



issa

INTERNATIONAL SOCIAL SECURITY ASSOCIATION
ASSOCIATION INTERNATIONALE DE LA SÉCURITÉ SOCIALE
ASOCIACIÓN INTERNACIONAL DE LA SEGURIDAD SOCIAL
INTERNATIONALE VEREINIGUNG FÜR SOZIALE SICHERHEIT

Good Practices in Social Security

Good practice in operation since: 2003

One-stop service through four social insurance information systems

Winner, ISSA Good Practice Award – Asia and the Pacific competition 2018

National Pension Service
Republic of Korea

Summary

The National Pension Service (NPS) developed a social insurance computer network that connects the databases of the four national social insurance programmes on pensions, health, employment and workers' compensation. In February 2003, the NPS established the Social Insurance Information Center (the Center) that allows citizens to access all four social security schemes by visiting (or via online) any one office of the three administering organizations. By integrating the channels of the four social insurance schemes, citizens no longer need to visit each of the organizations for any service request, be it for registering to any of the four social insurance schemes, making inquiries, changes, requests or submissions, or filing claims. Connecting national information resources allowed the simplifying and streamlining of various application forms and documents, leading to huge improvements in the efficiency of processes. The initiative is also recognized as ground-breaking service in light of the user-friendly environment for citizens to check their insurance history and status online.

The issue or challenge

What was the issue or challenge addressed by your good practice? Please provide a short description.

Korea's four major social insurance schemes were implemented at different times. The ministries in charge of each social insurance are different, with separate managing institutions as well. As a result, each social insurance organization developed its own information system, which meant that each social insurance organization had to process separately inquiries, requests or reports that were similar in nature.

Table 1. *Korea's social insurance programmes*

Social Insurance	National Pension	National Health Insurance	Employment Insurance	Workers' Compensation Insurance
Year of Enforcement	1988	1977	1995	1964
Responsible Organization	National Pension Service	National Health Insurance Service	Korea Workers' Compensation & Welfare Service	

As a result, citizens faced inconveniences in having to make the same or similar requests at each of the four social security organizations separately, which led to a waste of time and money. This also resulted in low efficiency among the four social security organizations in having to process repeated requests and redundant investments to develop and manage data transmission systems and networks. In addition, there was a demand for a paradigm change in public services and a growing call from the public as service recipients for a higher level of public administration services.

Addressing the challenge

What were the main objectives of the plan or strategy to resolve the issue or challenge? List and briefly describe the main elements of the plan or strategy, focusing especially on their innovative feature(s) and expected or intended effects.

The main objective of the social insurance information system is to provide a “one-stop” service for applications or claim forms to enhance convenience and increase process efficiency. The launch of the Center was aimed at efficiently developing and maintaining a one-stop service system:

- Unified application forms for the four social insurance schemes: The Center identified forms and reports that were the same or similar for the four social insurance schemes and integrated into a one-page common form the repetitive items on eligibility-related forms that were used separately by the three different social security organizations. The 38 types of report forms used by each organization have been greatly simplified to 12 types of common forms and six types of specific forms.
- Integrated e-information service channel: The Center integrated the four social security programmes’ application systems on eligibility into the social insurance information system (SIIS). When an application is received by one organization and the details are entered into the SIIS, it is immediately shared with all the other social security organizations. One can check for the results of a request on real-time. Therefore, a citizen would only have to submit the form to one organization rather than all three organizations. From the social security organization’s perspective, this allows them to reduce processing time and costs as it means that, in effect, one organization processes the form for the others as well.
- Built and managed shared information database (DB) among social security organizations: The Center manages a shared database that connects all data held by all four social security programmes and external agencies, enabling the efficient use of national information resources and cost reduction. 87 types of data from 11 organizations including the National Tax Service and the Ministry of Justice are shared with the four social insurance schemes. In particular, the business registration information of the National Tax Service and resident registration information of the Ministry of the Interior and Safety enable applicants to simplify documents.
- Implementation of a “four social insurance Internet portal service” for the public: The Center provides a social insurance internet portal service that allows citizens to submit claims or applications, and directly check the results via the system instead of visiting an organization. Since 2011, the “integrated statement on four social insurance registration history” is issued through the Internet portal service to avoid inconveniencing citizens who request for such statements.

