



Digitalizing Employment Services

Gayathri Vadivel
Head of Employment Services Department
Social Security Organization Malaysia

MYFutureJobs
Your National Employment Services Provider

Table of Contents

- ❖ Public Employment Services Framework
- ❖ Digitalization of Public Employment Services
- ❖ Designing Interventions
- ❖ Way Forward



The screenshot shows the MYFutureJobs website interface. At the top, there is a navigation bar with the MYFutureJobs logo (Ministry of Human Resources, Kementerian Sumber Manusia) and a menu including Home, Our Services, Bajet 2022, About Us, Resources, Insights, and Career Fair. Language options for EN English (Malaysia), English, and Bahasa Melayu are also present. Two buttons for 'Jobseeker' and 'Employer' are visible. The main banner features a photograph of two women working on laptops with the text: 'We understand your needs better. Your career starts here!'. Below the banner are two orange buttons: 'Find Jobs →' and 'High Skilled Jobs →'. On the left side, there are social media icons for Facebook, Instagram, and a search icon. At the bottom, there is a video thumbnail for 'Karnival Kerjaya Jamin Kerjaya Keluarga...' with a play button icon. To the right of the video, under 'Upcoming Events', is the text: 'Career Fair - Jamin Kerja Keluarga Malaysia 2022'. Below this, a short paragraph reads: 'Please come to the Career Expo! More than 12,000 job opportunities from 1,000 employers in various sectors await including aig and'. A 'Privacy - Terms' link is located in the bottom right corner.

Social Protection in Malaysia

Employees' Social Security Act 1969 [Act 4]

Employment Injury Scheme

Provides protection to an employee against accident or an occupational disease arising out of and in the course of his employment.

Invalidity Scheme

Provides 24-hour coverage to employee who suffers from invalidity or death due to any cause and not related to his employment.

Self -Employment Social Security Act 2017 [Act 789]

Self-employed Social Security Scheme

Provides protection to an employee against accident or an occupational disease arising out of and in the course of his employment.

Benefits

- i. Medical Benefit
- ii. Temporary Disablement Benefit
- iii. Permanent Disablement Benefit
- iv. Constant-attendance allowance
- v. Dependents' Benefit
- vi. Physical/Vocational Rehabilitation
- vii. Funeral Benefit
- viii. Education Benefit

Employment Insurance System Act 2017 [Act 800]

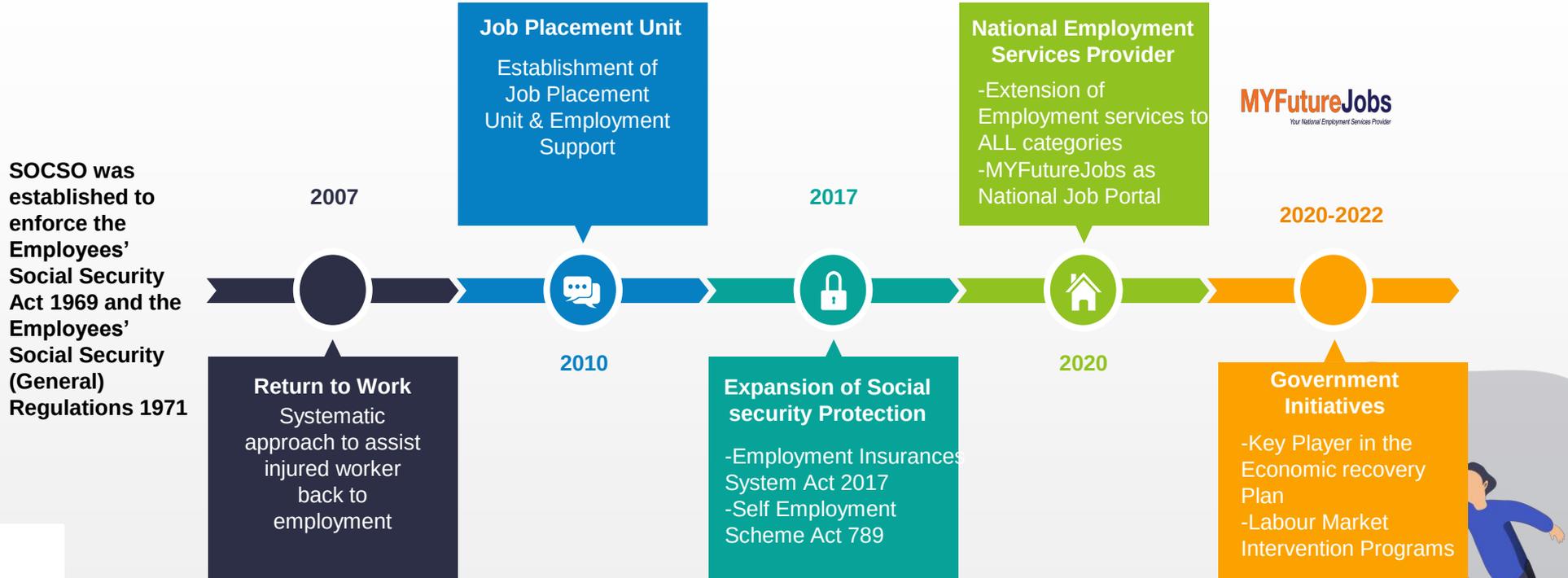
Employment Insurance

Provides protection (replacement of income) to an employee upon loss of employment

Benefits

- i. Job Search Allowance (JSA)
- ii. Early Re-employment Allowance (ERA)
- iii. Reduced Income Allowance (RIA)
- iv. Training Allowance (TA)
- v. Training Fees (TF)

