

Improvement of Public Service Delivery in Indonesia

Indonesian Delegation

2014

OUTLINE

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2 Service Delivery Improvement

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1

Back Ground

THE MOST PROBLEMATIC FACTORS IN DOING BUSINESS IN INDONESIA

No	2010	2011	2012	2013
1	Bureaucracy	Corruption	Bureaucracy	Corruption
2	Corruption	Bureaucracy	Corruption	Bureaucracy
3	Infrastructure	Infrastructure	Infrastruture	Infrastruture
4	Access to Finance	Political Stability	Work Ethics	Access to Finance
5	Inflation	Access to Finance	Labor Regulation	Labor Regulation

BUREAUCRACY INDICATORS

EoDB 2014		CPI 2013		CoC 2012		GOV. EFF. 2012		GCR (TOTAL) 2013-2014		GCR (INST.) 2013-2014	
CTRY	RANK	CTRY	SCORE	CTRY	SCORE	CTRY	SCORE	CTRY	RANK	CTRY	RANK
SGP	1	SGP	87	SGP	2,15	SGP	2,15	SGP	2	SGP	3
MYS	6	BRN	55	BRN	0,64	MYS	1,01	MYS	24	BRN	25
THA	18	MYS	49	MYS	0,30	BRN	0,83	BRN	26	MYS	29
BRN	59	BRA	43	BRA	-0,07	THA	0,21	CHN	29	CHN	47
RUS	92	CHN	39	THA	-0,34	PHL	0,08	THA	37	LAO	63
CHN	96	THA	37	CHN	-0,48	CHN	0,01	IDN	38	IDN	67
VNM	99	IND	36	IND	-0,57	BRA	-0,12	BRA	56	IND	72
PHL	108	PHL	34	VNM	-0,56	IND	-0,18	PHL	59	THA	78
BRA	116	IDN	32	IDN	-0,66	IDN	-0,29	IND	60	PHL	79
IDN	120	VNM	31	PHL	-0,58	VNM	-0,29	RUS	64	BRA	80
IND	134	RUS	28	RUS	-1,01	RUS	-0,43	VNM	70	KHM	91
KHM	137	KHM	22	LAO	-1,04	KHM	-0,83	LAO	81	VNM	98
LAO	159	MMR	15	KHM	-1,04	LAO	-0,88	KHM	86	RUS	121
MMR	182	LAO	13	MMR	-1,12	MMR	-1,53	MMR	139	MMR	141

EoDB : Ease of Doing Business (IFC, WB) (2014)

CPI : Corruption Perception Index (TI)

CoC : Control of Corruption (WB)

Gov. Eff. : Government Effectiveness Index (WB)

GCR : Global Competitiveness Report (WEF)

