



== SSM IN TWO DECADES ==
Inspiring Trust In Business

**20 YEARS OF
TRANSFORMATION**



MANAGEMENT REPORT

SERVICE

DELIVERY

SERVICE DELIVERY

CLIENTS CHARTER

The target for the clients charter for 2022 was set at 99%, and the actual achievement for the year was 100%. The performance of the client charter for companies in 2022 are as follows:

FORMS	CLIENT CHARTER	PERCENTAGE (%)
Incorporation of a New Company	1 Day	100
Approval of Name	1 Day	100
Certificate of Starting a Business for Public Companies	1 Day	100
Change of Company Name	1 Day	100
Change of Company Status	2 Days	100
Registration of Charge	2 Days	100
Registration of Prospectus	3 Days	100

LIMITED LIABILITY PARTNERSHIPS

The statistics for the registration of Limited Liability Partnerships (LLPs) for the years 2020 to 2022 are as follows:

TRANSACTIONS	2022	2021	2020
Name Application for LLPs	7,413	10,001	10,503
New registration of LLPs	3,661	3,694	3,858
Conversion of conventional partnership to LLP	74	82	86
Conversion of a private company to LLP	34	28	25
TOTAL	11,182	13,805	14,472

The statistics of submission for post registration documents for LLPs for the years 2020 to 2022 are as follows:

TRANSACTIONS	2022	2021	2020
Annual Declaration	10,193	6,878	7,721
Change of particulars of LLP	5,551	4,796	4,443
Change of name of LLP	286	222	241
Rectification	177	101	96
Extension of time	41	65	40
TOTAL	16,248	12,062	12,541

MALAYSIA CORPORATE IDENTITY SYSTEM

In 2022, the Malaysia Corporate Identity (MyCoID) system received 677,735 applications, marking a 5.47% increase compared to the 642,560 applications received in 2021. During the same year, a total of 48,253 companies were incorporated through the MyCoID system, representing a 6.25% increase from the 45,416 incorporations in 2021. The MyCoID statistics for the years 2020 to 2022 are as follows:

TRANSACTIONS	2022	2021	2020
Name Search	66,304	72,345	70,582
Company Incorporation	48,253	45,416	43,998
Appointment of first Company Secretary	47,912	45,238	43,783
Return of Allotment	43,958	43,065	40,069
Register of Members	135,677	126,156	122,894
Lodgement of Constitution with e-stamping	7,144	6,582	6,746
Change in registered address	58,314	55,256	57,923
Change in particulars of Directors, Managers and Company Secretaries	217,969	204,254	213,466
Reassignment of Company Secretary	30,803	27,636	27,455
Statement of particulars to be lodged with charge	21,401	16,612	9,181
TOTAL	677,735	642,560	636,097

MALAYSIAN BUSINESS REPORTING SYSTEM

In 2022, the Malaysian Business Reporting System (MBRS) received a total of 556,734 submissions for Annual Returns (AR), Financial Statements (FS), and Exemption Applications related to AR and FS under the CA 2016. The breakdown of submissions received through MBRS for the years 2020 to 2022 are as follows:

SERVICES	2022	2021	2020
Annual Return for companies having share capital (section 68 of the CA 2016)	502,041	392,703	478,090
Annual Return for companies not having share capital (section 68 of the CA 2016)	2,021	1,536	1,939
Annual Return for foreign companies (section 576 of the CA 2016)	642	445	438
Annual Return for unchanged particulars (section 68 of the CA 2016)	20,112	17,371	26,275
TOTAL	524,816	412,055	506,742

SERVICES	2022	2021	2020
Financial Statements - Audited (section 244 of the CA 2016)	5,663	5,262	4,660
Financial Statements - Unaudited (section 267(2) of the CA 2016)	1,467	1,106	903
Certificate for Exempt Private Company (section 260 of the CA 2016)	12,083	10,763	12,352
TOTAL	19,213	17,131	17,915

APPLICATIONS	2022	2021	2020
Application for exemption from coinciding with foreign subsidiary financial year end with holding company (section 247(5) of the CA 2016)	54	16	55
Application for exemption from filing Financial Statements in full XBRL format (section 604(2) of the CA 2016)	3	1	4
Application to waive lodgement of Financial Statements by foreign company (section 575(7) of the CA 2016)	2	2	1
Application for relief from requirements as to form and contents of Directors' Reports (section 255(1) of the CA 2016)	3	2	3
Application for relief from requirements as to form and contents of Financial Statements (section 255(1) of the CA 2016)	0	0	1
Application for extension of time for circulation of Financial Statements and Reports (section 259(2) of the CA 2016)	12,566	4,245	865
Application for extension of time to lodge Financial Statements and Reports (section 259(2) of the CA 2016)	0	0	1
Application for extension of time for holding Annual General Meeting (section 340(4) of the CA 2016)	76	96	35
Application for extension of time to lodge Annual Return (section 609(2) of the CA 2016)	1	7	2
Application to Minister (with relation to Financial Statements and Reports or Annual Return (section 247(8) of the CA 2016 and section 38E of the CCMA 2001)	0	0	0
TOTAL	12,705	4,369	967

CORPORATE MANAGEMENT APPLICATION

The statistics for Corporate Management Applications for the years 2020 to 2022 are as follows:

APPLICATIONS	2022	2021	2020
Application for extension of time under section 259(2), 340 and 22(5)(b) of the CA 2016	8,631	5,833	2,729
Application to obtain relief on the form and content of the Audited Financial Statements and Directors' Report under section 253(2) and 255(1) of the CA 2016	74	14	40
Application to obtain relief for a subsidiary having a different financial year end from the holding company under section 247(3) of the CA 2016	41	56	21
Application for exemption for foreign companies to lodge the account in Malaysia under section 575(7) of the CA 2016	18	13	17
Lodgement fee of initial public offerings, abridged prospectus and other supporting documents	1,476	1,501	1,228
Obligations by directors of borrowing corporation for lodgement of Quarterly Report	45	51	60
TOTAL	10,285	7,468	4,095

COMPANY LIMITED BY GUARANTEE (CLBG)

The statistics for applications received for the Minister's approval for the years 2020 to 2022 are as follows:

APPLICATIONS	2022	2021	2020
Application for incorporating a CLBG without the word 'Berhad'	60	56	44
Application to drop the word 'Berhad'	5	3	3
Application to hold/ dispose/ charge land	333	52	34
Application for the appointment of new Directors	354	384	425
Application to seek contributions/ donations from the public	24	19	11
Application for the amendment of a CLBG's Constitution	52	65	62
Application for payment of salaries, fees, fixed allowances and other benefits to a director	8	8	2
Application for holding of a subsidiary company	3	2	5
TOTAL	839	589	586

The statistics of applications received for the Registrar's approval for year 2020 to 2022 are as follows:

APPLICATIONS	2022	2021	2020
Application for incorporating CLBG with the word 'Berhad'	46	47	27
Application for appointment of new Directors	646	462	601
Application to seek contributions/ donations from the public	19	15	11
Application for amendment of CLBG's Constitution	40	37	23
Application for payment of salaries, fees, fixed allowances and other benefits to the Director	8	17	4
Application for holding of subsidiary company	3	2	1
TOTAL	762	580	667

INTEREST SCHEMES

The Interest Schemes framework is accessible to all economic sectors offering opportunities for alternative business revenue streams or provide alternative financing to support their business operations and promote organic growth. The statistics for registered Interest Schemes for the years 2020 to 2022 are as follows:

CATEGORIES	2022	2021	2020
Golf and Recreational Clubs	72	72	72
Recreational Clubs by Shares	0 ¹	22	22
Recreational Clubs	36	36	36
Timesharing	29	29	29
Marina	10	10	10
Memorial Park	25	23	22
Sharefarming	14	14	14
Equipment	4	4	4
Property	11	11	10
Hybrid	3	2	0
TOTAL	204	223	219

¹ Starting in 2022, statistical records for 22 recreational clubs by shares are removed from the Interest Scheme registration statistics as they are not Interest Schemes under the Interest Schemes Act 2016, based on the Court of Appeal decision of SAUJANA RESORT (M) BHD v CHIN CHEEN FOH & ORS APPEAL [2021] 3 CLJ 71 which overruled the decision of the High Court in CHIN CHEEN FOH & ORS v SAUJANA RESORT (M) BHD [2018] 1 LNS 1421. Instead, the club memberships are accorded via shareholding which is regulated under the Companies Act 2016.

