Indonesia Government Self Assesment Report

2015

OPEN
GOVERNMENT
INDONESIA

Open Government Indonesia 2015 Implementation Report

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Introduction: Open Government Indonesia 2014-2015 Action Plan

Open Government Indonesia 2014-2015 Action Plan was launched in May 2014 by the Presidential Working Unit for Development Monitoring and Supervision (UKP4). The 2014-2015 Action Plan marks the third OGI Action Plan following Open Government Indonesia's official launch by Vice President Boediono in January 2012.

The OGI 2014-2015 Action Plan is characterized by its unique features: 1) number of actions exceeded other action plans. The size signifies efforts in propagating the openness spirit and practices to more Ministries/institutions; 2) the 2014-2015 action plan had been formulated and implemented during the political transition period, both in 2014 and 2015. Legislative and presidential elections took place in 2014, followed by transfer of executive government leadership from President Susilo Bambang Yudhoyono to President Joko Widodo. Throughout 2015, as consequence of corresponding political transitions, the OGI operational vehicle was only running at ¼ of its past full capacity in 2015; propelled by UKP4's term expiration on 30 December 2014, administration transfers from UKP4 to Ministry of National Development Planning (*Kementerian PPN/Bappenas*), and time consuming budgeting process for re-establishment of a Secretariat.
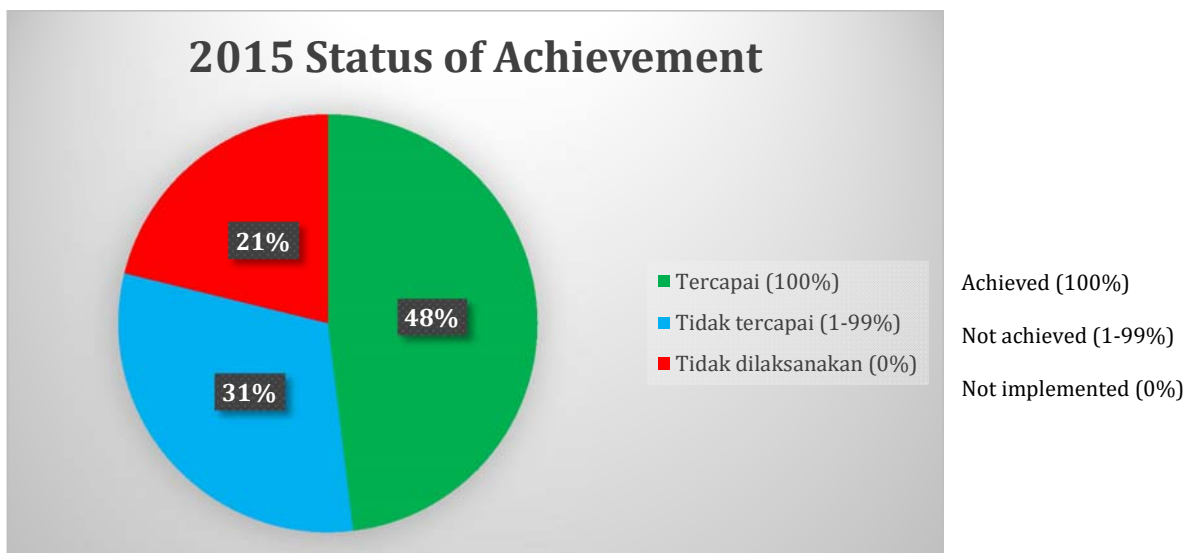
Nevertheless, even as effective OGI management transfer to Ministry of National Development Planning (*Kementerian PPN/Bappenas*) - facilitated by the support of the Presidential Staff Office (*KSP*) and Ministry of Foreign Affairs (often referred to as "OGI Troika"- in the first quarter of 2015, OGI Secretariat acting the primary 'operational vehicle' of the Action Plan effectively operated only in the fourth quarter of 2015.

The process of OGI 2014-2015 Action Plan formulation and implementation which took place during political transition period is assumed to consequently affect the realization levels of reform efforts reflected in commitments incorporated in the Plan. The absence of an 'operational vehicle' and absence of adequate OGI Action Plan implementation coordination management are two factors attributing to the low rate of OGI 2015 Action Plan achievement.

