MPOS : Biometric Benefit Claim Procedure Towards Nation's Single Identity Number Policy
"Sharing Experience BPJS Ketenagakerjaan Indonesia"

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36th ASSA Board Meeting
"ICT: Empowering Innovative Social Security"

17 – 18 September 2019 | Bandar Seri Begawan, Brunei Darussalam

5 reasons

Why digitalization must do?

1. Social Security Reform

As mandated by the Law, BPJS Ketenagakerjaan should provide social security protection to all workers.

BPJS Ketenagakerjaan

Protection for **all workers** in Indonesia

JAMINAN HARI TUA | JAMINAN KEMATIAN | JAMINAN KECELAKAAN KERJA | JAMINAN PENSIUN

BPJS Kesehatan
Badan Penyelenggara Jaminan Sosial

Health protection for **all citizens** of Indonesia.

JKN
Jaminan Kesehatan Nasional

Social Security Reform in Indonesia
(Law No. 40/2004 and Law No. 24/2011)

2. Geographical Difficulties

The Republic of Indonesia

Regional	:	Southeast Asia
Archipelago	:	18,108 islands (with 5 big islands Sumatera, Java, Borneo, Sulawesi and Papua)
People lived in	:	6.000 islands
Population	:	257,9 million
People in urban area	:	53%

3. Employment Structure

The labor market is dominated by the informal workers.
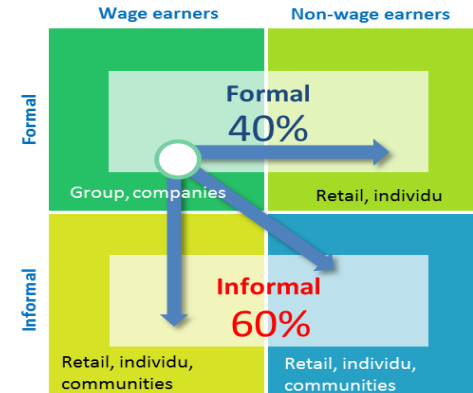
Formal	+	Informal	=	Total Workforce
52,00 mio		69,02 mio		121,02 mio

4. Digital Era

The digital era has changed many things including the way people life and socialize.
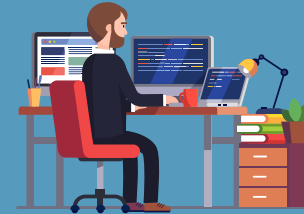
Internet Penetration in Indonesia

The average Indonesian people access the internet 3.5 hours per day (twice as much as Americans).

2013
38 millions

2015
88 millions

2020
145 millions

Social Media

Investment

Teleworking

Online News

E-Commerce

E-Mail

On Demand Services

TAXI

TAXI Ai Service

5. Public Expectation

Moving forward BPJS Ketenagakerjaan needs to avoid the 'administration vicious cycle' trap.

Bureaucratic		Friendly
Old & Outdated	***DIGITAL***	Modern
Slow	***ARTIFICIAL INTELLIGENCE***	Faster
Less Professional	***INTERNET OF (EVERY)THINGS***	Professional
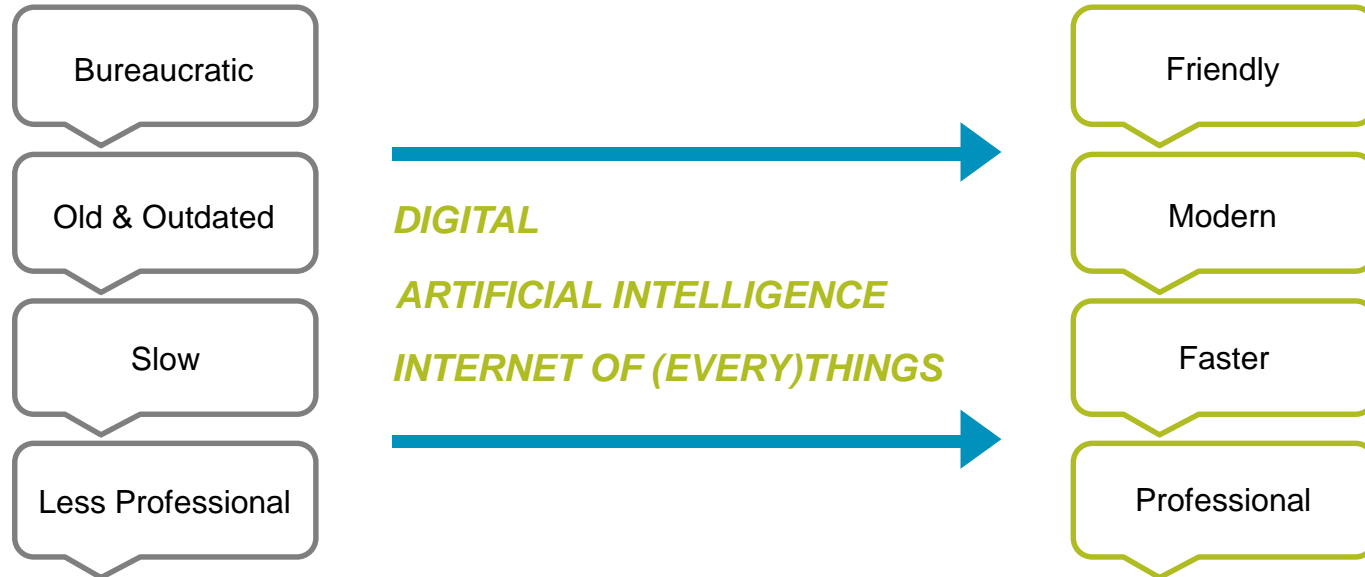
Digital transformation
How we transform?

