



Article info : *Received*: Sept 2024; *Revised* : Oct 2024; *Accepted*: Nov 2024

Analysis Of The Influence Of Digital Technology On BPJS Employment Service During The Corona Virus Disease (COVID-19) Pandemi

Gia Relista

Universitas Pamulang, Email: relistagia@gmail.com

Abstract. This study aims to find out about what is meant by public services, especially services at BPJS Employment, how is the BPJS Employment service system during the Covid-19 pandemic, what is the influence of digital technology on BPJS Employment services in Indonesia. The method used in this research is descriptive research where the data is described qualitatively. The research data is limited to public information data provided by Employment BPJS through the website, in particular the 2019 integrated annual report on aggressive growth for the continuous protection of Employment BPJS as well as news and event information. After the enactment of Large-Scale Social Restrictions (PSBB) caused by the Covid-19 pandemic, BPJS Ketenagakerjaan has innovated to change the services it has, one of which is by utilizing digital technology, namely providing services online. This is part of BPJS Ketenagakerjaan's efforts to continue to provide optimal public services during this pandemic.

Keywords: Covid-19 Pandemic; BPJS Employment; Public Service; Digital Technology

A. INTRODUCTION

Referring to Presidential Decree of the Republic of Indonesia Number 9 of 2020 concerning changes to Presidential Decree Number 7 of 2020 concerning the task force for accelerating the handling of corona virus disease 2019 (Covid-19) dated March 20, 2020, the spread of corona virus disease 2019 or Covid-19 has been widespread and has affected social, economic, health, and public welfare aspects in Indonesia and the World Health Organization (WHO) has declared Covid-19 a pandemic on March 11, 2020. The corona virus disease (Covid-19) is a group of viruses that cause disease in animals or humans. Several types of corona viruses are known to cause infections in the human respiratory tract ranging from flu to more serious ones such as Middle East Respiratory Syndrome (MERS) and Sevre Acute Respiratory Syndrome (SARS). Corona virus can spread through



respiratory droplets released by someone infected with the virus itself, contaminated objects and physical contact with people with Covid-19.

Based on Government Regulation of the Republic of Indonesia Number 21 of 2020 concerning large-scale social restrictions in the context of accelerating the handling of corona virus disease 2019 (Covid-19), which stipulates that Large-Scale Social Restrictions include at least school and workplace holidays, restrictions on religious activities and / or restrictions on activities in public places or facilities. This certainly greatly affects people's lives in the aspects of economy, education and public sector services, especially BPJS Employment services in Indonesia. As we know that BPJS Employment is a service provided by legal entities in Indonesia to protect all workers or employees through 4 programs, namely: Old Age Security (JHT), Work accident insurance program (JKK), Death Assurance Program (JKM), Pension Guarantee Program (JP). The explanation is of course based on Law number 24 of 2011.

The effect of the implementation of the PSBB is certainly very impactful for BPJS Ketenagakerjaan services. Usually BPJS Employment can serve with a face-to-face or offline service system but for now BPJS Employment evaluates services by utilizing the development of existing digital technology. Technology is a human skill to create a means of human survival itself in a practical way such as converting existing resources into a simple tool while digital is the description of a number such as numbers 1, 2 and so on or binary numbers on or off. So digital technology itself is a technology based on a system whose operation is automatic such as a computerized system that processes all data and information into a digital code so that it no longer uses manual methods such as human labor. Referring to the background above, the problem formulation of this research : What is the impact of the Covid-19 pandemic on BPJS Employment services in Indonesia?, How is the service system provided by BPJS Employment to BPJS Employment participants during the Covid-19 pandemic?, What is the effect of Digital Technology on Public Services, especially BPJS Employment in Indonesia?

This scientific work aims to find out more about what impact the Covid-19 pandemic has on BPJS Employment services, how the system implemented by BPJS Employment in dealing with the Covid-19 pandemic and what influence digital technology has on BPJS Employment services.

B. LITERATURE REVIEW

Covid-19 Pandemic

According to the Indonesian Ministry of Health (2020) Covid-19 is a large family of viruses that can cause infections in the respiratory tract ranging from mild, moderate to severe symptoms. This Covid-19 virus was first discovered in Wuhan City, China in 2019, precisely in November. Meanwhile, according to WHO (World Health Organization) the 2019 viral disease pandemic (COVID-19) is a global outbreak of coronavirus - an infectious disease caused by the coronavirus acute respiratory virus 2 (SARS-CoV-2).