The statistics for the submission of various statutory applications or documents related to Interest Schemes for the years 2020 to 2022 are as follows:

APPLICATIONS	2022	2021	2020
Application for registration of new Interest Schemes	5	5	2
Application for first prospectus of the Interest Schemes	5	5	2
Application for appointment of trustee of the Interest Schemes	5	5	2
Application for registration of trust deed of the Interest Schemes	5	5	2
Application to the Minister for exemption under section 73(1) of the Interest Schemes Act 2016	5	5	2
Application for renewal prospectus	119	114	82
Application for supplemental prospectus Interest Schemes	15	6	9
Lodgement of Annual Return Interest Schemes	109	116	94
Lodgement of advertisement Interest Schemes	88	82	34
Application for relief: exemption from requirements regarding form and content of prospectus/ product disclosure statement for Interest Schemes	3	2	0
Application for exemption of stakeholder approval of the scheme under section 21(3) of the Interest Schemes Act 2016	22	20	7
Notice of change of Chief Executive Officer of the scheme	3	0	2
Notice of winding up of Interest Schemes	4	5	1
TOTAL	388	370	239

Termination of Registered Interest Schemes

The termination or winding up of Interest Schemes can be triggered by various factors, including the achievement or non-achievement of scheme purpose, or the determination that an early closure is a more suitable and beneficial exit strategy for all involved parties.

SSM has adopted a proactive and systematic approach to oversee the orderly closure of schemes. SSM plays a crucial role in ensuring that management companies or trustees undertaken the necessary measures to ensure that the termination or winding up is carried out in accordance with the law as specified in the Interest Schemes Act 2016. The statistics for terminated or wound-up Interest Schemes for the years 2020 to 2022 are as follows:

STATUS	2022	2021	2020
The total number of schemes terminated or wound up as of the year 2022: 70 schemes.			
The total number of schemes terminated or wound up, including updated records based on the outcomes of monitoring, reviews, and inspections conducted by the enforcement office, from the inception of the first scheme registered 1993 up to 2022 are as follows:	4	5	1

CHARGES

In the year 2022, the total number of registration of charges reached 28,663, which includes forms submitted through counter services and the MyCoID system. This represents a substantial increase of 61.45% compared to the 17,615 charges registered in 2021. Additionally, there were 20,859 registrations for the discharge of charges in 2022, marking a notable increase of 49% in comparison to the 10,258 discharge of charge registrations in 2021. The statistics for the registration of charges and discharge of charges encompassing the number of certificates issued to companies, for the years 2020 to 2022 are as follows:

TRANSACTIONS	2022	2021	2020
Registration of Charges	28,663	17,615	21,139
Registration of Discharge of Charges	20,859	10,258	17,001
TOTAL	49,522	27,873	38,140

COMPANIES WINDING UP

In 2022, a total of 2,914 companies were wound up, marking a 28% increase compared to the 2,112 wound up in 2021. Meanwhile, 2,477 companies were dissolved in 2022, representing a 34% increase compared to the 1,634 companies dissolved in 2021. These statistics are derived from the submissions of forms to the Registrar.

CATEGORIES	2022	2021	2020
Companies with winding up status	2,914	2,112	2,834
Companies with dissolved status	2,477	1,634	1,483
TOTAL	5,391	3,746	4,317

COMPANIES STRIKING OFF

The number of companies dissolved through the striking off process increased significantly from 30,464 in 2021 to 54,529 in 2022, representing a substantial 79% increase. Out of this record, 23,670 companies were dissolved through striking off applications, while 30,859 were dissolved through the Registrar's Initiatives under section 68(8) of the CA 2016.

CATEGORY	2022	2021	2020
Companies dissolved	54,529	30,464	57,365

ASSET MANAGEMENT OF DISSOLVED COMPANY

In the year 2022, there were 487 applications under sections 556, 557 and 558 of the CA 2016, which marked a significant increase compared to the 286 applications recorded in 2021. This represented an increase of 70.27%.

Section 556 of the CA 2016

In 2022, there were 72 applications received under section 556 of the CA 2016 for the Registrar to act as a representative of a dissolved company, which was higher compared to the 37 applications recorded in 2021. This marked an increase of 94.59%.

Section 557 of the CA 2016

In 2022, there were 413 applications received under section 557 of the CA 2016 for the outstanding assets (monies) of dissolved companies to be vested in the Registrar. This number was higher compared to the 246 applications recorded in 2021, representing an increase of 67.88%.

Section 558 of the CA 2016

SSM received two (2) applications for the purchase of assets vested in the Registrar under section 558 of the CA 2016 throughout 2022. This was a decrease from the three (3) applications received in 2021, representing a decrease of 33.33%.

Management of Assets of Dissolved Companies

The statistics for the applications related to the management of assets of dissolved companies received for the years 2020 to 2022 are as follows:

APPLICATIONS	2022	2021	2020
Applications to the Registrar to act as a representative of a defunct company under section 556 of the CA 2016	72	37	52
Assets vested to the Registrar under section 557 of the CA 2016	413	246	167
Applications for the purchase of the assets vested under section 558 of the CA 2016	2	3	6
TOTAL	487	286	225

CORPORATE RESCUE MECHANISM

Since the implementation of the Corporate Rescue Mechanism (CRM) until December 2022, a total of eight (8) applications have been filed in Court to place companies under the Corporate Voluntary Arrangement (CVA). In 2020 and 2022, one (1) application was filed in each respective year, while two (2) applications were filed in 2021. All debt restructuring proposals arising from these applications have been approved by the companies' creditors and shareholders.

As for Judicial Management (JM), a total of 41 applications were filed in Court to place companies under JM in 2022. Out of these, 11 companies obtained JM Orders from the Court, and 11 companies were released from JM Orders by the Court.

Judicial Management

The statistics of applications for JM received from year 2020 to 2022 are as follows:

APPLICATIONS	2022	2021	2020
Application for Judicial Management Order in Court	41	28	35
Judicial Management Order granted	11	17	15
Discharged of Judicial Management Order	11	6	3
TOTAL	63	51	53

Corporate Voluntary Arrangement

The statistics of applications for CVA received for the years 2020 to 2022 are as follows:

APPLICATIONS	2022	2021	2020
Application for Corporate Voluntary Arrangement	1	2	1
Application for Corporate Voluntary Arrangement approved by Creditors and Shareholders	1	2	1
Application for Corporate Voluntary Arrangement disapproved by Creditors and Shareholders	0	0	0
TOTAL	2	4	2

REGISTRATION OF COMPANIES SERVICE COUNTER

The Registration of Companies Service Counter is the main point of contact to submit statutory documents for companies incorporated under the Companies Act.

TRANSACTIONS	2022	2021	2020
Documents with payment	339,947	618,125	259,344
Documents without payment	88,734	98,746	115,840
TOTAL	428,681	716,871	375,184

BUSINESS CLIENT CHARTER PERFORMANCE (Counter Services)

The performance of the business client charter for the year 2022 are as follows:

FORMS	CLIENT CHARTER	PERCENTAGE (%)
New Business Registration (Form A)	1 Hour	96.81
Renewal of Business Registration (Form A1)	15 Minutes	99.42
Change of Business Registration (Form B)	1 Hour	94.38
Termination of Business (Form C)	15 Minutes	91.38

BUSINESS CLIENT CHARTER PERFORMANCE (EzBiz Online)

The business client charter performance for 2022 are as follows:

FORMS	CLIENT CHARTER	PERCENTAGE (%)
New Business Registration (Form A)	1 working day	80.00
Renewal of Business Registration (Form A1)	Auto approve	100.00
Change of Business Registration (Form B)	1 working day	88.00
Termination of Business (Form C)	1 working day	97.00

EZBIZ ONLINE SERVICES

In 2022, various enhancements were made to the EzBiz Online system, enabling 95% of business registration transactions to be conducted online. The statistics for EzBiz Online transactions in 2021 and 2022 are as follows:

TRANSACTIONS	2022	2021
User Account Registration	330,123	442,044
New Business Registration	318,850	383,581
Change of Business Registration	184,746	172,413
Termination of Business Registration	27,977	20,118
Renewal of Business Registration	536,206	526,571
TOTAL	1,397,902	1,544,727

