

Questionnaire on administrative data and service initiatives

Survey Form

Country

Organization

Date:

URL of the website(s)

Contact Information

Tel:

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Part 1. Governance and organizational structure

1.1. Core business

1.1.1. Which programs is your organization responsible for? (Please select all that apply)

- Old age pension Disability pension Survivors pension
 Other (_____)

1.1.2. Which operational role does your organization play? (Please select all that apply)

- Coverage registration/Contribution records management Contribution collection
 Benefit entitlement/award/Beneficiaries records management Benefit payments
 Funds management Other (_____)

1.1.3. Approximate number of insured persons in each of the following categories in the latest year, as of _____ . (mm/yyyy)

- Approximate number of insured workers in private companies: _____
- Approximate number of insured workers in public sectors: _____
- Approximate number of self-employed persons: _____
- Other: (_____)

1.1.4. Approximate number of beneficiaries in each of the following benefits in the latest year, as of _____ (mm/yyyy).

- Approximate number of old age pension beneficiaries: _____
- Approximate number of disability pension beneficiaries: _____
- Approximate number of survivors pension beneficiaries: _____
- Approximate number of beneficiaries of other types of benefits: _____

1.1.5. Approximate amount of benefits paid excluding the administrative cost if it has been disclosed and available, in the latest fiscal year of _____. (yyyy) _____

1.1.6. Has your organization published its priorities for the next planning/budgeting period?

— Please provide the related web link (URL).

1.1.7. Additional comments.

1.2. Human resources policy

1.2.1. Does your organization publish its human resources policy?

— Please provide the related web link (URL).

1.2.2. Does your organization have training programs?

1.2.3. If yes, please select all that apply.

- Career development Training on operational processing Training on customer service
 Training on information security Training on uses of hard/software Training on language
 Other (_____)

1.2.4. How does your organization provide the training? (Please select all that apply)

- Group/classroom training On the job training Online training
- Other (_____)

1.2.5. How often does your organization provide the training?

- Annually Monthly More frequently than monthly On request
- Other (_____)

1.2.6. Additional comments.

1.3. Audit

1.3.1. Does your organization have an internal audit unit or an auditing officer?

1.3.2. What kind of internal audit does your organization conduct? (Please select all that apply)

- Financial audit Operational audit Information systems audit Information security audit
- Other (_____)

1.3.3. How often does your organization conduct internal audit?

- Once every __ years Annually Quarterly Other (_____)

1.3.4. If your organization use service of independent external audit agency, please indicate its roles. (Please select all that apply)

- Financial audit Operational audit Information systems audit Information security audit
- Other (_____)

1.3.5. Additional comments.

1.4. Workforce and budget

1.4.1. Number of offices (Headquarters, regional/local offices, and specialized centers):

- Headquarters: _____
- Regional/local offices (including service delivery offices): _____
- Specialized centers (e.g. data processing, consultation, call centers, etc.): _____

1.4.2. Number of staff in each of the following categories (counting all offices/centers above):

- Approximate number of staff in the Headquarters: _____
- Approximate number of staff in the regional/local offices, and specialized centers: _____

1.4.3. If your organization has the regional/local offices and specialized centers, how does your organization foster a sense of unity across the organization? (Please select all that apply)

- Personnel transfer/change throughout the organization, across Headquarters/offices/centers
- Common training based on standardized curriculum
- Suggestion/opinion survey of the staff
- Clear delegation of authorities to the regional/local offices, and specialized centers
- Other. (_____)

1.4.4. Total approximate administrative budget excluding the benefits paid if it has been disclosed and available in the latest fiscal year of _____ (yyyy) _____

1.4.5. Additional comments.

Part 2. Operations

2.1. Coverage registration

- 2.1.1. Is your organization designated to perform coverage registration in the programs you answered in the question 1.1.1.? (if no proceed to section 2.2.)
- 2.1.2. How does your organization receive coverage applications? (Please select all that apply)
- Paper applications (by employers by employees by relevant organizations)
 - Online applications (by employers by employees by relevant organizations)
 - Other. (_____)
- 2.1.3. Total approximate number of staff involved in coverage registration: _____
- 2.1.4. Where does your organization mainly post the staff above?
- Headquarters Regional/local offices Specialized centers Equally posted
 - Other. (_____)
- 2.1.5. Does your organization have any challenges in the workplaces not yet enrolled/covered? (i.e., the workplaces which shall be legally enrolled in social security scheme but actually not.)
- 2.1.6. If yes, how does your organization tackle with the challenge above and ensure the maximum compliance? (Please select all that apply)
- Dedicated compliance department/unit
 - Visits and onsite inspections of companies by dedicated staff
 - Data matching with other administrative data (Tax Employment Municipal)
 - Taking reports/complaints from employees
 - Emphasis on public relations activities/campaign
 - Policy of severe sanctions
 - Others (Please explain _____)
- 2.1.7. Please provide the related web link (URL).
- 2.1.8. Additional comments.