Future Operations and Services

375 Branches
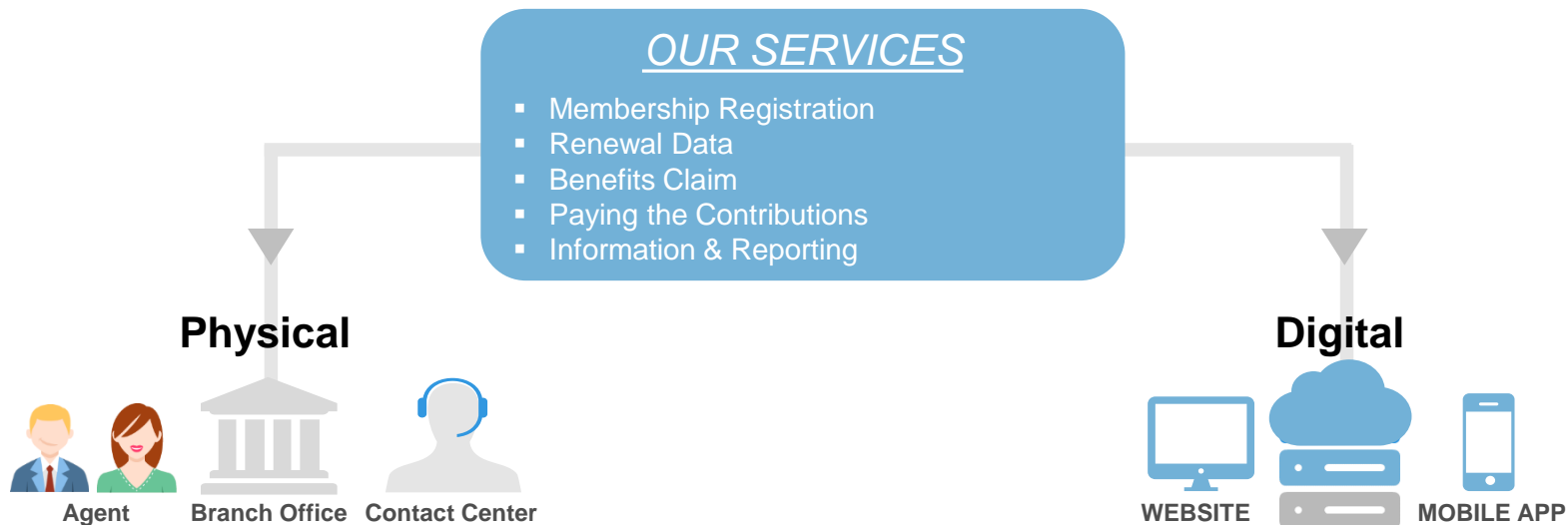
Service Point Office

Contact Center

1. Physical Services

Self Service

24/7 Services

Officeless

2. Digital Services

Equal Services at All Channels

Wherever you go in, there is no wrong door. You will be served exactly as same as in physical channels.

OUR SERVICES
- Membership Registration
- Renewal Data
- Benefits Claim
- Paying the Contributions
- Information & Reporting

Physical

Agent   Branch Office   Contact Center

Digital

WEBSITE   MOBILE APP

Utilize National ID (NID)

1	2	3	4	5	6
Membership	**Process**	**Benefits**	**Collaboration**	**Information**	**Features**
▪ NID as source of data profile and validation ▪ NID as member identity	▪ Data accuracy ▪ Simplified process (automation) ▪ Business process efficiency ▪ Access availability and reability ▪ Fast & low cost processes	▪ NID as basis for claim verification for benefit payment ▪ NID as basis for Online eligibility access in hospitals ▪ Biometric Data	▪ Integrated with other public services using NID as Common Reference Number	▪ Access in all e-channels ▪ Education (balance simulation) ▪ Information Balance, service network	Access to all other features are validated by member profiles using their NID

E-Service in BPJS Ketenagakerjaan

What we have?

