SOCIAL SECURITY BOARD

MINISTRY OF LABOR, IMMIGRATION AND POPULATION

SSB Information System Implementation

(Data Entry & Cleaning Project)

Presented By
Mr Maung Maung Aye
Director General

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ABOUT SOCIAL SECURITY BOARD

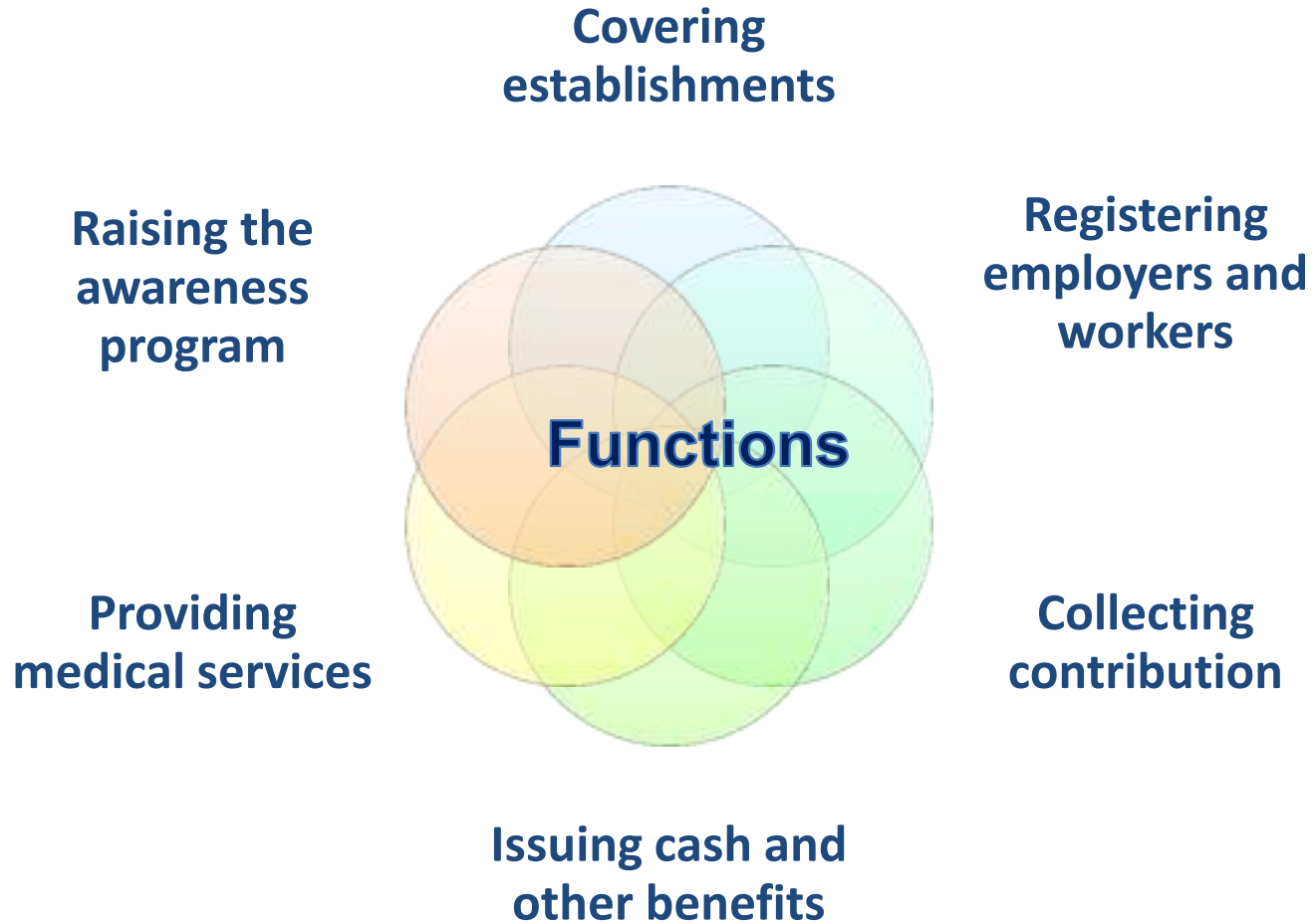|	
Established Year	• **1956**
Coordinated Team	• **The National Tripartite Dialogue Program**
The Umbrella Team	• **Ministry of Labor, Immigration and Population**
Reinstituted the new Social Security Law 2012	• **2014**

Vision

"To expand the Social Security Scheme to be able the whole nation for covering"