Targets to be achieved

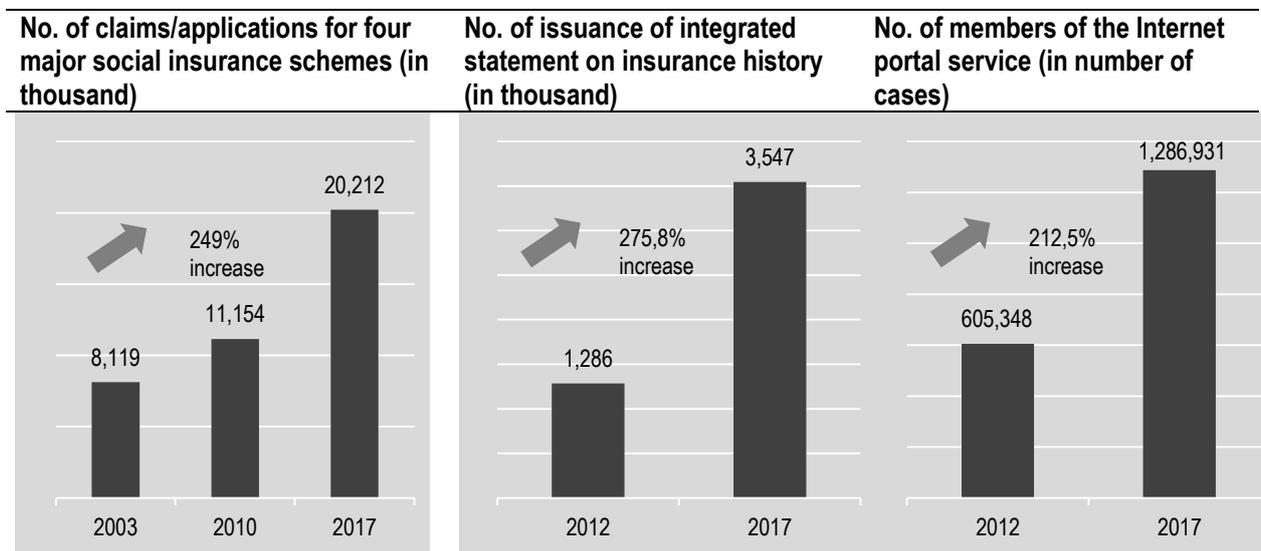
What were the quantitative and/or qualitative targets or key performance indicators that were set for the plan or strategy? Please describe briefly.

- Key quantitative performance indicators of the SIIS are the number of claims/applications, the number of issuances of integrated statement on insurance registration history, and the number of members of the Internet portal service. Forms submitted through the SIIS reduce by 1/3 the time and costs for both the citizen and the organization compared to when the system was not yet implemented. By integrating the statements of three different organizations into one, the integrated statement on insurance registration history, which has been issued since 2011, also reduces time and costs by 1/3.
- The qualitative target of the SIIS is to provide public administration services that meet the demands of the people, to raise awareness on social insurance, and to contribute to resolving blind spots in social insurance by providing convenient one-stop services.

Evaluating the results

Has there been an evaluation of the good practice? Please provide data on the impact and outcomes of the good practice by comparing targets vs actual performance, before-and-after indicators, and/or other types of statistics or measurements.

Figure 1. Status as of end-December 2017



- As seen from Figure 1, the number of claims or requests processed through the SIIS one-stop system significantly increased. For applicants, the one-stop processing of claims or applications and the issuance of integrated statement on insurance history are estimated to save about 7,919,667 of working hours and 183.2 billion Korean won (KRW) in labour costs annually. For the organizations of the four social insurance schemes, the effect of reducing the redundancy in processing requests and applications through an integrated

channel leads to savings of about 564,683 working hours and KRW 10.7 billion in labour cost annually.

- Reaffirming the status of the SIIS project: Last year, the SIIS was voted by the public as one of the “Top ten e-Government projects, service category” at a ceremony hosted by the Ministry of the Interior and Safety to celebrate Korea’s 50th anniversary in e-government.

Lessons learned

Based on the organization’s experience, name up to three factors which you consider as indispensable to replicate this good practice. Name up to three risks that arose/could arise in implementing this good practice. Please explain these factors and/or risks briefly.

To apply the NPS’s good practice to other organizations, the three factors below should be considered:

- First, it should be determined whether it is justifiable to establish a connecting system among different systems. There should be a full review and analysis of public demand and its estimated benefits to determine the mission and scope of the project.
- Second, collaboration is critical. The project requires collaboration on the different administrative tasks as the project implementation and management involves many organizations. The SIIC is jointly managed by five organizations led by the NPS. Allocation of relevant budget and resources follows the SIIC operating procedures developed at the time of the launch of the Center.
- Third, a service delivery mechanism that provides the benefits of an integrated information system to a broad range of users must be established. In the case of the SIIS, online delivery mechanisms became stronger thanks to the Internet portal service. Also, all claims and applications are processed if citizens report to any one of the 464 branches and offices of the social security organizations nationwide to serve those who cannot go online.

The risks that may arise in the process of implementing the project include:

- First, cyber threats are heightened. An information system that connects important and comprehensive amounts of data can be a target of various cyber threats. Therefore, strong response measures against security threats must be in place. The security level of the SIIC should be strengthened continuously based on the collaboration between the NPS Information Security Department and the National Cyber Security Center.
- Second, there is the risk of personal information leakage. Because information held by different organizations is connected, the number of people who can access personal information as well as the amount of accessible personal information increase. To brace for such risks, the SIIC operates a personal information monitoring system in partnership with a personal information control centre.
- Third, difficulties arise in joint operations. Managing and improving an information system requires continuous collaboration among involved organizations, but there can be cases where the project may be delayed, as organizations with different interests have different agenda to pursue. To solve such issues, the NPS makes continuous efforts such

as holding steering committees, external working groups, resource management and other internal forums.