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.

CATEGORY	:	**INNOVATION RECOGNITION AWARD**
ORGANIZATION	:	SOCIAL SECURITY ORGANISATION (SOCSO), MALAYSIA
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NAME OF PROJECT	:	NFORCE REFUGE
OBJECTIVE AND NATURE OF PROJECT	:	The project is a mobile phone application developed by SOCSO's Enforcement Division called 'Nforce Refuge'. The mobile application allows checks on employers and employees to be done immediately with prompt result, so that unregistered industries and employee can be detected fast. Objectives: 1. To provide a handy tool that is able to access to certain information from SOCSO's database 2. To enable SOCSO officers to immediately check whether an industry or employee is registered with SOCSO; 3. To check immediately whether an employee is eligible and qualified for SOCSO benefits by auto calculating the employee's qualification for Invalidity Pension or Survivor Pension; 4. These actions can be done via a web-based smart phone application at any time, twenty-four seven throughout the year without any mundane office constraints such as holidays, officers on leave or unattended phone calls.
WHY IT SHOULD BE RECOGNISED	:	1. This innovative mobile application has revolutionised an archaic enforcement inspection method that had been the core practice of all enforcement officers throughout the country for decades. The implementation had changed the conventional process of door-to-door detection of unregistered employers to a mere minimum input via a mobile phone to identify whether the said industry/business or employee is registered with SOCSO. 2. Above all, the innovation also has the artificial intelligence ability to calculate the qualification of an employee for invalidity and survivors pension instantly and hassle-free. Previously, the method of checking

		can only be done via an intranet connection with the internal server in the office and the calculation was done manually by the officer.
		3. These two special features have eradicated the prolonged constraint that had plagued the efficiency in delivering services to 2 of the major stakeholders in social security, namely employers and employees. This application marks an important chapter of excellent services provided by SOCSO to its major stakeholders.
		4. The success of the innovation provides a breath a fresh air in excellent service delivery and most importantly, it has created a new corporate image of SOCSO for being able to response promptly at any time throughout the year. Every SOCSO employee has his/her own login ID for the application. Hence, it marks the birth of a new era of enforcement where all SOCSO employees are Social Security Practitioners and they are able to entertain all enquires without the boundaries of time and space
		5. **The use of mobile application had eliminated the cost of telephone calls by 100%. The application had also lessened the time spent by an inspector to check employer's registration during detection process from 20 minutes per visit to a premise to only 2 minutes per visit.** The need for an officer to manually check the employers' had also been abolished altogether as the application has an auto check ability. **It now only take 15 seconds for the application to check the registration compared to 2 minutes if it is done manually.**
		6. The use of Nforce Refuge mobile application enables inspectors to conduct checks on more business premises and industries, thus increasing their productivity In 2016, the number of detection activities throughout the nation was 152 compared to 120 activities in 2015. The total number of business premises visited had also increased from 8,146 in 2015 to 10,021 in 2016. It was an increase of 18.71%.
		7. Most importantly, SOCSO is able to register more employers when checks can be conducted on more business premises, made possible by the mobile application. The number of employers being registered has increased from 3,456 in January 2017 to 4,747 in April 2017.
		8. It is essential to note that there is no additional cost involved in developing this application as it is developed and maintained by in-house experts (Enforcement personnels) using existing tools and facilities.
SUMMARY OF THE PROJECT	:	The innovation was developed by SOCSO's Enforcement Division—for its enforcement activities. One of the main activities is detection of unregistered industries and unregistered employees.
		1. Historically, detection of unregistered industry or employee done manually. It was a door-to-door activity, where SOCSO inspectors went to the business premises to do their routine checks to identify whether

the inspected industry had registered the business or their employees as required under the Employees' Social Security Act 1969. Since 2009, SOCSO has introduced an annual activity of 'Detection Operation' known as OPS KESAN where all SOCSO officers went down to the ground to carry out door-to-door inspection at targeted commercial areas. During this inspection to ascertain whether the particular business or employee is registered, an officer will call another officer at the office to manually check from the registration system. This manual checking process had to go through the office mundane constraints such as busy line, system hang, typo error which would resulted in inefficiency in service delivery.

2. Hence, the mobile application was developed to enable the checking process to be done immediately with prompt result. In developing the application, the prime consideration is that it should be beyond the limit of 'time and space' where it can be accessed anytime and anywhere. This would lessen the time taken for each detection process as well as smoothen and speed up the checking process for registration of industry/employee. Not only that, the application also broaden the core function of an inspector because now all SOCSO employees can basically check whether a business or an employee is registered or not.

3. This timeless and space-less detection concept is in line with the introduction of Social Security Practitioner which provides all SOCSO employees to access the Nforce Refuge mobile application. Any record and data of detection (a mere checking in the application) done by any SOCSO employee will be pushed into Nforce Data Centre. The application is able to detect and point the 'location' via google map using GPS, and the basic information of the unregistered industry / business premises will be stored in the data centre and thereafter will be distributed to inspectors based on their localities and areas. The next action by the inspectors is to make sure that those industries are registered. This way, the inspection will be more focused on unregistered industries.

4. 5. Another key function of the application is it allows SOCSO officer to check whether an employee fulfilled the qualifying period for Invalidity Pension and Survivors Pension benefit. Previously, these had to be done manually by referring to the employee's record of contribution and calculating manually to ascertain whether the employee had fulfilled the required qualification period.

5. Developing this mobile application is in line with Core No. 3 of SOCSO's Strategic Planning 2016 – 2020 which is to ensure social security coverage for employees and to increase the social security awareness among stakeholders. This is also coincides with Core No. 6 of the Ministry of Human Resources' Strategic Planning that is to provide a comprehensive social security network. It is also under Core No. 2 of the 11th Malaysian Plan. As a whole, it has fulfilled Phase 3 of the Government Transformation Programme (GTP) that is to upgrade the wellbeing and standard of life of the people.

		6. Above all, this project had been recognised as The Best Innovation Project during the annual SOCSO's Innovation and Creative Awards for 2016.