Delivering Better Services For Better Government
To Indonesian Civil Servants
Through Smartcard Technology

NATIONAL CIVIL SERVICE AGENCY (NCSA)
REPUBLIC OF INDONESIA
2009
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1. INTRODUCTION
The Indonesian National Civil Service Agency (NCSA) has released its future direction by developing strategic planning to raise Indonesian public sector productivity, accessibility and collaboration through the effective use of information technology (IT). The strategic planning is delivering excellent services to all Indonesian civil servants, and to unite the society. The agenda was set in 2003 in the initial e-government strategy which mapped out the move toward more comprehensive and integrated use of Information Technology (IT).

The use of IT transforms the way NCSA operates, and changes will increase over the next few years. IT advances can provide better service delivery, and at the same time improving efficiency and reducing the government spending. Implementing IT to achieve this goal is a significant challenge. The benefits will not only be more efficient services for government - implementing connected government will realize better services and better government.

This paper is to describe technical report on the use of smartcards, as an emerging technology, in developing KPE system (Kartu PNS Elektronik – Civil Servant’s Card).

2. VISION AND MISSION
NCSA will foster its position as a leader in e-government, demonstrating how effective use of technology transforms NCSA into a more efficient of the civil servant services delivery. Through effective use of technology, NCSA will improve its processes. Online services will be integrated into government service delivery. The integrated computerization could be considered as the most effective approach to achieve a step forward towards the NCSA’s vision and mission as stated below.

2.1. Vision
Transforming NCSA into an efficient and reliable public service administration center that enables the Government of Republic of Indonesia to manage its human resources effectively, and provides civil servants with delivering services that enhance their quality of life and productivity.
2.2. Mission

- Enabling NCSA contribution to the Good Governance strategy by actively participating in the Government Reform Programs, ensuring an efficient, effective, transparent and accountable Government Human Resources Planning, Management and Development.

- Implementing a thorough Change Management Strategy, covering all factors (leadership, organization, business processes, users' involvement).

3. BACKGROUND

Information and communication technology (ICT) is transforming the way Indonesia government operates and the pace of change has been increasing since the last few years. It has been proved that the use of ICT provides better delivery while at the same time improving efficiency and reducing government spending.

NCSA has set up the agenda for the use of ICT in the initial e-government strategy since 2003. The agenda mapped out the move toward more comprehensive and integrated use of ICT for government information, service delivery and administration.

In order to provide better service delivery and administration, since year 2006, NCSA introduced smart card technology and launched a project called KPE (Kartu Pegawai Elektronik – Electronic Card for Civil Servant). Smartcard is an important technology in a variety of online and offline applications. The chosen of this technology causes of huge efficiency of service delivery, user convenience, widely used, and security against identity fraud. By launching KPE, NCSA will provide better services to the Indonesian civil servants. Implementation of KPE is considered as one big step to promote e-government in order to ensure clean and good governance in Indonesia.

4. OBJECTIVES OF THE PROJECT

With fast development of IT infrastructure, and more government agencies are connected through internet, NCSA take these opportunities to improve its business processes, simplify procedures, eliminating redundant processes and reduce duplication and redundancy in managing human resources across
government agencies. The objectives of the project are:

i. Increasing Efficiency
   • Simplification, improvement and standardization of all processes;
   • Providing excellent services to the civil servants;
   • Availability of updated and reliable information;
   • Saving government spending due to the misused of and inaccuracy of personnel data, reducing lost.

ii. Increasing Transparency in public administration
   • Maintaining accuracy, complete and up-to-date of personnel data;
   • Information can easily be accessed by designated users;
   • Improve public image of Institution’s performance.

iii. Increasing Security
   • Prevent loss or manipulation of data by irresponsible individuals;
   • Physical, administrative and IT security measures.

5. SHARED BENEFITS OF THE FRAMEWORK
By following the framework above across all government, smartcard deployments, stakeholders are expected to see a number of significant shared benefits not only to the Government, but also for the civil servants.

5.1. The benefit for the government
1. Reduced national budget by integrating common ID cards
   Lower unit cost of smartcards
   As KPE guarantees for multi function services, investments in technology will see less duplication and more common underlying business processes across different government agencies.
   Lower total cost of ownership.
   High degrees of uniformity and a preference for shared infrastructure are characteristics that can lead to large-scale managed service options, with the potential to reduce total cost of ownership

2. Prevented resource waste through common utilisation of the equipment
3. Standardisation and development of common services
4. Use of information technology will be much more efficient
5. Processes will be much simpler and more integrated
6. Data will be well maintained, businesses will be better managed, with reduced time overruns
7. Improve public image of Institution’s performance

5.2. The benefit for the civil servants
1. Ensuring the ID card holder has his/her rights and services from government (e.g. health insurance, housing saving scheme, pensions saving)
2. Improving sense of awareness of civil servant to keep data updated
3. Availability of updated and reliable information;
4. Updated information can easily be accessed by designated users
5. Simplification, improvement and standardization of all processes;

6. SERVICES
6.1. Basic Services
a). Personal information database
   The facilities include information of the civil servant, spouse and children covers by government services, and related information. The online service enables data recorded in the card is updated with the latest data from the existing corporate database.

b). Health Insurance
   Provide information about type of services that are available to the civil servants, rules, procedures, and other necessary information.

c). Housing Saving
   Information on type of services, facilities provided, status of housing loan, check balance, loan procedures and other necessary information.

d). Pension Saving
   Provide information on procedures and all documents needed to
receive the services, estimation of the fund to be received and other related information.

6.2. Additional services

a). Banking

Facilities that are provided such as check balance, transfer funds, and other basic banking services.

b). Other merchants facilities (next stage)

electricity, phone and water bills, ticketing, hotels and accommodations, and merchants. The services will be added as more prospective stakeholders are joined in the system.

C). Further KPE will be integrated by the payroll system, and other government expenses spent by civil servants (such as lumpsum, traveling, hotels and accommodations).

7. IMPLEMENTATION STAGES

Year 2008.

Data capturing (taking picture and finger prints) were taken for 525.000 civil servants in 5 Provinces (Aceh, Kepulauan Riau, East Kalimantan, DKI, East Java).

Year 2009.

Data capturing was targeted for 625.000 civil servants is being conducted for other provinces as well as government bodies in the central offices. By the end of year 2009, the targeted cards will be accomplish.

Year 2010 - 2015.

It is expected by the end 2015, back log uncaptured data will be completed, and for the year 2015 after, data capturing will be taken for the new entrees.
8. CONCLUSIONS

The KPE system not only simplify procedures, eliminating redundant processes and reduce duplication in managing human resources across agencies, but also creates corporate culture to enhance the public service quality.

KPE is considered as one best practice for communication among all government bodies both at central and regional offices, and contribute significant factor in keeping the unity of Indonesian civil servants as well as society.

The fully implementation of KPE can be accelerated by availability of budget, and its performance is dependent on the availability of a reliable and performance communication network of the IT infrastructure.