

## OBJECTIVE AND WORKING PROGRAM

### Directorate of Operation

<b>Strategy, Policy and Working Program Directorate of Operation</b>				
No	Goals	Strategy	Policy	Working Program
1	Addition of new participants -4 institutions and contribution addition from current participants	<ul style="list-style-type: none"> <li>• Determine the institutions of potential participant candidate</li> <li>• Amount of contribution and benefit which is pursuant with participant necessity</li> <li>• Selective promotion and publication</li> </ul>	Participatory focus to potential State / Local Owned Company / State Owned Law Company	<ul style="list-style-type: none"> <li>• The Old Age Saving Scheme offering to the potential institution candidate</li> <li>• The Old Age Saving Scheme presentation to institution which have interest to be participant</li> <li>• Arrangement, discussion and signing of Cooperation Agreement</li> <li>• Arrangement, discussion and signing of Circular Letter with the participant institutions</li> <li>• Run promotion and publication through mass media and electronic media</li> </ul>
2	Maintain the participatory of 19 institutions of State / Local Owned Company	<ul style="list-style-type: none"> <li>• Participatory establishment is run formally and informally</li> </ul>	Institutional approach	<ul style="list-style-type: none"> <li>• Run socialization of Old Age Saving Scheme to participant institutions.</li> <li>• Run official visit, sport activities etc with participant institutions</li> </ul>

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		<ul style="list-style-type: none"> <li>• Market survey by focusing on product development and market potential</li> </ul>		<ul style="list-style-type: none"> <li>• Run market survey on the sector of product institution and market potential</li> <li>• Run product development which is pursuant with necessity and desire of participant candidate</li> </ul>
3	<p>Strategic programs</p> <p>a. TASPEN Means Service</p> <p>Participants feel satisfy on services given by TASPEN officers</p> <p>-Can be known the participant satisfaction</p> <p>-Minimize the participant complain amount</p>	<ul style="list-style-type: none"> <li>• Cooperate with the consultant</li> <li>• Cooperate with HRD</li> <li>• Run training for the Customer Service officers</li> </ul>		<ul style="list-style-type: none"> <li>• Discussion meeting</li> <li>• Find consultant</li> <li>• Design making process</li> <li>• Determining the form of TASPEN Means Service</li> <li>• Implementation of TASPEN Means Service</li> <li>• Establishment of the Manual Book</li> <li>• Evaluation of TASPEN Means Service implementation</li> </ul>
	<p>b. Complain Management System</p>	<ul style="list-style-type: none"> <li>• Cooperate with Corporate Secretary</li> </ul>		<ul style="list-style-type: none"> <li>• Discussion meeting</li> <li>• Research</li> <li>• Material preparation</li> <li>• Determining of CMS form</li> </ul>

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	Participant complain can be finished fast, precise and effective	and IT Division <ul style="list-style-type: none"> <li>Benchmarking and literature</li> </ul>		<ul style="list-style-type: none"> <li>Establishment of the Manual Book</li> <li>Socialization of activity implementation</li> <li>Implementation of CMS</li> <li>Evaluation of CMS implementation</li> </ul>
	c. Data Online of Civil Servant and State Owned Company participant for Old Age Saving Scheme -1 BKN, 18 State Owned Companies	Run coordination with BKN and State Owned Company on TASPEN participant	Centralization	<ul style="list-style-type: none"> <li>Cooperate with institutions to get employees mutation data by using information technology</li> <li>Run research and analysis for the necessity of data communication coordinate with IT Division.</li> </ul>
	d. Decentralization of participant administration and forming of individual database in every Primary Branch Offices which is integrated with Head Office	Reconciliation of TASPEN data with BKN data resulted from PUPNS	Centralization	<ul style="list-style-type: none"> <li>Coordination with BKN</li> <li>Get resulted from PUPNS from BKN</li> <li>Store data RESULTED FROM PUPNS from BKN</li> <li>Run data reconciliation</li> <li>Investigate the result of reconciliation</li> <li>Separate data available in TASPEN and not available in BKN (Check/confirm to institutions through Branch Offices on their own region)</li> <li>Run data completion which is un-match by referring to BKN manuscript arrangement</li> </ul>

