Digital Transformation on Public Service in Indonesia

Presented by

National Civil Service Agency

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Cambodia, 10 April 2018
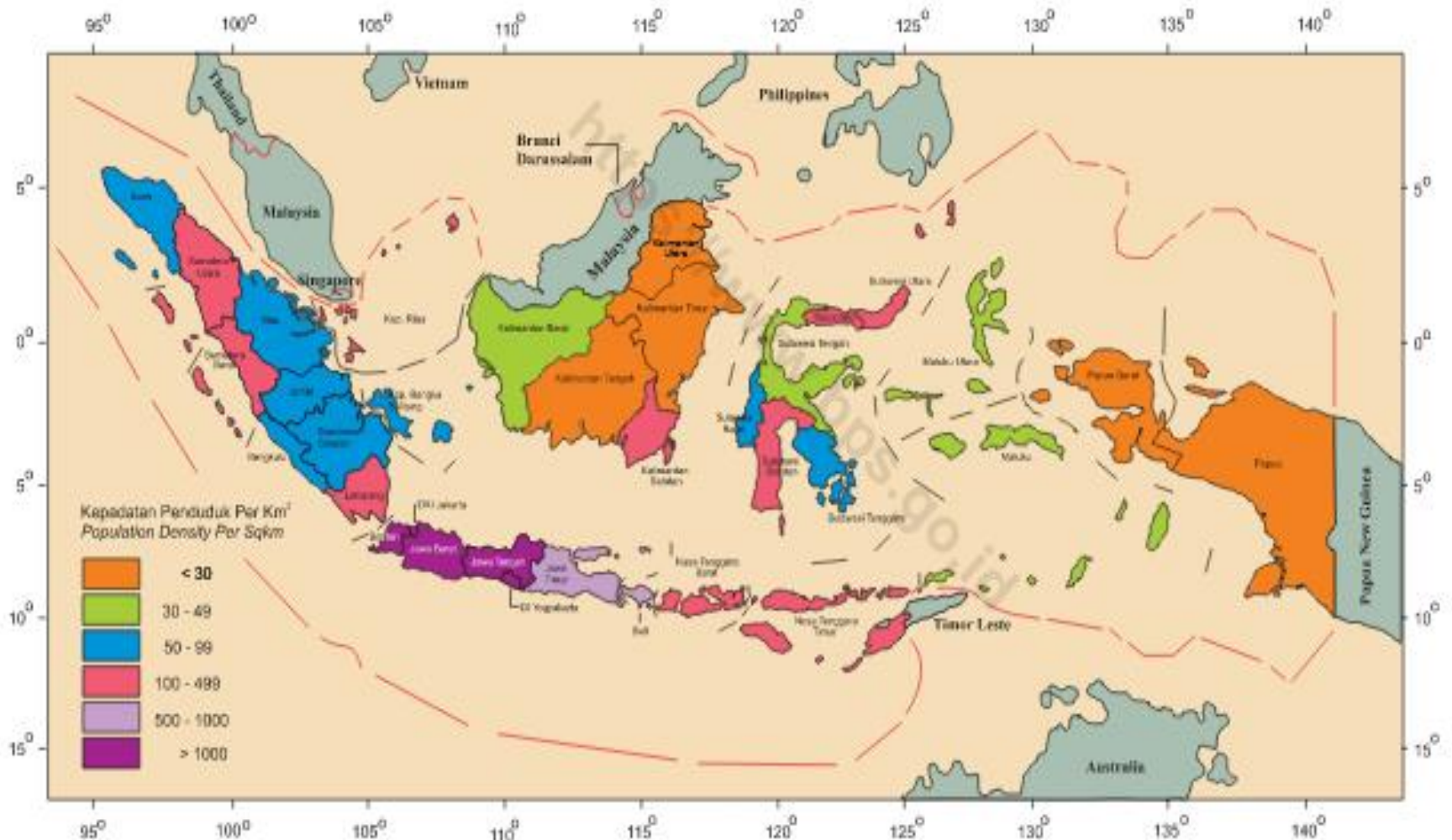
Topics

