



9° GLOBAL PENSIONS PROGRAMME

Audrey Deer-Williams
Chief Technical Director
Ministry of Labour and Social Security
JAMAICA

Wednesday, December 1, 2021

ORGANIZAN /
ORGANIZERS



Novaster
Actuarios y Consultores



COLABORA /
COLLABORATOR



EXCELLENCE IN CUSTOMER SERVICE IN THE PENSION SECTOR | JAMAICA

CULTURE OF CUSTOMER SERVICE EXCELLENCE

- Goal of the Government of Jamaica
- Transformation Unit established at the Cabinet Office in the 1990's
 - Ministries, Departments and Agencies (MDA's) mandated to develop Citizens Charters
 - Customer Service Training (service wide)
 - Customer Service Competition (bi-annual)

EXCELLENCE IN CUSTOMER SERVICE IN THE PENSION SECTOR | JAMAICA

CULTURE OF CUSTOMER SERVICE EXCELLENCE

- MDA's now mandated to develop Customer Service Improvement Plans
 - Aligned with the Strategic Business Plans, and The National Development plan Vision 2030
 - Vision 2030 underscores the need for modernization of the public sector to increase government effectiveness and the quality of service delivered to citizens.
 - Governments are becoming increasingly aware of the need to structure current processes around the expectations of customers.

EXCELLENCE IN CUSTOMER SERVICE IN THE PENSION SECTOR

NATIONAL INSURANCE SCHEME, JAMAICA

- Contributory Social Insurance Scheme available to all persons in the workforce
- Designed as a first tier social security scheme; supplemented by other sources of income
 - Contributors - PAYE , Self employed, Voluntary
 - Benefits - Offers a range of Benefits (Retirement, Maternity, Health, Survivors, Death)
- Established in 1966
- Over 125,000 pensioners – worldwide
- 550,000 active contributors



ORGANIZAN /
ORGANIZERS



Novaster
Actuarios y Consultores



COLABORA /
COLLABORATOR



EXCELLENCE IN CUSTOMER SERVICE IN THE PENSION SECTOR

NATIONAL INSURANCE SCHEME, JAMAICA

CHALLENGES

- Public concerns about processing time of benefits
- Transformation has been slow
- Processes were manual and are now semi – automated
- Two separate software
- Slow pace of automation
- Low Job Classification
 - Increase in staff turnover
- Piecemeal amendments to the Legislation

NATIONAL INSURANCE SCHEME, JAMAICA

Where are we Going?

PEOPLE

- Staffing and Operations Review
 - Operational Structure
 - Operational Design
 - Alignment
- Best fit (right persons in right roles)
- Remuneration

EXCELLENCE IN CUSTOMER SERVICE IN THE PENSION SECTOR

NATIONAL INSURANCE SCHEME, JAMAICA

TECHNOLOGY

- Business Process Re-engineering
- Automation of processes
 - Digitization of records
 - Upgrade of IT infrastructure
- Transitioned to one business solution from two distinct softwares
 - Slow pace of data migration
- Transitioning from cheques to electronic payments (direct deposit) [56%]
 - COVID-19

EXCELLENCE IN CUSTOMER SERVICE IN THE PENSION SECTOR

NATIONAL INSURANCE SCHEME, JAMAICA

COMMUNICATION

- Conduct Research
 - NIS Awareness and Perception Survey
 - Craft suitable messages
 - Objective - Extend coverage

EXCELLENCE IN CUSTOMER SERVICE IN THE PENSION SECTOR

NATIONAL INSURANCE SCHEME, JAMAICA

COMMUNICATION

- Open lines of communication with internal and external stakeholders
 - Internal: Regular meetings with staff and emails
 - Public education sessions – Key Performance Indicator
 - External: Utilize GOJ information arm to produce and air/publish Public Service Announcements and advertisements in print and electronic media
 - Brochures – information on benefits, how to register and contribute

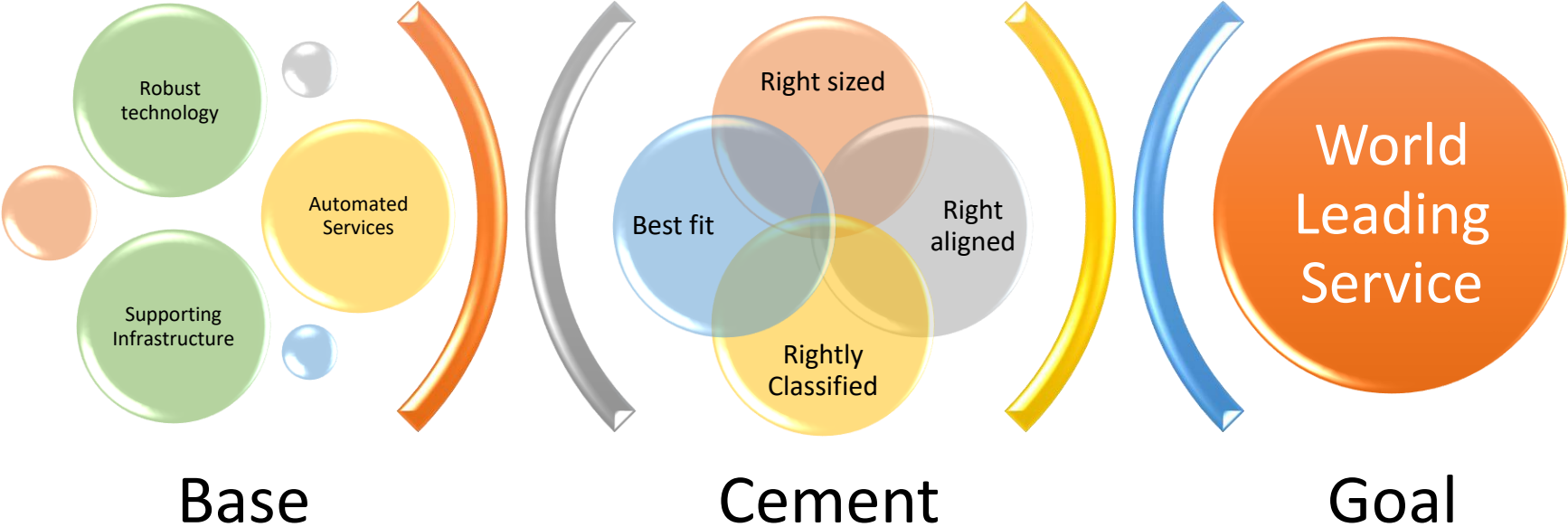
NATIONAL INSURANCE SCHEME, JAMAICA

COMMUNICATION

- External: Targetted
 - Promote direct deposit payments
 - Changes in payment dates (COVID-19 related)
 - Different groups
 - Transition to Formalization
 - Domestic Workers, Fisherfolk and Farmers
 - Supplementing on-the-ground efforts of staff with mass media marketing

EXCELLENCE IN CUSTOMER SERVICE IN THE PENSION SECTOR

NATIONAL INSURANCE SCHEME, JAMAICA



EXCELLENCE IN CUSTOMER SERVICE
IN THE PENSION SECTOR

Thank You