History of Malaysian Employment Services



Employment Services Framework



Career Counselling



Recruitment Services



Disability Management



Job Brokerage



Youth Employment



Training

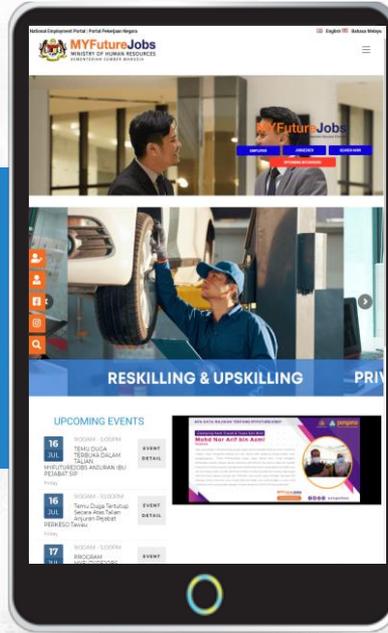
MYFutureJobs: The Employment Single Window



Reskilling & Upskilling



Ministry of Sports and Youth



TalentCorp
ATTRACT • NURTURE • RETAIN



Ministry of Human Resource



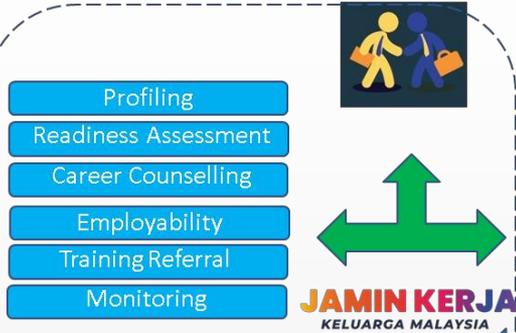
Government Incentives

JaminKerja

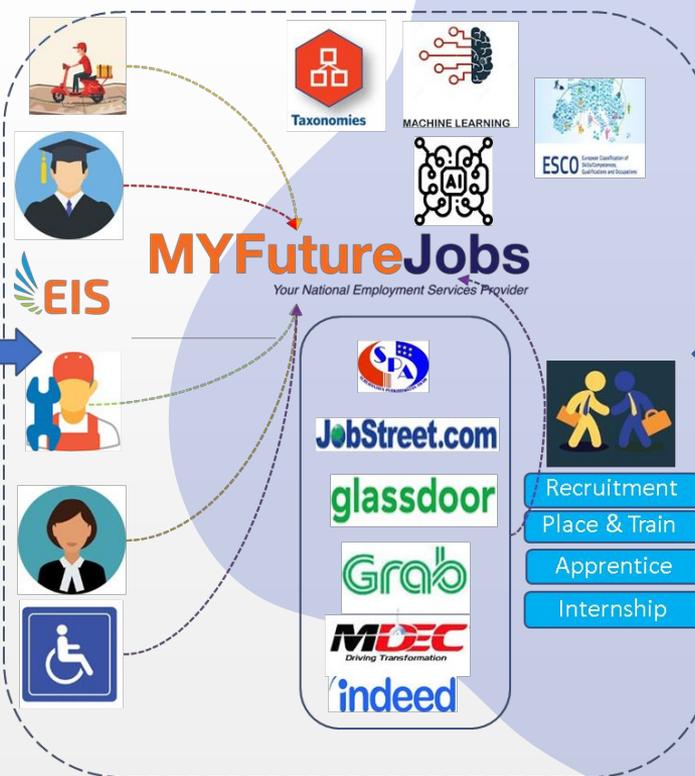


MYFutureJobs Employment Ecosystem

CASE MANAGEMENT



JOB BROKERAGE



LABOUR MARKET INFRASTRUCTURE

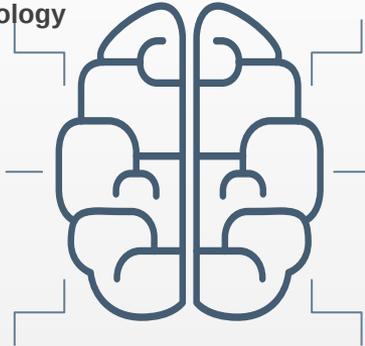


STRATEGIC PARTNERS



MYFutureJobs Key Features

Smart Search & Match Technology



System Configurability



AI Matching capabilities
-Utilizing big data to understand users behaviour and improve matching



Matching Algorithm Configurability
-Fine tuning matching algorithm to fit current supply-demand requirements



Constant Taxonomy updates
- Updating directory and standards according to cotemporary industry standard & classifications i.e Green Technology

Real time data Analysis

Taxonomy



User tracking and reporting
-Creating real time report on portal and users traffic

Is employer interested in hiring workers with disabilities? (optional)

Yes No

Disabilities (optional)

Physical disability Visual impairment Hearing impairment Speech impairment

Mental disability Learning disability Multiple disability

Does the jobseeker have any medical condition or disabilities? *

Yes No

Disabilities (optional)

