



Social and Cost Benefits of a Return-to-Work Programme

**International Forum on Disability Management
20th – 22nd September 2010**

**Dr. Mohammed Azman bin Aziz Mohammed
drazman@perkeso.gov.my**



Topics

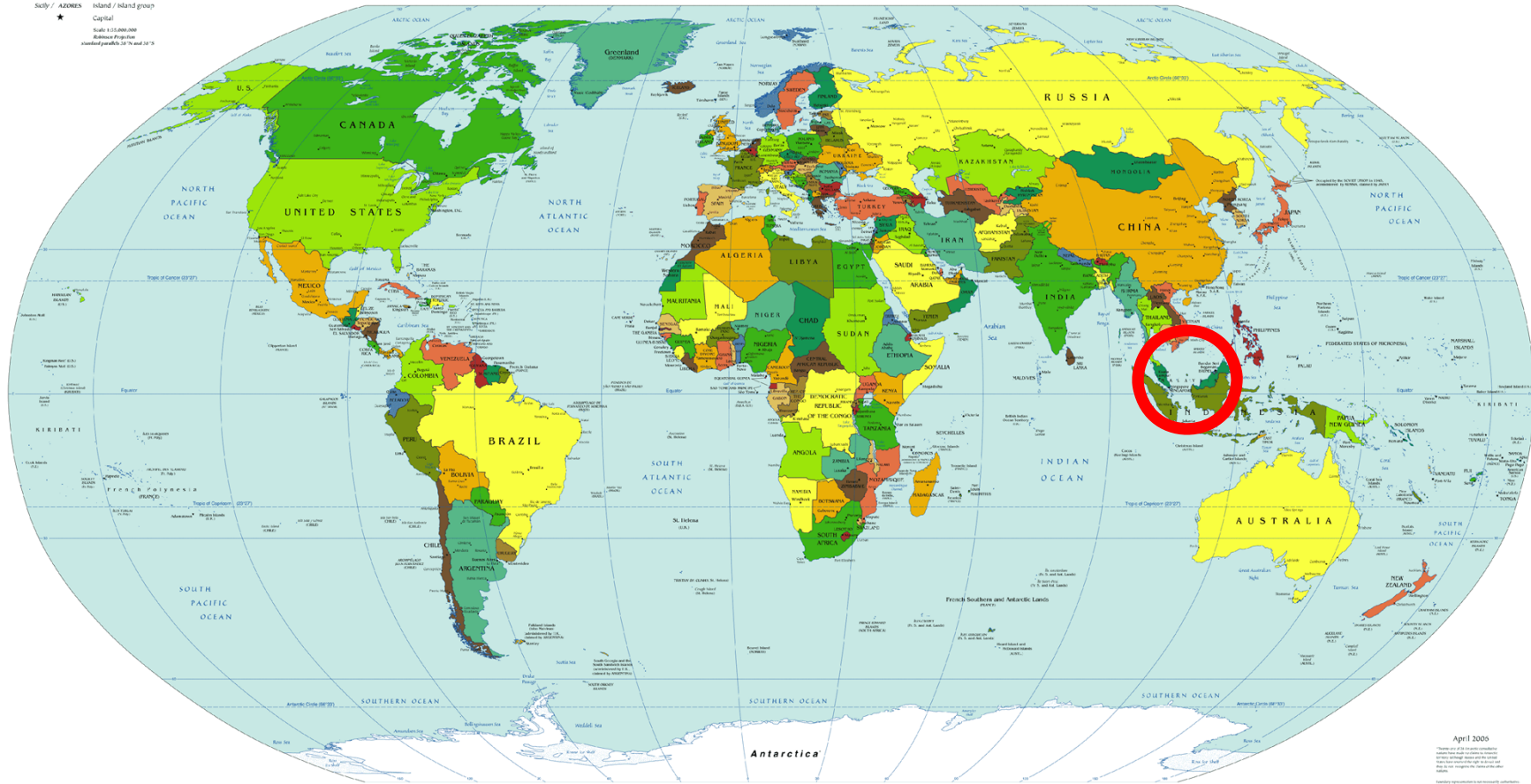
- 1. Social Security Organisation (SOCSO)**
- 2. SOCSO's Return to Work Programme**
- 3. Social & Cost Benefits**
- 4. Fiscal Benefits**
- 5. Social Benefits**
- 6. Conclusion**
- 7. Future Consideration**

Social Security Organisation of Malaysia



Political Map of the World, April 2006

▲ AUSTRALIA Independent state
◆ BERMUDA Dependency or area of special sovereignty
★ JARVIS ISLAND Island / island group
★ Capital
Scale 1:125,000,000
Robinson Projection
Vertical gridlines at 2° and 10° E



April 2006
This map is a reproduction of the political map of the world published by the Social Security Administration in 2006. It is not intended to be used for any other purpose. All rights reserved.