ABOUT SOCIAL SECURITY BOARD

Covering establishments

Raising the awareness program

Registering employers and workers

Functions

Providing medical services

Collecting contribution

Issuing cash and other benefits

ABOUT SOCIAL SECURITY BOARD

Organization Structure

Chairman of NSSB

- **Executive Committee**
- **Medical Committee**
- **Appeal Tribunal**

Director General

- **Deputy Director General**
- **Deputy Director General**

- **Admin: Division**
- **Finance Division**
- **Insurance Division**
- **Research and Planning Division**
- **IT Division**
- **Audit Division**
- **Medical Division**

15 State/Region SSOs
4 District SSOs
78 Township SSOs

3 WH, 96 Clinics
1 Traditional clinic
5 contracted clinics
7 PPS clinics

57 Dispensary clinics

ABOUT SOCIAL SECURITY BOARD

Contribution Rate for Each Insurance System

Insurance systems		Contribution Rate		
		Employer	Employee	Total
1	Health and Social Care Insurance System	2%	2%	4%
2	Family Assistance Insurance System	Postpone		
3	Employment Injury Benefit Insurance System	1%	0	1%
4	Invalidity Benefit, Superannuation Benefit and Survivors' Benefit Insurance System	3%	3%	6%
5	Unemployment Benefit Insurance System	1%	1%	2%
6	Other Social Security System (Housing Plan)	0	25%	25%
	Total	7%	31%	38%

ABOUT SOCIAL SECURITY BOARD

Number of Registered Establishments

32,738

Number of Registered Employees

1,313,616

Yangon Workers' Hospital has been established on 1-9-1962, upgraded on 13-6-1964 from 150 bedded to 200 bedded and upgraded as 250 bedded Hospital in September, 1998
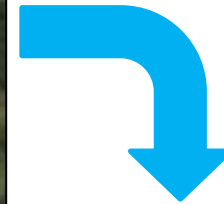
Mandalay Workers' Hospital(150)Bedded (15-5-1990)

100 bedded Tuberculosis Hospital has been established since 20-4-2003 and has been changed as Htan-Tabin Workers' Hospital on 16-2-2016.

Providing Medical Treatment by Mobile Medical Unit

Social Security Board-Care Well Contracted Clinic (Hlaing Tharyar)

Photos of clinics with PPS model as pilot

SSB-DECKKEENADIPAR Clinic

SSB-MYAT MON Clinic

SSB-MYATTAWWIN Clinic

Providing Medical Treatment at work places by physicians and doctors

Providing Medical Treatment at work places by physicians and doctors

Issuing cash benefit to survivor of insured worker

Conducting Awareness Raising about Social Security Scheme

Loikaw, Kayah

Myitkyina, Kachin

Hpa-An, Kayin

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ISSUES AND CHALLENGES OF INFORMATION SYSTEM DEVELOPMENT

System/Things

- Number of Insure Persons and Employers

- Implementation of the new contribution & benefit process

Business Issues/Challenges

- ➢ Dramatically Increased

- ➢ Delay in collecting contribution and issuing benefit
- ➢ Lack of Human Resources
- ➢ Budget Limitation
- ➢ Need fund sustainable system

System/Things

Implementation of the new contribution & benefit process

Business Issues/Challenges

- ➤ Use the paper form and manual processing for all processes
- ➤ Need awareness raising program
- ➤ Increasing demand side for health care facilities
- ➤ Limitation of opening hours of clinic and locations

Urgent need to establish IT system to integrate the whole system

ISSUES AND CHALLENGES OF INFORMATION SYSTEM DEVELOPMENT

System

- Social Security ID card Printing system

- Offline registration program that was installed on each township office (developed at 2011)