REGISTRATION OF BUSINESS AT THE SSM SERVICE COUNTERS

The statistics for business registrations at the SSM counters for the years 2020 to 2022 are as follows:

YEAR	2022	2021	2020
TRANSACTIONS	5,016	6,542	157,344

SKIM PENDAFTARAN PERNIAGAAN PRIHATIN

Skim Pendaftaran Perniagaan Prihatin (SPPP) was introduced with the aim of encouraging greater participation from entrepreneurs in the B40 group and full-time students of Higher Learning Institutions who were facing challenges due to the COVID-19 pandemic. This initiative aimed to enable them to embark on business ventures to generate additional income and support their daily lives, while also contributing to the growth of the business sector in the country. The total SPPP registrations in 2021 and 2022 are as follows:

CATEGORIES	2022	2021
Entrepreneurs (B40 Group)	8,237	17,908
Full-time of Higher Learning Institutions Students	16,310	8,394
TOTAL	24,547	26,302

SKIM 1 OKU 1 PERNIAGAAN

SSM has continued its commitment to the *Skim 1 OKU 1 Perniagaan (S1O1P)* by offering free business registration and business renewal registration to individuals with disabilities for one business. This initiative serves as an encouragement for individuals with disabilities to legally enter the business field by facilitating the registration of their businesses under the Registration of Businesses Act 1956. The total S1O1P registrations in 2020 to 2022 are as follows:

APPLICATIONS	2022	2021	2020
New Registration	1,460	1,752	2,128
Renewal of Business Registration	2,889	2,870	2,550
TOTAL	4,349	4,622	4,678

SSM SERVICE COUNTER AT MDTCA PUTRAJAYA

The statistics for the registrations received at the SSM Service Counter at MDTCA Putrajaya from 2020 to 2022 are as follows:

YEAR	2022	2021	2020
TRANSACTIONS	236	546	23,987

URBAN TRANSFORMATION CENTRE (UTC) – KUALA LUMPUR AND PERLIS

In 2022, SSM continued to provide services at two (2) UTC offices, namely UTC Kuala Lumpur and UTC Perlis. The statistics for the registrations received at the UTC Kuala Lumpur and Perlis from 2020 to 2022 are as follows:

UTC	2022		2021		2020	
	COMPANIES	BUSINESSES	COMPANIES	BUSINESSES	COMPANIES	BUSINESSES
Kuala Lumpur	–	360	–	780	–	80,804
Perlis	1,060	165	940	118	696	21,495

EZBIZ KIOSK SERVICES

EzBiz Kiosk offers services such as business registration renewal, supply of business information, and compound payment. A total of 29 kiosk units have been deployed in all state offices in Peninsular Malaysia. The statistics for the EzBiz Kiosk transactions received from 2020 to 2022 are as follows:

TRANSACTIONS	2022	2021	2020
Compound Payment	71,087	279	45,306
Business Renewal	143,830	130,822	216,844
Supply of Business Information	134,172	119,360	187,165
TOTAL	349,089	250,461	449,315

SUPPLY OF CORPORATE INFORMATION TO MINISTRIES, DEPARTMENTS AND FEDERAL GOVERNMENT AGENCIES (KJAKP) THROUGH KJAKP ACCESS PORTAL

The subscription packages for KJAKP Access Portal are as follows:

PACKAGES	DETAILS
PACKAGE 1	- Company profile WITHOUT Charges information and Financial Statement
PACKAGE 2	- Company profile WITH Charges information and Financial Statement
PACKAGE 3	- Complete company profile and document image WITHOUT verification - For investigation and court purposes ONLY
PACKAGE 'ONE OFF'	- Complete company profile WITHOUT Charges information and Financial Statement - Access valid for only five (5) days with maximum 50 corporate information searches

The number of agencies (KJAKP) registered as a KJAKP Access Portal user are as follows:

YEAR	AGENCIES
2022	293
2021	206
2020	226

The number of users based on the type of package subscribed are as follows:

YEAR	PACKAGE 1	PACKAGE 2	PACKAGE 3	TOTAL
2022	31	121	262	414
2021	30	85	153	268
2020	36	77	184	297

The statistics of KJAKP Access Portal usage by types of package are as follows:

YEAR	PACKAGE 1	PACKAGE 2	PACKAGE 3	TOTAL
2022	47,039	172,595	438,955	658,589
2021	27,146	157,610	258,842	443,598
2020	26,675	41,094	229,796	297,565

SSM CONTACT CENTRE

A total of 359,800 customer inquiry transactions were received via two (2) main channels, namely phone calls and emails in 2022. The overall percentage of customer inquiry transactions received by SSM decreased by 26% for the year 2022. The number of phone calls received in 2022 was 224,729 compared to 290,515 in 2021, representing a decrease of 23%. Meanwhile, the number of emails received in 2022 was 135,071 compared to the previous year's 193,500, marking a decrease of 30%.

The statistics for calls and emails received from 2020 to 2022 are as follows:

YEAR	PHONE CALLS	E-MAILS	TOTAL
2022	224,729	135,071	359,800
2021	290,515	193,500	484,015
2020	310,648	128,087	438,735

The top five (5) enquiries received by the SSM Contact Centre:

- Enquiries related to online business registration/ changes/ renewal application via the EzBiz Online;
- Enquiries regarding User Activation for EzBiz Online;
- Enquiries regarding the submission status of the company's statutory documents;
- Enquiries regarding User Registration for MyCoID; and
- Enquiries regarding guidelines, product and company profile.

CORPORATE AND BUSINESS INFORMATION DATA (CBID)

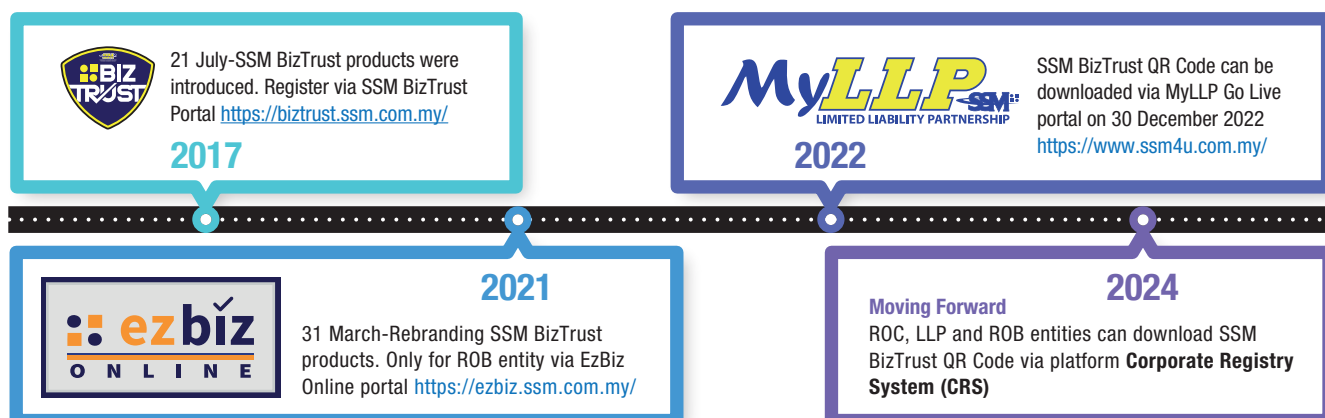
The total number of applications received from 2020 to 2022 are as follows:

YEAR	2022	2021	2020
APPLICATIONS	178	137	170

SSM BIZTRUST

Under the 4th Strategic Trust: Providing a Trusted Environment, SSM is dedicated to continuously improving the quality of services and providing a sustainable business environment. By conducting enforcement and monitoring activities as mandated by the Acts under its

administration, SSM effectively carries out its primary responsibility of promoting good corporate governance and ensuring adherence to regulations related to business and corporate registration.



SSM initiated the development and launch of the SSM BizTrust product with the objective of creating an ethical online business environment and bridging the trust gap between online sellers and customers. While the utilisation of SSM BizTrust is not mandatory for online businesses registered with SSM, those who choose to obtain and display the SSM BizTrust on their online platforms can benefit from it and increase customer confidence in dealing with the business.

In the meantime, SSM is rebranding the existing SSM BizTrust product by introducing the SSM BizTrust QR Code, which serves as a digital identity verification and identification tool for business entities registered with SSM.