Malaysia

Capital: Kuala Lumpur

Land Area: 329,845sqm

Population: 28million
(approx.)

Climate: Tropical (33
degrees Celsius), Rain and
shine all year round.



Workforce

	Total ('000)	Employer	Public sector	Private Sector	Self-employed	Not paid Family
Malaysians	9,255	385.3	1,277.8	5,447.3	1,651.6	493.6
Foreigners	1,019	11.6	7.7	900.0	81.8	18.6
Total	10,275	396.9	1,285.5	6,347.3	1,733.4	512.2



SOCSCO

- **Statutory Organisation governing Employment Injury Insurance Scheme & Invalidity Pension Scheme in Malaysia.**
- **Insuring 13.2mil workers and 727,744 employers.**



SOCSSO's RTW Programme

- **Established in 2007**
- **Disability Case Management for those with employment injury and applying for invalidity.**



RTW/DM Benefits

- **Fiscal Benefits**
 - **Analysing the cost of RTW programme per case (Physical & Vocational Rehabilitation, Operational Expenditure)**
 - **Analysing the cost of RTW programme per case (Possible potential returns based on RTW – not including compensation)**



RTW/DM Benefits

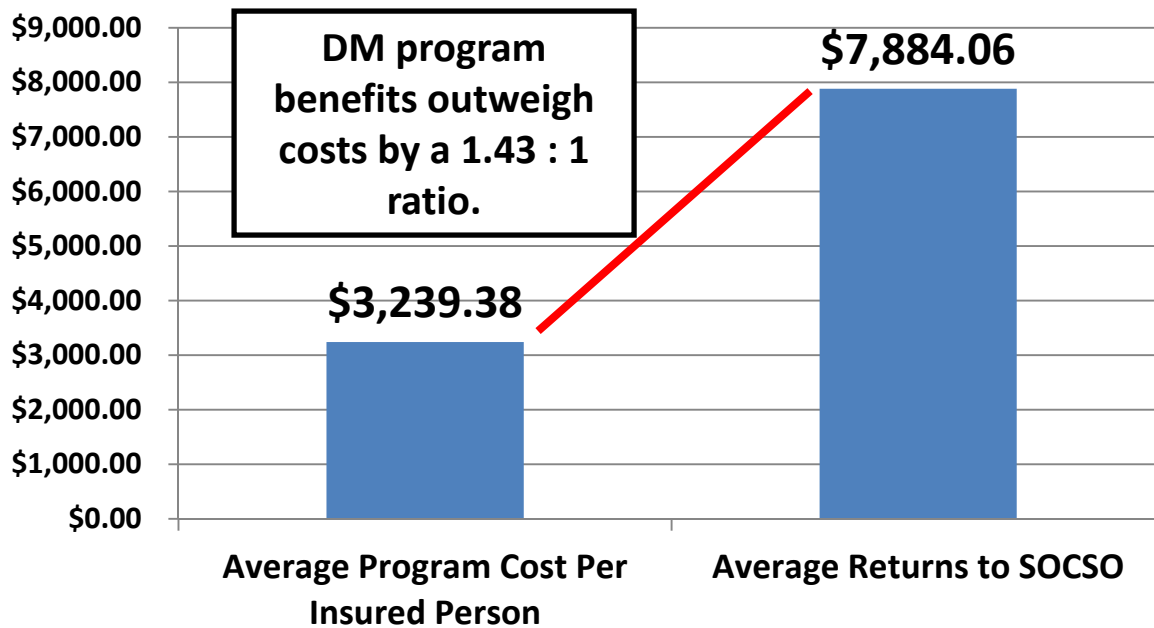
- **Social Benefits**
 - **Quantifying Social Benefits; i.e. Skills, Career Goals, Independence, Self Esteem, Self Confidence, Health Condition, Pain Tolerance, (Visual Analogue Scales 100mm) Depression, Anxiety and Stress (DASS21) & Employers & Employees' Perception**



