

1. 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.

1.3 The write-up should include the following:

WRITE UP TEMPLATE

CATEGORY	:	Continuous Improvement Recognition Award
ORGANISATION	:	BPJS Kesehatan
CONTACT PERSON	:	Widianti Utami Suciati Mega Wardani Lili Nugroho Dipura
NAME OF PROJECT	:	One Stop Apps : Monitoring of Strategic Cooperation Implementation
OBJECTIVE AND NATURE OF PROJECT	:	To monitor the output and the progress of strategic cooperation implementation by using monitoring application tools (MONIKS)
WHY IT SHOULD BE RECOGNISED	:	BPJS Kesehatan is a national social security body mandated by Indonesia law and regulation to cover health social security of all Indonesian citizen. The coverage of BPJS Kesehatan per 1 October 2020 is 223. 017.311 members. In the context of improving the quality of the implementation of the social security program, BPJS Kesehatan can cooperate with government and non-government institution. Cooperative relations are implemented in the field: - Service to participants and fulfilment of benefits - Increasing Human resources competency and quality - Management of information systems - Increasing public awareness and compliance to fulfil their obligations - Other agrees upon cooperation Cooperation relation are made in writing and can be stated in the form of legal documents including memorandum of understanding and other operational cooperation. As of October 2020, 135 collaborations have been signed by BPJS Kesehatan and various institutions both domestic and international. Monitoring of cooperation was done manually before there was an application tool. The weakness of the manual monitoring system is the output and progress implementation of cooperation will not be able to measure comprehensively. By using application, all strategic partnership can be monitored in real time. The regional office and the branch office will entry the progress of cooperation implementation to the monitoring application tools (MONIKS) continuously. This application is important to help head office monitor the output of cooperation real time. This application is needed in providing information for policy making of the institution. This monitoring application is also used to measure the employee performance. This application is able to provide the calculate output of the employee performance.

		The benefits of the monitoring application tools (MONIKS): - Early warning system for termination date of the cooperation - Monitoring the number of cooperation - Measuring the implementation progress of the cooperation - Tools for measuring employee performance
SUMMARY OF THE PROJECT	:	In the context of improving the quality of the implementation of the social security program, BPJS Kesehatan can cooperate with government and non-government institution. Monitoring of cooperation was done manually before there was an application tool. The weakness of the manual monitoring system is the output and progress implementation of cooperation will not be able to measure comprehensively. By using application, all strategic partnership can be monitored in real time. This application is important to help head office monitor the output of cooperation real time. This application is needed in providing information for policy making of the institution.