To further this initiative, starting on 30 December 2022, the SSM BizTrust module has been made available to

Limited Liability Partnerships (LLP) entities through the MyLLP platform on the SSM4U portal (<https://www.ssm4u.com.my/>).

These efforts represent SSM's commitment to enhance compliance among all business entities registered under the Acts it administers. The introduction of the SSM BizTrust QR Code is part of this ongoing initiative. Initially, the SSM BizTrust QR Code was provided for free to sole proprietorships and partnerships registered under the Registration of Businesses Act 1956 through the EzBiz Online website (<https://ezbiz.ssm.com.my/>).

Since the launch of SSM BizTrust in 2017 until 31 December 2022, a total of 1,690,302 business entities have registered for it, with the following summary:

LEVEL	REGISTRATIONS
L1 - Registration ¹	726
L1 (Auto - SSM EzBiz Online) (Business Registration - Sole Proprietorship)	1,428,540
L1 (Auto - SSM EzBiz Online) (Business Registration - Partnership)	229,406
L1 (Auto - MyLLP) (Registration - LLP)	31,387
L2 - Level 1 + Privacy ² or Security ³	36
L3 - Level 1 + Privacy ² and Security ³	207
TOTAL	1,690,302

Note:

¹ The entity is registered and in good standing with SSM and follows established business practices in line with the SSM BizTrust Registration Principles Criteria.

² The entity assures and compromises that the system/ portal is able to protect the privacy of customers in line with the SSM BizTrust Privacy Principle Criteria.

³ The entity has put in place safeguards to protect the security of the system/ portal in line with the SSM BizTrust Security Principle Criteria.

BUSINESS ADVISORY SERVICES

The total number of enquiries received for 2020 to 2022 are as follows:

YEAR	2022	2021	2020
ENQUIRIES	422	173	141

BUSINESS REGISTRATION MOBILE COUNTER

SSM has conducted Business Registration Mobile Counter (KBPP) activities through briefing sessions to promote and introduce SSM products and services. These activities include:

- (a) Activation of EzBiz Online User ID;
- (b) Promotion of SSM Products and Services, including EzBiz On.The.Go Bus and SSM Zoomers services;
- (c) Business Advisory Service Counter; and
- (d) Talks on Business Registration.

From these activities, a total of 122 internal and external programmes have been conducted and participated in by SSM until 31 December 2022. These programmes have helped 32,346 entrepreneurs register their businesses and provided them with valuable exposure on the importance of business registration.

SSM e-INFO SERVICES

The total number of transactions received from 2020 to 2022 are as follows:

YEAR	2022	2021	2020
TRANSACTIONS	2,136,694	2,065,207	2,164,924

MyDATA-SSM SERVICES

The total number of transactions from 2020 to 2022 are as follows:

YEAR	2022	2021	2020
TRANSACTIONS	2,909,293	2,950,481	2,132,904

EZBIZ ON.THE.GO

SSM introduced the Mobile Bus Service known as EzBiz On.The.Go to enhance and diversify the promotion of SSM's products and services. This service includes EzBiz ID activation counters, promotion of SSM products and services, and business advisory services for the business community. EzBiz On.The.Go plays a crucial

role in providing the latest services and information about SSM's offerings, especially to those in rural areas.

In 2022, SSM participated in 14 programmes using the EzBiz On.The.Go service, assisting over 594 entrepreneurs in registering their businesses across Peninsular Malaysia.

PROGRAMMES	DATE	PARTICIPANTS
<i>KBPP dan Taklimat Skim Pendaftaran Perniagaan-Perbadanan Hal Ehwal Bekas Angkatan Tentera (PERHEBAT), Sungai Buloh</i>	2 March 2022	60
<i>KBPP Pasar Pagi Taman Midah - SSM</i>	15 March 2022	30
<i>Mega Walkabout YB. Menteri Kementerian Perdagangan Dalam Negeri dan Hal Ehwal Pengguna (KPDNHEP) - SSM</i>	8 April 2022	10
<i>Program Pemeriksaan Ekonomi Komuniti Bandar (PEKB) - Persatuan Pengusaha Taska dan Tadika Putrajaya</i>	14 June 2022	32
<i>Program Jelajah Franchise Peringkat Negeri Pahang, Kuantan City Mall</i>	15 - 17 July 2022	35
<i>Jelajah Aspirasi Keluarga Malaysia (Kelantan) - Unit Penyampaian Kemakmuran Bersama (SEPADU), Jabatan Perdana Menteri (JPM)</i>	21 - 25 July 2022	54
<i>MAHA 2022 - Kementerian Pertanian dan Industri Makanan (MAFI)</i>	4 - 14 August 2022	88
<i>Program Inisiatif Pendigitalan Sektor Peruncitan (REDI) Peringkat Kebangsaan 2022 - Kementerian Perdagangan Dalam Negeri dan Hal Ehwal Pengguna (KPDNHEP)</i>	26 - 28 August 2022	38
<i>Jelajah Aspirasi Keluarga Malaysia (Kedah) - Unit Penyampaian Kemakmuran Bersama (SEPADU), Jabatan Perdana Menteri (JPM)</i>	2 - 4 September 2022	37
<i>Ekspo Perda 2022 Lembaga Kemajuan Wilayah Pulau Pinang - Kementerian Pembangunan Luar Bandar (KPLB)</i>	8 - 11 September 2022	53
<i>Jelajah Aspirasi Keluarga Malaysia (Melaka) - Unit Penyampaian Kemakmuran Bersama (SEPADU), Jabatan Perdana Menteri (JPM)</i>	14 - 16 October 2022	37
<i>Majlis Perasmian World Stroke Day 2022 Community Based Rehabilitation (CBR), Batu Kikir</i>	22 - 24 October 2022	27
<i>Jelajah Aspirasi Keluarga Malaysia (Pahang) - Unit Penyampaian Kemakmuran Bersama (SEPADU), Jabatan Perdana Menteri (JPM)</i>	28 - 30 October 2022	48
<i>Kaunter Pendaftaran Perniagaan - Perbadanan Hal Ehwal Bekas Angkatan Tentera (PERHEBAT), Sungai Buloh</i>	6 December 2022	45
TOTAL		594

SSM DIGITAL CERTIFIED TRUE COPY DOCUMENT

The statistics for the supply of Digital Certified True Copy (DCTC) documents are as follows:

YEAR	e-Info	MyDATA
2022	141,128	550,674
2021	138,242	466,030
2020	90,923	387,389

ATTESTATION OF COMPANY GOOD STANDING

The total Attestation of Company Good Standing (ACGS) transactions at both SSM's e-Info and MyDATA Portal for a three-year period are as follows:

YEAR	e-Info	MyDATA
2022	1,434	714
2021	1,532	103
2020	1,756	–

SKIM PENDAFTARAN PERNIAGAAN PRIHATIN TALK SESSION

In line with the introduction of *Skim Pendaftaran Perniagaan Prihatin* (SPPP) in December 2020, aimed at stimulating the national economy, SSM actively organised face-to-face and online briefing programmes with regards to business registration under the Registration of Businesses Act 1956. Up to 31 December 2022, SSM participated in 41 external programmes involving 3,881 participants. These programmes were crucial in educating and engaging participants in the process of business registration, contributing to the growth of businesses and the economy.