- Fact & Figures
- Challenges
- Regulatory Instruments & Innovations
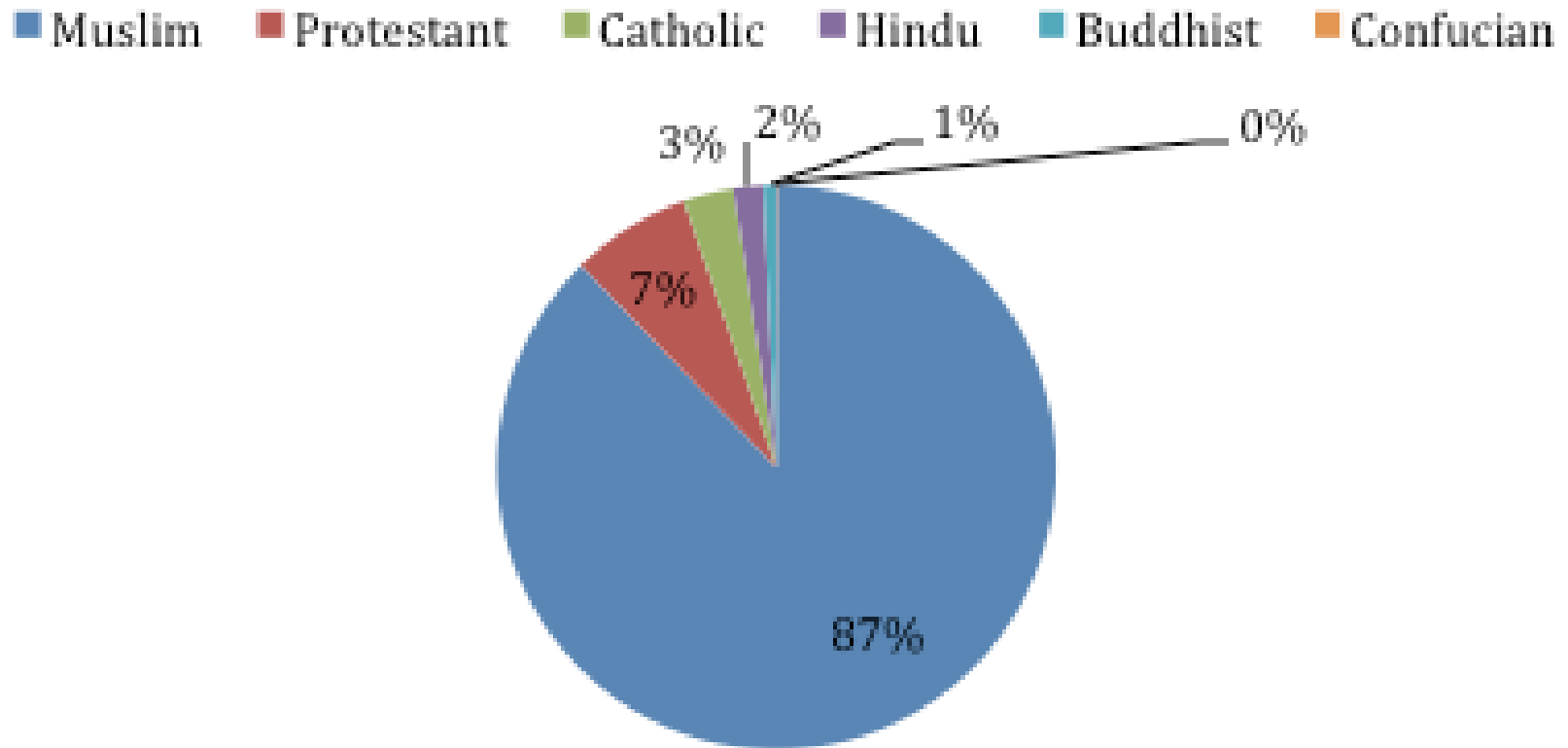- Conclusion

Facts & Figures :
About Indonesia

GEOGRAPHIC SITUATION AND POPULATION DENSITY OF INDONESIA, 2016

Sumber : Sensus Penduduk (SP) 2010 dan Proyeksi Penduduk Indonesia 2010-2035/Source. 2010 Population Census and Indonesia Population Projection 2010-2035

RELIGIONS IN INDONESIA

WELCOME TO ISTIQLAL MOSQUE

The largest and the biggest mosque in the South East Asia

VIHARA DHARMAYANA TEMPLE

Buddhist Temple in the Heart of Kuta

DISASTERS IN INDONESIA

- Indonesia has is in the Ring of Fire The **Ring of Fire** is a major area in the basin of the Pacific Ocean where a large number of earthquakes and volcanic eruptions occur.

- It cannot be avoided that disaster can come at anytime

- Data : **Since the beginning of the year until December 4, 2017, the National Disaster Management Agency recorded 2,175 incidents of disaster in Indonesia.** (657 occurrences), landslides (577 occurrences), forest and land fires (96 occurrences), floods and landslides (67 events), drought (19 events), drought, earthquakes (18 events), tidal / abrasion (8 events), and volcanic eruptions (2 events).

Anggaran Pengeluaran untuk Daerah
Expenditure budget for regions

764.925
milyar rupiah/billion rupiahs
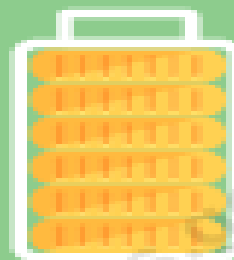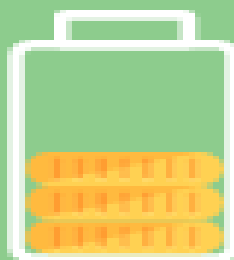
Anggaran Pengeluaran Pemerintah Pusat
Central government expenditure budget

1.315.526
milyar rupiah/billion rupiahs

APBN 2017
State Budget 2017

Sebagian Besar Anggaran Pemerintah Pusat
Digunakan untuk Pelayanan Umum dan Ekonomi
Most of the Central Government Expenditure Budget is Used for General Public Services and Economic Affairs