Action Plan Achievement

Overall, the 21 Ministries/Institutions' results achieved against the 52 commitments stated in the 2014 Action Plan are depicted below:

2015 Status of Achievement

Legend:
- ■ Tercapai (100%) — Achieved (100%)
- ■ Tidak tercapai (1-99%) — Not achieved (1-99%)
- ■ Tidak dilaksanakan (0%) — Not implemented (0%)

Pie chart values: 48%, 31%, 21%

From 52 commitments, 25 commitments (or 48% of total commitments) have achieved targets and 27 commitments have not achieved targets. From the 27 which have not been achieved during progress verification exercise (January –February 2016), 16 commitments (31%) were underway but targets were not achieved and 11 commitments (21%) have not been implemented or there was no confirmation from party in charge.

In brief, the 2015 OGI Action Plan implementation, with attributing factors are reflected in the table below.

Success/ Achievement Rate	Percentage (number)	Development Area	Attributing Factors
Achieved	48% (25)	1. Public participation and engagement in formulating public services standards; 2. Creation and development of Open Data Portal system; 3. Improvement in information dispute system and mechanism; 4. Optimizing the function of Hospital Supervisory Board; 5. Development	1. Legal framework for implemented commitment; 2. Agreed action plan/ commitments are incorporated in the work plan, program, and budget of respective ministries/ institutions. 3. Strong commitment from the unit or ministries/ institutions in charge; 4. Presence of

Success/ Achievement Rate	Percentage (number)	Development Area	Attributing Factors
		and administration of complaints channels in the health sector; 6. Development of emergency health services system for the public; 7. Promoting public engagement in overseeing the implementation of procurement of goods and services; 8. Development of Basic Necessities Market Monitoring System *(SP2KP)*; 9. Improved infrastructure and quality of land administration services; 10. Enhanced utilization of land data through data integration; 11. Information disclosure of all land regulations in one integrated document; 12. Availability of online services standards and business process of Indonesian Migrant Workers *(TKI)*; 13. Strengthening online information access related to migrant workers'	reformers who become agents of openness; 5. Presence of peer pressure from multi-stakeholder group to achieve targets/ indicators

Success/ Achievement Rate	Percentage (number)	Development Area	Attributing Factors
		employment opportunities;	
		14. Establishment of Indonesia Migrant Workers Placement and Protection Agencies representatives abroad to provide information, guidance and serve as help desk for migrant workers;	
		15. Transparent and accountable Hajj management;	
		16. Promoting transparency and accountability of public services in the Religious Affairs Office (*KUA*);	
		17. Transparency of Natural Resources in the scope of EITI;	
		18. Transparency in natural resources management to support accountability;	
		19. Transparency in implementation of Contract of Work (*KK*) renegotiation;	
		20. Implementation and information disclosure of National Action Plan on Rights of People with Disability year 2014-2023;	

Success/ Achievement Rate	Percentage (number)	Development Area	Attributing Factors
		21. Protection of People with Mental Illness *(ODGJ)* through community empowerment; 22. Promoting public participation through development of micro scale integrated zones; 23. Community Based Waste Management in Pilot Markets; 24. Promoting public understanding on agriculture and equality of farmers in disadvantaged areas; 25. Promoting farmers' contribution in increasing agricultural production quality in their respective regions.	
Not achieved	31% (16)	1. Improved quality of public services in sectors under the coordination social welfare; 2. Sub-National Government Information Commission established at all provinces; 3. Implementation of technical references/ guidance concerning guarantees of	1. Political transition and organizational structure changes in various Ministries requiring internal consolidation of the Ministries, attributing to non-achievement of a number of targets. 2. Communications

Success/ Achievement Rate	Percentage (number)	Development Area	Attributing Factors
		Public Agencies in providing information services; 4. Strengthened infrastructure of public services delivery mechanism; 5. Enhanced public participation through effective public complaints media; 6. Promoting public participation in monitoring quality of public services. 7. Monitoring of public services quality through quality ranking mechanism; 8. Increased number of sub national government producing Services Standards as reference for public services quality; 9. Transparency in public complaints handling process; 10. Online traffic violation administration system; 11. Simplification of procedures and implementation of services for driving license	were less effective in the formulation and determination of action plans; 3. A number of Ministries/ Agencies lack effective monitoring and evaluation mechanism for public services delivery; 4. Differing levels of Ministries/ Agencies commitment towards realization of agreed targets; 5. Budget cuts in the middle of fiscal year; 6. Low commitment levels to collaborate or to be agents of openness in each work units; 7. Coordination was lacking, both between Ministries or within Ministries; 8. Clear information on action plan implementation was not available, which made monitoring and evaluation process difficult