Physical disability **Visual impairment** Hearing impairment Speech impairment

Mental disability Learning disability Multiple disability

Does the jobseeker have an OKU card? *

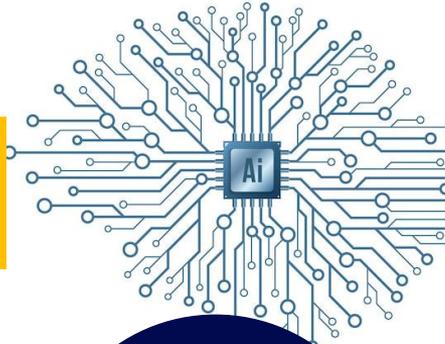
Yes No

OKU Card type*

Learning Difficulties

Transitioning Job Matching

**TRADITIONAL OCCUPATION
BASED MATCHING**



**SKILL & COMPETENCIES
BASED MATCHING**

Bitcoin Trade Analyst

Kuala Lumpur
MYR 2k - 3.5k monthly

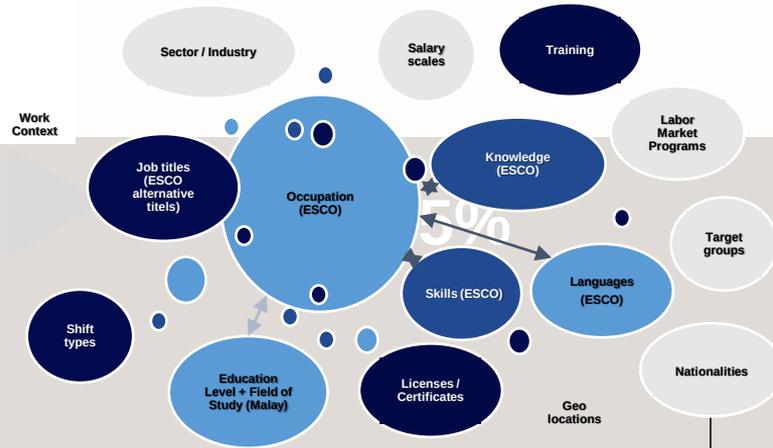
- Self-enriching career
- Unlimited earning potential
- Opportunity to work anywhere in the world

2h ago

Trade Analyst

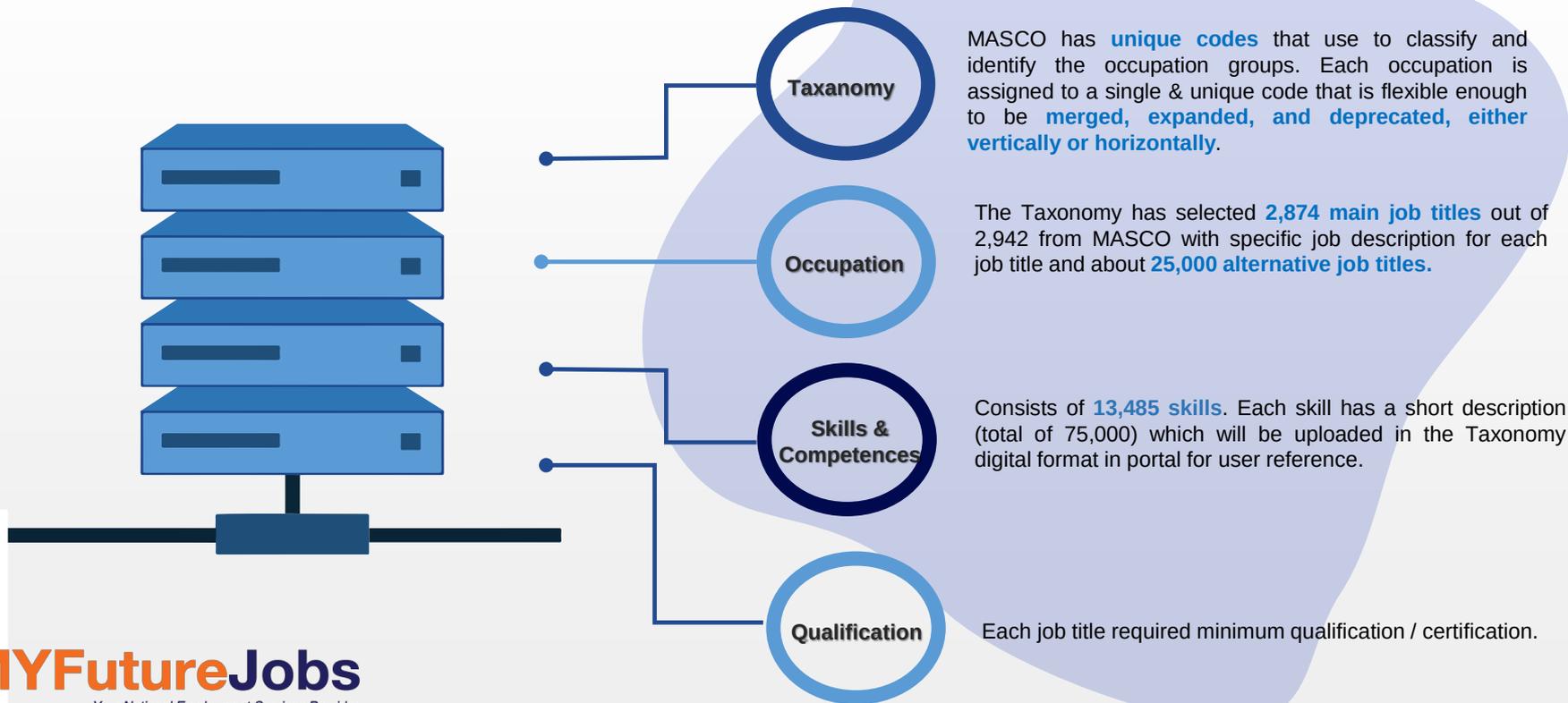


Unidirectional matching parameter on the preferred occupations of the jobseekers.



