Abstract - PT Asuransi Jiwasraya has been facing a crisis since 2020, which later probably demand them to reconstruct their insurance policy. Nothing is decided aside from the reconstruction idea. This is a hard task to deal with as there is a high risk to be borne along. In the worst case, bankruptcy awaits. As technology has taken over most industries, including insurance, it is only normal for the company to take advantage of the applied technology. However, it is still unknown whether the database used could help fulfill the mission. Considering loads of data might be higher by year, it will be more efficient to use the integrated database to transfer the whole data into a new-adapted database rather than creating a new one and manually adapt then add the data. This could be done by doing a Bottom-up approach that occurs in two big steps. This is the safest choice now which is handy and possible.

Keywords: Database Integration; Digital Technology in Insurance, Jiwasraya Insurance.

I. INTRODUCTION

Insurance has been one familiar aspect of society. As life provides nothing but uncertainty, people go for insurance to get assurance in return. Therefore, the insurance industry is considered as one of the high growth fields nowadays. Exceedingly, the COVID-19 breakout brings horror along. No wonder the number of insurance companies increases as the customer rate soared.

PT Asuransi Jiwasraya was one of them. However, a case of corruption goes public in 2020, resulting in a decrease in fame. The case has been in progress. According to Trihatmoko and Kuncoro (2021), this would be solved by either liquidation, recapitalization, merger and holding, privatization, or recapitalization and privatization. Whichever way, there is one sure impact left by this problem, there would be a need to do reconstruction on their insurance policy that results on their whole database. In this study, we ought to analyze how the database usage is going to leave an outcome.

The database has been widely used as a method of data management. Almost every industry has been in touch with the database concept itself as each has loads of data stored for needs. However, not so many cases require mass data movement, nor reconstruction. As for PT Asuransi Jiwasraya, it is one of the biggest steps to work on after the announcement of their insurance policy reconstruction to lessen the loss caused by corruption.

This means the whole database is going to be readapted as insurance policy plays the primary key role and is most likely always related to any other data stored. It is still unknown if the usage of the database itself brought convenience to the process or otherwise. Therefore, we try to study how the database using both, directly and indirectly, affects this whole project. While working on it, we would like to find out which method best suited the requirements of this case.

PT Asuransi Jiwasraya is an insurance company with one hundred and sixty years of journey. Throughout the journey, it had gained its investors’ trust with great financial statements from year to year. However, in 2019, the company suffered a big amount of loss that comes around sixty-two trillion rupiahs (Gusti, 2019). Around forty-nine trillion was counted as debt. This is a long-time loss calculated by years as Jiwasraya has always faked its financial statements, but it came big because the management of Jiwasraya, unfortunately, placed a wrong investment that was soon tailed with a bigger loss.
II. METHODS

This research was conducted using the literature review method of study. Therefore, we analyzed the case based on the previous example collected in the field of the database, insurance, and digitalization. To tone down the topic, we used one research question as our focus.

2.1 Literature Study

As for data and information collecting regarding the topic, we used https://scholar.google.com as our main search engine with database, distributed database, database integration, technology, insurance, Jiwasraya Insurance, database in an insurance company, digital technology in insurance, and digitalization in insurance as our keywords. From approximately fifty-three papers regarding the mentioned issue, we filtered them down based on their publication year and only used those published among the last five years as reference. A similar case was not found, but we believe other cases could also bring justice to this study. Thus, we ended using nineteen papers which we concluded as the most relatable ones.

2.2 Research Question

The main purpose of this research is to answer how does database relates to the policy reconstruction of PT Asuransi Jiwasraya. Recently, Jiwasraya suffered a huge loss due to several committed corruption inside the company. This surely gained a lot of interest. So, to prevent anger from both public and existing customers, Jiwasraya goes down the option of restructuring policies that can be saved. Far before the case itself, Jiwasraya has always been using a database as their way of storing and managing data that has become one with their system. In this process, the database will be cleaned as Jiwasraya goes back in touch with their customer by accessing the stored data. Customers’ data will be checked again if they are willing to deal with a new policy and updated if needed. Otherwise, all the data will vanish. Upon the fresh data, Jiwasraya may start to move the latest and corresponding data to a new database.

