

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

CATEGORY	:	INNOVATION RECOGNITION AWARD
ORGANIZATION	:	SOCIAL SECURITY ORGANISATION (SOCSO) MALAYSIA
CONTACT PERSON	:	Name : Mohd Rosdi Bin Mat Yasin Position : Deputy Chief Executive Officer (Management) No: +60123734433
NAME OF PROJECT	:	CONTRIBUTIONS PAYMENT PORTAL : <i>iPERKESO</i>
OBJECTIVE AND NATURE OF PROJECT	:	Contribution Payment Portal known as <i>iPERKESO</i> is a channel that allows employers to submit records of contribution payments using an online platform. This medium of contribution payment is an improvement introduced by PERKESO to facilitate employers to pay monthly contributions in line with the e-Government initiative for ease of doing business in a borderless world.
WHY IT BE SHOULD RECOGNISED	:	<i>iPERKESO</i> was introduced starting 1 March 2017, and initial testimony shows that the system receives good response from users especially the newly registered employers. Through the medium, employers can pay contributions with ease at specified intervals of not exceeding the 15th day of each month. Before <i>iPERKESO</i> was introduced, the contribution payment was made through SOCSO counters, collecting banks' counters, post office counters, and Internet banking. Meanwhile, information on contributions and employee records were submitted to SOCSO offices using Form 8A, tapes, compact discs, diskettes and internet banking. Through these methods, the contributions are paid either by cash, cheque, money order or electronic fund transfer. These transactions are not easy for employers where contributions and employee records cannot be updated immediately due to a shortage of staff and available tools. <i>iPERKESO</i> directly minimises the differences arising from the processing of contributions records manually, which in turn can eliminate customer nonconfidence in SOCSO. This can be attributed to factors like payments stored in digital format, secured contribution payment, lesser possibility of damage or loss of cheques, reduce errors caused by human factor, and employers can transfer contribution payments from the company's bank account or personal account directly into SOCSO's account.

SUMMARY OF THE PROJECT	:	<i>iPERKESO</i> was introduced to the employers as a platform or payment medium for easy and safe monthly contributions in accordance with the aspirations of SOCSO as a dynamic, excellent and leading social security provider. To enhance the administration of the fund for efficient benefits payments to qualified recipients records of contributions from employers and employees need to be managed accurately and in a safe manner. To ensure the functionality and sustainability of this fund, contribution receipts are handled comprehensively using customer-friendly application channel and at the same time, all information is conveyed in a secure manner. With an easy-to-use internet-based application, <i>iPERKESO</i> attracts employers to utilise it due to: - i. it serves as a portal that allows the payment of SOCSO contributions that enable employers to manage online payment. Using <i>iPERKESO</i>, employers can add, update and manage details of employee contributions, which includes personal details, employment status, salary and length of employment. ii. <i>iPERKESO</i> also enable employers to create, update and transmit the records of contributions to SOCSO. iii. <i>iPERKESO</i> allows employers to review the records of previous payments without having to refer to SOCSO to get the info manually. iv. Employers can manage the monthly contribution payments via online through the Financial Process Exchange (FPX) without using having to use cash, cheque or money order. <i>iPERKESO</i> also offers various facilities to employers such as managing contribution payments for more than one company at any time. <i>iPERKESO</i> can save the administration and operations costs of the employers and SOCSO through: - (a) Reduction of printing and delivery of contribution forms (Form 8A) to the employers. (b) Reduction of the processing of physical documents. (c) improvement in the accuracy of records on employer and employee contributions that can subsequently reduce costs in updating the records manually.
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		(d) cost-saving of printing and mailing of contributions documents amounting to more than RM425,000 a month. (e) cost reduction in terms of the delivery of documents on monthly contributions from all SOCSO offices to the headquarters for the updating of information on contributions and employee records. (f) reduction of the rental space cost for physical documents storage. (g) improvement in the quality and accuracy of the data submitted to SOCSO as workers' data is submitted directly via online by employers. (h) time-saving for employers in managing contributions payment as they do not have to be present at SOCSO counters, collecting banks' counters or post offices. (i) creation of an integrated and comprehensive contribution system to ensure updated contribution data.
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