

CATEGORY	INNOVATION RECOGNITION AWARD / STRATEGIC COMMUNICATION RECOGNITION AWARD
ORGANIZATION	SOCIAL SECURITY ORGANISATION, MALAYSIA
CONTACT PERSON	<p>Name: Rosmasita Binti Mohamed Contact Number: +6012 6122910</p> <p>Name: Mohd Najmi Bin Abdul Halim Contact Number: +6018 6630627</p>
NAME OF PROJECT	SOCIAL SYNERGY PROGRAM
OBJECTIVE AND NATURE OF PROJECT	<div data-bbox="781 659 1097 779" data-label="Image"> </div> <p>A social innovation programme that adapts various social security models from developed countries such as Australia, United Kingdom, Germany, Canada & South Korea. The programme has been designed form an integration model that combines the benefits of social security schemes in Malaysia. These benefits are provided by various social security agencies in Malaysia. This will also solve the Fragmented Social Security problem in Malaysia.</p> <p>The objectives of this programme are:</p> <ul style="list-style-type: none"> • To increase subsistence income and reduce the incidence of poverty • Providing a centralised, systematic, comprehensive and holistic social security platform for all Malaysians • To educate all Malaysians on systematic financial management • To build a versatile Malaysians by having competent skills in various fields <p>To make the programme more dynamic and systematic, a system called MySynergy that uses Blockchain technology has been developed to act as the core system for the operation of the Social Synergy Programme. The development of MySynergy makes SOCSO a leading social security agency that creates the first social</p>

	security platform in Malaysia.
WHY IT SHOULD BE RECOGNISED	<p>The programme should be given recognition based on the following factors:-</p> <ul style="list-style-type: none">• Creating the first social safety platform in Malaysia. To date, a total of 13 social security agencies have collaborated under the program. Among these agencies are SOCSO, AKPK, GIATMARA, Amanah Ikhtiar Malaysia, MAIWP, JTKSM, MAIDAM, MAIPk, MIASA, and KOBAS.• The programme integrates all social security schemes exist in Malaysia to provide holistic and end-to-end solutions and benefits.• This programme benefits not only SOCSO contributors but all Malaysians. This proves SOCSO always strive to provide services beyond customer expectations. The programme assures no overlapping of benefits received by individuals and families.• MySynergy system is the largest data storage hub for social security data in Malaysia. This system manages the entire data of Malaysians dealing with social security agencies throughout the country.• MySynergy system is also the first among all social security agencies in Malaysia to adopt Blockchain technology. For example, by using individuals' identity card number, this system can track all historical information on benefits claims at various social security agencies.• SOCSO has built the RM1 million MySynergy System as the main

system of the programme. This system is used by program coordinators at all social security agencies participating in the programme. **This system is developed, administered and maintained free of charge by SOCSO for all the social security agencies in the country.**

- The programme is capable to improve household finances and enhance the standard of living and the economy of individuals and families. The programme focuses beyond the Malaysians who are in need but also other Malaysians to improve their living standards. This will ensure better well-being for the next generations in the country.

- The program has **significantly helped reduce the incidence of poverty**. In 2018, 300 prospects have been successfully assisted. Among the assistance provided are compensation for disability, invalidity, debt restructuring, job search assistance, business start-up capital, free skills training and business marketing assistance through the digital business ecosystem.

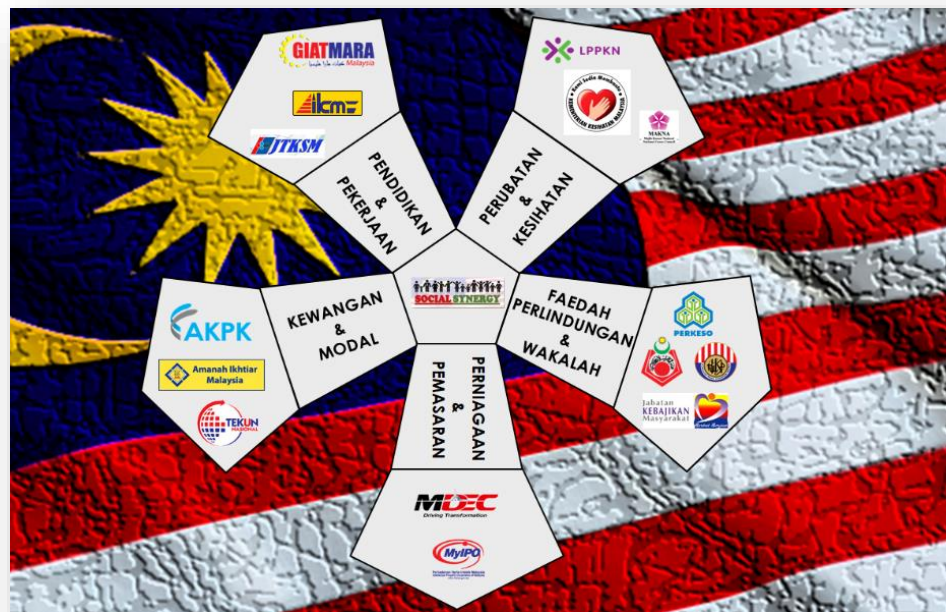
- The programme has also been successful in **assisting those with disabilities who have difficulty in getting a job**. For example, Insured Person in the Return to Work Program is assisted in obtaining job through the JTKSM's (Peninsular Malaysia Labour Department) cash incentive grant which is given to entrepreneurs who are willing to hire employees with disabilities.