Cost vs. Returns

N = 1008

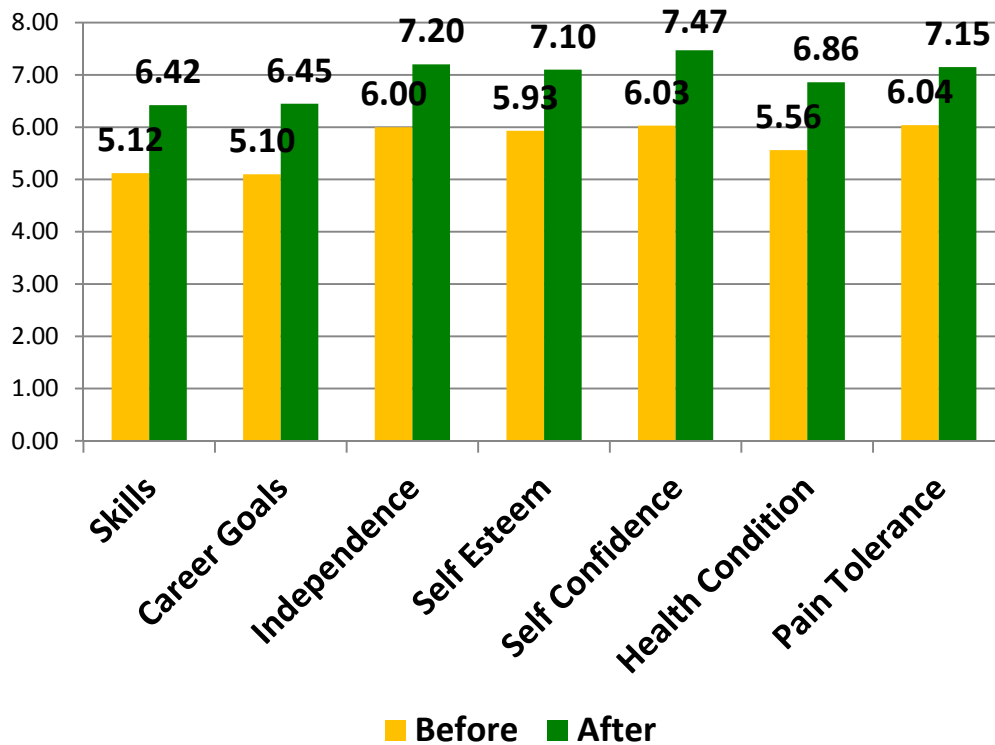
Cost Analysis	
Average Program Cost per Insured Person:	RM3,239.38
Average Possible Return to SOCSO:	RM7,884.06



Net Benefit of
 (RM7,844.06 –
 RM3,239.38)
 = RM4,644.68
 +
 Other Social
 (qualitative) Benefits



