Competency Assessment Process in Directorate General of Customs and Excise (Ministry of Finance of Republic of Indonesia)

November 2018
Topic Highlights

1. Competency Assessment’s Progress in The DGCE
2. Core Competencies for Customs Officer
3. Main Purposes of Conducting Assessment
4. Competency Assessment Process
5. Competency Level
6. Conclusion
Competency Assessment’s Progress in The DGCE

Prior to 2008
IQ & GRE (graduate record examinations) Test And assessment from direct supervisors (not standardized)

2008
Assessment Center was implemented for the first time in The Ministry of Finance, including The DGCE.

2014
State Civil Apparatus Law is released. Managerial, Technical, and Socio-Cultural Competencies become the compulsory requirements for all Indonesian government officers. Technical Competency Assessment components were started to be designed by the DGCE

2018
All Technical Competency Assessment Components will be finished There have been some technical assessment activities for echelon IV and Staffs. We have used an on line application for announcing the assessment result/report

Future
All Assessment processes will be conducted online.

The basic requirements of the competency assessment:
1. It uses several tools.
2. It uses more than one assessor for each assessee.
Core Competencies for Customs Officer

Technical Competency
- knowledge, skill, and attitude/behaviour that can be observed, measured, and developed related to the technical ability to accomplish certain tasks.
- Example: Customs & Excise Regulations, IT Skill, English Proficiency, etc.

Managerial Competency
- knowledge, skill, and attitude/behaviour that can be observed, measured, and developed to lead or manage a unit/organization.
- Example: Thinking aspect, Working aspect, Relating aspect, & Self managing aspect.

Socio-Cultural Competency
- knowledge, skill, and attitude/behaviour that can be observed, measured, and developed related to the ability to interact with people with diverse cultural background.
What are the main purposes of conducting assessment?

Selection & Placement
- New Employees
- Rotation & Deployment

Training & Development
- Echelons (II, III, & IV)
- Staff

Promotion
- Echelons (II, III, & IV)
The Assessment Process

Building Components
- Competency Dictionary
- Competency Standard
- Assessment Methods and Tools
- Assessors

Assessment
- Customs Headquarters
- Vertical Units
- On-line (Psychological Test)

Report & Evaluation
- Assessment Report
- Feedback
- CMC

Assessment Methods & Tools

Technical Competency
- Written Exercises (Multiple Choice, Case Analysis, & English Proficiency Test)
- Presentation
- Interview

Managerial Competency
- Personality/trait Inventory
- Simulation ((In-Basket, Leaderless Group Discussion, & Role Playing)
- Assignment (Critical Incident, Case Analysis, Presentation, & Self Assessment)
- Interview

Socio Cultural Competency
- Under Development

Assessor

Technical Competency
- Managers (Minimum one level above the candidate).
- Assessor must be certified by The Director General.

Managerial Competency
- Associate/External Assessors
- Internal Assessors from The Ministry of Finance

Socio Cultural Competency
- Under Development
Competency Level

- Expert
- Proficient
- Developing
- Understanding
Conclusion

Managerial Competencies
- Thinking aspect
- Working aspect
- Relating aspect
- Self Managing aspect

Technical Competencies

Socio-Cultural Competency (Nationalism)

Different Positions may have different standards

For all positions

The Assessment method is still being developed

Psycolgical Test for Staff/entry-level employees

Technical Competency Test for all level

Assessment Center for Senior Staffs/Management level

Placement

Development

Promotion

Training

Assignment

Secondment

Informal Programs

Etc

Etc
Thank You