2.2. Contribution collection

- 2.2.1. Is your organization designated to perform contribution collection in the programs you answered in the question 1.1.1.? (if NO please proceed to section 2.3.)
- 2.2.2. Contributions can be remitted using the following methods: (Please select all that apply)
- Payments in commercial banks/post office branches Payments in local offices/branches
 - Electronic payments using internet Mobile money Money transfers from overseas
 - Other. (_____)
- 2.2.3. Total approximate number of staff involved in the function of contribution collection: _____
- 2.2.4. Where does your organization mainly post the staff above?
- Headquarters Regional/local offices Specialized centers Equally posted

Other. (_____)

2.2.5. What kind of tasks does the staff above take? (Please select all that apply)

- Visits to companies/self-employed persons to promote payment
- Visits to companies/self-employed persons to collect contribution
- Investigation to proceed to compulsory measures
- Compulsory measures to collect contribution
- Other. (_____)

2.2.6. How does your organization maximize contribution collection? (Please select all that apply)

- Onsite inspections of employees' records User friendly tools, online calculation/payment
- Information/education on compliance Enforcement of payment through sanctions
- Incentives to employers/individuals to pay contributions accurately/on time
- Incentives to staff to ensure the amount of contributions collected is accurate/maximized
- Regular staff training on contribution collection methods
- Other (_____)

2.2.7. Additional comments/explanation particularly on the question 2.2.6.

2.3. Benefit management

2.3.1. Is your organization designated to perform benefit management function in the programs you answered in the question 1.1.1.? (if NO please proceed to section 2.4.)

2.3.2. Can benefit applications be submitted by the following methods? (Please select all that apply)

	Paper	Online	Email	Telephone
Old age pension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability pension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Survivors pension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2.3.3. On average how long does it take to make entitlement decision after the application is filed?

	Paper	Online	Email	Telephone
Old age pension				
Disability pension				
Survivors pension				

2.3.4. Total approximate number of staff involved in the function of benefit management (e.g. eligibility examination, beneficiary registration, payment processing, etc.): _____

2.3.5. Does your organization proactively send individual benefit notifications to the people approaching pensionable/retirement age, informing on the eligibility and inviting to apply?

2.3.6. What kind of information does your organization examine when determining benefit entitlement? (Please select all that apply)

- Name Gender Date of birth Date of employment Date of resignation/retirement
- Monthly income National ID number Social insurance ID number Tax ID number
- Marital status Dependents information Other (_____)

2.3.7. What kind of supporting documents must be submitted?

2.3.8. How does your organization simplify the application procedure/documents above?

2.3.9. How do you pay benefits to the beneficiaries? (Please select all that apply)

- Direct deposit to bank accounts Payment by mail Payments at local offices
 Other (_____)

2.3.10. What is the benefits payment schedule?
Please explain if other :

2.3.11. How do you confirm/verify the ongoing eligibilities? (Please select all that apply)

- Beneficiary must periodically show up in person
 Beneficiary must periodically submit a report/life certificate on current status
 Coordination with banks and other payment agents helps to track dormant pensioner accounts
 Coordination with the civil register institution helps to track the deceased pensioners
 Other. (_____)

2.3.12. How often is the ongoing eligibility confirmed/verified by the methods above?

- Once every __ years Annually Quarterly Other (_____)

2.3.13. Additional comments.

2.4. Provision of/access to individual records

2.4.1. Does your organization provide people with individual pension (records) statements?

2.4.2. If yes, for whom does your organization provide the individual statements? (Please select all that apply)

- Individuals who have coverage period and also contribution record
 Individuals who have only coverage period
 Other (_____)

2.4.3. How does your organization provide the individual statements? (Please select all that apply)

- By mail By email Other (_____)

2.4.4. How often does your organization provide the individual statements? (Please select all that apply)

- Once every__ years Annually Quarterly On request When reaching to certain age (age ____)
 Other (_____)

2.4.5. Does your organization provide a personal account to access individual records through Web-based platform?

2.4.6. Please provide the related web link (URL).

2.4.7. Approximate number of users with a personal account if available,
as of _____

2.4.8. Does your organization aim to expand the number of the web-based personal account users?

2.4.9. If yes, please explain briefly what you do/did.

2.4.10. Does your organization provide Mobile application to access to individual records?

—Please provide the related web link (URL).

2.4.11. Additional comments.

Part 3. Information and Communication Technology

3.1. ICT framework

3.1.1. Does your organization have a dedicated ICT department/unit?

3.1.2. Does your organization have a Chief Information Officer/equivalent senior ICT professional?

3.1.3. Does your organization have a documented ICT strategy plan?

— If publicly available, please provide the related web link (URL).

3.1.4. Does your organization have a documented ICT risk management plan?

— If publicly available, please provide the related web link (URL).