Comprehensive and holistic matching parameters which increases the matching accuracy taking into consideration multiple factors

Skills, Occupations, Qualifications, and Competencies Taxonomy

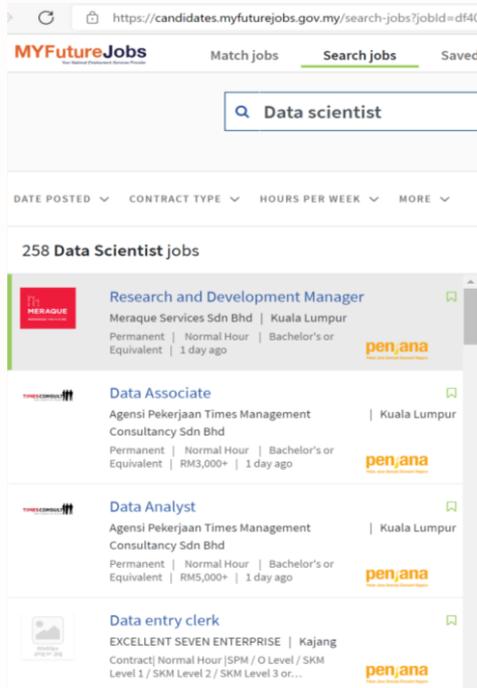


Occupation Taxonomy

Alternative Label	Essential Skills	Essential Knowledge	Optional Skills	IT Knowledge
IT system analyst Network analyst System analyst ICT system analyst	analyse ICT system analyse business processes analyse software specifications analyse the context of an organisation apply statistical analysis techniques create data models define technical requirements design information system execute feasibility study identify ICT system weaknesses identify customer requirements interact with users to gather requirements manage ICT legacy implication manage system testing monitor system performance	ICT infrastructure ICT performance analysis methods decision support systems levels of software testing online analytical processing software architecture models software metrics systems development life-cycle	conduct quantitative research execute analytical mathematical calculations provide ICT consulting advice	ABAP AJAX APL ASP.NET Assembly (computer programming) C# C++ COBOL CoffeeScript Common Lisp Erlang Groovy Haskell Hybrid model ICT process quality models Java (computer programming) JavaScript LDAP LINQ Lisp MATLAB MDX

Designing Career Paths via Skills Taxonomy

1. Search Jobs



https://candidates.myfuturejobs.gov.my/search-jobs?jobId=d44c

MYFutureJobs
Match jobs Search jobs Saved

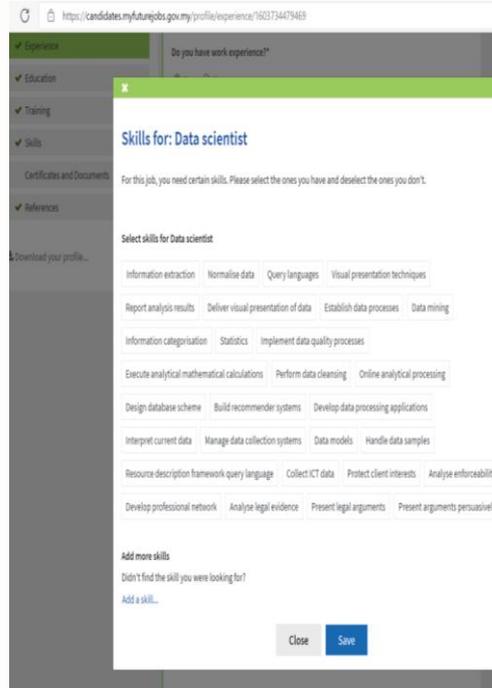
Data scientist

DATE POSTED CONTRACT TYPE HOURS PER WEEK MORE

258 Data Scientist jobs

- Research and Development Manager**
Meraque Services Sdn Bhd | Kuala Lumpur
Permanent | Normal Hour | Bachelor's or Equivalent | 1 day ago
- Data Associate**
Agensi Pekerjaan Times Management Consultancy Sdn Bhd | Kuala Lumpur
Permanent | Normal Hour | Bachelor's or Equivalent | RM3,000+ | 1 day ago
- Data Analyst**
Agensi Pekerjaan Times Management Consultancy Sdn Bhd | Kuala Lumpur
Permanent | Normal Hour | Bachelor's or Equivalent | RM5,000+ | 1 day ago
- Data entry clerk**
EXCELLENT SEVEN ENTERPRISE | Kajang
Contract | Normal Hour | SPM / O Level / SKM Level 1 / SKM Level 2 / SKM Level 3 or...

2. Select Skills



https://candidates.myfuturejobs.gov.my/profile/experience/160374479469

Skills for: Data scientist

For this job, you need certain skills. Please select the ones you have and deselect the ones you don't.

Select skills for Data scientist

Information extraction Normalise data Query languages Visual presentation techniques

Report analysis results Deliver visual presentation of data Establish data processes Data mining

Information categorization Statistics Implement data quality processes

Execute analytical/mathematical calculations Perform data cleansing Online analytical processing

Design database scheme Build recommender systems Develop data processing applications

Interpret current data Manage data collection systems Data models Handle data samples

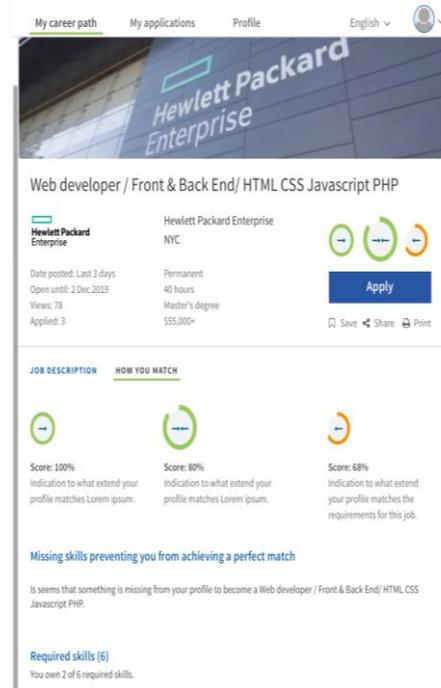
Resource description framework query language Collect ICT data Protect client interests Analyse enforceability

Develop professional network Analyse legal evidence Present legal arguments Present arguments persuasively

Add more skills
Didn't find the skill you were looking for?
Add a skill...