BPJS Employment

According to the OJK (Financial Services Authority), the Employment Social Security Organizing Agency (BPJS) is a public legal entity formed through Law No. 24 of 2011 concerning the Social Security Organizing Agency with the aim of realizing the implementation of providing guarantees for the fulfillment of basic needs that are feasible for each participant and / or family member. The function of BPJS Ketenagakerjaan is to organize employment social security programs based on Law No. 40 of 2004 concerning the National Social Security System consisting of Work Accident Insurance (JKK), Old Age Insurance, Pension Insurance and Death Insurance. while according to BPJS Ketenagakerjaan itself Duties and Functions BPJS Employment is to organize Employment Social Security through 5 Employment Social Security Programs, namely Work Accident



Insurance (JKK), Job Loss Insurance (JKP), Old Age Insurance (JHT), Pension Insurance (JP), and Death Insurance (JKM).

Public Services

Public Service according to Agung Kurniawan (2005: 6) is the provision of services (serving) the needs of other people or communities who have an interest in the organization in accordance with the main rules and procedures that have been determined, while according to Mahmudi (2010: 223), the definition of "Public Service" is all service activities carried out by public service providers as an effort to fulfill public needs and implement the provisions of laws and regulations.

Digital Technology

According to Musnaini, Suherman, Wijoyo, & Indrawan (2020) digital technology is a technology that no longer uses human labor, or manually. But it tends to be an automatic operating system with a computerized system or a format that can be read by a computer, while Muhamad Danuri (2019: 119) states that digital technology is an information technology that prioritizes the implementation of computer or digital activities compared to the use of human labor. This technology tends to be a fully automated and sophisticated operating system with a computerized system or format that can be read by a computer. Basically, digital technology is a system that calculates very quickly and processes all forms of information as numerical values

C. RESEARCH METHODOLOGY

This research is a qualitative research, while the data obtained is analyzed to obtain results with a descriptive research approach to find out more deeply how the system or method of service provided by BPJS Ketenagakerjaan to BPJS Ketenagakerjaan participants in the Covid-19 pandemic situation and what role digital technology plays in these services. Descriptive approach is a research approach by making descriptions to explain situations or events. The object of this research is BPJS Ketenagakerjaan in Indonesia. The data described through this scientific work is limited to information data provided by BPJS Ketenagakerjaan to the public through its website, especially the 2019 integrated annual report on aggressive growth for sustainable protection along with news and event information.

D. RESULTS AND DISCUSSION

The impact of the corona virus disease 2019 (Covid-19) pandemic on BPJS Employment services in Indonesia

The Corona Virus Disease 2019 (Covid-19) pandemic began in the Chinese region of Wuhan at the end of 2019 and has now spread around the world. This outbreak was first reported as mysterious pneumonia, pneumonia is an inflammation of the respiratory system or lungs caused by pathogens such as viruses, bacteria and fungi. On January 30, 2020 the outbreak was declared by the World Health Organization (WHO) as a Public Health Emergency of International Concern and on February 11, 2020 the World Health Organization (WHO) has also officially given a name to the outbreak, SARS-CoV-2 which we now call Corona Virus Disease (Covid-19).

The amount of information that develops in the mass media makes this outbreak a trending topic in cyberspace and not only in cyberspace but in the real world this outbreak is also very well known and feared by the community. On March 2, 2020 this virus was first discovered in Indonesia through 2 people whose information was positive for Covid-19. According to information circulating in the mass media, they contracted it after returning from a tourist visit to Japan. This virus spreads through droplets from the exhalation of someone

who is positive for Covid-19 such as when coughing or sneezing. This virus can also spread through contaminated objects that are then touched by someone.