ANGGARAN PENGELUARAN PEMERINTAH PUSAT 2017
Most of the Central Government Expenditure Budget is Used for General Public Services and Economic Affairs

27,05%
Pelayanan Umum/
General Public Services

11,99%
Perlindungan Sosial/
Social Protection

9,24%
Ketertiban dan Keamanan/
Public Order and Safety

9,00%
Lainnya/
Others

23,61%
Ekonomi/
Economic Affairs

10,88%
Pendidikan/
Education

8,23%
Pertahanan/
Defense

The Global Competitiveness Report 2016-2017

The Big 4 in
ASEAN Member
Countries

Indonesia Ranks :
55 (2008-2009),
38 (2013-2014),
41 (2016-2017)

2

Singapore

25

Malaysia

34

Thailand

41

Indonesia

WORLD
ECONOMIC
FORUM

COMMITTED TO
IMPROVING THE STATE
OF THE WORLD

The Global Competitiveness Report 2016-2017

Most problematic factors for doing business

Factor	Score
Corruption	11.8
Inefficient government bureaucracy	9.3
Inadequate supply of infrastructure	9.0
Access to financing	8.6
Inflation	7.6
Policy instability	6.5
Poor work ethic in national labor force	6.3
Tax rates	6.1
Inadequately educated workforce	5.6
Tax regulations	4.8
Foreign currency regulations	4.6
Government instability	4.1
Poor public health	4.0
Crime and theft	4.0
Insufficient capacity to innovate	3.7
Restrictive labor regulations	3.7

Note: From the list of factors, respondents to the World Economic Forum's Executive Opinion Survey were asked to select the five most problematic factors for doing business in their country and to rank them between 1 (most problematic) and 5. The score corresponds to the responses weighted according to their rankings.
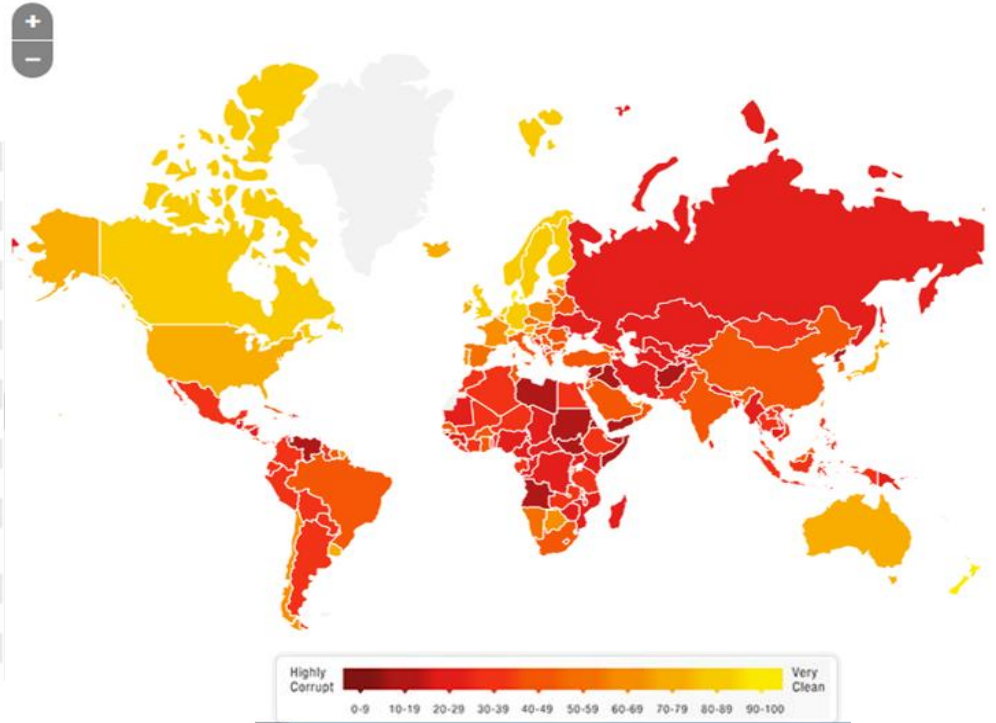
Eficiency of Beaureaucracy