SUMMARY OF PROJECT

Malaysia, a country that prioritises adequate welfare provision to its people, has provided various facilities and allocations to Malaysians through government and non-governmental agencies. However, poverty still exists and the high cost of living remains high, especially

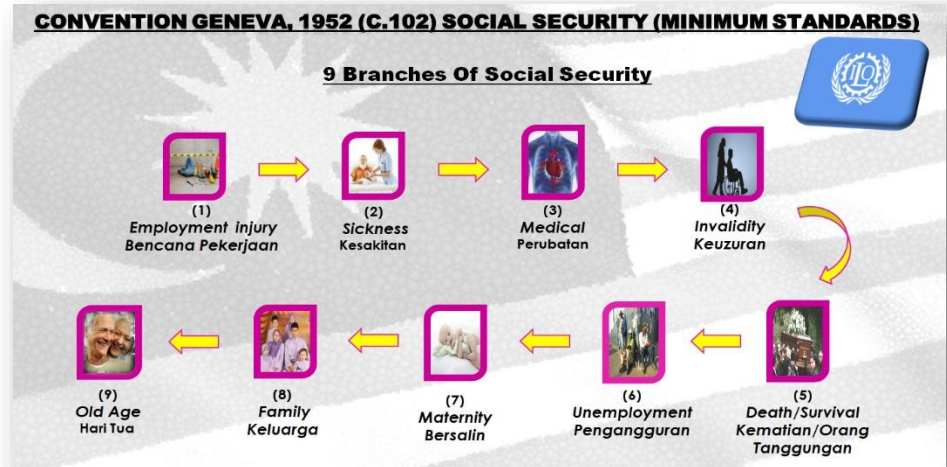
among those in the B40 (the bottom 40% of households with monthly income of RM3,900 and below). Therefore, Social Synergy Program is a noble initiative undertaken by SOCSO to ensure that all Malaysians can enjoy benefits provided by the Malaysian government.

Through this initiative, a systematic and dynamic integration platform has been created to integrate all social security benefits provided by government agencies and non-governmental organisations. SOCSO has also successfully developed MySynergy System which acts as an ICT platform for the operation of this programme. MySynergy System is a comprehensive and competitive ICT system using Blockchain technology. This technology provides the convenience of generating a complete and comprehensive data centralisation. The system also has a tracking function to ensure that every progress of each prospect can be tracked. This facility prevents the issue of overlapping of benefits received by Malaysians.

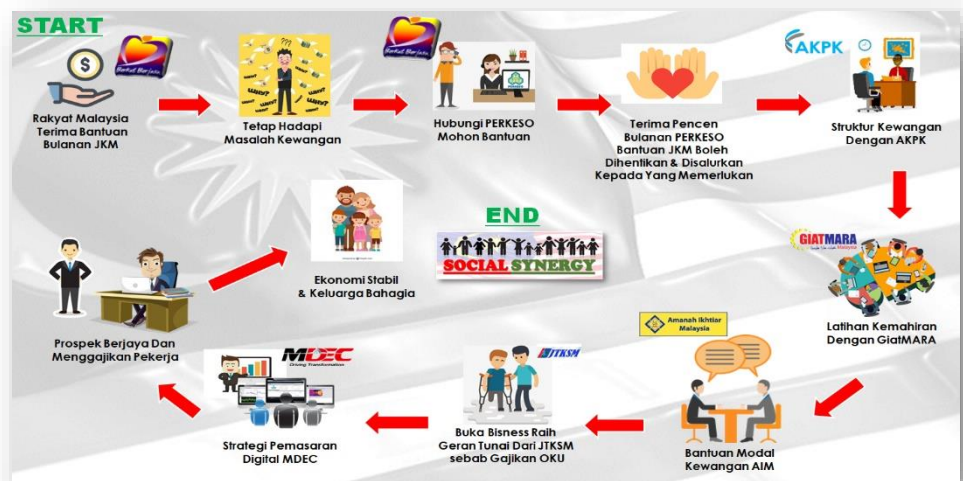


This programme was developed strategically and progressively with

the creation of 5 modules. These modules generate a complete conceptual framework that covers all nine (9) branches of social security in the world.



As a result, a complete, holistic and end-to-end workflow solution has been developed. Up to April 2019, almost 1000 prospects (Malaysians) have been successfully assisted under this programme. Indeed, the development of this platform is one of the biggest achievements not only for SOCSO but for the Government of Malaysia, which emphasises a comprehensive social security net in the country.



Malaysians especially those in the B40 will certainly benefit from the establishment of the first Social Security Platform in Malaysia. This platform is developed by SOCSO in line with its principle of providing services that exceed customer expectations. This programme goes beyond SOCSO contributors to cover Malaysians who are in need of assistance.

The programme establishes a one-stop centre for social security and is aligned with the direction of the Government's **11th Malaysia Plan** which is to provide the highest level of service delivery to each group to ensure peace, prosperity and well-being of the citizens.