Close Save

3. Get Match Score



My career path My applications Profile English

Hewlett Packard Enterprise

Web developer / Front & Back End/ HTML CSS Javascript PHP

Hewlett Packard Enterprise
NYC

Date posted: Last 3 days
Open until: 2 Dec 2019
Views: 78
Applied: 3

Permanent
40 hours
Master's degree
\$55,000+

Apply

Save Share Print

JOB DESCRIPTION **HOW YOU MATCH**

Score: 100%
Indication to what extent your profile matches Lorem ipsum.

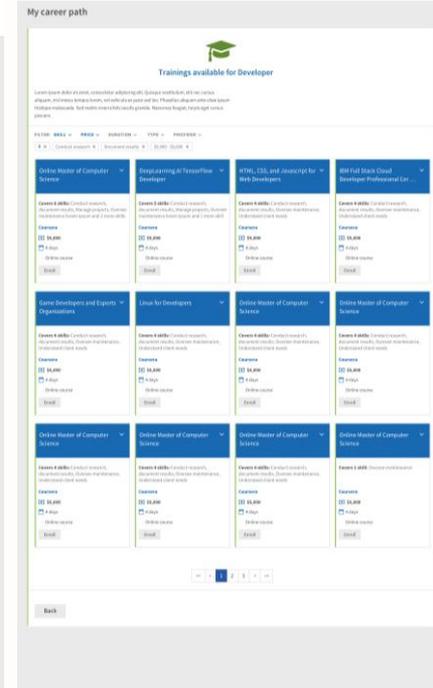
Score: 80%
Indication to what extent your profile matches Lorem ipsum.

Score: 68%
Indication to what extent your profile matches the requirements for this job.

Missing skills preventing you from achieving a perfect match

It seems that something is missing from your profile to become a Web developer / Front & Back End/ HTML CSS Javascript PHP.

Required skills (6)
You own 2 of 6 required skills.



My career path

Trainings available for Developer

Learn more about this training: [Introduction to JavaScript](#) | [Introduction to PHP](#) | [Introduction to Python](#) | [Introduction to Java](#) | [Introduction to C++](#) | [Introduction to JavaScript](#) | [Introduction to PHP](#) | [Introduction to Python](#) | [Introduction to Java](#) | [Introduction to C++](#)

FILTER: ALL | FEED | SORTING: YES | PAGES: 1

Online Master of Computer Science Duration: 02 Years Fee: RM 10,000 Apply	Professional Certificate in Web Development Duration: 02 Years Fee: RM 10,000 Apply	ITIL, ITSI and associated for Web Developers Duration: 02 Years Fee: RM 10,000 Apply	ITIL Full Stack Cloud Developer Professional Certificate Duration: 02 Years Fee: RM 10,000 Apply
Data Structures and Exports in Organizations Duration: 02 Years Fee: RM 10,000 Apply	Java for Developers Duration: 02 Years Fee: RM 10,000 Apply	Online Master of Computer Science Duration: 02 Years Fee: RM 10,000 Apply	Online Master of Computer Science Duration: 02 Years Fee: RM 10,000 Apply
Online Master of Computer Science Duration: 02 Years Fee: RM 10,000 Apply	System Master of Computer Science Duration: 02 Years Fee: RM 10,000 Apply	Online Master of Computer Science Duration: 02 Years Fee: RM 10,000 Apply	Online Master of Computer Science Duration: 02 Years Fee: RM 10,000 Apply

Back

Digitalized Approach to Employment Support



1. Employment Services referral



Mohd Zulkearnain bin Mansor
+101284637330

- Personal Information
- Desired Job
- Experience
- Education
- Training
- Skills
- Certificates and Documents
- References

Download your profile...



MYFutureJobs My cases Cases Jobseekers Employers Caseworkers English

Back to my cases Mohd Zulkearnain bin Mansor

30 matched jobs

Junior Software Developer
YAM SON BHD | Melaka
Posted: 19 Dec 2020 | Expires: 18 Jan 2021

Junior Software Developer
YAM SON BHD | Melaka
Posted: 22 days ago | Expires: 16 Nov 2022 | Spelled 4 (0.04mm) | Priority: 1

Embedded Software Engineer
MEL ENGINEERING SOLUTIONS | Melaka
Posted: 1 month ago | Expires: 18 Dec 2020



2. MYFutureJobs Profiling through one-to-one engagement and employment portal registration .

3. Active intervention by designated SOCSO Caseworkers in managing cases by proxy in profile management to improve matching quality