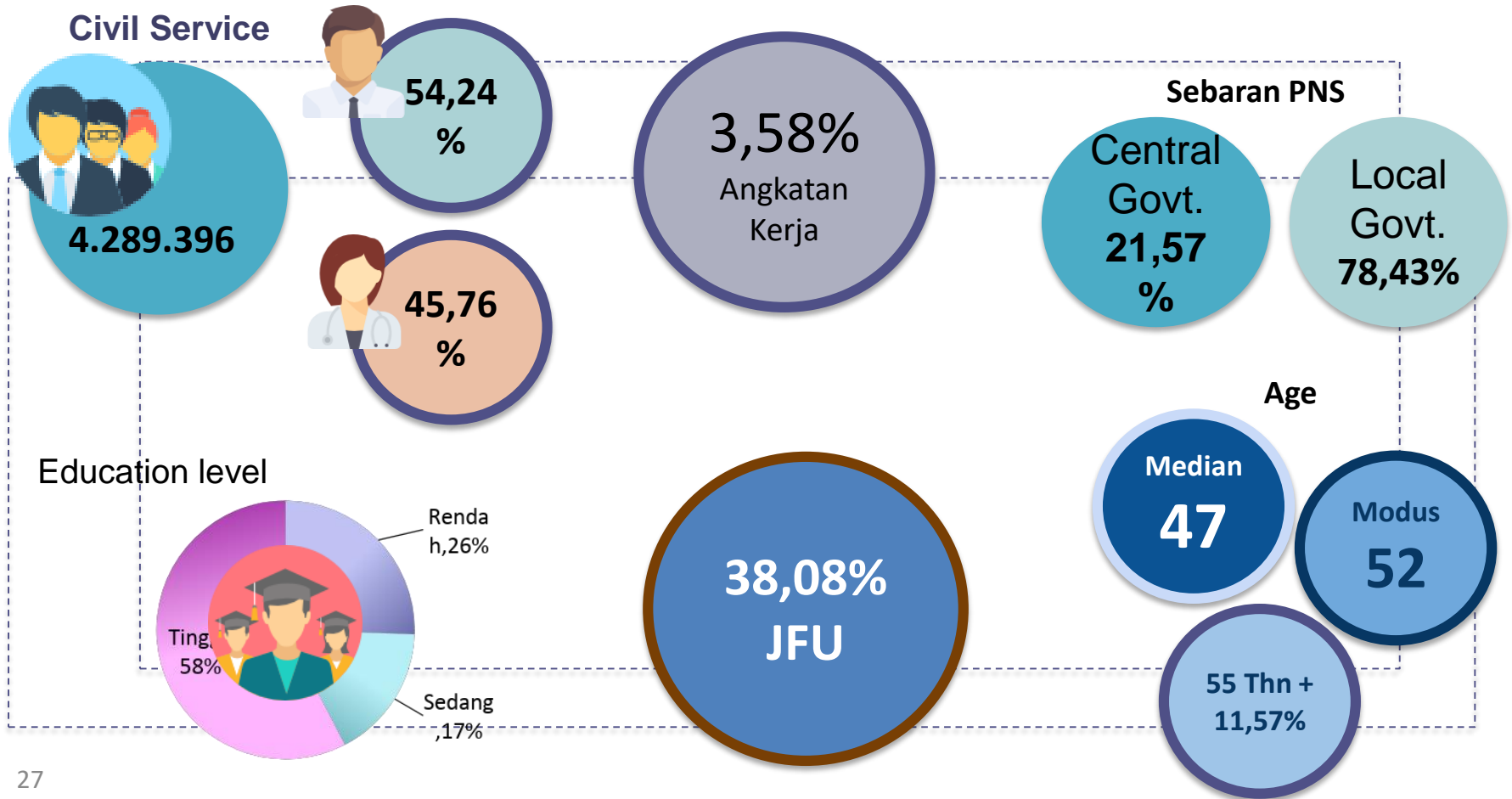| Country	Value
Singapore	2.25
Hong..	3.53
Thailand	5.25
Taipei, China	5.57
Japan	5.77
South Korea	5.87
Malaysia	5.89
China	7.11
Philippines	7.57
Indonesia	8.37
Vietnam	8.54
India	9.21