3.1.5. How does your organization secure the system, data back-up, contingency, and disaster recovery arrangements? (Please select all that apply)

Separate dedicated server Different geographic location, own facilities of the organization

Different geographic location, facilities of other public/private agency Other (_____)

3.1.6. Where does your organization locate the data back-up facilities? (Please select all that apply)

On the premises of your organization Facilities of some other public or private agency

Specialized Government data center facility Other (_____)

3.1.7. Does your organization have smartphone applications?

— Please provide the related web link (URL).

3.1.8. Does your organization have ICT-related good practices for service improvement?

3.1.9. If yes, please explain briefly what you do/did.

3.1.10. Please provide the related web link (URL).

3.1.11. Additional comments.

3.2. System development

3.2.1. Approximate budget for system maintenance and operation in the latest fiscal year of _____

3.2.2. Approximate budget for new software development in the latest fiscal year of _____ :

3.2.3. If it has not been disclosed separately on the budget above, please answer the total approximate ICT-related budget in the latest fiscal year of _____

3.2.4. Does your organization outsource the system development?

3.3. Information security management

3.3.1. Does your organization have privacy/security policy and management framework aligned to data protection regulations implemented in your country?

— If publicly available, please provide the related web link (URL).

3.3.2. Does your organization have access rights definitions/mechanisms to control internal access and to log all operations?

— If publicly available, please provide the related web link (URL).

3.3.3. Does your organization use specialized software to secure data transmissions?

— If publicly available, please provide the related web link (URL).

3.3.4. Does your organization have mechanisms to control external access to data center?

— If publicly available, please provide the related web link (URL).

3.3.5. How does your organization prevent data misuse or theft? (Please select all that apply)

- Staff must have unique key card/security token
- Staff must input unique password/biometrics
- Staff must change their password at certain/specified intervals
- Sanctions are imposed on staff who contravenes any of the organization's data privacy rules
- Other (_____)

3.3.6. Additional comments.

3.4. Data management

3.4.1. Does your organization have a master data management?

— If publicly available, please provide the related web link (URL).

3.4.2. Does your organization have data quality policies/frameworks to ensure the data quality such as data accuracy, data completeness, and data timeliness?

— If publicly available, please provide the related web link (URL).

3.4.3. How does your organization ensure the above-mentioned data quality? (Please select all that apply)

- Regular staff training ICT system development
- Regular updates to staff on new procedures or issues related to accuracy and minimizing errors
- Supervisory checks/authentication by two persons of data records and calculations
- Other (_____)

3.4.4. Additional comments.

Part 4. Communication

4.1. Communication strategy

4.1.1. Does your organization have a communication strategy?

— If publicly available, please provide the related web link (URL).

4.1.2. What is the main objective of setting the communication strategy?

4.1.3. What positive effect does the communication strategy bring about?

4.1.4. Does your organization publish annual reports?

Yes, available to the public (since _____ year) Yes, but not publicly available No

4.1.5. What does your organization disclose in the reports? (Please select all that apply)

Budget of the programs under management Organization's administrative expenditures

Operational data Audited financial statements Results of actuarial analyses

Investment performance Other (_____)

4.1.6. Please provide the related web link (URL).

4.1.7. What is the main objective of producing annual reports?

4.1.8. What positive effect does the annual reports bring about?

4.1.9. Additional comments.

4.2. Social media

4.2.1. Does your organization use social media?

4.2.2. If yes, please indicate the social media your organization uses: (Please select all that apply)

Facebook Twitter You Tube Blog Google+ LinkedIn Instagram

WhatsApp WeChat Line Other (_____)

4.2.3. Please provide the related web link (URL).

4.2.4. What is the main objective of using the social media?

4.2.5. What positive effect does the social media bring about?

4.2.6. Additional comments.

4.3. Financial/pension literacy

4.3.1. Does your organization promote financial, including pension, literacy?

4.3.2. If yes, how does your organization deliver the service? (Please select all that apply)

Visits to educational institution (under age 18 over age 18) Visits to companies

Visits to community centres Online courses

Other (_____)

4.3.3. How often does your organization deliver the service above?

Annually Monthly More frequently than monthly Not regularly but upon request

Other (_____)

4.3.4. If publicly available, please provide the related web link (URL).

4.3.5. What is the main objective of promoting financial/pension literacy?

4.3.6. What positive effect does the promotion of financial/pension literacy bring about?

4.3.7. Additional comments.

4.4. Reflection of customers' needs and opinions

4.4.1. Does your organization ask customers to submit their opinions/suggestions?

4.4.2. If yes, how does your organization collect their opinions/suggestions? (Please select all that apply)

Opinion sheets Call center Dedicated staff at local office Dedicated online format

Other (_____)

4.4.3. If publicly available, please provide the related web link (URL).

4.4.4. How does your organization reflect their needs and opinions into better operation/service?

4.4.5. What positive effect does the reflection of their needs and opinions bring about?

4.4.6. Additional comments.