Topics

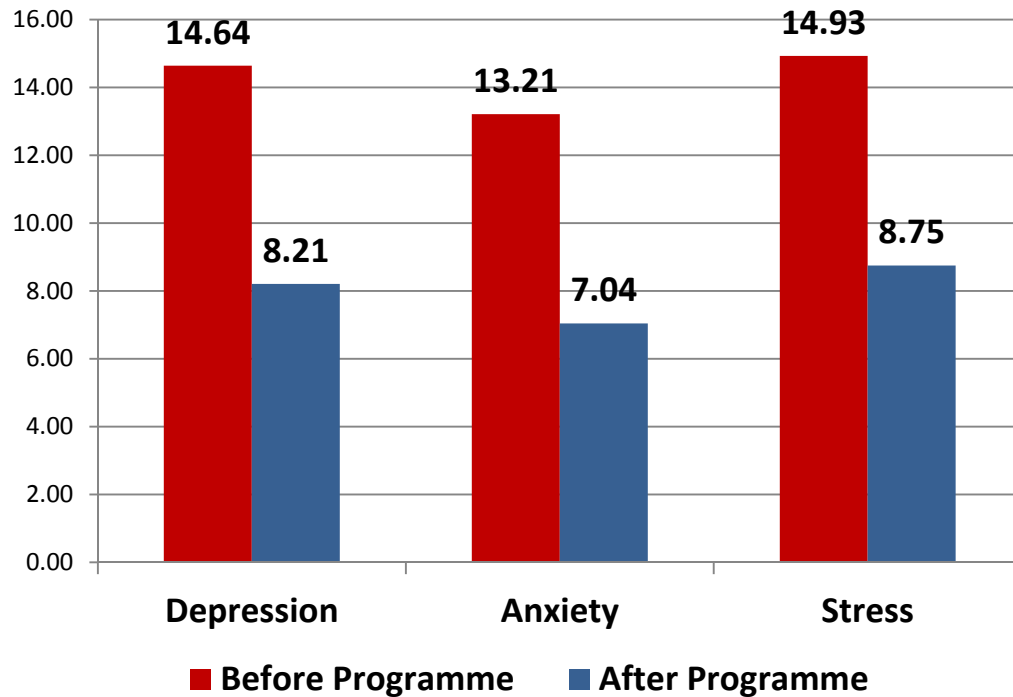


	Before	After
Skills	5.12	6.42
Career Goals	5.10	6.45
Independence	6.00	7.20
Self Esteem	5.93	7.10
Self Confidence	6.03	7.47
Health Condition	5.56	6.86
Pain Tolerance	6.04	7.15

VAS – 100mm



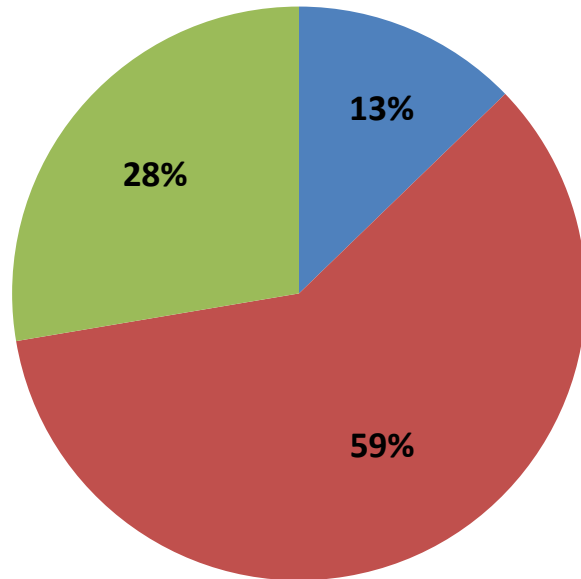
Depression, Anxiety & Stress



	Before	After
Depression	14.64	8.21
Anxiety	13.21	7.04
Stress	14.93	8.75



Insured Person's Perception

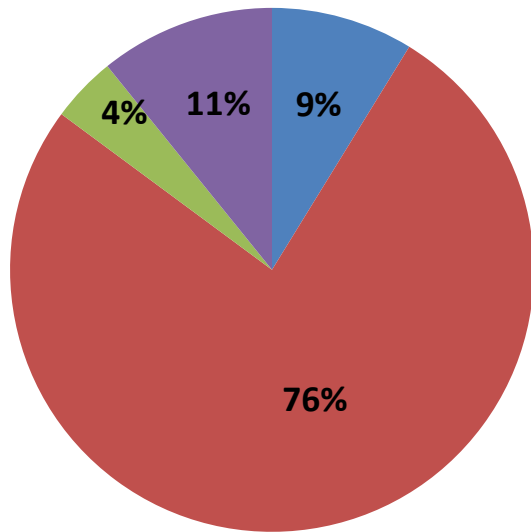


Very Good	12.77%
Good	59.57%
No Benefit	27.66%

■ Very Good ■ Good ■ No Benefit



Employer's Perception



Very Interested	8.78%
Interested	76.35%
Willing to consider	4.05%
Not Interested	10.81%

■ Very Interested ■ Interested
■ Willing to consider ■ Not Interested



Overview of Benefits

- Fiscal Returns 
- Social Improvements 
- Psychological Improvements 
- Employees' Perception 
- Employers' Perception 



Conclusion

- To view DM as a potential investment -
Overall, program benefits outweigh costs by a 1.43 : 1 ratio.
- **Not only Quantitative Returns but Qualitative Returns**
- **Disability Management as a strategy for Social Sustainability.**
- **Micro and Macro returns.**



Future Considerations

- The study to incorporate other methods of measurement; i.e. ICF¹, SF36², WOMAC³, DASH⁴.
- To breakdown the benefits (physical improvements, time off days) based on diagnosis (ICD10⁵) to develop an “assistive” strategy for disability managers.

¹ www.who.int/classifications/icf/en/

² www.sf-36.org

³ www.womac.org

⁴ www.dash.iwh.on.ca/

⁵ www.who.int/classifications/icf/en/



THANK YOU

Dr. Mohammed Azman

Senior General Manager of Operations
Social Security Organisation of Malaysia
Email: drazman@perkeso.gov.my

Mr. Edmund Cheong

Case Manager
Social Security Organisation of Malaysia
Email: edmund.cheong@perkeso.gov.my