Technical Issues/Challenges

- No centralized database

- Duplication of SSN

- Used a separate object data file (.dat) for each worker and employer

- Data transfer by DVDs

- Stored in the Head Office Main Server

- No Validation Check/ No log files

- No integration

- Limited scopes

- Facing some fraud actions

- Cannot control internal workers migration

ABOUT FOUR REFORMS FOR SSB

IT Reform

- ➤ To integrate the whole system with centralized database

- ➤ To provides worker/employer registration online

- ➤ To collect contribution with online/e-payment

- ➤ To get the correct data and information on time

- ➤ To give benefit and claim with e-payment and e-Money

- ➤ To reduce time and cost

Medical Reform

- ➤ To provide effective and effectively health care services
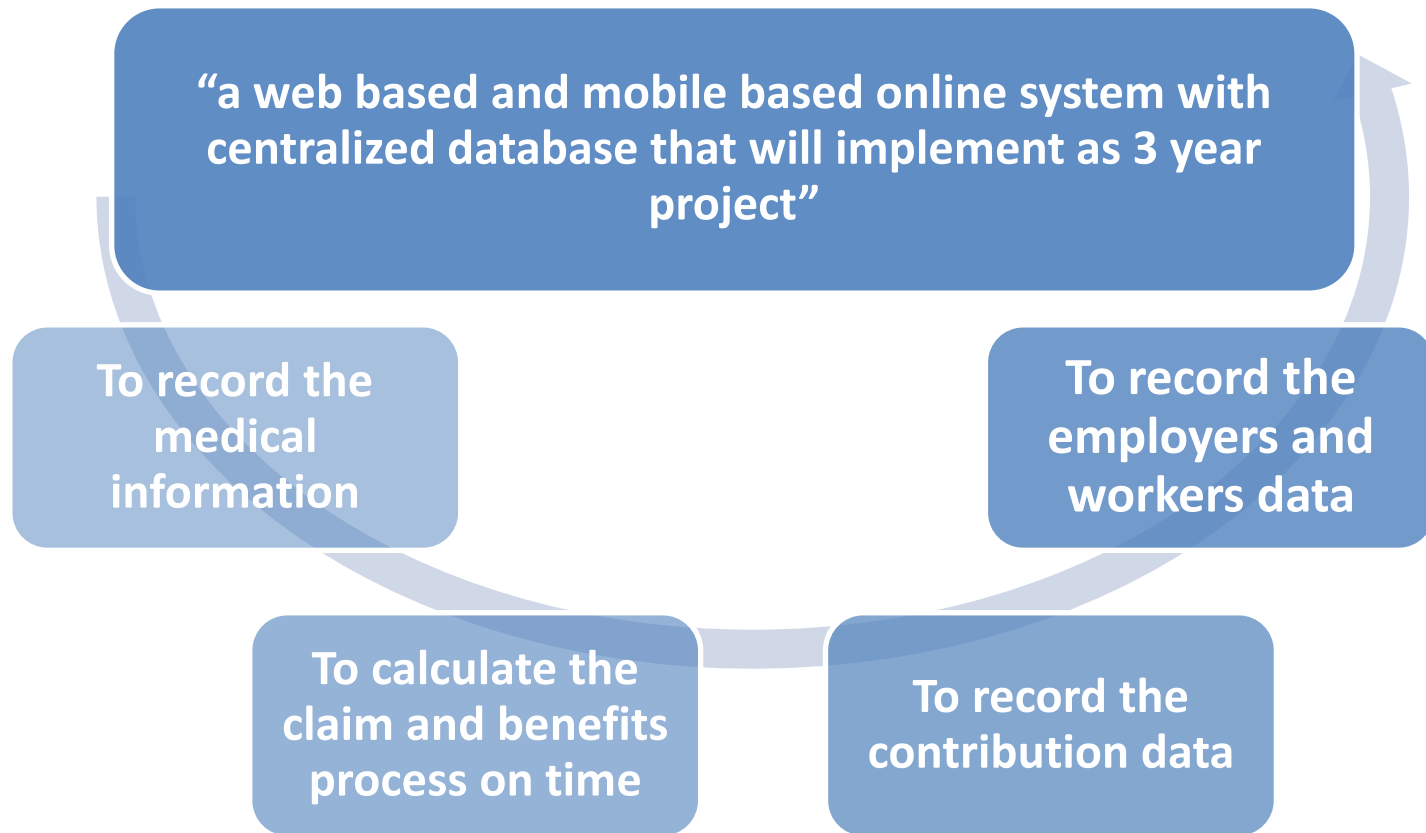
ABOUT FOUR REFORMS FOR SSB

Administrative Reform

- ➤ To streamline the current business flows complexity

- ➤ To reduce the services time and cost

- ➤ To provide one-stop-services

- ➤ To reduce the burden on the staff

- ➤ To support the client centric system for both workers and employers

Legal Reform

- ➤ To become the law compliance with international standards and local conditions

IT REFORM (SSB INFORMATION SYSTEM)

"a web based and mobile based online system with centralized database that will implement as 3 year project"

To record the medical information

To record the employers and workers data

To calculate the claim and benefits process on time

To record the contribution data

IT REFORM (SSB INFORMATION SYSTEM)