5. Job Matching & Follow Up



ECP

Apply	26 Jun 2020
Submitted application	07 Oct 2020
Interview	07 Dec 2020

+ Add another activity type

Print the ECP for signing
Print ECP

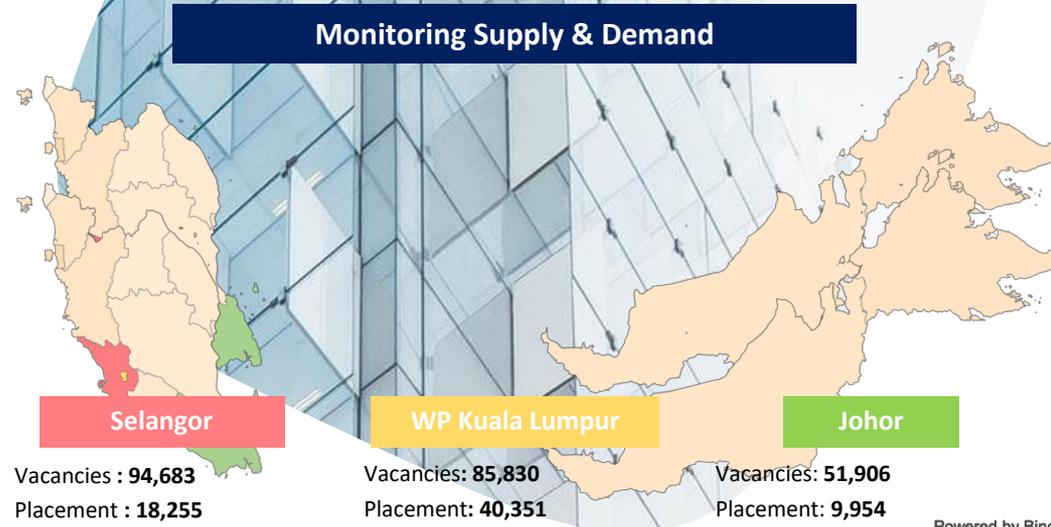
Activity Log

Date	Origin	Type	Additional info	User	Name	Remark	Attachment
26-06-20	System	Sign in		Job seeker	Mohd Zulkearnain bin Mansor		
15-10-20	System	Sign in		Job seeker	Mohd Zulkearnain bin Mansor		
14-12-20	System	Profile update	Mohd Zulkearnain bin Mansor 5910234567	Caseworker	Andreas Charles Akbarank	DKI Card type was changed from 'Personal' to 'Learning Officer'	
25-05-20	System	Sign in		Job seeker	Mohd Zulkearnain bin Mansor		
28-05-20	System	Sign in		Job seeker	Mohd Zulkearnain bin Mansor		
27-09-20	System	Sign in		Job seeker	Mohd Zulkearnain bin Mansor		
26-09-20	System	Sign in		Job seeker	Mohd Zulkearnain bin Mansor		
26-09-20	System	Sign in		Job seeker	Mohd Zulkearnain bin Mansor		
13-09-20	System	Job Search	Keywords: central Melaka/seremban / (Melaka) /	Job seeker	Mohd Zulkearnain bin Mansor		

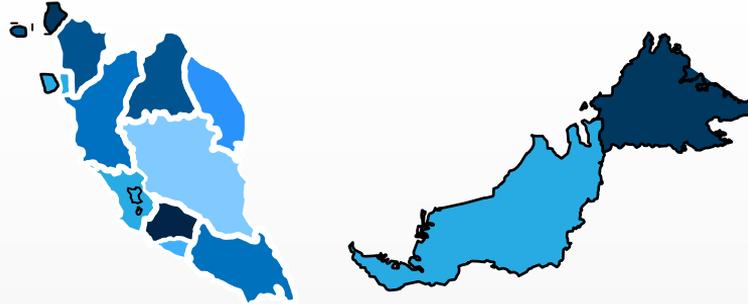
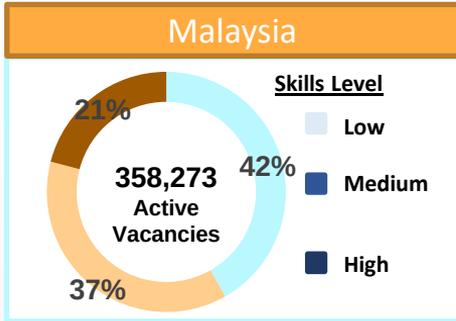
4. Employment Action Plan & Active Labour Market Programs

Capitalizing on Real Time Data

No.	State	Vacancies	Placement
1	Selangor	94,683	18,255
2	WP Kuala Lumpur	85,830	40,351
3	Johor	51,906	9,954
4	Pulau Pinang	33,740	8,424
5	Sarawak	18,081	4,413
6	Perak	15,793	4,776
7	Negeri Sembilan	13,537	1,676
8	Pahang	11,218	2,226
9	Melaka	10,340	2,233
10	Kedah	9,186	2,970
11	Sabah	7,579	9,222
12	Kelantan	3,142	9,658
13	Terengganu	1,871	1,688
14	WP Putrajaya	1,063	4,204
15	Perlis	281	217
16	WP Labuan	23	224
	Total	358,273	120,570



Monitoring Supply & Demand



Putrajaya

Skills	Total (%)
High	244 (23.0%)
Medium	684 (64.3%)
Low	135 (12.7%)
Total	1,063

Perlis

Skills	Total (%)
High	59 (21.0%)
Medium	75 (26.7%)
Low	147 (52.3%)
Total	281

Kedah

Skills	Total (%)
High	1,548 (16.9%)
Medium	4,029 (43.9%)
Low	3,609 (39.3%)
Total	9,186

P. Pinang

Skills	Total (%)
High	4,314 (12.8%)
Medium	14,417 (42.7%)
Low	15,009 (44.5%)
Total	33,740

Perak

Skills	Total (%)
High	2,629 (16.6%)
Medium	5,038 (31.9%)
Low	8,126 (51.5%)
Total	15,793

Kelantan

Skills	Total (%)
High	736 (23.4%)
Medium	972 (30.9%)
Low	1,434 (45.6%)
Total	3,142