Success/ Achievement Rate	Percentage (number)	Development Area	Attributing Factors
		(*SIM*), vehicle plate certificate (*STNK*) and book of vehicle ownership history (*BPKB*) online; 12. Public services monitoring in traffic management; 13. Prevention of traffic accident fatalities; 14. Enhanced management and supervision capacity for youth groups; 15. Transpararency of procurement implementation in upstream sector for oil and gas and minerals and coal mining; 16. Empowerment of the urban poor through centralized empowerment centers.	
Not Implemented	21% (11)	1. Promoting greater transparency at universities; 2. Improved quality of teachers/ faculty members through online learning methods; 3. Promoting research and applied technology application activities; 4. Transparency in	1. There was no initial agreement between the Presidential Unit (*UKP4*) and Ministries/ Agencies in charge of commitments 2. Communications was less effective in the process of formulation and determination of action plans; 3. Action Plans were not incorporated

Success/ Achievement Rate	Percentage (number)	Development Area	Attributing Factors
		the exercise of reclamation and post mining activities at every stage of the oil and gas and minerals and coal mining sector; 5. Information disclosure on forestry products processing activities; 6. Enhanced performance of House of Representatives (*DPR-RI*) and Regional House of Representatives (*DPRD*) through public information disclosure; 7. Promoting transparency and accountability of House of Representatives Institution; 8. Implementation of information gathering and disclosure system on discharge and transfer of toxic substances (B3 category) to the environment; 9. Implementation of Public Information Disclosure Law and disclosure mandates in forestry and	into work plan and budget of the Ministries/ Agencies; 4. Action Plans were not carried out as they were not in alignment with authorities or primary functions of Ministries/ Agencies 5. Low level of commitment for collaboration or to be agents of openness in each work unit; 6. Clear information on action plan implementation was not available, which made monitoring and evaluation process difficult

Success/ Achievement Rate	Percentage (number)	Development Area	Attributing Factors
		environment sectoral laws; 10. Encouraging public participation in environmental policy formulation; 11. Encourage public participation in efforts to preserve and sustainably manage coastal resources.	

A comprehensive 2015 Open Government Indonesia Achievement Table is attached as **ATTACHMENT A**.

As a comparison, below is a table of 100% achievement of OGI action plan since 2012.

	2012	2013	2014	2015
Number of Ministries/Agencies	14	13	24	21
Action Plan	38	21	64	52
Achievement (100%)	76.6	85.7	54.7	48

Priority Commitment sin 2015

Priority commitments are defined as commitments which can potentially bring about transformative impact to the livelihood of the general public when attained. Based on the stated criteria, there are two priority commitments which are part of 2014 Action Plan and continued in 2015. The two commitments reflect Government of Indonesia's seriousness to create a government that is more transparent, responsive, and accountable with technology utilization to support efforts in enhancing governance effectiveness.

1.) **Open Data Indonesia Initiative**
   One of the challenges faced by the Government of Indonesia in the efforts to improve public services delivery, or in improving quality of public policies, is the minimum synergy of data and information management between Ministries/Agencies which supporting the generation of accurate, updated, comprehensive and open data to be exchanged and utilized between and by stakeholders. The Open Data Indonesia initiative is an attempt to address such challenges.

The initiative which was launched in 2014 provides accessible and reusable data in one portal, branded as Portal Data Indonesia: data.go.id.

Portal Data Indonesia (data.go.id) up to December 2015 is connected to 31 institutions with the following breakdown: 14 Ministries, 10 Agencies, 3 Sub National Governments (Provincial Government of Special Capital Region (DKI) Jakarta, City Government of Bandung, Regency Government of Bojonegoro); 1 State Owned Enterprise, Indonesia Railways Company (*PT. KAI*); 3 institutions/organization/ data sources: EITI, LAPOR!, Indodapoer.

As one of the countries in the world working on 'open data' efforts since 2014, Indonesia has volunteered in the Open Data evaluation called the 'Open Data Barometer' organized by the World Wide Web Foundation, Open Knowledge International (OKFN), and OECD Open Data Review.

In the Open Data Barometer 2015[1] ranking, Indonesia ranked 40, slipping 4 positions from 36 in 2014. One of the factors behind Indonesia's decline in ranking is that there were no significant efforts found in encouraging open data initiative in 2015. The decline in ranking is understandable, considering the political transition process taking place at the end of 2014. Apart from that efforts to disseminate information or getting buy in from Ministries/Institutions on the open data concept is perceived as an effort to alter working mechanisms or culture which were previously internalized for decades in government bureaucracies.

