



"Sinergi Perkasa Rakyat Sejahtera"

SOCIAL SYNERGY PROGRAM

BEYOND CUSTOMER EXPECTATIONS
People's Wellbeing is Our Priority!

Table of Contents

Page	<u>Contents</u>
1	Social Security Definition and Concept
2	About the Social Synergy Program
3	Vision and Mission of the Social Synergy Program
4	Objectives of the Social Synergy Program
5	Social Synergy Program Modules
6	Strategic Partners of the Social Synergy Program
7	Implementation of the Social Synergy Program
8	Process Flow of Social Synergy
9	MySynergy System
10	Awards and Recognitions
11	Way Forward
12	Testimonials



"The government is committed to expanding social security in the country to ensure that all Malaysians are protected by a sustainable and affordable social security system"

- Utusan Online, 3rd October 2018



YAB Dato' Sri Dr Wan Azizah Binti Wan Ismail
Deputy Prime Minister of Malaysia

Social Security Definition and Concept



SOCIAL SAFETY DEFINITION

'The provision of benefits to households and individuals through public or collective agreements to protect against low or declining living standards'

International Labor Organization (ILO)



'Public measures intended to assist individuals, households and communities in managing income risks in order to reduce vulnerability and downward fluctuation in incomes, improve consumption smoothing and enhancing equity'

The World Bank



SOCIAL SAFETY CONCEPT

"... Everyone of the public has the right to a basic standard of living for the health and welfare of himself and his family including protection against unemployment, pain, disability, death, old age and other shortage of living..."

International Labor Organization (ILO), 2001

About the Social Synergy Program

Adapted from various social security models from developed countries such as Australia, England, Germany, Canada & South Korea.

It addresses the fragmented problems Social Security providers are facing and forms the 1st consolidated social security platform in Malaysia.

Adaptation

Collaboration

Platform

Integration

The program is a collaboration between SOCSO and other social security agencies in Malaysia. Launched on 7th August, 2017

The integration process creates a systematic and comprehensive social security network and provides holistic & end-to-end solution to the people



Vision and Mission of the Social Synergy Program

Vision

A holistic social security platform providing end-to-end solution for all Malaysians



Mission

To provide a systematic and comprehensive social security network through a strategic collaboration between all agencies which ensures that all Malaysians receive the right social security protection and subsequently improve the standard of living of individuals and families.

Objectives of the Social Synergy Program



To increase subsistence income and reduce the incidence of poverty

To provide a centralised, systematic, comprehensive and holistic social security platform for all Malaysians.



OBJECTIVES



To educate all Malaysians on systematic financial management

To develop Malaysians who are versatile and possess competent skills in various fields



Social Synergy Program Modules

**Financial
&
Capital**

**Education
&
Employment**

**Social
Protection
Benefit
&
Wakalah**

**Medical
&
Health**

**Business
&
Marketing**



Strategic Partners of the Social Synergy Program

STRATEGIC PARTNERS

LED BY



STRATEGIC PARTNER



GOVERNMENT AGENCIES



NON - GOVERNMENT AGENCIES



PRIVATE AGENCIES



Implementation of Social Synergy Program



AP **ADVOCACY PROGRAM**

Free Social Security Advocacy Program for All Malaysians



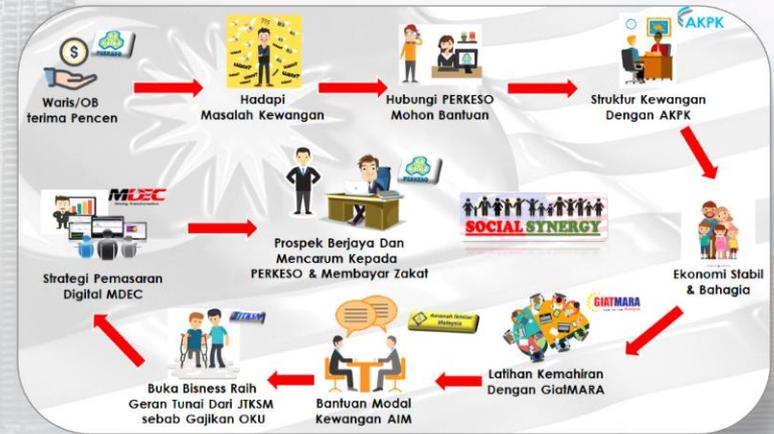
IA **INCLINATION ANALYSIS**

The development of personalised social security tendency plans through the analysis of individual and family difficulty levels



BD **BIG DATA ANALYTICS**

The management of 'Big Data' covers the social security data of all Malaysians, especially those involved in the program.



Projection Flow: Development Of Individual Inclination Social Security Plan

Process Flow of Social Synergy



Awards and Recognitions

**Revolution Industry 4.0
Recognition Award
(2019)**



**Team Excellence Convention
- GOLD Award
(2019)**



**CHAMPION of the SOCSO
Innovative Creative Team
Award
(2018)**



EVOLVE

□EVOLVE is a Creative Innovative Team (Hybrid) established by SOCSO's Customer Relationship Management Branch. The credibility of this group is proven with the implementation of Social Synergy Program as Malaysia's 1st Social Security Platform.



Way Forward



1 Social Synergy Programme - Largest Transformation project in SOCSO in year 2019

2

Go-LIVE of MySynergy System all over the country



3

Recognition of Industry Revolution 4.0

4

MOU Signing Ceremony between 15 agencies which will be launched by Deputy Prime Minister of Malaysia on 11th November 2019



Testimonials

"The program was very helpful for those who lost their jobs, they introduced me to various benefits provided by the government.
Thank you SOCSO

En. Razman (Ampang)

"Thanks AKPK, I can sleep well because the bank doesn't bother me anymore"

Pn. Zurina (Kemaman)

"Free Training, Free Marketing, Free Consultation. Where else should I look for. Thank you so much Social Synergy"

En.Halim (Jasin)

"Thank you SOCSO, a program worthy of the Nobel Prize.
Good Job team "

En. Prakash(Tapah)

"If there are people who need help to restore the family's economy, the Social Synergy Program is the answer to your stress. Congratulations SOCSO"

Pn. Shuhada (Salak Tinggi)

"Program is timely when people are struggling with economic problems. Thank you Malaysia"

Pn. Kwan (Petaling Jaya)

The operations of Social Synergy Program is carried out by the coordinators who have been appointed and trained in each participating agency. All of these coordinators were provided with information and knowledge of the benefits and protections provided by all participating agencies. All services offered are **FREE**.



"Sinergi Perkasa Rakyat Sejahtera"

THANK YOU

BEYOND CUSTOMER EXPECTATIONS
People's Wellbeing is Our Priority!