Terengganu

Skills	Total (%)
High	464 (24.8%)
Medium	797 (42.6%)
Low	610 (32.6%)
Total	1,871

Pahang

Skills	Total (%)
High	2,527 (22.5%)
Medium	4,176 (37.2%)
Low	4,515 (40.2%)
Total	11,218

Selangor & K. Lumpur

Skills	Total (%)
High	47,023 (26.0%)
Medium	71,539 (39.6%)
Low	61,951 (34.3%)
Total	180,513

N. Sembilan

Skills	Total (%)
High	1,501 (11.1%)
Medium	4,586 (33.9%)
Low	7,450 (55.0%)
Total	13,537

Melaka

Skills	Total (%)
High	1,988 (19.2%)
Medium	3,490 (33.8%)
Low	4,862 (47.0%)
Total	10,340

Johor

Skills	Total (%)
High	7,172 (13.8%)
Medium	15,634 (30.1%)
Low	29,100 (56.1%)
Total	51,906

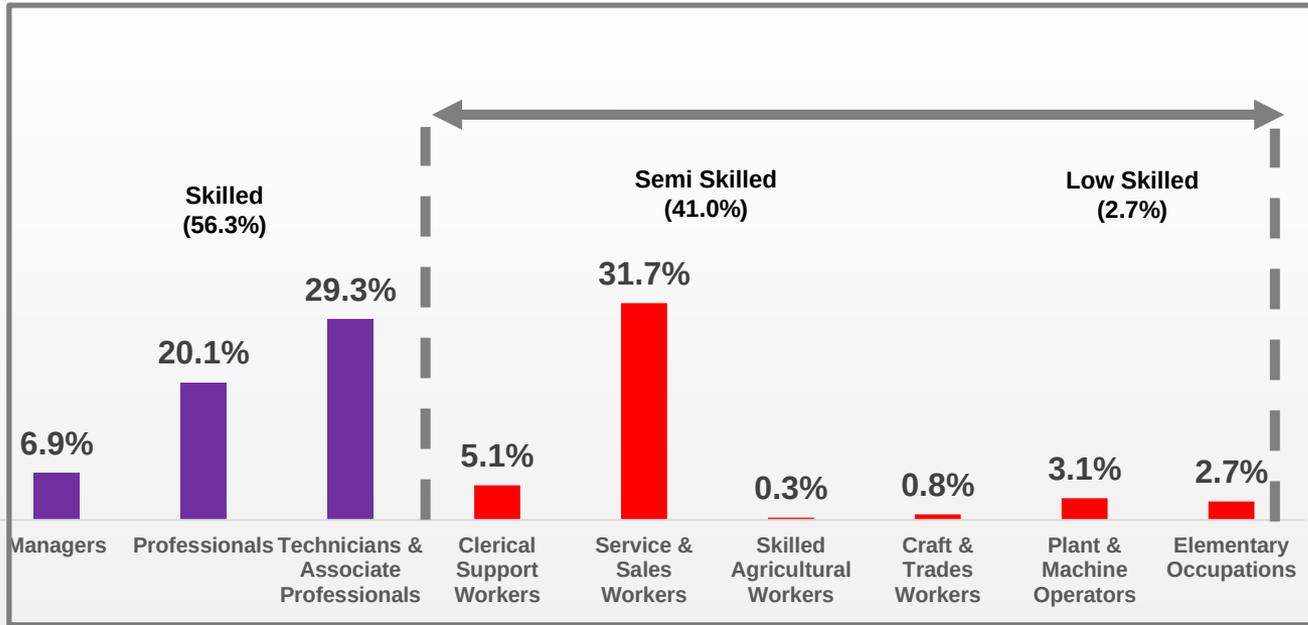
Sabah & Labuan

Skills	Total (%)
High	1,844 (24.3%)
Medium	2,459 (32.3%)
Low	3,299 (43.4%)
Total	7,602

Sarawak

Skills	Total (%)
High	2,984 (16.5%)
Medium	5,610 (31.0%)
Low	9,487 (52.5%)
Total	18,081

Curtailing Mismatch & Designing Interventions



Source : Employment Services Division, EIS
Note : This analysis excludes missing values



CAREER FAIR MYFUTUREJOBS FINANCIAL SECTOR

26 NOVEMBER 2022
9 A.M. - 5 P.M.

ONLY SHORTLISTED CANDIDATES WILL BE NOTIFIED

AVAILABLE EMPLOYERS

- Maybank, CIMB, BSN, AGRO BANK, Bank Islam
- mazars, SME BANK, AKPK, ONE STOP CENTRE, PMBINVESTMENT
- AEN, PERTAMA, KPMG, GENIUS ADVISORY, HML