PROGRAMMES	DATE	PARTICIPANTS
<i>Taklimat Skim Pendaftaran Perniagaan Prihatin Bersama Human Resources Development Corporation (HRD Corp.)/ Jana'preneur</i>	13 January 2022	71
<i>Taklimat Skim Pendaftaran Perniagaan - Fakulti Pengurusan dan Perniagaan UiTM</i>	12 February 2022	10
<i>Taklimat Prosedur Pendaftaran Perniagaan - Perbadanan Nasional Berhad (PERNAS)</i>	16 February 2022	40
<i>Taklimat Virtual SSM Kepada Veteran ATM (PERHEBAT Pahang)- Perbadanan Hal Ehwal Bekas Angkatan Tentera (PERHEBAT)</i>	17 February 2022	286
<i>Taklimat Skim Pendaftaran Perniagaan Prihatin Bersama Human Resources Development Corporation (HRD Corp.)/ Jana'preneur</i>	25 February 2022	30
<i>Taklimat Prosedur Pendaftaran Perniagaan (Skim Pendaftaran Perniagaan Prihatin)- Perbadanan Usahawan Nasional Berhad (PUNB)</i>	17 March 2022	30
Briefing Session On Company Registration To The Participants Of Seed Lab	18 March 2022	10
How to Register @Renew SSM Through EzBiz Online Universiti Kuala Lumpur (UniKL)	23 March 2022	240
<i>Taklimat Skim Pendaftaran Perniagaan Prihatin (SPPP) SSM dan Kordinator/ LIC - ENT530 UiTM</i>	11 April 2022	50
<i>Taklimat Virtual Prosedur Pendaftaran Perniagaan dan Skim Pendaftaran Perniagaan Prihatin oleh SSM Kepada Veteran ATM (PERHEBAT) - Perbadanan Hal Ehwal Bekas Angkatan Tentera (PERHEBAT)</i>	18 May 2022	57
<i>Taklimat Skim Pendaftaran Perniagaan Prihatin (SPPP) ENT530 - UiTM Cawangan Kedah</i>	20 May 2022	551
<i>Taklimat Pendaftaran Perniagaan Sempena Hari Bersama SSM dan UiTM - UiTM Puncak Alam</i>	26 May 2022	250
<i>Taklimat Pendaftaran Perniagaan melalui EzBiz Online – Bahagian Siasatan SSM</i>	31 May 2022	30
<i>Taklimat Produk dan Perkhidmatan SSM #iniprodukkita Bil.1/ 2022 - SSM</i>	1 June 2022	5
<i>Taklimat Produk dan Perkhidmatan SSM #iniprodukkita Bil.2/ 2022 - SSM</i>	3 June 2022	5
<i>Taklimat Produk dan Perkhidmatan SSM #iniprodukkita Bil.3/ 2022 - SSM</i>	8 June 2022	5
<i>Taklimat Produk dan Perkhidmatan SSM #iniprodukkita Bil.4/ 2022 - SSM</i>	10 June 2022	5
<i>Taklimat Produk dan Perkhidmatan SSM #iniprodukkita Bil.5/ 2022 - SSM</i>	15 June 2022	5

PROGRAMMES	DATE	PARTICIPANTS
<i>Taklimat Pendaftaran Perniagaan melalui EzBiz Online - Kolej Universiti Antarabangsa PICOMS</i>	21 June 2022	25
<i>Taklimat Pendaftaran Perniagaan - Program Tunas Usahawan Belia Bumiputera (TUBE@PEMERKASA)</i>	24 June 2022	200
<i>Taklimat Pendaftaran Perniagaan Minggu Usahawan Negara (MUN) Tahun 2022 - Kementerian Pembangunan Usahawan dan Koperasi (MEDAC)</i>	24 June 2022	20
<i>Taklimat Prosedur Pendaftaran Perniagaan - Majlis AIDS Malaysia</i>	30 June 2022	40
<i>Taklimat Pendaftaran Perniagaan SSM - Young Women's Christian Association Kuala Lumpur</i>	2 July 2022	27
<i>Keperluan Mendaftarkan Perniagaan dan Prosedur Pendaftaran Perniagaan - Program Tunas Usahawan Belia Bumiputera (TUBE@PEMERKASA)</i>	7 July 2022	200
<i>Taklimat Pendaftaran Perniagaan - Program Jelajah Usahawan Digital Selangor 2022 Siri 3</i>	16 July 2022	40
<i>Prosedur Pendaftaran Perniagaan (Skim Pendaftaran Perniagaan Prihatin) - GIATMARA Ampang Jaya</i>	19 July 2022	40
<i>Prosedur Pendaftaran Perniagaan (Skim Pendaftaran Perniagaan Prihatin) - Pusat Latihan Perindustrian Dan Pemulihan (PLPP), Bangi</i>	28 July 2022	40
<i>Taklimat Pendaftaran Perniagaan - GIATMARA</i>	2 August 2022	270
<i>Taklimat Pendaftaran Perniagaan - GIATMARA Gombak</i>	3 August 2022	10
<i>Taklimat Pendaftaran Perniagaan - Kraftangan Malaysia</i>	17 August 2022	100
<i>Program Kursus Asas Keusahawanan (KAK) - Kolaborasi INSKEN-MAIWP</i>	18 August 2022	50
<i>Taklimat Pendaftaran Perniagaan – Jelajah Aspirasi Keluarga Malaysia (Selangor)- Unit Penyampaian Kemakmuran Bersama (SEPADU), Jabatan Perdana Menteri (JPM)</i>	21 August 2022	30
<i>Program Latihan Asas Keusahawanan (KAK) - Kolaborasi INSKEN-MAIWP</i>	13 September 2022	60
<i>Taklimat Pendaftaran Perniagaan - GIATMARA Kepong</i>	11 October 2022	30
<i>Taklimat Prosedur Pendaftaran Perniagaan (Program IDEAKITA) - Malaysia Digital Economy Corporation (MDEC)</i>	13 October 2022	63
<i>Taklimat Bengkel Keusahawanan Digital Bagi Orang Kurang Upaya- Institut Sosial Malaysia</i>	20 October 2022	50
<i>Taklimat SSM di Karnival Keusahawan - Universiti Tenaga Nasional (UNITEN)</i>	21 October 2022	203
<i>Taklimat Prosedur Pendaftaran Perniagaan (Program IDEAKITA) - Malaysia Digital Economy Corporation (MDEC)</i>	27 October 2022	250

PROGRAMMES	DATE	PARTICIPANTS
<i>Taklimat Prosedur Pendaftaran Perniagaan - The Innolab, EDC, Faculty Computer & Information MMU University Cyberjaya</i>	28 October 2022	60
<i>Prosedur Pendaftaran Perniagaan - Program PENJANA KPT-CAP PUNB</i>	9 November 2022	250
<i>Taklimat kepada Pelajar Sarjana Muda Keusahawanan dan Inovasi-Universiti Kebangsaan Malaysia (UKM), Bangi</i>	16 November 2022	28
Registration of Businesses Under ROBA 1956 - Universiti Malaya	16 December 2022	120
TOTAL		3,881

XCESS PORTAL AS A PORTAL FOR THE SALE OF LLP CORPORATE INFORMATION AND PERSONAL INVOLVEMENT

The XCESS Portal, accessible through the SSM4U portal, serves as a platform facilitated by SSM for the sale of corporate information related to LLPs and the purchase of Personal Involvement in companies, businesses, and LLPs. Since its launching on 2 September 2021, the total number of applications received through the XCESS portal are as follows:

YEAR	2022	2021
APPLICATIONS	58,931	5,670

SSM DIGITAL CERTIFIED TRUE COPY READER/ WEB CHECKER

The SSM Digital Certified True Copy (DCTC) QR Code Reader is a service provided by SSM to verify the authenticity of SSM DCTC documents. To use this service, users are required to download the mobile application from the Google Play Store (for Android devices) or the Apple App Store (for iOS devices). Additionally, users can also check the validity of the serial number of SSM DCTC documents through the SSM Web Checker, which is accessible on the SSM4U website (www.ssm4u.com.my). These tools help ensure the legitimacy of SSM DCTC documents for various purposes.

COMPANY LISTING

Company Listing is a service that provides company information based on customer preferences, and this data is supplied in bulk in Excel format. Customers can obtain Company Listings through SSM Service Providers (SP) portals - SSM e-Info and MYDATA-SSM. The Company Listing service offers various packages for customers to choose from, depending on their specific needs and requirements. These packages may include different levels of information or data about companies.

- Company Listing Package A** - includes a list of companies with the following information: company basic information, company registration number, registered address, business address and business code information;
- Company Listing Package B** - includes a list of companies with the following information: company basic information, company's directors/ officers, company's shareholders and company's share capital information;
- Company Listing Package C** - includes a list of companies with the following information: company basic information and company financial statement information; and
- Company Listing Package D** - includes a list of companies with the following information: company basic information and company's charges information.

