy of members' savings for retirement.

## WRITE UP TEMPLATE

<b>CATEGORY</b>	:	<b>INNOVATION RECOGNITION AWARD</b>
<b>ORGANIZATION</b>	:	SOCIAL SECURITY ORGANISATION (SOCSO), MALAYSIA
<b>CONTACT PERSON</b>	:	<p>Name : HAIRIRI BIN HARUN Contact Number : +6012 615 8715</p> <p>Name : NOR SHUHADANNISAH BT ABDUL SHUKOR Contact Number : +6012 612 7258</p>
<b>NAME OF PROJECT</b>	:	E-Efisyen
<b>OBJECTIVE AND NATURE OF PROJECT</b>	:	<ol style="list-style-type: none"> <li>1. Part of 'Desk Inspection' initiative.</li> <li>2. To enable the employee list to be automatically matched with SOCSO database of employees.</li> <li>3. The system to automatically filtered employees who fall under the 'Once In Always In' [SLTL] category.</li> <li>4. The system to automatically generate Statement of Arrears [PKS(f)47].</li> </ol>
<b>WHY IT SHOULD BE RECOGNISED</b>	:	<ol style="list-style-type: none"> <li>1. Electronic Filtering System for Enforcement, better known as '<b>e-efisyen</b>' was developed by using Visual Basic, Crystal Report and Microsoft SQL Server software with the main objectives to check employees' contribution, calculate the contributions and prepare the statement of arrears / lack of contribution [PKS(f) 47] under the qualification 'Once In Always In' (SLTL) principle. Before the development of the system, inspection activity on the existence of SLTL only occurred whenever there was information through complaints or benefit claims. It is undetectable as it solely depends on whether the employer is aware of the qualification principle. Most of the time, it went unnoticed. Hence, detecting such a case also faced a lot of hindrance as the facts were unknown.</li> <li>2. The process of preparing the PKS(f)47 statement is done manually. It involves calculation and monthly contribution input that have to be done manually for each employee and each of the months involved. It is a snail's pace process that takes time and efforts which lead to the delay in the whole process of checking, calculating and preparing all the documentation needed. This manual human input process had resulted in inadequate data input, lack of monitoring and consequently, it affects the employee's benefit claim process. It is an archaic 'eyeball' process that has been in existence since the beginning.</li> <li>3. With the implementation of the project and the development of <b>e-efisyen</b>, the process of checking the employee's contribution, calculation of the arrears of contribution and the preparation of the PKS(f)47 statement can be done automatically, systematically and most importantly, precise data input. It is an innovation like no</li> </ol>

	<p>others as it has tremendously changed the work process and by doing so, <b>the system is able to reduce the work process time up to 98%</b>. Not only that, the most important outcome of the innovation is that employees who are eligible for coverage can now be traced and covered.</p> <p>4. Statistically, since the execution of the project, the number of additional employees covered by SOCSO is 7,632 while 2,090 employers have been detected to be involved under SLTL. Apart from that, the project is in line with the National Blue Ocean Strategy (NBOS) whereby <b>the operational cost had been reduced to 34.4%</b>. Meanwhile, <b>RM17,799,951.40 of contributions had been collected from 2014 and September 2016. Until February 2017, the contribution collection had increased to RM21,925,940.30</b>. With regards to time, the system has <b>reduced the time needed to complete the whole process of SLTL from 22 hours to just 25 minutes, which is a reduction of 98.1%</b>. In terms of manpower, <b>the project can reduce manpower from 18 to 7 people equivalent to 61.1%</b>.</p> <p>5. The system is developed by in-house expertise (Innovative And Creative Circle Group Form Under The Enforcement Section) with totally no involvement of external parties or consultants. There are also no additional costs, tools and personnel needed to execute the project as the existing facilities and manpower are sufficient.</p> <p>6. With minimum costs and less efforts, this the system had brought a significant impact to the organisational KPIs and the stakeholders especially the insured persons and their dependants. Thus, this innovation should be recognised accordingly.</p>
<p><b>SUMMARY OF THE PROJECT</b></p>	<p>:</p> <p>1. The whole innovation journey starts with detecting and identifying employees that were governed under the principle of SLTL by sending a letter to their respective employers requesting them to submit to SOCSO the employee list particularly those whose income is more than RM3,000.00 a month and are not registered with SOCSO.</p> <p>2. In the previous work process, the lists have to be 'eye ball' where each employee in the lists would have to be compared with SOCSO's employee database one by one. It was a very time consuming process. Imagine if the employer has 3000 employees in the list and checking for qualification is done manually for each employee. By using <b>e-efisyen</b>, the same work that would take days or even weeks, can be completed in less than 10 seconds. Based on the list provided by the employer, it will then be filtered through <b>e-efisyen</b> whereby the system would isolate employees that have contributed before.</p> <p>3. From the filtered lists, the system would automatically calculate the arrears of contribution due and it would then generate the PKS(f)47.</p>

	<p>Before the existence of <b>e-efisyen</b>, the preparation of PKS(f)47 was done manually whereby the officers had to manually key in the contribution amount month by month throughout all the defaulted months and years. This is another rigorous and time consuming process, and depending on how many employees involved, it can take months just to complete the PKS(f)47. The prepared PKS(f)47 statement was then mailed or emailed to the employer for their confirmation before the contribution arrears are to be paid by the employers.</p> <ol style="list-style-type: none"><li data-bbox="520 555 1401 869">4. Developing the <b>e-efisyen</b> system is in line with Core No. 3 of SOCSO's Strategic Planning 2016 – 2020 that is to ensure social security coverage for employees and to increase the social security awareness among stakeholders. It also coincides with Core No. 6 of the Ministry of Human Resources' Strategic Planning, that is to provide a comprehensive social security network. It is also under the 11<sup>th</sup> Malaysian Plan, specifically Core No. 2. It has also fulfilled Phase 3 of the Government Transformation Programme (GTP) that is to upgrade the wellbeing and standard of life of the people.</li><li data-bbox="520 913 1401 1225">5. Above all, this project and innovation had received several recognitions internationally and at national level. The project had been declared as the runner-up for the ICC Project at the SOCSO Annual Innovation and Creative Award 2014, the Best ICC Project (KIK) under the Human Resources Ministry for the year 2015 during the Ministry's Annual Innovation and Creative Award 2015, and in November 2016, the project had been awarded with the highest recognition, National Chief Secretary Award, during the Annual Public Service Innovation Award 2016.</li></ol>
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