Based on data from the Covid -19 Handling and Economic Recovery Committee (KPC PEN) Covid-19 contaminated cases continue to increase so that the government issued regulations on the implementation of Large-Scale Social Restrictions (PSBB) in accordance with Government Regulation of the Republic of Indonesia Number 21 of 2020. With the existence of this large-scale social restriction (PSBB) regulation, it certainly has an impact on society in Indonesia both in the field of education, disruption of the economic sector and public services. The number of companies that have gone out of business has made many employees in Indonesia lose their jobs and in this case BPJS Employment in Indonesia is required to provide functions or benefits of social security and protection for workers in Indonesia, besides that BPJS Employment is also required to continue to improve its services, such as initially doing offline or face-to-face services now must make efforts to change the system. In accordance with the campaign that is often aired on television and social media that there are health protocols that we must do in dealing with the Covid-19 outbreak, namely disciplined behavior Remember the 3M Mother's Message. 3M discipline for Covid-19 prevention can be done by:

1. Wearing a Mask correctly
2. Maintain distance and avoid crowds
3. Washing hands with soap

In addition to the 3M discipline Remember Mom's Message, the government also provides education to do 3T, namely :

1. Testing or examination
2. Tracking
3. Treatment

With the discipline of 3M Remember the Mother's Message and 3T above, all public and private services must provide facilities for the community or customers and for their employees. These facilities can include hand sanitizers, sinks with soap and water and body temperature measuring devices.

BPJS Employment Service System in Indonesia during the Covid-19 Pandemic

Before the emergence of the Employment Social Security Organizing Agency (BPJS), the Government had created a Labor Social Security service (JAMSOSTEK). In accordance with the Law of the Republic of Indonesia number 3 of 1992, Workers Social Security (JAMSOSTEK) is a form of protection for workers if there are unwanted events such as illness, work accidents that result in disability or death and also old age protection in the form of compensation.

The Social Security Organizing Agency (BPJS) Employment itself is a service formed by a legal entity in Indonesia to protect employees or employees in Indonesia, its function is almost the same as the Workers Social Security (JAMSOSTEK). BPJS Employment began operating on July 1, 2015 replacing JAMSOSTEK as for the differences in these services are as follows:

1. Participants who are required to participate in Labor Social Security (JAMSOSTEK) are only formal workers for non-formal workers are not required, while in BPJS Employment all workers must be registered.
2. The BPJS Employment program has four services, namely work accident insurance (JKK), death insurance (JKM), old age insurance (JHT) and pension insurance (JP) while the Workers Social Security (JAMSOSTEK) only has three service programs.
3. Compensation provided by BPJS Employment due to work accidents has no maximum limit, while in Social Security and Labor has a maximum limit of Rp. 20,000,000.
4. Social Security and Labor (JAMSOSTEK) under the auspices of State-Owned

Enterprises (BUMN) while BPJS Employment is a service formed by legal entities in Indonesia directly under the auspices of the Government.

During the Covid-19 pandemic, the Social Security Services Agency (BPJS) Employment experienced a significant impact, especially in terms of benefits and services. Since the government issued regulations regarding social distancing, BPJS Ketenagakerjaan has tried to improve its performance. Not a few workers or employees who were laid off by the company where they worked due to Covid-19, therefore BPJS Employment is ready to provide benefits to all workers in Indonesia.

In handling the Covid-19 pandemic case, BPJS Ketenagakerjaan already has a very neat procedure. BPJS Ketenagakerjaan implements a risk management system, for example operational risk, information technology risk and strategic risk. The system is certainly evaluated for its effectiveness so that BPJS Ketenagakerjaan is ready to maintain the continuity of operational and service activities in an emergency due to a disaster. BPJS Ketenagakerjaan also made an achievement strategy, namely by promoting a technology-based digitalization system in accordance with the principle of social distancing.

To see the achievement of the level of participant satisfaction with the services provided, BPJS Ketenagakerjaan conducted an e-survey. The following is a table of the satisfaction level of BPJS Ketenagakerjaan participants.

