

ePAYSLIP & eREPORTS: INNOVATIVE DELIVERY AT YOUR FINGER TIPS

INTRODUCTION

Pursuant to the government initiatives in enhancing the quality of public service delivery and removing unwarranted operating cost, Accountant General's Department (AGD) introduce the ePayslip & eReports System in 2010. ePayslip and eReports System enable almost one million civil servants of the Federal Government to access their monthly pay slips and annual income statement via the internet at anytime and anywhere they need with ease. Once registered users enter into the system, they can view, download or print their pay slip.

Apart from facilitating the distribution process for pay slips, the system provides mechanism to the Pay Center (PC) and Responsibility Centre (RC) in accessing the budget utilization and expenditure reports which is done manually over hardcopy or compact disc in the past. At the same time, the system will provide the information on civil servants indebtedness status on a monthly basis. With the comprehensive and updated information, their superior could act accordingly to ensure the total individual salary deductions are in compliance with public administration procedures and regulations.

ePayslip & eReports System was developed in the early April 2010 and first implemented in one of the AGD offices as a pilot project (JANWPP) at the end of June 2010. The full implementation of this system is then extended to all Accounting Offices (AOs) throughout Malaysia in October 2010 in accordance with the Accountant General's Circular number 3/2010. Until September 2015, a total of 1,132,595 civil servants have registered as users of ePayslip & eReports System.