Data Center implementation

SSB core business processes
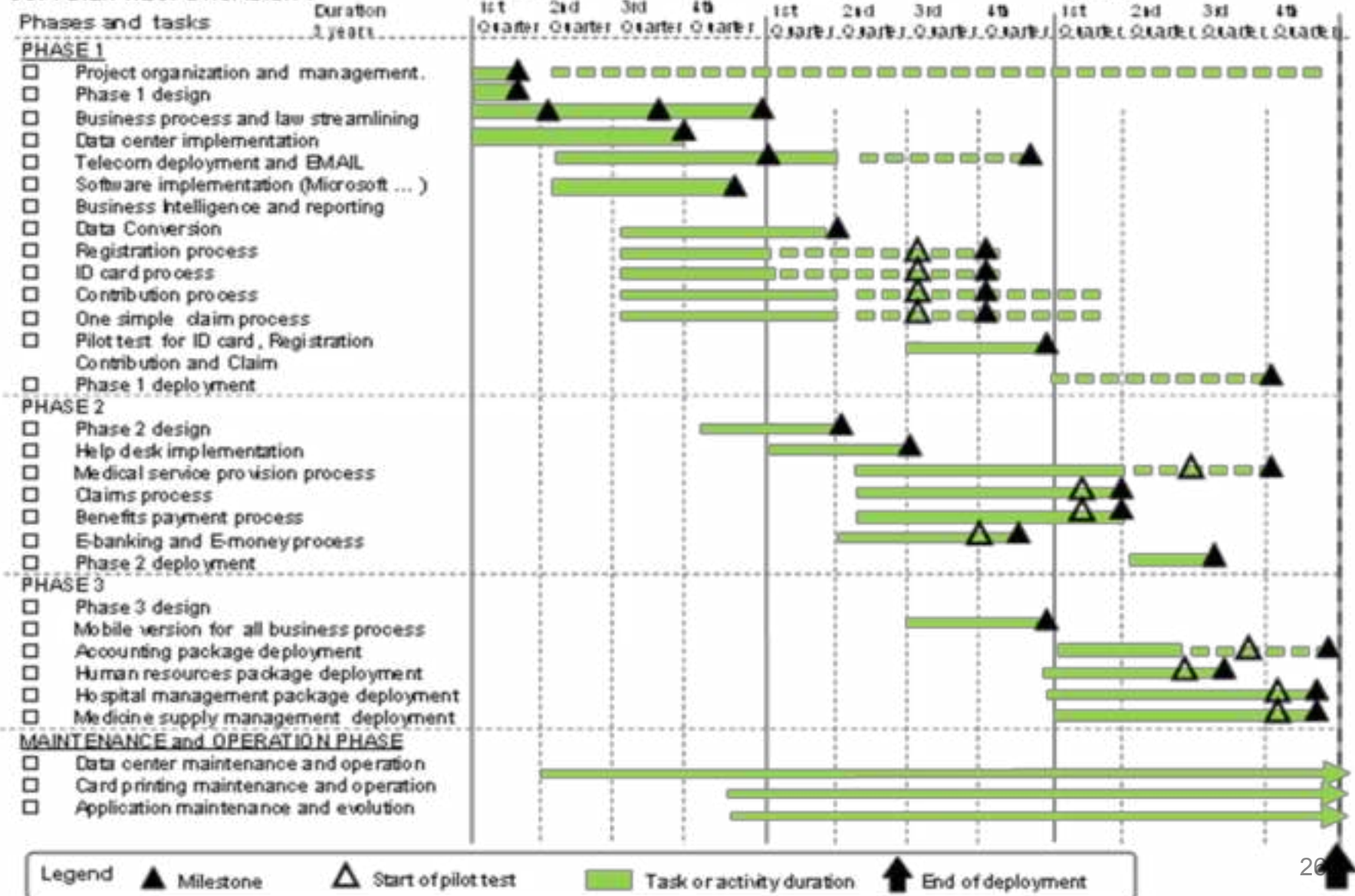
e-Payment/e-Money Process

Smart card printing process

Package Software Development Process

IT REFORM (SSB INFORMATION SYSTEM)

Addressing the challenges

➢ To streamline all business process

➢ To improve the data registration efficiency

➢ To improve the current services and workflow

➢ To support the registration, contribution payment and benefit claiming processes for the eligible persons

➢ To guarantee and promote the medical provision services

➢ To communicate easily among SSB facilities

➢ To increase the trusts upon the SSB

IT REFORM (SSB INFORMATION SYSTEM)