PROMOTIONAL AND OUTREACH PROGRAMMES

In 2022, SSM achieved a significant outreach through social media with a total of 2,116,825 social media reaches. This remarkable reach was made possible through the posting of graphic posters and videos on various social media platforms. These posts encompassed a variety of topics, updates, and educational content related to SSM's services and initiatives. It reflects SSM's commitment to engaging with a diverse audience and disseminating important information via visual content across different social media channels. The promotional postings of graphic posters and videos are as follows:

PROMOTION METHOD	PRODUCT PROMOTION	TOTAL OF PRODUCT REACH	TOTAL AMOUNT OF PRODUCT REACH
Facebook	<i>Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	353,042	1,348,788
	SSM BizTrust	481,267	
	EzBiz Online	322,599	
	Portal XCESS	85,137	
	Corporate and Business Information Data (CBID)	80,933	
	My-DATA SSM dan SSM e-Info	25,810	
Facebook Ads	<i>Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	99,887	768,037
	SSM BizTrust	313,004	
	EzBiz Online	197,029	
	Portal XCESS	69,453	
	Corporate and Business Information Data (CBID)	72,233	
	My-DATA SSM and SSM e-Info	16,431	
TOTAL			2,116,825

SSM introduced the SSM Zoomers during its 20th Anniversary Celebration, featuring a 4-wheel drive vehicle equipped with marketing equipment, including pop-up counters, to diversify the promotion of SSM's products and services. This initiative was inaugurated by the Minister of DTCA, YB. Dato Sri Alexander Nanta Linggi during the same event.

As of 31 December 2022, the SSM Zoomers had traveled to 13 locations, assisting a total of 212 entrepreneurs in those areas with business registration. This outreach effort aimed to make business registration more accessible to entrepreneurs in various locations. The list of locations visited by the SSM Zoomers are as follows:

VENUE	DATE	REGISTRATIONS
<i>Tapak Peniaga Stadium Selayang</i>	21 June 2022	20
<i>Taman Batu Muda</i>	21 June 2022	15
<i>Taman Seri Gombak</i>	28 June 2022	20
<i>Taman Permata Fadason</i>	28 June 2022	20
<i>Taman Seri Rampai</i>	30 June 2022	10
<i>Taman Desa Pandan</i>	30 June 2022	13
<i>Greenwood Gombak</i>	7 July 2022	20

VENUE	DATE	REGISTRATIONS
<i>Taman Tasik Permaisuri Cheras</i>	7 July 2022	17
<i>Pasar Tani Pagi Perda, Kubang Menerong, Pulau Pinang</i>	4 November 2022	20
<i>Persatuan Peniaga dan Penjaja Kecil Harmoni, Sungai Petani, Kedah</i>	5 November 2022	15
<i>Pusat Penjaja dan Peniaga Kecil Bukit Mertajam, Pulau Pinang</i>	6 November 2022	10
<i>Pasar Pagi Danau Kota Setapak, Petronas MRR2 Gombak</i>	13 November 2022	25
<i>Cameron Highlands</i>	3 December 2022	7
TOTAL		212

SSM MIDDLEWARE INTEGRATION

SSM has implemented the National Integration Portal Project, known as the SSM Middleware, which facilitates online integrations between the SSM database and other organisations requesting real-time data integration. This initiative aims to provide seamless access to corporate and business information record in SSM, enhancing efficiency and accessibility for various stakeholders and organisations. The number of the online integration for the years 2020 to 2022 are as follows:

YEAR	2022	2021	2020
ONLINE INTEGRATIONS	2	5	10

NEW PRODUCTS

The successful launch of SSM's new products on 18 October 2022, at the SSM e-Info and MYDATA-SSM portals represents an important development in providing additional services and information to stakeholders. The new products are as follows:

- (a) Particulars of Change of Company Name; and
- (b) Shareholder Listing and Analysis.

Since the launch of these new products, there have been a total of 2,017 transactions made at both SSM's Service Provider portals. The details breakdown of the transactions are as follows:

PRODUCTS	TRANSACTIONS
Particulars of Change of Company Name	252
Shareholder Listing and Analysis	1,765
TOTAL	2,017

ENTERPRISE ARCHITECTURE MANAGEMENT

Enterprise Architecture Management (EAM) in SSM focuses on the holistic and systematic management of its enterprise architecture. It outlines an organisation's structure, processes, information, technology, and strategies and helps SSM align their business goals and objectives with their technological capabilities and resources. In 2022, the followings EAM activities are carried out in SSM:

- (a) Design Workshop was conducted to develop design document that includes the four (4) domains of Enterprise Architecture (EA) i.e Data, Business, Technology and Application. Below is the list of design workshops held in 2022:



- (b) SSM carried out pre and post survey to measure the level of understanding of Enterprise Architecture Management Practices in SSM. Subsequent to the post-survey results, a Meet & Greet programme was conducted.
- (c) An EA Awareness Programme was held on 12 December 2022 to provide the EA Board Members an understanding of Digital Transformation Strategy, Enterprise Architecture Roadmap and Transformation Management through Enterprise Architecture.
- (d) EA Circular No. 1/ 2021 (Amendment 1 Year 2022) regarding the 'Enterprise Architecture Management Guidelines at SSM' was successfully established and distributed to SSM staff on 7 November 2022. This amendment was made to comply with the SSM Conflict of Interest Guidelines (Amendment 01) in assessing the applications received by EAMS.
- (e) An EA Training and Certification Workshop for Business IT Architecture Fundamentals (BITAF) was held on 13 until 16 December 2022. This training provided EAMS staff an understanding of IT efforts in minimising business costs and maximising profits. EAMS staff obtained their certification during the workshop.

SSM ICT STRATEGIC PLAN (ICTSP) 2022-2026

The SSM ICT Strategic Plan (ICTSP) 2022 - 2026 was developed by the Information and Communication Technology Division (ICTD) under the leadership of the Management Section, Governance, and Strategy IT. Multiple workshops were conducted to provide a platform for generating strategic ideas, particularly concerning technology implementations within SSM. The SSM ICTSP for 2022-2026 is strategically designed to align with the aspirations of SSM's management and the government. Its primary focus is to accelerate SSM's digital transformation efforts, recognizing the importance of adapting to the current era of technological disruption. The theme, "Accelerating SSM's Digital Transformation," underscores the urgency and commitment to embracing digital advancements and modernization within the organisation.

In alignment with SSM's business strategy and government requirements, the ICTSP plays a crucial role in identifying ICT needs and ensuring proactive and sustainable ICT service management and delivery. The key ICT objectives outlined in the plan are as follows:

- (a) ICT as the Main Driver of SSM's Business;
- (b) Meeting SSM's ICT Needs Proactively; and
- (c) Sustainable ICT Service Management and Delivery;

ICT objectives in SSM have been defined as follows:

- (a) To improve efficiency in managing IT resources to achieve sustainable digital services;
- (b) To equip SSM with guaranteed and future-proof technology;
- (c) To improve stakeholder satisfaction and experience through internal expertise; and
- (d) To promote a culture of high performance and team excellence.

To achieve its ICTSP Vision and Objectives, SSM has identified the following four (4) pillars of strategies:

- (a) Reinforce IT Governance: This pillar focuses on improving the overall governance structure related to IT within SSM. It includes establishing clear IT policies, procedures, and compliance mechanisms, as well as enhancing risk management and decision-making processes related to IT;
- (b) Strengthen IT Infrastructure: This pillar involves enhancing SSM's IT infrastructure, including

hardware, software, and networking capabilities. It encompasses initiatives to modernize and optimize the IT environment to support SSM's business operations effectively;

- (c) **Enhance Capability Development and Service Delivery:** This pillar focuses on developing the skills and capabilities of IT teams within SSM. It involves training and development programmes, adoption of best practices, and initiatives to improve the quality and efficiency of IT service delivery.
- (d) **Reinvigorate Workforce:** This pillar aims to empower and motivate the IT workforce within SSM. It includes strategies for talent acquisition and retention, fostering a culture of innovation, and ensuring that the workforce is aligned with the organisation's digital transformation goals.

These four (4) pillars and their respective strategies are crucial components of SSM's ICT Strategic Plan, ensuring a comprehensive approach to achieving its ICT objectives and driving digital transformation throughout the organisation.

The ICTSP has identified a total of 18 main tactical initiatives, which translate into 29 practical and realistic actions. These initiatives and actions are important in helping SSM achieve its ICT objectives within the specified timeframe.



ICT SECURITY AWARENESS PROGRAMME IN THE NEW NORMS

The ICT Security Programme in the New Norm aimed to raise awareness among SSM staff regarding ICT security management while working from home. This programme was essential due to the emergence of new work norms brought about by the COVID-19 pandemic. The awareness programme was attended by a total of 301 participants.