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	-7 Primary Branch Offices			<ul style="list-style-type: none"> <li>• Run data up date which have been valid and accurate resulted from confirmation</li> </ul>
		Reconciliation of central data with Primary Branch Offices/Branch Offices	Centralization	<ul style="list-style-type: none"> <li>• Collecting master data of Primary Branch Offices/Branch Offices</li> <li>• Run store data of Primary Branch Offices/Branch Offices</li> <li>• Run data reconciliation</li> <li>• Investigate data resulted from reconciliation</li> <li>• Confirm to BKN/institutions</li> </ul>
		Data reconciliation of State Owned Company participant	Decentralization	<ul style="list-style-type: none"> <li>• Run coordination with State Owned Companies as TASPEN participant</li> <li>• Run data collecting from each State Owned Companies</li> <li>• Run reconciliation</li> <li>• Separate data available in State Owned Companies and not available in TASPEN</li> <li>• Run data up date data which have been valid and accurate resulted from confirmation</li> </ul>
	e. Implementation of core business application system in the region of Medan, Makassar and	Coordination with IT Division, System& Procedure,	Centralization	<ul style="list-style-type: none"> <li>• Monitoring the invalid data completion resulted from mapping</li> <li>• Final mapping for Go Live</li> <li>• Verification of mapping result</li> </ul>

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	Denpasar Primary Branch Office -3 Primary Branch Office			
	f. Implementation of core business application based on current regulation -100%	Evaluation of core business application and data coding	Centralization	<ul style="list-style-type: none"> <li>• Inventory the problems in Primary Branch Office/ Branch Office</li> <li>• Evaluate the core business application system</li> <li>• Evaluate the using of coding on application</li> <li>• Finish the evaluation result</li> <li>• Implementation of Head Office core business application</li> </ul>
	g. Revision on data system and procedure based on core business (100%)	Coordination with management representatives	Centralization	<ul style="list-style-type: none"> <li>• Run inventory of procedure system if any changing</li> <li>• Investigate the data procedure system with the core business application system</li> <li>• Make draft of data system &amp; procedure revision</li> <li>• Run socialization</li> </ul>
	h. Signing of Astek program JHT Balance Official Report with Jamsostek -11 companies	Reconciliation with participant institutions which has not do the signing yet	Centralization	<ul style="list-style-type: none"> <li>• Run re-counting, determining of JHT balance, asking for supporting data from the institutions</li> <li>• Run data rejuvenation</li> <li>• Run JHT re-counting process</li> <li>• Run verification</li> <li>• Ask for legalization of re-counting result to participant institutions</li> </ul>

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				<ul style="list-style-type: none"> <li>• Run the signing of official report</li> </ul>
	i. Establishment of actuary report system -3 activities	Coordination with related unit	Centralization	<ul style="list-style-type: none"> <li>• Establishment the report system application</li> <li>• Try out</li> <li>• Implementation</li> </ul>
	j. Delegation of KI/PI accounting (shortcoming of contribution/ return of contribution) -7 Primary Branch Office	Coordination with IT Division	Centralization	<ul style="list-style-type: none"> <li>• Prepare the KI/PI application program</li> <li>• Try out</li> <li>• Implementation</li> </ul>
	<b>ROUTINE PROGRAM</b> 1. An accurate and up to date data serving -98%	Control and report analysis from Primary Branch Office/ Branch Office	Centralization	<ul style="list-style-type: none"> <li>• Monitor the data report from all Primary Branch Office/ Branch Office</li> <li>• Run report recapitulation from all Primary Branch Office Primary Branch Office/ Branch Office</li> <li>• Run report analysis</li> <li>• Serve monthly data report</li> <li>• Serve third-monthly data report, semester and annual report</li> <li>• Serve data based on demands from work units</li> </ul>
	2. Legalization of participant data	<ul style="list-style-type: none"> <li>• Cooperate with BKN and</li> </ul>		<ul style="list-style-type: none"> <li>• Check the participant status to BKN, related institutions and State Owned Companies</li> <li>• Run data analysis</li> </ul>

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		State Owned Companies <ul style="list-style-type: none"> <li>• Checking to TAKAH</li> </ul>		<ul style="list-style-type: none"> <li>• Up dating database</li> </ul>
	3. Run actuary valuation -6 calculation	Coordination with division/related units to get an accurate data		<ol style="list-style-type: none"> <li>1. Run premiums reserve calculation per report period /LM</li> <li>2. Run calculation for RKAP projection</li> <li>3. Run independent actuary valuation</li> </ol> <ul style="list-style-type: none"> <li>• Run tender</li> <li>• Partner evaluation</li> <li>• Partner appointing</li> </ul>
	4. Calculation of shortcoming and return of contribution	Coordination with participant administration unit and all Primary Branch Office / Branch Office		<ul style="list-style-type: none"> <li>• Run contribution data checking</li> <li>• Run Calculation of shortcoming and return of contribution</li> <li>• Coordination with administration unit and all Primary Branch Office / Branch Office</li> </ul>