III. RESULTS AND DISCUSSION

Based on the literature review done, there are several possibilities that we cannot overlook. Most of the research we have studied points out a few possibilities available.

3.1 Solutions

PT Asuransi Jiwasraya has been known to experience a serious problem which issue starts at the beginning of 2020 (Trihatmoko et al., 2021). The case was said to face two dilemmatic choices between “the company to be liquidated or run again”. However, it
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<th>ID</th>
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<td>7</td>
<td>Is Distributed Database Evaluation needed?</td>
<td>Seychold, D. &amp; Domačička, J.</td>
<td>2017</td>
<td>To ensure how ready the distributed database evaluation cloud is to be used. Qualitative research by doing literature reviews and followed by an analysis of current framework compared to the ideal achievement wanted. 8 The result of this analysis shows that the performance, scalability, elasticity, and consistency tiers are well covered, while resource selection and availability are not considered by existing evaluation frameworks. Traditional requirements are covered, while cloud-centric requirements such as orchestration are only partially supported. The distributed database evaluation cloud is only half ready so it's not yet able to be used.</td>
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<td>8</td>
<td>Distributed Database Evaluation Technique Options on Reforming Jiwasraya’s...</td>
<td>Rana, M. S., Sohel, M. K., &amp; Alam, M. S.</td>
<td>2018</td>
<td>To learn the problems that usually occur on distributed databases and find both the best approaches and solutions which suit the case. Qualitative research by doing literature review with case study approach on similar cases. Each approach suits only some kind of case. It is important to learn the case thoroughly before choosing an approach and solution. To maintain mutually reliable data in all sites, replication control procedures need to be implemented. The problems areas declared in the paper are very useful while implementing distributed database so that concurrency, deadlock, replication control, security, and privacy is easily managed. Yet, each case has its own best approach and solution for sure.</td>
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<td>9</td>
<td>Database Integration Based on Combination Matching Approach (Case Study: Multi-database of District Health Information System)</td>
<td>Rachman, M. A. F. &amp; Saptawati, G. A. P.</td>
<td>2017</td>
<td>To learn how the multi-database of District Health Information System is best integrated. Qualitative research by doing literature reviews and followed by experiments on datasets. From some experiments that have been done considering the elements of semantic conflict on schema identification, hybrid combination schema matching can be used for query rewriting on multi-databases. The limitations of this research are: (1) afferent-level matching is restricted to local cardinalities of 1:1 and (2) query rewriting is still limited to the same DWHMS. For future work, the schema matching techniques that have been used can be combined with other techniques to produce a more accurate matching schema in query rewriting. Hybrid combination schema matching can be used for query rewriting on multi-databases to meet the best-integrated condition, but there are some limitations. So, it would be better if combined with other techniques.</td>
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<td>10</td>
<td>A Review on the Settlement of ‘Jiwasraya’ Case: A Study of Governance of State-Owned Enterprises (SOEs) Based on the Indonesian Economic Constitution</td>
<td>Trihatmoko, R. A., &amp; Kuncoro, M.</td>
<td>2021</td>
<td>To study how the case of PT Asuransi Jiwasraya is possibly going to be settled. Qualitative research by doing literature review with case study approach on similar cases. Constituionally the government could take policies in solving the Jiwasraya case, namely liquidation, recapitalization, merger, and holding, privatization, or recapitalization and privatization. The case of PT Asuransi Jiwasraya is possibly going to be solved by liquidation, recapitalization, merger, and holding, privatization, or recapitalization and privatization.</td>
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<td>11</td>
<td>Big Data Platform Architecture under The Background of Financial Technology: In the Insurance Industry as An Example</td>
<td>Yi Liu, Jiwen Peng, and Zhihuo Yu</td>
<td>2018</td>
<td>Improving financial efficiency and reducing the cost of financial transactions is an important driver in insurance. Qualitative Research As big data technology matures, sparks collide with each other innumerable. Big Data platforms combined with space-time data can integrate their own data resources but can also come from many products, on cost reduction, risk prevention in business is helpful.</td>
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<td>12</td>
<td>Digital technology in insurance</td>
<td>A. A. Mustafa, G. N. Kargalova, P. D. Alyakhun, N. V. Velichko, M. R. Zaitzulina</td>
<td>2020</td>
<td>Studying the impact of information technology on the development of direct insurance in Russia. Mixed-methods Methodology 85% of insurance companies use IT solutions in the sales process. Currently, 75% of insurance companies are engaged in the introduction of new IT products and solutions. Research materials are practically important for insurance companies, as they provide the concept of correlation between the digitization of the business and its level of profitability. Technology may be a major opportunity and threat to the insurance industry. technology can enable the sector to significantly increase old client engagement and trust issues and create a variety of new products.</td>
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<td>13</td>
<td>Wearables and the internet of things: Considerations for the life and health insurance industry</td>
<td>A. Spender, C. Bullen, L. Altmann, R. Hech, J. Cripps, R. Duff, C. Falkous, M. Farrell, T. Ho, C. Wigzell, and W. Yeap</td>
<td>2019</td>
<td>To see the emergence of wearable technology and the internet of things (IoT) and its current and potential use in the areas of health and care. Qualitative Research general insurance community faster acting and products that integrate technology to improve the quality of underwriting and claims management become more common. The future insurance industry workforce must be flexible and creative, continue their education, think broadly about the global business environment, and prepare for rapid change.</td>
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<td>14</td>
<td>Challenges for the Insurance Industry in the Future.</td>
<td>Jack E. Nicholson</td>
<td>2019</td>
<td>Discussing some macro-related developments and trends presented in May 2019 at Florida State University Future of Insurance Forum, including the role of technology and disaster exposure. Qualitative Research Traditional insurers are challenged by new insurers, who are designing new business models to capitalize on inefficiencies that disrupt traditional markets. The future insurance industry workforce must be flexible and creative, continue their education, think broadly about the global business environment, and prepare for rapid change.</td>
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| 15 | Blockchain-based data management and analytics for micro-insurance applications | Hoang Tam Vo, Lena Melody, The Mukesih Melanie, and Ermyas Abebe        | 2017 | Demonstrate blockchain-based solutions for managing and analyzing data transparently in pay-as-you-go car insurance applications. Quantitative Research Data management issues. Some technical decisions need to be made when implementing blockchain technology as part of a database solution for microinsurance applications. It still requires deeper research because it is expected that blockchain-based solutions to manage and analyze data transparently.
was reported that the value and assets of the company were not enough to cover all the losses. So, it would be running all over again with adjustments made to the insurance policy.