Bureaucracy Performance

PERC: Political and Economic Risk Consultancy
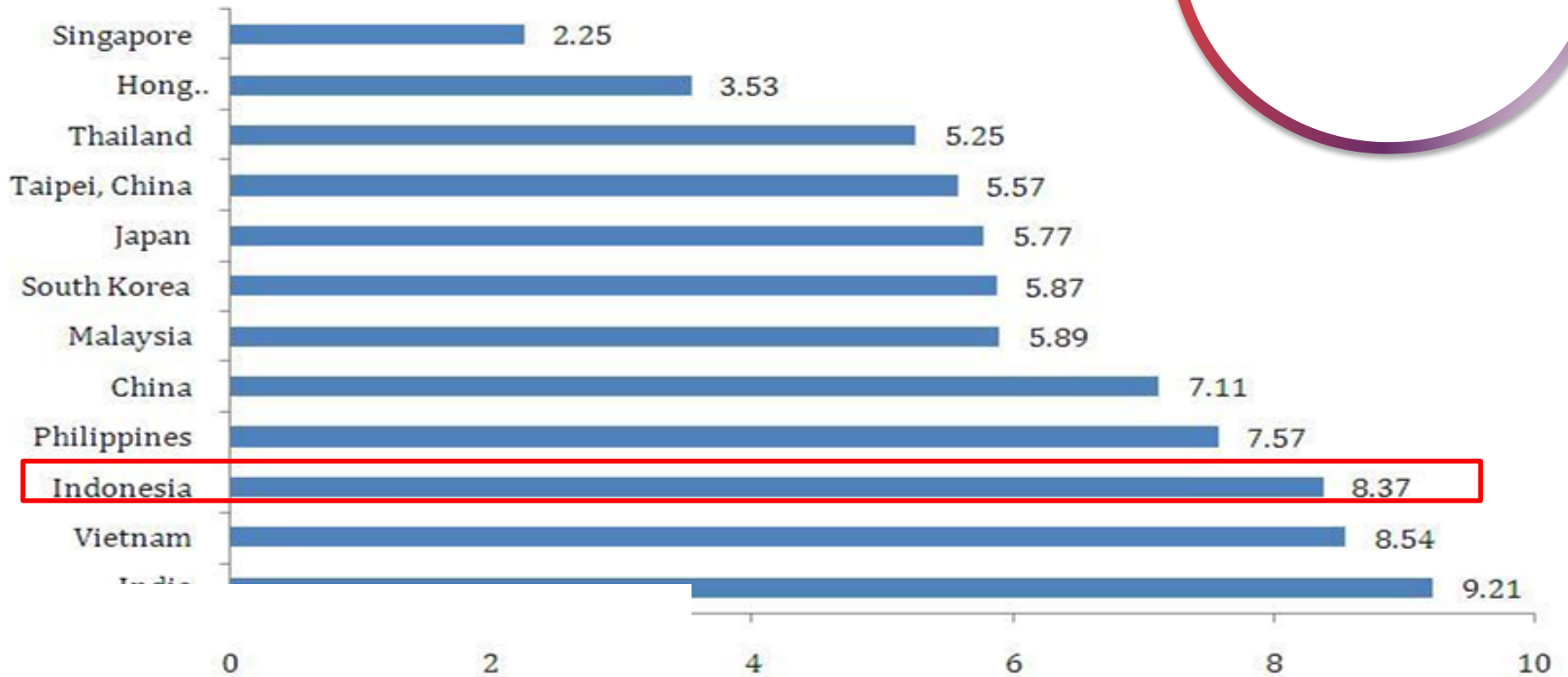
79	Brazil	40	38	43	42	43	Americas
79	China	40	37	36	40	39	Asia Pacific
79	India	40	38	38	36	36	Asia Pacific
83	Albania	39	36	33	31	33	Europe and Central Asia
83	Bosnia and Herzegovina	39	38	39	42	42	Europe and Central Asia
83	Jamaica	39	41	38	38	38	Americas
83	Lesotho	39	44	49	49	45	Sub Saharan Africa
87	Mongolia	38	39	39	38	36	Asia Pacific
87	Panama	38	39	37	35	38	Americas
87	Zambia	38	38	38	38	37	Sub Saharan Africa
90	Colombia	37	37	37	36	36	Americas
90	Indonesia	37	36	34	32	32	Asia Pacific
90	Liberia	37	37	37	38	41	Sub Saharan Africa
90	Morocco	37	36	39	37	37	Middle East and North Africa
90	The FYR of Macedonia	37	42	45	44	43	Europe and Central Asia
95	Argentina	36	32	34	34	35	Americas
95	Benin	36	37	39	36	36	Sub Saharan Africa
95	El Salvador	36	39	39	38	38	Americas

TRANSPARENCY INTERNATIONAL
the global coalition against corruption

CIVIL SERVICE FACT AND FIGURE (Dec 2017)

Civil Service

4.289.396

54,24 %

45,76 %

3,58%
Angkatan Kerja

Sebaran PNS

Central Govt. 21,57 %

Local Govt. 78,43%

Education level

Rendah, 26%

Tingg 58%

Sedang, 17%

38,08% JFU

Age

Median 47

Modus 52

55 Thn + 11,57%

Government And Population

4.3
Millions
Civil Service

261.9
Millions

Population

- High Population
- Diverse in cultures, values and social-economic status

INDONESIA

Data Source : NCSA & Central Bureau of Statistics, 2017

Portrait of Indonesian Administration

Organization	→	Big structure and many unfit in their functions
Law & Regulation	→	Contradictive and many ambiguous regulations
Human Resource	→	Overstaffed and Understaffed at the same time Problem of integrity
Business Process in Public service	→	Unclear procedures, cost and time in public service; Improper service quality; many uncertainty and loopholes for corruption
Minset and Culture Set	→	No spirit and culture for producing innovation, creation, and invention

Challenges

Problem Remaining Public Service Delivery

Access
- Costly
- Distance with citizen
- Insufficient Number
- No complaint handling

Representativeness
- Unsuitable with public needs

Corruption
- Discrimination based on kinship and political affiliation
- Bribery

Redress
- Lack of punishment for malpractice

Information
- Lack of public service standard
- No clarity on price and procedures

Quality
- Lack of awareness in service quality
- Poor service quality

Obstacle on Civil Service Development

Civil Service Today
4,35 Millions

Internal:
- Mismatch
- Indisipliner

Strategies :
- Planning
- Recruitment & Selection
- Skill & Competency Development
- Reformasi

Eksternal:
- Global Competition
- Public Demands

OBSTACLES

SMART CIVIL SERVICE 2024

Profil:
- Integrity
- IT & Communication Skill
- *Hospitality*
- *Networking*
- *Entrepreneurship*