ARCHITECTURE AND DATA FLOW

The data flow for this system is illustrated in the diagram below:-

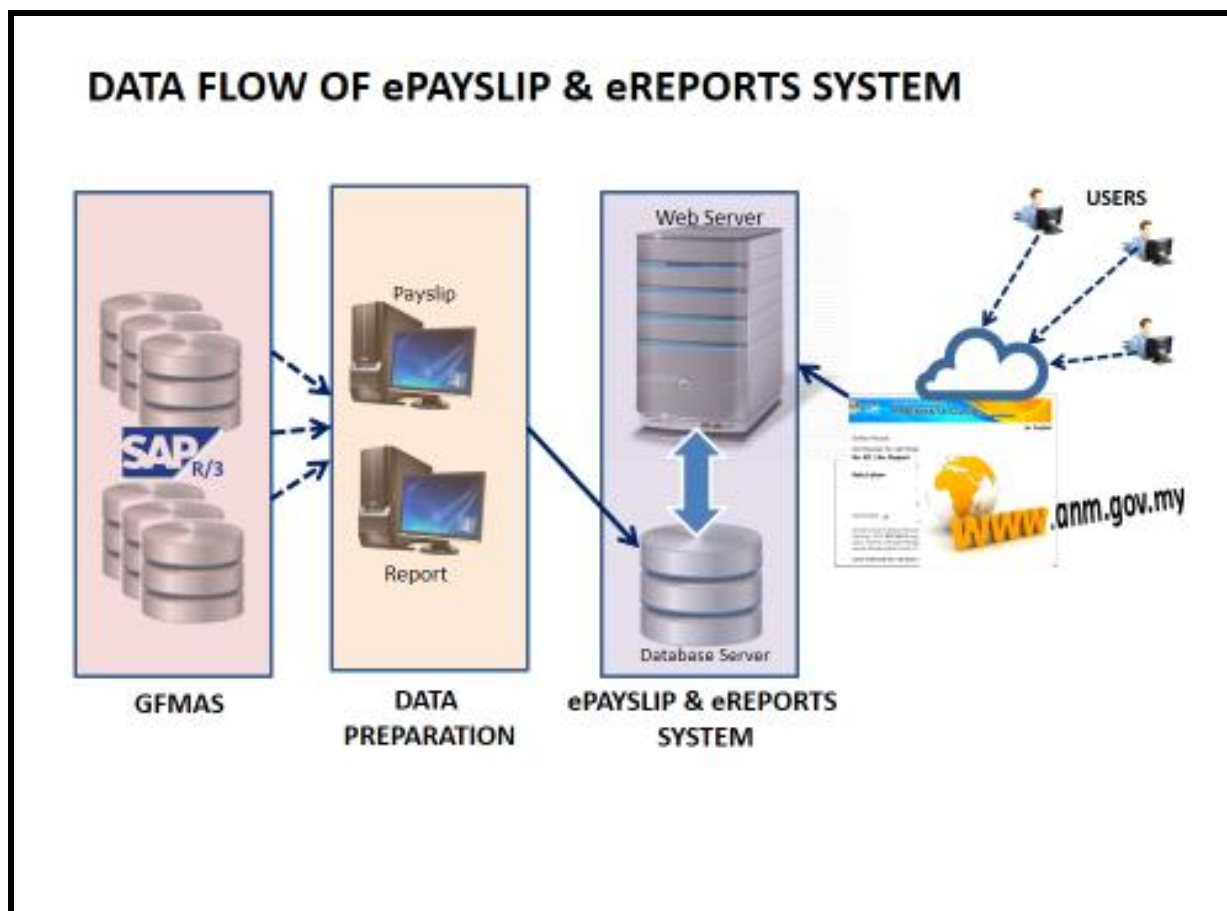


Figure 1: Dataflow of ePayslip & eReports System

The ePayslip & eReports System receives the information of pay slips and other accounting reports from Government Financial and Management Accounting System (GFMAS) used by AOs throughout Malaysia. Then, all the information is consolidated in AGD Headquarter (HQ). Public servants, PCs and RCs access the reports from AGD portal (www.anm.gov.my) via internet.

BENEFITS OF THE SYSTEM

This system is designed and implemented to reduce the cost of government operations while optimizing the use of existing infrastructure. The features of the system that enhanced the quality of distribution for reports and public service delivery are as follows:-

- i. Optimize existing IT infrastructure and existing workforce.

Link to ePayslip & eReports System can be accessed through the existing website. It can indirectly promote AGDs' activities and thus act as an effective medium for conveying information to the public. The generation of reports, pay slips, annual income statements and monthly reports does not require any modifications in GFMAS system.

- ii. Easy access to the system.

System log-in was designed to provide users with easy access. Users just need to enter their id and password to access the system. This method will reduce bureaucracy and ensure the usage of the system expanding more quickly without compromising on the safety factor. The users are also able to reset the password with a simple method at any time if required.

- iii. User-friendly system.

This system allows users to make multiple selection, they can view, download or print documents directly through the system. Users can also access information on the pay slip wherever they are and at any time as often as users wish. This system built on a platform that can accommodate 5,000 people accessing the system at any one time. This is important to guarantee high availability to the system and to avoid congestion. Frequently Asked Questions (FAQs) related to the use of the system are also available on the AGD website to assist users.

- iv. Cost saving and Increase Efficiency.

The government no longer bear the cost for printing, storage and shipping. For example, a piece of pre-printed pay slip will costing the department about RM0.15. With the number of civil servants in Malaysia around 980,000 during 2010, the cost for printing the pay slip is around RM147,000 per month. This means that the government allocates approximately RM1.764 million annually for the pay slips. By decreasing the usage of paper in printing pay slips and monthly reports as well as document storage cost will lead to reduce government expenditure. The delivery of

information can be disseminated efficiently thus expedite the decision making process.

v. Reduce the workload at AOs, PCs and RCs

Previously AOs would do the printing of the payslips using carbonised pre-printed sheets of paper. The carbonised papers need to be carefully inserted into a printer to enable an accurate margin of printing. The printed payslips then needs to be sorted out according to the PC and distributed to the PC. All PCs need to collect the payslips at their respective AOs. By implementing this system, AOs no longer have to print, sort and distribute the payslips and reports anymore. Hence the workload at AOs, PCs and RCs can be reduced and the staffs can be reallocated to do other tasks.

HOW TO ACCESS THE SYSTEM?

System can be accessed by browsing www.anm.gov.my and click at ePenyata Gaji icon as shown below.



Figure 2: Main screen of AGD's portal anm.gov.my

System will display login page which registered users have to enter their user id and password to allow them getting the information needed.