REGISTER NOW <http://bit.ly/MFJKEWANGAN>

SYAQIRAH ROSMA YURA : 0196078905 / 0196097458



CAREER-ACADEMIC INDUSTRIAL RELATION CONVENTION EXPO

1 - 3 JULY 2022 (FRIDAY-SUNDAY)
9.00 AM - 5.00 PM

UNIVERSITI TEKNOLOGI MARA (UTM), PULAU PINANG

PARTICIPATING EMPLOYERS

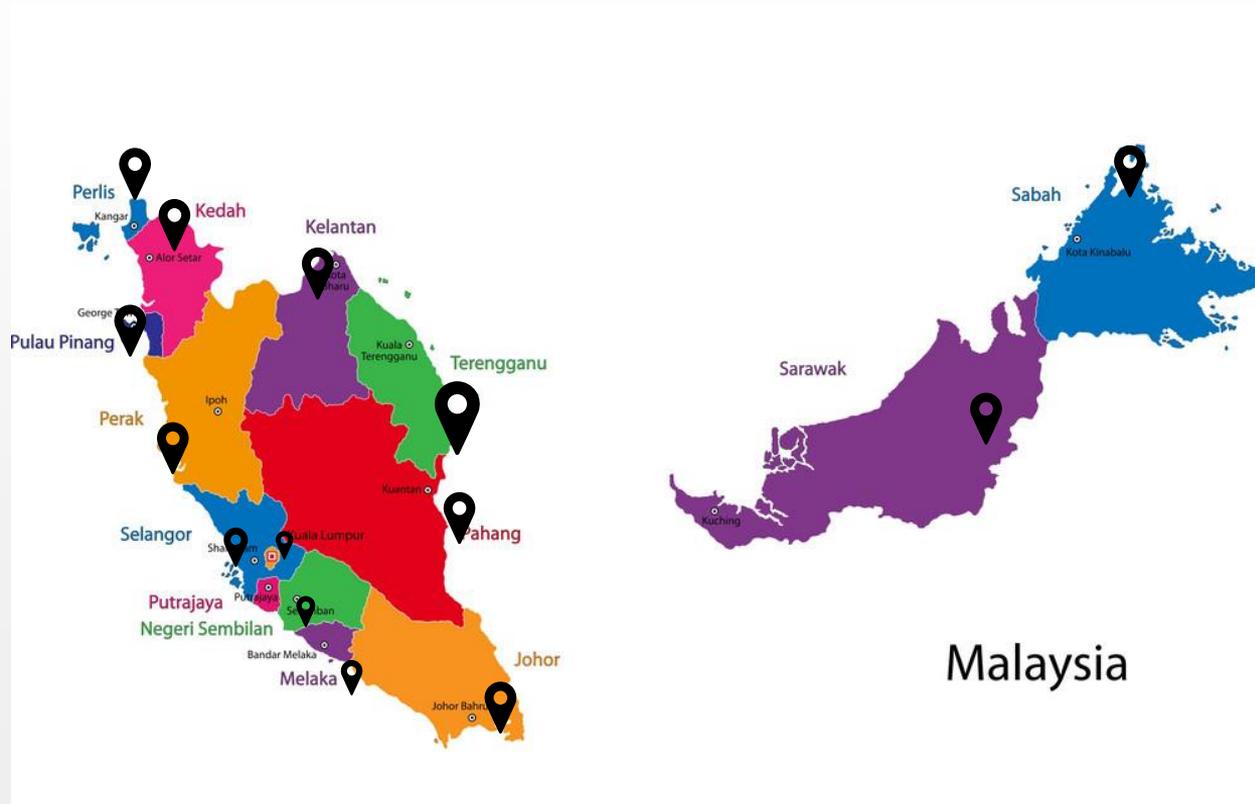
- Sophie, TTVISION, PLEXUS, TORAY, AEM, 6-CRYSTAL, Federal, JABIL, POS Aviation, P4, Benchmark, SAM, McDonald's, KFC
- Amphenol TCS, United Malayan, Secret Recipe, MATTEO, UWC, 8, Hard Rock HOTEL, iconic

REGISTER NOW www.myfuturejobs.gov.my/careerfair

DAFTAR SEKARANG / PENDAFTARAN TERHAD

Jaamina 019-6483256 / Racheal 019-6476648

Broadening PES through Improved Access



150 MYFutureJobs Satellite centres

More than 150 all over the nation in location such as rural areas and PWD Development and Training centres as venues for programs such as career counselling, career workshop and interview sessions with employers

Targeted Economic Recovery Initiatives



- PSU 3.0
- SIP Prihatin
- SPS Lindung Programme
- Covid-19 screening program



- PenjanaKerjaya 2.0
- Apprenticeship
- Wage Subsidy 3.0 Extension
- KerjayaGig Programme (Self Employed)
- SPS Prihatin Wanita

Prihatin

- Wage Subsidy (PSU)
- Employment Retention Programme (ERP)

penjana

- PenjanaKerjaya
- PSU and ERP consolidation (PSU 2.0)



- Wage Subsidy 4.0
- SIP Prihatin 2.0
- PenjanaKerjaya 3.0
- KerjayaGig Programme



- JaminKerja – Hiring Incentives
- SIP Gig
- Wage Subsidy 5.0
- SIP EMP+
 - Contributor
 - Non-Contributor

BELANJAWAN



- PenjanaKerjaya 2.0
- SIP Prihatin
- Wage Subsidy 3.0



MYFutureJobs Achievements



707,719

Jobseekers assisted



1,861,075

Jobseekers registered



4,565

Job Match Programs



*As of 2nd November 2022

Way Forward

1

IMPROVING STRUCTURAL ISSUES

- Developing strategic partnerships with supply and demand institutions to improve mismatch
- Streamlining occupational standards
- Improvisation of curriculum modules based on skills and competencies required by industry

2

CAPACITY BUILDING

- Continuous training of Employment Services Officers to provide efficient PES
- Empowering key partners to perform PES Roles

3

HUMANIZING DIGITAL SERVICES

- Utilization of AI & chatbot to provide first hand services
- Using data analytics to predict behaviours to enable Employment Services Officer to provide dynamic services

3

IMPROVING PORTAL CAPACITY

- Utilization of machine learning to improve matching algorithms
- Using predictive modelling to provide enhanced PES services

THANK YOU !

Email: gayathri.vad@perkeso.gov.my

Phone No: +6012 6044467