Digital Transformation on Public Service in Indonesia

Presented by
National Civil Service Agency

Hardianawati
Hendra Rudiansyah

Cambodia, 10 April 2018
Topics

- Fact & Figures
- Challenges
- Regulatory Instruments & Innovations
- Conclusion
Facts & Figures : About Indonesia
GEOGRAPHY AND CLIMATE

LUAS WILAYAH INDONESIA
1,913,578.68 km²

DKI JAKARTA
664.01 km²

PAPUA
319,036.05 km²

Province with
the smallest area

Province with
the largest area

WILAYAH KERJA STATISTIK
Regional Level of Data Collection

DESEMBER
December 2016

34
PRAKTIKUM

416
KAEBULAN

7,145
KECAMATAN

82,395
DESA


To support statistical activities, BPS-Statistics Indonesia determines code and name of regional level of data collection. It is stated in Chief Statistic Regulation Number 17/2017, as a revision of Chief Statistic Regulation Number 66/2016 on Code and Name of Regional Level of Data Collection.
THERE ARE 707 LANGUAGES IN INDONESIA

The world speaks over 7,105 languages and 10% or 707 of them are spoken in Indonesia. One single island Papua New Guinea is home to 836 languages and dialects. All these come with vast cultural and ethnic diversity.

7,105 languages in the world

284 languages in Europe

2,304 languages in Asia

707 languages in Indonesia
RELIGIONS IN INDONESIA

- Muslim: 87%
- Protestant: 7%
- Catholic: 2%
- Hindu: 3%
- Buddhist: 1%
- Confucian: 0%
WELCOME TO ISTIQLAL MOSQUE

The largest and the biggest mosque in the South East Asia
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  
764.925 milyar rupiah/biliar rupiah

Anggaran Pengeluaran Pemerintah Pusat  
1.315.526 milyar rupiah/biliar rupiah

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 PENGELOUARAN 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% 
Kegiatan dan Regulasi/ 
Public Order and Safety

9,00% 
Lainnya/ 
Others

Ekonomi/ 
Economic Affairs

23,61% 
Pendidikan/ 
Education

10,88% 
Pendidikan/ 
Education

8,23% 
Regulasi/ 
Regulation

Sumber: Source: Kementrian Keuangan  
Ministry of Finance
The Global Competitiveness Report 2016-2017

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

The Big 4 in ASEAN Member Countries:
- Singapore
- Malaysia
- Thailand
- Indonesia
The Global Competitiveness Report 2016–2017

Most problematic factors for doing business

<table>
<thead>
<tr>
<th>Factor</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corruption</td>
<td>11.8</td>
</tr>
<tr>
<td>Inefficient government bureaucracy</td>
<td>9.3</td>
</tr>
<tr>
<td>Inadequate supply of infrastructure</td>
<td>9.0</td>
</tr>
<tr>
<td>Access to financing</td>
<td>8.6</td>
</tr>
<tr>
<td>Inflation</td>
<td>7.6</td>
</tr>
<tr>
<td>Policy instability</td>
<td>6.9</td>
</tr>
<tr>
<td>Poor work ethic in national labor force</td>
<td>6.3</td>
</tr>
<tr>
<td>Tax rates</td>
<td>6.1</td>
</tr>
<tr>
<td>Inadequately educated workforce</td>
<td>5.6</td>
</tr>
<tr>
<td>Tax regulations</td>
<td>4.8</td>
</tr>
<tr>
<td>Foreign currency regulations</td>
<td>4.6</td>
</tr>
<tr>
<td>Government instability</td>
<td>4.1</td>
</tr>
<tr>
<td>Poor public health</td>
<td>4.0</td>
</tr>
<tr>
<td>Crime and theft</td>
<td>4.0</td>
</tr>
<tr>
<td>Insufficient capacity to innovate</td>
<td>3.7</td>
</tr>
<tr>
<td>Restrictive labor regulations</td>
<td>3.7</td>
</tr>
</tbody>
</table>


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.
Efficiency of Bureaucracy

- Singapore: 2.25
- Hong Kong: 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

PERC: Political and Economic Risk Consultancy
## Corruption Perception Index 2016