Regulatory Instruments & Innovations

REGULATORY SUPPORT

Source :Deddy S Bratakusumah, PhD 2014
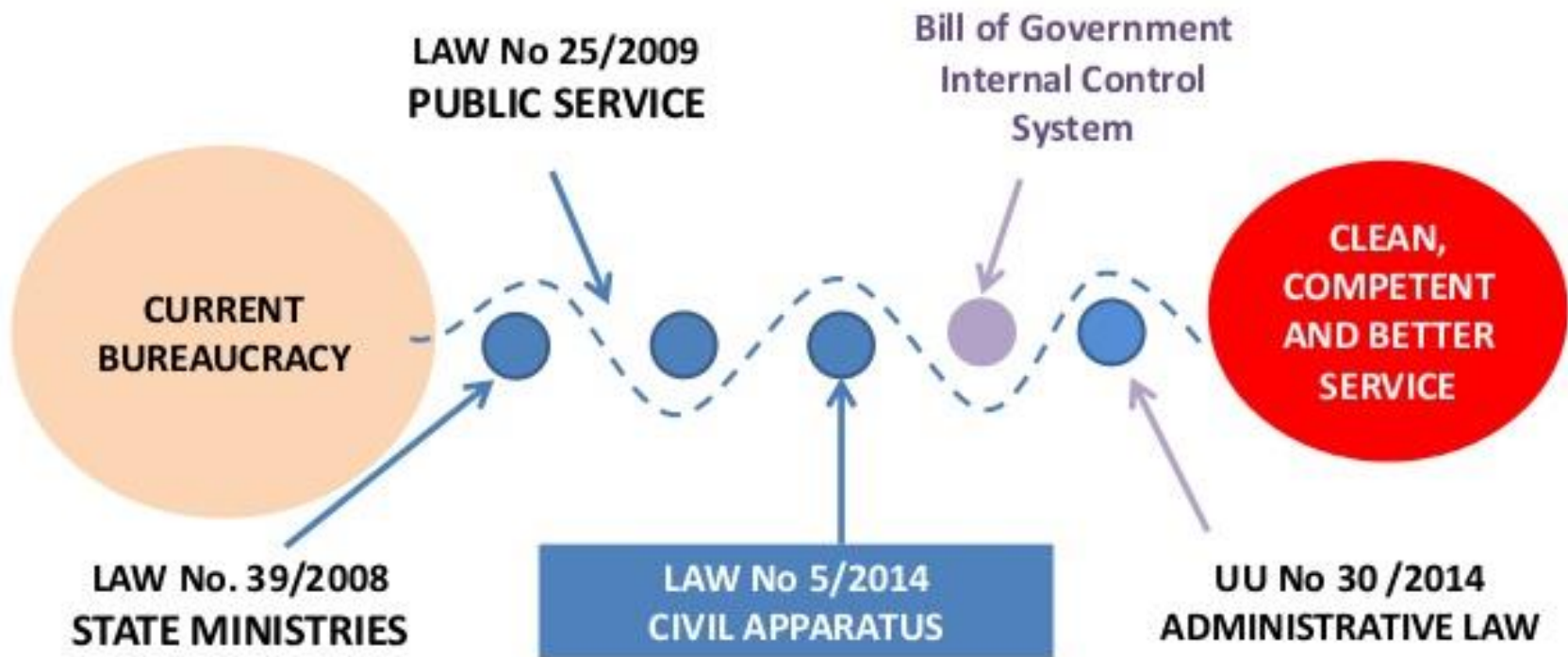
THE INSTRUMENTS

1. Minimum Service Standards

Based on Government Regulation No. 65/2005 on Guidelines for the Preparation and Application of Minimum Service Standards

2. Public Service Standards

Based on Law No. 25/2009 on Public Service Delivery

3. Public Service Innovation

"One Agency, One Innovation" Towards the Sustainability Of Innovation in Indonesian Public Sector

THE COMPONENTS of PSD

- According of the Law 25 in 2009 :
  - ❖ The services
  - ❖ Complaints Management
  - ❖ Information System & Management
  - ❖ Surveillance and Control System
  - ❖ Consultation Services

DELIVERING THE SERVICES

- Public Involvement
  - Open Government Indonesia
- Standardized Quality of Services
- Integrated Services
  - Case of Surabaya Public Service Mall

The Innovation of NCSA

Innovation of the NCSA :
1. Integrated National Recruitment System
2. Computer Assisted Test (Realtime Monitoring Results)
3. Document Management System
4. Personal Civil Service Mobile App
5. Whistle Blowing System
6. Early Warning System
7. Pension Data Management
8. Web Service –
     Multi Government Data Integration

COMPLAINTS MANAGEMENT

- As an extension of public involvement in Public Service Delivery
- Gathering public needs, complaints and reports to be able to give responsive services
  - Case of National Complaints System
  - Case of Jakarta Smart City integrated with Qlue App