Table 1 Participant Satisfaction Level in 2019

Description	Not Satisfied	Less Satisfied	Satisfied Enough	Satisfied	Very Satisfied	Total
Total	2.489	2.143	9.544	127.061	1.125.765	1.267.002
Percentage	0,20%	0,17%	0,75%	10,03%	88,85%	100%

Data source: Integrated Annual Report 2019 - BPJS Ketenagakerjaan

Table 2 Participant Satisfaction Level in 2017 - 2019

Year	Not Satisfied	Less Satisfied	Satisfied Enough	Satisfied	Very Satisfied	Total
2019	2.489	2.143	9.544	127.061	1.125.765	1.126.002
2018	5.561	4.289	35.755	249.837	1.004.180	1.297.622
2017	7.049	5.581	38.809	282.427	902.333	1.236.199

Data source: Integrated Annual Report 2019 - BPJS Ketenagakerjaan

Based on the table above, it can be concluded that the level of participant satisfaction with the services provided by BPJS Ketenagakerjaan has always increased every year while the level of participant dissatisfaction has decreased from this assessment, it can be said that the performance strategy system created and evaluated by BPJS Ketenagakerjaan has a good effect on customers.



The Effect of Digital Technology on BPJS Employment Services in Indonesia

The times will always bring us to change, change itself has positive and negative impacts. Indonesia is a developing country that continues to follow the movement system of world progress. In recent years, our country has entered the era of digital technology. Technology is a tool created by humans to make it easier for them to carry out activities such as cellphones, computers and other social media applications that are used to find or receive information quickly and instantly without having to interact directly with the information provider. In addition to the community, it turns out that this digitization technology trend is also used by the Indonesian government. Based on the Presidential Regulation (PERPRES) of the Republic of Indonesia Number 95 of 2018 concerning Electronic-Based Government Systems (SPBE) which was made to realize clean, effective, transparent and accountable governance and quality and trusted public services. This Electronic-Based Government System (EBS) is a government effort to utilize information and communication technology to be provided to EBS users.

BPJS Ketenagakerjaan is one of the public services that supports the function of information technology in a more effective, efficient, stable and productive business process. The current Covid-19 pandemic situation has made all people afraid to interact. This is certainly a new challenge for BPJS Ketenagakerjaan to be able to improve its performance, especially in providing the best service for its participants. With the entry of digital technology in Indonesia, BPJS Ketenagakerjaan can take advantage of the functions of digital technology so that BPJS Ketenagakerjaan can continue to strive to be able to provide the best service because the principles in the digital information service are in accordance with the principles of Social Limitation or Social Distancing.

The digitization technology used by BPJS Ketenagakerjaan is Information Technology (IT). The management of the information technology (IT) system at BPJS Ketenagakerjaan is under the supervision of the Director of Information Technology Development (IT) and the Director of Information Technology Operations (IT). Each Director has their respective duties and responsibilities, especially on issues of planning, development and evaluation of activities. The vision of BPJS Ketenagakerjaan Information Technology is Information Technology (IT) as a partner and accelerator in creating operational and service excellence to become the pride of the nation. Based on this vision, BPJS Ketenagakerjaan has realized it in the form of providing convenience to its participants in the form of digital services such as creating 175 Community Service facilities, e-claims, BPJSTKU applications.

Based on the data contained in the 2019 integrated annual report, currently BPJS Ketenagakerjaan has developed core operation system and core support system applications with a total of 27 internal information technology applications and 25 external information technology applications. The applications released by BPJS Ketenagakerjaan in 2019 are as follows:

1. Online Self Registration for Indonesian Migrant Workers (POM-PMI)
2. Content Management System (CMS) of BPJS Employment Website
3. Property Investment Management (PIP)
4. Job Training Institution (LPK)
5. Project Monitoring Information System (PROMISE)
6. Monitoring and Controlling Project Strategist (MONIC)
7. Indonesian Migrant Worker Participation Information Service by Registered Mita (PMI Service Unit)
8. Training Management (SISDIKLAT)

The application was made to make it easier for workers and BPJS Ketenagakerjaan participants to process BPJS Ketenagakerjaan activities effectively, efficiently, stably and productively during the Covid-19 pandemic.