MPOS; Mobile Point of Sales

Benefits Claim towards E-National Id Reader

E M I N E N C E

1. Reducing The Queue

2. Simple and Faster

3. Eliminate fraud and fake claim

4. Paperless

5. Digitalization data bank

How It Works?

Tapping E-KTP and finger print

Data Validation

Branch Office Approval

Benefit Claim
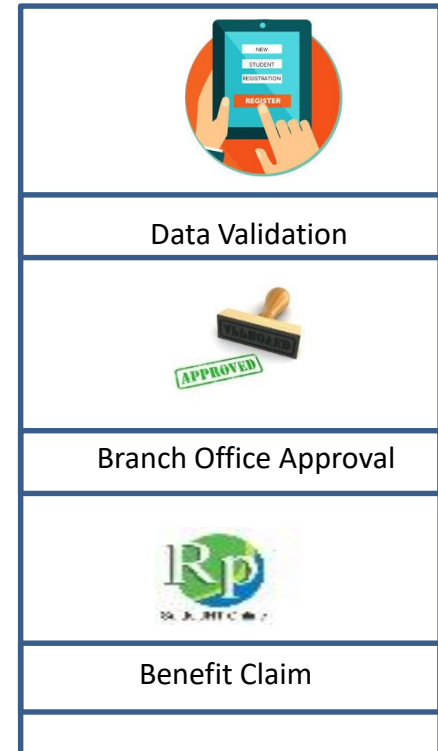
Claim Process; Provident Fund

Scanning E-KTP and Finger-print

E-KTP

Scan QR Code

Confirmation Membership Number

Uploading

Digital Signing

Claim reasoning

General Personal Information

Claim Process; Internal Application

Advanced Process at CSO

Photo Checking

Supporting Documents

Claim Form

Data Biometrik

Search By

---------Pilih--------- ▼   keyword   TAMPILKAN

Approval Data

Show 10 ▼ entries

Action	No Agenda eklaim	NPP	Nama Perusahaan	Nama Lengkap	KPJ	NIK	Tgl Agenda	Kode NA	
Approve Tolak	1482707	JJ0P0039	BPJS KETENAGAKERJAAN	WAHYU GUGUS NURCAHYO	12022706548	3302050908920003	04-APR-2018	NA	Detil | Cetak
Approve Tolak	1482708	JJ0P0039	BPJS KETENAGAKERJAAN	WAHYU GUGUS NURCAHYO	12022706548	3302050908920003	04-APR-2018	NA	Detil | Cetak
Approve Tolak	1482709	JJ0P0039	BPJS KETENAGAKERJAAN	IHSAN ASGAF PANE	05JP0226401	3603232204810001	04-APR-2018	AKTIF	Detil | Cetak
Approve Tolak	1482710	JJ0P0039	BPJS KETENAGAKERJAAN	IHSAN ASGAF PANE	05JP0226401	3603232204810001	04-APR-2018	AKTIF	Detil | Cetak
Approve Tolak	1482711	JJ0P0039	BPJS KETENAGAKERJAAN	IHSAN ASGAF PANE	05JP0226401	3603232204810001	04-APR-2018	AKTIF	Detil | Cetak

Showing 61 to 67 of 67 entries   First   Previous   1   2   3   4   5   6   7   Next   Last

The impact

Utilization; August 2019

Number	Region	MPOS
1	GROUP KONSOLIDASI KANWIL SUMBAGUT	1.777
2	GROUP KONSOLIDASI KANWIL SUMBAGSEL	754
3	GROUP KONSOLIDASI KANWIL DKI JAKARTA	10.927
4	GROUP KONSOLIDASI KANWIL JAWA BARAT	1.555
5	GROUP KONSOLIDASI KANWIL JATENG DIY	595
6	GROUP KONSOLIDASI KANWIL JATIM	286
7	GROUP KONSOLIDASI KANWIL KALIMANTAN	302
8	GROUP KONSOLIDASI KANWIL SULAWESI MALUKU	1.349
9	GROUP KONSOLIDASI KANWIL SUMBARRIAU	457
10	GROUP KONSOLIDASI KANWIL BANTEN	251
11	GROUP KONSOLIDASI KANWIL BANUSPA	984
	Total	**19.237**

PERFORMANCE IMPACTS

50%

Reducing The Queue

95%

Eliminate fraud and fake claim

45%

Reducing budget for paper

Q&A