The discussions designed for the programme, which aim to create awareness of ICT security in the new norm of working environment, cover important topics including:

- (a) **New Norm Challenges for Employees and Employers:** This topic addressed the specific challenges and adjustments faced by employees and employers as they transition to new norms, especially in terms of remote work and digital processes;
- (b) **Good practices in the use of SSM ICT assets (technology hygiene):** This topic focused on best practices for using SSM's ICT assets, emphasising the importance of maintaining technology hygiene, such as keeping software updated, using strong passwords, and following security protocols; and
- (c) **Management and how to deal with cyber threats (phishing, spam):** This topic assessed participants' knowledge of how to recognise and respond to common cyber threats like phishing emails and spam, emphasising the importance of cybersecurity vigilance.

By conducting this programme, SSM aimed to ensure that its staff and stakeholders could work efficiently and securely in the evolving work environment created by the pandemic. The awareness and education provided would have been valuable in safeguarding sensitive information and maintaining operational continuity during these challenging times.

Indeed, safety management and awareness of ICT security in SSM are essential in today's work environment, especially in the context of remote work and the challenges posed by the new norms brought about by the COVID-19 pandemic. Ensuring that all staff, including employers and employees, have a strong understanding of safety measures and ICT security practices is crucial to maintaining a secure and productive work environment. Continuous awareness programmes help address these challenges and promote a culture of safety and security within the SSM. It's a proactive approach to safeguarding both SSM as the organisation and its employees in an increasingly digital and remote working landscape.

SHARING OF INFORMATION WITH SSM STAFF THROUGH CHANGE MANAGEMENT ACTIVITIES

The importance of sharing accurate information and fostering continuous learning cannot be overstated, especially in a dynamic work environment. In the context of SSM's *Projek Hala Tuju*, various activities and programmes have been planned and implemented to ensure that all SSM staff receive accurate and up-to-date information.

Change management activities are a crucial part of this process. They provide a structured approach to prepare and support employees and project groups in accepting and implementing change effectively. These activities help employees understand the information shared and guide them in adapting to new work processes and procedures.

By promoting accurate information sharing and providing structured change management activities, SSM can enhance its employees' readiness for change and ensure a smoother transition into new projects and initiatives, ultimately contributing to the organisation's success.

In 2022, SSM conducted several programmes and activities to facilitate knowledge sharing and updates related to the progress of SSM's *Projek Hala Tuju*. These programmes included Knowledge Sharing sessions, Let's Share sessions, and Meet & Greet events. These initiatives were designed to inform employees about the advancements made in *Projek Hala Tuju*, ensuring that the projects remained on track according to established timelines.

Unlike previous years, these programmes in 2022 were conducted either in physical settings or online, reflecting the organisation's adaptability to different working conditions. The successful implementation of these programmes showcased the active involvement of SSM's management and employees in the ongoing transformation efforts. It also fostered a culture of information sharing and collaboration within the organisation, contributing to the project's progress and success.

PROGRAMMES	DATE
Meet and Greet	
Meet and Greet HT4: Corporate Registry System	23 June 2022
Meet and Greet HT1: MyLLP	23 December 2022
Let's Share	
Let's Share HT6: Data Management, "Data Driven Organisation"	6 October 2022
Knowledge Sharing	
Knowledge Sharing HT14: MPSI	30 November 2022



The Change Management Team with SSM's Management at the Let's Share HT6 programme: Data Management, "Data Driven Organization."

In addition to participating in change management programmes and activities, SSM staff could also access information through various change management announcements. These announcements were disseminated using e-postcards, e-posters, and e-Bulletins sent via email. Information related to change management activities was made available through the CM Site portal. This multi-channel approach ensured that employees had access to important updates and resources related to the transformation efforts, facilitating their understanding and engagement in the change process.

SERIAL ANNOUNCEMENTS	TOPIC OF ANNOUNCEMENTS	DATE
Announcement Series 1/ 2022	Project Performance Dashboard 2022	3 March 2022
Announcement Series 2/ 2022	<i>Projek Hala Tuju SSM 2022</i> e-Bulletin	15 March 2022
Announcement Series 3/ 2022	Project Performance Dashboard 2022	21 July 2022
Announcement Series 4/ 2022	Project Performance Dashboard 2022	14 October 2022
Announcement Series 5/ 2022	Let's Share HT6 Data Management: Data Driven Organization	17 October 2022
Announcement Series 6/ 2022	Project Performance Dashboard 2022	1 December 2022
Announcement Series 7/ 2022	<i>Projek Hala Tuju SSM</i> Management Component	14 December 2022
Announcement Series 8/ 2022	Activities According to Project Management Phase	23 December 2022

KPI 2023 BRAINSTORMING SESSION

The annual Brainstorming Session conducted by SSM in August 2022 was a crucial event aimed at setting the Management Key Performance Indicators (KPIs) for the organisation for the year 2023. The workshop involved 19 participants, including top management, Heads of Divisions, Senior Managers, and secretariat members.

The primary objective of this workshop was to formulate SSM's KPIs for the upcoming year. Setting these KPIs is essential to ensure that SSM aligns its actions and goals with its overall vision, strategic thrust, and corporate values. KPIs provide a clear framework for measuring the organisation's performance and progress toward its strategic objectives.

By engaging key stakeholders and leadership in this process, SSM can ensure that its KPIs are realistic, achievable, and directly contribute to the organisation's success in fulfilling its mission and serving its stakeholders effectively. This strategic approach helps SSM stay focused on its goals and continuously improve its performance.



SSM INITIATIVES IN SUPPORTING THE COUNTRY’S ECONOMIC RECOVERY IN 2022

In 2022, SSM implemented six (6) initiatives to assist the business communities, aiming to alleviate the challenges faced by the business community due to the COVID-19 pandemic and contribute to the country’s economic recovery in the year. The initiatives are as shown below:



INITIATIVE 1

Continuation of *Skim Pendaftaran Perniagaan Prihatin* (SPPP) that offers **FREE** registration of new businesses for:

- B40 Group
Achievement for 2022 : 8,237 registration (2021 : 17,908)
- Full-time Students at Higher Learning Institutions
Achievement for 2022 : 16,310 registration (2021 : 8,394)



INITIATIVE 2

Continuation of *Skim 1 OKU 1 Perniagaan* (S101P) that offers **FREE** registration and renewal of business for disabled entrepreneurs and limited to one business registration only

Total statistics until 31 December 2022:

Achievement for 2022:

- New Registration: 1,460 (2021 : 1,752)
- Renewal : 2,889 (2021 : 1593)



INITIATIVE 3

The extension of time for **FREE** registration of the SSM BizTrust until 31 December 2022

Total number of SSM BizTrust registration in 2022 : 1,071,701 (2021 : 802,753)



INITIATIVE 4

Compound reduction rate of **90%** from the original value of the compound for all offences under the CA 1965

In 2022, a total 17,624 companies have benefited from this initiative.



CA 2016

INITIATIVE 5

Proposing amendments to the CA 2016 related to Corporate Rescue Mechanism and Scheme of Compromise or Arrangement

Enable companies with financial difficulties to apply an appropriate corporate rehabilitation process so that the company can continue to operate (stay afloat) and recover their financial situation.



LLPA 2012

INITIATIVE 6

Introducing provisions relating to Corporate Rescue Mechanism under the LLPA 2012

Improve the existing legal framework related to corporate rehabilitation for LLP and introduce provisions to strengthen the policy on the comprehensive beneficial ownership reporting framework.

HUMAN CAPITAL ACTIVITIES

CHINESE NEW YEAR CELEBRATION

The Chinese New Year celebrations was held with the distribution of souvenirs to all Chinese staff throughout Malaysia on 15 March 2022.

BUBUR LAMBUK DISTRIBUTION

The distribution of *bubur lambuk* took place on 15 April 2022, as part of the Ramadan month and in conjunction with the SSM 20th Anniversary Celebration (MSUSSM 2022). *Bubur lambuk* was distributed by YB Minister of DTCA, Dato Sri Alexander Nanta Linggi to employees as well as to the guests attending the MSUSSM 2022 event.

MAJLIS SALAM AIDILFITRI

The *Majlis Salam Aidilfitri* SSM 2022 took place on 17 May 2022, at Menara SSM@Sentral. This event was graced by the presence of YB Minister of DTCA, Dato Sri Alexander Nanta Linggi, and was attended by all SSM HQ employees as well as SSM retirees. Additionally, the event featured a celebration for 50 orphans who were specially invited to receive SSM's *wakalah zakat korporat*.