OTHER GOVERNMENTS' INNOVATIONS

Ministry of Finance : Online Tax System & Tax Amnesty

Municipal Administration and Local Government: Smart City

Presidential Staff Office: Online Aspiration and Complain Service (lapor.go.id)

SMART CITY
CAN SOLVE THE ISSUES

Government
that listens

System
that connects

Citizen
That participates

6 PILLARS OF SMART CITY

Smart City

Environment	Living	Mobility	Governance	Economy	

Jakarta Smart City is the application of smart city concept that optimize the utilization of Information and Communication Technology (ICT) to know, understand and control various resources in the city with more effective and efficient in order to maximize public services, providing solutions, and support sustainable development

GOVERNMENT THAT LISTENS

One Stop Service

Jakarta Smart Card

Jakarta Health Card

Child-friendly integrated public space

Public Infrastructure and Facilities Officers

Better and Cheaper Public Transportation

Flood Prevention

44

INFORMATION & TECHNOLOGY

- Open Data (Public Information Disclosure Act)
  - Case of CAT Computer Assisted Test on NCSA Recruitment System
- Integrated Information System
  - SSCN (National Recruitment system)
  - National Civil Service Information System
- Single Data
  - Case of One Data by Central Bureau of Statistics and Geospatial Information Agency

Starting a Business and Dealing with Construction Permit in Jakarta — Before Simplification / After Simplification
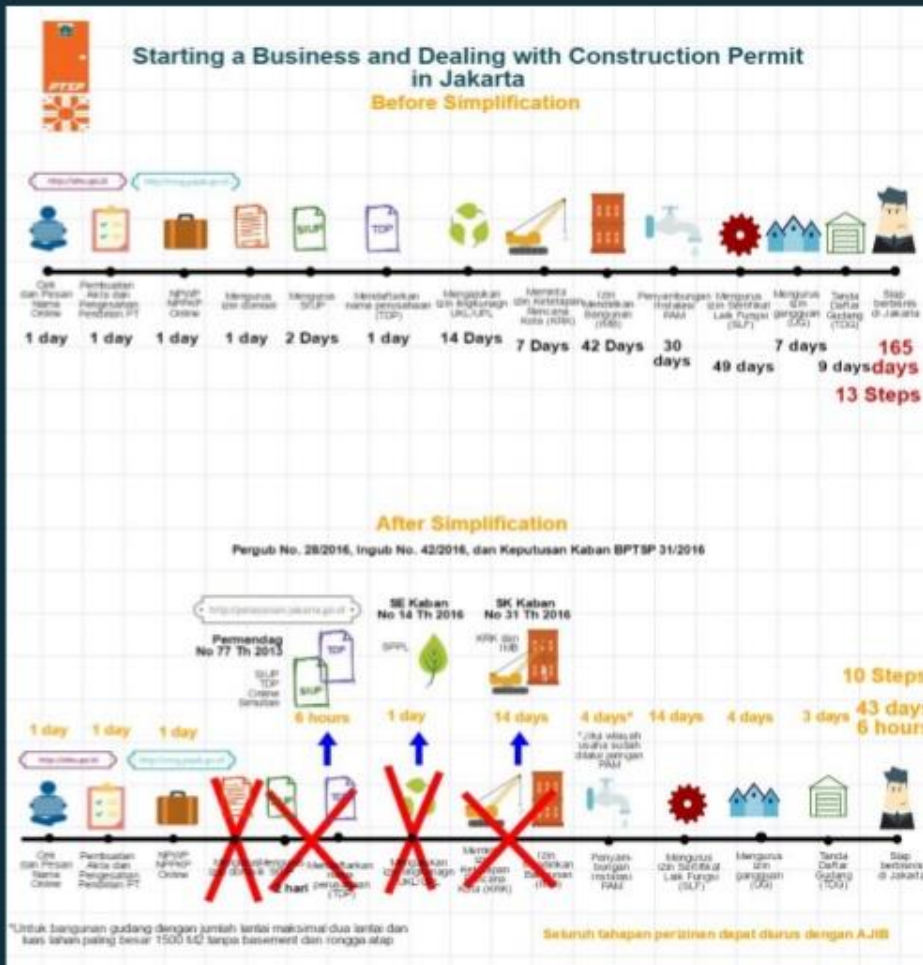
The application of One-Stop Integrated Service as a s**mart governance** solution in regards to city service standardization focuses on professionalism, accountability, transparency, information technology, and integrity.

BPTSP (One-Stop Integrated Service Agency) provides licensing and non-licensing services with one-stop system to increase quality, security and certainty of its services, and also, to make it more convenience for citizens.