A research study showed the dilemma between theoretical background and the practical realization of digitalization processes in insurance (Łyskawa, 2019). However, both the technology and insurance industry are now hard to separate. A study done provided a statement that the insurance industry is in a period of technology-driven change globally (Zheng et al., 2020). Nowadays, technological developments in insurance companies in the international arena have developed rapidly (Mustafina et al., 2020). This means, most of the process has gone through digitalization. In Jiwasraya’s case, due to many customers, the company uses database-based storage so that data management must be done using an automatic synchronization system so that all changes made will be updated immediately and well connected. Based on this, we could say that Jiwasraya followed the trend of any other similar cases for insurance companies, and the technology usage of those companies would be quite a fit for PT Asuransi Jiwasraya. Digitalization is the integration of the analog and digital worlds with new technologies that enhance customer interaction, data availability, and business processes (Nicholson, 2019). Spender et al. (2019) mentioned numerous relevant technologies in the fields of data acquisition and analysis (artificial intelligence, big data, Internet of things), data storage (blockchain, cloud computing), and communication (apps, chatbots, Roboadvisor, web pages, social networks, messenger, video calls, video platforms).

All of these bring new opportunities for business development. It can also be said that “financial technology” helps the insurance industry (Vo et al., 2017). This is supported by Shinde, vocalizing that the role of IT in insurance has always been a critical one (Shinde, 2019). Primarily, given the long-term nature of products sold, technology becomes a very key component for onboarding, retaining, and servicing customers. On the other side, there is also stated that most of the insurers in the industry will continue to implement new technologies in their mix to remain competitive while distributing it through new and old means (Mosleh, 2019). From here, we can assume that database as one familiar type of data-storing and management system is most likely has and will be consistently used in the industry. So, despite the changes in the insurance policy, it is safe to assume that the existing database would not be abandoned but modified or adopted instead.