GCR (Inst.): Global Competitiveness Report (Variabel Institution) - WEF

SGP: Singapore

MYS: Malaysia

THA: Thailand

BRN: Brunei

CHN: China

VNM: Vietnam

RUS: Russia

IDN: Indonesia

BRA: Brazil

IND: India

KHM: Cambodia

PHL: Philipina

LAO: Laos

MMR: Myanmar

BUREAUCRATIC REFORM for better Indonesia



THE BR GOALS

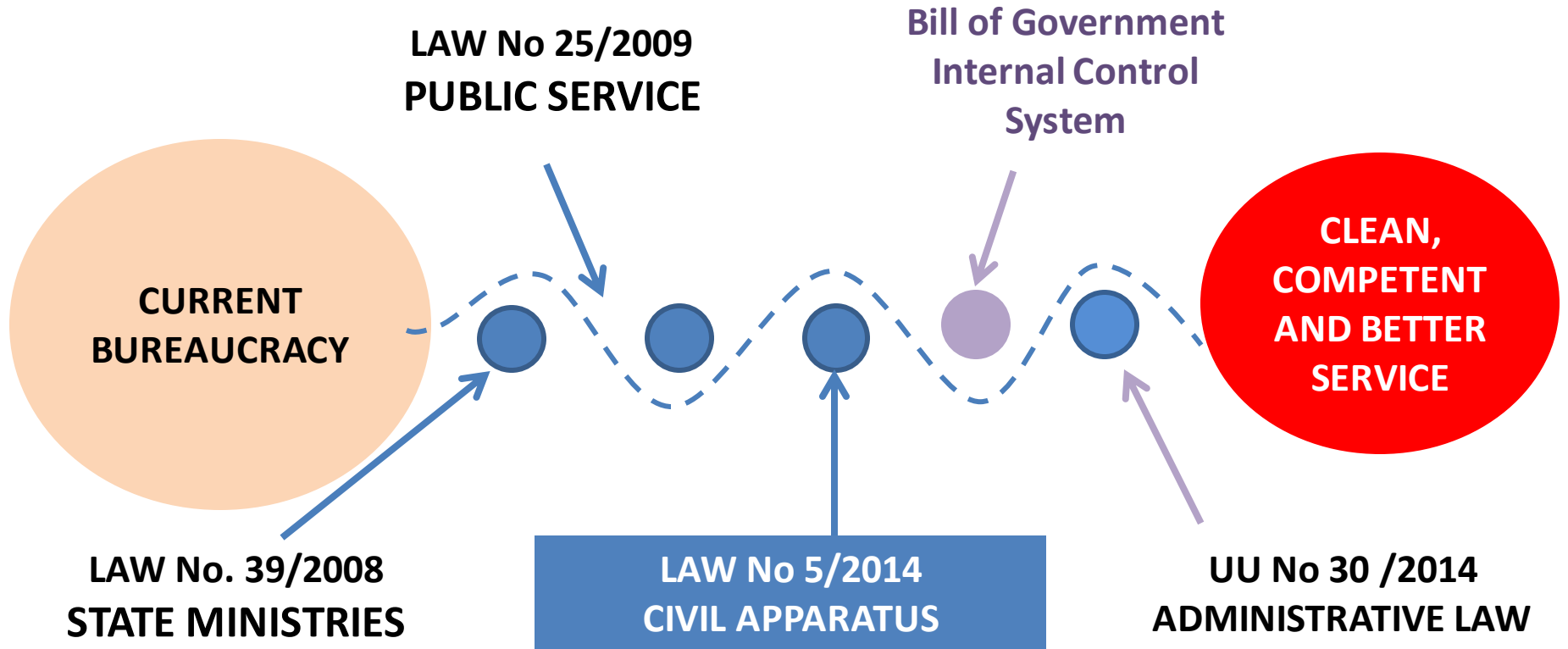
**PURSUING CLEAN,
COMPETENT AND BETTER
SERVICE**

- **Clean from collusion, nepotism and corruption, free from political influence**
- **Competent to accomplish duty and responsibility**
- **Serving citizen and private sectors/investors**

BR AREA OF CHANGES

1. ORGANIZATION
2. SYSTEM AND PROCEDURES
3. LAWS AND REGULATIONS
4. HUMAN RESOURCES
5. OVERSIGHT SYSTEM
6. ACCOUNTABILITY
7. PUBLIC SERVICE
8. MIND SET AND ULTURAL SET