<table>
<thead>
<tr>
<th>Country</th>
<th>Rank</th>
<th>Score</th>
<th>Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brazil</td>
<td>79</td>
<td>40</td>
<td>Americas</td>
</tr>
<tr>
<td>China</td>
<td>79</td>
<td>37</td>
<td>Asia Pacific</td>
</tr>
<tr>
<td>India</td>
<td>79</td>
<td>38</td>
<td>Asia Pacific</td>
</tr>
<tr>
<td>Albania</td>
<td>83</td>
<td>39</td>
<td>Europe and Central Asia</td>
</tr>
<tr>
<td>Bosnia and Herzegovina</td>
<td>83</td>
<td>39</td>
<td>Europe and Central Asia</td>
</tr>
<tr>
<td>Jamaica</td>
<td>83</td>
<td>39</td>
<td>Americas</td>
</tr>
<tr>
<td>Lesotho</td>
<td>83</td>
<td>40</td>
<td>Sub-Saharan Africa</td>
</tr>
<tr>
<td>Mongolia</td>
<td>87</td>
<td>39</td>
<td>Asia Pacific</td>
</tr>
<tr>
<td>Panama</td>
<td>87</td>
<td>39</td>
<td>Americas</td>
</tr>
<tr>
<td>Zambia</td>
<td>87</td>
<td>37</td>
<td>Sub-Saharan Africa</td>
</tr>
<tr>
<td>Colombia</td>
<td>90</td>
<td>37</td>
<td>Americas</td>
</tr>
<tr>
<td>Indonesia</td>
<td>90</td>
<td>37</td>
<td>Asia Pacific</td>
</tr>
<tr>
<td>Liberia</td>
<td>90</td>
<td>37</td>
<td>Sub-Saharan Africa</td>
</tr>
<tr>
<td>Morocco</td>
<td>90</td>
<td>37</td>
<td>Middle East and North Africa</td>
</tr>
<tr>
<td>The FYR of Macedonia</td>
<td>90</td>
<td>37</td>
<td>Europe and Central Asia</td>
</tr>
<tr>
<td>Argentina</td>
<td>95</td>
<td>36</td>
<td>Americas</td>
</tr>
<tr>
<td>Benin</td>
<td>95</td>
<td>36</td>
<td>Sub-Saharan Africa</td>
</tr>
</tbody>
</table>

*Source: Transparency International*
CIVIL SERVICE FACT AND FIGURE (Dec 2017)

Civil Service
- 4,289,396
- 54.24% Local Govt.
- 45.76% Central Govt.

Education level
- Tinggi: 58%
- Sedang: 17%
- Rendah: 26%

3,58% Angkatan Kerja

Sebaran PNS
- Central Govt.: 21.57%
- Local Govt.: 78.43%

Age
- Median: 47
- Modus: 52
- 55 Thn+: 11.57%
Government And Population

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

Population: 261.9 Millions

Civil Service: 4.3 Millions

Data Source: NCSA & Central Bureau of Statistics, 2017
Portrait of Indonesian Administration

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

Internal:
- Mismatch
- Indisipliner

External:
- Global Competition
- Public Demands

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

Obstacles

Smart Civil Service 2024

Profile:
- Integrity
- IT & Communication Skill
- Hospitality
- Networking
- Entrepreneurship

Civil Service Today
4,35 Millions
Regulatory Instruments & Innovations
REGULATORY SUPPORT

- LAW No 25/2009
  - PUBLIC SERVICE
- Bill of Government Internal Control System
- CLEAN, COMPETENT AND BETTER SERVICE
- LAW No 5/2014
  - CIVIL APPARATUS
- LAW No. 39/2008
  - STATE MINISTRIES
- UU No 30 /2014
  - ADMINISTRATIVE LAW

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
Integrated National Recruitment System (https://sscn.bkn.go.id)

Computer Assisted Test (https://cat.bkn.go.id)

Talent Management

Document Management System

Pension Data Management

Controlling and Surveillance

Whistle Blowing System

Personal Civil Service Apps (MySAPK)

Web Service System

NCSA
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

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
Pelapor: Pondok Pinang
Tanggal: 04 Jun 2016 02:34 PM
Status: Selesai
Tagar: #Fasilitas Umum, #RT ORITOR
Deskripsi: Iuran sampah per kk rp 25.000 tp nyuruh buangnya di lapangan ini apakah bkn pak? Jika tidak membayar iuran itu di ancam akan -6.259738, 106.77285
Koordinat: 

1. INFORMASI LAPORAN
2. PHOTO PENDUKUNG
3. KOMENTAR (6)
4. TINDAK LANJUT
• **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
The application of One-Stop Integrated Service as a **smart 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.
Computer Assisted Test (CAT) BKN

Paper-based Test (PBT)
SURVEILLANCE 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
CONSULTATION SERVICES

• 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
Concluded that the Information Technology is almost always being the driving force towards better 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.
“We Are Changing The World With Technology”
-Bill Gates
Thank you!

Sohm
Aw-Koon