9° GLOBAL PENSIONS PROGRAMME

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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)
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.
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
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
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
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
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

Base
- Robust technology
- Automated Services
- Supporting Infrastructure

Cement
- Right sized
- Best fit
- Rightly Classified
- Right aligned

Goal
- World Leading Service

Organizers:
- LSE
- Novaster
- AIOS
- BID
EXCELLENCE IN CUSTOMER SERVICE IN THE PENSION SECTOR

Thank You