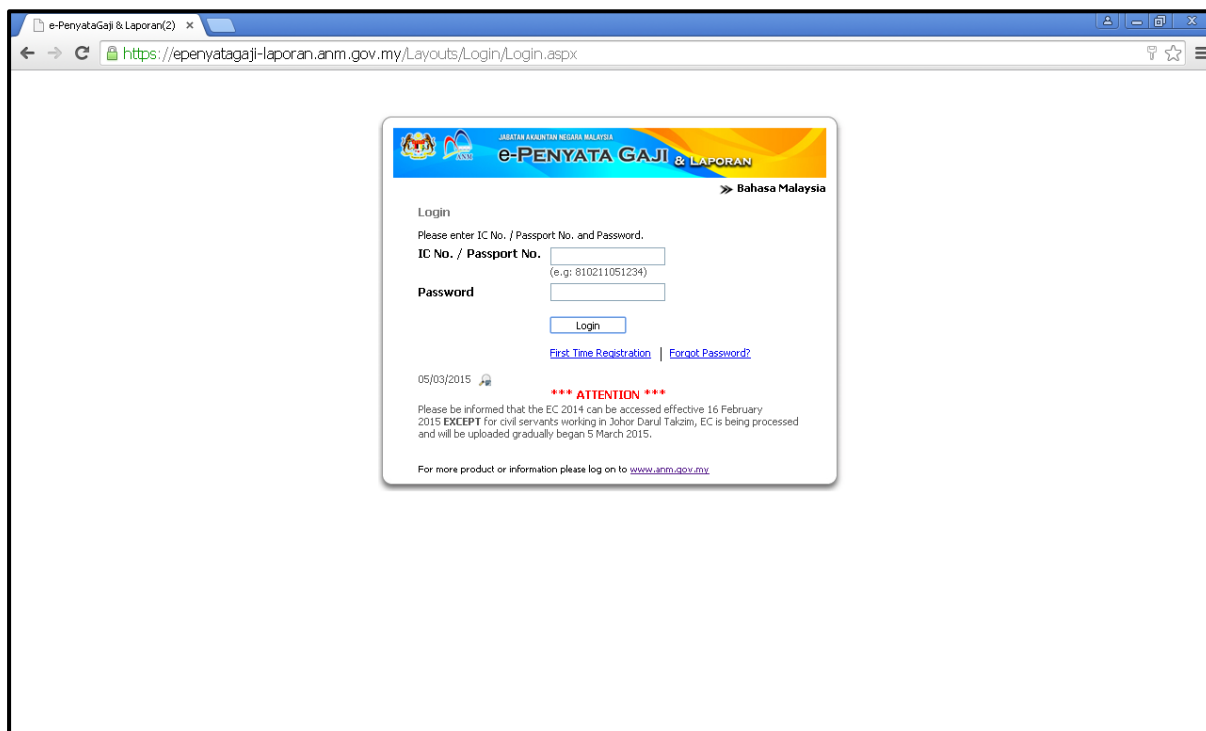


Figure 3: Log in Screen for ePayslip & eReports System

For the new users, by clicking "First Time Registration" link, they are requested to fill in the mandatory field such as identity card number, salary number, password and security question and answer.



Figure 4: New User Registration Screen for ePayslip & eReports System

WAY FORWARD

The ePayslip & eReports System provides a mechanism to AGD making a transformation in doing job. This transformation has a direct effect to the department in which decrease the workload as well as operating costs. Civil servants as a customer to the AGD can enjoy the facilities provided by the system while the RCs, PCs, ministries / departments and external agencies can use the information provided by the system and expedite the decision making process. Thus, government promotes the public service delivery system more efficiently.

This year, ePayslip & eReports system will be undergoing some improvements to ensure it can continue to give maximum satisfaction to the customers. Among them are upgrade for ePayslip & eReports operating systems and databases. The system also will have an expansion of access to police personnel when the payment of salaries to them will be taken over by the Ministry of Home Affairs (MOHA).