REGULATORY SUPPORT



2

Service Delivery Improvement

THE GOALS

1. Efficiency
2. Responsiveness
3. Integrity

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

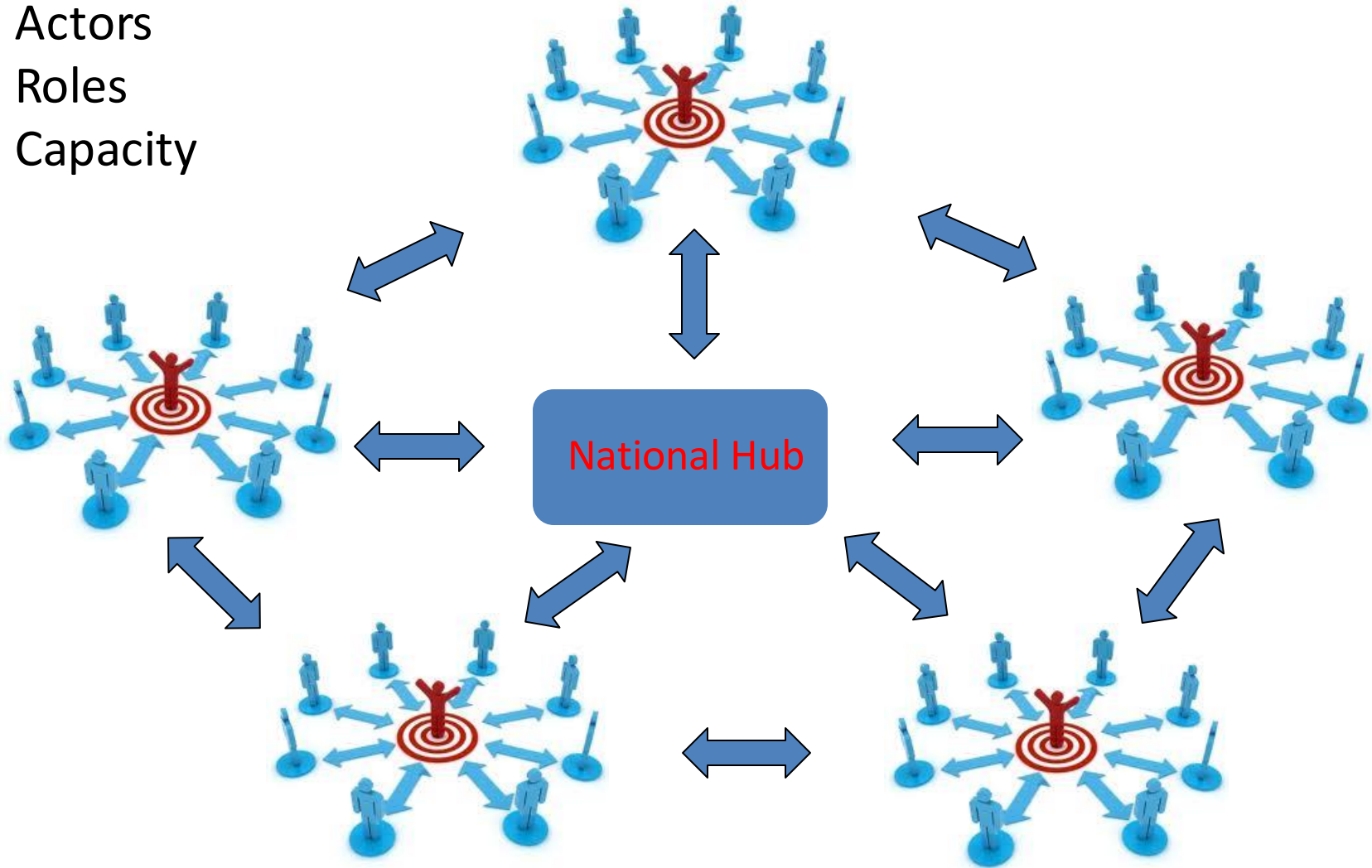
“One Agency, One Innovation” Towards the Sustainability Of Innovation in Indonesian Public Sector

WHAT HAS BEEN DONE IN INDONESIA

1. Innovation is taken seriously through strengthening the legal basis: Law on Regional Autonomy and Government Regulation on Public Service Innovation
2. National incentive program One Agency One Innovation
3. Competition of Innovation and Awarding (at levels: local, national and international UNPSA)
4. Establishment of Innovation Data Base (Satulayanan.net; Lapor.go.id, SINOVIK)
5. Development of some Handbooks on Innovation
6. National Forum to share good practices of Innovation
7. Implementation of Projects in cooperation with foreign development partner to support replication of Innovation
8. Initiatives to establish a Network for Public Service Innovation

DEVELOPMENT OF INNOVATION NETWORKS

Actors
Roles
Capacity



FINALISTS FOR UNPSA 2014

1. Service for Maternity by Midwives, The District of Aceh Singkil
2. Proportional Teacher Distribution, The District of North Luwu
3. Integrated Permits Service, The District Barru
4. Citizen Administrative Service, The City of Surakarta
5. Complaint and Information Unit, The City of Yogyakarta

3

Closing Remark

CLOSING REMARK

The indicator of successful of public sector reform among others is improvement of the Public Service Delivery.

The instruments to improve public service delivery in Indonesia are Minimum Service Standards and Public Service Standards, and Public Service Innovation



THANK YOU