Pursuant to the importance of governance reform agenda in Indonesia, efforts to consolidate commitment from various Ministries/Agencies to reform open data will be continuously pursued in the OGI 2016-2017 Action Plan.

2.) **Citizens Online Aspiration and Complaints Service** *(LAPOR)*
Operations of public feedback channel is the most efficient means to gather information on quality of public services delivered by the government. Government accountability is determined from government responsiveness in meeting citizen' needs. *LAPOR* initiative is developed to ensure accessible channel for the public to express complaints or aspirations on their interaction with public services delivery.

LAPOR was launched in 2011 as an embyro for citizens' aspiration and complaints system interconnected with and utilized by all Ministries/Agencies and Sub-National Governments.

The 2015 Action Plan targets *LAPOR* interconnection with 25 Provinces/Regencies/Cities. Until the end of 2015, *LAPOR* had only been

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[1] For more detailed information on evaluation by open data barometer, please go to
http://opendatabarometer.org

connected with 14 sub-national governments. The primary challenge in meeting the target is the delay in the signing of Memorandum of Understanding between the Presidential Staff Office (*KSP*), Ministry of State Apparatus and Civil Service Reform (*KemenPANRB*), and Ombudsman as the three cornerstone institutions in charge of the utilization and development of *LAPOR* as the National Public Complaints Administration System (*SP4N*).

Until April 2015, *LAPOR!* has been utilized by 290.000 users and has received on average more than 800 public complaints daily. Other than interconnection between sub national governments, until December 2015 *LAPOR* has also been connected with 81 Ministries/Agencies, 70 State Owned Enterprises, and 60 Indonesian Embassies/Consulates/Representatives abroad.

The decision to make *LAPOR* as one of the National Priority Program with primary output target of LAPOR system utilization as the National Public Complaints Administration System (*SP4N*) is also strengthened with the issuance of Ministerial Regulation of Ministry of State Apparatus and Civil Service Reform (*PermenPAN RB*)No. 3/ 2015 on Road Map of *SP4N* Development. Implementation of *SPAN* development roadmap needs to be supported by cross Ministerial/Agency and Sub National Government coordination and therefore actions to strengthen coordination and responsiveness of *LAPOR-SP4N* will continue as part of OGI 2016-2017 Action Plan.

Epilogue

The year of 2014-2015 is a period of political transition impacting the Open Government Indonesia Action Plan implementation and the overall operations of Open Government Indonesia Secretariat. Lessons learned and recommendations from the 2014 Action Plan Implementation Report remain valid and will provide input for relevant stakeholders in the OGI operational administration.

There are three specific additional *lessons learned* for 2015 Action Plan implementation i.e.:

1) Establishment of OGI National Secretariat at the end of 2015, diminish drivers of OGI which specifically performs monitoring or debottlenecking against actions potentially not achieved. The practical consequence is that in 2015 two way communications between the Secretariat and institutions in charge were minimum and therefore the risk of non-achievement was not well mitigated;

2) The political transition period and the absence of operational support from the National Secretariat in 2015 triggered the lack of coordination between OGI Core Team which consists of representatives of 7 (seven) Ministries/Agencies and 7 (seven) civil society organizations. Under *UKP4*'s

leadership, the Core Team provided one of the enabling environment for achievement of commitments in the previous Action Plan.

3) The process of action plan formulation which were not integrated with the government planning and budgeting cycle becomes one of the main factors for non-achievement of various actions. Almost 50% of non-achievement were not part of the Government Work Plan *(RKP)* and consequently were not part of their commitment and were not budgeted.

Pursuant to reflections of the above learnings, the report recommends 3 (three) strategic measures for the future OGI management:

1) An open government road map needs to be developed, as common reference for all relevant parties related to open government policies. On the other hand, roadmap can serve as guidance to formulate achievement targets and required strategies. Therefore, the document can serve as communications media between the government and citizens.

2) The success of Action Plan implementation needs to be seen as a collective effort of the government and other stakeholders. The government need to consider efforts to strengthen capacity of other stakeholders such as civil society organizations in order to provide constructive contribution, not only in the process of formulating action plan, but also to the process of implementation and achievement of action plan (from co-creation to co-implementation and co-monitoring).

3) Harmonization of OGI Action Plan deliberation with planning and budgeting processes need to be pursued. When done correctly, automatically it will also support efforts to mainstream governance policies.

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