

Scope and Objectives

International Seminar on Priority Challenges in Pension Administration

The Ministry of Health, Labour and Welfare of Japan, the International Social Security Association (ISSA) and the Project on Intergenerational Equity of the Hitotsubashi University, Tokyo, Japan, have decided to collaborate in the organization of an International Seminar on Priority Challenges in Pension Administration.

This International Seminar will be held on 20-22 January 2010 in Tokyo, Japan. By limiting the number of participants to around 30-40 and through targeting the seminar at pension administration experts and senior administrators of social security institutions from a range of industrialized and middle-income countries, the International Seminar will provide a unique opportunity for exchange and in-depth discussion of a series of priority administrative challenges. Through presentations and discussions of national experiences, good practices and lessons learnt, the Seminar will enable participants to exchange innovations and solutions currently applied in a variety of countries. The main topics to be discussed at this Seminar will be as follows:

1. *Pension Administration Models and Current Challenges* (2-hour session)

Pension administration business models differ as to their approaches to the identification and registration of individuals and the administrative treatment of individuals throughout their active and pensioner life. Examples for different models will be given and the major current challenges and innovations in various models be outlined. This first session of the Seminar will therefore provide an overview of current challenges and innovations, and function as a basis for the discussion of more specific administrative processes and tools during the remaining sessions of the Seminar.

2. *Pension Administration Approaches to Challenging Population Groups* (3-hour session)

Certain population groups such as the self-employed, atypical workers, the unemployed, migrant workers and workers in small-sized businesses present specific administrative challenges to social security institutions. Many of these challenges are exacerbated due to the current financial and economic crisis that leads to increasing unemployment and

financial difficulties of employers. This part of the seminar will therefore focus on solutions and innovations in the pension administration for challenging groups, with a specific focus on contribution collection, enforcement of compliance, combating contribution evasion and recovery rate, and on how high administrative collection costs can be reduced.

3. *Effective and Efficient ICT Strategies to Support Pension Administration* (3-hour session)

ICT has transformed the way social security administrations carry out their tasks and contributed to redefining relations with clients. New ways of collecting contributions and paying benefits, the setting up of individual accounts for clients, electronic data exchange and the use of the Internet, new ways of providing information to citizens, updating of clients' contact addresses, interchange of data between different government agencies etc. have been facilitated and enabled by ICT applications. This has brought many benefits but it also transformed the way social security administrations organize themselves, in particular in terms of human resource needs and capacities. Based on a number of national cases, current innovations in ICT and their impact on the organization of pension administration will be debated.

4. *Ensuring Appropriate Information Management and Data Quality* (3-hour session)

Information management and data quality are of utmost importance to not only ensure appropriate financial flows and correct benefit payments, but also to maintain the social legitimacy of pension schemes and social security administrations. Pro-active data quality assurance in view of multiple challenges such as potentially incomplete or wrong reports from employers, unmatched contribution records, or errors in administration is therefore a key issue for social security administrations. Focusing on assuring data quality, social security institutions have implemented a series of measures focusing on the data flow with employers and insured persons as well as on improving internal data management. Good practice and innovations in data quality management from various countries will be presented and discussed.

5. *Customer-oriented Services and Information: Public Satisfaction and Compliance* (90 minutes session)

This part of the seminar aims to discuss recent innovations to challenges in providing services to their clients. Increasing demands from clients on administrations, the increased need to legitimize and inform the public on pension programmes as well as the

development of new communication technologies have created new pressures and opportunities. Public satisfaction and information is likely to increase the social legitimacy of pension schemes and therefore contribute to ensuring compliance by the public with contribution and other requirements. Customer-oriented services require an organizational attitude that focuses on the needs and expectations of clients and not only on procedures and legal rights and duties that is expressed through appropriate communication and other products.

6. *Future Challenges in Pension Administration* (75 minutes session)

New ICT developments, socio-economic changes and new client needs require pension administrations to proactively look forward to anticipate and prepare future administrative challenges and solutions. This session will be an occasion to summarize the reports presented at the seminar from a forward looking perspective, and to debate the main conclusions that can be drawn.