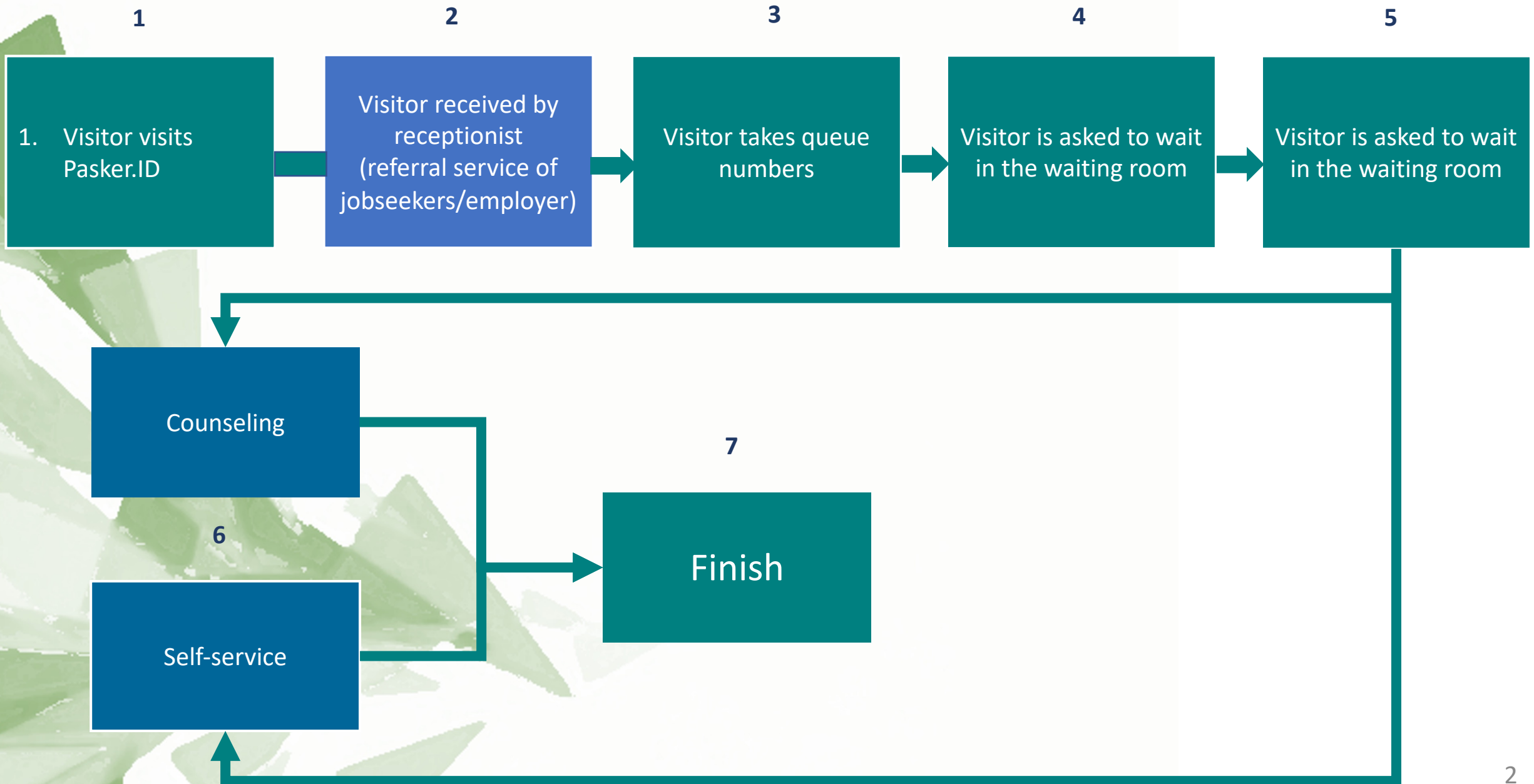




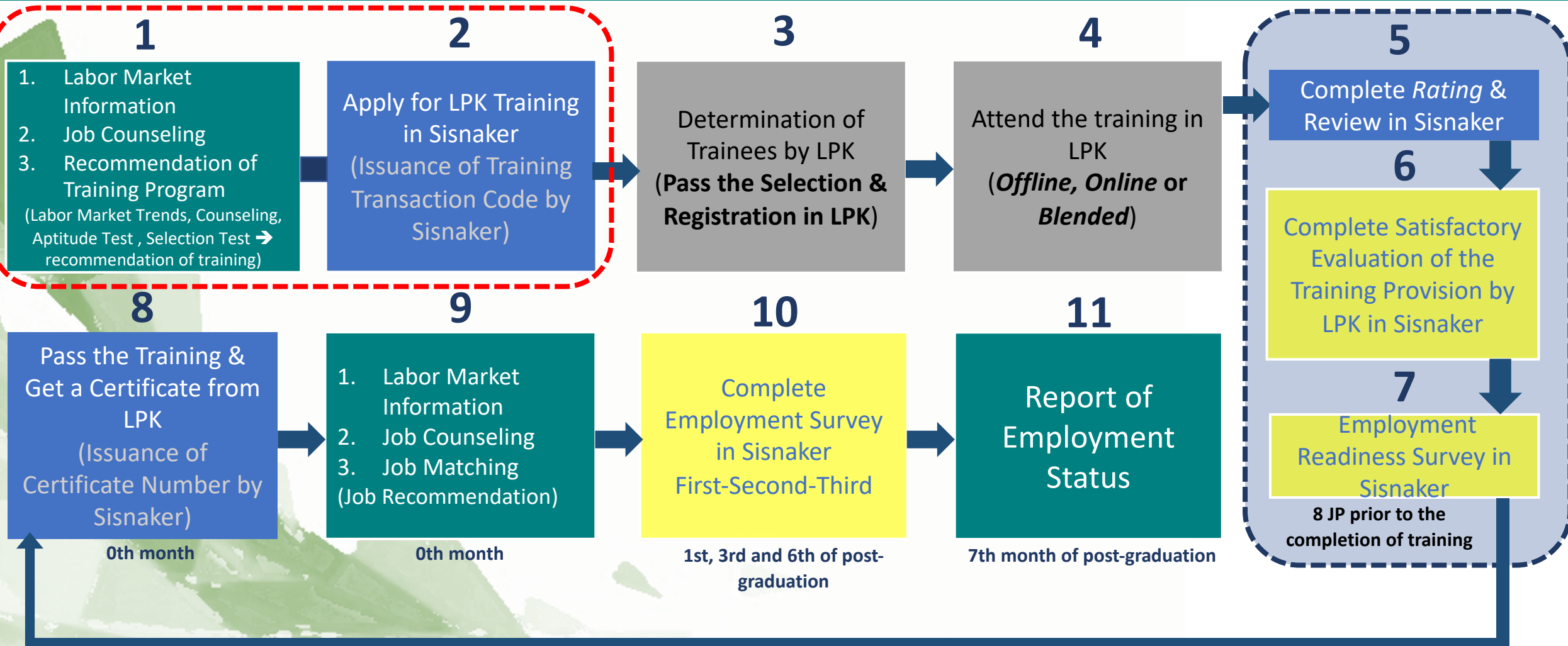
# BUSINESS PROCESS

*3in1* KIOSK into SIAPKerja KIOSK

# BUSINESS PROCESS OF LABOR MARKET CENTER SERVICES



# BUSINESS PROCESS OF VOCATIONAL TRAINING OF SIAPKERJA KIOSK SERVICE



Business Processes in SISNAKER: 1, 2, 5, 6 and 11

Business Processes in LPK: 2, 3, 4 and 8

Business Processes in KIOS Layanan SIAPKerja: 2, 9 and 11

Business Processes of Completing Evaluation/Surveys in SISNAKER 5, 6, 7 and 9

Notes:

1. Assistance by LPK Officer (admin) : 1, 2, 3, 5, 6, 7, 10 and 11
2. Assistance by KIOS Layanan SIAPKerja: 1, 2 and 9
3. Assistance by Instructor: 4

# REFERENCE SOP – LABOR INFORMATION CENTER SERVICES



1. Receptionis  
Services for  
Employers and  
Jobseekers

2. Receptionist  
Services for Guests

3. Labor Market  
Information  
Services

4. Job Counseling  
Services

5. Offline Services  
for Employers

6. Direct Complaint  
Services

7. Call Center  
Complaint Services

# PROPOSED SOP - SIAPKERJA KIOSK SERVICES

1. Receptionist  
Services for  
Employers and  
Jobseekers

2. Receptionist  
Services for Guests

3. Labor Market  
Information  
Services

4. Job Counseling  
Services

5. Information  
Services of  
Vocational Training  
and Certification

6. Online Services  
for Employers

7. Direct Complaint  
Services

8. Call Center  
Complaint Services

## ADOPTED SOP - SIAPKERJA KIOSK SERVICES

1. Receptionist  
Services for  
Employers and  
Jobseekers

2. Receptionist  
Services for Guests

3. Labor Market  
Information  
Services

4. Job Counseling  
Services

5. Information  
Services of  
Vocational Training  
and Certification

6. Online Services  
for Employers

7. Direct Complaint  
Services

8. Call Center  
Complaint Services



# PROPOSED ILO-JAKARTA X MOM COLLABORATION - SIAPKERJA KIOSK SERVICES



# MATRIX OF WORK UNIT ROLES - PROPOSED ILO-JAKARTA X MOM COLLABORATION

No	Activities	In Detail	Labor Market Center	Dit. PTKDN	Dit. Pengantar Kerja	Dit. Latvogan/ Dit. Intala	Dit. Kelembagaan Pelatihan	Setditjen Binalavotas	BBPVP /BPVP	ILO-Jakarta
1	KIOS SIAPkerja Concept	Launching of rebranding KIOS 3in1 → KIOS SIAPkerja, 19 March 20222022	X			X		X	X	
2	Development of KIOS SIAPkerja SOP	1. Adoption and Adjustment of SOP of Labor Market Center 2. Development of SOP of Information on Vocational Training and Certification 3. Development of Counseling SOP	X	X					X	
3	Improvement of KIOS SIAPkerja Facilities and Infrastructure	Addition of KIOS SIAPkerja facilities in accordance with the Service SOP	X		X	X			X	
4	Discussion on Curriculum/Training Course of Job Matching	1. Discussion of training courses 2. Training Schedule	X	X	X	X		X	X	X
5	Development of training materials	1. Development of Curriculum/Trining Courses of Job Matching 2. Development of Forms of Field Prctical Tasks 3. Appointment of resource persons/Facilitators	X	X	X	X		X	X	X
6	Implementation of Online Training	Implementation of online training on PES (LKP) basic materials	X		X	X	X	X	X	X
7	Implementation of Offline Training / Technical Guidance	Implementation of offline training on thematic materials: counseling, using SIAPkerja, etc (Budget of Labor Market Center: 30 Employment Officers/Managers of Labor Market Center and KIOS SIAPkerja in BBPVP/BPVP)	X		X	X		X	X	X
8	Field Practices in the Work Units (3 months)	1. Monitoring via zoom: Discussion on technical constraints with Employment Officers/Managers of Labor Market Center and KIOS SIAPkerja in BBPVP/BPVP 2. Strenghtening the materials of technical constraints	X		X	X		X	X	X
9	Implementation of Offline Training / Technical Guidance	Implementation of offline training on thematic materials: counseling, using SIAPkerja, etc (Budget of Labor Market Center: 30 Employment Officers/Managers of Labor Market Center and KIOS SIAPkerja in BBPVP/BPVP)	X		X	X		X	X	X
10	Program Evaluation Report	Validation and Recommendation on training course replication	X	X	X	X	X	X	X	X