The conclusion in the previous paragraph is also supported by the fact that it would be a hassle for the company to manually sort and change the data too. Literacy and public awareness about insurance have developed from year to year, so there must be a lot of data stored and it would take a literal long time to manually adjust them or build a brand-new database (Safitri, 2020). Yet, this change would leave inevitable damage since fundamentally, insurance is about the pricing and selection of risk (Naylor, 2017). However, both could have changed from one type to another depending on technology’s growth and the change itself will be complex. It might be a solution, but not a completely safe one, as Eling and Lehmann (2018) stated that digitalization and automatization influence all the business processes (e.g., automated processing of contracts) and the decision-making process, including the risk assessment (e.g., automated underwriting with artificial intelligence and big data), digitalization changes existing products (e.g., telematics insurance) and allows new product offerings (e.g., cyber risk insurance). Rusydiana and Nugroho (2017) also provided support saying digitalization changes the way insurers and customers interact which made it more concrete that this could be a risky step. Worse, Meyers and Hoyweghen (2018) assumed that dynamics of adverse selection will result in the bankruptcy of insurance providers.
3.2 Analysis of Real Actions

From the technological point of view, there is a simpler and less risky method that could be used. All the data needed could be integrated into another database. This option is considered simpler since all the needed data will be transferred by the system and directly goes into a new database. Therefore, there won’t be more effort and cost for data recollection which is not relevant as Jiwasraya has owned the proceeded data. Input would also be done by system and data that is no longer used will simply be excluded. By doing so, we could also lessen the time taken and the cost for human resources which we believe is important as Jiwasraya had gone through such a huge loss. Going this way, we could also lower data loss and security risk during the transfer. Throughout data migration, data across various separate data holders must be moved to one position where the convergence occurs (Iqbal et al., 2020). Data holders will be obligated to control who handles their data and how they interpret it. Research showed that this is possible since the results point out that the evaluation tiers’ performance, scalability, elasticity, and consistency are well supported, in contrast to resource selection and availability (Seybold et al., 2017). Further, the analyzed frameworks do not support cloud-centric requirements but support classic evaluation requirements.

Another study supported this method saying that it is possible to use the bottom-up approach as it is used only when the distributed database already exists, and we just add another database to an existing setting (Rana, 2018). The bottom-up approach method occurs in two steps, namely, Schema Translation and Schema Generation which both help the process of converting each data source schema into a common representation to make it easier to analyze and process (Rachman et al., 2017). Using a big data platform combined with space-time data could integrate its own data resources and provide cost reduction, followed by risk prevention which is pretty much helpful for business (Liu et al., 2018). This could also be an option. Usage of Big Data could be implemented by keeping all the data in cloud-based storage for both short and long periods. Data stored should be synchronized from both sides, named the data owner or the one that uploads it to the cloud and data editor or the ones that receive access to those data. By then, the editor may gain the old data right into their new database. Long-term usage would be helpful in the transition too, as the user could easily stick to their old database which they surely are more familiar with, and let the cloud synchronize the data for the new database. It could be constantly implemented until the new database is considered fit, comfortable, and familiar enough for users to completely move. Therefore, it is ultimately possible for PT Asuransi Jiwasraya to use one of the methods above to create and manage its new policy.

IV. CONCLUSION

Policy reconstruction of PT Asuransi Jiwasraya is a hard yet possible choice in an effort of reducing the company lost due to the case. Since moving and adapting all the data manually is a lot of work, the existence of a database used would be a great help. By applying the integrated database concept, the overall data could be directly moved to a new-adapted database. This solution is doable due to the nature of the old database is already organized. Well-organized data give the most benefit for effective queries and faster processes. Therefore, the company can access and mutate the data by doing specific queries that are needed. Mostly, it is an effective solution to move the entire data without any significant changes, except for adding and removing some fields. This solution may be used in many other industries by adjusting the data by manipulating it slightly. Nevertheless, the Cloud-centric database option might not be ready for use by now, but this could be an open choice for the future.

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