



## Perkeso use case

### World-class services to jobseekers and employers

In June 2020, Perkeso - the Malaysian Public Employment Service - launched the MYFutureJobs portal. Delivered by WCC, this employment solution has already proved hugely successful in just a few months. More than 389,000 jobseekers have registered, together with some 35,000 employers. There are approximately 524,000 registered vacancies, with 253,000 active vacancies open and available for job applications. Perkeso's vision is to provide world-class services to jobseekers and employers. Using WCC's know-how and solutions are helping them achieve its goal.

#### Perkeso's vision

The Malaysian government first established Perkeso to implement and administer social security schemes under the Employees' Social Security Act 1969. The main goals of Perkeso are to provide comprehensive social protection for workers during their employment from a work injury, invalidity, and loss of employment. It does so by implementing two strategic components. Firstly, Employment Insurance Schemes, and secondly [Active Labor Market Policies \(ALMPs\)](#).

Perkeso's vision is to provide premium services, helping Malaysia's jobseekers find sustainable employment as quickly as possible. And in turn, support the country's economy by reducing social security costs while optimizing the workforce's potential. Perkeso faced many challenges to achieving its goals, and they turned to [WCC](#) to deliver the solution - their [MYFutureJobs portal](#).

#### Challenges facing Perkeso

The "Return-to-Work" program operated by Perkeso assists employees who are injured but still capable of working. Perkeso aims to help this target group return to work in sustainable employment as quickly as possible.

An effective job search and match solution is an essential part of this strategy.

The widening gap between demand and the supply of labor is another challenge.

Changes brought about by the Fourth Industrial Revolution contribute to a marked rise in unemployment. This problem is not unique to Malaysia. Worldwide, the introduction of new technologies, the Internet of Things, and Big Data inevitably decrease employment opportunities. AI and robotics are capable of taking over many tasks. As a direct result of these technologies, employees may find their skills have become obsolete.

In particular, youth unemployment is at an all-time high of 10.7% in Malaysia. Multiple factors contribute to this, including market uncertainties resulting from the Covid-19 pandemic, together with a skills mismatch. Many school leavers and graduates fail to meet the needs of employers. Targeted actions are needed if unemployment in this segment is to decrease.

Reliable market data and analyses are needed to formulate and implement effective ALMPs to resolve these and other problems. If Perkeso is to support employers and government agencies successfully, it must close gaps in this information.

### **The solution – MYFutureJobs portal**

PES demand unique solutions. WCC has, therefore, created [world-leading solutions](#) for the [Public Employment sector](#) based on its unique search & match technology. WCC's customizable [Employment Platform Portals](#) provide excellent job brokerage capability, matching demand and labor supply. It also enhances labor market information from jobseekers, employers, and vacancy data and highlights skills gaps and re-skilling or training requirements.

WCC was able to deliver an employment solution to meet all of Perkeso's needs. MYFutureJobs is an online portal designed to assist and inform jobseekers, employers, and caseworkers. Launched in June 2020, this employment portal empowers Perkeso to tackle labor market challenges effectively.

### **Facts & Figures... and Covid**

The launch of MYFutureJobs has proved extremely successful and is now central to Perkeso's services:

- More than 389,000 jobseeker registrations in the jobseekers portal
- Some 35,000 employer registrations in the Employers portal
- 400+ caseworkers manage approximately 524,000 registered vacancies.

What is more, the introduction of the MYFutureJobs portal has coincided with the dramatic impact of the Covid-19 pandemic on the Malaysia employment sector. Perkeso has subsequently used the platform to administer the Government's Covid-19 Economic

Recovery Package efficiently. The Malaysian government allocated RM 13.8 billion (US\$ 3.36 billion) for the program over a 3-6 month period, covering 4.8 million workers. It includes financial schemes to provide income replacement for workers who lost their jobs, together with wage subsidies. The program also covers employee retention and placement services, including counseling and vocational guidance.

Perkeso figures show that more than 259,000 employers applied for the Wage Subsidy program in April alone, introduced to mitigate the impact of a movement control order that affected 2.08 million workers. Also, 37,901 employers have applied for the Employment Retention program for workers on unpaid leave.

### **A success story**

The MYFutureJobs portal has enabled Perkeso to enhance its core services significantly. Both jobseekers and employers are enjoying the benefits. The success of MYFutureJobs is a result of WCC's many years of experience in the employment domain. WCC understands the demands of a rapidly changing labor market and delivers knowledge-driven solutions that meet critical PES requirements.

If you would like more information about our employment solutions and how they can provide significant gains for your organization, please [get in touch](#).

## **WCC**

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