Targets to be achieved

1st Year

- Data Center Main Site Implementation Process

- Telecommunication Infrastructure Setting Up Process

- Telecommunication Cabling Process

- Microsoft Software Platform Setting up Process

- SSB IS Application Development and Deployment Process

- Smart Card Printing Process

IT REFORM (SSB INFORMATION SYSTEM)

Targets to be achieved

2nd Year

- ➢ Help desk implementation process

- ➢ Medical provision services process

- ➢ Claims process

- ➢ Benefits payment process

- ➢ E-banking and E-money process

- ➢ Training for SSB Staff

IT REFORM (SSB INFORMATION SYSTEM)

Targets to be achieved

3rd Year

- Accounting package deployment process

- Human Resources package deployment process

- Hospital management package deployment process

- Medicine supply management deployment process

IT REFORM (SSB INFORMATION SYSTEM)

Current Status

➢ Procurement and tendering processes were finished

➢ Pending a final decision to proceed

Photos of IT Reform Process

Give Knowledge Sharing about MIS by ILO, IT Expert

Photos IT Reform Process

Presented to Minister about MIS Development by ILO

Photos IT Reform Process

Discussion with SSB BOD

Discussion with TOR Review Team

DATA ENTRY AND CLEANING PROJECT

➤ To cope with the existing SSN duplicated

➤ To have a correct for SSB Information System Project

➤ To be ready to migrate all accurate registered information

➤ To systematically analyses of all results using the reporting tools

➤ To produce a final database with the clean information

➤ To provide missing information that will have to be collected in the township

DATA ENTRY AND CLEANING PROJECT

- ➢ one year project

- ➢ started on (8/2018) and end on (8/2019)

- ➢ 12 months length total, but 9 months of full team capacity

DATA ENTRY AND CLEANING PROJECT

General Outcomes

No	To Do Lists	Expected Target
1	**Data Cleaning Process** ➢ To Analyze the existing employers and workers registered files on Master Server ➢ To move the resulted (*.dat files) from Main Server to operating server ➢ To crawling and importing the (*.dat files) into the Database server on operating server ➢ To do data analyzing on the records of Database ➢ To create business rules for data cleaning ➢ To group and update workers and employer data	About 3.3 Million Records (*.dat file by password encrypted)
2	**Data Entry Process** ➢ To do data entry for the manual workers registered form (Form2) directly into the database	550,000 records
3	**De-Duplication Process**	The combined records from the cleaned data from 3.3 million files and 550,000 records of data entry process

DATA ENTRY AND CLEANING PROJECT

Data Cleaning Progress Findings

No	Analysis Findings	Number
1	Worker Registered File	1,857,381
2	Employer Registered File	26,203
3	Blank File (only SSN)	1,416,557
4	Invalid File	4,682
	Total File in Main Server	3,304,823

Employers SSN Duplication Findings

No	Number of Duplicated Times	Number of SSN Duplicate	Total Counts
1	6	1	6
2	4	94	376
3	3	406	1,218
4	2	2,490	4,980
5	1	19,623	19,623
	Total	22,614	26,203

DATA ENTRY AND CLEANING PROJECT

Workers SSN Duplication Findings

No	Number of Duplicated Times	Number of SSN Duplicate	Total Counts
1	40	1	40
2	10	17	170
3	9	63	567
4	8	296	2,368
5	7	1,948	13,636
6	6	7,457	44,742
7	5	10,106	50,530
8	4	48,832	195,328
9	3	86,796	260,388
10	2	462,575	925,150
11	1	364,462	364,462
	Total	982,553	1,857,381

DATA ENTRY AND CLEANING PROJECT

Data Entry Progress Findings

No	Process	Number of Records
1	Manual Form(2) Scanned Count	550,000
2	Data Entry Count	550,000
3	Data Verification Count	550,000

ADVANTAGES BY DOING REFORMS

- Effectively registering and paying contribution

- Easily claiming the benefits by insure workers

- Easily carrying processes for calculating the benefits

- Timely issuing benefits to insure workers

- Saving the time by using e-money services

- Reducing unnecessary processes

- Easily accessing medical care at SSB and contracted clinic /hospitals

- Assisting function of MOHS by providing health care to insured workers

ADVANTAGES BY DOING REFORMS

- ➢ Appearing contracted clinics and hospitals with international standard

- ➢ Reducing burden of SSB for managing clinics and hospitals

- ➢ Participating in the e-Government system

- ➢ Increasing the trust by employers and workers

- ➢ Easily expanding coverage according to SS Law

- ➢ Easily linking among SSB Head office, offices and health facilities

- ➢ Implementing SS Scheme in accord with International standards

THANKS YOU

Q&A