STATUTORY BODY SPORTS VIRTUAL EDITION 2.0

The Statutory Body Sports Virtual Edition 2.0 (SUKANUN VE 2.0) took place from 21 to 24 June 2022. During this event, eight (8) participants represented SSM in the Malaysian Statutory Bodies' level competition, competing in various online games.

EXCELLENT SERVICE AWARD CEREMONY FOR MDTCA AND AGENCIES

The MDTCA and Agencies Excellent Service Award Ceremony for the year 2021 took place on 26 June 2022. The ceremony was honoured by the presence of YB Deputy Minister of DTCA, Dato' Rosol Wahid. This event was jointly organised by SSM, the Malaysian Intellectual Property Corporation (MyIPO), and the Malaysian Competition Commission (MyCC). During the ceremony, awards were presented to outstanding recipients from MDTCA, SSM, MyIPO, and MyCC in recognition of their excellent service.



JULY 2022 MDTCA's MONTHLY ASSEMBLY

The MDTCA Monthly Assembly for July 2022, which was organised by SSM, took place on 19 July 2022, at the Dewan Serbaguna MDTCA in Putrajaya. The primary purpose of this Monthly Assembly was to foster a sense of unity and collaboration between the Ministry and all the agencies under its purview.

PROGRAM RAMAH MESRA WARGA KERJA SSM

The *Program Ramah Mesra Warga Kerja SSM* took place on 25 July 2022, at Menara SSM@Sentral. This session was attended by the Chief Executive Officer, YBhg. Datuk Nor Azimah Abdul Aziz.

SSM EXCELLENT SERVICE AWARD CEREMONY FOR THE YEAR 2021

The SSM Excellent Service Award Ceremony for the year 2021 was conducted on 9 August 2022, at the Pullman Hotel Kuala Lumpur. The ceremony was graced by the presence of YBhg. Datuk Nor Azimah Abdul Aziz, the Chief Executive Officer, who attended and officiated the event.



THE 65TH INDEPENDENCE DAY CELEBRATION

The SSM Monthly Assembly, which organised to coincide with the 65th Independence Day Celebration, took place on 23 August 2022. This event was officiated by YBhg. Datuk Nor Azimah Abdul Aziz, the Chief Executive Officer. The Independence Day celebration aimed to cultivate a sense of patriotism and love for the country among SSM employees.

SSM FAMILY DAY

SSM Family Day took place on 15 October 2022, at the Bukit Kiara Equestrian, Kuala Lumpur. The event was inaugurated by YBhg. Datuk Nor Azimah Abdul Aziz, the Chief Executive Officer, and witnessed the participation of over 800 family members from the SSM HQ.

SUKAN PANTAI BADAN BERKANUN 2022

The *Sukan Pantai Badan Berkanun* (SUPANUN) 2022 took place from 11 to 16 October 2022, in Port Dickson, Negeri Sembilan. A contingent of 35 SSM employees participated in this tournament, which was organised with the objective of fostering stronger ties among statutory bodies across Malaysia.



NETBALL AND SOCCER TOURNAMENT ORGANISED BY MDTCA

This tournament was organised by MDTCA and took place on 24 September 2022, in Putrajaya. A delegation of 29 SSM employees participated in the tournament.



MAULIDUR RASUL CELEBRATION FOR THE YEAR 2022 (NATIONAL LEVEL)

The Maulidur Rasul celebration for the year 2022, organised by the Malaysian Islamic Development Department (JAKIM), was held on 9 October 2022, at the World Trade Center, Kuala Lumpur. The event was graced by the presence of His Majesty Seri Paduka Baginda The Yang Di-Pertuan Agong Al-Sultan Abdullah Ri'ayatuddin Al-Mustafa Billah Shah Ibni Almarhum Sultan Haji Ahmad Shah Al-Musta'in Billah. A delegation of 15 employees representing SSM participated in this gathering, alongside representatives from various government and private agencies.



MAULIDUR RASUL CELEBRATION FOR THE YEAR 2022 (FEDERAL TERRITORY LEVEL)

The Maulidur Rasul Celebration 2022 for the Federal Territories, organised by the Federal Territories Department of Islamic Religion (JAWI), was held on 12 October 2022, at the Masjid Wilayah Persekutuan, Kuala Lumpur. A contingent of 40 participants from SSM participated in the parade, securing the third place in the competition.



DEEPAVALI CELEBRATION

The luncheon commemorating the celebration of Deepavali took place on 1 December 2022. The event was graced by the presence of SSM's Chief Executive Officer and Executive Management.



SSM HEALTH AWARENESS DAY

SSM Health Awareness Day is an annual health carnival designed to enhance health awareness among SSM employees. The programme for this year took place on 26 October 2022, during which a total of 223 employees underwent health checkups. The event also featured health briefings on topics such as Ergonomics and Spine Care, Introduction to Chiropractic, Diabetes, and Hypertension. Additionally, health products and food were available for sale.

SSM INDUCTION COURSE

The SSM Induction Course is an annual programme organised by the Human Capital Division to provide orientation to all new SSM employees. In the 2022 SSM Induction Course, there were a total of 80 participants, comprising 36 staff in Group 1 and 44 staff in Group 2.



THE NON-EXECUTIVE PROMOTION SCHEME

The Non-Executive Promotion Scheme (KPBE) is designed for Non-Executive Group employees who possess competence and experience but do not hold a degree. This scheme provides promotion opportunities to Executive positions with the objective of supporting the aspiration of SSM's structural formation towards a diamond-shaped organisation.

PROFESSIONAL TRAINING AND EDUCATION FOR GROWING ENTREPRENEURS PROGRAMME (PROTÉGÉ-RTW)

SSM remains committed to fostering talent development in Malaysia by actively supporting the Government's initiative known as the Professional Training and Education for Growing Entrepreneurs Programme (PROTÉGÉ-RTW). This programme is designed to empower Malaysian graduates with the skills and practical experience required to excel in the corporate arena, making them more competitive and proficient in meeting industry demands.

In this regard, a cohort of 40 participants commenced the programme on 1 March 2022. This one-year initiative comprises a blend of soft skills training and on-the-job training opportunities, with the implementation of two (2) training programmes.



SSM CONVENTION OF INNOVATIVE AND CREATIVE GROUPS (KIK) 2022

SSM's KIK (*Kreatif, Inovatif, Kreatif*) Convention is implemented as a means to foster and stimulate the active participation of SSM staff in introducing innovation and enhancing the services offered to SSM's customers. This convention is a vital component of SSM's Annual Quality and Innovation Programme. The primary objectives of the SSM KIK Convention include:

- Enhancing the capacity to develop innovative solutions and new approaches;
- Strengthening problem-solving skills and facilitating improvements;
- Cultivating a collaborative spirit among staff, irrespective of their positions within the organisation, while making meaningful contributions to the organisation;
- Encouraging greater engagement and commitment to their work;
- Promoting and generating innovative and creative ideas; and
- Fostering a harmonious relationship between management and employees.

COMPANIES COMMISSION OF MALAYSIA

The SSM KIK Convention 2022 was conducted on 30 August 2022. The SSM Innovative & Creative Steering Committee gave its endorsement and approval for the participation of four (4) SSM KIK Groups to participate in the KIK SSM Convention 2022 as follows:

TEAM	PROJECT	STATE OFFICE
Proserv Imagine	Sistem EzQue	SSM Pahang & Temerloh
Triple K	E - Force	SSM Kedah
BP Revo	E - UP	SSM Pulau Pinang
Destar Seruda	Q - Sedar	SSM Perak

The winners of the SSM KIK Convention 2022 were officially announced during the SSM's Year-End Monthly Assembly held on 20 December 2022. The winners for the SSM KIK Convention in 2022 are as follows:

WINNER	TEAM	STATE OFFICE
Champion	BP Revo	SSM Pulau Pinang
1 st runner up	Triple - K	SSM Kedah
2 nd runner up	Destar Seruda	SSM Perak



1st Runner Up - Triple - K Group (SSM Kedah)



2nd Runner Up - Destar Seruda Group (SSM Perak)



Champion - BP Revo Group (SSM Pulau Pinang)