DKI Jakarta 's One-Stop Integrated Service Agency provides:
1. Regular Service
2. One-Day Service
3. License Delivery Service
4. Online Service
5. Building Permit License and Free Architect Service.
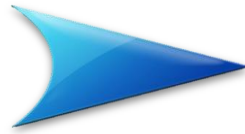
Recruitment

2013

Paper-based Test (PBT)

Computer Assisted Test (CAT) BKN

2014

2017

SURVEILANCE AND CONTROL

- Government Internal Control System (PP 60/2008)

  An integral and continuous control towards:

  - Effectiveness and efficiency of public service activity

  - Reliability and Integrity of Financial Reports

  - Government Asset Security

  - Compliance to the Law

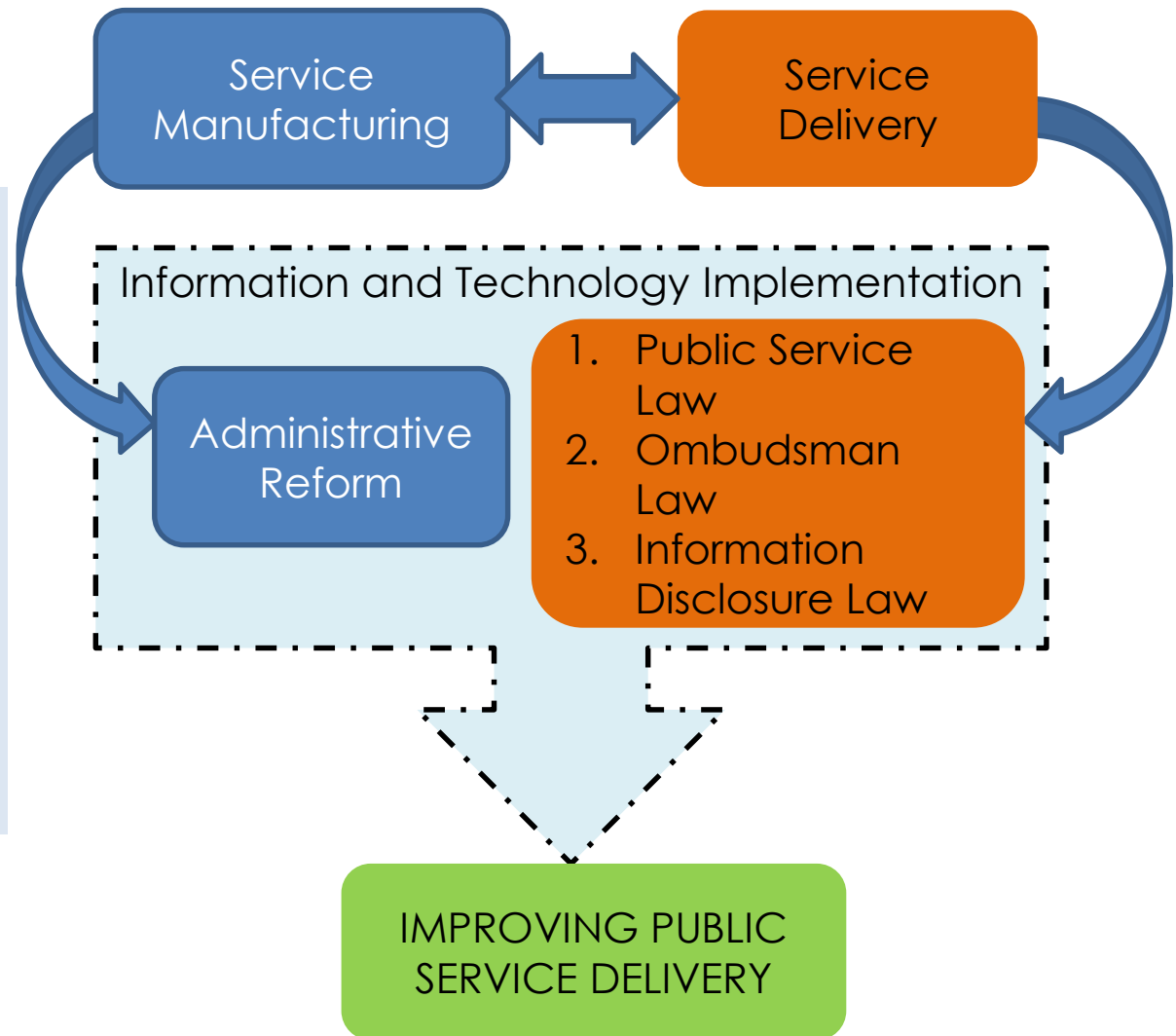- Ombudsman

CONSULTAITION SERVICE

- Public Consultation Forum
  - Assess and evaluate the accountability of each agency service delivery and complaints response
  - Case of Bojonegoro District Government → public dialogue
- Features
  - Public involvement in policy making

Conclusion

SUMMARY

Concluded that the Information Technology is almost always being the driving force towards better Public Service Delivery.

Service Manufacturing ⟷ Service Delivery

Information and Technology Implementation

Administrative Reform

1. Public Service Law
2. Ombudsman Law
3. Information Disclosure Law

IMPROVING PUBLIC SERVICE DELIVERY

The Advantages

1. Making a simple bureaucracy.
2. Increasing public confidence to the government.
3. Shifting the paradigm and the culture of governance into an efficient, rapid and effective ways of public service delivery.
4. Encouraging the governments to innovate.

Thank you!

Sohm
Aw-Koon