

ASSA Recognition Award 2018

CATEGORY	:	Information Technology Excellence Award
ORGANIZATION	:	BPJS Ketenagakerjaan – Indonesia
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NAME OF PROJECT	:	Empowering Indonesia Social Security through BPJSTK Mobile Application Reform
OBJECTIVE AND NATURE OF PROJECT	:	The aim of social security is essentially to provide a general welfare towards all of the people, in this sense, BPJS Ketenagakerjaan is responsible to provide social security protection to all workers. We understand, to ensure all workers covered by social security, needs a constant innovation and continuous improvement. Moreover, due to rapid pace of information technology advancement or commonly hailed as the fourth industrial revolution, we believe that it is urgently needed for social security industry to adjust. Therefore, these strategic initiatives are aim to strengthening social security on the existing participant and potential participant through anyhow, anywhere, anytime, and zero fraud aspect. 1. Anyhow: provide reliable access through any media channel. 2. Anywhere: provide reliable information which could be access from anywhere 3. Anytime: provide reliable information which could be access anytime 4. Zero fraud: provide operational excellence through information transparency
WHY IT SHOULD BE RECOGNISED	:	Amidst modern age of information and communication system, people are tend to use computer and mobile phone as a tools to obtain any desired information and to communicate. In Indonesia case, the number of mobile phone user is expected to grow rapidly into 100 million of

devices by the end of 2018, and the average time spent on internet via mobile devices is 3.5 hours per day.

On the other hand, strengthening social security protection literacy and extending social security coverage towards formal and informal workers are becoming one of the prominent issues in Indonesia social security system. Following its opportunity and challenge of Indonesia social security system, BPJS Ketenagakerjaan initiating to extend the point of touch (through mobile application) between BPJS Ketenagakerjaan, existing social security participant, and potential social security participant. In this context, BPJS Ketenagakerjaan manage to reform its mobile application. In the first phase, BPJS Ketenagakerjaan developing its mobile application to provide the necessary information covering (balance inquiry checking of old age benefit, old age benefit simulation, social security protection program, and the location of respected BPJS Ketenagakerjaan branch offices).



Figure 1. BPJSTK Mobile (mobile app)

Moreover, on the mobile application reform phase, BPJS Ketenagakerjaan manage to enhance its mobile application feature which allowing BPJS Ketenagakerjaan to strengthening its operational excellence and obtain feedback from participant.

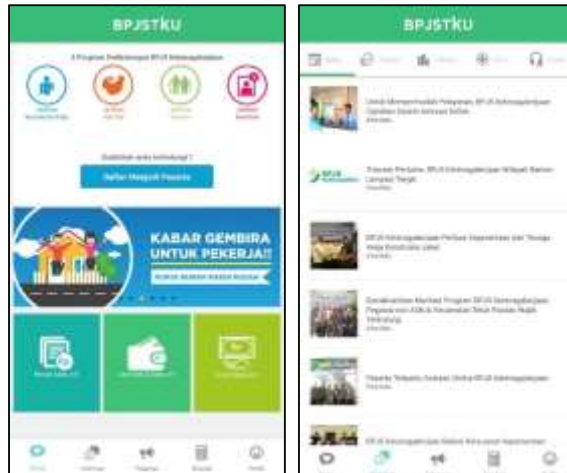


Figure 2. BPJSTKU (mobile app reform)

Referring to figure 2, these mobile application providing the additional benefit towards formal and informal workers on:

1. Operational Excellence
 - Allowing the potential participant (domestic and migrant worker) to self register on social security program
 - Allowing the participant to propose social security claim of benefit
2. Law Enforcement
 - Allowing the participant to report on employer false reported information
3. Social Security Program and Benefit
 - Balance inquiry checking, and old age benefit simulation
 - Social security program and benefit information
4. Additional Benefit
 - Update news, and information
 - Co-Marketing information

This project is a quantum leap for BPJS Ketenagakerjaan IT development. It is expected to increase BPJS Ketenagakerjaan operational excellence, and will have a positive impact on the development of Indonesia social security system.

SUMMARY OF THE PROJECT	:	In developing countries, increasing the social security coverage among the workers still a challenge which is why a new approach in expanding the social security is urgently needed especially in this new dynamic and disruptive economy era. Therefore, to capture the promising opportunity of rapid change of information technology, BPJS Ketenagakerjaan reform its mobile application. These strategic initiatives aim to strengthen operational excellence, and BPJS Ketenagakerjaan capacity.
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