E. CONCLUSIONS AND SUGGESTIONS

The Corona Virus Disease 2019 (Covid-19) pandemic which has entered the country of Indonesia in early 2020, has an impact on people's lives in Indonesia in the aspects of economy, education and public services. BPJS Employment is one of the public services formed by legal entities in Indonesia which functions to provide protection for employees in Indonesia. The rapid spread of Covid-19 has resulted in many positive cases in the State of Indonesia so that the government issued social distancing regulations or known as PSBB and regulations regarding health protocols such as the 3M discipline Remember Mom's Message. With this regulation, it automatically has an impact on BPJS Employment services, usually BPJS Employment provides online services or with a face-to-face system. The entry of the digitalization technology era in Indonesia has a positive effect because the technology itself is made by humans to make it easier for them to carry out activities. Apart from being used by the community, this digital technology is also used by the government to realize clean, effective, transparent and accountable governance of government performance. BPJS Employment in Indonesia is one of the public services that approves the digital technology system in the form of information technology. Thus the social distancing regulations made by the government are no longer a major obstacle in BPJS Employment services because this information technology system allows participants to enjoy BPJS Employment services without having to make physical or face-to-face contact. Because not all participants understand the technology that is developing in this digitalization era, it is recommended that BPJS Employment in Indonesia continue to optimize its information technology system by providing demonstrations and directions to participants so that all participants can use information technology services properly and correctly.

REFERENCES

- Aslichati, L., Prasetyo, H. B., & Irawan, P. (2018). *Metode Penelitian sosial*. Juni : Universitas Terbuka.
- BPJS Ketenagakerjaan. (2019). *Laporan Tahunan Terintegrasi 2019*. Jakarta: BPJS Ketenagakerjaan. Diambil kembali dari https://www.bpjsketenagakerjaan.go.id/https://www.bpjsketenagakerjaan.go.id/assets/uploads/laporan_tahunan/BPJS_2020_LO17.pdf
- Republik Indonesia. (2020, Maret 20). *Keputusan Presiden Republik Indonesia Nomor 9 Tahun 2020 Tentang Perubahan Atas Keputusan Presiden Nomor 7 Tahun 2020 Tentang Gugus Tugas Percepatan Penanganan Corona Virus Disease 2019 (Covid-19)*. Jakarta, Jakarta, Indonesia: Kementerian Sekretariat Negara Republik Indonesia.
- Republik Indonesia. (2020, Maret 31). *Peraturan Pemerintah Republik Indonesia Nomor 21 Tahun 2020 Tentang Pembatasan Sosial Bersekala Besar Dalam Rangka Percepatan Penanganan Corona Virus Disease 2019 (Covid-19)*. Jakarta, Jakarta, Indonesia: Kementerian Sekretariat Negara Republik Indonesia. Diambil Kembali dari <https://peraturan.bpk.go.id/Home/Details/135059/pp-no-21-tahun-2020>



<https://peraturan.bpk.go.id/Home/Download/125896/PP%20Nomor%2021%20Tahun%202020.pdf>

Komite Penanganan COVID-19 dan Pemulihan Ekonomi Nasional. (2021, Januari 5). *Ingat Pesan Ibu: 3M*. Diambil Kembali dari <https://covid19.go.id/edukasi/masyarakat-umum/ingat-pesan-ibu-3m>

BPJS Ketenagakerjaan. (2021). *Tentang Kami Sejarah, Susunan Direksi, Visi Misi Perusahaan dan Penghargaan*. Diambil Kembali dari <https://www.bpjsketenagakerjaan.go.id/tentang-kami.html>

BPJS Ketenagakerjaan. (2016, Desember 13). *Apa Perbedaan BPJS Ketenagakerjaan dengan Jamsostek*. Diambil Kembali dari <https://www.bpjsketenagakerjaan.go.id/berita/13185/Apa-Perbedaan-BPJS-Ketenagakerjaan-dengan-Jamsostek?>

Republik Indonesia. (1992, Februari 17). *Undang-Undang Republik Indonesia Nomor 3 Tahun 1992 Tentang Jaminan Sosial Tenaga Kerja*. Jakarta, Jakarta, Indonesia: Menteri/Sekretaris Negara Republik Indonesia. Diambil Kembali dari http://www.jamsosindonesia.com/kjs/files/PerUU/Jamsostek/UU%20No_%203_1992_jamsostek.pdf

Republik Indonesia. (2018, Oktober 2). *Peraturan Presiden Republik Indonesia Nomor 95 Tahun 2018 Tentang Sistem Pemerintahan Berbasis Elektronik*. Jakarta, Jakarta, Indonesia: Kementerian Sekretariat Negara Republik Indonesia.